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Identity, Biometrics and Immigration status

ImmiCards and the Identity Lock Down policy

Procedural Instruction

This procedural instruction provides policy and procedural guidance on ImmiCards, including managing changes to 'claimed/asserted' identity under the Identity Lock Down Policy.

Approval Date	19 November 2018
Date of Review	19 November 2019
Contact	s. 47E(d) [REDACTED]
Document ID (PPN)	IIB-1541
TRIM Reference	ADD2018/5344888

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1. Introduction

This Procedural Instruction provides policy and procedural guidance on Commencement of Identity, ImmiCards, and managing changes to 'claimed/asserted' identity under the Identity Lock Down policy.

Personal information or a Commencement of Identity (COI) record is as follows:

Examples of Personal Information	Commencement of Identity
<ul style="list-style-type: none">family name and given names	<ul style="list-style-type: none">electronic visa records
<ul style="list-style-type: none">date of birth (DOB)	<ul style="list-style-type: none">visa record / current name alias in Travel and Immigration Processing Systems (TRIPS)
<ul style="list-style-type: none">country of birth or nationality	<ul style="list-style-type: none">citizenship record
<ul style="list-style-type: none">citizenship	<ul style="list-style-type: none">ImmiCard
<ul style="list-style-type: none">gender	

ImmiCards are issued to undocumented non-citizens who do not have, or cannot use or obtain, a passport recognised by the Australian Government.

ImmiCards are official, secure immigration credentials that contain a photograph and personal details such as surname, given names, date of birth and sex. ImmiCards include a unique number that is linked to biometric and visa details in departmental visa and travel systems.

The Australian Migration Status ImmiCard is an International Civil Aviation Organization (ICAO) compliant machine-readable official travel document.

Under Australia's National Identity Proofing Guidelines (NIPGs), the ImmiCard is listed as an official 'Commencement of Identity' (COI) credential that can be accepted by Government agencies and organisations as primary, photographic evidence of identity to enrol for government and other services.

ImmiCards assist card holders to provide COI evidence in the Australian community, establish an identity footprint and to acquire secondary credentials from other government agencies. The unique ImmiCard number allows visa holders and registered Australian organisations to check up-to-date visa status and entitlements through the Department's Visa Entitlement Verification Online (VEVO) system.

The ImmiCard details can also be verified through the Document Verification Service (DVS). The DVS is a national online system that confirms that the ImmiCard has not been cancelled and that the card details match records held by Immigration systems.

2. Scope

In Scope

Officers who administer ImmiCards to undocumented persons within any visa cohort. This also includes any officer who updates the identity information of ImmiCard holders. The following programmes and service areas are key stakeholders:

- Channel Strategies & Management Branch
- Refugee & Humanitarian Visa Management Branch
- Onshore Protection Branch

- Status Resolution Branch
- Offshore Humanitarian visa processing posts
- Refugee & Humanitarian Programme Branch.

Out of Scope

- Australian citizens born in Australia
- Holders of visas issued outside the Onshore Protection stream or offshore Refugee and Humanitarian Special Program who have or can obtain valid travel documentation recognised by the Australian Government.

3. Glossary

Term	Acronym (if applicable)	Definition
Australian Migration Status ImmiCard	AMS ImmiCard	ImmiCards issued offshore to permanent Refugee and Special Humanitarian and provisional visa holders for one way travel to Australia.
Biographical or Personal information	Biodata	Any of the following information relating to a person: <ul style="list-style-type: none"> • title and names • date of birth • place and country of birth • sex • marital status • nationalities or citizenships and • other names or aliases.
Biometrics	N/A	Any measurable biological or behavioural characteristic that can be used to identify the individual, such as a facial image, fingerprints and voice.
Commencement of Identity	COI	The first registration of a person's identity by an Australian government agency. This includes Australian Birth Certificates, Australian Citizenship Certificates, visa records and ImmiCards. These documents are cardinal credentials used as the basis for verification of identity and subsequent enrolment for any high-value government or non-government service.
Credential	N/A	The technology (document or electronic record) used to authenticate a user's identity.
Document for Travel to Australia	DFTTA	A Department issued, paper-based travel document, replaced by the AMS

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		ImmiCard. Facilitates one way travel to Australia.
Document Verification Service	DVS	A national real-time system that matches key details contained on Australian issued identifying credentials.
Evidence of Immigration Status ImmiCard	EIS ImmiCard	Issued onshore to eligible visa holders.
Identity	N/A	Includes biographic and personal information, documents and personal identifier anchors, such as facial images and fingerprints.
Identity document	N/A	A document providing personal information relevant to the identity of the person to whom it has been issued and used for identity purposes by the issuing body as well as other authorities. These documents may or may not be issued with the intention of providing identity information.
International Civil Aviation Organization	ICAO	The ImmiCard complies with international civil aviation standards and recommended practices.
Issuing authority	N/A	The entity authorised to issue a document at a national or state government level.
Migration Five	M5	An arrangement between five member countries (Australia, Canada, United States, United Kingdom and New Zealand) that allows for, among other activities, the exchange of fingerprint records for matching against the Immigration data holdings of each member country and the exchange of certain biographical data in the event of a match.
National Identity Proofing Guidelines	NIPGs	Current national guidelines giving a risk-based approach to identity proofing which is aligned with international best practice standards.
Permanent Resident Evidence ImmiCard	PRE ImmiCard	A decommissioned type of ImmiCard previously issued to permanent visa holders.
Personal identifier	N/A	'Personal identifier' is defined in s5A of the <i>Migration Act</i> . For the purpose of this instruction, however, it refers only to any of the following that the department currently collects (including any of the following in digital form): <ul style="list-style-type: none"> fingerprints of a person (including those taken using paper and ink or digital live scanning technologies)

