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**Australian
BORDER FORCE**

Submission

For decision

PDMS Ref. Number: MS24-001201

Date of Clearance: 28/06/2024

To Minister for Home Affairs
Minister for Cyber Security

Subject Trans-Tasman Seamless Travel Working Group Report

Timing For consideration by 19 July 2024 in order to allow time for the Prime Minister to review ahead of the Australia – New Zealand leaders meeting in August 2024.

Recommendations

That you:

1. note the report to the Prime Minister, the Hon Anthony Albanese MP, from the Trans-Tasman Seamless Travel Group; and
2. sign the attached letter to the Prime Minister sharing with him the completed report from the Trans-Tasman Seamless Travel Group.

noted / please discuss

signed / not signed

Minister's Comments

Minister for Home Affairs
Minister for Cyber Security

Signature.....

Date: 18/7/2024

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~~PROTECTED | CABINET~~**Key Issues**

1. The Trans-Tasman Seamless Travel Group has produced a joint report for the consideration of the Australian and New Zealand Prime Ministers ahead of the next leaders meeting in August.
2. The senior leadership group has met three times to set a vision and roadmap for seamless trans-Tasman travel. The vision is for a digital, streamlined and secure border experience that facilitates legitimate travel, while disrupting those who would do Australia harm. It will be delivered via a collaborative-partnership with industry that reduces interactions with government by the cooperative degree of trust established by travellers.

3. **s. 33(a)(iii)**

4. The key joint opportunity is to work towards 'contactless travel' to enable passengers to use digital credentials and biometrics rather than physical documents. A trial has commenced at Sydney Airport to test the business processes and user experience of contactless departures.
5. In the Australian context there is a pressing need to provide a digital alternative to the paper incoming passenger card. Border agencies rely on paper processes to complete border clearance activities. **s. 47C(1), s. 33(a)(i)**

The Australian Border Force (ABF) in partnership with Qantas is developing a prototype of a digital incoming passenger card, the Australia Travel Declaration, and working towards a limited trial later this year.

6. The capability developed for the Australia Travel Declaration trial later this year is a minimal viable product. **s. 47G(1)(b)**

s. 47C(1)

. To do this funding is needed to

Background

7. The Prime Minister, the Hon Anthony Albanese MP, met with then-counterpart Chris Hipkins in July 2023 for the annual Australia New Zealand Leaders' Meeting. The Joint Statement following the meeting included reference to "the revitalisation of a joint Australia-New Zealand working group to scope initiatives to move closer towards seamless travel across the Tasman, to report back by end of June 2024."
8. The working group was established to oversee the development of initiatives aimed at achieving seamless travel across the Tasman. This will support closer ties for businesses and tourism, and identify workable measures to streamline border processes while ensuring the safety and security of both nations.

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9. Australia and New Zealand agreed a terms of reference and membership. There has since been three meetings of the group. The group has been co-chaired by the ABF Commissioner, Michael Outram APM and the Chief Executive and Comptroller of the New Zealand Customs Service and Chair of the Border Executive Board Christine Stevenson. Members include leaders from across government and the aviation sector here and in New Zealand including from [REDACTED] s. 47G(1)(b)

Consultation – internal/external

10. The report has been consulted with government and industry members of the Trans-Tasman Seamless Travel Group including the Department of Agriculture, Fisheries and Forestry.

Consultation – Secretary / Associate Secretary Immigration / ABF Commissioner

11. The Secretary was not consulted on this submission.
12. The Associate Secretary Immigration was not consulted on this submission.
13. The Commissioner was not consulted on this submission, but has been briefed on this matter.

Client service implications

14. Nil.

Risks and Sensitivities

15. [REDACTED] s. 33(a)(iii)
16. [REDACTED] s. 33(a)(iii)
17. The information contained in this submission is classified and should not be publicly released without the authority of the Department of Home Affairs. In accordance with our long-standing practices, should you wish for unclassified media lines to be prepared in relation to this issue please contact the Home Affairs Media Operations team – media@homeaffairs.gov.au.

Financial/systems/legal/deregulation/media implications

18. Nil.

~~PROTECTED | CABINET~~**Attachments****Attachment A** s. 47C(1)**Attachment B** Trans-Tasman Seamless Travel Group Joint Report Executive Summary**Attachment C** Trans-Tasman Seamless Travel Group Joint Report**Attachment D** Trans-Tasman Seamless Travel Group Australian Section**Attachment E** Trans-Tasman Seamless Travel Group – supporting materials Australian Section**Attachment F** Australia Travel Declaration Customer Experience Service Design**Authorising Officer**

Cleared by:

Tharani Vithanage
 First Assistant Secretary
 Strategy and Policy Division

Date: 28/06/2024

Mob s. 22(1)(a)(ii)

Contact Officer: Alice Stanley, Assistant Secretary Traveller Policy and Modernisation,
 Ph: s. 22(1)(a)(ii) Mob: s. 22(1)(a)(ii)

CC Secretary
 ABF Commissioner
 GM Technology and Major Capability
 Chief Finance Officer
 FAS international

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Trans-Tasman Seamless Travel Group

Executive Summary

On 26 July 2023, as part of the 40th year anniversary of the Closer Economic Relations Trade Agreement and to further the Single Economic Market Agenda, the Prime Ministers of Australia and New Zealand announced an agreement to stand up a group to scope initiatives to move closer towards seamless travel across the Tasman.

Simplifying travel and trade between New Zealand and Australia has been an ongoing activity due to the highly integrated economies and high volume of business and personal interactions between the two countries. New Zealand and Australia have some different border requirements that reflect the unique nature of each country, however these differences also mean that there are opportunities to simplify the border experience for travellers. s. 33(a)(iii)

Key Drivers

- Traveller movements will continue to increase in the lead up to and beyond the 2032 Brisbane Olympics
- s. 33(a)(i)
- The pressure on infrastructure will continue to increase
- Travellers are expecting new and innovative services

Key Initiatives

Australia Travel Declaration (ATD) and Contactless Processing

s. 33(a)(i)

Digital data collection is critical to unlocking efficiencies in the system while ensuring security. Travellers also have expectations that they can complete border processes digitally, without the need to complete paper forms. The lack of a digital declaration (the current incoming passenger card is in paper form only) not only limits border agencies responsiveness to world events but it is also a limiter on our ability to work with industry on innovation that will streamline border processes.

The ATD will be the first step towards a new approach to border clearance, focussed on the 'pre-clearance' of travellers that in time will enable new touchless SmartGates in support of redeveloping and new ports.

A world leading trial of contactless processing is already underway at Sydney Airport and it is anticipated a trial of the ATD, in partnership with Qantas, will be undertaken later this year at Brisbane Airport. These trials are critical enablers for border agencies future work program and s. 47C(1)

in 2026. These initiatives are critical to unlocking benefits of existing infrastructure and new spend by industry, as well as preparing for any future shock, and managing increases in traveller numbers ahead of the 2032 Brisbane Olympics.

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Seamless trans-Tasman travel and beyond

Overview

Australia's border and travel network holds significant economic and social value.

Australia has been at the forefront of border management for the last 30 years, in particular with the introduction of Advanced Passenger Processing for the Sydney Olympics and with the public launch of SmartGate in 2007. Today, all passenger movements are reported ahead of arrival and more than 60% of border crossings are automated and biometrically enabled through the use of SmartGate.

s. 47C(1)

This will provide greater freedom for industry to enhance the traveller experience through a low-touch, low-infrastructure and personalised journey. With the enhanced levels of trust and cooperation between our two countries the trans-Tasman sector is the perfect test ground for these initiatives and the initiatives included in this document have been validated across government and industry in Australia and New Zealand.

Traveller environment

Traveller movements will continue to increase in the lead up to and beyond the Brisbane Olympics

Growth in air and sea traveller movements continues to place considerable pressure on existing port infrastructure and resourcing. Prior to the COVID-19 pandemic our ports were under considerable stress due to strong year on year growth. While the pandemic saw a significant decrease in passenger volumes those numbers, and pressure, are back at pre-pandemic levels and predictions for growth are strong.

International tourists spent \$30.9bn in Australia in the year to March 2024, slightly above pre-pandemic spending levels, according to data from Tourism Research Australia. The lead up to the Brisbane Olympics will see this continue to grow. In the September 2000 quarter in which the Sydney Olympics was held there was a 10% increase in passenger volume nationally (Sydney and the east coast would have experienced even larger growth) on the year prior. With air travel more affordable and a wider range of citizens travelling to Australia than 20 years ago there will likely be an even larger spike in numbers leading up to and beyond the Olympics.

s. 33(a)(i)

s. 47C(1)

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S. 47C(1)

Travellers are expecting new and innovative services

Travellers contribute significantly to the Australian economy, particularly through the tourism sector. Improved traveller experience has a direct and positive impact on Australia's long-term economic competitiveness in this sector.

Globally, travel has been revolutionised by technology, digitisation and innovation. Carriers and port operators are responding to an increased demand from travellers for digital technologies by investing in trials and implementation of new systems and processes. This is seeing an improvement in the traveller's experience and removal of duplication in processes. These technological advancements and innovations create the opportunity to support a new approach to how travellers cross our borders. Industry is also generating the capability to gather a broader range of information from its customers. Improved timeliness and breadth of data is of considerable value to government. Earlier and improved data will enable greater personalisation of services and enhanced security outcomes.

Working with industry to deliver seamless trans-Tasman travel

We will work in partnership with industry

s. 47C(1)

We will create a low-stress environment for low-risk travellers

Travel and in particular, border clearance can be a stressful process for travellers. As much as is practical, government processes will be made more transparent allowing travellers access to know that they have correctly provided information and have confirmed their identity even before leaving home. ^{s. 47C(1)}

s. 47C(1)

choices for travellers and

s. 47C(1)

will provide easy and clear

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s. 47C(1)

s. 47C(1)

touchpoints for travellers. s. 47C(1) reduces duplication and
 s. 47C(1) guidance to support implementation of
 s. 47C(1)

Privacy and Cyber Security will be at the forefront of our design

Data security and privacy will be central to the s. 47C(1)

The International Air Transport Association (IATA) annual passenger survey continues to show the overwhelming majority of passengers want to use digital channels and biometrics to streamline their travel.

s. 33(a)(iii)

While trans-Tasman s. 33(a)(iii)

Key Initiatives – Australia

Australia Travel Declaration (ATD)

A key lesson from COVID-19 and management of the border is the need for early, scalable and digital collection of information. The COVID-19 pandemic and more recent events such as the foot and mouth disease outbreak, highlight the need for an enduring capability to collect information digitally to support the management of travellers ahead of departure for Australia.

Digital declarations facilitated the collection of critical passenger data in support of COVID-safe travel worldwide. In Australia, information collected through digital declarations was used to support mandatory quarantine arrangements and the staged reopening of our borders.

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s. 33(a)(i)

As noted travellers also have expectations that they can complete border processes digitally, without the need to complete paper forms. New Zealand is one of many countries offering a digital alternative to the paper incoming passenger card via the New Zealand Travel Declaration (NZTD).

s. 33(a)(iii)

s. 33(a)(i)

The ATD will support the recovery of the travel industry and our modernisation efforts. Importantly, it will also be the first step towards a new approach to border clearance, focussed on the 'pre-clearance' of travellers that in time will enable touchless travel in support of redeveloping and new ports.

Touchless and paperless travel will enable a more streamlined approach to border clearance.

s. 47G(1)(a)

Over time the need for costly infrastructure investment can be reduced by using trusted passenger data collected earlier. This approach improves security through earlier access to biometrics and aligns with international developments such as the International Civil Aviation Organization's Digital Travel Credential initiative and International Air Transport Association OneID concept. The ATD is the foundation to enable government and industry to partner on a new approach to border clearance that is more efficient and secure.

ATD: a new, traveller and family friendly approach

Development of a digital alternative to the paper incoming passenger card will help for the ABF and enable our future vision. Feedback and learnings from the Digital Passenger Declaration have informed the design and developing a passenger and family friendly model has been at the core of the design.

The Department of Home Affairs (Home Affairs) has developed a web form that will provide access to all travellers to complete the ATD. However the key innovation of the ATD is in our work with industry. Rather than introduce another government portal or app the ABF is working with Qantas (and post a trial phase other airlines and cruise operators) to have the question set available via the Qantas frequent flyer app. This enables us to draw on the experience of the Qantas customer experience team to design a user friendly service and means that travellers can easily complete the ATD through an existing app they are familiar with and at their convenience.

A trial is tentatively scheduled for late October with a limited cohort of frequent flyers.

s. 47C(1)

Key features of the approach to the build of the ATD are:

- We will work with industry and leverage existing digital products and channels to reduce duplication for passengers; rather than build a separate government app we will integrate with existing frequent flyer apps
- The design is informed by an extensive service design process and user testing
 - o This includes ensuring accessibility
- The design will be family friendly reducing the need for having to input the same data multiple times for children
- Use of the ATD will be voluntary and paper will be available for those that prefer

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- We will commence with a limited trial to enable feedback to inform the design for a broader launch (subject to funding)
- We are working closely with ABF and DAFF frontline staff to ensure that the change is managed well.

