



## PC8 interview checklist

The principal purpose of the passport interview is to positively confirm the identity of the applicant. The lodgement officer must ensure the information provided on the form is correct and supported by appropriate documentation so that the applicant's citizenship status and entitlement to a travel document can be assessed by the Australian Passport Office (APO).

### Before proceeding with the passport lodgement:

- Introduce yourself to the applicant.
- Check that the correct form has been completed.
- Quickly check the application to satisfy yourself there is nothing obviously missing (e.g., guarantor section not completed).
- Check applicant's Date of Birth (DOB) to confirm if they are **aged 16 or 17 years**. If so, the child applicant **must attend lodgement**. If child is not present at lodgement, do not accept the application and re-book an appointment.  
**PLEASE NOTE:** If the applicant is aged **16 or 17 years** and **ONLY** applying for an **Emergency Passport**, the applicant is **not** required to attend lodgement.
- Confirm that the applicant can pay the fee – for children, 5 year fee for applicant aged under 16 years and 10 year fee for applicant aged 16/17 years.
- For further information related to policy please refer to [Compass](#).

### BIODATA TO APPEAR ON THE PASSPORT

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | <p>Check name, Place of Birth (POB), country of birth, Date of Birth (DOB) and sex are correct and match with Australian Birth Certificate or Australian Citizenship Certificate or previous passport.<br/>If the name does not match, ensure section 4 – 'name changes' has been completed, and supporting documents attached.</p> <p><i>The name in a previous passport can be used if the passport was issued on or after 20/08/1986 and has at least two years validity and provided the name recorded on the travel document has not been replaced with another name that is registered by Registry of Births, Death, and Marriages (RBDM) or stated on an Australian citizenship certificate.</i></p> <ul style="list-style-type: none"><li>• <i>If the Australian citizenship certificate does not show sex or place and country of birth, check these details against the applicant's:</i></li><li>• <i>Foreign birth certificate (with approved English translation), or if unavailable</i></li><li>• <i>Foreign passport (valid or expired).</i></li><li>• <i>Other supporting documents evidencing place of birth or gender (issued by a government entity or overseas licensing authority).</i></li><li>• <i>If no supporting documents, collect B11 stating why no documentation can be provided.</i></li></ul> |
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### CONFIRM CITIZENSHIP

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | <p>If applicant was born in Australia:</p> <ul style="list-style-type: none"><li>• The applicant's previous Australian passport issued on/after 1/1/2000 with at least 2 years validity must not have been reported lost/stolen or have a status of void or</li><li>• If the applicant's parent was born in Australia before 20 August 1986, one parent's full Australian birth certificate or</li><li>• If the applicant's parent was also born in Australia on or after 20 August 1986, a grandparent's Australian birth certificate; or</li></ul> |
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	<ul style="list-style-type: none"><li>One parent's Australian passport (valid or expired) issued on or after 20 August 1986, before the applicant's birth and valid at least 2 years, or</li><li>One parent's Australian citizenship certificate valid at the time of the applicant's birth, or</li><li>Note: If the applicant provides documentation of one parent's permanent residency (PR) at the time of birth, they should be referred to the Department of Home Affairs to apply for their own evidence of citizenship using the Department of Home Affairs form 119.</li><li>The following documents cannot be used as proof of a parent's permanent residency: Visa Entitlement Verification Online (VEVO) print out; Immicard; Department of Home Affairs visa grant notification letter; Certificate of Evidence of Residency (CERS); Certificate of Status of New Zealand Citizens in Australia (CSNZCA); Document of Identity issued by the Department of Home Affairs, or new permanent residence label.</li></ul>
<b>NAME CHANGES</b>	
<input type="checkbox"/>	If the applicant has changed their name, ensure relevant original name change documentation has been provided to support the change of name.
<b>TYPE OF PASSPORT REQUIRED</b>	
<input type="checkbox"/>	Check that the applicant has selected for the type of passport required.
	Applicants aged 75 years and over should be given the option of the senior's passport and advised that it will have 5 years validity.
<b>CONTACT DETAILS</b>	
<input type="checkbox"/>	Check that the daytime telephone number has been completed and is readable.
<input type="checkbox"/>	Check emergency contact: If blank, advise the applicant it is desirable for the Department to hold details in case of an emergency.
<input type="checkbox"/>	Confirm a residential address is provided and it is not a PO box or business address.
<input type="checkbox"/>	If not, request for a B11 to be completed if proof of address cannot be presented.
<b>PREVIOUS AUSTRALIAN PASSPORT</b>	
<input type="checkbox"/>	Check that the passport number and expiry date match the details printed on the form. Section 9 relates to all types of travel documents and includes emergency passports and limited validity documents. <b>NOTE:</b> <i>If the application was mailed-in, check against previous APO records.</i>
<b>LOSS OR THEFT OF PREVIOUS AUSTRALIAN PASSPORTS</b>	
<input type="checkbox"/>	If yes: <b>In person</b> - Adult/child to provide a B11 General declaration form stating the circumstances surrounding their previous passport becoming lost/stolen. <b>Mailed-in</b> - <b>For child only</b> – Lodging parent to provide a B11 General declaration form stating the circumstances surrounding their previous passport becoming lost/stolen. <b>NOTE:</b> <i>Adults who have lost their previous passport are <b>not</b> eligible for mailed-in and must attend interview in person.</i>
<b>GUARANTOR</b>	
<input type="checkbox"/>	Be 18 years of age or older.
<input type="checkbox"/>	Have known the applicant for at least 12 months (or for children under one year or since birth).
<input type="checkbox"/>	Not be related to the applicant by birth, marriage or de facto relationship or live at the applicant's address.



