

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 29 January 2025 11:10:34 AM  
**Attachments:** [image001.png](#)

---

## OFFICIAL

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

### **CLEAN & RESCAN BOTH PHOTOS**

#### **Fibers affecting facial features / background**

s 22(1)(a)(ii)

If a digital image is available then please provide this via reply email, ensuring it is JPG/JPEG. Please note the application will remain on hold until the above information has been received.

Kind Regards,

s 47F(1)

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Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Ts 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii) ]  
**Date:** Wednesday, 29 January 2025 11:06:58 AM

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## OFFICIAL

Hello Manila,

Your office accepted a passport application for the above-named customer. Unfortunately, the passport cannot be issued until both photos are cleaned and rescanned.

The reason for requesting the rescan is because there are ink marks affecting the facial features and/or background.

If a digital image is available, please provide this via reply email, ensuring it is JPG/JPEG.

Please note the application will remain on hold until the above information has been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii)  
**Date:** Friday, 24 January 2025 1:34:59 PM

---

## OFFICIAL

Hello Manila

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

### CLEAN & RESCAN BOTH PHOTOS

#### Pressure marks on photo

If a digital image is available then please provide this via reply email, ensuring it is JPG/JPEG. Please note the application will remain on hold until the above information has been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)

**Email:** [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)

[dfat.gov.au](https://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Further Information Request - s 22(1)(a)(ii) ]  
**Date:** Wednesday, 22 January 2025 1:18:03 PM

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## OFFICIAL

Hello Manila

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

- Applicant's full name is missing from the photo. Grateful if you could obtain photo with customers full name -thanking you

Please note the application will remain on hold until the above information has been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)

**Email:** [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Further Information Request - s 22(1)(a)(ii)  
**Date:** Friday, 24 January 2025 9:23:01 AM ]

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## OFFICIAL

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

- As the current passport does not expired until 2031, please contact the applicant for further information on why a new passport is needed.

Please note the application will remain on hold until the above information has been received.

s 47F(1)

---

Passport Case Officer | Overseas Support Unit  
Customer Services Branch | Canberra Passport Office  
Department of Foreign Affairs and Trade  
s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Clean & Rescan Request - s 22(1)(a)(ii)  
**Date:** Thursday, 30 January 2025 12:30:00 PM

---

## OFFICIAL

Hello Team,

Your office accepted a passport application for the above-named customer. Unfortunately, the passport cannot be issued until

### **CLEAN & RESCAN BOTH PHOTOS**

The reason for requesting the rescan is because

**there are ink marks affecting the facial features and/or background.**

***Marks near the eye. If the other photo looks the same, please request a new photo .***

If a digital image is available, please provide this via reply email, ensuring it is JPG/JPEG. Please note the application will remain on hold until the above information has been received.

Thanks & Regards

**s 47F(1)**

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

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

[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Clean & Rescan Request - s 22(1)(a)(ii)  
**Date:** Thursday, 30 January 2025 11:40:55 AM

---

HELLO MNPT

Your office accepted a passport application for the above-named customer. Unfortunately, the passport cannot be issued until both photos are cleaned and rescanned.

The reason for requesting the rescan is because the first photo is damaged and would like to see if the second photo is suitable.

If a digital image is available, please provide this via reply email, ensuring it is JPG/JPEG.

Please note the application will remain on hold until the above information has been received.

Thank you. Have a wonderful day.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Fw: Further Information Request - s 22(1)(a)(ii)  
**Date:** Tuesday, 21 January 2025 12:40:43 PM

---

Dear s 47F(1)

Kindly Rescan the new photo. There is no new SCP in the client's file.

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Email : [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)

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

[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** 07 January 2025 17:25  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Cc:** s 47F(1) @dfat.gov.au>  
**Subject:** RE: Further Information Request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Hi s 47F(1)

On 7 January 2025, we received a package from client containing his new photos. We have scanned this to Tardis, as requested.



Many thanks,

s 47F(1)

---

Consular Officer | Consular Section  
DFAT-Consular | Australian Embassy Manila  
Department of Foreign Affairs and Trade  
**P s 22(1)(a)(ii)** | **W** [Home \(embassy.gov.au\)](https://www.embassy.gov.au)  
24-hour Consular Emergency Centre +61 2 6261 3305  
[dfat.gov.au](https://dfat.gov.au) | [X](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Thursday, December 12, 2024 7:24 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Further Information Request - s 22(1)(a)(ii) SEC=UNOFFICIAL]

Hello MNPT

Seeking a follow up for new photo request made 14/11 due to poor print. Please advise us of the outcome.

Thank you.

s 47F(1)

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Cc:** s 22(1)(a)(ii)  
**Subject:** s 22(1)(a)(ii) - PHOTO CLEAN [SEC=OFFICIAL]  
**Date:** Thursday, 30 January 2025 10:58:58 AM  
**Attachments:** [image002.png](#)

---

## OFFICIAL

Hello <sup>s 47F(1)</sup>

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

### **CLEAN & RESCAN BOTH PHOTOS**

**fluff affecting facial features / on forehead.**

If a digital image is available then please provide this via reply email, ensuring it is JPG/JPEG.

Please note the application will remain on hold until the above information has been received.

<sup>s 22(1)(a)(ii)</sup>

<sup>s 47F(1)</sup>

---

Passport Case Officer | Canberra Passport Office  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T <sup>s 22(1)(a)(ii)</sup>  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Further Information Request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Friday, 17 January 2025 12:36:30 PM

---

Hello

The digital image provided contains distortion. This is due to the subject being too close to the camera – distance between eyes can appear wider, the nose appears wider, and ears appear tucked behind the head and/or not visible at all.

Please request a new image of the applicant – as per guidelines request the image is taken at a minimum of 1.2m away.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

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

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**From:** MNLA Passports <mnla.passports@dfat.gov.au>  
**Sent:** Thursday, 16 January 2025 2:49 PM  
**To:** Returns Canberra <returns.Canberra@dfat.gov.au>  
**Cc:** s 47F(1) @dfat.gov.au  
**Subject:** RE: Further Information Request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]

Hi s 47F(1)

On 16 January 2025, client emailed the digital copy of his photo. See attached email.

We will be grateful for your assistance in processing s 11C(1)(a) passport application.

Many thanks,

s 47F(1)

---

Consular Officer | Consular Section  
DFAT-Consular | Australian Embassy Manila  
Department of Foreign Affairs and Trade  
**P s 22(1)(a)(ii)** | **W** [Home \(embassy.gov.au\)](https://www.home.gov.au)  
24-hour Consular Emergency Centre +61 2 6261 3305  
[dfat.gov.au](https://dfat.gov.au) | [X](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Sent:** Friday, January 3, 2025 9:32 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Subject:** Further Information Request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]

Hello MNPT and happy new year team,

Following up a new photo request made 17/12 due to poor print. Please let us know.

Thank you.

s 47F(1)

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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*our obligations under the Privacy Act 1988 (Cth) and the Australian Passports Act 2005 (Cth). Further information about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](http://www.passports.gov.au/protecting-your-privacy).*

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Monday, 3 February 2025 11:33:10 AM

---

**OFFICIAL**

Hello Manila,

Kindly following up on the below request for new photos.

Grateful if you could provide a status update.

Kind regards

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)  
[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**Sent:** Friday, 17 January 2025 9:15 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 20 January 2025 10:48:19 AM

---

## OFFICIAL

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**BACKGROUND EDITING – The photo provided contains background editing where the background colour is changed and/or the background is removed to try and meet Australian passport guidelines.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

### Passport Case Officer

Phone number: s 22(1)(a)(ii)

Email address: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 31 January 2025 8:56:46 AM

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## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

**The photo was rejected because of damage. The photos you have provided with the application contain scratches and/or marks that cannot be removed.**

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

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Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

p s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 30 January 2025 8:02:24 AM

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## OFFICIAL

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)  
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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii)  
**Date:** Friday, 15 November 2024 2:12:04 PM  
**Attachments:** [image002.png](#)

---

## OFFICIAL

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

### **CLEAN & RESCAN BOTH PHOTOS**

#### **Unidentifiable marks throughout photo**

s 22(1)(a)(ii)

If a digital image is available then please provide this via reply email, ensuring it is JPG/JPEG. Please note the application will remain on hold until the above information has been received.

Kind Regards,

s 47F(1)

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Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Friday, 8 November 2024 8:57:15 AM

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**OFFICIAL**

Hello Manila,

Your office accepted a passport application for the above-named customer. Unfortunately, the passport cannot be issued until both photos are cleaned and rescanned.

The reason for requesting the rescan is because there are fibers affecting the facial features and/or background.

If a digital image is available, please provide this via reply email, ensuring it is JPG/JPEG.

Please note the application will remain on hold until the above information has been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Further Information Request - s 22(1)(a)(ii)  
**Date:** Wednesday, 6 November 2024 8:55:45 AM

[SEC=OFFICIAL]

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**OFFICIAL**

Hello Manila

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

- The applicant has requested place of birth as s 22(1)(a)(ii), however applicants Birth Certificate shows POB as s 22(1)(a)(ii). Please contact the applicant and advise that the place of birth will appear as s 22(1)(a)(ii) as per Birth Certificate.

The application will proceed with the required checks and will be issued with the place of birth as s 22(1)(a)(ii)

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)  
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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 19 November 2024 2:12:01 PM  
**Attachments:** s 22(1)(a)(ii)

---

**OFFICIAL**

Hi team,

There is a mark on applicant's nose. If you could please re scan the image.

Regards

s 47F(1)

Passport Case Officer

---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, November 8, 2024 10:56 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

The client has provided the attached digital file of a new photo.

The client has also requested for an expedited processing if possible noting the need for the passport as a school requirement.

Thank you for your assistance.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

**Sent:** Monday, November 4, 2024 10:25 AM

**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

We would like to note the siblings' passport applications have been approved and printed. The siblings had taken their photos at the same photo studio which provided the claimed raw image of the client.

Grateful for your reconsideration of the photo quality.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Tuesday, October 29, 2024 6:03 AM

**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]



**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Tuesday, October 15, 2024 4:13 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

We sent the digital file of client's photo on 8 October 2024.

May you confirm please if this meets the requirement?

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
**Sent:** Tuesday, October 15, 2024 1:05 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hi MNPT

Grateful if you could follow up with the applicant for new photos and send a Letter 13 if required.

Kind regards  
s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade  
s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)



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---

**From:** s 22(1)(a)(ii)

**Sent:** Monday, September 30, 2024 3:47 PM

**To:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind regards

s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>

Australian Passport Office Call Centre 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Fw: Request for New Photos - APPNO - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Thursday, 14 November 2024 10:27:24 AM

---

**OFFICIAL**

Hello MANILA

Grateful if you could contact the customer and follow up the request for new photos.

The application will remain on hold until new photos have been received.

Thank you.

Best Regards

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

T s 22(1)(a)(ii)

s 22(1)(a)(ii) @dfat.gov.au

Australian Passport Office Call Centre 131 232

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** 30 October 2024 16:28  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, October 30, 2024 12:06 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

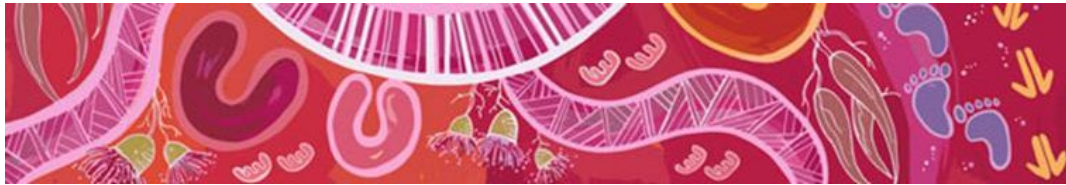
Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) @dfat.gov.au  
[dfat.gov.au](#) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Monday, 25 November 2024 3:04:25 PM

---

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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*The Department of Foreign Affairs and Trade collects, uses and discloses your personal information in accordance with our obligations under the Privacy Act 1988 (Cth) and the Australian Passports Act 2005 (Cth). Further information about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](http://www.passports.gov.au/protecting-your-privacy).*

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Cc:** s 22(1)(a)(ii)  
**Subject:** s 22(1)(a)(ii) - NEW PHOTO REQUIRED [SEC=OFFICIAL]  
**Date:** Wednesday, 20 November 2024 8:15:53 AM

---

## OFFICIAL

Hello Manila

Unfortunately, the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer | Canberra Passport Office  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T +s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Wednesday, 27 November 2024 9:36:02 AM

---

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au  
**Sent:** Tuesday, 12 November 2024 4:23 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

Please see attached the digital file of client's new photos.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

**Sent:** Thursday, October 31, 2024 1:13 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New photos- s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

I have attached the Letter 13 sent to the applicant in ATLAS.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Friday, October 25, 2024 12:27 PM

**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello Manila

To date we are yet to receive the new photos.

Can you please send Letter 13 to the applicant and attach the requested document to ATLAS for reference.

The application has been placed on hold awaiting the new images.

Kind regards

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)  
[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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---

**From:** s 22(1)(a)(ii)

**Sent:** Friday, October 11, 2024 1:01 PM

**To:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

**Subject:** FW: Request for New photos- s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) =OFFICIAL]  
**Date:** Tuesday, 19 November 2024 7:07:37 AM

---

**OFFICIAL**

Hello,

The digital image provided contain background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

---

Case Officer | Overseas Support Unit  
Australian Passport Office | Customer Services Branch | Canberra Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) | E s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, November 6, 2024 10:49 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Good morning s 47F(1)

Please see digital file of client's photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

**Sent:** Thursday, October 31, 2024 11:38 AM

**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Thursday, October 31, 2024 5:42 AM

**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello **MANILA**

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of damage. The photos you have provided with the application contain scratches and/or marks that cannot be removed.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

**Phone:** s 22(1)(a)(ii)

Australian Passport Office Call Centre 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 1 November 2024 3:46:48 PM

---

## OFFICIAL

Hi MNLA

Yes, unfortunately the quality of this photo is very poor. We shall await new photos.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 22, 2024 11:07 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello s 47F(1)

We have requested Letter 13 from the applicant who provided the attached photo. Noting it was still of poor quality, we requested new ones but have not heard back from them.