The ATD is a critical enabler of our future vision. A digital channel is critical to being able to communicate with travellers ahead of travel and in being able to offer a streamlined experience, in particular with Australian and New Zealand citizens. s. 47C(1)

Further detail on the ATD and associated experiences it enables is available at s. 47C(1).

Contactless Travel

s. 47C(1)

The ABF is currently conducting a contactless travel trial in departures at Sydney Airport with early signs being very promising. While it has been known for some time that contactless systems work this is the first test with travellers, in this case Qantas crew. The trial is looking at the effectiveness of contactless trials in regards to accuracy and processing times. More importantly it is assessing how users, both officers and travellers interact with this model. Key questions include:

s. 33(a)(i), s. 47C(1)

s. 47C(1)

Industry has trialled contactless systems, most notably at Sydney in 2017/18 and in 2022 in Perth. Industry is investing in these technologies and looking to work with ABF on an end to end approach. In the trans-Tasman context s. 47C(1)

The next step for the contactless trial currently underway at Sydney Airport is to s. 47C(1)

s. 47C(1)

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Investment is needed

Ongoing investment is needed to keep pace with the ever increasing traveller numbers and to ensure Australia is prepared for the surge in numbers nationally leading into the 2032 Brisbane Olympic Games. Significant investment is being made by port operators and carriers in modern technology and infrastructure. Perth Airport is consolidating all terminals into one location and will be pitching as the gateway to Europe with long range aircraft able to make the journey without the need to stop in Asia or the Middle East. Brisbane Airport is building a new terminal to meet increasing demand.

The need for border agencies to work across multiple terminals at an airport will increase the need for officers, however investment in the right technology can soften this impact. s. 47C(1)

, and to implement the Australia Travel Declaration in order to establish the baseline digital capabilities to enable the seamless and secure border of the future.

Immediate investment is needed for two initiatives:

s. 47C(1)

The next steps for the contactless trial is s. 47C(1)

The capability developed for the Australia Travel Declaration trial later this year is a s. 47C(1) product.

s. 47C(1)

there will likely be strong demand from other sections of the market to see the capability expanded. s. 47C(1)

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**Australian
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Submission

For information

PDMS Ref. Number: MS24-002110

Date of Clearance: 30/10/2024

To Minister for Home Affairs, Minister for Immigration and Multicultural Affairs, Minister for Cyber Security

Subject s. 47G(1)(b)

Timing *Not time critical.*

Recommendations

That you:

1. note the implementation of the revised model to support industry investment border clearance assets; and noted / please discuss
2. note the progress with s. 47G(1)(b) to support their investment in additional SmartGate Kiosks. noted / please discuss

Minister for Home Affairs, Minister for Immigration and Multicultural Affairs, Minister for Cyber Security

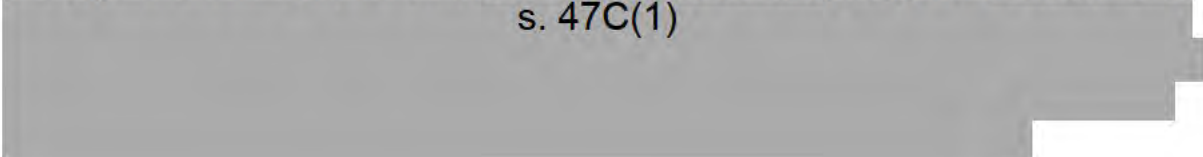
Signature.....

Date:...../...../2024

Minister's Comments

Key Issues

1. The Australian Border Force (ABF) and the Department of Home Affairs (the Department) are implementing a new policy to support industry investment in additional border clearance assets. The Department currently funds and maintains automated border clearance assets at nine international airports. The new policy allows for direct investment by airport operators to purchase additional border clearance assets to be managed by the Department. Policy authority for this initiative was provided by the [REDACTED] s. 47C(1) [REDACTED] (refer s. 47C(1) at Attachment A).
2. [REDACTED] s. 47C(1) [REDACTED] While the current demand is for additional automated SmartGate Kiosks at airports, there may be other assets and new technology available in the future, that could be captured by this policy.
3. Under this model, [REDACTED] s. 47G(1)(b) [REDACTED] to the Department to meet the full lifecycle costs of additional border clearance assets, with ownership and operation of the assets remaining with the Department.
4. [REDACTED] s. 47C(1) [REDACTED]
5. Border investment is important to ensure Australia remains competitive within the global economy, and is able to meet increasing traveller volumes while maintaining the security of our border. This model will help to alleviate funding pressure on Government and deliver industry and traveller benefits including increased passenger throughput at ports and an enhanced passenger experience [REDACTED] s. 47C(1) [REDACTED]

6. The Department will review the model and associated demand, along with an assessment of s. 47C(1)
- 

7. s. 47G(1)(b) have expressed interest in investing in additional border clearance assets. Engagement with s. 47G(1)(b) is well advanced as outlined below. Discussions with s. 47G(1)(b) have just commenced. We anticipate other ports, including some smaller ports, will also seek access to the industry investment model.

8. s. 47C(1), s. 47G(1)(b)
- 

9.

10.

11.

12.

13.

14.

s. 47C(1), s. 47G(1)(b)

15.

16.

Background

17. The ABF and Department determine the level of technology required at each port, with the Department owning, operating and sustaining all border clearance assets. Currently, funding for border clearance assets is generally managed through two mechanisms:

- Port operators seeking to introduce international services where no border services are provided must submit an application under the *New and Redeveloping Ports Framework* for Government approval. Under the Framework, port operators are responsible for the costs associated with establishing border services capability. This includes the cost of border clearance assets, where being installed.
- Where the Department proposes to introduce new technology or upgrade current border clearance assets funding is sought from Government through New Policy Proposal arrangements.

18.

s. 47C(1), s. 47G(1)(b)

19. The ABF and Department worked across Government with the Department of Finance, the Commonwealth Treasury, the Department of the Prime Minister Cabinet and the Attorney-General's Department to establish the industry investment model.

Consultation – internal/external

20. Finance Division, Legal Group and Major Capability Division, and Operational Capability and Planning Division ABF were consulted on this submission.

21. The Chief Finance Officer has cleared the submission.

Consultation – Secretary / Associate Secretary Immigration / ABF Commissioner

22. The Department's Secretary and the ABF Commissioner are aware of this submission, which was requested during the 11 October 2024 s. 47C(1).

Client service implications

23. Investment in additional border clearance assets will have a positive impact for industry, travellers and the ABF.

Risks and Sensitivities

24. s. 47C(1), s. 47G(1)(b)

25. s. 47C(1)

26. SmartGate assets have a lifespan of approximately 10 years. s. 47C(1), s. 47G(1)(b)

27. The information contained in this submission is classified and should not be publicly released without the authority of the Department of Home Affairs. In accordance with our long-standing practices, should you wish for unclassified media lines to be prepared in relation to this issue please contact the Home Affairs Media Operations team – media@homeaffairs.gov.au.

Financial/systems/legal/deregulation/media implications

28. Industry will be liable to meet the full lifecycle costs of additional border clearance assets under the industry investment model s. 47G(1)(b), s. 47C(1)

29. s. 47G(1)(b), s. 47C(1)

Attachments

Attachment A

s. 47C(1)

Authorising Officer

Cleared by:



Alice Stanley
A/g First Assistant Secretary
Strategy and Capability

Date: 30/10/2024

Mob: s. 22(1)(a)(ii)

Contact Officer: Alice Stanley, A/g First Assistant Secretary, Ph: s. 22(1)(a)(ii) / Mob: s. 22(1)(a)(ii)

CC ABF Commissioner
 DC Strategy and Capability
 AC Operational Planning and Coordination
 DS Chief Operating Officer
 GM Technology and Major Capability
 Group Manager Legal
 Chief Finance Officer
 Chief Information Officer
 FAS Major Capability



Australian Government

Department of Home Affairs

Freedom of Information Access Request - FA 24/11/01462

Complaints

Your passport number: S.47F(1)
 Flight Number: S.47F(1)
 Date of arrival/departure: 08/08/2023
 Name of Australian air or sea port: Sydney

Every time I arrive back in Australia from overseas, I am unable to use Smartgate.
 I am redirected to an Immigration Officer.
 This has been happening for about 7 years.
 This has been happening on my previous passport as well.
 When I enquire why, I am given 2 answers.
 1. I don't know why
 2. Maybe you are being confused with another person of the same name.

May I ask why this is happening?

GFU note-case discussed with S. 22(1)(a)(ii) based on Smartgate Area response. S. 22(1)(a)(ii) advised that B.O.C may be appropriate RBA for issues raised. Previous Smartgate response to client attached.
 S. 22(1)(a)(ii) Feb 2024

Subject of your feedback: Travellers
 Type of feedback: Complaint
 Do you wish your feedback to be anonymous?: No

Client type: Traveller
 What is the nature of your feedback?: Smartgate
 Are you providing feedback on behalf of someone else?: No
 Your passport number: S.47F(1)
 Flight Number: S.47F(1)
 Date of arrival/departure: 01/12/2023
 Name of Australian air or sea port: SYD
 Previous GFU reference number: 24-01938. 03617364

This is the third time i have contacted Home Affairs regarding this issue. Here is the background
 I am an Australian citizen by birth having held a valid AUS PASSPORT since my childhood I am now living in the US and naturalized 2 years ago. I now hold a US passport The US passport number is S.47F(1) valud through Feb 24 2032

Over the past 12-18 months I have been unable to access the ABF smartgates on entry or departure and have had to be manually checked at the manned booth

Thinking that the issue was the chip in my Aust passport, I chose to replace my Aus passport during my last visit to my parents, December 2023. My new passport number is S.47F(1)

Despite the new passport, the issue with the smartgate still occurred on my departure on 8 Dec 2023

On January 19 2024 I submitted a complaint form on this website that outlined the problem and requested that it be investigated The inquiry number generated was 24-01938

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On Jan 28 2024 I received the following email from ABF in response to my inquiry.
Thank you for your correspondence received 19th January 2024, regarding your recent experiences with SmartGate.

I can advise that we have reviewed your recent attempts to use the Arrival and Departure SmartGates. The issue you are experiencing relates to your use of your USA passport and attached s.47F(1) when transiting through Australian ports. This is something that you should not be doing as any visa is invalidated by your Australian citizenship, and you should only be using your Australian passport to transit the Australian border.s.47F(1)

s.47F(1) and you have not subsequently re-entered the country on this passport. As such our departures technology will not let you leave on this passport as it is considered offshore in our systems. Another issue you appear to be experiencing relates to our systems and data input from the airlines and ticketing agents. The expected arrivals and departures movements we are receiving from your airline are for your American passport and visa only. Our SmartGate technology operates by matching the data provided for your expected arrival against the passport data provided on your actual arrival. While our technology may recognise you as an Australian citizen if you use your s.47F(1) passport, your immigration records have been corrupted by consistent travel on your s.47F(1).

Please contact our immigration help desk or the Department of Home Affairs to correct your immigration records prior to further attempting to use our SmartGates to alleviate any issues that you may have been experiencing and please in future use your s.47F(1) at the Australian border.

s.47F(1)
Senior Border Force Officer | ABF Traveller Operational Systems Border Systems & Program Management | Industry & Border Systems Australian Border Force
P: s.47F(1)
Email: sgeligibility@abf.gov.

I am deeply distressed and concerned at the reason given by ABF, referring to the ?s.47F(1) s.47F(1) attached to my s.47F(1) passport? and my ? repeated use? of this when transiting Australia.

1. I do not and never have had a s.47F(1) visa issued to me
2. I have never applied to Home Affairs for said visa
3. I am not eligible for ANY visa to enter Australia as I am an s.47F(1)
4. I always present both passports at the airline desk in the s.47F(1) as I am required to exit the s.47F(1) on my s.47F(1) passport and enter Australia on my s.47F(1). I do the same when checking in at the Australian departure port location.s.47F(1) requires me to list on my Qantas booking information the details of the documents which I will present for entry to the s.47F(1). This means that the APIS information on my Qantas booking will be my s.47F(1). So I present both passports and the agent handles the check in process. There is no information given on any process specific to ?entering Australia on your s.47F(1) ?.. hence I present both at checkin.

The email response from ABF advised me to ? call their immigration help desk or Dept of Home Affairs to correct my immigration record before attempting to use the smartgate again??