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		<ul style="list-style-type: none">• a photograph or other image of a person's face and shoulders and• a person's signature.
Residence Determination ImmiCard	RDI	A decommissioned type of ImmiCard previously issued to immigration detainees accommodated in the community.
Supporting document	N/A	A non verifiable document bearing information relating to the identity of a person or aspects of that identity.
Undocumented	N/A	Individuals who do not have, or cannot use or obtain, a passport recognised by the Australian Government.
Verification	N/A	Refers to a process where the department approaches the issuing authority to establish if the document was legitimately issued or not.
Visa Entitlement Verification Online	VEVO	Online system used to verify current visa entitlements and status information.

4. Procedural Instruction

What is the purpose of the ImmiCard?

All ImmiCards:

- are official, secure COI credentials that contain a photograph and personal details such as surname, given names, date of birth and sex
- contain a unique number that is linked to biometric and visa records in the Department's visa and travel system
- allow visa holders and registered Australian organisations to check visa entitlements and status information through VEVO and the DVS
- should be used as the basis for establishing the personal information contained on all secondary credentials such as a tax file number, Medicare card and drivers licence/proof of age cards

In addition, the Australian Migration Status ImmiCard is an ICAO compliant machine-readable official travel document allowing one time, one way travel to Australia.

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Commencement of Identity under Australia's National Identity Proofing Guidelines

Under the NIPGs the ImmiCard is listed as an official COI credential. COI is the identity information held by the agency that first registered the individual and includes Registrars of Births, Deaths and Marriages' birth registrations and Department of Home Affairs' visa and citizenship documents and records. The Department issues COI for all persons born overseas in the form of an electronic visa record, an ImmiCard or a Citizenship Certificate.

As a COI issuing authority the Department enables visa holders to obtain and provide evidence of their COI, their identity details, visa status and entitlements, to third parties through online systems, the Document Verification Service (DVS) and VEVO.

Government agencies and organisations are required to verify a person's COI in Australia before they can be enrolled for any high-value government or non-government service. High value services may include obtaining a driver licence, opening a bank account, registering for Medicare or claiming benefits from Centrelink.

The ImmiCard satisfies a number of the identity proofing objectives by creating a unique identity and enabling users to verify that it is the identity of a real person that has not been fraudulently created. Through the use of biometrics, the ImmiCard links the identity to the person and provides evidence that the person concerned is the visa holder.

Official travel document

The Australian Migration Status ImmiCard is an ICAO compliant machine-readable official travel document. The AMS ImmiCard facilitates one-way, single travel and entry to Australia for Refugee and Special Humanitarian Program (RSHP) visa holders. It is also used by a small number of temporary and provisional visa holders who do not have, cannot use or obtain a passport recognised by the Australian government.

Undocumented non-citizens

ImmiCards assist undocumented non-citizens to prove their visa status and entitlements online. Undocumented individuals do not have, or cannot use or obtain, a passport recognised by the Australian Government.

Listed here are the key cohorts, but the list is not exhaustive:

- Refugees who cannot return to their home country to obtain a passport or cannot use their travel document for fear of re-avilment.
- Some Illegal Maritime Arrivals (IMAs) may have had travel documents for part of their journey towards Australia, but most will not have any travel documents or other means of official identification by the time of arrival for reasons including confiscation, theft, loss and deliberate disposal.
- Finally determined IMAs who are expected to depart voluntarily or be removed may require COI documentation to access services they still may be entitled to. The use of the ImmiCard encourages ongoing engagement with the Department and consistent use of COI with other agencies.
- Vulnerable minors living in 'Out of Home Care and Unaccompanied Humanitarian Minors'.
- Norfolk Island residents without adequate COI documentation.
- Visa holders who were previously issued paper documents that are no longer acceptable COI.

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- An AMS ImmiCard may also be issued to other temporary and permanent visa holders who cannot obtain or use a passport recognised by the Australia Government, for example Somali passport holders.
- Long term permanent residents who arrived in Australia before 1990 and who have never travelled may not have an electronic visa record. To create a visa record, and therefore a commencement of their identity in Australia, the Department must reach a sufficient level of assurance as to a client's claimed identity. A passport issued by a passport issuing authority is the most reliable evidence of a linkage between a person and a claimed identity. Any non-citizen who requires an electronic record to be created and has no barriers to obtaining a passport should be expected to provide a valid passport to support their claimed identity.

An ImmiCard should not be issued for the purpose of applying for Australian citizenship. If previously issued, it is an acceptable form of evidence to be considered as part of a life story assessment, however clients who were not previously issued an ImmiCard will be expected to provide other evidence. This includes foreign, often un-verifiable documents, or credentials acquired during the course of a person's residency in Australia to provide evidence of continuity of their identity. An ImmiCard should not be issued solely for this purpose.