We followed up again today and will provide you with updates once available.



Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
**Sent:** Monday, October 21, 2024 11:42 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

This email is to follow up the previously email sent on 21/10 in relation to the request of new images due to the non-neutral expression of the images received as further explained below.

Please request Letter 13 from the current applicant - Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Ps 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Tuesday, October 8, 2024 12:03 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Monday, October 7, 2024 9:23 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii)

=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of a non-neutral expression. We require a neutral facial expression, which can be explained as a relaxed face with closed mouth, no smiling, no frowning, and eyes open.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)  
Email: [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Re: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 13 November 2024 1:07:53 PM

---

**OFFICIAL**

Hello Manila

The photo acceptable due to the neutral expression compared with previous passport was the same.

No further action required, and we have now finalised application for the above applicant.

Thank you.

Best Regards

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

T s 22(1)(a)(ii)

Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii)  
**Sent:** 01 November 2024 16:16  
**To:** s 22(1)(a)(ii) @dfat.gov.au  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hi MNLA

Yes, unfortunately the quality of this photo is very poor. We shall await new photos.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 22, 2024 11:07 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

We have requested Letter 13 from the applicant who provided the attached photo. Noting it was still of poor quality, we requested new ones but have not heard back from them.

We followed up again today and will provide you with updates once available.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)  
**Sent:** Monday, October 21, 2024 11:42 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

This email is to follow up the previously email sent on 21/10 in relation to the request of new images due to the non-neutral expression of the images received as further explained below.

Please request Letter 13 from the current applicant - Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)



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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Tuesday, October 8, 2024 12:03 PM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Monday, October 7, 2024 9:23 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of a non-neutral expression. We require a neutral facial expression, which can be explained as a relaxed face with closed mouth, no smiling, no

frowning, and eyes open.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

P s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 27 November 2024 9:30:53 AM

---

## OFFICIAL

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, 12 November 2024 10:59 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Dear s 47F(1)

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

**Sent:** Wednesday, October 16, 2024 8:37 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Wednesday, October 16, 2024 6:59 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Cc:** s 47F(1) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**BLURRY - Subject's face & facial features need to be in focus. 'Portrait Modes' often blur the surrounds of the face impacting on overall image quality.**

**DAMAGED PHOTOS – The photos you have provided with the application contain numerous scratches/marks that cannot be removed.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

Senior Passport Case Officer  
Canberra Passport Office | Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 19 November 2024 1:27:40 PM

---

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, November 6, 2024 5:47 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

**Sent:** Monday, October 28, 2024 11:11 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)

SEC=OFFICIAL]

**OFFICIAL**

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Friday, October 25, 2024 6:23 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 27 November 2024 9:37:51 AM

---

## OFFICIAL

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au  
**Sent:** Tuesday, 12 November 2024 5:00 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello s 47F(1)



Please see digital file of client's new photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

**Sent:** Tuesday, October 29, 2024 11:48 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Tuesday, October 29, 2024 8:34 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**BLURRY - Subject's face & facial features need to be in focus. 'Portrait Modes' often blur the surrounds of the face impacting on overall image quality.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
**Date:** Thursday, 21 November 2024 10:26:43 AM

[SEC=OFFICIAL]

---

**OFFICIAL**

Hello Manila,

This email is to follow up the previously email sent on 06/11 in relation to the request of new images due to the images being too old of the images received as further explained below.

Please send Letter 13 to the current applicant - Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
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---

**From:** s 22(1)(a)(ii)  
**Sent:** Wednesday, November 6, 2024 2:06 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**TOO OLD – Photo is older than 6-month or used in previous PPT**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)  
[dfat.gov.au](https://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
**Date:** Tuesday, 19 November 2024 7:05:46 AM

[SEC=OFFICIAL]

---

**OFFICIAL**

Hello,

The digital image provided contain background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

---

Case Officer | Overseas Support Unit  
Australian Passport Office | Customer Services Branch | Canberra Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) | E s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, November 5, 2024 4:35 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1),

Please see attached digital file of client's photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

**Sent:** Monday, October 28, 2024 8:12 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Friday, October 25, 2024 10:47 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
[dfat.gov.au](https://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 29 November 2024 4:12:00 PM

---

## OFFICIAL

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, 19 November 2024 12:21 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL



Hello <sup>s 47F(1)</sup>

The client has provided this new version of the digital file of the photo.

Please let me know if this is acceptable.

Regards,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** <sup>s 22(1)(a)(ii)</sup> [@dfat.gov.au](#)>  
**Sent:** Tuesday, November 19, 2024 4:36 AM  
**To:** <sup>s 22(1)(a)(ii)</sup> [@dfat.gov.au](#)>  
**Subject:** RE: Request for New Photos - APPNO - <sup>s 22(1)(a)(ii)</sup>  
[SEC=OFFICIAL]

**OFFICIAL**

Hello,

The digital image provided contain background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

---

Case Officer | Overseas Support Unit  
Australian Passport Office | Customer Services Branch | Canberra Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) | E s 22(1)(a)(ii) @dfat.gov.au  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, November 5, 2024 4:35 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

Please see attached digital file of client's photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, October 28, 2024 8:12 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Friday, October 25, 2024 10:47 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 7 November 2024 12:03:42 PM

---

## OFFICIAL

Hello,

The digital image provided contain background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

---

Case Officer | Overseas Support Unit  
Australian Passport Office | Customer Services Branch | Canberra Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) | E [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, October 30, 2024 1:56 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello s 47F(1)

Please see digital file of client's photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Sent:** Wednesday, October 30, 2024 9:50 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)

**Email:** [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)

[dfat.gov.au](https://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos -s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 13 November 2024 11:42:14 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) @dfat.gov.au  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 25 November 2024 2:35:46 PM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos -s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 22 November 2024 8:32:00 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 18 November 2024 2:37:36 PM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: [returns.canberra@dfat.gov.au](mailto:returns.canberra@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Cc:** s 47F(1)  
**Subject:** Request for New Photos - s 22(1)(a)(ii)  
**Date:** Tuesday, 12 November 2024 8:52:20 AM

[SEC=OFFICIAL]

---

**OFFICIAL**

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

Senior Passport Case Officer  
Canberra Passport Office | Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii)  
**Date:** Friday, 1 November 2024 9:41:10 AM

[SEC=OFFICIAL]

---

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) @dfat.gov.au  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 14 November 2024 9:48:29 AM

---

## OFFICIAL

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

Senior Passport Case Officer  
Canberra Passport Office | Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii)  
**Date:** Wednesday, 6 November 2024 1:36:15 PM

[SEC=OFFICIAL]

---

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**TOO OLD – Photo is older than 6-month or used in previous PPT**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Thursday, 21 November 2024 10:11:17 AM

---

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

*The Department of Foreign Affairs and Trade collects, uses and discloses your personal information in accordance with our obligations under the Privacy Act 1988 (Cth) and the Australian Passports Act 2005 (Cth). Further information about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](http://www.passports.gov.au/protecting-your-privacy).*



**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Friday, 25 October 2024 8:32:15 AM  
**Attachments:** [image002.png](#)

---

Hello MNPT

Your office accepted a passport application for the above-named customer. Unfortunately, the passport cannot be issued until both photos are cleaned and rescanned.

The reason for requesting the rescan is because the first photo is damaged and would like to see if the second photo is suitable.

If a digital image is available, please provide this via reply email, ensuring it is JPG/JPEG.

Please note the application will remain on hold until the above information has been received.

---

s 22(1)(a)(ii)

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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*The Department of Foreign Affairs and Trade collects, uses and discloses your personal information in accordance with our obligations under the Privacy Act 1988 (Cth) and the Australian Passports Act 2005 (Cth). Further information about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](http://www.passports.gov.au/protecting-your-privacy).*

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Further Information Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 25 October 2024 9:59:46 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

---

**OFFICIAL**

Hello Manila,

A passport application for the above-named has been lodged in Australia. Unfortunately the passport cannot be issued until the following action is completed:

- NLP father lives in s 22(1)(a)(ii) Please conduct a consent check.

Please note the application will remain on hold until the above information has been received.

s 22(1)(a)(ii)



**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Further Information Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 7 October 2024 9:01:19 AM

---

## OFFICIAL

Hello Manila

Your office accepted a passport application for the above-named customer. This email is to confirm the following information in relation to the application;

- As per the child applicant's birth certificate – Please advise the applicant that the place of birth will proceed to appear as s 22(1)(a)(ii) – the current place of birth is listed as s 22(1)(a)(ii)

The application will proceed with the required checks and will be issued with the place of birth as s 22(1)(a)(ii)

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) @dfat.gov.au  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 11 October 2024 12:31:17 PM  
**Attachments:** [image.png](#)

---

## OFFICIAL

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 11 October 2024 12:13:19 PM  
**Attachments:** [image.png](#)

---

## OFFICIAL

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:)

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

[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 12:19:31 PM  
**Attachments:** [image.png](#)

---

## OFFICIAL

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 15 October 2024 3:35:16 PM

---

**OFFICIAL**

Hi MNPT

Grateful if you could follow up with the applicant for new photos and send a Letter 13 if required.

Kind regards  
s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade  
s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)



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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, September 30, 2024 3:47 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.



Kind regards  
s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade  
s 22(1)(a)(ii) [@dfat.gov.au](https://www.dfat.gov.au)

Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](https://www.passports.gov.au)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 2 October 2024 7:34:39 AM

---

## OFFICIAL

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Phone s 22(1)(a)(ii)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, September 20, 2024 9:43 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Hello s 47F(1)

Good morning from Manila.

Please see attached digital file of photo provided by client.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Sent:** Thursday, September 19, 2024 7:40 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello,

The digital image provided contain background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Case Officer | Overseas Support Unit  
Australian Passport Office | Customer Services Branch | Canberra Passport Office  
Department of Foreign Affairs and Trade  
T **s 22(1)(a)(ii)** [@dfat.gov.au](mailto:@dfat.gov.au)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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---

**From:** **s 22(1)(a)(ii)** [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Thursday, September 12, 2024 1:28 PM  
**To:** **s 22(1)(a)(ii)** [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Clean & Rescan Request - **s 22(1)(a)(ii)**  
[SEC=OFFICIAL]

## OFFICIAL

Hello **s 47F(1)**

Please see digital image for client.

Thank you,

**s 47F(1)**

---

Passports Officer  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines

24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](http://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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**From:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Thursday, September 12, 2024 11:07 AM  
**To:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

### CLEAN & RESCAN BOTH PHOTOS

#### Unidentifiable marks throughout photo

If a digital image is available then please provide this via reply email, ensuring it is JPG/JPEG. Please note the application will remain on hold until the above information has been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Re: Clean & Rescan Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 9:51:11 AM

---

Hello MANILA,

Following up on the email sent on 24<sup>th</sup> Sep, 2024 regarding requesting the rescan.

Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

The application will remain on hold until new rescanned images have been received.

Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

**Phone:** s 22(1)(a)(ii)

Australian Passport Office Call Centre 131 232

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

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*connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.*

---

**From:** s 22(1)(a)(ii)  
**Sent:** 24 September 2024 15:15  
**To:** s 22(1)(a)(ii) @dfat.gov.au  
**Subject:** FW: Clean & Rescan Request - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Team,

Your office accepted a passport application for the above-named customer. Unfortunately, the passport cannot be issued until both photos are cleaned and rescanned.

The reason for requesting the rescan is because **the first photo is damaged and would like to see if the second photo is suitable.**

***White Mark on face. If the other photo looks the same, please request a new photo .***

If a digital image is available, please provide this via reply email, ensuring it is JPG/JPEG. Please note the application will remain on hold until the above information has been received.

Thanks & Regards

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Wednesday, 30 October 2024 10:46:43 AM  
**Attachments:** [image002.png](#)

---

Hi team,

Following up the flipping of second photo request made 25/10 and rescan due to large mark under eye as per email below. If same issue, then please advise us if new photos need to be requested.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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*The Department of Foreign Affairs and Trade collects, uses and discloses your personal information in accordance with our obligations under the Privacy Act 1988 (Cth) and the Australian Passports Act 2005 (Cth). Further information about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](http://www.passports.gov.au/protecting-your-privacy).*

---

**From:** s 22(1)(a)(ii)  
**Sent:** Friday, October 25, 2024 9:02 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]

Hello MNPT

Your office accepted a passport application for the above-named customer. Unfortunately, the passport cannot be issued until both photos are cleaned and rescanned.

The reason for requesting the rescan is because the first photo is damaged and would like to see if the second photo is suitable.

If a digital image is available, please provide this via reply email, ensuring it is JPG/JPEG.



Please note the application will remain on hold until the above information has been received.

s 22(1)(a)(ii)

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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*The Department of Foreign Affairs and Trade collects, uses and discloses your personal information in accordance with our obligations under the Privacy Act 1988 (Cth) and the Australian Passports Act 2005 (Cth). Further information about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](http://www.passports.gov.au/protecting-your-privacy).*

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 25 October 2024 2:56:49 PM

---

## OFFICIAL

Hello Manila

To date we are yet to receive the new photos.

Can you please send Letter 13 to the applicant and attach the requested document to ATLAS for reference.

The application has been placed on hold awaiting the new images.

Kind regards

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) @dfat.gov.au  
[dfat.gov.au](https://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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---

**From:** s 22(1)(a)(ii)  
**Sent:** Friday, October 11, 2024 1:01 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au  
**Subject:** FW: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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

[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 29 October 2024 8:32:32 AM

---

## OFFICIAL

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 15, 2024 4:13 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello s 47F(1),

We sent the digital file of client's photo on 8 October 2024.

May you confirm please if this meets the requirement?

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

**Sent:** Tuesday, October 15, 2024 1:05 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

**Subject:** FW: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hi MNPT

Grateful if you could follow up with the applicant for new photos and send a Letter 13 if required.