Several phonecalls from the s.47F(1) to the Global Service centre of Home Affairs, totalling 2 3/4 hrs and speaking with 4 different representatives resulted in telling me that my only way forward was to send another complaint form, outlining the same issues, with the same subject ? Smartgate?, likely to be directed again to ABF. My request to be connected to the stated Immigration help desk, or to be directed to how I can correct my immigration records, resulted in a repetition of the same single pathway .

Please investigate the attachment of the visa to my s.47F(1) passport and correct my immigration records so I can safely access the systems designed for secure passenger information. Please advise me as a matter of urgency.

s.47F(1)

Your passport number: S.47F(1)
 Flight Number: S.47F(1)
 Date of arrival/departure: 05/03/2024
 Name of Australian air or sea port: Melbourne Airport

Hi,

Firstly, I would like to express my appreciation for your work and efforts in keeping our borders safe. This is not a typical complaint, but rather an expression of discomfort that arises every time I am at an Australian airport. Whenever I attempt to use the Smartgates, they don't work for me, and I have to go see an officer. I am a law-abiding citizen and have always followed the rules throughout my life. I'm not sure why the system flags me every time. Border officers are polite and do their job, letting me through without asking or commenting, but I am surprised by this recurring issue. Will I ever be able to use the Smartgate in the future, or should I expect this to happen every time, especially when I don't have a clue as to why it occurs in the first place?

I am hopeful that the system will be updated so that I am able to use it like others, or at least receive an explanation for why I can't.

Thank you for your time.

Regards,

Your passport number: S.47F(1)
 Flight Number: S.47F(1)
 Date of arrival/departure: 02/07/2024
 Name of Australian air or sea port: SYD

The new smartgate kiosks seem to be much worse than the older ones. They have not worked for several of my family members and other travellers. The older kiosks were fine, and made immigration a breeze. I really hope this is just a teething issue and not the experience I'll be getting every time I'm entering the country and requiring to queue and talk to someone.

The issue seems to specifically be photo taking part, and not recognising the photo. Departures are fine, and arrivals at the gate were fine last time. These new machines do not seem good.

New passport issued in 2023, and the new gates that seem to only be a few months old. I don't really want to have to pay for a new passport that means it actually works at the airport to get in.

Do you wish your feedback to be anonymous?: Yes
 What is the nature of your feedback?: Smartgate

The system at the gates is unnecessarily repetitious.
 When my passport is scanned all of my information is collected there. Why do I need to repeat the information on a card?
 The ticket is unnecessary. No one looked at in comparison to my passport.

Your passport number: S.47F(1)
 Flight Number: S.47F(1)
 Date of arrival/departure: 07/11/2024
 Name of Australian air or sea port: Sydney International

I have traveled through Sydney International more than 100 times and never has the process and time taken for immigration been as bad as it now is (even at the busiest times). It is hard for me to say what has happened but all I can say is that since the new Smartgates have been introduced, it takes far longer for me to get through. Today it took 30 minutes. I struggle to understand why as the two-stage process does not seem to have been updated. Is the kiosk time longer? Is there a lower kiosk/traveler ratio? Has the addition of more staff redirecting and managing travelers made the process less efficient than if they were simply not there? I also note that the kiosks that used to be at the end (next to the gates) have

gone. Was that a good idea? Sydney used to be one of the fastest airports globally to get out of. Now London, Singapore and even the US (if you use MPC) are faster than Sydney.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 09/02/2024

Name of Australian air or sea port: BNE

Previous GFU reference number: NIL

I am having a problem to go through smartgate ever since using my new passport. And required double checks even go through manual channel. The officer was suggested me seeking help with Taiwan ministry of foreign affairs to see if any remarks in my passport. And I got answer from the department was my passport has no issues or any remarks. And there is no any problems entry other countries.

I will be so much appreciates if this issue can be fixed for my future entry.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 09/04/2024

Name of Australian air or sea port: Brisbane International Airport

I am writing to express my dissatisfaction and concern regarding an incident that occurred during my recent travel experience. This morning, on April 9th, 2024, while traveling overseas on flight S.47F(1) with my Australian passport, I encountered an unsettling situation at the immigration checkpoint.

Upon reaching Immigration (Smartgate), I was stopped by an immigration officer and asked to step aside without any explanation. After a considerable period of time, the officer S. 22(1)(a)(ii) - returned my

passport to me and suggested that I lodge a complaint or feedback regarding the incident. I was handed a feedback card with the email address of your department.

s. 22(1)(a)(ii)

Thank you,

s.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Officer behaviour

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 07/06/2024

Name of Australian air or sea port: Brisbane airport

Name of officer: s. 22(1)(a)(ii)

Departing Brisbane international airport yesterday, at the primary line in departures hall, I came across an officer by the name of s. 22(1)(a)(ii). I'm not one to complain however in 30 years of international travel as both a passenger and crew member I have never been treated in such a way at an international border anywhere in the world. s. 22(1)(a)(ii) was rude and aggressive towards me and others. I noticed he was almost herding a gentleman, who had failed the SmartGate process, in a demeaning way as if the man was stupid. s. 22(1)(a)(ii)'s arm movements and body language were not respectful. Then rather unfortunately I failed the SmartGate (happens rarely but it does happen) and s. 22(1)(a)(ii) approached my gate, aggressively telling me to get to the back of the long line of manual processing passengers and trying to 'herd' me as he did with the previous gentleman. Given I was a uniformed crew member and the rest of my crew had already proceeded past the primary line, I queried whether I had to go to the very back of the queue, as I could see it was long and I was concerned about this causing a delay to my flight. s. 22(1)(a)(ii) appeared to take great pleasure in directing me to the back of the queue and as he did this he raised his voice in an aggressive manner. Given his angry facial expression I'm kind of glad he wasn't armed at the time. Other passengers and Border Force officers observed s. 22(1)(a)(ii)'s behaviour, as did my first officer and second officer who were standing nearby. I

politely asked the passengers in the manual queue if I could please move towards the front, to which they gladly agreed with smiles and courtesy. When s. 22(1)(a)(ii) saw this he became more enraged and started shouting at me from several metres away ?NO, I SAID GET TO THE BACK OF THE QUEUE?. Another Border Force officer then called me over to her desk and kindly processed me straight away. I asked for s. 22(1)(a)(ii)'s details and she provided it to me, as s. 22(1)(a)(ii) had refused to do so, and she said words to the effect she ?had never seen this guy before?. I note s. 22(1)(a)(ii) wore no epaulettes and appeared relatively junior. My fellow crew members had engaged with s. 22(1)(a)(ii) in a lengthy conversation in an attempt to diffuse his behaviour and try to explain that an airline captain doesn?t need to be treated like I was. As I said, I?ve never seen this behaviour anywhere in the world in 31 years with my airline, Qantas. What I witnessed and experienced yesterday was not helpful to the image of Force who perform such an important and at times thankless role in protecting our borders. I have found the officers in Brisbane to be friendly and courteous at all times in the past, with the exception of yesterday?s encounter. Not sure if he was having a bad day or is going through personal issues but I would hope not to come across this type of incident again. I will be reporting this incident to my employer.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 10/09/2024

Name of Australian air or sea port: Brisbane International airport

Whenever I cross the Australian border, either arriving or departing, I am unable to utilise the Smartgates. I consistently get an error that I am unable to use the gates at that time and I am directed to a border force officer. I am told each time that there is nothing wrong with my passport and that it reads fine (i.e. the chip isn't broken) and they have no other explanation for me.

I wonder if, given my name is quite common, that there is a data mismatch regarding similar names and dates of birth. This may mean that there is potentially someone of interest to Border Force with similar or identical details that causes me to be unable to use the Smartgates, as there is a need to investigate further. Obviously, the border force officer is unable to provide me with this information, but I would like to seek some investigation into my records and ask that a marker or similar is placed on it to avoid this inconvenience. I know that the USA has a "redress number" for this purpose and would seek some similar functionality to enable me to use the gates like all other Australian citizens (and many non-citizens too).

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 22/12/2023

Name of Australian air or sea port: Perth

I dropped my glasses when putting them back on, the gates opened and as I bent over to pick up the glasses, the gates closed on my head, sticking me on both sides of the head and then opening again. I informed the immigration agent who said there had been problems with the gates all day. If this was a known issue then why are the gates still in use? I seek damages for the injury and inconvenience caused.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 07/10/2024

Name of Australian air or sea port: Perth

Hi,

On my last two international trips I've tried to use the Smartgate on return. The camera does not detect me (I am black) which causes embarrassment, frustration and makes me feel unwelcome on my return to the country that I have called home for twenty years.

On both return trips I have tried several of the machines and none of them appear to be able to detect me while everyone else, who are all lighter skinned, have no issues.

I understand this is probably a software/calibration problem so I would be willing to come help with resolving this issue so that others don't have to feel the way I do when coming back and being 'rejected' from coming home. I have only had this issue with the gates at Perth. I had no issue using similar technology on this current trip in Singapore.

I think something as simple as better lighting (or a backlight) around the gate might resolve it so it shouldn't cost much time or effort to fix. I'd be happy to come along to see if changes allow darker people to be detected by the gate or be involved in a constructive manner to get this sorted out.

Kind regards,

s.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 09/12/2023

Name of Australian air or sea port: Melbourne

After disembarking promptly a little after 8am, however primarily due the failure of the e-passport scanning system it was at least 90 minutes before we were able to leave the airport. The queues around the scanners were a disorganised bunfight. As I waited I saw multiple travellers needing 2- 3 tries before successfully having a photo scan to get their ticket to proceed to the second scan and passport exit. Many had no successful photo after their third try and had to then go to a second passport control queue and be processed by an officer. When my turn came (after around an hour of waiting), the e-passport scanner was not able to take my photo after 3 tries, and I was directed to the end of a second queue to wait a further 30 minutes (the officer here was very efficient and apologised for my troubles). There were many border control officers wandering around the e-passport scanners and they did nothing to direct queues or assist those waiting or experiencing problems (I was in the queue in front of duty free with passengers coming out of there and queue jumping for the e-passport scanners, or trying to get through this melee). This was my first overseas trip since COVID, but up till late 2019 I was a frequent traveller to various parts of the world. This morning was one of my worst airport experiences. I have never previously experienced such trouble with using my e-passport at Melbourne airport,; the previous system was generally efficient and fast. Overall a very poor look for Border Control.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Dear Australian Border Patrol,

I arrived at Melbourne Airport this morning and was disappointed by the chaotic state of the arrivals area. With only a handful of SmartGates available, the queues were extremely long and moved slowly. The queues for passport control were equally lengthy and disorganized.

Overall, the airport felt outdated, as if it had not been updated since 1964. Improving the efficiency and capacity of the SmartGates and modernizing the facilities would greatly enhance the experience for travelers.

Thank you for your attention to this matter.

Sincerely,

s.47F(1)

Released by Department of Home Affairs
under the Freedom of Information Act 1982

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Smartgate

Not enough passport scanning computers upon arrival at Melbourne Airport (so you can get a ticket to enter the smartgate). Please provide more passport reader / ticket machines. Or why not consider getting into the 21st century like Singapore and other countries where we can enter this online and scan a code as we arrive ? Its an utter disgrace and Australia is becoming the laughing stock of the world with huge entry queues

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 24/10/2024

Name of Australian air or sea port: Melbourne Airport

Melbourne airport is the most inefficient, dirty, old , disgusting disgrace of an airport. Welcome to Melbourne and there are not nearly enough kiosks to scan passports, the airport is old dirty and looks disgusting. The baggage area is the worst I have ever experienced in my entire life. What an inefficient mess and not to mention a hazard for older passengers. It took me over 2 hours to get out the doors and then the exterior of the airport is just as bad. Massive queues for Uber or taxi and not enough express buses. The entire experience of coming to Melbourne makes This city look like the poorest city in Australia. I know some renovations are being done but this privately run airport is only about profit. It is a disgrace to Australia. It is Home Affairs responsibility about first impressions into Melbourne. You should be ashamed of yourselves.

Rgds

A furious returning Australian

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Good evening,

Today I returned to Sydney Airport with my family from New Zealand. We are a family of four, with two children under 10 years of age.

The delay at Customs clearance was unbelievable in the AUS/NZ Family line. In fact, foreign passport queues cleared before our 45 minute wait concluded.

There was just one (1) Customs? officer working on the AUS/NZ Family queue.

As Australian families cannot use the SmartGate (for those with children under 16), how is it that as a business class traveller we were held up for nearly an hour in this queue with only one poor officer processing passports?

Regards,

S.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 13/03/2024

Name of Australian air or sea port: Sydney

The queues at Immigration this morning were horrendous and a very poor reflection on Australia. Approximatley 500 people queued for about 6 "smartgate" machines. More machines appeared to be broken than were working and staff appeared poorly trained and unprepared for such queues. Your new system seems to have been poorly thought through, undertested and badly administered. Even New Zealand, with its recent problems, seems better prepared than Australia. The queuing this morning was an utter disgrace

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 24/04/2024

Name of Australian air or sea port: SYD

Hi,

I travel regularly and today I arrived at 6.30 am to find a mass of people with extremely long queues to clear customs. The number of the machines installed are not appropriate for such a busy airport.