5. Verification of ImmiCards

Visa Entitlement Verification Online (VEVO)

VEVO allows anyone who can access it to obtain evidence of a visa holder's status. To access VEVO the user is required to supply information from a current or expired passport which has been linked to their electronic visa record. Where a non-citizen cannot use, or does not have and cannot obtain, a passport recognised by the Australian Government, an ImmiCard can be issued in lieu of a passport to access VEVO and obtain evidence of a visa holder's immigration status. Information included with a VEVO result stipulates that the visa holder must be able to provide the photographic travel document or ImmiCard linked to the visa record, to link the visa holder to the person presenting the information.

An ImmiCard is **not** evidence of a valid visa and does **not** state which class of visa the person holds.

VEVO should be used by employers and other registered Australian organisations to verify current visa entitlements and status information online. If the ImmiCard holder holds a valid visa, VEVO will display the holder's visa status and entitlements (such as work entitlements).

Visa holders are encouraged to use their foreign passport or ImmiCard to access VEVO. In addition, card holders can send employers and other organisations information about their visa status by:

- going to the Department's [VEVO webpage](#)
- selecting "Check your own visa details with VEVO"
- entering their Visa Grant Number, their ImmiCard number and their date of birth (DOB)
- entering, "Australia" as the country of passport/ImmiCard and
- once a "Visa Entitlement Check" has been returned, selecting "Send Email" and entering the desired email address in the field provided to send their visa details (including their personal biodata) to a third party.

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Expired ImmiCards

As an official credential, ImmiCards have a three year expiry date.

The ImmiCard expiry date is not linked to the card holder's visa. Expired ImmiCards can still be used after the expiry date to verify visa status through VEVO or ImmiCard details through the DVS. Expired ImmiCards that have been verified using VEVO or the DVS may be accepted as valid credentials as part of the identity proofing process.

Card holders are able to order a replacement for their expired card using the [online ImmiCard Request Form](#). A fee applies to all replacement ImmiCards ordered online except where the Department has corrected a client's personal details.

See Section 8 - Replacement ImmiCards

Ownership of ImmiCards

An ImmiCard is the property of the individual, not the Department. Officers generally should not rely upon s251(6)(b) of the Act to seize or take possession of an ImmiCard and the Department has no power to compel a person to return an ImmiCard.

However, the Department is not obliged to issue a new ImmiCard where:

- a card holder's identity is of concern
- the client is an unlawful non-citizen and not engaged in seeking to resolve their visa status
- a card holder's personal details change and the outdated card has not been returned. Card holders should be advised that out of date ImmiCards will be cancelled and that a new ImmiCard will not be issued unless the incorrect ImmiCard is returned for destruction or a statutory declaration is provided advising why the ImmiCard cannot be returned. A cancelled ImmiCard cannot be verified through VEVO and the DVS.


ImmiCard Report

The ImmiCard Report is a verifiable interim document provided in instances where an ImmiCard is physically not available in time.

An ImmiCard Report is available through the Compliance Case Management and Detention (CCMD) portal once an ImmiCard is ordered. The step by step guide to generate an ImmiCard Report in the CCMD portal is located in TRIM (reference ADD2014/869107). The ImmiCard Report contains the card holder's photograph and the ImmiCard number to enable online verification.


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Figure 1 Sample AM S ImmiCard report



Australian Government
Department of Immigration
and Border Protection

Sensitive

Australian Migration Status
ImmiCard Report



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IMPORTANT INFORMATION

The ImmiCard Report is an interim document used by the Australian Government when an ImmiCard is unavailable. This report can be used to assist with government liaison, facilitation of exit permits and travel arrangements.

This report can be also used in Australia to enrol individuals for Medicare and Centrelink in lieu of an ImmiCard, subject to the following checks being undertaken:

1. The identity details on this report are validated through the Document Verification Service (DVS)
2. The current visa details are checked through the department's Visa Entitlement Verification Online (VEVO) system.



Australian Migration Status
Australian Government ImmiCard
s. 47F(1)

Report generated on
Thursday, 06/05/2013, 02:07 PM

people our business

Sensitive

This document may contain personal identifiers and personal information as defined under the Migration Act 1958 or Australian Citizenship Act 2007, and can only be used for purposes under these Acts.

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6. Types of ImmiCards

Residence Determination ImmiCard



The Residence Determination ImmiCard ceased being issued from 1 July 2017. Immigration detainees accommodated in the community who do not have a visa and who are not Australian citizens are now issued with Evidence of Immigration Status ImmiCards.

Residence Determination ImmiCards cannot be checked through VEVO as card holders do not hold a visa. Agencies can still verify that the identity information on cards in circulation is current through the Document Verification Service.

The Evidence of Immigration Status ImmiCard



The Evidence of Immigration Status ImmiCard is issued to holders of the following visa subclasses:

- Illegal Maritime Arrivals (IMAs) holding subclass 050 Bridging visa E
- subclass 060 Bridging visa F (Trafficking)
- subclass 070 Bridging (removal pending)
- subclass 449 Humanitarian Stay (temporary)
- subclass 785 Temporary Protection
- subclass 790 Safe Haven Enterprise
- subclass 866 permanent Protection.

EIS ImmiCards are also issued to:

- undocumented immigration detainees living in the community who do not have a visa
- previous holders of Documents for Travel To Australia (DFTTA) or Visa Evidence Cards (PLO56) as a replacement of their paper documents
- long term permanent residents who do not have, or cannot use or reasonably obtain, a passport and are unable to use VEVO.

Eligible visa holders are able to apply for an Evidence of Immigration Status (EIS) ImmiCard online.