Kind regards

s 47F(1)

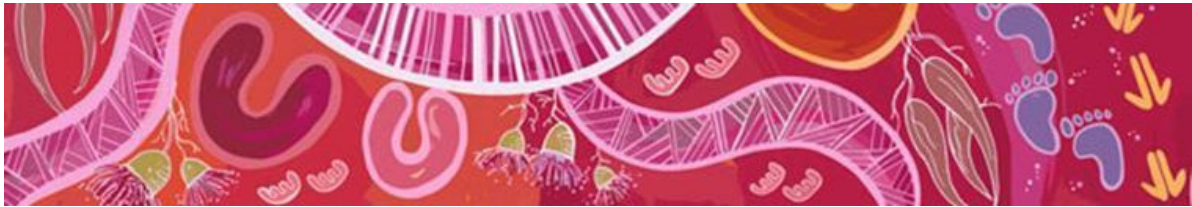
Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

Australian Passport Office Call Centre 131 232

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



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---

**From:** s 22(1)(a)(ii)

**Sent:** Monday, September 30, 2024 3:47 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind regards

s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

Australian Passport Office Call Centre 131 232

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*Nations peoples, their cultures and to their Elders, past, present and emerging.*

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 2 October 2024 1:27:16 PM

---

**OFFICIAL**

Dear s 47F(1)

Thank you for your instantaneous response!

Kind regards  
s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade  
s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, October 2, 2024 1:56 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines



Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Sent:** Wednesday, October 2, 2024 11:46 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind regards

s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 21 October 2024 2:11:58 PM

---

**OFFICIAL**

Hello Manila,

This email is to follow up the previously email sent on 21/10 in relation to the request of new images due to the non-neutral expression of the images received as further explained below.

Please request Letter 13 from the current applicant - Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)



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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 8, 2024 12:03 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Monday, October 7, 2024 9:23 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of a non-neutral expression. We require a neutral facial expression, which can be explained as a relaxed face with closed mouth, no smiling, no frowning, and eyes open.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

p s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 9 October 2024 7:54:39 AM

---

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
 Canberra Passport Office and Overseas Support  
 Passport Customer Services Branch | Australian Passport Office  
 Department of Foreign Affairs and Trade  
 Phone +s 22(1)(a)(ii)

[dfat.gov.au](https://dfat.gov.au) | [X](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Thursday, September 26, 2024 4:54 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

Please see digital file of new photo provided by the applicant.

Thank you,

s 47F(1)

---

Passports Officer  
 Australian Embassy in the Philippines  
 Level 23 Tower 2 RCBC Plaza  
 Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Wednesday, September 25, 2024 6:27 AM  
**To:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]

**OFFICIAL**

Hello **MANILA**

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

**Phone:** s 22(1)(a)(ii)

Australian Passport Office Call Centre 131 232

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



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Thursday, 24 October 2024 12:50:27 PM  
**Attachments:** [image002.png](#)

---

Hi s 47F(1) / Team,

Thank you but this photo also has hair her eye too.

s 22(1)(a)(ii)

Please request new photos.

Thank you.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 15, 2024 4:08 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)



s 22(1)(a)(ii) [SEC=UNOFFICIAL]

Hello s 47F(1)

Please see digital file of client's new photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Monday, October 14, 2024 8:05 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

GDAY MNLA

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of editing. Facial features are not clearly visible or don't have distinct outlines, the skin tone appears unnatural across the face, or the background outline appears unnatural, or has jagged or irregular outlines.

Hi team, the photo has poor print, appears to be edited and she has hair in her eyes. Please request new photos.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

### **Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Friday, 4 October 2024 8:52:04 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 2 October 2024 1:15:51 PM

---

## OFFICIAL

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind regards

s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Australian Passport Office Call Centre 131 232

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



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 7 October 2024 11:52:30 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of a non-neutral expression. We require a neutral facial expression, which can be explained as a relaxed face with closed mouth, no smiling, no frowning, and eyes open.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) @dfat.gov.au  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Cc:** s 47F(1)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 16 October 2024 9:28:37 AM

---

## OFFICIAL

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**BLURRY - Subject's face & facial features need to be in focus. 'Portrait Modes' often blur the surrounds of the face impacting on overall image quality.**

**DAMAGED PHOTOS – The photos you have provided with the application contain numerous scratches/marks that cannot be removed.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

Senior Passport Case Officer  
Canberra Passport Office | Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T +s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 25 October 2024 8:52:41 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) @dfat.gov.au  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 23 October 2024 7:57:58 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) @dfat.gov.au  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 29 October 2024 11:03:50 AM

---

## OFFICIAL

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**BLURRY - Subject's face & facial features need to be in focus. 'Portrait Modes' often blur the surrounds of the face impacting on overall image quality.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 2 October 2024 9:26:10 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Thursday, 24 October 2024 11:15:30 AM

---

## OFFICIAL

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii)  
**Date:** Friday, 25 October 2024 1:17:21 PM

[SEC=OFFICIAL]

---

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)

**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 30 October 2024 12:19:44 PM

---

## OFFICIAL

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 30 October 2024 2:36:22 PM

---

## OFFICIAL

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Monday, 14 October 2024 10:34:53 AM

---

GDAY MNLA

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of editing. Facial features are not clearly visible or don't have distinct outlines, the skin tone appears unnatural across the face, or the background outline appears unnatural, or has jagged or irregular outlines.

Hi team, the photo has poor print, appears to be edited and she has hair in her eyes. Please request new photos.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Tuesday, 8 October 2024 8:54:25 AM

---

GDAY MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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*The Department of Foreign Affairs and Trade collects, uses and discloses your personal information in accordance with our obligations under the Privacy Act 1988 (Cth) and the Australian Passports Act 2005 (Cth). Further information about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](http://www.passports.gov.au/protecting-your-privacy).*



**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 19 December 2024 11:25:09 AM  
**Attachments:** [image001.png](#)

---

## OFFICIAL

Hello s 22(1)(a)(ii)

Good morning from Manila.

We will follow up with the client today and let you know of any response from the client.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, December 18, 2024 10:02 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Dear Team,  
Please confirm if we have any update on below email.

## FILE NOTE

Form Number : s 22(1)(a)(ii)  
 Document Number : Not Allocated  
 Filing Date : 04/12/2024 10:32 AM  
 Filed By : s 47F(1)  
 Office : CBPT -

From: s 22(1)(a)(ii)  
 Sent: Wednesday, December 4, 2024, 10:32 AM  
 To: s 22(1)(a)(ii) <[redacted]>  
 Subject: Request for New Photos - s 22(1)(a)(ii) (SEC=OFFICIAL)

OFFICIAL

Hello MNPT  
 Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.  
 The photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.  
 Please contact the customer and request new photos.  
 The application will remain on hold until new photos have been received.

Kind Regards,

s 47F(1)

Case Officer, Australian Passport Office, Melbourne

Australian Passport Office,  
 Melbourne 55 Collins Street  
 Email: s 22(1)(a)(ii)@dfat.gov.au  
 | www.smarttraveller.gov.au

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 We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

*Wish you a merry Christmas and a happy new year !*

Thanks &amp; Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade  
 Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) @dfat.gov.au

[www.passports.gov.au](http://www.passports.gov.au)[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)© Kim Hill, *Among Women* (2011)

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**From:** [MNLA Passports](#)  
**To:** [Returns Canberra](#)  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 3 December 2024 2:12:14 PM  
**Attachments:** [image001.png](#)

---

**OFFICIAL**

Dear <sup>s 47F(1)</sup>

We attempted to clean and rescan the photo; unfortunately, the marks were still there.

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** <sup>s 22(1)(a)(ii)</sup> @dfat.gov.au>  
**Sent:** Monday, December 2, 2024 11:38 AM  
**To:** <sup>s 22(1)(a)(ii)</sup> @dfat.gov.au>  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

**CLEAN & RESCAN BOTH PHOTOS**

**Unidentifiable marks throughout photo**

s 22(1)(a)(ii)

If a digital image is available then please provide this via reply email, ensuring it is JPG/JPEG.  
Please note the application will remain on hold until the above information has been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Further Information Request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Tuesday, 24 December 2024 1:54:56 PM

---

Dear s 47F(1)

We have sent the Letter 13 to client.

Thank you and happy holidays from the Manila Team!

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, December 24, 2024 10:34 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Fw: Further Information Request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Gday team,

Can you please send a letter 13 for new photo request. The request was first made 14/11 as per email trail below.

Thank you and happy holidays.

s 47F(1)

---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:dfat.gov.au)>  
**Sent:** 12 December 2024 12:02  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:dfat.gov.au)>  
**Subject:** RE: Further Information Request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Good morning s 47F(1)

Please be advised we have requested new photos to the client on 14 and 29 November 2024.

We have yet to receive a response; however, I will seek a follow up today and let you know as soon as possible.

Regards,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Thursday, December 12, 2024 7:24 AM  
**To:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** Further Information Request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Hello MNPT

Seeking a follow up for new photo request made 14/11 due to poor print. Please advise us of the outcome.

Thank you.

s 47F(1)

s 47F(1)

## Passport Case Officer

Australian Passport Office | Melbourne

Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: s 22(1)(a)(ii) - NEW PHOTO REQUIRED [SEC=OFFICIAL]  
**Date:** Thursday, 5 December 2024 2:34:06 PM  
**Attachments:** s 22(1)(a)(ii).jpg

---

## OFFICIAL

Hello <sup>s 47F(1)</sup>

Please see digital file of client's new photo.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Wednesday, November 20, 2024 2:01 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: s 22(1)(a)(ii) - NEW PHOTO REQUIRED [SEC=OFFICIAL]

## OFFICIAL

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer

Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
**Sent:** Wednesday, November 20, 2024 5:46 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
**Cc:** s 47F(1) [@dfat.gov.au](mailto:dfat.gov.au)  
**Subject:** s 22(1)(a)(ii) - NEW PHOTO REQUIRED [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately, the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer | Canberra Passport Office  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 2 December 2024 10:56:14 AM  
**Attachments:** [image003.png](#)  
[IMG\\_9852\\_copy.JPG](#)

---

## OFFICIAL

Hi s 47F(1)

Please find the newest photo for this application.

Thank you.

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, November 27, 2024 7:06 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Tuesday, 12 November 2024 4:23 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New photos- s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

Please see attached the digital file of client's new photos.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

**Sent:** Thursday, October 31, 2024 1:13 PM

**To:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

**Subject:** RE: Request for New photos- s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

I have attached the Letter 13 sent to the applicant in ATLAS.

Thank you,

s 47F(1)

---

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Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

<[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

**Sent:** Friday, October 25, 2024 12:27 PM

**To:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

**Subject:** RE: Request for New photos- s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

To date we are yet to receive the new photos.

Can you please send Letter 13 to the applicant and attach the requested document to ATLAS for reference.

The application has been placed on hold awaiting the new images.

Kind regards

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(iii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
[dfat.gov.au](http://dfat.gov.au) | [Twitter](https://twitter.com/dfatgovau) | [Facebook](https://www.facebook.com/dfatgovau) | [Instagram](https://www.instagram.com/dfatgovau) | [LinkedIn](https://www.linkedin.com/company/dfatgovau)



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---

**From:** s 22(1)(a)(ii)

**Sent:** Friday, October 11, 2024 1:01 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

**Subject:** FW: Request for New photos- s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 27 December 2024 12:21:07 PM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

Hello s 47F(1),

Please see attached digital file of client's photo.

Regards,

s 47F(1)

---

Passports Officer  
 Australian Embassy in the Philippines  
 Level 23 Tower 2 RCBC Plaza  
 Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, December 27, 2024 5:52 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Team,

1. Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of,

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines**

**or patches across the image.**

Please contact the customer and request **new photos**.

The application will remain on hold until new photos have been received.

Thanks & Regards

**s 47F(1)**

**Passport Case Officer**

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : **s 22(1)(a)(ii)**

Fax : **s 22(1)(a)(ii)**

**Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)**

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 2 December 2024 11:20:10 AM  
**Attachments:** [image002.png](#)  
[IMG\\_4750.JPG](#)

---

**OFFICIAL**

Hi <sup>s 47F(1)</sup>

Please find the attached jpeg for this application.

Thank you!

**s 47F(1)**

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Sunday, December 1, 2024 6:09 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast

to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 18 December 2024 6:05:12 PM  
**Attachments:** s 22(1)(a)(ii) [Australian Passport.jpg](#)

---

## OFFICIAL

Hello s 47F(1)

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, December 16, 2024 8:36 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

**Sent:** Monday, December 16, 2024 7:10 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

**Subject:** Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
**Date:** Wednesday, 18 December 2024 4:13:57 PM

[SEC=OFFICIAL]

---

**OFFICIAL**

Dear s 47F(1),

We have received new photos from the client.

I will rescan the photo page into TARDIS shortly.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, December 17, 2024 10:01 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Thank you for your email.

To date we are yet to receive the new photos and letter 13 28 day time frame expired.  
Can you please provide an update and or whether application can be withdrawn?

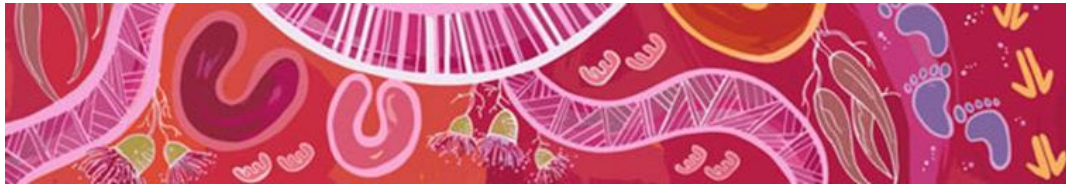


Kind regards

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
[dfat.gov.au](https://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Wednesday, December 11, 2024 10:56 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Good morning s 47F(1)

We sent the Letter 13 to the applicant on 12 November 2024.

We received new photos of the client on 27 November; unfortunately, they were still not of good print quality. We have again requested new photos from the client but have yet to receive any response.