It took me around one hour to clear customs which is absolutely ridiculous . The new system should speed up the process, instead it significantly slows it down.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Family member/friend/advocate

What is the nature of your feedback?: Smartgate

I am a lawyer representing a client who is a NZ citizen and a permanent resident of Australia. During exit and re-entry to NSW he is being taken from the automated smart-gate to a manual passport check. There have been no issues with the manual passport check, but as a regular flier my client is frustrated with the delay and wishes to understand why his passport has been flagged. He has asked staff members of border force but they have told him that they cannot disclose the relevant information. There is no issue with his passport as he has recently renewed it, he has no prior criminal convictions and no issue with his visa. Through our conversations with home affairs there has been minimal assistance, except to direct us to this page. Is a freedom of information request the only way to gain the information that we are seeking, or is there some other way?
Thanks.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 04/05/2024

Name of Australian air or sea port: Sydney airport

The immigration process at Sydney is a disgrace- it took me an hour to get from plane to picking up my bag. Everyone's bag was on the carousel, but no passengers were there, as they were stuck in your queues. My partner took close to 2.5 hours to do the same as me, as her punishment for being on a S.47F(1). Thousands of people arrive at the same time at Sydney, and borders can't even staff every desk at the busiest time of day. You are running a clown show. I'd like a response as to the excuse for this, as well as what you're proposing to do to improve.

GFU NOTE - passport S.47F(1) does not match with the Departmental records

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Family member/friend/advocate

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 06/05/2024

Name of Australian air or sea port: Sydney

Previous GFU reference number: No

This morning at Sydney airport early, it was just pandemonium! Nobody knew what was going on. There were borderforce people shouting, yes shouting at people like animals trying to get them in some sort of order. Listen to this will you- it is completely unclear when you step off the plane exactly what you are meant to do. The signage must be improved!! There were people there who had already lined up somewhere and got one of the old style cards, only to be told they were no good and lie up again! And at the end of it all, and please tell me I'm wrong, there was one bank of 7 or 8 photo kiosk machines then another bank of 5 or 6 closer to baggage carousels. That's about 15 machines for a few thousand travellers! Madness.

I can see that the process is great after you've got the photo slip, it was a breeze. But you need more machines.

GFU NOTE - the passport number provided does not match the departmental records.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 27/05/2024

Name of Australian air or sea port: Sydney

I arrived into Sydney airport this morning to find thousands of people queueing to get the "yellow" ticket required before going through immigration. It was an absolute disgrace, and took my wife and I over an hour. I was told "Sydney is a popular place" when I queried a border force person. Not enough machines, badly designed software which was slow to use. There were queues of people lined up through the duty free section, almost making it impossible for those carers using wheelchairs to get through. Not good enough.

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 02/06/2024

Name of Australian air or sea port: Sydney airport

The customs declaration system is slow and inefficient. Having to enter all personal details is an unnecessary duplication of data given I provide my Australian passport number, which has all my details. The first step of the egate checks my passport, so the printed slip should state that I'm an Australian citizen.

I was returning from a quick trip to New Zealand, where I was able to complete a digital declaration online 24 hours before my departure or on the plane with the wifi. This was not only quicker and smoother for me as a traveller, but also no paperwork for customs to deal with. They simply scanned my passport, which brought up my declaration. It was quicker for me to enter New Zealand than to return to my own country.

What I am suggesting is an online declaration system, similar to New Zealand. I believe this would bring many benefits to both travellers and the ABF.

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: No

Departmental reference number: NA

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 26/06/2024

Name of Australian air or sea port: Sydney

Released by Department of Home Affairs
under the Freedom of Information Act 1982

Previous GFU reference number: NA

Hello, I do not have a first name, and my surname is s.47F(1) When departing Sydney, the passport system opens the gate recognizing my passport, but the eye scanning does not work, requiring an officer to manually open the second gate. This issue has persisted for some time. Could you please rectify this to facilitate easier travel with my family? On returning, I encounter difficulty generating the electronic border security form because my passport is not recognized at the arrival point. Please advise on the best way to resolve this issue. Thank you. s.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 19/06/2024

Name of Australian air or sea port: Sydney

1. Entry at Sydney International airport on June 19th 2024 around 6.45am was into a confusing mass of people. Signage to use the Smart readers for your passport was obscured by the mass of people trying to move through the narrow corridor which connects the terminal and Duty Free area. I was not aware there were banks of self scanning units so moved into a snaking queue at the first row of scanners to await my turn. Many people had difficulty using the scanners and as we waited patiently in one of the many snaking lines those who were successful had to push their way through the lines to move toward the Customs area. Meanwhile airport staff where pushing wheelchairs and driving electric mobility carts through these queues against the tide of arriving passengers to assist passengers disembarking. Thankfully all passengers where courteous to each other and staff as they were pushed and jostled to allow room for movements in many directions and many passengers assisted others helping with directions and keeping a safe distance. All this after long haul flights. Well done passengers for not losing their cool. Airline crew assisting with enquiries where overwhelmed. Does this happen every morning once curfew lifts and the international flights all descend at once?? This is the first glimpse of Australia for many travellers and I am not surprised if they think arriving in Australia is like joining a herd of sheep. A sea of passengers, no clear directions of what to do and no space to move comfortably in. My complaint is I felt overwhelmed and ill informed of the process of re-entry into Australia so what impressions does this make to a new arrival. I avoid Sydney airport as much as possible but sometimes Qantas just changes things so that is where you end up.

s. 22(1)(a)(ii)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 24/07/2024

Name of Australian air or sea port: Sydney Airport

Could an explanation please be provided as to why the Taiwanese flag has been blanked out from the signs showing which nationalities are eligible to use Smartgates despite citizens of that country being eligible to use them? On the basis of the explanation, I will determine whether to take further action.

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: No

Departmental reference number: N/A

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 07/08/2024

Name of Australian air or sea port: Sydney

Previous GFU reference number: No

When exiting the aircraft and walking towards passport control all passengers (including Australian passport holders) are suddenly confronted by Smartgate kiosks in the passage way. There are no prior warning signs and no instructions as to what is required. With 400 plus passengers it is absolute chaos creating a lot of unnecessary anger and frustration. I was frustrated that as an Australian passport holder (one of the most expensive passports in the world) I had to queue with visitors. After queueing for 15 plus minutes I then find more Smartgate kiosks in the passage ways and in the arrivals hall. Also why are we the only country that requires the immigration card to be completed? It is all an embarrassing welcome to Australia. Please re-think the process.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 13/09/2024

Name of Australian air or sea port: Sydney

Hi there,

I really do wonder if the arrivals process for travellers could be simpler. Australia's processes seem cumbersome and complicated relative to other countries. This comparison is true for developed and developing countries. I understand there is a desire to collect information for the ABS and we have particular concerns around quarantine but surely these could be addressed with a more streamlined process. The multiple pieces of paper required and the intrusive nature of the questions create a bad impression for visitors and are annoying for citizens. It's an extremely inconvenient process particularly when flights to Australia are usually long and associated with jet lag.

Can we do better and simplify all this? There are better methods for data collection. Law enforcement can be done with more intelligence based methods and less paperwork!

We are not keeping up with comparable countries processes!

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 20/09/2024

Name of Australian air or sea port: Sydney

The queue system is a complete joke for arrivals. Totally confusing and long delays. You know flights are coming in early so STAFF the booths. Been queuing for an hour now. The SmartGate thing is not working. There's more of a queue for this hapless system than for the booth people. As an Australian citizen, this is an embarrassment for o come home to. Sort it out please.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 26/09/2024

Name of Australian air or sea port: Sydney

As a frequent traveller it's highly embarrassing returning home as a citizen. Today passengers waited 90 mins to collect the yellow ticket? over 1000 people were queueing for 10 machines. WHY do we have this 2 step system where foreign countries ie Singapore can do this seamlessly?

This is painful, embarrassing, and frustrating for citizens and tourists. Surely you must see this and yet for years there has been no change.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Smartgate

Sydney airport, 6am, Sept 29. This has been without a doubt the worst immigration experience of my life. Huge queues of people who have no idea where to go or what to do. Whoever manages crowds here needs a good talking to. Pretty horrible experience for a first impression of Sydney. Try harder.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Released by Department of Home Affairs
under the Freedom of Information Act 1982

Date of arrival/departure: 29/09/2024

Name of Australian air or sea port: Sydney

I am writing to express my frustration with the ongoing border processing delays at Sydney Airport, which have been a persistent issue every morning for years. The current step 1 and step 2 procedures are inefficient and unnecessarily separate steps for a single question. With only 10 machines available for over 1,000 passengers arriving in the morning, the process is severely bottlenecked.

As an Australian citizen and business class passenger, it takes me two hours to clear the airport. This inefficiency not only affects me but also impacts migrants who are eager to start contributing to the economy. The lack of staff and clear instructions exacerbates the problem, with every second passenger asking for guidance, leading to further delays and confusion.

The lines are so long that they crisscross, causing many passengers to end up in the wrong queue, wasting their time and adding to the chaos. It is evident that the current system is inadequate and needs immediate attention.

I urge you to increase the number of processing machines and staff to streamline the process and reduce wait times. This will not only improve the passenger experience but also enhance the efficiency of border processing at Sydney

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 27/09/2024

Name of Australian air or sea port: Sydney Airport

Hi there

The arrivals immigration process at SYD is a total shambles - inadequate in scale, poorly designed, poorly managed and simply a disgrace by comparison to even 3rd world countries.

Last Friday morning the mess was so horrendous that people were going crazy. It is such a bad experience and ruins an Australian experience for foreigners before they have even entered the country. As tax payers we deserve much much better.

It is quite clear that allocating space to a decent arrivals hall with 100 passport scanners might mean scaling back the duty free - and I guess there is a lease in place. But that would be surmountable if we really wanted to fix the problem. I assume Border Force would need to buy a few more machines. Not a big deal. Sydney Airports probably also have a role in this and I have provided similar feedback to them.

I raised this with Border Force at the airport and also with the airport staff. There was a lot of

acknowledgement of the problem and also quite a few excuses - We just had 5 planes arrive together (that probably happens most days). We have just moved a few of the machines (moving them won't increase the number of them). We are looking at implementing a fast track for those with tight connections (that will help them but simply means even longer delays for everyone else).

There simply isn't enough machines and they are extremely poorly located and laid out. Obviously something needs to be done. It's not just the paucity of machines it is also the mayhem surrounding them - the inadequate signage, confusing processes, lack of crown controls, poor physical layout and on it goes.

Separately, I also cannot understand the need for paper arrivals cards - or any arrivals cards (paper or electronic - I happened to be one of the unfortunate people / guinea pigs that had to use the disastrous online trial a couple of years ago. Surely the issue is what people have in the bags - not what they say they have. I cannot think of another country that still has arrival cards.

We all love what Border Force does to keep us safe and free from pests, and I hope messages like this might help you extract some extra money from Government. It really needs some expenditure. SYD is a critical piece of infrastructure.

s.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Family member/friend/advocate

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: Yes

Traveller's given name(s): s.47F(1)

Traveller's family name: s.47F(1)

Traveller's passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 25/11/2023

Name of Australian air or sea port: Melbourne

s.47F(1) currently possesses a valid s.47F(1)

However, she was not able to go through the smartgate on three separate occasions (entering Australia via Melbourne in Sep 2022, leaving Australia from Melbourne in March 2023, and again entering Australia via Melbourne on Nov 25 2023). Each time, she was detained at the airport by border force officers, questioned and had her photo, finger printer taken. We have repeatedly contacted department of immigration confirming the status of her VISA is In Effect. We would like to understand the reasoning for her incident. And we would like to resolve the situation that causes these inconveniences.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 03/12/2023

Name of Australian air or sea port: Sydney International Airport

Dear Sir/Madam,

I am not able to use smartgate when I travelled to Australia in 03/12/2023. An border officer spent around half an hour on checking of my records. She was friendly to me. However, she was not able to update my records to let me use smartgate and adviced me to contact Depart of Home Affairs. I have contacted an officer of DOHA in 15:30 through phone in 04/12/2023. The officer said he could not help with this issue either.

Everytime I have to go through service counter when travelling overseas. It is kind of wasting public resources.

Please advise how I can use smartgate as a normal traveller when I travel overseas.

I appreciate your time and help.