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<input type="checkbox"/>	Hold or have previously held an Australian passport that was issued with at least two years validity OR be on the Australian Electoral Roll at his/her current address for at least 12 months OR be currently employed in one of the approved professional or occupational groups held by the relevant post.
<b>PARENTAL CONSENT</b>	
<input type="checkbox"/>	Cross check circle 16A and 16B, if the details provided match those on the child's original full birth certificate. Errors in section 13A or 14A can be cross checked against the birth certificate and rectified with no further action.
<input type="checkbox"/>	Cross check circle 17 and 18 if: <ul style="list-style-type: none"> <li>• Parent 1 has had a name change, and</li> <li>• Original documentation has been provided to link Parent 1 and 2 current name and their name as shown on the child's birth certificate, e.g., marriage certificate, divorce order, name change certificate, etc.</li> </ul>
<input type="checkbox"/>	The 'Family name' and 'Given names' fields in section 13B must always be completed even if the parent family and given names are the same as those in section 13A.
<input type="checkbox"/>	Verbally confirm with Parent 1 or Parent 2 residential address is current.
<input type="checkbox"/>	Check lodging parent (parent 1 or 2) address against their PIDS. Attach certified copies of Parent 1 or 2 PIDs to the application if they are the lodging parent. For <b>mailed-in</b> applications, copies of PIDS for both parents providing consent must be attached.
<input type="checkbox"/>	<b>If either consent is not provided:</b> <ul style="list-style-type: none"> <li>• <i>Where full consent is not provided, applicant to be advised that there is no guarantee a passport will be issued and if not issued, the application fee is generally not refunded. An application generally takes 6 to 8 weeks to process. Travel bookings should not be made until passport approval is given. The passport office will contact the applicant if further information is required.</i></li> <li>• <i>Attach a certified true copy of an Australian court order permitting the child to travel internationally, ensuring page numbers and paragraphs are sequential and none are missing and a B7 form – No further court orders (child application) form is attached, stating that there are no further court orders, or</i></li> <li>• <i>If the child is the subject of an order made under child welfare legislation obtain a completed Form B10 by the relevant agency delegate or named guardian as per the court order.</i></li> <li>• <i>If only one parent is listed on the child's birth certificate, obtain a completed B8 form –One parent only on child's birth certificate, or</i></li> <li>• <i>Where full consent has not been provided obtain a completed Form B9 – Child without full parental consent or an Australian court order permitting international travel, or</i></li> <li>• <i>Attach a certified true copy of the relevant death certificate.</i></li> <li>• <i>Advise the person lodging that a passport officer will contact them during the passport issuing process if they require further information.</i></li> <li>• <i>The only way to guarantee passport issue is with full consent or an Australian court order that permits international travel.</i></li> <li>• <i>If the child was born overseas and it is impossible to obtain their foreign birth certificate the lodgement officer must request and attach a completed B6 form (Child born overseas and no birth certificate) from each parent of the child and attach a certified true copy of original documents that links the child to the parents.</i></li> </ul>
<input type="checkbox"/>	Confirm persons completing sections 13 (Parent 1) and 14 (Parent 2) are the same people signing the declaration in section 15 (no action is required if a parent's signature extends outside the signature box). <b>NOTE:</b> ❖ <i>If the person with parental responsibility is not Parent 1 or Parent 2, the following options are acceptable:</i>