We will follow up with them again today.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Tuesday, December 10, 2024 8:05 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Hi s 47F(1)

The Embassy is closed today due to air-conditioning issues in the building. We hope to be back in the office tomorrow so I will have one of the team follow up then.

Thanks

s 11C(1)(a)

s 11C(1)(a)

A/g First Secretary and Consul

---

**Australian Embassy in the Philippines**

Direct: s 22(1)(a)(ii)

Mobile s 22(1)(a)(ii)

Switchboard +63 2 7757 8100 | Facsimile: +63 2 7757 8268

**PHILIPPINES-AUSTRALIA**

---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Tuesday, December 10, 2024 7:24 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

This email is to follow up the previously email received on 12/11 in relation to the request of new images due to the poor quality of the images received as further explained below.

Please send Letter 13 to the current applicant - Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

**Kindest Regards,**

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

**P** s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

**Fax** s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
**Date:** Tuesday, 24 December 2024 12:25:38 PM  
**Attachments:** s 22(1)(a)(ii) PG

[SEC=OFFICIAL]

---

**OFFICIAL**

Dear s 47F(1)

Please see digital file of client's photo.

Kindly let me know if this will suffice.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, December 24, 2024 9:11 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Wednesday, 4 December 2024 2:37:17 PM  
**Attachments:** s 22(1)(a)(ii) (2).jpg

---

Hello s 47F(1)

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Tuesday, November 26, 2024 8:27 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Sent:** Monday, November 25, 2024 12:34 PM  
**To:** s 22(1)(a)(ii) [dfat.gov.au](mailto:dfat.gov.au)  
**Subject:** FW: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Friday, 6 December 2024 6:17:24 PM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

Hello s 47F(1)

Please see the digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, December 3, 2024 10:36 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Wednesday, 4 December 2024 5:39:05 PM  
**Attachments:** s 22(1)(a)(ii) [.jpg](#)

---

Dear s 47F(1),

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Tuesday, December 3, 2024 9:00 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos / information request -s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Monday, December 2, 2024 11:33 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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*about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](http://www.passports.gov.au/protecting-your-privacy).*

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Tuesday, 3 December 2024 11:30:23 AM

---

Dear s 47F(1),

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Monday, December 2, 2024 11:33 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

## Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 3 December 2024 5:44:21 PM

---

**OFFICIAL**

Dear s 47F(1)

I cleaned and rescanned the photo and signature for the application noting the photo was taken from one of the Embassy's preferred photo studios.

Please let me know if it is acceptable now.

Regards,

s 47F(1)

---

Passports Officer  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines

24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Monday, December 2, 2024 12:24 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello team

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

We are unable to remove the extra dot on the left side of the signature. Please have applicant provide new signature with photo.

Also the photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

**Regards**

s 47F(1)

**Passport Case Officer**

Phone number: s 22(1)(a)(ii)



Email address: [s 22\(1\)\(a\)\(ii\) @dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)  
Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade



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

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 4 December 2024 6:11:57 PM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

**OFFICIAL**

Dear s 47F(1)

Please see digital file of client's photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Wednesday, December 4, 2024 3:16 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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**From:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

**Sent:** Wednesday, December 4, 2024 6:50 AM

**To:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

**Subject:** FW: Request for New Photos s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Hello team

Unfortunately, the second lot of photos provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

### Regards

s 47F(1)

### Passport Case Officer

Phone number: s 22(1)(a)(ii)

Email address: s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

Australian Passport Office | Melbourne

Department of Foreign Affairs and Trade



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

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 9 January 2025 6:03:16 PM  
**Attachments:** [image002.png](#)

---

## OFFICIAL

Hi s 47F(1),

Please be advised we have received new photos from the client today.

The photo and signature have been rescanned in TARDIS.

Regards,

s 47F(1)

---

Consular Officer | Consular Section  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Friday, 3 January 2025 9:29 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello s 47F(1)

Letter 13 has been sent to the applicant and attached in Atlas.

Regards,

s 47F(1)

---

Passport Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Sent:** Friday, 3 January 2025 9:04 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Subject:** RE: s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hi Team,

Please send a letter 13 to the applicant and attach it in Atlas. Once the time of letter 13 expired, we consider to withdraw the application. Thank you

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)

**Sent:** Wednesday, December 18, 2024 1:02 PM

**To:** s 22(1)(a)(ii) <[dfat.gov.au](mailto:dfat.gov.au)>

**Subject:** s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear Team,

Please confirm if we have any update on below email.

FILE NOTE  
-----  
Form Number : s 22(1)(a)(ii)  
Document Number : Not Allocated  
Filing Date : 18/12/2024 11:02  
Filed By : s 47F(1)  
Office : CBPT -  
-----

From: s 22(1)(a)(ii)  
Sent: Wednesday, December 18, 2024 10:32 AM  
To: s 22(1)(a)(ii) <[dfat.gov.au](mailto:dfat.gov.au)>  
Subject: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

OFFICIAL

Hello MNPT  
Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines. The photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.  
Please contact the customer and request new photos.  
The application will remain on hold until new photos have been received.

Kind Regards,  
s 47F(1)  
Case Officer, Australian Passport Office, Melbourne

Australian Passport Office,  
Melbourne 55 Collins Street  
Email: s 22(1)(a)(ii) <[dfat.gov.au](mailto:dfat.gov.au)>  
| [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)

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We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

*Wish you a merry Christmas and a happy new year !*

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) <[@dfat.gov.au](mailto:dfat.gov.au)>

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

[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 3 January 2025 11:58:32 AM  
**Attachments:** [image002.png](#)

---

## OFFICIAL

Hello s 47F(1)

Letter 13 has been sent to the applicant and attached in Atlas.

Regards,

s 47F(1)

---

Passport Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, 3 January 2025 9:04 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hi Team,

Please send a letter 13 to the applicant and attach it in Atlas. Once the time of letter 13 expired, we consider to withdraw the application. Thank you

Kind Regards,



s 47F(1)

---

Passport Case Officer |  
 Passport Customer Services Branch | Australian Passport Office  
 Department of Foreign Affairs and Trade  
 T s 22(1)(a)(ii) |  
 Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Wednesday, December 18, 2024 1:02 PM  
**To:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear Team,  
 Please confirm if we have any update on below email.

FILE NOTE

Form Number	: s 22(1)(a)(ii)
Document Number	: Not Allocated
Filing Date	: 04/12/2024 1h:43
Filed By	: s 47F(1)
Office	: CBPT -

From: s 22(1)(a)(ii)  
 Sent: Wednesday, December 18, 2024 10:32 AM  
 To: s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
 Subject: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

OFFICIAL

Hello MNPT  
 Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines. The photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.  
 Please contact the customer and request new photos.  
 The application will remain on hold until new photos have been received.

Kind Regards,  
 s 47F(1)  
 Case Officer, Australian Passport Office, Melbourne

Australian Passport Office,  
 Melbourne 55 Collins Street  
 Email: [s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)  
 | [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)

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*Wish you a merry Christmas and a happy new year !*

Thanks & Regards  
 s 47F(1)  
 Passport Case Officer  
 Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

**Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)**

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Cc:** s 47F(1)  
**Subject:** RE: New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 14 January 2025 11:09:07 AM  
**Attachments:** s 22(1)(a)(ii) [photo.jpeg](#)

---

**OFFICIAL**

Dear s 47F(1)

On 14 January 2025, applicant emailed a digital copy of photo to our office. Please see attached digital copy.

We will be grateful for your assistance in processing Tatyana's passport.

Many thanks,

s 47F(1)

---

Consular Officer | Consular Section  
 DFAT-Consular | Australian Embassy Manila  
 Department of Foreign Affairs and Trade  
**P** +632 7757 8100 local <sup>s 22(1)(a)(i)</sup> | **W** [Home \(embassy.gov.au\)](http://Home.embassy.gov.au)  
 24-hour Consular Emergency Centre +61 2 6261 3305  
[dfat.gov.au](http://dfat.gov.au) | [X](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Monday, January 13, 2025 10:43 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image of the applicant, where the background they stood in

front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

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

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Friday, 10 January 2025 4:52 PM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>; s 47F(1) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: New Photos - APPNO -s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hi s 47F(1)

Further to my email on 10 January 2025, applicant emailed a digital copy of photo to our office. Please see attached digital copy.

We will be grateful for your assistance in processing s 22(1)(a)(ii) passport.

Many thanks,

s 47F(1)

---

Consular Officer | Consular Section  
DFAT-Consular | Australian Embassy Manila  
Department of Foreign Affairs and Trade

**P** +632 7757 8100 local <sup>s 22(1)(a)(i)</sup> | **W** [Home \(embassy.gov.au\)](https://www.embassy.gov.au)  
24-hour Consular Emergency Centre +61 2 6261 3305  
[dfat.gov.au](https://www.dfat.gov.au) | [X](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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---

**From:** s 22(1)(a)(ii)

**Sent:** Wednesday, January 8, 2025 10:48 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au); s 47F(1) =

s 47F(1) [@dfat.gov.au](mailto:dfat.gov.au)>

**Subject:** RE: New Photos - APPNO - s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Hi <sup>s 47F(1)</sup>

On 8 January 2025, I sent client an email requesting for a follow up to our request. I will provide you with an update once available.

Many thanks,

<sup>s 47F(1)</sup>

---

Consular Officer | Consular Section  
DFAT-Consular | Australian Embassy Manila  
Department of Foreign Affairs and Trade  
**P** +632 7757 8100 local <sup>s 22(1)(a)(i)</sup> | **W** [Home \(embassy.gov.au\)](https://www.embassy.gov.au)  
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[dfat.gov.au](https://www.dfat.gov.au) | [X](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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---

**From:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Wednesday, January 8, 2025 8:00 AM  
**To:** s 47F(1) <[s47F\(1\)@dfat.gov.au](mailto:s47F(1)@dfat.gov.au)>  
**Cc:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Morning

Just a follow up form 24/12, any news re photo?

Regards

s 47F(1)

---

Passport Case Officer | Canberra Passport Office  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T +s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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---

**From:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** 24 December 2024 12:29  
**To:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Tuesday, December 24, 2024 9:00 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**BLURRY - Subject's face & facial features need to be in focus. 'Portrait Modes' often blur the surrounds of the face impacting on overall image quality.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office

Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)

**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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*cultures and to their Elders, past, present and emerging.*

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 8 January 2025 10:12:28 AM  
**Attachments:** s 22(1)(a)(ii).jpg

---

**OFFICIAL**

Hello s 47F(1)

Good morning.

Please see attached digital file of client's new photo.

Regards,

s 47F(1)

---

Consular Officer | Consular Section  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, 6 January 2025 8:21 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Monday, 6 January 2025 6:16 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 6 January 2025 10:51:23 AM

---

**OFFICIAL**

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Monday, 6 January 2025 6:16 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast

to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Cc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 9 January 2025 4:53:12 PM  
**Attachments:** s 22(1)(a)(ii) [digital copy of photo.jpg](#)

---

## OFFICIAL

Hi s 47F(1)

Further to my email on 9 January 2025, applicant emailed a digital copy of photo to our office. Please see attached digital copy.

We will be grateful for your assistance in processing Jasmine's passport.

Many thanks,

s 47F(1)

---

Consular Officer | Consular Section  
DFAT-Consular | Australian Embassy Manila  
Department of Foreign Affairs and Trade  
**P** +632 7757 8100 local s 22(1)(a)(ii) | **W** [Home \(embassy.gov.au\)](http://Home.embassy.gov.au)  
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---

**From:** s 22(1)(a)(ii)  
**Sent:** Wednesday, January 8, 2025 2:13 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Cc:** s 47F(1) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Thanks, s 47F(1) On 8 January 2025, I sent an email requesting client submit a new photo. I will scan new photo to Tardis once received.

Many thanks,

s 47F(1)

---

Consular Officer | Consular Section  
DFAT-Consular | Australian Embassy Manila  
Department of Foreign Affairs and Trade  
**P** +632 7757 8100 local <sup>s 22(1)(a)(i)</sup> | **W** [Home \(embassy.gov.au\)](https://www.embassy.gov.au)  
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[dfat.gov.au](https://www.dfat.gov.au) | [X](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Sent:** Wednesday, January 8, 2025 12:08 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)



Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: [rs 22\(1\)\(a\)\(ii\) @dfat.gov.au](mailto:rs 22(1)(a)(ii) @dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Cc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 8 January 2025 4:43:23 PM  
**Attachments:** [Australian Embassy - s 22\(1\)\(a\)\(ii\)](#) ... (507 KB).msg

---

## OFFICIAL

Thanks, <sup>s 47F(1)</sup> On 8 January 2025, I sent an email requesting client submit a new photo. I will scan new photo to Tardis once received.

Many thanks,

<sup>s 47F(1)</sup>

---

Consular Officer | Consular Section  
 DFAT-Consular | Australian Embassy Manila  
 Department of Foreign Affairs and Trade  
**P** +632 7757 8100 local <sup>s 22(1)(a)(i)</sup> | **W** [Home \(embassy.gov.au\)](http://embassy.gov.au)  
 24-hour Consular Emergency Centre +61 2 6261 3305  
[dfat.gov.au](http://dfat.gov.au) | [X](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, January 8, 2025 12:08 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii)  
 [SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the

face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

P s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 21 January 2025 11:16:20 AM  
**Attachments:** s 22(1)(a)(ii) - [digital photo 2.jpg](#)  
s 22(1)(a)(ii) [digital photo 1.jpg](#)

---

**OFFICIAL**

Good morning, <sup>s 47F(1)</sup>

On 21 January 2025, we received an email from lodging parent containing two sets of applicant's digital photo. See attached JPEG files.

We will be grateful for your assistance in processing applicant's passport.

Many thanks,

<sup>s 47F(1)</sup>

---

Consular Officer | Consular Section  
 DFAT-Consular | Australian Embassy Manila  
 Department of Foreign Affairs and Trade  
**P** +632 7757 8100 local <sup>s 22(1)(a)(ii)</sup> | **W** [Home \(embassy.gov.au\)](#)  
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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, January 17, 2025 5:24 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance,

repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 20 January 2025 5:32:48 PM  
**Attachments:** s 22(1)(a)(ii) [photo.JPG](#)

---

**OFFICIAL**

Hi s 47F(1)

Applicant emailed us the digital copy of her photo. Please see attached digital copy of applicant's photo.