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Permanent Resident Evidence ImmiCard



The Permanent Resident Evidence (PRE) ImmiCard ceased to be issued on 1 July 2017. Permanent Protection visa holders are now issued with Evidence of Immigration Status ImmiCards free of charge on grant of their visa.

Australian Migration Status ImmiCard



Australian Migration Status (AMS) ImmiCards are first issued offshore to Refugee and Special Humanitarian Programme (RSHP) visa holders and a small number of other visa holders, who do not have, or cannot use or obtain, a passport recognised by the Australian Government.

AMS ImmiCards are International Civil Aviation Organization (ICAO) compliant Travel Documents that facilitate one way travel and entry to Australia.

AMS ImmiCards issued offshore

AMS ImmiCards are first issued offshore either by the respective post or service provider (for example International Organization for Migration (IOM), UNHCR, Australian Red Cross etc).

The AMS ImmiCard facilitates one way, single travel and entry to Australia.

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Issuing AMS ImmiCards to non-humanitarian visa holders

If officers intend issuing an AMS ImmiCard to a non-humanitarian visa holder, the visa holder should first be encouraged to pursue all options to obtain another valid travel document.

Before ordering an AMS ImmiCard for other visa holders, visa processing officers must be satisfied:

- with the identity and bona fides of the applicant
- the applicant has provided biometrics (face and fingerprint)
- the applicant has been cleared through the Security Referral System (when required)
- the applicant has exhausted all realistic options to obtain a legitimately issued, genuine travel document
- the applicant will not have any issues with the government authorities to depart from the country on an AMS ImmiCard
- the applicant has not travelled on a previously issued AMS ImmiCard.

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Managing discrepancies in personal information for Class XB visa holders

Class XB visa holders are issued with an ImmiCard as their official travel document and evidence of their COI in Australia. It is used to authorise travel and entry to Australia, enrol for government services and to acquire other forms of identification.

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The Department should provide appropriate notice (*Australian Privacy Principles 5 – Notification of the collection of personal information*) to individuals prior to making a visa application. This notice should include advice on the importance of the name they provide in their visa application, for example why we collect their name, how we use their name and who we share it with.

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Exit Permits and ImmiCards

In April 2015, the Department transitioned RSHP clients from the paper-based DFTTA to the ImmiCard. The ImmiCard is accepted internationally as an ICAO compliant official travel document and as the primary (Commencement of) Identity credential in Australia.

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Lost/Stolen ImmiCards prior to travel

If a Refugee and Special Humanitarian visa holder's Australian Migration Status (AMS) ImmiCard is lost or stolen at the airport (including in transit), the passenger will need to advise the local border or airline officers

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Subsequent Travel for AMS ImmiCard holders

AMS ImmiCard holders who have multiple entry rights on their visa can depart Australia after their initial entry but only after they have acquired an alternative travel document from the Department of Foreign Affairs (DFAT). Clients should be advised in their grant notice to obtain a Certificate of Identity or a Convention Travel Document (CTD) from the Australian Passport Office (APO) prior to subsequent departure. s. 47E(d)

Correcting errors prior to travel

If personal information changes are made after an AMS ImmiCard has already been ordered, email the ImmiCard Helpdesk at s. 47E(d) and a new AMS ImmiCard will be issued with the correct details.

s. 47E(d)

7. Online Requests for ImmiCard

The ImmiCard has advanced document integrity and biometric capability, moving clients away from paper-based and over the counter modes of identity proofing towards online channels.

Government and non-government agencies have a strong preference for standardised, secure immigration credentials that assist them to comply with the NIPGs and verify a person's identity through the DVS. As agencies move towards adopting the NIPGs, the Department will see an increase in referrals for clients who are unable to provide evidence of their COI.

Permanent Protection Visa holders

Permanent protection visa holders, on the grant of their visa, are eligible to order an ImmiCard online.

Temporary Visa holders

EIS ImmiCards are issued at the time of release from detention. ImmiCard holders who are granted a TPV or SHEV are advised in their visa grant letter to order a new EIS ImmiCard online. Most protection visa

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holders will already have been issued an EIS ImmiCard which will continue to verify online, however clients may apply online should their ImmiCard expire.

Holders of other temporary or provisional visa classes will be considered for an EIS ImmiCard on a case by case basis.

ImmiCards for visa holders formerly issued a Visa Evidence Card [PLO56] or DFTTA

On 1 January 2014, the Department ceased producing and issuing the paper based Visa Evidence Card. Similarly, the DFTTA ceased to be issued on 30 June 2016.

Permanent residents who have previously been issued with an ImmiCard, Visa Evidence Card or DFTTA may apply for an ImmiCard online if their immigration credential has been lost or stolen.

PLO56 or DFTTA holders are eligible to apply for an ImmiCard using the online ImmiCard Request Form.

If the Department does not hold a facial image applicants will be required to provide personal identifiers (biometric photo and fingerprints) at the nearest office of the Department.

Where a biometric facial image is held, but is no longer suitable, the client may be requested to provide personal identifiers. Facial comparisons undertaken on clients whose biometric image was collected as a child can prove inconclusive; therefore it is preferable to collect fingerprints from minors to assist with future identity proofing.

The following is not an exhaustive list of the possible scenarios where subsequent biometrics should be captured:

- Biometrics were captured when the person was an infant or child
- Fingerprints were not previously captured and the client is aged 10 or over
- The original photo did not meet photo guidelines
- The original photo is substantially dated and does not resemble the cardholder's current appearance.