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	<ul style="list-style-type: none"> <li>❖ For applications lodged by Guardian(s), section 13 (a) and 14 (a) must reflect Parent 1's and Parent 2's names as listed on the child's birth certificate. The Guardian(s) need only strike out 'Parent 1' and 'Parent 2' in part (b) of these sections and complete their own details.</li> <li>❖ If consent is provided on an additional application form, this should be considered an attachment to the application form.</li> </ul>
<input type="checkbox"/>	Check that the consent is not more than 6 months old. If more than 6 months old, a new witnessed consent is required from the parent.
<b>DECLARATION</b>	
<input type="checkbox"/>	For adults' applications, check that the applicant has signed and dated the declaration and that the date is not more than 6 months old.
<input type="checkbox"/>	<p>For children's applications, check that the person with parental responsibility has signed and dated the declaration.</p> <p>Compare the signature against parent 1's and parent's 2 signature in section 15.</p> <p><b>NOTE:</b> If the person signing the declaration objects to their (or the child's) details being used for training purposes, they are to be advised to contact their nearest Australian mission. Objections should not be noted on the PC8 form.</p>
<input type="checkbox"/>	Check the signature does not extend outside of the box provided. If the signature extends outside of the box, request a new signature in the box located in the 'office use only' section underneath the applicant photo. Make a comment on the application form stating 'the client has re-signed in the spare signature box'
<input type="checkbox"/>	Applicant 10 years of age or over it is expected that applicants 10 years or over should sign in the signature box.
<input type="checkbox"/>	<p>If there is a problem with the signature (e.g., it extends outside the box):</p> <ul style="list-style-type: none"> <li>• Ask the applicant to re-sign in the additional signature box provided, and the lodgement officer should make a note in the Comments section.</li> </ul>
<input type="checkbox"/>	<p><b>Applicants unable to sign</b></p> <p>Make a note in the comments section e.g. – 'unable to sign – Joe Bloggs - medical reason/power of attorney'</p> <p>Attach either a letter from a medical practitioner or a B11 form.</p>
<b>PHOTO</b>	
<input type="checkbox"/>	Check that the photo presented is a good likeness to the applicant and matches the image in the previous passport.
<input type="checkbox"/>	Check that the photo meets passport photo guidelines.
<input type="checkbox"/>	The photo must not be more than 6 months old.
<input type="checkbox"/>	Ensure the applicants name is written on the reverse of one of the photos.
<input type="checkbox"/>	Affix the photos in the area next to section 17 – one photo face up and one photo face down.
<b>INTERVIEWING OFFICER USE ONLY</b>	
Proof of Identity (adults only)	<input type="checkbox"/> Cross the appropriate combination check circle (i.e., Combination 1, 2 or 3). <b>NOTE:</b> <ul style="list-style-type: none"> <li>❖ Do not cross more than one combination.</li> <li>❖ Leave blank if none of the combinations can be met and add a note in the Comments section</li> </ul>
A, B, or C Confirm photo ID copied (adults only)	<input type="checkbox"/> Cross the Photo ID copied check circle when you have: <ul style="list-style-type: none"> <li>• Sighted at least one photo on the identity documents presented that includes the applicant's or lodging parent photograph and address that match the residential address in Section 8 (and taken a copy of the document)</li> </ul>



