



Australian
BORDER FORCE

Air standard operating procedure

3.4 Impounding Australian travel documents

This standard operating procedure (SOP) applies to Australian travel documents impounded in immigration clearance. Australian travel documents include Passports, Documents of Identity, Certificates of Identity and Titres de Voyage.

Key procedural points

It is a serious offence to use or facilitate the use of a cancelled or otherwise invalid Australian travel document.

Suspicious, cancelled or invalid travel documents and travel documents where the holder has a financial debt to the Department of Foreign Affairs and Trade (DFAT) which are presented at the border should be impounded by a delegated officer.

Delegated officers include:

- DFAT including Australian Passport Officers (APO) and Consular Emergency Centre (CEC) officers
- Officers exercising powers under the *Customs Act 1901*
- Specified Department of Immigration and Border Protection (DIBP) officers.

Delegated officers can make a decision regarding whether an Australian travel document is considered damaged/invalid and should be impounded.

The delegations are set out in the *Australian Passports Act 2005* (the Passports Act) Part 1 subsection 6 (schedule 2 of Authorisations and Delegations 2014).

It is Portfolio policy that the Passports Act definitions of:

- “DIBP employee” covers APS employees in the Department of Immigration and Border Protection:
 - performing functions at international airports and seaports in Australia; or
 - at APS6 or above, performing compliance functions under the *Migration Act 1958* and the *Migration Regulations 1994* in Australia; or
 - designated as an Airline Liaison Officer.

- "officer of Customs" to cover officers of Customs within the meaning of the *Customs Act 1901* performing functions or exercising powers under Customs Acts (as defined under section 4 of the *Customs Act 1901*).

The Passports Act authorises Leading Border Force Officers to demand surrender in the following circumstances:

- s. 23 - suspicious Australian travel documents
- s. 24 - cancelled or invalid Australian travel documents
- s. 24A - suspended Australian travel document, see SOP 7.4 *Suspended Australian travel documents*
- s. 25 - debtor's Australian travel documents

Documents that are suspicious, cancelled or considered to be invalid due to damage must be surrendered to a delegated officer, regardless of the holder's travel plans. There are potential adverse consequences for the holder if they are allowed to depart Australia on a damaged travel document as the document may be considered by foreign government border officials to be fraudulent. This may result in delays on arrival to, denial of entry into, and/or detention in other countries.

The Department of Immigration and Border Protection Portfolio's privacy obligations must be satisfied when providing specific details from the M304 report to DFAT, see Record keeping.

Procedure

1. Referral

Australian travel documents are usually referred through:

- Mainframe referral, see *Overview* s47E(d) at Attachment B
- A Border Force Officer at the primary line

2. Actioning referrals

Leading Border Force Officers are required to facilitate the entry and departure of Australian citizens in a timely manner.

Referrals involving departing Australian citizens must be dealt with expeditiously to prevent any delay to the flight's departure. According to local procedures, Leading Border Force Officers should notify airlines when the processing of a client's outwards clearance may delay the flight's departure.

On referral, the Leading Border Force Officer is to:

- confirm the client is displayed as a system referral on the Passenger Analysis Clearance Evaluation (PACE) system, otherwise request the Border Force Officer at the primary line to create a manual referral
- obtain the client's travel document and passenger card
- establish the referral reason, see *Overview* s47E(d) at Attachment B
- introduce themselves to the client and state that they are from ABF

- consider if the client is a minor, if so, see SOP 5.2 *Managing Minors in Immigration Clearance*
- determine the client's level of understanding of English:
 - if required and telephone access is available, contact the Automated Telephone Interpreters Service (ATIS) or engage an ABF officer that speaks the same language
- ask the client appropriate questions based on the reason for referral
- examine the client's travel document to determine genuineness
- establish the client's identity by requesting further identification s47E(d)
- photocopy the travel document's bio-data, passenger card and additional identity documents
- verify the travel document status on Mainframe Passport (PP).

See *Overview* s47E(d) at **Attachment B** for instructions for each referral type and discuss the details of the case with a Senior Border Force Officer/Border Force Supervisor where necessary and according to local procedures.

3. Determining damage

Leading Border Force Officers are delegated under the Passports Act to demand the surrender and impound Australian travel documents they deem to be invalid due to damage as the document is no longer considered fit for its intended purpose. Section 18 (1)(b) of the *Australian Passports Determination 2015*, describes that a travel document ceases to be valid if it is no longer usable as evidence of identity and citizenship of its holder or to facilitate international travel.