See: [PAM3: Act - Identity, biometrics and immigration status Collecting personal identifiers onshore.](#)

Undocumented long term permanent residents

From 1 June 2016, the Department ceased issuing the Certificate of Evidence of Resident Status (CERS). Long term permanent residents who previously accessed the CERS to prove residency will increasingly be expected to provide verifiable evidence of their COI through digital channels as government agencies adopt the NIPGs.

Australian visa holders should use their foreign passport to prove evidence of their COI. Under the NIPGs, electronic visa records should not be linked to invalid and unverifiable documents (this includes the process of linking a BFC visa to an out of date arrival travel document).

Visa holders who last arrived in Australia before 1990, and who have exhausted all reasonable avenues to obtain a new foreign passport from their respective consulate in Australia, may apply for an ImmiCard when they request the creation of an electronic record to facilitate the use of VEVO and the DVS. Note that matters of practicality such as paying for a passport or being required to travel to a consulate to attend a passport interview are not considered to be unreasonable burdens on a foreign national in Australia.

Eligible undocumented long term permanent residents apply for an ImmiCard through the online ImmiCard Request Form.

See: IIB-1497 Commencement of Identity and Request for ImmiCard Standard Operating Procedure

Creation of Commencement of Identity for other undocumented persons without an electronic visa record

Clients referred to the Commencement, Verification and Management of Identity Section to create a COI record and for whom the Department does not have an existing electronic record, will be considered for an EIS ImmiCard on a case by case basis.

New Zealand citizens without an electronic record require a current New Zealand passport before COI can be created. ImmiCards are not issued to New Zealand citizens. Determination of residency for permanent visa holders can be referred to the Residents Programme Management Mailbox.

Unaccompanied humanitarian minors and other vulnerable persons in Out of Home Care

ImmiCards are issued to unaccompanied humanitarian minors (UHM) free of charge and cards are managed by the UHM Service Delivery Network.

Similarly, the Department ensures that non-citizen children in out of home care, and minors in other vulnerable situations, have access to an ImmiCard free of charge to assist with their settlement and care placements.

See: Acquiring Biometrics (facial and fingerprints)

Fees

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Except when first issued to newly granted visa holders, the charge for the ImmiCard is AUD 100. The concessional processing charge for a replacement card is AUD 30.

Requests to change an ImmiCard due to personal preference, such as marriage or change of name made through the Registrars of Births, Deaths and Marriages may incur the concessional processing charge of AUD 30.

Administrative fees for ImmiCards are recovered under s74 of the *Public Governance, Performance and Accountability Act 2013*.

Fee exemptions

Replacing an ImmiCard due to errors made by the Department will not incur a fee.

Unaccompanied minors, including unaccompanied humanitarian minors and other vulnerable minors in out of-home care are exempt from all ImmiCard fees.

Community Detainees are able to obtain a replacement card free of charge from their Status Resolution Support Services (SRSS) service provider.

Refugee and Special Humanitarian Programme and Protection visa holders receive their first ImmiCard free of charge when issued within a reasonable time from the grant of their visa, however card-holders are charged the concessional processing fee for any subsequent request.

Acquiring Biometrics (facial and fingerprints)

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Appointments for ImmiCard holders to present for biometric collection are managed by Sydney Client Services using the National Appointments System. ImmiCard applicants will be requested to attend their nearest state or territory office for biometric collection once their application has been assessed.

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Identity Proofing for ImmiCard applicants

Evidence of Immigration Status ImmiCard applicants who apply for an ImmiCard via the online ImmiCard Request Form, outside of a visa grant process, will need to comply with Assurance Level 4 under the NIPGs. There are five primary objectives for identity proofing:

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Officers undertaking identity assurance assessments on permanent residents for EIS ImmiCard issuance will need to be satisfied that the applicant is the holder of a permanent visa.

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Foreign nationals born onshore and Australian Birth Certificates

A foreign national born in Australia will be issued with an Australian birth certificate which is an official, verifiable Commencement of Identity document. The creation of a visa record for that person produces a second verifiable COI credential.

Departmental records must always match the information on a DVS verified Australian birth certificate. Where a client claims their name is different to that recorded on an Australian birth certificate, they should be directed to have the certificate amended by the relevant Registry of Births, Deaths and Marriages. The client's record can be amended in our systems once the updated birth certificate has verified through the DVS using the new details.

8. Replacement ImmiCards

Existing ImmiCard holders apply online

Existing EIS and AMS ImmiCard holders should be advised to order a replacement card online via the Department's website [ImmiCards page](#).

In general a replacement ImmiCard will match the identity contained on the original ImmiCard. The replacement card process does **not** facilitate an identity change.

ImmiCard replacement applications should be processed and delivered to the applicant's residential address within 14 days of receipt of a complete application (including payment).

ImmiCard holders whose cards have expired

Temporary Protection Visa (TPV) or Safe Haven Enterprise visa (SHEV) holders are eligible for a new EIS ImmiCard on each visa grant and will be advised in the visa grant notice to [apply online](#). If there has been a change to biographical details as part of the visa grant, the client will be instructed to return their outdated ImmiCard before a card can be issued in the new identity.

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In circumstances where a client has been provided a new card to replace a lost, stolen or expired one, the old card will no longer verify in VEVO or the DVS, and may affect a client's access to services.