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		<p><b>If photo not shown on identity document (or if applicant cannot provide sufficient or required combination of documents to confirm identity)</b></p> <ul style="list-style-type: none"> <li>Request that the applicant's employer provide a letter certifying the identity of the applicant and endorse the back of one photo as a true photo of the applicant, or</li> <li>Request a second guarantor and endorsed photos, as per normal guarantor requirements listed on the application form. The two guarantors cannot be related to each other by birth or marriage and not be in a de factor relationship with each other, nor live at the same address.</li> </ul> <p><i>In both cases above, add detailed explanatory note in the Comments section (or attach a B11 statement by the applicant), and attach certified true copies of all identity documents presented.</i></p> <p><i>Applicants 75 years or older who do not possess suitable photograph identification are not required to provide a second guarantor. In such cases add a note in the Comments section and attach certified true copies of all identity documents presented.</i></p>
Lodged by (child only)	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>If more than one person lodges the application (e.g., child and Parent 1) cross check the relevant circles.</li> <li>If the circle <b>Other</b> is crossed, provide full details in the Comments section.</li> <li><b>Applicants aged 16/17 years must also attend the lodgement.</b> Cross check/circle lodged by 'Child' in conjunction with the other relevant check/circle of the person with parental responsibility lodging the application. If the 16/17-year-old is not present at the lodgement, do not accept the application. Re-book appointment.</li> </ul>
ID copied	<input type="checkbox"/>	<p><b>For an adult applicant</b> Cross check the <b>Applicant</b> circle once you have sighted identity documents.</p> <p><b>For a child applicant</b> Cross check the relevant circle (i.e., <b>Parent 1</b>, <b>Parent 2</b>, <b>Other</b>) to show that you have sighted and attached certified copies of identity documents that:</p> <ul style="list-style-type: none"> <li>Confirms person lodging has parental responsibility for the child, and</li> <li>Matches or can be linked to the section 2a (name of child applicant), sections 13/14 (Parent 1's or Parent 2's names), section 15 (Parent 1's or Parent 2's signature) or named in corresponding court orders.</li> </ul> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>❖ <i>For child applications one piece of ID is required from each lodging parent. If additional ID is provided (e.g., both parents attend the lodgement), cross as many boxes as applicable and provide certified copies of all ID documents presented.</i></li> <li>❖ <i>If the circle <b>Other</b> is crossed, provide full details in the Comments section, and provide certified copies of all ID documents presented by the lodging person. If the lodging person has been authorised by a parent to lodge on their behalf, then attached the B11 or letter of authority and check that the lodging person's ID documents match the name and other details provided in the B11 or letter of authority.</i></li> </ul>
Phoned	<input type="checkbox"/>	Cross check circle where phone contact is made with non-lodging parent. For optional NLP consent check script and file note, please see PDF – RES003634.
Previous passport cancelled	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>- Cross the box if the previous passport is being cancelled.</li> <li>- Place an '<b>S</b>' in the box if it is <b>PPTCR</b>.</li> </ul> <p>If the applicant has a genuine need to retain a valid passport until a replacement is available, carefully explain and confirm that they understand the <b>PPTCR</b> process.</p>



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		<ul style="list-style-type: none"> <li>- Write 'PPTCR' in the address or comments field of the application</li> <li>- Issue the client with a standard letter 15 (for collection): or</li> <li>- Issue the client with a standard letter 15a (unable to return to collect): and</li> <li>- Attach a copy of the letter 15/15a to the application</li> </ul> <p>If mailed in, write '<b>mailed-in</b>' in the address or comments field.</p>
Checked Delta Web	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Cross check circle Checked DeltaWeb (currently known as ImageWeb) if successful comparison has been completed.</li> <li>• Leave blank if it is the applicant's first passport.</li> </ul> <p><b>DeltaWeb should always be checked when:</b></p> <ul style="list-style-type: none"> <li>• Replacing a lost or stolen document.</li> <li>• All emergency passport applications.</li> <li>• Replacing a badly damaged or limited validity passport.</li> <li>• Accepting an application by mail (applies in extreme circumstances only), or</li> <li>• Where the previous passport was issued overseas i.e., "L" series passport with stuck-in photo.</li> </ul> <p><b>NOTE:</b> <i>If no DeltaWeb record can be found for an applicant who has held at least one passport since 1990 make a note in the Comments section. In the case of an application for an <b>Emergency</b> passport contact your Regional Eligibility Centre for assistance.</i></p>
Method of delivery	<input type="checkbox"/>	Select the applicant's preference.
Other travel document	<input type="checkbox"/>	<p>Cross check circle to indicate other travel document required (i.e., Document of Identity, Official, Diplomatic or Emergency passport).</p> <p>Note</p> <ul style="list-style-type: none"> <li>❖ If the application is for a child's Official or Diplomatic passport, cross the relevant check circle.</li> </ul>
Replacement	<input type="checkbox"/>	Cross check circle if application and meets requirement for replacement.
Lost/Stolen	<input type="checkbox"/>	<p>Cross check circle corresponding to the number of passports reported lost or stolen in section 10.</p> <p>Ensure a completed B11 form, outlining details of the lost/stolen passport/s is attached to the application.</p> <p>Advise the applicant that an assessment will be made at the eligibility stage of the passport issuing process as to whether the validity of the new document will be affected.</p>
Sponsoring authority	<input type="checkbox"/>	<p>Enter the 3-digit code for the agency that is sponsoring the issue of a diplomatic, official or dependant passport.</p> <p><b>NOTE:</b> Codes can be found in Annex 9 of OPI or using the PICS command <b>SPLSTN</b>.</p>
Number of attached pages	<input type="checkbox"/>	Enter the number of attachments that will be scanned with the application.
Interviewers' declaration	<input type="checkbox"/>	<p>Sign and date the declaration.</p> <p>Add the post code and PICS user ID.</p>