Note: The validity of a passport is not determined by its ability to be scanned or read on a chip reader or MRZ scanner. A document may pass these tests and still be deemed to be invalid as it has lost part or all of its integrity.

The following points are evidence that a document is damaged and must be surrendered:

- any of the visible information (including the photograph or machine readable zone) on the data page of the passport has been altered or tampered with, is faulty or cannot be read reliably,
- the data page (including the laminate) of the passport has been tampered with, altered, damaged or dislodged, or has degraded,
- any page is missing, substantially damaged or damaged to the extent that it cannot be read reliably,
- any other part of the binding or the structure of the passport has been tampered with or substantially damaged,
- that any part of the passport's contactless integrated circuit (i.e. the electronic chip) is damaged or has been tampered or interfered with, or removed,
- there are other circumstances that the Minister could consider that make the document unusable as evidence of the identity and citizenship of its holder. **Note:** The Leading Border Force Officer may also consider any other circumstances that make the passport unusable as evidence of the identity and citizenship of its holder. Further information on determining damage (including pictures of damage that would warrant impound) can be found at **Attachment F**.

Once the document is determined to be damaged, it is an invalid document and must be surrendered by the holder to the Leading Border Force Officer. This document can no longer be used as an identity document. This is a requirement of the Passports Act and penalties may be imposed if the request for surrender is ignored.

4. Contacting DFAT

There are circumstances where a Leading Border Force Officer **may** contact the CEC and circumstances where a Leading Border Force Officer **must** contact the CEC.

DFAT CEC is available 24/7 on:

s47E(d)

When contacting the CEC, the Leading Border Force Officer should advise DFAT of:

- the reason for referral
- the travel document status on Mainframe (PP) and the client's explanation for either possession, damage or alteration of the document
- observations of the travel document, if applicable
- refer to **Attachment F**, if making reference to a specific type of damage.

The Leading Border Force Officer should record the CEC officer's name, the time of contact and their advice (if required) in the M304 report.

Following a decision, the Leading Border Force Officer **must** advise the CEC of the outcome to ensure that DFAT is aware of the issue with the document and any subsequent impound.

The CEC will update the document status in PICS on receipt of an M304 report to Void for impounded documents. The information provided from phone contact and the M304 is recorded on a log and distributed to Australian Passport Office (APO) Managers (including State Offices). This allows the APO to assist the holder when they attend the office to obtain a replacement travel document.

Damage

As Leading Border Force Officers have direct access to the document at the border, they will make the determination that the document is damaged and should be surrendered.

Leading Border Force Officers **may** contact, by email or telephone, DFAT CEC for guidance when considering impounding an Australian travel document. However, the final decision to impound based on damage is to be made by the Leading Border Force Officer.

Note: Where there are differences of opinion between the delegates (CEC/ABF) as to whether a document should be considered damaged and impounded, the Leading Border Force Officer must make the final decision as they are in possession of the document.

Cancelled travel documents

When a person is referred in immigration clearance with the impound flag **s47E(d)**, the Leading Border Force Officer **must** contact the CEC to determine reason for cancellation (e.g. debts to commonwealth), see **s47E** referrals processing at **Attachment D**.

The CEC will advise of the reason for impound and the Leading Border Force Officer will impound the document.

For all other referral codes, the Leading Border Force Officer should refer to *Overview s47E(d)* at **Attachment B** and call the CEC.

Improperly documented arrivals and imposters

When a person presents for inward clearance without a valid travel document and it is established that the person used an Australian travel document of another person to facilitate their travel, the matter should be referred to DFAT for consideration of invalidating/cancelling the travel document.

When a person presents for inward clearance holding an Australian travel document and it is established that they are not the holder of the travel document (imposter), the Leading Border Force Officer should:

- impound the document
- inform the CEC
- contact the Australian Federal Police (AFP) concerning the potential misuse of the travel document
- determine the client's immigration status, see SOP 3.14 *Undocumented arrivals at the border* (pending).

For document examination techniques, see SOP 9.5 *Document Examination*.

Note: All improperly documented arrival (IDA) and imposter cases should be referred to the Border Intelligence Network (BIONet), see SOP 10.6 *Liaison with Border Intelligence*.

Undocumented Australian citizens

Australian citizens who present for inward immigration clearance without a valid travel document are considered by DFAT to be undocumented arrivals.