Warm regards

s.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 10/12/2023

Released by Department of Home Affairs
under the Freedom of Information Act 1982

Name of Australian air or sea port: Melbourne

The new e gates at Melbourne Airport Arrivals are a significant downgrade over the previous style of e gate from a customer experience perspective. During my arrival today only 2 kiosks were available and each and every person I saw use the kiosks required multiple attempts to get their face recognised. Many waited in the queue for over 15 minutes only to then be directed to the manual processing queue. Border Force staff would not allow travellers to join the manual processing queue until they had attempted to use the e gate kiosk despite many wanting to. There were many travellers getting very disgruntled with the new system. Can you provide further information on the rationale of the change in arrival gates? From a traveller perspective they provide no benefit over the old style of e gate while significantly increasing wait times and decreasing traveller experience. It makes Melbourne look terrible when compared to what we had in the past and compared to what New Zealand are currently using.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Departmental reference number: N/A

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 08/12/2023

Name of Australian air or sea port: Melbourne Airport

Hi, I wish to provide the following feedback in the hope it may assist with on-going enhancements your organisation is making in relation to passenger arrival processes.

Not for the first time, returning to Australia recently - as a citizen with an Aust. passport - was a rather exasperating and confusing experience coming through border control. The kiosks set up to scan passports are no doubt designed to make the process faster and easier, however I have discovered they only add to the uncertainty of coming through from the arrival to the exit gates.

These machines repeatedly rejected my passport, despite that it is in excellent condition and I tried every way I could think of. One terminal even shut itself down (out of order) whilst reading my passport. This was in addition to the appearance that approximately 40% of the kiosks were already offline.

The same thing happened when I last travelled (June 2023). I'm not sure of the reason why this occurs, but there is obviously a technical issue that may need to be resolved. It wouldn't be so bad except there are barely any staff present to assist when things don't go as they should. I would hate to think how bewildering it must be for those arriving from foreign, non-English speaking countries.

I hope this helps in some way to fine-tune the improvements being made. As frustrating as the experience may have been, my only aim is to bring issues to your attention for planning - rather than complain for the sake of it.

Thank-you kindly.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 27/04/2023

Name of Australian air or sea port: Melbourne Tullamarine Airport

I have a Singaporean passport with a last issue date on 2020. I should be able to use the SmartGate kiosks but twice I've tried on two separate arrival dates into Melbourne in 2022 and 2023 and both times, the SmartGate didn't work for my passport. My passport is able to get through Singapore's arrival SmartGate kiosks without an issue, but not Melbourne's.

Additionally, the arrival immigration customs for international flights do not open enough counters, resulting in long queues, delays and missed connecting flights.

Please help to fix the SmartGate so that immigration goes smoothly and there are fewer passengers adding on to the bottleneck of the arrival queues.

****GFU note: no identifying client details. Sent to RBA for info only.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Smartgate

The kiosk (which gives the ticket) of the SmartGates system is poorly designed as your passport can be easily stuck in it when inserting as folded, then an officer needs to be contacted to unlock and take the passport out (wasting time for both sides). Even though the screen would display the instruction that you should insert a passport as unfolded, many travellers failed to notice or follow and encountered the same issue.

As an experienced engineer, I reckon the passport scanning module of the kiosk is lacking in Mistake-proofing design, a simple solution is to add a ?notch? at the centre of the scanner module so that you can simply use fingers to pull the folded passport out once getting stuck (the upper layer of the scanner to be in "U" shape where user can touch the centre of the passport with fingers).

I highly suggest ABF consider updating the current Kiosk passport scanning module with an added Mistake-proofing design, which would significantly improve efficiency, customers experience and save time for both travellers and officers. A better design benefits a lot.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 19/10/2023

Name of Australian air or sea port: Sydney Airport

Hi, I currently have a RRV, meaning I am an Australian PR, whilst holding my Singaporean passport. Every since 2018, every time I try to use the SmartGates, whether leaving or entering the country, it results in an error, and I am ushered to the manual counters to speak with an officer to be let through. I dont know why it keeps happening and an officer has suggested it might have to do with the fact that my RRV was originally on a Malaysian passport (before I converted my citizenship to Singapore), or something to do with my name as listed in the database possibly. I called the Dept of Home Affairs and they advised me to put through this complaint. I hope you could help me sort this out, as it would make travelling much more convenient if I could use the SmartGates.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: N/A

Flight Number: N/A

Date of arrival/departure: 02/01/2024

Name of Australian air or sea port: Sydney International Airport

I am interested to understand why the smartgate cannot recognise German passports on Arrival at Sydney International Airport. It recognises them when I leave Australia. I subsequently have to stand inline for "other passports" while other EU countries can use the system. Most other countries (like New Zealand) smartgate recognises German passports?

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 27/02/2024

Name of Australian air or sea port: Sydney Airport

Previous GFU reference number: No

Dual passport holder problem. I present my Australian passport via automatic scanning on arrival with no problems. But when departing the automated system now does not accept my Australian passport. (It used to, but it stopped about 3 years ago). FYI I present both my US and my Australian passport to the airline when checking in. Today this problem resulted in a 30 minute wait to pass through immigration due to crowds and short staffing. I would be very grateful if you are able to respond to this note and advise me if there is anything that I can do to avoid this issue in the future. Many thanks.

S.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 02/03/2024

Name of Australian air or sea port: Melbourne

I have not been able to use my Australian Passport for smartgate departure today March 2nd 2024, tried scanning my Vietnamese passport instead and I was greeted by an immigration officer around 1530. I tried to explain to her that I was not able to use my Australian Passport for the last 3 departures from Australia. She told me off not to use Vietnamese passport as there was no visa attached to it. I told her I understood but asked her what about the issue with the smartgate not scanning my Australian passport. She then again repeated her intended message (only use Australian Passport when departing

Australia) but did not offer any suggestions or ways that I could solve the problem mentioned above. She told me my Australian Passport was not faulty and that was all. I believe her conduct was not professional and not approachable because I did not receive any assistance regarding the issue mentioned. As an Australian Passport holder, I feel frustrated when I am not able to use smartgate facility when departing Australia. Please investigate this matter.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 05/04/2024

Name of Australian air or sea port: Sydney Kingsford Smith airport

My Australian passport works fine on the auto machines on my entering Australia, but NEVER works at the immigration machines when leaving Australia. Why? And can it be fixed so that it works both ways?

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 27/05/2024

Name of Australian air or sea port: SYD

I am unable to use the egates on arrival and departure of all Australian ports using my Australian passport. Border force advised me to make contact with the department of Home Affairs to unlink this record from my passport so I can use the egates. I work for Qantas as International Cabin Crew and arrive and depart frequently. My New Zealand passport was lost/stolen. Not sure why this is linked on my Australian passport.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 19/05/2024

Name of Australian air or sea port: Sydney International Airport

Dear Sir/Madam,

Subject: Enquiry Regarding Repeated Delays and Stops at Airport Customs

I am writing to express my concerns and seek clarification regarding the repeated delays and stops I have been experiencing at airport customs every time I leave Australia. Despite having a valid passport and no known issues, I am consistently subjected to prolonged checks and investigations, causing significant inconvenience and distress.

Each time I attempt to depart from Australia, I am unable to use the electronic gate and am instead directed to manual processing. My passport is taken, and I am asked to wait without any explanation for the cause of this repeated scrutiny. This treatment not only disrupts my travel plans but also makes me feel like a second-class citizen.

As a law-abiding citizen who respects and adheres to all immigration and customs regulations, I find this situation to be both perplexing and unjustified. I am seeking an explanation for why I am being singled out for these additional checks and what steps can be taken to rectify this situation.

I kindly request your prompt attention to this matter and a detailed response explaining the reasons behind these repeated delays. Additionally, I would appreciate any information on how I can address this issue to avoid such experiences in the future.

Thank you for your time and assistance. I look forward to your response.

Yours faithfully,

S.47F(1)

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Smartgate

Travelling In and Out of Australia with Smartgates needs to be more organised for Residents and Non Residents with Lanes in a larger space. Pointless having Smartgates at Duty Free causing a blockage and Staff Shouting Loudly and directing Traffic to Chaos total confusion on my recent return trip 30 August. It clearly is not working when there are multiple flights landing at the same time.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 03/08/2024

Name of Australian air or sea port: Sydney

I am writing to bring to your attention an issue I have encountered during my travels to Australia. Despite holding a New Zealand passport, I have been unable to use the SmartGate system on more than three occasions. Each time, I have been directed to an immigration officer for manual processing.

Given that New Zealand passports are typically eligible for SmartGate processing in Australia, I am concerned that there may be an issue with my passport or its registration in the system.

Could you please investigate this matter and advise on any steps I can take to resolve this issue?

Thank you for your assistance.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 28/05/2024

Name of Australian air or sea port: Sydney

For this current and my prior passport. the Automatic gates do not work. Each time I enter the gate it's put on hold for a few minutes until a border officer is then altered and I then am sent to a person for manual departure screening. I was told in my prior passport it might be a faulty chip, then with the new passport they said it could be as it was the first time being used but then on the second time it is still occurring. This has been an issue for a number of years and I'd like to understand why or find a way for this to stop happening. The reason is I often travel with my children and end up being separated from them which causes undue distress for my kids. This doesn't occur on re-entry to Australia as my children are under 15 and we all go together through manual gates. I am not offered this option on leaving the country as I'm always guided towards the auto gates. despite informing the initial entry officer of the potential problem. I have called the passport office then the border force office and they have eventually told me to fill in this form

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Departmental reference number: Passport S.47F(1)

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 03/09/2024

Name of Australian air or sea port: BNE

Good afternoon,

Please don't view this as a complaint, it was the only option I had to get through to this window.

I received a new Passport (S.47F(1)) last October and ever since receiving the new passport I have never once passed through the smartgate on departure without having to go to the counter for a secondary check. Last week passing through BNE I raised this with the customs officers and they gave me your business card and suggested I contact you for clarification.

I'm an airline pilot with Air Niugini and as such pass through Australian airports quite often and have never had any problem inbound at the smartgates, but every time without exception on departure since having my new Passport it never works properly.

Considering the cost of the Australian Passport compared to other countries and my frequency travelling for both work and leisure things would be made a lot easier and efficient if the smartgate worked leaving Australia and did not require me every time to have a secondary check.

Just wondering whether you can shed any light on my dilemma or suggestions of something I might be doing incorrectly.

Again, if this comes through titled a complaint I apologise but this seemed to be the most appropriate selection to make when answering the qualifying questions.

Any suggestions or feedback would be greatly appreciated.

Kind regards,

S.47F(1)

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under the Freedom of Information Act 1982

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 04/09/2024

Name of Australian air or sea port: Tullamarine

Previous GFU reference number: IMMI-23-10008

12 months ago I wrote to you about my continual issues with leaving & entering Australia due to Smartgate being unable to match my photo to live image. I have been on 2 overseas trips this year as I am an Aged Pensioner & looking to travel whilst my health allows & both times I have had issues at Passport Control. Even though my passport has 3 years to run I am willing to re-apply for new passport with new photo, do you feel this may fix the problem or not? Alternatively is there any other advice you can offer?

Yours sincerely

s.47F(1)

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 22/09/2024

Name of Australian air or sea port: Melbourne

I have come back into the country into melbourne airport 3 times where my passport will not register on the Melbourne E-gates when trying to exit the airport. It works on the way in everytime, and exiting customs in Bali. I have tried a total of 7 different e-gates. This is a new issued passport. I have reached

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under the Freedom of Information Act 1982

out to the Passport providers, and they state that if it works on the way in, the chip is in tact and the passport is not the issue.

I tried to lodge this with the customs officer on two occasions, but both officers were extremely arrogant not answering my questions, and not acknowledging me in any way.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 21/09/2024

Name of Australian air or sea port: Sydney

I would like to express my concerns about the significant delays and confusion caused by the new Generation3 SmartGates system at Sydney Airport. This is now the second time I've experienced delays of over 20 minutes since the new system was installed.

The current process feels cumbersome and inefficient compared to the previous version, with longer queues and a confusing two-step facial recognition process that slows down passenger processing. The layout of the queues is also highly confusing for new passengers, with lines winding in different directions. On both occasions, I witnessed multiple travellers struggling with the system, further adding to the delays.

Adding more SmartGate machines could help reduce these long queues. Additionally, it is frustrating that Australia still uses a paper-based customs form, making the whole arrival process feel outdated compared to the more efficient electronic systems used in countries such as Singapore and New Zealand. I find Australia's arrival process to be one of the least efficient compared to other destinations I travel to.

I hope these issues can be addressed soon, as the current system fails to provide a smooth or streamlined experience for international arrivals.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 29/09/2024

Name of Australian air or sea port: Melbourne

The broken machine 3 I saw and the new system it wholly unfit to support the traffic coming through customs

What are you doing to reduce the wait time for a machine

Last time I came through a week ago it was 1.5 hours

Today 1 hour

This process is ridiculous you need ALL machines working and double the amount if you insist in this ridiculous process

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 05/10/2024

Name of Australian air or sea port: United Airlines

I would like to enquire why I am stopped each time I use my passport via the facial recognition travelling overseas.

