



Australian Embassy

Germany

Outreach

STEP-BY-STEP

1
SIGN UP
FOR THE
MAILING LIST

2
WAIT UNTIL
A NEW EVENT
HAS BEEN
ADVERTISED

3
CHECK THE
INFORMATION
ON THE
WEBSITE

4
BOOK AN
APPOINTMENT
THROUGH THE
OUTREACH LINK
ON THE WEBSITE

5
CHOOSE
ONE TIMESLOT
PER
APPLICATION/
NOTARIAL
ACT

6
COMPLETE
THE PASSPORT
APPLICATION
FORM THROUGH
THE WEBSITE

7
PREPARE
YOUR
(SUPPORTING)
DOCUMENTS

8
TAKE COPIES
OF ALL
SUPPORTING
DOCUMENTS

9
AVOID
"MOST COMMON
ERRORS"
(SEE OUTREACH
GUIDELINES)

10
MAKE SURE
YOU KNOW
WHERE
THE SATELLITE
OFFICE IS
LOCATED

11
BE PUNCTUAL
WEAR A MASK
(CHILDREN UNDER
16 DON'T HAVE
TO ATTEND)

12
PRESENT ALL
REQUIRED
DOCUMENTS TO
THE OFFICER

13
TAKE HOME
THE ORIGINALS
THE OFFICER WILL
KEEP THE
COPIES

14
TRANSFER THE
PASSPORT FEE
WITH THE DETAILS
YOU RECEIVED
DURING THE
INTERVIEW

15
RECEIVE A
RECEIPT FOR
THE PAYMENT
BY EMAIL
(ALLOW 2 WEEKS)

16
WAIT 4
WEEKS (FROM THE
APPOINTMENT) TO
RECEIVE YOUR
NEW PASSPORT
BY POST



Australian Embassy
Berlin

OUTREACH

guidelines



GENERAL INFORMATION

APPOINTMENTS

Ø 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.

Ø 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 time slot.

Passport appointments need to be booked by appointment type (PC7 or PC8):

PC7 (adult renewal - all 3 criteria must be met)

- no changes are made (e.g. change of name)
- last passport had a validity of 10-years
- last passport was issued on or after 01 January 2006

PC8 (other)

- children + young adults (16/17 years)
- adults whose last passport was valid for 5 years or less
- adults who want to make changes (e.g. change of name)
- adults whose last passport was issued before 01 Jan. 2006
- applicants who lost their passport (or it got stolen)

Notarial appointments need to be booked by notarial type:

- **Certified copy**
- **Statutory declaration**

(Other notarial services are not offered during the outreach, please book a regular appointment in Frankfurt or Berlin!)

Ø WHAT IF I HAVE TO CANCEL MY APPOINTMENT?

Due to the very limited number of appointments, we ask to only book an appointment if it can be attended. Should you need to cancel your appointment due to special circumstances, please contact the Embassy at consular.berlin@dfat.gov.au.

Ø WHAT IS AN OUTREACH EVENT?

As all passport applications have to be lodged in person, the Australian Embassy in Berlin organises outreach events for applicants that cannot come to Berlin or Frankfurt to lodge their passport applications.

Ø IN WHICH CITIES ARE OUTREACH EVENTS OFFERED?

The Australian Embassy in Berlin offers outreach events in **Munich** and **Hamburg**. As there are no Australian missions in either of those cities, 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).

Ø HOW OFTEN ARE OUTREACH EVENTS OFFERED?

A passport officer usually visits Munich twice and Hamburg once a year.

Ø HOW DO I KNOW THE EXACT 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 Facebook group. It is also possible to sign up for a mailing list through the website.

Ø CAN I GET INFORMATION REGARDING UPCOMING EVENTS BEFORE THEY HAVE BEEN ADVERTISED?

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



REQUIRED DOCUMENTS

Ø I RECEIVED THE BOOKING CONFIRMATION. WHAT DO I NEED TO BRING IN ADDITION TO THE APPLICATION FORM?

PC7:

- 2 photos that comply with the photo guidelines (see website)
- current Australian passport

PC8:

- 2 photos (1 endorsed by the guarantor)
- all original supporting documents (e.g. birth certificate,...)
- copies of all original documents (in colour or black/white)

Notarials:

- Certified copies: The original document + a copy to be certified by the notarial officer (in colour)
- Statutory Declaration: Original document that needs to be signed/witnessed

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

(The consular officer won't be able to take copies at the satellite office!)



MOST COMMON ERRORS

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

- the applicant didn't sign using a black pen
- the signature exceeds the borders of the box (page 71G/85F)
- the address on the application form is not a German address (passports can only be sent out within Germany)
- 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) 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)



QUESTIONS?

Ø WHAT IF I HAVE QUESTIONS REGARDING THE OUTREACH?

Outreach events are very time-consuming and planned in addition to the regular services offered by the consular officers. Please read these guidelines and the information provided on the Embassy's website (incl. the passport step-by-step guide) carefully and follow all required steps.

Should you still have questions, please call the Embassy on +49 (0) 30 88 00 88 0 or email consular.berlin@dfat.gov.au. Requests regarding information provided in these guidelines and on the Embassy's website will not be answered.