Clients who apply for a replacement for their expired card through the online ImmiCard Request Form will be charged a concessional processing fee of AUD 30.


9. Identity management and amendments under the Identity Lock Down policy

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Unknown Date of Birth Policy

The Department's Unknown DOB policy (TRIM ADD2016/907964) is intended as guidance for officers when enrolling a client's biographical details or creating an electronic record for the first time. The policy states that where a client's specific day and month of birth is unknown, the default date should be recorded as 31/12/YYYY. If the month is known, the default day is the last day of the month, for example 31/MM/YYYY.

This policy however may not be applicable if a client has already commenced their identity in the community. A client who has resided in Australia will have established their identity by acquiring documents and other forms of identification. Where a specific date of birth has been established in the community, it is not appropriate to change to an unknown DOB (e.g. 31/12/YYYY), unless there is evidence that proves the established year of birth is incorrect. Replacing a client's ImmiCard to reflect an identity change can have a substantial impact on a client's ability to access services and the need to update documents.

It is not appropriate to amend a specific DOB to an unknown DOB where the year remains unchanged. For example, if a claimed DOB is 13/4/2000 and the client has been operating in the community with that identity, the provision of a document that only supports a year of birth of 2000 should not be used as the basis to amend the recorded specific DOB to 31/12/2000 unless additional evidence supports 31/12 as being correct. Replacing the client's identity credential is not warranted in this instance.

This scenario is most likely to occur in the Afghan cohort where a specific DOB is recorded as claimed at the time of arrival but subsequently a taskera (an Afghan identity document) is presented at interview. Generally a taskera only denotes the age of a person at a given point in time and might be sufficient evidence to ascertain that the previously asserted **year of birth** is incorrect. In this instance, the specific DOB should be

amended to an unknown DOB. The officer should include clear ICSE notes indicating that the amendment was based on the taskera.

Identity Lock Down policy

The Identity Lock Down policy is applied from the time an undocumented arrival is issued an ImmiCard, granted a visa or placed in Community Detention, until approval for Citizenship.

The Identity Lock Down policy ensures that any changes to a client's principal record are assessed by and, if accepted, amended by, authorised officers only. It prevents the inadvertent creation of multiple identities due to clients relying on inconsistent documentation as COI in Australia.

ImmiCards are issued under robust policies to ensure the Department effectively manages the identities of cardholders and any subsequent biodata changes. It is optimal that only one identity is commenced in Australia, but if a change occurs, it is paramount that the two identities be able to be linked to a single client record.

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Authorised officers who may amend personal information under the Lock Down policy

The ability to amend personal information in an undocumented client's principal record is restricted to the following categories of authorised officers (which differs from the list of Authorised officers in IIB-5339 Identity Change: (Managing correction of personal information and Commencement of Identity records):

- ImmiCard Identity Amendment Officers
- Age Determination officers conducting age determination assessments
- Compliance Status Resolution and Removals officers to facilitate removal of finally determined IMAs or voluntary removals
- Protection visa processing case officers and administration officers during the Protection visa primary decision
- Identity and Biometric Specialist Branch officers who have undertaken an identity assessment
- Citizenship processing case officers
- FOI decision makers who assess a request to change personal information using Form 424C.

All other officers who receive requests from clients to change their ImmiCard should advise the cardholder to complete the ImmiCard Amendment Request form. Note: This includes the children of ImmiCard holders born in Australia who request changes to their personal information.

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Photo recapture guidelines

To receive a new ImmiCard post biometric amendment, a new photo may be required for children depending on their age and how long ago an existing system photo was taken. The following should be used as a guideline however new photos should always be requested if the child looks significantly different to the existing system photo.

Under 5 years of age - recapture if photo >12 months old

Between 5 and 10 years of age - recapture if photo >24 months old

Between 11 and 18 - recapture if photo >36 months

Over 18 – do not recapture unless significant differences in facial appearance.

Amending personal information to facilitate removal

Where an IMA's identity has been changed for the purposes of facilitating removal from Australia, removal officers are not required to complete steps 5 and 6.

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The Biographical Details Confirmation Form, otherwise known as the BioForm, is both a signed declaration of a claimed identity and the legal consent to the use the biodata for identification purposes.

The BioForm process was introduced as a formal mechanism for undocumented clients, such as IMAs, to verify and/or correct the personal information held in departmental systems. s. 47E(d)
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The BioForm is a system-generated form that is auto-populated with the client's current principal identity details. By signing the BioForm, the client confirms the details (Surname, Given Name/s, Date of Birth, Sex) are correct. This is the opportunity for clients to advise the Department that the system record is incorrect and correct the personal information.

Where necessary, BioConfirmation should be completed with an interpreter who can translate the details on the form and ensure all details are correct before the client signs the form.

Once signed, the BioForm is validated in CCMDs. This is system confirmation that the detainee has declared their identity on a BioForm and that it matches system records. It also indicates that an ImmiCard can be issued. If a detainee refuses to sign the BioForm, the form is not validated. Detainees who dispute their identity are to be referred to an identity team for an assessment and an ImmiCard should not to be issued until the identity resolved.

The BioConfirmation process has the following aims:

- To provide a formal process for undocumented clients to correct their asserted identity information prior to being released from detention (preferably as part of detention induction)
- To provide a formal process for IMAs to provide documents and/or credentials in support of their identity
- To provide an initial reference point where officers may verify a client's asserted identity if changes to personal information are sought in future
- To address delays resulting from the significant percentage of undocumented clients who change their identity at the Protection Obligations assessment, triggering new security checks
- To provide an initial reference point where citizenship officers may verify the client's asserted identity should the individual apply for Australian citizenship in the future.

