

Chapter 3.5.1 > ^{s 22(1)(a)(ii)} > Declaration on the application form – signature and date

- The signature on the application form is a **legal declaration** by the customer or person with parental responsibility that:
 - the statements they have made and the information they have provided in, or in connection with, the application are true and correct
 - they have read and understood the information provided about the collection, use and disclosure of their (or their child's) personal information.
 - they understand that their (or their child's) photo and personal information will be used for data and biometric matching purposes, even in the event that the application is withdrawn.
- The notice about the collection, use and disclosure of personal information also advises customers that their information may be used for internal training purposes. If a customer objects to this, they must call APOCC to record their objection.
- Lodgement officers must compare the customer's signature on the application form to the signature on the PIDs presented to help confirm the customer's identity (or the lodging person's identity for child applications).
- Lodgement officers must also check that the declaration is dated correctly, using the Australian date format (DD/MM/YYYY). All declaration dates must be complete/whole and include the year the declaration was signed in.
- If the customer has made an error and altered the date to correct it, the alteration should be initialled and can be accepted.
- For adult applications, the signature will also be scanned and printed in the ATD.
 - As a person with parental responsibility signs the declaration for child applications, children 10 years or over sign in a separate box for this purpose.
- All forms submitted with a passport application must be signed in wet-ink (preferably black ink, as this provides the best quality when scanned).
 - Electronic signatures are not acceptable on the passport application form or any other declaration (including B Form or consent form) submitted to support the passport application. **This is a legal requirement.**
 - This includes any B forms or consent forms accepted by email, noting that these are **legal declarations** by the person signing.

Under the Australian Passports Act 2005, Part 4, Division 2, it is a criminal offence to make false or misleading statements in relation to an application for an Australian travel document.

s 47E(d)

s 47E(d)

Related content

s 22(1)(a)(ii)

Chapter 7.5.5 > s 22(1)(a)(ii) > Unacceptable names or signatures

Subsection 53(4) of the Australian Passports Act 2005 (the Passports Act) provides that the Minister (or delegate) may refuse any name or signature that the Minister or delegate considers to be unacceptable or inappropriate.

- Australian travel documents (ATDs) **must**:
 - comply with international standards and the recommended practices and procedures for travel documents as set out in the Convention on International Civil Aviation 1944 (the Chicago Convention)
 - protect the rights and freedoms of others by ensuring the documents do not offend other individuals or groups of persons
 - not be used to mislead others into thinking a person holds an award or title which they do not hold.

Procedural Notes

s 47E(d)

s 47E(d)

Related content

s 22(1)(a)(ii)

Chapter 7.5.5.1 > s 22(1)(a)(ii) > Examples of unacceptable names or signatures

PCOs should use their judgment when approving applications with unusual names or signatures. Many symbols or pictures can be accepted, including hearts and flowers. A recommendation to refuse should be made to the STO EL1 or Director.

- PCOs who encounter an unacceptable name or signature are encouraged to undertake brief research to inform their decision to accept or refuse. This can be as simple as entering the name or the attributes of a signature into a search engine.
- Where a name or signature has been registered or accepted by another government agency in Australia it should be considered carefully before making a decision to refuse. We are not obligated to accept a name or signature because it appears on another government-issued credential.
- If the customer's name appears on their supporting identity credentials (like a birth certificate or driver licence), the application should be escalated to Director, SCM for decision.
- If the name or signature in question has previously appeared on an ATD, it may be approved again, unless:
 - the ATD clearly does not meet these guidelines
 - it is fraudulent
 - the person has since registered a new name with an Australian RBDM or the Department of Home Affairs.

Examples of unacceptable names or signatures include, but are not limited to, name or signatures that include:

- an expletive
- a racial or ethnic slur or implication
- an obscene or offensive term, symbol or picture
- a numeral
- a political statement or slogan such as "all rights reserved", "signed on behalf of", trademark ™ or copyright ©
- an official title, position or rank that the person does not hold
- the name of, or reference to, a public institution or public office
- a title, award or decoration that is not awarded directly to, or conferred directly on the customer by the Crown or under a law of the Commonwealth
- a term that could mislead people into believing that the bearer has been awarded or conferred a title, award or decoration (see the note above)
- a string of words that would not commonly be recognised as a name
- a name that cannot be established by repute or usage

- any other term that is contrary to the public interest
- characters that the Minister or delegate considers are inconsistent with the international standards and recommended practices and procedures for travel documents adopted under the Convention on International Civil Aviation 1944 (the Chicago Convention).

Background

Prior to 2015, the guidelines above were set out in the Australian Passports Determination 2005. They were removed from the Determination when it was amended in 2015 and reflected in policy to provide greater flexibility in their application and allow for additional examples to be added.

Related content

[s 22\(1\)\(a\)\(ii\)](#)

Chapter 7.5.5.2 > [s 22\(1\)\(a\)\(ii\)](#) > Delegation to refuse an unacceptable name or signature

The power to refuse an unacceptable name or signature on an Australian travel document (ATD) is a delegable power under section 51(1) of the Australian Passports Act 2005 (the Passports Act).

