



# Client Service Charter

- **Our Client Service Charter sets out the standard of service you can expect from the Australian Passport Office of the Department of Foreign Affairs and Trade (DFAT) and its agents, Australia Post and the Australian Passport Information Service (APIS).**
- **The charter explains how you can get more information if you need it and what you can do if our service does not meet the standards outlined here. We regularly review the charter to ensure it remains focused on client needs.**
- **We also regularly check and report on how well we and our agents are implementing the charter and we welcome feedback from clients on our service .**

## Our aim

The Australian Passport Office is committed to providing a secure, efficient and responsive passport service for Australia.

## Our role

The Australian Passport Office issues passports to Australian citizens in Australia and overseas in accordance with the *Australian Passports Act 2005*, related laws and the Convention on International Civil Aviation. We also issue other types of travel documents, for example Convention Travel Documents, to eligible non-citizens living in Australia.

## Our working arrangements

Online services are available from [www.passports.gov.au](http://www.passports.gov.au). These services include accessing passport application forms and tracking the progress of your application.

Australia Post provides a nationwide shopfront on our behalf. Australia Post:

- receives Australian passport applications, including passport renewals
- collects passport fees
- provides application forms for Australian travel documents on request
- delivers Australian travel documents.

At some Australia Post outlets you must make an appointment to lodge a passport application. This will usually be arranged within three working days of your call. To find an Australia Post outlet near you that will accept a passport application, call Australia Post on 131 318 or visit [www.auspost.com.au](http://www.auspost.com.au).

The Australian Passport Office has offices in all Australian

state and territory capitals to assist if you need to travel urgently because of unforeseen, compassionate reasons or other exceptional circumstances, or if you require a travel document other than an Australian passport. You need to make an appointment by calling the Australian Passport Information Service (APIS) on 131 232.

Overseas, Australian diplomatic missions and consulates provide passport services.

## The role of the Australian Passport Information Service

The Australian Passport Information Service (APIS) provides a telephone helpline for our clients. For the cost of a local call (calls from mobile and pay phones may be charged at different rates), you can seek advice and assistance with passport matters including applications. Your call will be answered by trained, experienced staff who will provide accurate information politely, clearly and quickly.

You can contact APIS seven days a week on 131 232. Check our operation hours at [www.passports.gov.au/Pages/opening\\_hours.aspx](http://www.passports.gov.au/Pages/opening_hours.aspx).

If you do not speak English well, APIS can arrange an interpreter through the Translating and Interpreting Service (TIS) at no cost to you. To contact APIS with the assistance of a phone interpreter, call TIS on 131 450.

## If you are overseas

If you are overseas and need information about passports, contact an Australian diplomatic mission or consulate ([www.dfat.gov.au/missions/](http://www.dfat.gov.au/missions/)).

## What you can expect from us

In delivering a secure, efficient and responsive passport service, we aim to serve our clients in a professional and businesslike way. We are committed to the following service standards:

- providing clear and accurate information
- serving you promptly and being helpful and polite at all times
- displaying information about passport fees in all passport offices and agencies
- ensuring there are appropriate passport services for Australians living in rural, remote and regional areas and overseas
- providing appropriate services for people with disabilities
- applying rules and policies consistently
- protecting information you give to us in accordance with the *Australian Passports Act 2005* and privacy laws
- issuing your passport within two business days of receiving everything we need from you if you have requested priority service, or else refunding the priority processing fee
- protecting your identity from misuse by others through rigorous identity proofing processes and a technically sophisticated passport booklet
- informing you of your right to a review of an adverse decision.

## What we ask of you

To help us meet our commitment to you, we ask that you:

- apply for your passport well before your proposed travel
- complete your passport application accurately and, when you lodge it, bring original documents that prove your identity and citizenship (Note: there are penalties under

the *Australian Passports Act 2005* for making false or misleading statements)

- provide photos that meet our standards
- be courteous and respectful to passport staff and our agents.

## Inquiries

Inquiries can be directed to the Australian Passport Information Service on 131 232, or in writing to the address shown below. If you write to the department we will reply within 14 days of receiving your inquiry. If we cannot answer your question quickly, we will keep you informed of our progress in finding the answer.

## We value your comments about our service

We work hard to improve our service and we welcome your input about how we can make it even better.

Please submit compliments, complaints or comments to us online; by email to [passports.australia@dfat.gov.au](mailto:passports.australia@dfat.gov.au); or by telephoning the Australian Passport Information Service (APIS) on 131 232.

You may also provide feedback about our service by writing to:

Communications Unit  
Australian Passport Office  
Department of Foreign Affairs and Trade  
R.G. Casey Building  
John McEwen Crescent  
BARTON ACT 0221

If you are dissatisfied with the response you receive from DFAT, you can contact the Commonwealth Ombudsman's Office in Australia. Contact details are:

Phone: 1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Website: [ombudsman.gov.au](http://ombudsman.gov.au)

## More information and contact us

 [www.passports.gov.au](http://www.passports.gov.au)

 APIS 131 232

 [passports.australia@dfat.gov.au](mailto:passports.australia@dfat.gov.au)

If you are outside Australia and require assistance contact the nearest Australian mission or consulate.

For advice and practical information on safe overseas travel go to [www.smartraveller.gov.au](http://www.smartraveller.gov.au)

## Accessibility

If you need assistance with English, contact APIS through the Translating and Interpreting Service (TIS) on 131 450

If you are deaf or have a hearing or speech impairment, contact APIS through the National Relay Service:

TTY 133 677

Speak and Listen 1300 555 727

SMS relay 0423 677 767



AUSTRALIAN  
PASSPORT OFFICE

[www.passports.gov.au](http://www.passports.gov.au)

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