The Department is working towards best practice with regard to:

- All BioForms being completed and validated before the Minister has signed the s195A or s197AB submission for the IMA's release on a BVE or transition into community detention
- Principal identity records not contradicting original travel documents
- Asserted/claimed personal information being reflected on the ImmiCard, unless contradicted by original travel documentation

Translated BioForms and information pages are available in the IMA languages:

- from the Immigration Status Resolution Group Dashboard
- from TRIM: ADF2013/3429

See also TRIM: PCD2014/606 - Assessing documents in Immigration.

Amending personal information for community detainees

If a community detainee requests biodata changes and has previously been issued an ImmiCard, the detainee can request a change using the ImmiCard Amendment Form.

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If a case officer determines a community detainee has incorrect biodata, they should contact the ImmiCard Amendments Helpdesk for advice.

Corrections to personal information under the Privacy Act

Under Australian Privacy Principle (APP) 13 in Schedule 1 to the *Privacy Act 1988* (Privacy Act), the Department is required to take reasonable steps to correct personal information which it holds about an individual to ensure that it is accurate, up-to-date and complete, relevant and not misleading. The Department does not however have any legislative power to 'create' personal information, such as adding a new or preferred name. Under Australian law, the State and Territory Registrars of Births, Deaths and Marriages are the responsible authorities for preferred name changes.

Departmental officers must respond to every request for correction of personal information by:

- correcting the personal information or
- notifying the individual of the Department's refusal to correct the information.

APP 13.5 requires the Department to respond within 30 days.

ImmiCards must not contradict a client's current original travel document. Decision makers should however consider the reliability of low quality passport scans and assess these as they would other non-verifiable credentials provided as evidence of identity.

ImmiCard Amendment Request Form

ImmiCard holders, and other undocumented arrivals (such as PL056 or DFTTA holders) seeking to change the personal information on their ImmiCard should be advised to complete the ImmiCard Amendment Request form.

Applicants are required to attach documentary evidence to support the change. They are also required to include photographic identity documents or a recent photograph to assist officers in linking the client to the application. ImmiCard Amendment Officers will contact the applicant to seek further information if required.

Applications are processed by the ImmiCard Amendment Team and depending on the evidence provided, will correct or annotate the client record in ICSE.

ImmiCard Amendment process

The ImmiCard identity amendment process is based on the Identity Lock Down policy and ensures:

- corrections to identity are made under a holistic, evidence-based model that reduces the overall number of requests under FOI
- requests are streamlined through a single online form via the website
- requests are assessed consistently across all visa cohorts in accordance with current policies
- making changes to identity information is restricted to authorised officers only
- obligations under APP 13 to respond to client within 30 days are met through an

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- business areas are kept informed of identity changes

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- duplicated system records are consolidated

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- ImmiCards are replaced to ensure COI credentials are effectively verifiable through the DVS.

Compelling reasons for issuing a new ImmiCard

Applying the requirements of the Identity Lock Down policy needs to be balanced with the needs and s. 47E(d) of an individual. There will always be exceptional circumstances in which, for compelling reasons, cards are re-issued in a new identity.

In addition to evidence based corrections, consideration is given to the following compelling reasons for issuing a new ImmiCard:

- inconsistency of surnames between parents and their children
- incorrect gender recorded.

If a name change request is based on personal preference, an application must be lodged with the Registrars of Births, Deaths and Marriages.

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For TPV / SHEV applicants

Where a PV applicant's details are changed as part of the protection visa primary decision, replacing an ImmiCard should not impact the grant of the visa.

If an authorised officer accepts a biodata change and amends the card holder's principal record, a new ImmiCard can be issued.

On the grant of a TPV or SHEV, protection applicants are advised in their grant notification that they are eligible to apply for a new ImmiCard online.

When a new card is requested and the card holder's personal information has changed, the card ordering team should manage the return of the old ImmiCard before ordering a new card, including directly liaising with the applicant if required. Alternatively, authorised officers may advise the card ordering teams that they have destroyed a card.

In all circumstances, the the previous identity should be printed on the back of the new card to link established COI to the new identity.

The card is sent by registered post to the applicant's residential address listed in ICSE. The outdated and cancelled ImmiCard will no longer be verifiable online through VEVO or the DVS.

Refer to the Functional Guides for ImmiCards (in TRIM ADF2014/17964).

10. ImmiCard Accountability

ImmiCards are documents that must be accounted for as mishandling has the potential to:

- adversely impact the integrity of the Department's work and reputation
- facilitate identity fraud, particularly where external agencies rely upon ImmiCards to confirm identity
- reduce community confidence in the value of the Departments Commencement of Identity credentials.

In managing ImmiCards, the following applies:

- Custodians, inspecting officials and destruction officials must be appointed by an authorised official
- A register must be maintained by each custodian for ImmiCards under their control
- ImmiCards must be secured in an appropriate security container
- Any discrepancy in the number of ImmiCards must be investigated by an authorised official
- Custodians must not be appointed as inspecting officials
- Officers must be able to account for all ImmiCards in their control
- AMS ImmiCards must be transferred to and from overseas posts by diplomatic bag.