We will be grateful for your assistance in processing applicant's passport.

Many thanks,

s 47F(1)

---

Consular Officer | Consular Section  
DFAT-Consular | Australian Embassy Manila  
Department of Foreign Affairs and Trade  
**P** +632 7757 8100 local <sup>s 22(1)(a)(ii)</sup> | **W** [Home \(embassy.gov.au\)](#)  
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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Monday, January 20, 2025 4:58 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello **MANILA**

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
**Phone:** s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 15 January 2025 6:22:36 PM  
**Attachments:** [image003.png](#)  
s 22(1)(a)(ii) [MG\\_1891\\_Australian\\_passport.jpeg](#)  
s 22(1)(a)(ii) [MG\\_1891\\_Australian\\_passport.jpg](#)

---

## OFFICIAL

Hello s 47F(1),

The client has provided the attached photos today.

Regards,

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines

24-hour Consular Emergency Centre +61 2 6261 3305

[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, January 14, 2025 10:09 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Re: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]



Dear Team,

Grateful if you could advise of any updates pertaining to the below email at your earliest convenience.

Thanks & Regards

s 47F(1)

### Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Sent:** 02 January 2025 11:36

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

We have followed up with client today and will advise you once a response has been received.

Thank you,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Thursday, 2 January 2025 8:03 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Gday team,

Following up new photo request as per email trail below. Made 18/12 due to poor print.

Please let us know.

Thank you.

s 47F(1)

## Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Wednesday, December 18, 2024 4:27 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]

### OFFICIAL

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

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**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Wednesday, December 18, 2024 12:14 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)

Fax: s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Cc:** s 47F(1)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 13 January 2025 2:49:32 PM  
**Attachments:** [061600.JPG](#)

---

**OFFICIAL**

Good morning, s 47F(1)

Please see latest digital copy we received from client today 13 January 2025.

We will be grateful for your assistance in processing applicant's passport.

Many thanks,

s 47F(1)

---

Consular Officer | Consular Section  
DFAT-Consular | Australian Embassy Manila  
Department of Foreign Affairs and Trade  
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---

**From:** s 22(1)(a)(ii)  
**Sent:** Friday, January 10, 2025 2:41 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Cc:** s 47F(1) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hi s 47F(1)

We emailed LP today 10 January 2025 and requested for an update on this.

We will send the new photo to you once received.

Many thanks,

s 47F(1)

---

Consular Officer | Consular Section  
DFAT-Consular | Australian Embassy Manila  
Department of Foreign Affairs and Trade  
P +632 7757 8100 local <sup>s 22(1)(a)(i)</sup> | **W** [Home \(embassy.gov.au\)](https://www.embassy.gov.au)  
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**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Friday, January 10, 2025 10:53 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Good afternoon Team,

Any update regarding new photos as the digital photo was rejected on 02/01? Thank you

Please note the application will remain on hold until new images have been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T +s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
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---

**From:** s 22(1)(a)(ii)

**Sent:** Thursday, January 2, 2025 3:28 PM

**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Thursday, 2 January 2025 11:32 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

Please see attached digital file of client's photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Monday, 30 December 2024 10:49 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Happy New Year Team!

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 9 January 2025 6:03:48 PM

---

**OFFICIAL**

Hello s 47F(1)

Please be advised we have received new photos from the client today.

The photo and signature have been rescanned in TARDIS.

Regards,

s 47F(1)

---

Consular Officer | Consular Section  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Thursday, 2 January 2025 3:22 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

Please be advised we have requested new photos from the client.

Happy new year!

Regards,

s 47F(1)

---

Passport Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](#)>

**Sent:** Tuesday, 31 December 2024 8:56 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](#)>

**Subject:** FW: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Happy New Year Team!

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**EXPRESSION – We require a neutral facial expression, which can be explained as a relaxed face with closed mouth, no smiling, no frowning, and eyes open.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 25 November 2024 11:02:02 AM  
**Attachments:** [image002.png](#)  
s 22(1)(a)(ii) [.jpg](#)

---

## OFFICIAL

Hello <sup>s 47F(1)</sup>

Please see digital file of client's new photo.

Regards,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Tuesday, November 19, 2024 10:10 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Dear <sup>s 47F(1)</sup>

We attempted to clean and rescan both photos. However, the same marks still show.

We have requested new photos from the client and will forward them as soon as received.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Sent:** Friday, November 15, 2024 11:42 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

### **CLEAN & RESCAN BOTH PHOTOS**

**Unidentifiable marks throughout photo**

s 22(1)(a)(ii)

If a digital image is available then please provide this via reply email, ensuring it is JPG/JPEG.  
Please note the application will remain on hold until the above information has been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 11C(1)(a) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii)  
**Date:** Tuesday, 19 November 2024 12:39:34 PM  
**Attachments:** [image002.png](#)

[SEC=OFFICIAL]

---

**OFFICIAL**

Dear s 47F(1)

We attempted to clean and rescan both photos. However, the same marks still show.

We have requested new photos from the client and will forward them as soon as received.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, November 15, 2024 11:42 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

**CLEAN & RESCAN BOTH PHOTOS****Unidentifiable marks throughout photo**

s 22(1)(a)(ii)

If a digital image is available then please provide this via reply email, ensuring it is JPG/JPEG.  
Please note the application will remain on hold until the above information has been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T +s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 8 November 2024 11:39:03 AM

---

**OFFICIAL**

Good morning <sup>s 47F(1)</sup>

I have cleaned and rescanned the photo in TARDIS.

Thank you,

<sup>s 47F(1)</sup>

---

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Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, November 8, 2024 6:27 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Your office accepted a passport application for the above-named customer. Unfortunately, the passport cannot be issued until both photos are cleaned and rescanned.

The reason for requesting the rescan is because there are fibers affecting the facial features and/or background.

If a digital image is available, please provide this via reply email, ensuring it is JPG/JPEG.

Please note the application will remain on hold until the above information has been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

P s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Friday, 8 November 2024 10:26:07 AM  
**Attachments:** s 22(1)(a)(ii) [jpg](#)

---

## OFFICIAL

Hello s 47F(1)

The client has provided the attached digital file of a new photo.

The client has also requested for an expedited processing if possible noting the need for the passport as a school requirement.

Thank you for your assistance.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, November 4, 2024 10:25 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello s 47F(1)

We would like to note the siblings' passport applications have been approved and printed. The siblings had taken their photos at the same photo studio which provided the claimed raw image of

the client.

Grateful for your reconsideration of the photo quality.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Sent:** Tuesday, October 29, 2024 6:03 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Subject:** RE: Request for New Photos -s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support

Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Tuesday, October 15, 2024 4:13 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1),

We sent the digital file of client's photo on 8 October 2024.

May you confirm please if this meets the requirement?

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Sent:** Tuesday, October 15, 2024 1:05 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hi MNPT

Grateful if you could follow up with the applicant for new photos and send a Letter 13 if required.

Kind regards  
s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade  
s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)



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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, September 30, 2024 3:47 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.



The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind regards

s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Australian Passport Office Call Centre 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 19 November 2024 2:26:41 PM

---

**OFFICIAL**

Hello s 47F(1)

The provided photo is a digital file sourced directly from the camera. We ensured no editing was done on it.

Thank you for your assistance on this.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, November 19, 2024 11:42 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]

**OFFICIAL**

Hi team,

There is a mark on applicant's nose. If you could please re scan the image.

Regards

s 47F(1)

Passport Case Officer

---

**From:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Friday, November 8, 2024 10:56 AM  
**To:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

The client has provided the attached digital file of a new photo.

The client has also requested for an expedited processing if possible noting the need for the passport as a school requirement.

Thank you for your assistance.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Monday, November 4, 2024 10:25 AM  
**To:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

We would like to note the siblings' passport applications have been approved and printed. The siblings had taken their photos at the same photo studio which provided the claimed raw image of the client.

Grateful for your reconsideration of the photo quality.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Tuesday, October 29, 2024 6:03 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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**Sent:** Tuesday, October 15, 2024 4:13 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

We sent the digital file of client's photo on 8 October 2024.

May you confirm please if this meets the requirement?

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Sent:** Tuesday, October 15, 2024 1:05 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hi MNPT

Grateful if you could follow up with the applicant for new photos and send a Letter 13 if required.

Kind regards  
s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade  
s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

Australian Passport Office Call Centre 131 232  
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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, September 30, 2024 3:47 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind regards

s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

s 22(1)(a)(ii) @dfat.gov.au

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 4 November 2024 12:54:52 PM

---

**OFFICIAL**

Hello s 47F(1)

We would like to note the siblings' passport applications have been approved and printed. The siblings had taken their photos at the same photo studio which provided the claimed raw image of the client.

Grateful for your reconsideration of the photo quality.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 29, 2024 6:03 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.



Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Tuesday, October 15, 2024 4:13 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

We sent the digital file of client's photo on 8 October 2024.

May you confirm please if this meets the requirement?

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
**Sent:** Tuesday, October 15, 2024 1:05 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hi MNPT

Grateful if you could follow up with the applicant for new photos and send a Letter 13 if required.

Kind regards  
s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade  
s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)



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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, September 30, 2024 3:47 PM

To: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

Subject: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind regards  
s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade  
s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 20 November 2024 10:24:18 AM  
**Attachments:** s 22(1)(a)(ii) (2).jpg

---

**OFFICIAL**

Hello s 47F(1)

Please see unedited photo of the applicant.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, November 19, 2024 4:38 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello,

The digital image provided contain background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

---

Case Officer | Overseas Support Unit  
Australian Passport Office | Customer Services Branch | Canberra Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) | E s 22(1)(a)(ii) @dfat.gov.au  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Wednesday, November 6, 2024 10:49 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos -s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Good morning s 47F(1)

Please see digital file of client's photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii)

**Sent:** Thursday, October 31, 2024 11:38 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos -s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Sent:** Thursday, October 31, 2024 5:42 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello **MANILA**

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of damage. The photos you have provided with the application contain scratches and/or marks that cannot be removed.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Regards,

s 47F(1)

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

**Phone:** s 22(1)(a)(ii)

Australian Passport Office Call Centre 131 232

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



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Thursday, 28 November 2024 2:04:46 PM  
**Attachments:** [image001.png](#)  
s 22(1)(a)(ii).jpg

---

**OFFICIAL**

Hi s 47F(1)

Please find the attached photo from the client's parent.

Thank you!

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii)  
**Sent:** Tuesday, November 26, 2024 8:28 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>

**Sent:** Monday, November 25, 2024 12:35 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii)

SEC=OFFICIAL]

## OFFICIAL

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind Regards,

**s 47F(1)**

Case Officer, Australian Passport Office, Melbourne

Australian Passport Office,  
Melbourne 55 Collins Street  
Email: [s 22\(1\)\(a\)\(ii\) @dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)  
| [www.smartraveller.gov.au](http://www.smartraveller.gov.au)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 18 November 2024 11:03:03 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

**OFFICIAL**

Good morning s 47F(1)

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Wednesday, November 13, 2024 9:41 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Sent:** Wednesday, November 13, 2024 9:12 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 27 November 2024 11:16:37 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

## OFFICIAL

Hello s 47F(1)

Here is the digital file of the client's photo. Please let me know if acceptable.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** MNLA Passports  
**Sent:** Tuesday, November 26, 2024 8:23 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Sent:** Monday, November 25, 2024 12:06 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 22 November 2024 11:13:32 AM  
**Attachments:** [image002.png](#)

---

## OFFICIAL

Hi <sup>s 47F(1)</sup>

Thank you and we have requested the applicant to provide new photos. Kindly place this application on hold.

<sup>s 47F(1)</sup>

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, November 22, 2024 6:02 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

P s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 25 November 2024 4:04:27 PM  
**Attachments:** [image001.png](#)  
[passport\\_photo.jpg](#)

---

## OFFICIAL

Hi <sup>s 47F(1)</sup>

Please find the attached jpeg for this application.

Thank you!

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii)  
**Sent:** Friday, November 22, 2024 8:43 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hi <sup>s 47F(1)</sup>

Thank you and we have requested the applicant to provide new photos. Kindly place this application on hold.

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



*We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.*

---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

**Sent:** Friday, November 22, 2024 6:02 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 29 November 2024 1:03:54 PM  
**Attachments:** [image002.png](#)  
s 22(1)(a)(ii) [PG](#)

---

**OFFICIAL**

Hi s 47F(1)

Please find the new, attached photo of the applicant.

Thank you.

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, November 27, 2024 7:01 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

**Sent:** Tuesday, 12 November 2024 10:59 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii)

**Sent:** Wednesday, October 16, 2024 8:37 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Wednesday, October 16, 2024 6:59 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Cc:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**BLURRY - Subject's face & facial features need to be in focus. 'Portrait Modes' often blur the surrounds of the face impacting on overall image quality.**

**DAMAGED PHOTOS – The photos you have provided with the application contain numerous scratches/marks that cannot be removed.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

Senior Passport Case Officer  
Canberra Passport Office | Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

T s 22(1)(a)(ii)

Australian Passport Office Call Centre 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 20 November 2024 10:20:43 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

## OFFICIAL

Hello s 47F(1)

Please see unedited file of client's photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, November 19, 2024 10:58 AM  
**To:** s 22(1)(a)(ii) dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in



front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

**Sent:** Wednesday, November 6, 2024 5:47 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** MNLA Passports

**Sent:** Monday, October 28, 2024 11:11 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer

Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** Friday, October 25, 2024 6:23 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 18 November 2024 5:45:16 PM

---

**OFFICIAL**

Dear <sup>s 47F(1)</sup>,

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Monday, November 18, 2024 12:08 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

P s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 26 November 2024 11:02:50 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

## OFFICIAL

Hello s 47F(1)

Please see digital file of client's new photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, November 18, 2024 3:15 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>

**Sent:** Monday, November 18, 2024 12:08 PM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 6 November 2024 4:35:33 PM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

## OFFICIAL

Hello s 47F(1)

Please see attached digital files of client's photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, November 4, 2024 7:46 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Dear s 47F(1)

Good morning.