I experienced this leaving and entering Australia back in 2022, I reached out to the Passport Office and was issued a new Passport, last month I traveled overseas with my new Passport. When using facial recognition in Sydney and returning to Melbourne I was stopped when trying to use the facial recognition. When asking the question why, I was informed the computer does not state the reason why I am being rejected by the system.

Processing through San Francisco using facial recognition, there was no issues.

I have contacted the Australian Passport office and was informed there's nothing wrong on their records and informed me to reach out to the Department of Home Affairs to clarify why I am being rejected

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 12/10/2024

Name of Australian air or sea port: Brisbane International Airport

Dear DoHA,

I really appreciate what DoHA does and am grateful for having a service like SmartGate self check-in to get me home faster. It works fantastically at Melbourne Tullamarine and Sydney and every time I come home at MEL or SYD I sail smoothly through and the system reminds me of how good we have it in Australia.

It is just that, well, this does not happen for me at Brisbane International Airport - I keep running into trouble with the facial recognition technology, and it has happened specifically at BNE four times in the past 18 months or so. The last time was just plain weird - I was all alone with no one behind me, the system put up a message that there was someone behind me and couldn't process me, then very briefly said "Welcome to Australia" and started opening, then immediately shut on me again.

Each time there has been some variation of this. When it fails to recognise me, I then have to line up at the assistance desk behind everyone who didn't use the self check-in booth. I hate being negative but it is just really annoying to line up at a SmartGate booth, get the ticket and then fail to get through the gate and then line up all over again.

Is it just at BNE that the facial recognition system isn't working well? Is it a different system to what's used at MEL or SYD? If it is different, could DoHA look into bringing into BNE what's in MEL or SYD? If not, could DoHA add more SmartGate self-checkin booths so at least if the first queue is long then the second queue is more tolerable.

Either way - I really do appreciate what DoHA does and the SmartGate initiative is awesome. I would just like it to work! Thank you.

Kind Regards,

S.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 29/10/2024

Name of Australian air or sea port: Brisbane

On all flights both in and out of Australia at the egate my passport fails. As a consequence I have to line up in the assistance line which is highly inconvenient. My passport does not fail a egates in any other country in the world it is purely an Australian issue. When asking Border Force they refuse or unable to inform me what the issue is. Finally one helpful person suggested I go down this route.

This is not an issue with my current passport as it also used to occur with my previous one.

I would be grateful if you could inform me why this failure at the egate is occurring and better still remove any restriction why this is taking place. Many thanks in advance.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 07/11/2024

Name of Australian air or sea port: Melbourne Tullamarine

Hey all,

I am a Australian PR, holding a Singapore Passport. So I should be eligible to use the smartgate. However for the past few instances where I had to return from an international trip, the SmartGate constantly rejects me. Could you please help me look into this please? Thank you

I quick check into my Visa does show the correct passport number on my IMMI account.

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 02/07/2024

Name of Australian air or sea port: Melbourne airport

I am aircrew with Qantas travelling on a biometric Seychelles passport. Each time I pass through Australian immigration my passport needs to be rescanned. This is both for departures and arrivals. This adds meaningful time incoming and outgoing whilst the rest of my crew are able to pass freely through immigration. I have contacted the relevant Seychelles authorities, as well as the ICAO PKD department who have informed me that Seychelles have fulfilled their biometric passport obligations and there is nothing physically wrong with my passport. They went on to say that it's simply a matter of time before the ABF update their systems and accept the new Seychelles biometric passport. Could you kindly inform me if there is any plan afoot to accept the new Seychelles biometric passport? For info, I don't have issues with any other country that I travel to on this passport. Grateful for any feedback. Many thanks.

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Smartgate

ABF needs to put up signs at the earliest set of SmartGates so travellers know there are more of them.

There was a crowd of tired tourists, families and returnees from all over the world just wanting to go home lining up for two banks of SmartGates. I could hear a lot of grumbling, sounds of disbelief and lots of babies crying. There was no sign or personnel to direct people further down.

I suggested this to an ABF officer who laughed and said they'll figure it out, this happens all the time. As a Commonwealth appointee I thought this was a pretty ordinary response.

The situation as is an extremely ordinary welcome particularly for foreign guests and ABF can do better.

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 15/12/2023

Name of Australian air or sea port: Brisbane

Released by Department of Home Affairs
under the Freedom of Information Act 1982

Approximately since the beginning of 2023 my passport stopped being accepted by Smartgates in Australia for both departure from Australia and entry to Australia. When attempting to exit or enter, I am directed to a border force officer for manual processing.

As a regular business traveller, this need for manual processing is inconvenient and I'd like to get it fixed. The passport is in good condition - it is not damaged.

I have successfully used smart gates in Canada, Germany and New Zealand during a trip when my passport was not accepted at an Australian Smartgate.

I have asked border force officers at Brisbane airport departures and arrivals for help with this on numerous occasions but they have been unable to explain the cause.

Your passport number: S.47F(1)
 Flight Number: S.47F(1)
 Date of arrival/departure: 17/03/2024
 Name of Australian air or sea port: Qantas

Upon arrival at SYD international airport on S.47F(1) from Dallas, I encountered an incident with the smart gate automatic partition. The automatic door closed abruptly, trapping my right hand and causing bruising between my thumb and index finger. I immediately reported the incident to a customs officer, who provided an iced bottle of water for initial treatment. Airport medical assistance was promptly arranged, and a medic assessed my hand approximately 15 minutes later.

While the medic indicated that my thumb did not appear to be broken, a definitive assessment would require a scan. I continued to apply ice to my bruised hand with an ice bag provided. Additionally, I was informed that the smart gate device was newly introduced on March 13th.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

The length of time it takes to get through Passport Control at Brisbane Airport is egregious. People last off the plane waited for 45-60 minutes to use the self serve kiosks which resulted in much confusion and frustration with everyone at the back of line who couldn't see what the hold up was at the front. There were 3 self serve kiosks (1 of which was out of order) which isn't enough. Seems at least 5 or more would be appropriate. The signage is not clear that you have the choice to use the self serve kiosk or go through duty free and use the typical passport control which lead to much confusion and hesitation as to whether passengers should stay in the self serve line or proceed to the typical passport control. After you get your smartgate ticket there is no line to get through the smart gates - ie the bottle neck is the self serve kiosks. International travellers were discussing in the line how Brisbane Airport was the worst they had experienced across the world which is just embarrassing.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 12/06/2024

Name of Australian air or sea port: Brisbane

I have dual NZ and Australian citizenship but always use my Australian passport when entering/leaving Australia (as recommended by the Australian government.) When using the smart gate leaving Brisbane on 12 June 2024, the machine would not accept my passport and the 2nd time I scanned it, an officer asked if I had dual citizenship and when I said Yes, he said to use the other passport. As it happened, I DID have that passport with me, so I used it, but all this did was to hold up the Queue to go through the gate, as I had to dig it out of my bag. My Australian passport has worked at other smart gates in other countries on this trip, so it doesn't appear that there is anything wrong with the passport itself. What was the problem in Brisbane, and what am I supposed to do now, when re-entering Australia - use my Australian one or my NZ one?

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 05/07/2024

Name of Australian air or sea port: Perth International Airport

Leaving Australia on s.47F(1) 30th June taking our two Grand children aged 7 and 9 years they were allowed to use the smart gate to process their passports on their own with our assistance (great education, well done to Australia Customs). Coming back into Australia on Friday 5th July along with 4 other international flights we proceeded to a very busy Smart gate and were almost about to proceed through with our passports when a yellow coat man asked us how are the children were. Once we told him their ages, he asked us to follow him and join a very long que with other families with children under 10. He said there was a sign for this. One that honestly could not be seen as so small and well away from the Smartgate, which as frequent travellers we are so used to. We had to stand in this very long que with only 3 customs officers working to get us all through, whilst we watch the "non Australian" visitors going through at a very fast pace as about 7 Custom officer processing their passports. To add to this the smart gate was now empty as everyone who did not have children under 10 had passed through. I went and approached a 'yellow coat' to ask why we could not take our children through the smart gate coming back into Australia, but could use the smartgate when leaving. I mentioned I was only seeking an answer (at NO time was I rude), however, this yellow coat was extremely blunt, told me it was not his problem and take it up with customs, he then turned his back on me and walked away. (there were two yellow coats working on this day around this area). I went back to the que, where by now parents and like myself grandparents were trying to keep children settled as they were tired, upset and one child

desperately need to go to the toilet, but the family (like all of us) had been waiting so long and did not want to lose our place in the very slow-moving queue. When we finally were processed, the customs officer was extremely apologetic and asked me to speak with another customs gentleman, who again very friendly and gave me this card, but was not able to provide any solution as to why Australian Children under 10 cannot process their own passports. I mentioned this was meant to be a First world country and we felt victimised as visitors to the country had better treatment. He was lovely and empathetic to my concerns. When I eventually caught up to my husband and grandchildren, I was faced with an even longer queue as at the back of the queue of 5 international flights going through boarder control were all the families with children under 10. As we had to wait so long to have our passports processed, my husband told me that all these family's luggage was the only ones left going around and around the carousal. I am all for improving processes and an extremely proud Australian, however, this experience was far from any improvement. If there are families with babies in arms, understand that an express lane (s) would be fantastic, but not children who are capable of learning about travel and immigration. My big question is Why has this been done and Why can they put their passports through themselves leaving Australia, but NOT coming back. Sadly put a damper on what was great excitement to come back home to our beloved Australia after a family holiday with our two granddaughters.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 01/12/2023

Name of Australian air or sea port: Melbourne airport

I spent over an hour queuing to make my way through the so called smart gates at immigration after along overnight flight. My complaint is not about the number of people, which can't be helped, but the hopelessly disorganised queuing system with, as far as I could see, no help from staff whatsoever.

I queued for ages before I was even aware that people were lining up for the first bank of smart gates. Then I saw a sign to say there were more gates the other side of the duty free shop, so having some shopping to do, I elected to use those. I then joined a queue, the end of which was into the shop. After a while I spotted the passport scanning machine, so left the queue and got my ticket, but then I was obliged to re-join the line at the back. But it was only after another 20 or 30 minutes I realised my queue was one of 4 leading to a single gate. I assume that wasn't the case for other gates because the other lines did appear to be moving quicker, but of course by then I had lost any opportunity of changing.

Why were the staff not organising things to be more efficient? I saw one staff member early on seeking out foreign nationals and families to help them through the throngs, but the rest of us were left to our own devices. I also saw maybe 3 staff manning empty wheelchairs (and talking amongst themselves) and one very self-important looking person standing sternly and mutely watching the gates, but none of them offered any help or advice with the queuing and the (ridiculous) two step system.

(I have arrived at Melbourne a number of times previously when booths were manned, I should add, and

never have waited anywhere near as long to be processed. Shouldn't an automated system be MORE efficient?)

I understand that apparently renovations are partly to blame, as was the unfortunate timing of several flights arriving together, but the system as it currently stands is in my opinion hopeless. I have just spent 6 weeks in Japan where their crowd control and efficiency is far superior to yours (ours). And people in authority in Japan are not up themselves; they are polite and go out of their way to be helpful. Maybe your department could learn something from them.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 09/12/2023

Name of Australian air or sea port: Melbourne

I have an e passport and on arrival was directed to one of three only working smartgate kiosks. The queue was large and disorganised and was directly in front of the cashier exits from the duty free store causing confusion and frustration for all concerned. Passengers were entering this queue from several directions at once and no initiative was taken by border force staff to organise what developed into a mob of passengers trying to access the kiosks. To make matters worse the kiosks were not functioning correctly and many found after several attempts the kiosks rejected their attempts to register before proceeding to the smart gates. A massive bottleneck developed. These rejected passengers were then directed to an assistance desk which really was just another large queue to manual check I counters. The result for me was about 90 minutes of needless delay. Prior to 3 years ago I was a frequent international traveller through Melbourne airport. I saw steady improvement in the screening processes using kiosks and smart gates which worked well. My experiences this morning were several orders of magnitude worse than anything I've seen historically. Why was this new system inflicted on the travelling public before it had been properly evaluated? Why were border force personnel present so lacking in initiative as to let a queue develop into a mob and also why did they not position themselves at the problem kiosks to do what they could to address the source of the bottleneck?