Roles and Responsibilities

Authorised officials

Authorised officials are responsible for:

- appointing and keeping records of custodians, inspecting officials and destruction officials
- undertaking stocktakes of ImmiCards held by custodians
- investigating any loss or deficiency of ImmiCards

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- notifying s. 47E(d) immediately of any discrepancies in cards.

Custodians / Destruction Officials

Custodians must:

- be appointed by an authorised official (Form 1433)
- maintain an accountable documents register (For posts this is the IMC02 Offshore ImmiCard Reconciliation Report)
- ensure ImmiCards under their control are adequately stored, including controlled access to safe keys and combinations
- undertake weekly reconciliations of ImmiCards against the register.
- report any loss / discrepancies in the number of ImmiCards to the authorised official
- ensure that officers are aware of their responsibilities in relation to the use of the ImmiCards, including full understanding of the accountable documents requirements
- not be appointed as inspection officials.

Inspecting Officials

Inspecting officials must:

- be appointed by an authorised official (Form 1433)
- undertake stocktakes of ImmiCards held by custodians on a three monthly basis to ensure reconciliation of cards on hand
- report any discrepancies to the authorised official.

All officers responsibilities

Officers handling ImmiCards must:

- keep ImmiCards secure at all times
- be able to account for ImmiCards issued to them
- return unissued ImmiCards to the issuing custodian when and if they are no longer required
- notify the custodian when an ImmiCard has been provided to the client or sent to a service delivery partner.

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11. Accountability and responsibilities

Table 2 – Procedural Instruction roles and responsibilities

Position	Accountability and/or responsibility
EL2 Director, Commencement, Verification and Management of Identity Section	Document owner – ensures the document is updated as required.

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13. Related framework documents

Several resources with detailed information on ImmiCard processes are available for officers, card holders and stakeholders:

- the Department's website content - [ImmiCards page](#)
- Fact Sheets and FAQs on the AMS ImmiCard are available on [Govdex](#) on the Offshore Humanitarian Processing Community for Decision Makers
- Translated BioForms, available (in the languages used most by IMAs):
 - from the Immigration Status Resolution Group Dashboard.
- The [IIB-1538 AMS ImmiCard Handbook](#) is a standard operating procedures manual for visa processing officers outside Australia who are managing and issuing AMS ImmiCards. The handbook also contains information about managing discrepancies in personal information and guidelines for uploading photographs.
- Functional Guides for ImmiCards (in TRIM ADF2014/17964) explain how to perform a system process in the ImmiCard portal in CCMDs. The Guides include the following processes:
 - Generate and Validate BioForm.
 - Order an ImmiCard

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- Search and View ImmiCard Information.
- Print ImmiCard Report.
- Cancel and Destroy Cards.
- Forward an ImmiCard.
- Order a replacement card.
- Update delivery address for pending card orders.
- ImmiCard Reconciliation Report.
- Annotating or amending an IMA's biodata in ICSE and Use of Forms 1022 or 1023.

Related instructions

This instruction is to be read with:

- IIB-5339 Identity Change: Managing correction of personal information and Commencement of Identity records SOP
- IIB-5144 Enterprise Identity Procedural Instruction
- IIB-1538 AMS ImmiCard Handbook SOP
- IIB-1497 Request for ImmiCard SOP
- VM-2321 Offshore humanitarian program – visa application and related procedures
- VM-4825 The Protection Visa Processing Guidelines
- BC-537 Travel documents Procedural Instruction
- IIB-1540 Bogus documents: detection, seizure and retention
- Unknown Date of Birth Policy – TRIM: ADD2016/907964

14. References and legislation

ImmiCards are not prescribed by migration law. Rather, the authority for ImmiCard is found in the Department's policy guidelines. However, in common with most departmental instructions, policy, guidance or procedures for identification of individuals and their personal particulars, this instruction draws on relevant legislation.

Anti-Money Laundering and Counter-Terrorism Financing Act 2006

Australian Citizenship Act 2007

Freedom of Information Act 1982

Migration Act 1958

Privacy Act 1988

Public Governance, Performance and Accountability Act 2013

15. Consultation

Internal consultation

- Identity Policy, Community Protection & Border Policy Branch
- Traveller Policy Advice and Support Section, Traveller Branch

- Protection Assessment Support Section, Onshore Protection Branch
- Protection Visa Procedures Section, Onshore Protection Branch
- Refugee & Humanitarian Programme, Refugee & Humanitarian Visa Management
- Field & Removal Operations
- Channel Management
- Border Operations Centre
- Immigration Health, Community Protection
- Status Resolution, Community Protection

External consultation

- Not applicable

17. Document details

BCS Category/Function	Intelligence, Identity and Biometric Management
BCS Sub-Category/Sub-Function	Enterprise Identity
Period of Effect	04/11/2019

17.1. Document change control

Version number	Date of issue	Author(s)	Brief description of change
1.0	4/11/2016	s. 22(1)(a)(ii)	Final approved version for PPCF
1.1	29/10/2018	s. 22(1)(a)(ii)	Updated to new template, minor content changes
1.2	31/10/2018	s. 22(1)(a)(ii)	Minor content changes
2.0	13/11/2018	s. 22(1)(a)(ii)	Final version cleared by PPCF Section

17.2. Approval

Approved by:	s. 22(1)(a)(ii), AS Identity and Biometrics Specialist Branch
Approved on (date):	19 November 2018

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