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Friday, November 1, 2024 7:11 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

P s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 4 November 2024 10:25:17 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

**OFFICIAL**

Hello s 47F(1)

Please see attached digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Friday, October 18, 2024 9:40 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Friday, October 18, 2024 8:19 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello Manila

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind Regards,

**s 47F(1)**

Case Officer, Australian Passport Office, Melbourne

Australian Passport Office,  
Melbourne 55 Collins Street  
Email: [s 22\(1\)\(a\)\(ii\) @dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)  
| [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 27 November 2024 10:23:00 AM  
**Attachments:** [image001.png](#)  
s 22(1)(a)(ii) [.jpg](#)

---

## OFFICIAL

Good morning <sup>s 47F(1)</sup>

Please see digital file of client's new photo.

Regards,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Thursday, November 21, 2024 8:30 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Hi <sup>s 47F(1)</sup>

The applicant provided us with the photo attached – however, I've gone back to him, advising the photo was quite poor and grainy.

Please keep the application on hold and we will endeavour the new photo.

Thank you.

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
**Sent:** Thursday, November 21, 2024 7:57 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

This email is to follow up the previously email sent on 06/11 in relation to the request of new images due to the images being too old of the images received as further explained below.

Please send Letter 13 to the current applicant - Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232

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



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---

**From:** s 22(1)(a)(ii)

**Sent:** Wednesday, November 6, 2024 2:06 PM

**To:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>

**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

### **TOO OLD – Photo is older than 6-month or used in previous PPT**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
[dfat.gov.au](http://dfat.gov.au) | [Twitter](https://twitter.com/dfatgovau) | [Facebook](https://www.facebook.com/dfatgovau) | [Instagram](https://www.instagram.com/dfatgovau) | [LinkedIn](https://www.linkedin.com/company/dfatgovau)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 15 November 2024 10:57:09 AM  
**Attachments:** [image003.png](#)  
s 22(1)(a)(ii).jpg

---

## OFFICIAL

Good morning, s 47F(1)

Please find the attached digital file of the client's photo.

Thank you!

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii)  
**Sent:** Wednesday, October 30, 2024 10:56 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello s 47F(1)

Please see digital file of client's photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Wednesday, October 30, 2024 9:50 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)  
[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 18 November 2024 11:17:35 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

## OFFICIAL

Good morning s 47F(1),

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Thursday, November 14, 2024 8:11 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hellos 47F(1)

We followed up with the client last Monday, 11 November, and have yet to hear back from them.

I will send another follow up today.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Sent:** Thursday, November 14, 2024 7:57 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Subject:** Fw: Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello MANILA

Grateful if you could contact the customer and follow up the request for new photos.

The application will remain on hold until new photos have been received.

Thank you.

Best Regards

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

**T +s 22(1)(a)(ii)**

s 22(1)(a)(ii) [@dfat.gov.au](#)

Australian Passport Office Call Centre 131 232

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Sent:** 30 October 2024 16:28

**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - APPNO - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Wednesday, October 30, 2024 12:06 PM  
**To:** s 22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office

Department of Foreign Affairs and Trade

Phone number: s 22(1)(a)(ii)

Fax: s 22(1)(a)(ii)

**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Monday, 25 November 2024 10:58:13 AM  
**Attachments:** [image001.png](#)  
[IMG\\_0123.JPG](#)

---

Hi s 47F(1)

Please find the attached jpeg for this application.

Thank you!

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii)  
**Sent:** Friday, November 22, 2024 8:41 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Hi s 47F(1)

Thank you and we have requested the applicant for new photos. Kindly place this application on hold.

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade

Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Sent:** Thursday, November 21, 2024 7:41 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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*The Department of Foreign Affairs and Trade collects, uses and discloses your personal information in accordance with our obligations under the Privacy Act 1988 (Cth) and the Australian Passports Act 2005 (Cth). Further information about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](https://www.passports.gov.au/protecting-your-privacy).*

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Friday, 22 November 2024 11:11:25 AM  
**Attachments:** [image002.png](#)

---

Hi s 47F(1)

Thank you and we have requested the applicant for new photos. Kindly place this application on hold.

s 47F(1)

---

Consular Officer | Consular Section  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines  
24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Thursday, November 21, 2024 7:41 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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*The Department of Foreign Affairs and Trade collects, uses and discloses your personal information in accordance with our obligations under the Privacy Act 1988 (Cth) and the Australian Passports Act 2005 (Cth). Further information about how we use and disclose your personal information to process your application for an Australian passport is available on our website: [www.passports.gov.au/protecting-your-privacy](http://www.passports.gov.au/protecting-your-privacy).*

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Clean & Rescan Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 10:32:05 AM  
**Attachments:** s 22(1)(a)(ii) [.jpg](#)

---

## OFFICIAL

Good morning s 47F(1),

We tried rescanning the two photos but the white dot still appeared.

We requested the digital file from the client. Please see attached for applicant's photo.

Thank you,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 8, 2024 7:21 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>

**Subject:** Re: Clean & Rescan Request - s 22(1)(a)(ii)

[SEC=OFFICIAL]

Hello MANILA,

Following up on the email sent on 24<sup>th</sup> Sep, 2024 regarding requesting the rescan.

Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

The application will remain on hold until new rescanned images have been received.

Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

**Phone:** s 22(1)(a)(ii)

Australian Passport Office Call Centre 131 232

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

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*connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.*

---

**From:** s 22(1)(a)(ii)

**Sent:** 24 September 2024 15:15

**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** FW: Clean & Rescan Request - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello Team,

Your office accepted a passport application for the above-named customer. Unfortunately, the passport cannot be issued until both photos are cleaned and rescanned.

The reason for requesting the rescan is because **the first photo is damaged and would like to see if the second photo is suitable.**

***White Mark on face. If the other photo looks the same, please request a new photo .***

If a digital image is available, please provide this via reply email, ensuring it is JPG/JPEG.  
Please note the application will remain on hold until the above information has been received.

Thanks & Regards

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Further Information Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 2:27:10 PM

---

## OFFICIAL

Hello <sup>s 47F(1)</sup>

This is noted.

We will advise the applicant of the information below.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Monday, October 7, 2024 6:31 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Further Information Request - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

## OFFICIAL

Hello Manila

Your office accepted a passport application for the above-named customer. This email is to confirm the following information in relation to the application;

- As per the child applicant's birth certificate – Please advise the applicant that the place of



birth will proceed to appear as s 22(1)(a)(ii) – the current place of birth is listed as s 22(1)(a)(ii)

The application will proceed with the required checks and will be issued with the place of birth as s 22(1)(a)(ii)

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

Ps 22(1)(a)(ii)

Email: s 22(1)(a)(ii) @dfat.gov.au

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 22 October 2024 10:17:49 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

## OFFICIAL

Hello s 47F(1)

Good morning from Manila.

Please see digital file of client's new photo.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Friday, October 11, 2024 1:36 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Sent:** Friday, October 11, 2024 9:43 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>

**Subject:** FW: Request for New photos- s 22(1)(a)(ii)

SEC=OFFICIAL]

**OFFICIAL**

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer  
Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne  
Phone : s 22(1)(a)(ii)  
Fax : s 22(1)(a)(ii)  
Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 5:06:58 PM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

**OFFICIAL**

Hello s 47F(1)

Please see digital file of photo provided by client.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Tuesday, October 8, 2024 9:56 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Sent:** Tuesday, October 8, 2024 9:50 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** FW: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 12:26:21 PM

---

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 8, 2024 9:50 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** FW: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**



Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 31 October 2024 3:43:14 PM

---

**OFFICIAL**

Hello s 47F(1),

I have attached the Letter 13 sent to the applicant in ATLAS.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, October 25, 2024 12:27 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New photos- s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

To date we are yet to receive the new photos.

Can you please send Letter 13 to the applicant and attach the requested document to ATLAS for reference.

The application has been placed on hold awaiting the new images.

Kind regards

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
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---

**From:** s 22(1)(a)(ii)  
**Sent:** Friday, October 11, 2024 1:01 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)>  
**Subject:** FW: Request for New photos- s 22(1)(a)(ii)

SEC=OFFICIAL]

**OFFICIAL**

Hello team,

Unfortunately the photos received do not meet APO Photo Guidelines.

Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Thanks & Regards

s 47F(1)

Passport Case Officer  
Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 15 October 2024 10:28:53 AM

---

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 15, 2024 6:42 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind Regards,

**s 47F(1)**

Case Officer, Australian Passport Office, Melbourne

Australian Passport Office,  
Melbourne 55 Collins Street  
Email: [s 22\(1\)\(a\)\(ii\) @dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
| [www.smartraveller.gov.au](http://www.smartraveller.gov.au)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos -s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 18 October 2024 10:42:34 AM  
**Attachments:** s 22(1)(a)(ii) .jpeg

---

**OFFICIAL**

Hello s 47F(1) ,

Please see attached digital file of client's new photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Tuesday, October 15, 2024 7:59 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au  
**Subject:** RE: Request for New Photos -s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>

**Sent:** Tuesday, October 15, 2024 6:42 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

## OFFICIAL

Hello Manila

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind Regards,

**s 47F(1)**

Case Officer, Australian Passport Office, Melbourne

Australian Passport Office,  
Melbourne 55 Collins Street  
Email: [s 22\(1\)\(a\)\(ii\) @dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)  
| [www.smartraveller.gov.au](http://www.smartraveller.gov.au)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 10:52:01 AM  
**Attachments:** s 22(1)(a)(ii) [jpg](#)  
s 22(1)(a)(ii) [jpg](#)

---

**OFFICIAL**

Hello s 47F(1)

Please see digital files of applicant's photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, October 4, 2024 11:16 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - 41249140v s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello **MANILA**

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of ears cut off, distortion. This is when the photograph is captured with the subject too close to the camera lens. For example, the distance between eyes can appear wider, the nose appears wider, ears may appear smaller or may not be visible.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
**Phone:** s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232

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



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 10:36:41 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

## OFFICIAL

Hello s 47F(1)

Good morning from Manila.

Please see digital file of client's new photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Thursday, October 3, 2024 8:13 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos -s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](#)>

**Sent:** Thursday, October 3, 2024 7:33 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](#)>

**Subject:** Request for New Photos - s 22(1)(a)(ii)

SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Kind Regards,

s 47F(1)s 22(1)(a)(ii)

---

Passport Case Officer | Sydney Passport Office  
Passport Customer Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

T s 22(1)(a)(ii)

E s 22(1)(a)(ii) [@dfat.gov.au](#)

Australian Passport Office Call Centre 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 11:33:10 AM

---

**OFFICIAL**

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Monday, October 7, 2024 9:23 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of a non-neutral expression. We require a neutral facial expression, which can be explained as a relaxed face with closed mouth, no smiling, no frowning, and eyes open.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

P s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 11:09:30 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

**OFFICIAL**

Dear s 47F(1)

Please see digital file of client's photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Tuesday, October 1, 2024 8:37 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer



Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Sent:** Monday, September 30, 2024 11:34 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Subject:** Request for New Photos -s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind regards  
s 47F(1)

Passport Case Officer | Sydney Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade  
s 22(1)(a)(ii) [@dfat.gov.au](#)

Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 28 October 2024 1:40:53 PM

---

**OFFICIAL**

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Friday, October 25, 2024 6:23 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

p s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

Fax s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 23 October 2024 11:00:04 AM  
**Attachments:** s 22(1)(a)(ii) .JPG

---

**OFFICIAL**

Hello s 47F(1)

Please see digital file of client's photo.

Kindly let me know if this is acceptable.

Regards,

s 47F(1)

---

Passports Officer  
Department of Foreign Affairs and Trade  
Australian Embassy in the Philippines

24-hour Consular Emergency Centre +61 2 6261 3305  
[smartraveller.gov.au](https://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, October 23, 2024 5:28 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone,

lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Tuesday, 8 October 2024 10:26:04 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

**OFFICIAL**

Hello s 47F(1)

Please see digital file of applicant's photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 8, 2024 6:24 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kind Regards,

**s 47F(1)**

Case Officer, Australian Passport Office, Melbourne

Australian Passport Office,  
Melbourne 55 Collins Street  
Email: **s 22(1)(a)(ii)** [@dfat.gov.au](mailto:s22(1)(a)(ii)@dfat.gov.au)  
| [www.smartraveller.gov.au](http://www.smartraveller.gov.au)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 29 October 2024 2:17:57 PM

---

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 29, 2024 8:34 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**BLURRY - Subject's face & facial features need to be in focus. 'Portrait Modes' often blur the surrounds of the face impacting on overall image quality.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 24 October 2024 11:34:08 AM  
**Attachments:** s 22(1)(a)(ii) .jpg

---

## OFFICIAL

Hello s 47F(1)

Please see digital file of client's photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Thursday, October 24, 2024 8:46 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T +s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 9 October 2024 10:26:52 AM  
**Attachments:** s 22(1)(a)(ii) [jpg](#)

---

**OFFICIAL**

Hello s 47F(1)

Here is an alternative photo provided by the applicant.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, October 9, 2024 5:25 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Phone s 22(1)(a)(ii)

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Thursday, September 26, 2024 4:54 PM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1)

Please see digital file of new photo provided by the applicant.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Wednesday, September 25, 2024 6:27 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello **MANILA**

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office

Department of Foreign Affairs and Trade

**Phone:** s 22(1)(a)(ii)

Australian Passport Office Call Centre 131 232

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



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 16 October 2024 1:00:12 PM  
**Attachments:** s 22(1)(a)(ii)  
s 22(1)(a)(ii) [JPG](#)

---

## OFFICIAL

Hello <sup>s 47F(1)</sup>

Please see digital files of client's photos.