DFAT will consider any current Australian travel documents held by the passenger to be lost/stolen and the travel document will be cancelled, see *DFAT Definitions* at **Attachment A**.

The Leading Border Force Officer **may** contact the CEC if necessary, however an M304 **must** be sent to the CEC for the passport records to be updated.

5. Travel document is returned to holder – wear and tear of document

Minor damage

Where a document is presented to the Leading Border Force Officer that show signs of minor damage, but where the damage is not significant enough to warrant surrender, the document should not be impounded.

The holder should be given the *Referral to the Australian Passport Office – minor damage* letter at ADD2015/357630 to have the document examined by the APO prior to their next departure.

The Leading Border Force Officer should note down the name and passport details of the client and continue to process them in accordance with standard immigration clearance procedures.

At the end of each shift, the shift team should send a bulk email to the CEC with the name and passport number of all passport holders who were issued the minor damage letter. This information will be recorded in PICS.

Suspected faulty chip

Where a document is presented to the Leading Border Force Officer with a suspected faulty chip, the document should **not** be impounded.

The holder should be issued the *Referral to the Australian Passport Office – Australian passport chip failure* letter at ADD2015/357620 to have the document examined by the APO prior to their next departure. The passport number, date of referral and airport location should be recorded on the letter.

The Leading Border Force Officer should note down the name and passport details of the client and continue to process them in accordance with standard immigration clearance procedures.

At the end of each shift, the shift team should send a bulk email to the CEC with the name and passport number of all passport holders who were issued the suspected faulty chip letter. This information will be recorded in PICS.

6. Travel document is impounded

Inwards immigration clearance

Where a decision is made by the Leading Border Force Officer or the CEC to impound the Australian travel document on inwards, the Leading Border Force Officer should ensure the following steps are undertaken:

- notify a Senior Border Force Officer/Border Force Supervisor of the decision
- **check the Passports Database (PP) and read the narrative for further instructions**
- prepare Letter 29(a) – *Demand for the Surrender of Australian Travel Document* (ADD2015/1340813) by border control authorities for travel documents that are cancelled (other than by the Foreign Minister after a Competent Authority request), invalid or suspicious;

OR – see over page

- where the narrative in PP includes the instruction “use letter 29c”, prepare Letter 29(c) – *Demand for Surrender of Australian Travel Document Cancelled Due to Competent Authority Request* (TRIM: ADD2015/1329676)
- retain the travel document
- make two copies of completed Letter 29(a) or Letter 29(c), dependent on which letter is used
 - one copy to be kept for DIBP records
 - one copy to be sent with impounded travel document to DFAT
- present the client with the completed Letter 29(a) or Letter 29(c) and a copy of the travel document's bio-data page
- refer the client to the DFAT Passport Office (relevant contact listed on the letter) for enquiries regarding travel document surrender
- immigration clear the client.

Outwards immigration clearance

If the Leading Border Force Officer's decision is to impound the Australian travel document, further considerations are required if the client is an outward travelling passenger.

Check the client's travel document for a 'departure stamp'. If the document has been stamped, arrange for the travel document to be stamped 'did not depart'. Depending on local arrangements, this may be completed by the Leading Border Force Officer, or the client may be referred elsewhere.

Consider if the client holds another valid travel document, for example, the client may be a dual citizen and travels with both travel documents.

If the client holds another valid travel document, consider if the client can depart Australia using the second travel document.

If the client does not hold a second valid travel document or cannot depart using the second travel document, ask the client if they desire DIBP to contact the airline duty manager on their behalf. It is the airline's responsibility to decide whether or not to allow the client to travel.

Where there are mitigating circumstances which require a passenger to travel urgently, such as a funeral or immediate family illness, the Leading Border Force Officer should contact the CEC. If appropriate, the CEC will then facilitate contact with the relevant DFAT duty officer for a possible replacement travel document.

Note: The Leading Border Force Officer should manage the expectation of the passenger, as urgent issue **will only** occur at the discretion of the APO and will be dependent on the reason for travel and the evidence available to support their claim.