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 26/01/2024

Name of Australian air or sea port: Melbourne

Arrived Melbourne to utter chaos. Multiple flights arrived at once, smart gate lines were not able to be joined as the area in which they are was too crowded and it would have been dangerous to try, it was packed like ?sardines?. Crew and special assistance line was being serviced by one operator whilst I counted ten ABF Officers standing behind the counters and eleven booths unmanned. I was in the queue for thirty minutes. This is totally unacceptable and is occurring at all of our major airports in Australia. I speak with multiple airline crews from different countries and Australia is the laughing stock, it?s a complete shambles. What is being done to overcome these unnecessary delays imposed on airline crews and the travelling public? As a government organisation, ABF is failing at providing a public service to Australian tax payers. Why are there constantly ten or so officers standing behind counters, obviously interrogating passengers and crew when there are unmanned booths available? Why are we constantly having to queue for incredibly long periods which quite often results in people missing flights? Are there any plans in place to make arrival procedures less stressful for airline crew? Most other countries have a seem less process in place for airline crew, not Australia, why? I look forward to hearing back from you.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 16/04/2024

Name of Australian air or sea port: Melbourne Australia

Hi dear

My name is S.47F(1) last trip I come from overseas the smart gate not read my passport and didn?t open I just want to know why? And what?s the issue, I spoke to the immigration office they said everything from our side is ok she said I can ask you guys if can help it.

Thank you

Kind regards

S.47F(1) .

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: No

Departmental reference number: S.47F(1)

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 29/09/2024

Name of Australian air or sea port: Melbourne

I arrived at Melbourne at 6 am on a full flight from Italy via Dubai. On arrival a level of chaos was obvious at the smart gates. This appeared to be caused by passenger confusion due to poor instruction, disorganised queuing system, lack of staff to assist passenger questions & smart gates not functioning i.e not working, no paper for tickets, poor imaging quality, tickets tear off point cutting off ID. Unfortunately some of the passengers became frustrated due to the long flight & many due to pressure to connect with other transport or did not have English as first language and were rude & abusive to staff who seemed overwhelmed & unable to provide basic advice. Once through the smart gates many passengers were then further impeded at the exit check gates & streamed to assistance kiosks causing further queuing & frustration. I was disappointed with my the smart gate experience and felt this all detracted from visitors first impressions of Melbourne compared to other international airport experiences.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Officer behaviour

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 20/10/2024

Name of Australian air or sea port: Melbourne Airport

Name of officer: S. 22(1)(a)(i)

Physical description of officer: S. 22(1)(a)(ii)

After trying to use the smart gate, which didn't issue me a ticket, I reached out to the officer S. 22(1)(a)(i) to ask for advice what to do.

He asked me what passport I held and I replied Australian.

Then he said 'you can't use it here, you must go back to where you come from'.

Subject of your feedback: Travellers
Type of feedback: Complaint
Do you wish your feedback to be anonymous?: No
Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 30/11/2023

Name of Australian air or sea port: Sydney airport

The smart gate system has failed with lack of signage to the smart gate login machines and lack of guidance. This is causing major choke points inhibiting access to emergency exits and creating a safety issue. I spoke to the officer in charge regarding this and he was dismissive of my comments. I suggest the traffic flow and location and number of smart gates is reviewed.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 21/01/2024

Name of Australian air or sea port: kingsford smith international airport

Since I have renewed my passport (in March 2019) I am unable to pass through the smart gate while traveling out or entering in Australia. Officers at immigration counter could never figure out the problem at the airport and always suggested to contact the Department of Home affairs.

I have already contacted the Passport office and was advised that there are no issues with my personal information or with the passport itself.

My wife is a person with disability and this issue cause us a lot of inconvenience while traveling.

kindly rectify the issue so i could travel as any other Australia citizen.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Damaged/missing goods

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 03/03/2024

Name of Australian air or sea port: Sydney Airport

Amount claimed (AUD): 276.56

I would like to complain about my passport being torn and damaged from the smart gate kiosk. After a 10 hour flight, this was a big inconvenience that then cost me the following day going back and forth with the consulate in order to get an emergency passport. The emergency passport cost Uber drives back and forth in addition to the passport charge of 165USD and 21.95AUD for pictures.

Your system is not allowing me to upload the images of the passport or receipts. Please let me know how I may provide.

Thank you.,

S.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 12/06/2024

Name of Australian air or sea port: Sydney

Respected Sir/Madam,

Released by Department of Home Affairs
under the Freedom of Information Act 1982

I am unable to use my eligible passport at the smart gates while entering Australia.

I can use the smart gates perfectly fine while entering or leaving Singapore.

The immigration officer advised that my entire name appears under Last Name during scanning.

On my Australian PR Visa Grant letter, the case for the names appears to be correct i.e. Given Names is sentence case s.47F(1) and Last name is capitalised s.47F(1). However, the case on my VEVO check document is all capital letters i.e. Given Names is capitalised s.47F(1) and Lastname is capitalised s.47F(1).

Request you to please resolve this so I can use my eligible passport at smart gates in Australian airports. If not, please advise if there is anything I need to do to get this resolved.

Kind Regards,

s.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Are you providing feedback on behalf of someone else?: No

Your passport number: s.47F(1)

Flight Number: s.47F(1)

Date of arrival/departure: 01/08/2024

Name of Australian air or sea port: Sydney Airport

2/08/2024

I arrived in Sydney on 1/8/24 on LA801 from Santiago at around 0930. I had been in Peru (at high altitude, where there are no mosquitoes) for 2 weeks.

The new passport process is a shambles.

Knowing full well that, as I had been in Peru, my attempt at scanning my Australian passport would be unsuccessful, I was made to queue at Stage 1 before then having to join a ridiculously long queue as I was unable to use the Smartgates because I couldn't scan my passport!

I asked the ABF lady when I finally got to the passport control point what the problem was and received a gobbledegook answer about Yellow Fever which is surely a Customs and Quarantine issue, not a passport/immigration issue. The ABF passport lady was clearly totally ignorant of Yellow Fever vaccine booster (non) requirements.

There was a lone 40-something lady attempting to direct traffic at 'Stage 1'. I feared for her safety as there was a very large influx of passengers, many of whom were obviously from non-English speaking background.

Why can there not be the capacity for passengers who arrive from countries that will automatically not

allow scanning if passport at Stage 1 not be able to join the Stage 2 queue without queueing at Stage 1?

Or more sensibly, why is the South America issue not automatically a Quarantine issue rather than an ABF issue? The issue of coming from South America should NOT preclude being able to use the Smart gates. The Customs and Quarantine man who (as expected) checked my boots, poles etc said he had no idea.

I asked the ABF man directing traffic at stage 2 the same question (as I looked longingly at the non-existent queues at the Stage 2 smart gate passport stations) and got no sensible answer.

PLEASE respond to this. I want to know why it is such a shambles with each agency blaming the other, or blaming the Airport. It took me An hour to get through the process before I was able to collect my bags.

It is a 3rd world experience, and after 30 hours of travel was the last thing I needed.

My number is S.47F(1)

It made me embarrassed to be Australian.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 10/09/2024

Name of Australian air or sea port: Sydney international airport

The smart gate double ticket process at Sydney airport needs additional signage and more people directing & assisting. It's a very poor first impression into the country. I'm a resident and travel internationally frequently.. Having completed similar process at Heathrow & Singapore this trip, this was a frustrating return home.

Having 2 ticket machines directly in front of the smart gates is confusing as people with tickets queue again as not aware of the processs and create a backlog. No-one say that point is directing people to the smart gates. Also no assistance/instructions at the ticket machines results in people unclear of next steps if failures and increased frustration.

While longer term improvements are being made, short term would be:

- moving the last 2 ticket machines to the side instead of directly in front of smart gates
- clearer & additional directions

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Smartgate

Hi there,

I am writing to complain about the smart gate set up for travellers (especially Australians coming home) at the Sydney airport.

This system was not set up for high traffic and does not work as there are officers telling people what to do and when you need human intervention for a system designed to make things more efficient and automated it defeats the purpose of the system in the first place.

There are not enough machines to get a ticket and when a ticket is issued we still need to go through the gate and this two step system is failing with many disgruntled travellers complaining that we need to wait in the line just to get a ticket and then wait again to go through the gate.

It is faster for people with foreign passports to go through the standard counter or for Australians to go to the counter rather than using this inefficient two step process.

This is a bit of an embarrassment and quite frankly very frustrating for travellers.

Sincerely hope this can be changed or improved.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

I came back to Sydney on the morning of 2 October after travelling overseas through 3 countries in Europe and multiple airports. The line up for a smart gate in Sydney to enter was the worst delay I've personally seen in 30 years of re-entry to Australia and materially longer and less organised than the other countries entry I encountered on my recent travels. The line up extended back though duty free. When I queried someone they said they knew it was terrible but ? just worked here? so could do nothing.

I heard many overseas passengers in the line (reasonably) questioning such a lengthy delay. I see comments on LinkedIn from business travellers on what a shambles it is. It reflects badly on Australia and must affect further visits by tourists. As a returning resident I'm not keen to go through it again.

I'm sure there has been many complaints but I also heard many others say they would like to complain but ? what is the point ?.

My constructive feedback , selfishly as a citizen, is apart from fixing the problem, is why can't we have entry lines for residents that have there own smart gates to avoid the lengthy line up with every incoming passenger . Most other countries in the world have streamlined entry for their own citizens but not it

seems Australia. Indeed when going through London Heathrow in quick time, Australian passport holders could go through with UK holders.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 03/11/2024

Name of Australian air or sea port: Sydney

The stage one passport screening process is severely impacting inbound flow at Sydney airport. It has taken over an hour in a queue, to use a machine to then use the smart gate.

Staff were really struggling with the amount of pax with the so limited number of machines available.

A shocking comparison to the streamlined flow at Singapore

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 04/11/2024

Name of Australian air or sea port: Sydney

I had the great misfortune of arriving at Sydney airport this morning, and never in my history have I seen such long and poorly managed queues for the smart gates.

It is an embarrassment for visitors that this is their first experience of Australia.

I don't know what you've done, but maybe should should undo it??. Because it's clearly not up to the task.

GFU Note: Referred to Adelaide Airport for response, CC to Smartgate

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 07/01/2024

Name of Australian air or sea port: Adelaide

Of the 8 smart gates available only 4 were working (2 were eventually rebooted). Multiple flights landed at the same time. The arrivals set up is not fit for purpose for multiple arrivals at the same time when many countries are required to use the smart gates, regardless of whether all smart gates are working or not. The queue for foreign visa holding passport holders moved faster. Given the queue and the multiple non working ticket machines staff should have perhaps shown some initiative and set up a manual processing queue.

This is hands down the worst experience I have had at any airport (in Australia or overseas) since the borders reopened. This surpasses the experience in Sydney in June 2022.

I write this complaint now from another queue for customs check (because the airport set up is not fit to handle multiple flights) and I have nothing to declare.

I suggest more smart gate ticket machines be installed in Adelaide (including before duty free) to avoid this situation. Also staff should show initiative at busy times when there are hardware failures to ensure the efficient processing of passengers.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 21/12/2023

Name of Australian air or sea port: Sydney

On all my visits from Sydney airport in the last 3 years, the smart gates would direct me to the officer for a "check". I wouldn't have a problem if it's a one-off occurrence, however, this has happened every time and is frankly embarrassing. On questioning the officer I am told that this is because my name matches a so called "person of interest". I would like my name and passport number to stop being flagged and me treated as a criminal every time I travel. With today's technology, it shouldn't be hard to have my passport

number and facial features cleared from any racially constructed list when I have been a model citizen and like you, serve this country. I will be filling an FOI if this is not resolved and me receiving a confirmation in the next 2 weeks.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 19/01/2024

Name of Australian air or sea port: Emirates

Hi,

Since renewing my passport any time I try to use the smart gates it says I must be manually processed.

As you can appreciate this is extremely frustrating when the airport is busy, my previous passport always worked.

I would greatly appreciate if you can resolve this and shed some light as to why I keep experiencing these issues.

Thanks,

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 08/12/2023

Name of Australian air or sea port: Melbourne

Previous GFU reference number: n/a

I have been unsuccessful at both entering and departing both Syd and Mel using the smart gates for the last 12-18 months. This coincided with my change of **s.47F(1)** to USC and US passport holder. As I am required to enter and leave each country using that country's passport, I present both Aust and US passports at check in on departure from the US and also from Australia. Unfortunately the airline booking requirement (usually QF) only enables one passport to be listed, so that is confusing. I then use my Australian passport at the Smart gates on entering and departing Australia. The past 4 trips have seen me unable to be processed at the smart gate and needing to be manually processed at the booth. I thought initially that it was an issue with the chip in my Aust passport. Despite this checking as fully functional when I attended the Melbourne Passport office, I replaced my passport during my last visit, in December 2023. However the problem remains and I was unsuccessful at the smart gate when I inserted my Aust passport for departure on Dec 8 2023. My current Australian passport number is **s.47F(1)** and my previous Australian passport number was **s.47F(1)**. My current **s.47F(1)** t number is **s.47F(1)** My **s.47F(1)**

I would greatly appreciate being able to use the smartgates again ! Please advise me on what I need to do to ensure that I am successful when I travel next in March 2024 Thank you

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: **s.47F(1)**

Flight Number: **s.47F(1)**

Date of arrival/departure: 10/03/2024

Name of Australian air or sea port: Melbourne

I am a frequent traveller on the new smart gate process is just so slow and creating so much congestion. Crazy slow compared to old system in 2023. Bad advertisement for our country and slows every one. Cmon please try a bit better than this. Within a year with travel growth this airport will be just a blockade.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Questioning

Are you providing feedback on behalf of someone else?: No

Traveller's given name(s): S.47F(1)

Traveller's family name: S.47F(1)

Traveller's passport number: S.47F(1)

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 25/02/2024

Name of Australian air or sea port: Sydney Airport

Previous GFU reference number: No

I have a S.47F(1) Visa and I wasn't able to use the Smart Gate upon my recent return to Australia. I was questioned and cleared by a Border Force Officer. Similarly, I was stopped on my exit from Sydney on Flight S.47F(1) on 17/2/24 and then cleared after my passport was checked. These delays had never occurred in the past and I was wondering if it's because I recently changed my passport, remarried in 2020 or if there's another issue that I need to address. When I asked the Border Force Officer, she said that there might be a past debt from 2009 that triggered the check and I should contact Border Protection. I would like to resolve any issue before I travel again in May 2024.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Smartgate

Hi,

Recently always denied on the smart gate!