Thank you,

<sup>s 47F(1)</sup>

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Tuesday, October 1, 2024 8:31 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

## OFFICIAL

Dear <sup>s 47F(1)</sup>

We have requested new photos from the client and will forward them as soon as received.

Thank you,

<sup>s 47F(1)</sup>

---



Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Sent:** Monday, September 30, 2024 10:18 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](#)>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) JOHN [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

Senior Passport Case Officer  
Canberra Passport Office | Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Monday, 14 October 2024 10:42:16 AM

---

Dear s 47F(1)

Good morning from Manila!

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Monday, October 14, 2024 8:05 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
s 22(1)(a)(ii) [SEC=UNOFFICIAL]

GDAY MNLA

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of editing. Facial features are not clearly visible or don't have distinct outlines, the skin tone appears unnatural across the face, or the background outline appears unnatural, or has jagged or irregular outlines.

Hi team, the photo has poor print, appears to be edited and she has hair in her eyes. Please request new photos.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

### **Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Monday, 28 October 2024 5:30:59 PM  
**Attachments:** [image001.png](#)

---

Hello s 47F(1)

We have requested new photos from the applicant.

We will send as soon as provided.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Thursday, October 24, 2024 10:20 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

H s 47F(1) Team,

Thank you but this photo also has hair her eye too.

s 22(1)(a)(ii)

Please request new photos.

Thank you.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Tuesday, October 15, 2024 4:08 PM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Hello s 47F(1)

Please see digital file of client's new photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Sent:** Monday, October 14, 2024 8:05 AM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)>  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

GDAY MNLA

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of editing. Facial features are not clearly visible or don't have distinct outlines, the skin tone appears unnatural across the face, or the background outline appears unnatural, or has jagged or irregular outlines.

Hi team, the photo has poor print, appears to be edited and she has hair in her eyes. Please request new photos.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Monday, 28 October 2024 7:28:40 PM  
**Attachments:** [image003.png](#)  
s 22(1)(a)(ii) [jpg](#)

---

Dear s 47F(1),

Please see new photo provided by applicant.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)  
**Sent:** Monday, October 28, 2024 3:01 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Hello s 47F(1)

We have requested new photos from the applicant.

We will send as soon as provided.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Thursday, October 24, 2024 10:20 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos / information request -s 22(1)(a)(ii)  
s 22(1)(a)(ii) [SEC=UNOFFICIAL]

Hi s 47F(1) / Team,

Thank you but this photo also has hair her eye too.

s 22(1)(a)(ii)

Please request new photos.

Thank you.

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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---

**From:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Sent:** Tuesday, October 15, 2024 4:08 PM  
**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>  
**Subject:** RE: Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Hello s 47F(1)

Please see digital file of client's new photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:dfat.gov.au)>  
**Sent:** Monday, October 14, 2024 8:05 AM  
**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:dfat.gov.au)>  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
s 22(1)(a)(ii) [SEC=UNOFFICIAL]

GDAY MNLA

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of editing. Facial features are not clearly visible or don't have distinct outlines, the skin tone appears unnatural across the face, or the background outline appears unnatural, or has jagged or irregular outlines.

Hi team, the photo has poor print, appears to be edited and she has hair in her eyes. Please request new photos.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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Delete Archive Report Reply Reply all Forward Zoom

RE: **s 22(1)(a)(ii)** - Request to Re-Route and Submission of Photo [SEC=OFFICIAL:Sensitive] Karl X

1202159...CIAL]

**s 22(1)(a)(ii)** 😊

I will continue processing the application and ask Canberra Passports to send the passport to Manila via dip bag. 😊

Kind regards,  
**s 47F(1)**

Overseas Support Officer  
Canberra Passport Office | Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

T **s 22(1)(a)(ii)**

For urgent enquiries-OSU Helpline +61 6261 2003 or 8616 2003

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



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**From:** **s 22(1)(a)(ii)** @dfat.gov.au  
**Sent:** Wednesday, November 27, 2024 3:43 PM  
**To:** **s 22(1)(a)(ii)** @dfat.gov.au  
**Cc:** **s 22(1)(a)(ii)** @dfat.gov.au; **s 11C(1)(a)** @dfat.gov.au; **s 22(1)(a)(ii)** @dfat.gov.au  
**Subject:** RE: **s 22(1)(a)(ii)** Request to Re-Route and Submission of Photo [SEC=OFFICIAL:Sensitive]

**OFFICIAL: Sensitive**

Hi OSU colleagues

Please note the applicant, **s 22(1)(a)(ii)**, attended Post to submit the soft copy of his newest photo, in compliance with the passport officer's request for new ones. Kindly find this attached.

Further, **s 22(1)(a)(ii)** has requested his passport be rerouted for collection at Post in Manila, as he is currently in country and A-based dependent spouse and is not returning to Australia in the immediate future.

Grateful for your assistance and liaison with the passport officer, for the completion of this application.

Thank you!

Delete Archive Report Reply Reply all Forward Zoom

[EXTERNAL] Re: s 22(1)(a)(ii)- MBPT - Passport application - Request for further information  
[SEC=OFFICIAL] s 47F(1) x

s 22(1)(a)(ii) s 22(1)(a)(ii)

☺ ↶ ↷ ↸ ⏪ ⏩ ☰ ⋮

To:  Passport Notifications

Mon 20-January-2025 2:00 PM

🚩 **Flag for follow up. Completed on 20-January-2025.**

**CAUTION:** This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender.

Hi s 47F(1)

Good day.

Is my wife can be an authorized person to show the documents to local Australia Post as I am in WA mining site.

Thank you.

regards,  
s 22(1)(a)(ii)

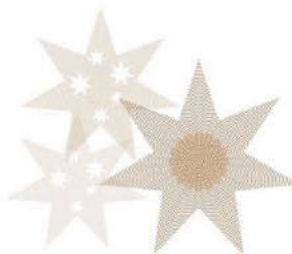
[Sent from Yahoo Mail for iPhone](#)

On Monday, January 13, 2025, 11:58 am, Passport Notifications  
s 22(1)(a)(ii) @dfat.gov.au> wrote:

**OFFICIAL**



Australian Government  
Department of Foreign Affairs and Trade



AUSTRALIAN  
PASSPORT OFFICE

**Return Postal Address: GPO Box 9908 MELBOURNE VIC 3001**  
**Return Office Address: Level 2, 747 Collins St, Docklands, MELBOURNE**

**Application number:** s 22(1)(a)(ii)

Dear s 22(1)(a)(ii)

Delete Archive Report Reply Reply all Forward Zoom

[EXTERNAL] Re: s 22(1)(a)(ii) - Passport application - Request for further information
[SEC=OFFICIAL] s 47F(1)

IMG\_2025...0003.pdf

AX s 47F(1)X

To: Passport Notifications

Tue 28-January-2025 5:42 PM

Flag for follow up. Completed on 28-January-2025.

IMG s 22(1)(a)(ii)0003.pdf 869 KB

CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender.

Dear s 47F(1)

Thank you for your email, please find our attached declaration form since we don't have any original documents besides the birth certificate that we already submitted in our application, this declaration will fulfil your requirements.

Regards,

s 22(1)(a)(ii)
s 22(1)(a)(ii)

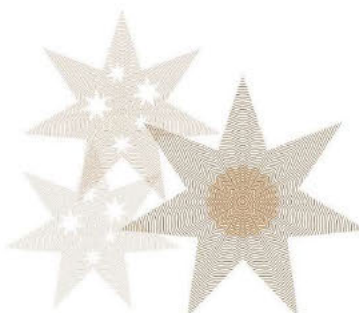
On Tue, Jan 28, 2025 at 8:08 AM s 22(1)(a)(ii)

@dfat.gov.au> wrote:

OFFICIAL



Australian Government
Department of Foreign Affairs and Trade



AUSTRAL
PASSPORT OFFI



Delete
 Archive
 Report
 Reply
 Reply all
 Forward
 Zoom

RE: **s 22(1)(a)(ii)** - Request to Re-Route and Submission of  
 Photo [SEC=OFFICIAL:Sensitive] Karl



s 47F(1).0.pdf

IMG\_4765.JPG

MP

MNLA Passports

To: **s 22(1)(a)(ii)**

Cc: **s 22(1)(a)(ii)**



Wed 27-November-2024 2:42 PM

**s 47F(1)**

Flag for follow up. Completed on 27-November-2024.

**s 22(1)(a)(ii)**

**s 47F(1)**  
365 KB

2 attachments (2 MB) Save all to OneDrive - Department of Foreign Affairs and Trade (dfat.gov.au)

Download all

**OFFICIAL: Sensitive**

Hi OSU colleagues

Please note the applicant, **s 22(1)(a)(ii)** attended Post to submit the soft copy of his newest photo, in compliance with the passport officer's request for new ones. Kindly find this attached.

Further, **s 22(1)(a)(ii)** has requested his passport be rerouted for collection at Post in Manila, as he is currently in country and A-based dependent spouse and is not returning to Australia in the immediate future.

Grateful for your assistance and liaison with the passport officer, for the completion of this application.

Thank you!

**s 47F(1)**

Consular Officer | Consular Section  
 Department of Foreign Affairs and Trade  
 Australian Embassy in the Philippines  
 24-hour Consular Emergency Centre +**s 22(1)(a)(ii)**  
[smartraveller.gov.au](http://smartraveller.gov.au) | [X](#) | [Facebook](#) | [Instagram](#)



**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 18 December 2024 12:31:32 PM  
**Attachments:** [image001.png](#)

## OFFICIAL

Dear Team,  
Please confirm if we have any update on below email.

### FILE NOTE

Form Number : s 22(1)(a)(ii)  
 Document Number : Not Allocated  
 Filing Date : s 47F(1)  
 Filed By :  
 Office : CBPT -

From: s 22(1)(a)(ii)  
 Sent: Wednesday, December 4, 2024 10:32 AM  
 To: s 22(1)(a)(ii) <[redacted]@dfat.gov.au>  
 Subject: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

### OFFICIAL

Hello MNPT  
 Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.  
 The photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.  
 Please contact the customer and request new photos.  
 The application will remain on hold until new photos have been received.

Kind Regards,

s 47F(1)

Case Officer, Australian Passport Office, Melbourne

Australian Passport Office,  
 Melbourne 85 Collins Street  
 Email: s 22(1)(a)(ii)@dfat.gov.au  
 | www.smartaveller.gov.au

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 We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

*Wish you a merry Christmas and a happy new year !*

Thanks & Regards

s 47F(1)

Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade  
 Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

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

[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Clean & Rescan Request - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Monday, 2 December 2024 2:07:41 PM  
**Attachments:** [image001.png](#)

---

## OFFICIAL

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

### CLEAN & RESCAN BOTH PHOTOS

#### Unidentifiable marks throughout photo

s 22(1)(a)(ii)

If a digital image is available then please provide this via reply email, ensuring it is JPG/JPEG. Please note the application will remain on hold until the above information has been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Further Information Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 19 December 2024 8:06:18 AM  
**Attachments:** [image001.png](#)

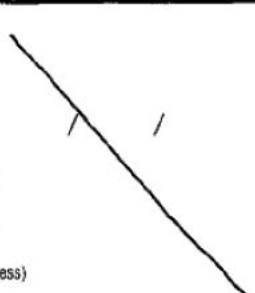
**OFFICIAL**

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

- Could you please confirm parent two's date of signature in section 15 as it is missing? Thank you
- 

Have you ever held an Australian passport? No  Yes  Number (if known, include letters)

15 Declaration and consent	Parent 1 (named in section 13 above)	Parent 2 (named in section 14 above)
<p>I consent to the child named in section 12 having an Australian travel document.</p> <p>I declare that:</p> <ul style="list-style-type: none"> <li>all Australian court orders, if any, in relation to the child have been provided</li> <li>all persons with parental responsibility for the child have provided their consent or, where this has not occurred, a statement under the Australian Passports Act 2005 has been provided</li> <li>I have read and understood the 'Notice about the collection, use and disclosure of personal information' in the explanatory notes</li> <li>I signed this declaration in front of a witness who is not related to the child by birth or marriage, and who is not in a de facto or registered relationship with any person</li> </ul>	Parent 1's signature  Date signed Witnessed by (must be 18 years of age or over) Name (witness)	Parent 2's signature s 22(1)(a)(ii) Date signed Witnessed by (must be 18 years of age or over) Name (witness)
	Phone	Phone

Form PC24\_0316 (Page 10 of 11)

Please note the application will remain on hold until the above information has been received.

Kind Regards,

s 47F(1)

Passport Case Officer |  
 Passport Customer Services Branch | Australian Passport Office  
 Department of Foreign Affairs and Trade  
 Ts 22(1)(a)(ii) |  
 Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Further Information Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 2 December 2024 9:32:58 AM

---

## OFFICIAL

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

- NLP consent on page 4 isn't clear on section 15. Can this please be rescanned or a new page 4 be requested.

Please note the application will remain on hold until the above information has been received.

Thank you,  
Best regards,  
s 47F(1)

**Passport Case Officer**

Phone number: s 22(1)(a)(ii)

Email address: s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)  
Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Further Information Request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Thursday, 12 December 2024 9:53:40 AM

---

Hello MNPT

Seeking a follow up for new photo request made 14/11 due to poor print. Please advise us of the outcome.

Thank you.

s 47F(1)

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Further Information Request -s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Sunday, 1 December 2024 9:12:41 AM

---

## OFFICIAL

Hello Team,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

- Please rescan parent consent page again. Section 15 is not clear to confirm NLP consent check.

**Please note the application will remain on hold until the above information has been received.**

Thanks & Regards

s 47F(1)

### Passport Case Officer

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:dfat.gov.au)

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

[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Fw: Further Information Request - s 22(1)(a)(ii) [SEC=UNOFFICIAL]  
**Date:** Tuesday, 24 December 2024 1:04:04 PM

---

Gday team,

Can you please send a letter 13 for new photo request. The request was first made 14/11 as per email trail below.