The Leading Border Force Officer must then notify a Senior Border Force Officer/Border Force Supervisor and with their approval:

- check the **Passports Database (PP)** and read the narrative for further instructions
- prepare Letter 29(a) – *Demand for the Surrender of Australian Travel Document* (ADD2015/1340813) by border control authorities for travel documents that are cancelled (other than by the Foreign Minister after a Competent Authority request), invalid or suspicious

OR

- where the narrative section in PP includes the instruction “use letter 29c”, prepare **Letter 29(c) – Demand for Surrender of Australian Travel Document Cancelled Due to Competent Authority Request** (TRIM: ADD2015/1329676)
- retain the travel document
- make two copies of completed *Letter 29(a)* or *Letter 29(c)*
 - one copy to be kept for DIBP records
 - one copy to be sent with impounded travel document to DFAT
- present the client with the completed *Letter 29(a)* or *Letter 29(c)* and a copy of the travel document’s bio-data page
- refer the client to the DFAT Passport Office (relevant contact listed on the letter) for enquiries regarding travel document surrender.

7. Finalising the referral

If not already done, create a manual referral through Mainframe Referrals (RF) or Border Security Portal (BSP).

To create a referral through Mainframe RF:

- type (1) for referral processing, enter
- type (5) “create unlinked referral”, enter
- complete the narrative and referral.

To create a referral through BSP, see *Border Security user guide* at ADD2009/591059

Where the referral is a  referral, see  referrals processing at **Attachment D**

Complete the M304 report including:

- the reason for referral
- the client’s explanation relevant to the referral reason, for example, if the document is damaged, how and when the damaged occurred
- ABF’s assessment of the travel document
- the client’s current contact details i.e. residential and email address, phone number
- the reason ABF contacted DFAT

The Leading Border Force Officer is to:

- record the DFAT officer’s name, the time of contact and DFAT’s advice
- act in accordance with DFAT’s instructions
- record if the client was/was not issued *Letter 29(a)* or *Letter 29(c)*.

8. Seaports and regional airports

Where Leading Border Force Officers are not physically present at a particular location, Border Force Officers must contact other ABF officers at the nearest open major seaport or airport.

Border Force Officers are delegated to impound damaged documents and will make the impound determination in these circumstances as they have access to the document. They are responsible for ensuring that actions with respect to passport suspension are performed. These actions must be completed in close consultation and with the assistance of another ABF officer who will:

- perform IT systems checks
- provide advice on processes
- contact the CEC
- provide any letters or notices by email/fax required to be given to the client.

Communication

The Leading Border Force Officer **must**:

- contact DFAT CEC to advise of details of impound
- forward relevant extracts of the M304 report **within 24 hours**, preferably by email, to DFAT CEC s47E(d) [REDACTED] when an Australian travel document is impounded, see *Record keeping* below
- at the end of each shift, forward a list to the CEC of those passengers who were issued a minor damage letter or the *Referral to the Australian Passport Office – Australian passport chip failure* letter
- obtain the client's consent prior to contacting an airline representative.

'Sit Rep' reporting

A Notifiable Event (NE) is an activity, incident or occurrence that may:

- have a minor, major or critical impact upon personnel (including third party providers and clients) and Portfolio business, operations, facilities or systems,
- require an operational response and/or Portfolio resources and management effort to resolve, and/or
- draw media attention and impact upon the reputation of the Portfolio.

NEs that affect the airport and seaport networks are to be reported to the relevant Regional Command Centre (RCC).

NE categories include:

- Category 1 (Minor) – report in accordance with current business requirements (before end of shift)
- Category 2 (Major) – report within 12 hours
- Category 3 (Critical) – report within 1 hour
- Hot Issues Brief (Critical) – report within 3 hours.

The NE must be actioned according to the relevant category, see *Borders Immigration Notifiable Event Categories* spreadsheet at ADD2015/255118.

The Border Force Supervisor will email the accurate and completed template to the relevant RCC for distribution, see *SITREP Template* at ADD2015/255109.

Please continue to monitor the situation and report as further details are received.

Record keeping

The Leading Border Force Officer should:

- complete the M304 report
- acquit the referral
- cancel the client's outward movement, if the client did not depart
- destroy the client's Outgoing Passenger card (OPC), if the client did not depart
- record the impounded travel document in the 'Impounded Travel Document' register, as per local procedures
- file a copy of Letter 29(a) or Letter 29(c) in the client's TRIM file
- notify DFAT CEC of the travel document impoundment, preferably by email. The email should include only the following information from the M304 report:
 - bio-data details of impounded travel document
 - client's current address and telephone details
 - reason for impoundment (details from M304 report)
 - email subject heading 'M304 , the referral number and the description', for example, M304 KI XXXXXXXX - for impounded Australian travel document LXXXXXX or M304 MEXXXXXX – for report of lost Australian travel document LXXXXXX
- depending upon local procedures, retain travel document for collection by DFAT or forward the following documentation, as soon as practicable, to your state/territory DFAT office by courier or registered mail:
 - the impounded travel document
 - a copy of the issued *Letter 29(a)* or *Letter 29(c)*
 - a copy of the email sent to DFAT CEC; see *DFAT state / territory office contact details* at **Attachment E**.