My passport has been flagged for manual processing during all of my past three international trips to/from Melbourne airport both on departure and arrival, last trip was to New Zealand!

And been always processed manually without question!

I've requested explanation from ABF supervisors in past three trips without getting clear answer!

I believe the ABF aren't being entirely honest with me.

Just to mention that I have clean record.

I would like to get an explanation on this matter

Name: S.47F(1)

Passport No.: S.47F(1)

DOB: S.47F(1)

Add: S.47F(1)

S.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 28/04/2024

Name of Australian air or sea port: Brisbane

Since I replaced my passport during 2022 I have been unable to use smartgates in and out of Australia. I am always sent to the assistance counter. I replaced my passport hoping this would help and it hasn't as I have been sent to the assistance desk on departure and re-entry. I utilised the South Korean gates without issue.

My last passport I was informed there was no issue with my chip in my passport when I went to the passport office in Brisbane and it 'must be the scanners at the airport'. This time (today) at border force I was given the response when I said who can I speak to about why I can't use the smart gates, the response was 'not us'.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number:

Flight Number: S.47F(1)

Date of arrival/departure: 03/07/2024

Name of Australian air or sea port: Sydney International (arriving)

I am unable to use the smart gates. Every time I scan my passport, I am asked to see an officer who then quickly checks something and I pass through. This happens at both departures and arrivals. This started to happen before my current passport commenced in 2019. I originally thought it was a technical problem with the old passport, but when I got the new passport the issue continued. I'm just concerned that there is some sort of flag against me that is incorrect - it feels like I am being singled out for something? Is there another "bad" S.47F(1) out there - is this just something I am going to have to live with? Other than speculation, I have absolutely no idea what it might be.

On my last entry into Australia, I asked the officer if he could reveal anything. He didn't say anything and suggested I contact home affairs - so here we are.

Thanks in advance

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Departmental reference number: N/A

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 21/05/2024

Name of Australian air or sea port: Sydney Kingsford Smith Airport

Previous GFU reference number: No

Dear Sir/Madam,

I am writing to seek assistance regarding an issue with my Australian passport, which I hold as an Australian citizen. Unfortunately, my passport does not scan correctly at Smart Gate upon departure and arrival, resulting in the need for manual processing at the counter. This situation typically leads to wait times of 5 to 10 minutes when departing and 15 to 25 minutes upon arrival, which has been a source of considerable inconvenience and embarrassment in front of my family and friends.

I have contacted the passport office, where they confirmed that my passport is in order and free of any issues. Similarly, I reached out to Home Affairs, who also verified that my passport is functioning correctly and advised me to submit feedback to address this problem. According to the officer, the resolution needs to come from your end, as there is no fault with the passport itself.

Given these circumstances, I kindly request your assistance in resolving this matter. Your support in ensuring my passport can be scanned correctly at Smart Gate would be greatly appreciated.

Thank you for your attention to this issue.

Sincerely,

S.47F(1)

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

After queueing for 30min, the arrival smart gate kiosk system do not able to proceed with my passport and I being asked to clear the passport manually. As I already queue for such a long time, I being diverted to even longer "All other passport" queue which took almost an hour.

Please look into this issue, as the smart gate system is not always able to register all the listed countries passport. At least provide a special line for those that had tried but fail to go thru arrival smart gate kiosk, instead of rejoin the other queue which wasted even more time because of the system.

Imagine those passenger that have another transit to catch. The arrangement is frustrating , give very bad impression and not welcoming especially to tourist.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 12/09/2024

Name of Australian air or sea port: Melbourne Airport

Inefficient process re: smart gates. Increase number of consoles or make process streamlined.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 22/09/2024

Name of Australian air or sea port: Sydney

It is more a question/complaint about the passport/smart gate rather than feedback. I have recently got a new passport. I do not have any issues using the smart gate leaving the country. But when I come back, the smart gate (step one of coming back to the country) will not recognise me at all. I have used the passport twice both from returning from New Zealand. Both times it does not work or recognise me. This only happened after I have renewed my passport. I never have any issues with my previous passport. I want to know if a mistake has been made while renewing my passport? Is there anyway to rectify it? The passports are expensive and I feel it is unfair that I had to pay for the inconvenience of not being able to use it as it intended. Or if I have contacted the incorrect department, can you please kindly advise which department I need to contact? Thank you for your assistance.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

Can i PLEASE suggest upon entering Australia you have more initial computer terminals at Melbourne Airport as there are long queues. Not too bad in the actual smart gate. Even better why not have an online application process like most other countries in the world have. Then one could just scan a QR code at the smart gate like in many other countries. Australia is sooooo far behind still requiring this ridiculous paper entry system. I just can't understand why the system is so outdated and inefficient

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 10/10/2024

Name of Australian air or sea port: Melbourne airport

I can't access smart Gate every time I get different reason why I can't, I called Australian passport :there's nothing wrong with my passport and it's been happening since they introduced the smart Gate, my passport never ever work and when I go through custom they go through 6 to 7 pages before they let me go

What is the problem?

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Smartgate

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 19/10/2024

Name of Australian air or sea port: Sydney Interational

There is a serious lack of ticket issuing machines for the use of the smart gates. This Smartgate works well but is seriously hampered by the piss poor availability of ticket machines. There needs to be at least another twenty ticket kiosks.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Family member/friend/advocate

What is the nature of your feedback?: Search/examination

Are you providing feedback on behalf of someone else?: No

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 19/09/2024

Name of Australian air or sea port: Melbourne

This is S.47F(1) I am currently meet a issue is my passport can not to be read by smart gate and even the assistant desk of custom from airport. In the past two years, I was travling over aournd 5 times, but don't know why everytime I enter of exit Austrlia, my passport always has issue can not read by smart gate and even the assisitant desk of custom, the staff of custom always need take my passport away to chek and make some call to check information. I have asked the staff who check my passport, they were also do not know what is reason and suggest me to sending feed back and complain to border control. I have already check the chip of my passport, it do working when i enter other countries. so, just wondering if you can help me to find the reason from border control to see what issue happened on passport pls thanks for your help !

Duplicate feedback; the initial feedback case reference in which a response was issued to the client is 24-07074

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Traveller

What is the nature of your feedback?: Damaged/missing goods

Are you providing feedback on behalf of someone else?: No

The initial feedback case reference in which a response was issued to the client is 24-07074.

Your passport number: S.47F(1)

Flight Number: S.47F(1)

Date of arrival/departure: 03/03/2024

Name of Australian air or sea port: Sydney

Amount claimed (AUD): 277.7

Previous GFU reference number: Feedback I MM I-24-07074-1

I am requesting compensation for expense of emergency passport at the US Consulate equivalent of passport charges (\$165USD) and photo(\$21.95AUD). Please know that I had to dedicate an entire day of our travel to replacing my passport due to the damage it incurred at the smart gate kiosk arriving at customs.

Please reference Feedback I MM I-24-07074-1. Complaint has already been filed.

Subject of your feedback: Travellers

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Smartgate

I travel to Melbourne on weekly basis using my Hong Kong passport. However, the smart gate kiosk works only half chance to my passport. I ask other traveller using HONG KONG passport, and they have the same situation. And we need to use the manual counter which takes lot of time.

Could you take a look why the smart gate kiosk could not scan the Hong Kong passport?

Subject of your feedback: Travellers

Type of feedback: Suggestion

Do you wish your feedback to be anonymous?: Yes

Client type: Traveller

What is the nature of your feedback?: Queue delay / queue system

A plane full of people have arrived from a country that does not allow smart gate tickets to be utilised. The staff that are on shift have not adapted to this change and are still manning the smart gates when there are no people utilising these causing long/slow queues and checks of passports from the 2 staff members who are working the AU/NZ desks.

There also seem to be a lot of people standing behind the first set of desks pacing up and down which could be utilised to hop on a computer and thin out the queue. 5)343 is currently 2 people on a computer for each line but 4 people standing behind the counters.

Notes:

1. Source: Department of Home Affairs (internal documents)

Caveats:

- *This information is provided for the specific purpose of this request.*

From: s.47F(1)
To: [SmartGate Eligibility](#)
Subject: s.47F(1) new passport not readable @ Smart Gate
Date: Monday, 18 November 2024 4:33:48 PM

Hi Sir / Madam,

I have just renewed my passport last month. Since I started using the new passport, I have not able to get through the Smart Gate reader. I went to the Passport office today & the passport / chip in the passport was tested @ the office with no issues. I am an international flight attendant; this cause the great inconvenience may be delayed getting on board as I use my passport on the weekly basis. Please let me know if there is anything you can assist to resolve this ongoing issue.

Here are the dates I used my passport:

31st Oct 24, departure from Melbourne; 2nd Nov 24 arrival into Melbourne.
5th Nov 24 departure from Melbourne; 7th Nov 24 arrival into Melbourne.
10th Nov 24 departure from Melbourne; 12th Nov 24 arrival into Melbourne.
15th Nov 24 departure from Melbourne; 17th Nov 24 arrival into Melbourne.

My name : s.47F(1)
Australia passport no: s.47F(1)

Please see the letter attached from Australian passport office to confirm the matter.

Thank you very much for your assistance & looking forward to hearing from you.

Best regards,

s.47F(1)

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Australian Government
Department of Foreign Affairs and Trade

18 November 2024

Dear Australian traveller

At your request, we have tested the chip in your Australian passport number **s.47F(1)** and we are glad to confirm that it is working properly.

This does not guarantee that you will always pass smoothly through SmartGate in Australia or similar automated border control machines overseas.

These machines employ a two-step process. First, they read and authenticate the chip in your passport. Then they take a photo of you and compare it with the photo stored in your passport. If the photos match, and there are no issues with border system checks, then you're good to go.

Anywhere in the world, a small number of travellers can encounter problems for a range of reasons. Machines can build up dust, scratches and surface marks that prevent them from correctly reading a passport. Lighting irregularities in the airport can make it difficult for the machine's camera to distinguish a traveller's face from the background. Some travellers may be selected for manual processing, based on principles that border authorities determine.

Although these issues only affect a few people, they are frustrating when they happen. Border officials around the world and the manufacturers of border control systems are constantly seeking to improve their technology and calibrate machines to achieve better performance.

The Australian Border Force (ABF) manages Australia's SmartGates. To report any SmartGate issue you are experiencing, you can email ABF's SmartGate Eligibility team at SGeligibility@abf.gov.au.

In your email, please include your full name, your passport number, the airport(s) where you had problems (e.g. Sydney Departures), and the date(s) when this happened. Please also include that the Australian Passport Office has confirmed that your passport chip is working properly.

Yours sincerely

Australian Passport Office

From: s.47F(1)
To: SmartGate Eligibility
Subject: Re: Your Email Has Been Received [SEC=UNOFFICIAL]
Date: Saturday, 9 November 2024 1:07:40 PM

Im very disappointed to write you that Today at Melbourne Airport I had same issue with my Australian passport. SmartGate didn't open again and since 3rd of Jan 2024 I have not revived any reply for this company who is managing smart gates.

I am sure that service provided by this company is not met with Australian standards at all. Please find out the person who suppose to revert back my last email and held accountable for not looking into to issue despite in writing. I felt like this has to be improved and so that people coming to australia for business and tourist purpose get smooth travel. Hassle at the airport depicts the country development. So improve the service at the airport and do action on the complaints.

Regards
s.47F(1)

On Wed, 3 Jan 2024 at 8:44 PM, SmartGate Eligibility <sgeligibility@abf.gov.au> wrote:

The Australian Border Force has received your enquiry. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

This matter has been received and will be investigated accordingly. We aim to provide a response within 15 working days of this email.

Yours sincerely,

SmartGate Eligibility Team

Strategic Border Command

Australian Border Force

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