- This power is restricted to the following delegates and is outlined in the Minister's Authorisations and Delegations instrument:
 - APO Executive Director
 - APO Assistant Secretaries
 - General Counsel GCB
 - APO EL2s
 - APO EL1s or equivalent
- When customers present a name or signature that is unacceptable, officers should make a recommendation for refusal to a delegate.
 - Officers should provide the evidence that forms the basis of this recommendation (research or previous decisions, for example).
- A recommendation to refuse a name or signature must be clear and well-documented.

Related content

[s 22\(1\)\(a\)\(ii\)](#)

Chapter 7.5.5.3 > s 22(1)(a)(ii) > Process to refuse an unacceptable name or signature

See: Examples of unacceptable names or signatures in Chapter 7 Names or Chapter 11 Signatures.

Lodgement

Lodgement officers do not hold the delegation to refuse a name or signature.

- The lodgement officer should:
 - advise the customer that their name or signature **may not** be accepted to appear on their Australian travel document (ATD) and give the customer the opportunity to provide a new name or signature.
 - If a new signature is provided, ensure the customer crosses out the previous signature and record a comment about the difference in the signatures.
 - if the customer wishes to proceed with their initial signature, accept the application and advise the customer that a delegate will consider it (**Note:** the lodgement officer must not refuse to accept an application because of the signature, or refuse to accept the signature itself and force the applicant to re-sign); and
 - if a B11 Form is provided with any additional information in relation to the requested signature, attach the B11 Form to the application; or
 - write a comment, e.g., “check signature” (particularly important for streamlined renewal applications) to raise an assessment and prevent auto authorisation); or
 - cross the ‘Typed details altered’ box on hard-copy PC7 renewal forms and write a comment (e.g., check signature) near the printed address field.

Assessment

- When considering an application with a signature that may be deemed unacceptable, the PCO should:
 - make a judgement decision based on the advice in s 22(1)(a)(ii) and s 22(1)(a)(ii)
 - discuss the case with their team leader, STO Operations Manager or STO Director if they are unable to make a decision.
- If a decision cannot be made by the STO EL1 or Director, the matter should be escalated to SCM Director.
- A decision to refuse a name or signature is a **reviewable** decision.
 - The delegate must provide the customer advice in writing that their name or signature has been refused under subsection 53(4) of the Passports Act, including the delegate’s reason(s) for the refusal.
 - Use the relevant Letter 55 (a or b) to advise the customer that their name or signature has been refused.
 - A copy of the written advice must be attached to the customer’s record.

If the delegate decides to refuse a name or signature, the application cannot proceed until resolved.

- Letters 55a and 55b provide the customer with an option to provide an acceptable name or signature.
- If, after sending a letter 55a and letter 55b the customer does not wish to provide an acceptable name or signature the application should be treated as incomplete and withdrawn. Letter 55c should be send to the customer and all application fees should be refunded.
- If the customer exercises their right of review, PLR will manage the review process, including all communication with the customer from that point.

Procedural notes

s 47E(d)

Related content

s 22(1)(a)(ii)

Chapter 11.1.1 > s 22(1)(a)(ii) > High-level summary - photo and signature (biometrics)

A high quality photo that meets the photo requirements is essential.

- The photo to appear on the Australian Travel Document (ATD) must bear a good likeness to the customer and be of a high enough quality to allow for automated Facial Recognition verification.
- This increases the efficiency and integrity of the issuing process and enables eligible customers to access streamlined Renewal
- A high-quality photo in a Biometric (machine-readable) travel document (or ePassport) enables travellers to access automated border processing, such as SmartGates at the Australian border and similar systems overseas.
- Poor quality photos decrease the chances of successful automated processing, meaning the customer may be referred to the primary line for manual processing.

Signatures provide an extra biometric security feature on the travel document, in addition to the customer's photo, and are a mandatory element for persons over 10 years of age.

- In addition to being scanned and printed on the ATD an adult's signature on the application form is a legal declaration by the customer that:
 - the statements they have made and the information they have provided in, or in connection with, their application are true and correct
 - they have read and understood the information provided about the collection, use and disclosure of their personal information.
- The Lodging person signs this declaration for child applications.
- The adult customer or Lodging person's signature is also compared to the signature on their Personal Identity Documents PIDs presented at lodgement, to help confirm their identity.

Chapter 11.3.1 > [s 22\(1\)\(a\)\(ii\)](#) > Signature to appear on the Australian travel document

- All adult customers and children aged 10-years and over must provide a signature that will be printed on the Australian Travel Document.
- In **all** cases:
 - the customer's signature must be small enough to fit inside the signature box on the application form
 - for adults, the signature must be checked against the signature on the customer's Personal Identity Documents PIDs
 - it is preferable that the customer signs in **black ink**, as this provides the best quality when scanned.
- The name or signature must not be unacceptable, inappropriate or offensive.

Procedural notes

[s 47E\(d\)](#)

Related content

[s 22\(1\)\(a\)\(ii\)](#)

s 22(1)(a)(ii)

s 42(1) - this section and the following pages (15-20) are exempt and have been removed