Note: ABF's privacy obligations must be satisfied if the full M304 report is requested by DFAT.

If an operational need exists, EOC may request a copy of the M304 report.

Feedback

If the content of this SOP requires updating or amending please contact: s47E(d) @border.gov.au

Legislative/Policy References

Topic	Reference
Travel Documents	<i>Australian Passports Act 2005</i>
Immigration clearance	ss. 166 & 175 of the <i>Migration Act 1958</i>

Document Control

Version No.	Version Date	Approval Officer	Approval Reference
1	September 2013	s22(1)(a)(ii) [REDACTED] Airports Policy	TRIMed email received 17 September 2013
1.1	May 2014	s22(1)(a)(ii) [REDACTED] Airport Policy	
1.1	May 2014	s22(1)(a)(ii) [REDACTED] Border Operations Support	
1.2	October 2015	s22(1)(a)(ii) [REDACTED] Operations Performance and Practice (changes made by DFAT to reflect legislative change – Australian Passports Act)	

Attachments

No.	Attachment Description	Reference/Source
A	DFAT definitions	Department of Foreign Affairs and Trade (DFAT) Passport Operations and Training Section Australian Passport Office
B	Overview s47E(d) [REDACTED]	Airports Policy
C	DFAT codes	DFAT, Passport Operations and Training Section Australian Passport Office
D	[REDACTED] help card	Airports Policy
E	DFAT state/territory office contact details	DFAT, Passport Operations and Training Section Australian Passport Office
F	Determining Damage – visual aids	DFAT, Passport Operations and Training Section Australian Passport Office

Attachment A: DFAT definitions

Cancelled

A cancelled travel document is invalid. A travel document may be cancelled as the result of:

- the document holder applying for and being issued another Australian travel document
- the document being reported as lost or stolen
- the document holder's death
- a competent authority making a refusal /cancellation request in relation to the document holder
- a Ministerial decision.

Invalid

A travel document will become invalid:

- on expiration of the document
- when a DIBP/ABF officer is satisfied that the document is no longer usable:
 - as evidence of the identity and citizenship of the holder
 - to facilitate international travel.
- when the travel document contains an endorsement or other advice to the holder that the document will cease to be valid on the occurrence of a circumstance mentioned in the endorsement or advice, for example, travel document is for one way travel to Australia
- when the holder is deceased
- when the holder loses his or her Australian citizenship.

Suspicious

A travel document may be considered suspicious when:

- evidence indicates a document has been obtained by means of a false or misleading statement, false or misleading information or a false or misleading document
- an officer suspects that a document has been obtained by means of a false or misleading statement, false or misleading information or a false or misleading document.

Damaged

A document may be considered damaged if:

- any of the visible information on the bio-data page has been altered or tampered with or faulty, for example, where marks have been made on the bio-data, photograph or MRZ by children drawing or intentional modification to personal details,
- the bio data page has been tampered with, altered, damaged or dislodged, or has degraded, for example, the laminate is creased, wrinkled, lifting, or where the security pattern is damaged or missing,

- any page is missing, substantially damaged or damaged to the extent that it cannot be read reliably, for example, corner of the document or MRZ is cut, cancellation of a page or paged by perforation or stamping
- any other part of the binding or structure of the document has been tampered with or substantially damaged, for example, damaged by water, solvents or any substance or the document has been intentionally modified/cut to fit inside a travel wallet,
- any part of the passport's contactless integrated circuit (i.e. the electronic chip) is damaged or has been tampered or interfered with, or removed;
- circumstances exist that the Minister could consider making the travel document unusable as evidence of the identity and citizenship of its holder.

A travel document considered significantly damaged (as described above), will become invalid and subsequently demanded for surrender.

Debtors

A person who owes money to the Commonwealth through DFAT, usually due to expenses incurred to assist in the persons return to Australia, for example, repatriation or hospitalisation costs.

A debtor's travel document will be flagged to impound on arrival. Contact should be made with the CEC to confirm the reason for demanding the surrender of the travel document.

Undocumented arrivals

When an Australian citizen presents for inward immigration clearance without a valid travel document DFAT will consider any current Australian travel documents held by the passenger as lost /stolen and the travel document becomes invalid and cancelled.