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		<b>Honorary Consul - After the lodgement</b> <ul style="list-style-type: none"><li>- Honorary Consuls must forward all applications to the supervising mission within 24 hours.</li><li>- Overseas posts must enter all applications in TARDIS within 24 hours and either scan to the Regional Eligibility Centre or place on hold.</li><li>- Applications received from a passport accredited Honorary Consul must be entered into TARDIS within 24 hours of receipt at post.</li></ul>
Comments	<input type="checkbox"/>	Add any relevant comments – Ensure writing is clear and legible.
Emergency Travel Document	<input type="checkbox"/>	Authorised officer to sign and date to approve issue of emergency passport, and/or despatch of application to the Regional Eligibility Centre.



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RESOURCES		
B forms	B-11	General Declaration - <a href="http://compass.passports.satin.io/filedownload/RES003970">http://compass.passports.satin.io/filedownload/RES003970</a>
	B-4	Child born through surrogacy - <a href="http://compass.passports.satin.io/filedownload/RES003977">http://compass.passports.satin.io/filedownload/RES003977</a>
	B-6	Child born overseas without birth certificate <a href="http://compass.passports.satin.io/filedownload/RES003979">http://compass.passports.satin.io/filedownload/RES003979</a>
	B-7	No further court orders - <a href="http://compass.passports.satin.io/filedownload/RES003980">http://compass.passports.satin.io/filedownload/RES003980</a>
	B-8	One parent only on child's birth certificate - <a href="http://compass.passports.satin.io/filedownload/RES003981">http://compass.passports.satin.io/filedownload/RES003981</a>
	B-9	Child without full parental consent or Australian court order permitting issue of a travel document <a href="http://compass.passports.satin.io/filedownload/RES003982">http://compass.passports.satin.io/filedownload/RES003982</a>
	B-13	Urgent passport request - <a href="http://compass.passports.satin.io/filedownload/RES003973">http://compass.passports.satin.io/filedownload/RES003973</a>
	B-15	Concurrent travel documents - <a href="http://compass.passports.satin.io/filedownload/RES003975">http://compass.passports.satin.io/filedownload/RES003975</a>
		<a href="http://compass.passports.satin.io/filedownload/RES004013">http://compass.passports.satin.io/filedownload/RES004013</a>
Sponsored form		
Letters	15	<a href="#">Passport renewal - return of current passport</a>
	15a	<a href="#">Passport renewal - return of current passport not physically required</a>
	18	<a href="#">Emergency passport</a>

REFERENCES	
<a href="#">Overseas Portal (satin.io)</a>	
<a href="#">Australian Passport Office (passports.gov.au)</a>	
<a href="#">Client Service Charter   Australian Passport Office (passports.gov.au)</a>	
<a href="#">Policy   Errors on declaration section</a>	
<a href="#">Concurrent passports</a>	
<a href="#">Passport fees</a>	
<a href="#">Passport photo guidelines</a>	
<a href="#">Passport renewal</a>	



