

VISA PAK ISSUE 499 — 7 MARCH 2022

REMINDER – CORRESPONDING WITH LIAS/IMMIGRATION LAWYERS

The purpose of this advice is to remind staff of best practice when corresponding with licensed immigration advisers (LIAs) and immigration lawyers.

Staff should always consider using the most efficient method of correspondence. Generally, online communication such as email and uploading requests and documents to online accounts is preferred to physical communication, such as courier. Online correspondence requires the least time and resource, and encourages timely response from the recipient. It will also help minimising the impacts of COVID-19 on the postal services at present.

Additionally, postal and courier services are in some cases severely impacted by COVID-19, so they should only be used where strictly necessary.

When emailing LIAs and immigration lawyers, staff should ensure that both the application number and the principal applicant's surname are included in the subject heading of the email, as per Visa Pak issue 460.

Sometimes staff may need to courier documents, for example, for returning important original documents. On such occasions, staff should also ensure that both the application number and the principal applicant's surname are referenced in the notification email to the LIA or the immigration lawyer.