



OFFICIAL: Sensitive

Biometric information in the Client Search Portal (CSP)

Standard Operating Procedure

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1. Purpose

The Identity and Biometrics Program is an enabling function of the Department of Home Affairs (the department) including the Australian Border Force (ABF). The purpose of the Program is to contribute to a prosperous, secure and united Australia by working across governments and the private sector to promote trusted and secure identities. The department and the ABF are Australia's commencement of identity authority for persons born overseas and are responsible for verifying the identities of all persons entering and departing Australia. In this capacity, the department and the ABF are responsible for maintaining an authoritative source of identity information through the collection of biographic and biometric information for all non-citizens. The department is the national lead for whole-of-government policy and data sharing capabilities that help strengthen Australia's national system of identity.

The department currently collects biometrics and facial images for a range of processes onshore and offshore, including:

- The Offshore Visa Program
- Visa and health purposes
- At the airport for border interactions
- In a detention facility
- Citizenship application processes
- Onshore Protection caseloads
- ImmiCard purposes

The department's biometric system, Enterprise Biometrics Identification System (EBIS), enables the collection, matching, storing, analysis, and sharing of biometric data. The biometric data is linked and managed with co-captured biographic and contextual information to provide the anchor for establishing and verifying identities.

This Standard Operating Procedure (SOP) assists departmental staff to locate and incorporate biometric match results into their decision making through the use of the Client Search Portal (CSP).

CSP is the central repository for information about a client's biometric enrolment results. You can view information relating to:

- Biometric collection dates and locations.
- Matches with previous departmental biometric acquisitions, Law Enforcement Agency (LEA) and Migration 5 (M5) – formerly Five Country Conference (FCC) data.
- Links to reports that may have been uploaded or prepared by the Biometric Match Support Unit (BMSU) – formally Commencement of Identity and Verification Centre (CIVC), and Biometric Resolution Centre (BRC).
- Additional information that has been added by BMSU, for example, notes finalising biometric mismatches or biographic inconsistencies.

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2. Scope

2.1. In scope

CSP is the department's preferred client search system, providing officers with a consistent, comprehensive and up-to-date summary view of a client's core identity details, business interactions and dealings with the department. This SOP will cover where biometric data supplied by a client can be found in CSP. The information contained within this SOP will affect departmental staff onshore and offshore. These officers deal with cases where biometrics have been collected for verification purposes and for checking against internal, Law enforcement and M5 data holdings.

2.2. Out of scope

This SOP does not provide instructions for:

- Biometric collections processes or policies; or,
- System functionality in the Integrated Client Services Environment (ICSE) or Immigration Records Information System (IRIS).

3. Standard Operating Procedure

3.1. Biometrics Enrolments

Biometric and facial image collection occurs at various points and for various purposes in a person's interaction with the department. Biometrics are collected via Service Delivery Partners, in our offices/airports/detention centres and through mobile biometric kits. Facial images are also collected via ImmiAccount or are supplied through other online or paper channels directly by our clients. s. 47E(d)

The enrolling and templating of these facial images into our biometric system turns them into a biometric and allows them to be used to match against other biometrics stored in the biometric system.

Prior to the introduction of EBIS on 30 August 2019, s. 47E(d)

The results of all biometric matching were sent from BAMS to CSP with match results visible in CSP.

Since EBIS replaced BAMS, all biometric enrolments are matched on enrolment against the rest of the biometric database. All EBIS biometric match results are also sent to CSP s. 47E(d)

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3.1.1. s. 47E(d)

s. 47E(d)

3.2. Biometric Interactions

When a client has their biometric data enrolled it is referred to as a Biometric Interaction. The biometric enrolment will have a unique identifier termed a Person Enrolment Identifier (PEI) allocated once enrolled into EBIS. This was termed a BAMS ID in the now obsolete BAMS. The PEI/BAMS ID are visible in the Biometric Interactions tab in CSP, and in the Client Systems Identifier field on the summary page of CSP. CSP still references the PEI in the old terminology as either a BAMS ID or a Biometric Enrolment ID.

3.2.1. System Identifiers Linking Biometric Enrolments to Business Dealings

A Visa Lodgement Number (VLN) for offshore enrolments, or an ICSE client identifier (CID) for onshore enrolments is linked to the biometric interaction.