Attachment B: Overview s47E(d)

Table 1 – Overview s47E(d)

Mainframe Referral code	Corresponding Mainframe PP status	Procedures for genuine Australian travel document holders only
Impound Australian passport	Impound flag in PP (passport database)	<u>Inwards and outwards</u> Contact DFAT CEC If document is impounded provide client with DFAT letter
No record of Aust or NZ PPT in passport database	No record of passport number in PP	<u>Inwards & Outwards</u> Contact DFAT CEC to determine if travel document exists in PICS If document and passenger are genuine and system error, allow passenger to travel.
Passport lost/stolen	Passport status is missing in mail, lost or stolen (theft) Passport reported lost or stolen before 1 July 2005	<u>Inwards & Outwards</u> Contact DFAT CEC to confirm travel document status, where the document: <ul style="list-style-type: none"> has a lost / stolen status and was reported lost / stolen pre-1 July 2005 or has a missing in mail status If client assessed as genuine owner request DFAT CEC re-instate travel document. If re-instated document will be valid for travel. If travel document status is and held by the genuine holder, DFAT CEC may re-instate travel document.
Passport Not in Force / Unacceptable / Being Processed/ Damaged	Passport is: not in force unacceptable in process Passport status may be: <ul style="list-style-type: none"> document has been physically cancelled (MRZ removed) found cancelled void – cancel if recovered expired held by DFAT spoilt spoilt document damaged temporarily suspended 	<u>Inwards and outwards</u> Contact DFAT CEC to confirm travel document status. If document is impounded provide client with DFAT letter If travel document status is being processed or held in Passport Office, take a copy of the travel document bio-page for later acquittal of RF – send copy of M304 to EOC to advise Ppt Office to update records.



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Attachment C: DFAT codes in passport database

Table 2 – DFAT codes in passport database

DFAT code	Travel document status
s47E(d)	lost (passport reported lost or stolen before 1 July 2005)
	normal
	stolen (theft)
	document has been physically cancelled (MRZ removed)
	found cancelled – cancel if recovered
	void – cancelled if recovered
	expired
	held by DFAT
	missing in mail
	spoilt
	spoilt document
	document in transit between Australia & post
	received overseas
	Undelivered
	Temporarily suspended

Attachment D: referral processing

 referrals are generated by an impound flag set to  in Mainframe Passport (PP) by the Passport Office.





















If a passenger presents a travel document other than the travel document referred to in the  referral, the Leading Border Force Officer should check PP for the directive, and if the directive is , land the passenger.

Table 3 – Recording decisions

Outcome	Recording in referrals system
<p>Travel document presented is for impound</p> <p>Travel document is impounded</p>	<p>Referral reason remains as </p> <p>Enter outcome  Immigration Cleared</p> <p>Reason for outcome  Recognised</p> <p>Australian citizen</p> <p>Authority to enter </p> <p>Referral Narrative Template 20 – Impound of Australian Passport</p>
<p>Travel document presented is for impound</p> <p>Travel document is not impounded due to various reasons</p>	<p>Referral reason remains as </p> <p>Enter outcome  Immigration Cleared</p> <p>Reason for outcome  Recognised</p> <p>Australian citizen</p> <p>Authority to enter </p> <p>Referral Narrative Template 20 - Impound of Australian Passport – amend to accurately reflect interaction with client and/or stakeholder, and reasons why passport was not impounded</p>
<p>Travel document presented is other than that referred to in  referral</p> <p>Travel document is not impounded</p>	<p>Referral reason remains as </p> <p>Enter outcome  Immigration Cleared</p> <p>Reason for outcome  Recognised</p> <p>Australian citizen</p> <p>Authority to enter </p> <p>Referral Narrative Template 20 - Impound of Australian Passport – amend to accurately reflect interaction with client and/or stakeholder, and reasons why passport was not impounded</p>
<p>Travel document manually referred by ACBPS for impound</p> <p>Travel document impounded / or not impounded</p>	<p>Referral reason changed from  to </p> <p>Enter outcome  Immigration Cleared</p> <p>Reason for outcome  Recognised</p> <p>Australian citizen</p> <p>Authority to enter </p> <p>Referral Narrative Template 20 - Impound of Australian Passport – amend to accurately reflect interaction with client and/or stakeholder, and reasons why passport was or was not impounded</p>

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Attachment E: DFAT state/territory office contact details