Thank you and happy holidays.

s 47F(1)

---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** 12 December 2024 12:02  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Further Information Request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Good morning s 47F(1)

Please be advised we have requested new photos to the client on 14 and 29 November 2024.

We have yet to receive a response; however, I will seek a follow up today and let you know as soon as possible.

Regards,

s 47F(1)

---

Passports Officer

Australian Embassy in the Philippines

Level 23 Tower 2 RCBC Plaza

Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Thursday, December 12, 2024 7:24 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Further Information Request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]

Hello MNPT

Seeking a follow up for new photo request made 14/11 due to poor print. Please advise us of the outcome.

Thank you.

s 47F(1)

s 47F(1)

**Passport Case Officer**



Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 13 December 2024 12:52:03 PM

---

**OFFICIAL**

Hello Team,

1. Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of,

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please contact the customer and request **new photos**.

The application will remain on hold until new photos have been received.

Thanks & Regards

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street, Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

**Email : s 22(1)(a)(ii) @dfat.gov.au**

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

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii)  
**Date:** Monday, 30 December 2024 1:19:12 PM

[SEC=OFFICIAL]

---

**OFFICIAL**

Happy New Year Team!

Unfortunately the image provided with this application does not meet APO Photo Guidelines.  
Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 31 December 2024 11:26:29 AM

---

## OFFICIAL

Happy New Year Team!

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**EXPRESSION – We require a neutral facial expression, which can be explained as a relaxed face with closed mouth, no smiling, no frowning, and eyes open.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** FW: Request for New Photos s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 4 December 2024 9:19:35 AM

---

## OFFICIAL

Hello team

Unfortunately, the second lot of photos provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

### Regards

s 47F(1)

### Passport Case Officer

Phone number: s 22(1)(a)(ii)  
Email address: s 22(1)(a)(ii) @dfat.gov.au  
Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade



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

**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Further Information Request - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Thursday, 19 December 2024 1:21:34 PM  
**Attachments:** [image003.png](#)

---

**OFFICIAL**

Hi s 47F(1)

Thank you for your confirmation and no further action required. Thank you

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii) |  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Thursday, December 19, 2024 11:39 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Further Information Request - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

Good morning from Manila!

Apologies for the oversight. Parent 2 signed the form on 12 December 2024 – same date it was witnessed by our security guard s 47F(1) ).

Please advise if we need to rescan page 84 and upload to TARDIS.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

From: s 22(1)(a)(ii) @dfat.gov.au>  
Sent: Thursday, December 19, 2024 5:36 AM  
To: s 22(1)(a)(ii) @dfat.gov.au>  
Subject: Further Information Request - s 22(1)(a)(ii) [SEC=OFFICIAL]

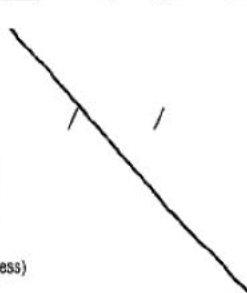
OFFICIAL

Hello Manila,

Your office accepted a passport application for the above-named. Unfortunately the passport cannot be issued until the following action is completed:

- Could you please confirm parent two's date of signature in section 15 as it is missing? Thank you
- 

Have you ever held an Australian passport? No  Yes **Number (if known, include letters)**

15 Declaration and consent	Parent 1 (named in section 13 above)	Parent 2 (named in section 14 above)
<p>I consent to the child named in section 12 having an Australian travel document.</p> <p>I declare that:</p> <ul style="list-style-type: none"> <li>all Australian court orders, if any, in relation to the child have been provided</li> <li>all persons with parental responsibility for the child have provided their consent or, where this has not occurred, a statement under the Australian Passports Act 2005 has been provided</li> <li>I have read and understood the 'Notice about the collection, use and disclosure of personal information' in the explanatory notes</li> <li>I signed this declaration in front of a witness who is not related to the child by birth or marriage, and who is not in a de facto or registered relationship with any person</li> </ul>	<p>Parent 1's signature</p>  <p>Date signed</p> <p>Witnessed by (must be 18 years of age or over)</p> <p>Name (witness)</p> <p>Date and phone</p>	<p>Parent 2's signature</p> <p>s 22(1)(a)(ii)</p> <p>Date signed</p> <p>Witnessed by (must be 18 years of age or over)</p> <p>Name (witness)</p> <p>Date and phone</p>

Form PCB\_0318 (Page 10 of 11)

Please note the application will remain on hold until the above information has been received.

Kind Regards,

s 47F(1)

\_\_\_\_\_  
 Passport Case Officer |  
 Passport Customer Services Branch | Australian Passport Office  
 Department of Foreign Affairs and Trade  
 Ts 22(1)(a)(ii) |  
 Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 13 December 2024 12:53:09 PM

---

**OFFICIAL**

Hi Team,  
Please ignore below email. We received new photos. Thanks  
Regards,  
s 47F(1)

---

**From:** Returns Canberra  
**Sent:** Friday, December 13, 2024 1:22 PM  
**To:** s 22(1)(a)(ii) @dfat.gov.au  
**Subject:** FW: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Team,

1. Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of,

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please contact the customer and request **new photos**.

The application will remain on hold until new photos have been received.

Thanks & Regards

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

**Email :** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
**Date:** Tuesday, 17 December 2024 12:30:40 PM

[SEC=OFFICIAL]

---

**OFFICIAL**

Hello Manila,

Thank you for your email.

To date we are yet to receive the new photos and letter 13 28 day time frame expired.  
Can you please provide an update and or whether application can be withdrawn?

Kind regards

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Wednesday, December 11, 2024 10:56 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)  
[SEC=OFFICIAL]

**OFFICIAL**

Good morning<sup>s 47F(1)</sup>

We sent the Letter 13 to the applicant on 12 November 2024.

We received new photos of the client on 27 November; unfortunately, they were still not of good print quality. We have again requested new photos from the client but have yet to receive any response.

We will follow up with them again today.

Regards,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii)

**Sent:** Tuesday, December 10, 2024 8:05 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos -s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hi s 47F(1)

The Embassy is closed today due to air-conditioning issues in the building. We hope to be back in the office tomorrow so I will have one of the team follow up then.

Thanks

s 11C(1)(a)

s 11C(1)(a)

A/g First Secretary and Consul

---

**Australian Embassy in the Philippines**

Direct: s 22(1)(a)(ii)

Mobile s 22(1)(a)(ii)

Switchboard +63 2 7757 8100 | Facsimile: +63 2 7757 8268

**PHILIPPINES-AUSTRALIA**

---

**From:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:dfat.gov.au)>

**Sent:** Tuesday, December 10, 2024 7:24 AM

**To:** s 22(1)(a)(ii) <[@dfat.gov.au](mailto:dfat.gov.au)>

**Subject:** Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

This email is to follow up the previously email received on 12/11 in relation to the request of new images due to the poor quality of the images received as further explained below.

Please send Letter 13 to the current applicant - Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

**Kindest Regards,**

s 47F(1)

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

**P** s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) <[@dfat.gov.au](mailto:dfat.gov.au)>

**Fax** s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Bcc:** s 22(1)(a)  
**Subject:** Re: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Friday, 6 December 2024 10:30:43 AM

---

**OFFICIAL**

Dear Team,

Grateful if you could advise of any updates pertaining to the below email at your earliest convenience. She has to amend her DOB in her Acc.

Thanks & Regards

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Department of Foreign Affairs and Trade

Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

**Email :** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

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---

**From:** s 22(1)(a)(ii)  
**Sent:** 27 November 2024 10:07  
**To:** s 22(1)(a)(ii) @dfat.gov.au  
**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello

The digital image provided contains background editing – where the background has been removed and/or the background colour has been changed to meet Australian Passport photo requirements.

Please request an unedited (raw) image for the applicant, where the background they stood in front of for the photo to be taken is still intact and visible in the image.

Kind regards,

s 47F(1)

Digital Photo Administration Officer  
Canberra Passport Office and Overseas Support  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
Australian Passport Office Call Centre 131 232

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

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>

**Sent:** Tuesday, 12 November 2024 5:00 PM

**To:** s 22(1)(a)(ii) @dfat.gov.au>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii)

[SEC=OFFICIAL]

**OFFICIAL**

Hello s 47F(1),

Please see digital file of client's new photo.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

[Facebook](#) | [X](#) | [Instagram](#)

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---

**From:** s 22(1)(a)(ii)

**Sent:** Tuesday, October 29, 2024 11:48 AM

**To:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:@dfat.gov.au)>

**Subject:** RE: Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Dear s 47F(1)

We have requested new photos from the client and will forward them as soon as received.

Thank you,

s 47F(1)

---

Passports Officer  
Australian Embassy in the Philippines  
Level 23 Tower 2 RCBC Plaza  
Ayala Avenue, Makati City

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---

**From:** s 22(1)(a)(ii) @dfat.gov.au>  
**Sent:** Tuesday, October 29, 2024 8:34 AM  
**To:** s 22(1)(a)(ii) @dfat.gov.au>  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]

**OFFICIAL**

Hello Manila,

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**BLURRY - Subject's face & facial features need to be in focus. 'Portrait Modes' often blur the surrounds of the face impacting on overall image quality.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

Kind Regards,

s 47F(1)

---

Passport Case Officer |  
Passport Customer Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
T s 22(1)(a)(ii)  
Australian Passport Office Call Centre 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) SEC=OFFICIAL]  
**Date:** Friday, 27 December 2024 8:22:27 AM

---

**OFFICIAL**

Hello Team,

1. Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of,

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please contact the customer and request **new photos**.

The application will remain on hold until new photos have been received.

Thanks & Regards

s 47F(1)

**Passport Case Officer**

Australian Passport Office | Department of Foreign Affairs and Trade  
Collins Square | 747, Collin Street , Melbourne

Phone : s 22(1)(a)(ii)

Fax : s 22(1)(a)(ii)

Email : s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

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

[dfat.gov.au](http://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

© Kim Hill, *Among Women* (2011)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Sunday, 1 December 2024 8:38:55 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Sunday, 1 December 2024 8:38:55 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
p s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 16 December 2024 9:40:12 AM

---

## OFFICIAL

Hello Manila,

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image and poor lighting. We require uniform (even) lighting across the face, no shadows or surface light reflections, appropriate brightness and contrast to show natural skin tone, and edges of the face and head visible against the background.

Grateful if you could contact the customer and request new photos.

The application will remain on hold until new photos have been received.

Kindest Regards,

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade  
P s 22(1)(a)(ii)  
Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Fax s 22(1)(a)(ii)  
Australian Passport Office Call Centre | 131 232  
[www.passports.gov.au](http://www.passports.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - s 22(1)(a)(ii)  
**Date:** Tuesday, 10 December 2024 9:53:42 AM

[SEC=OFFICIAL]

---

**OFFICIAL**

Hello Manila,

This email is to follow up the previously email received on 12/11 in relation to the request of new images due to the poor quality of the images received as further explained below.

Please send Letter 13 to the current applicant - Grateful if you could further advise of any updates pertaining to the matter at your earliest convenience.

**Kindest Regards,**

s 47F(1)

---

Passport Case Officer | Melbourne Passport Office  
Passport Client Services Branch | Australian Passport Office  
Department of Foreign Affairs and Trade

**P** s 22(1)(a)(ii)

Email: s 22(1)(a)(ii) @dfat.gov.au

**Fax** s 22(1)(a)(ii)

Australian Passport Office Call Centre | 131 232

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



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii)  
**Date:** Tuesday, 24 December 2024 11:30:13 AM

[SEC=OFFICIAL]

---

**OFFICIAL**

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**BLURRY - Subject's face & facial features need to be in focus. 'Portrait Modes' often blur the surrounds of the face impacting on overall image quality.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
[dfat.gov.au](https://dfat.gov.au) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)



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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Tuesday, 24 December 2024 11:40:38 AM

---

## OFFICIAL

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)

**Email:** [s 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos - APPNO - s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Wednesday, 18 December 2024 2:43:51 PM

---

## OFFICIAL

Hello Manila

Unfortunately the image provided with this application does not meet APO Photo Guidelines. Please find the issue/s with the image listed below:

**PRINT QUALITY – Dotted appearance, Repeated patterns across the image, Lack of fine detail and continuous tone across the image, Lines or patches across the image.**

Please request new images for the applicant.

Please note the application will remain on hold until new images have been received.

s 47F(1)

---

Passport Case Officer  
Australian Passport Office | Melbourne Surge Office  
Department of Foreign Affairs and Trade  
Phone number: s 22(1)(a)(ii)  
Fax: s 22(1)(a)(ii)  
**Email:** s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Tuesday, 3 December 2024 1:05:36 PM

---

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of poor print quality. This can include a dotted appearance, repeated patterns across the image, lack of fine details, and continuous tone, lines, or patches across the image.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)(ii)  
**To:** s 22(1)(a)(ii)  
**Subject:** Request for New Photos / information request - s 22(1)(a)(ii)  
[SEC=UNOFFICIAL]  
**Date:** Monday, 2 December 2024 2:03:19 PM

---

HI MNPT

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

The photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

The application will remain on hold until new photos have been received.

Thank you.

s 47F(1)

### Passport Case Officer

Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade

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**From:** s 22(1)(a)  
**To:** s 22(1)(a)  
**Subject:** Request for New Photos s 22(1)(a)(ii) [SEC=OFFICIAL]  
**Date:** Monday, 2 December 2024 2:54:20 PM

---

## OFFICIAL

Hello team

Unfortunately, the photo provided with this application does not meet Australian Passport Office photo guidelines.

We are unable to remove the extra dot on the left side of the signature. Please have applicant provide new signature with photo.

Also the photo was rejected because of it being blurry and not clearly focused. Customers face and facial features need to be in focus. 'Portrait modes' often blur the outlines of the face impacting on overall image quality.

Please contact the customer and request new photos.

The application will remain on hold until new photos have been received.

### Regards

s 47F(1)

### Passport Case Officer

Phone number: s 22(1)(a)(ii)  
Email address: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)  
Australian Passport Office | Melbourne  
Department of Foreign Affairs and Trade



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