



Australian Embassy
Austria

Passports Outreach

Step-by-step

SIGN UP FOR THE
MAILING LIST

BOOK AN
APPOINTMENT
THROUGH THE
WEBSITE

CHOOSE ONE
TIMESLOT PER
APPLICATION

COMPLETE
APPLICATION
FORM AT
passports.gov.au

PRINT
APPLICATION
AND BRING TO
APPOINTMENT

PREPARE YOUR
SUPPORTING
DOCUMENTS

OBTAIN NEW
PASSPORT
PHOTOS

AVOID
"MOST COMMON
ERRORS"
(over page)

BE PUNCTUAL
(CHILDREN
UNDER 16 DON'T
HAVE TO
ATTEND

PRESENT ALL
REQUIRED
DOCUMENTS TO
THE OFFICER

PAY PASSPORT
FEES BY CREDIT
CARD AT
APPOINTMENT

WAIT 4 WEEKS
TO RECEIVE
YOUR NEW
PASSPORT BY
POST

www.austria.embassy.gov.au

OUTREACH

guidelines



APPOINTMENTS

HOW DO I BOOK AN APPOINTMENT?

Once an event has been published, appointments can be booked through a link to the outreach booking system on the Embassy's website. We cannot accommodate requests for appointments by email.

HOW MANY APPOINTMENTS DO I BOOK?

Please book one appointment per application/notarial act. It won't be possible to lodge several applications within one appointment.

Passport appointments need to be booked by appointment type:

PC7 (streamlined renewal - you must have a passport that:

- was issued when you were aged 16 or older
- was issued on or after 1 January 2006
- had at least two years' validity
- has your current name, date of birth, place of birth and gender, and
- has not been reported lost, stolen, or cancelled.

PC8 - all other passport applications, including for children

Please note affidavits cannot be offered at outreach events.

MOST COMMON ERRORS

WHAT ARE THE MOST COMMON ERRORS IN PC7/PC8 APPLICATIONS?

- the applicant didn't sign using a black pen
- the signature extends outside the box (page 71G/85F)
- the photos don't comply with the photo guidelines (glasses, uneven lighting, coarse photopaper, scratches/ink marks)
- the photos are attached to the form using sticky tape/staples (the officer will attach them)
- the wrong citizenship certificate number is stated (it should start with and include ACC, ROC or CBD)
- the guarantor didn't sign and date the guarantor page (83F)
- the guarantor didn't provide a phone number or didn't endorse one of the photos (83F)
- the parents didn't sign and date the parents' consent page (84F)q or didn't provide their personal phone numbers (numbers cannot be the same)
- the parents didn't repeat their names correctly in section 13a/b and 14a/b (even if they don't differ) (84F)
- the parents signatures were not witnessed by an unrelated third person (84F)(please note, the passport officer cannot witness the signature during the appointment)
- the lodging person didn't sign/complete the last page (85F) (only children under 10 years don't have to sign themselves)
- the form numbers (top right corner) don't match (PC8)
- the application form is stapled or taped (please bring all pages separately)

GENERAL INFORMATION

WHAT IS AN OUTREACH EVENT?

As all passport applications must be lodged in person, the Australian Embassy in Vienna organises outreach events for applicants that cannot come to Vienna to lodge their passport applications

IN WHICH CITIES ARE OUTREACH EVENTS OFFERED?

The Australian Embassy in Vienna offers outreach events in Budapest. As there is no Australian Embassy in Budapest, a passport officer will visit for 1-2 days and interview applicants using a satellite office (the address will be communicated once an event has been scheduled).

HOW OFTEN ARE OUTREACH EVENTS OFFERED?

A passport officer usually visits Budapest four times a year.

HOW DO I KNOW THE DATES OF THE EVENT?

Outreach events are usually planned 1-2 months before the event. Once a new event has been scheduled it will be published on the Embassy's website and social media (Facebook and Twitter). It is also possible to sign up for a mailing list by emailing us at consular.vienna@dfat.gov.au.

CAN I GET INFORMATION REGARDING UPCOMING EVENTS BEFORE THEY ARE ADVERTISED?

No. An outreach event is a courtesy of the Australian Embassy and requires special planning in addition to our regular workload. Emails requesting information on potential upcoming dates cannot be answered.



REQUIRED DOCUMENTS

PC7 (adult renewal):

- 2 photos that comply with photo guidelines (see website)
- current Australian passport
- Completed PC7 streamlined renewal form

PC8 (all other applications, including children):

- 2 photos (1 endorsed by the guarantor)
- all original supporting documents (e.g. see full list of required documents on your application form or at <https://austria.embassy.gov.au/vien/Passports.html>)
- completed PC8 passport application form

Notarials:

- Certified copies: The original document to be certified
- Statutory Declaration: Original document to be witnessed

For all notarial services: Please make sure you know which services you required. The consular officer cannot advise how your document needs to be certified. Make sure that a "consular employee" is allowed to witness your signature.



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