Adelaide	5th Floor, East Wing MTAA Building 55 Currie Street ADELAIDE SA 5000	Perth	Level 17, Exchange Plaza 2 The Esplanade PERTH WA 6000
Brisbane	17th floor 150 Charlotte Street, BRISBANE QLD 4000	Sydney	Level 7, Gateway House Henry Dean Place 26 Lee Street SYDNEY NSW 2000
Canberra	The R G Casey Building Sydney Avenue BARTON ACT 0221		
Darwin	5th Floor Northern Territory House Corner Mitchell & Bennett Streets DARWIN NT 0800		
Hobart	Level 1 111 Macquarie Street HOBART TAS 7000		
Melbourne	Level 2, Collins Square, 747 Collins Street, Docklands VIC 3008		


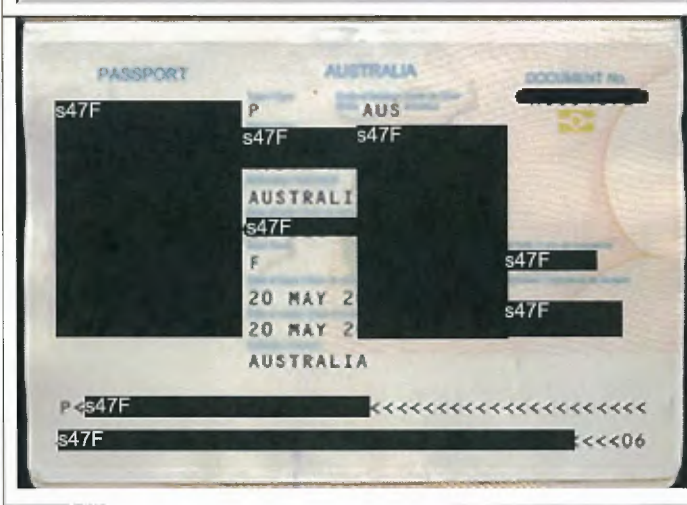
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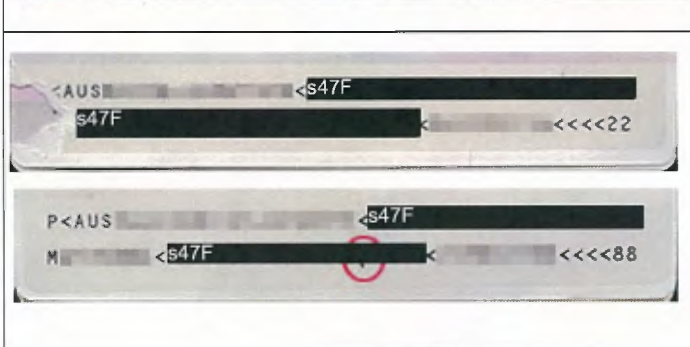
Attachment F: Determining damage – visual aides

The following provides guidance in accordance with legislation and common examples for when an Australian travel document is determined to be damaged. The overall structure of the document (data page, binding, visa pages etc.) should be in a reasonable condition to allow it to continue to be used as proof of identity and citizenship and to facilitate international travel.

Any of the visible information (including the photograph or machine readable zone) on the data page of the passport has been altered or tampered with, is faulty or cannot be read reliably.


- Includes damage to the photograph or machine readable zone.
- Typed text is unclear or ink has bled over text.
- Damage to photographs – document should be impounded if the main photo has damage to any of the facial features. Document may be suitable for travel if there is slight damage to the main photo which does not obscure the facial features. Where the second image is also damaged, the document should be impounded.

	<p>Fluid damage to part of the main photo including the right eye. Second image is fine.</p> <p>As a facial feature is obscured, issue minor damage letter.</p>
	<p>1. Fluid damage to all of main photo. All of photo has been blurred. Second image is also slightly affected.</p> <p>Issue minor damage letter.</p> <p>2. Ink staining also visible in Machine Readable Zone (MRZ). If the MRZ fails to read, impound document.</p>



	<p>Fluid damage to main and secondary photos. Data page degraded. Laminate and page separating from booklet.</p> <p>Machine Readable Zone (MRZ) slightly damaged, which could cause chip and MRZ reads to fail.</p> <p>Impound document.</p>
	<p>Tearing or marks within the text of the Machine Readable Zone (MRZ).</p> <p>Passenger will experience delays at check-in and border points.</p> <ol style="list-style-type: none"> 1. If no other damage and MRZ reads, issue minor damage letter. 2. If MRZ fails to read, impound document.

The data page (including the laminate) of the passport has been tampered with, altered, damaged or dislodged, or has degraded

- Laminate is dislodged due to water damage,
- Data page has been damaged by tearing (includes animal bites, destructive children).

	<p>Data page and/or laminate damaged.</p> <p>Issue minor damage letter.</p>
	<p>Document washed. Laminate peeling and data page is separating from booklet.</p> <p>Issue minor damage letter.</p>



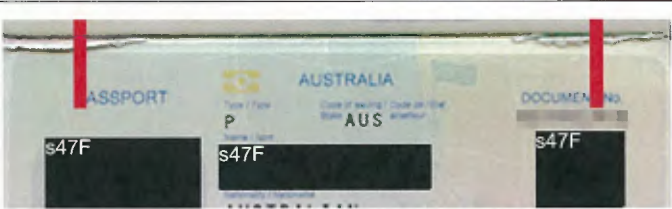

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	<p>Document washed. Data page and laminate separated from booklet. Photos degraded.</p> <p>Impound document.</p>
	<p>Fluid damage. Laminate wrinkled excessively and lifting.</p> <p>Impound document.</p>

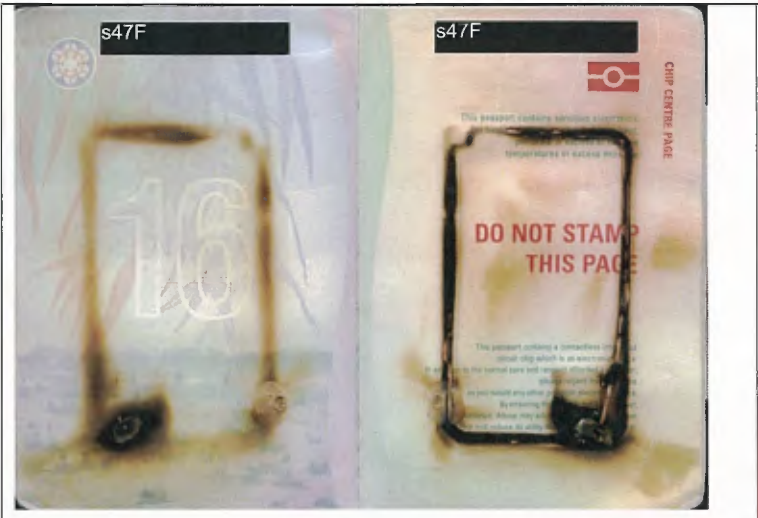

Any page is missing, substantially damaged or damaged to the extent that it cannot be read reliably

- Includes where any page of the travel document has been removed or torn.
- Includes where intentional damage has been done to the travel document, such as cutting the edges to fit into a special wallet.
- Includes where sticky tape has been used to hold the document together or keep the bio-page in the document but does **not** include where sticky tape has been used, for example, on the corner of the passport.
- Damage may also be where a visa page has been drawn on or written on by an unauthorised person (e.g. child has drawn on visa pages).
- E-chip page has been damaged.
- Where the data page has significant tears at the seam (between the laminate and the seam). Where the tear goes past the 'T' in PASSPORT from the top left hand side and/or past the 'D' in DOCUMENT on the top right hand side.

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	<p>Any or all of the pages in the document have been torn.</p> <p>If there is no damage to the biographical or chip pages, issue minor damage letter.</p>
	<p>Pages detached from cover or some are missing.</p> <p>Impound document.</p>
	<p>Tears that do not extend from the page edge beyond the area marked by the "red" bars can be considered suitable for use, issue minor damage letter.</p> <p>Tears that extend from the page edge beyond the area marked by the "red" bars or where the page is held together with foreign material (e.g. sticky tape), impound document.</p>
	<p>Tears or cuts to data page and laminate.</p> <p>Impound document.</p>

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	<p>Passport "microwaved" in an attempt to dry the passport. Chip and passport pages damaged.</p> <p>Impound document.</p>
	<p>If the chip page is missing or has been removed, there may have been an intentional act to alter the booklet.</p> <p>Impound document.</p>

Any other part of the binding or the structure of the passport has been tampered with or substantially damaged

- Includes where pages have been re-sewn into the booklet (ultraviolet test)
- Pages torn out from binding

	<p>Booklet and binding has been damaged/tampered.</p> <p>Impound document.</p>
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Pages torn from binding.

Impound document.

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