The VLN is a unique code for offshore enrolments that is used to link biometric interaction data through departmental systems, including EBIS, Client Data Hub (CDH)/CSP, ICSE and IRIS. Some Service Delivery Partners (SDPs) refer to it as a Tracking Number and in IRIS it is referred to as a Tracking Number with Bio. It is the processing area's responsibility to ensure the VLN is accurately added to client records in the visa processing system they are using (IRIS or ICSE) so that the biometric is correctly linked to the client record.

Onshore biometric enrolments for program lines such as Citizenship, Onshore Protection and Detention are via the Common Enrolment Platform (CEP), which is being replaced over time by the Biometric Enrolment Capability (BEC), or through CSP Identity (also known as the ISR). Departmental officers will enter the client's unique ICSE client identifier during the biometric interaction. The subsequent biometric encounter is linked to the client record.

Once the business dealing has been linked to the biometric enrolment, systems are notified of the presence of biometrics and automated matching occurs.

3.2.2. Automated Biometric Matching

EBIS sends the results of its biometric matching activities to the CDH, which in turn displays the results in the Biometric Interactions tab in CSP. The match results show whether an enrolment was a match to other biometric enrolments and if so, which biometric enrolments it was a match to. For biometric interactions that includes fingerprints, the biometric interaction tab may also show match results against Australian Law Enforcement databases as well as immigration databases belonging to our Migration 5 partners.

The Biometrics Interactions tab will show BMI results for caseloads that subscribe to the service. This includes visa subclasses and countries in the offshore biometrics program. S. 47E(d)

BMI information is not calculated or displayed for other biometric enrolments.

s. 47E(d), s. 33(a)(iii)

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S. 47E(d)

3.2.5. Biometric Match Indicator (BMI) Overview

BMI's were initially introduced on 21 August 2014 for the Offshore Biometrics Program and in November 2017 S. 47E(d)

BMI's are only generated in CSP for biometrics captured under these two programs. Their intent is to:

1. Identify incorrectly enrolled biometric encounters (biometrics enrolled on the wrong client record).
2. Highlight potentially derogatory information such as indicators of identity fraud S. 47E(d)

CSP contains comprehensive BMI information however summary BMI information is sent to visa and citizenship processing systems (ICSE and IRIS).

3.2.6. Biometric Interaction Match Result Availability

The type of biometric matching that has occurred has evolved over time differently for certain cohorts. Prior to 21 August 2014, automated matching occurred through BAMS S. 47E(d)

S. 47E(d)

S. 47E(d)

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s. 47E(d)

s. 47E(d)

s. 47E(d)

s. 47E(d)

3.3. Biometric Match Indicator Results

There are five possible BMI results:

- **Amber** – automatic biometric comparisons are underway or irregularities are being assessed by the Biometric Match Support Unit (BMSU).
- **Green** – For external matches: no irregularities were found during automatic biometric comparisons. For internal matches: the matching process has successfully completed.
- **Red** – For external matches: automatic biometric comparisons resulted in an adverse match. For internal matches: the image was of insufficient quality to allow BMSU to make a determination.
- **Error** – there has been a biometric interaction enrolment error.
- **Indeterminate** – this is due to a systems anomaly and may occur where M5 checks are complete but internal checks still pending.

Note: For biometrics collected prior to 21 August 2014 the BMI for eligible caseloads will always display as Amber. This was the date that the BMI system commenced. Please contact BMSU if further assistance is required: [s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

An **Error** BMI is rare. It only happens when biometrics have been collected in error, or a biometric interaction has been linked to the wrong visa application. It indicates that the biometric interaction has been logically deleted from EBIS to correct the issue. This is always done in communication with the processing area.

An **Indeterminate** BMI can be considered an Amber BMI. Indeterminate BMIs should self-resolve once internal checks have been completed and the BMI will change to Red or Green. If an Indeterminate BMI does not resolve itself, please escalate to BMSU via the [BIR workflow function](#).

3.4. Biometric Result Description (BRD)

BRDs give more insight into how the BMI was derived. There are many possible BRDs, but all include one or more of these comparison results:

- **Pending** – Automatic biometric comparisons are underway, but results have not yet been determined.

- **Immi Adverse** – The biometric interaction was compared with existing data held in departmental databases and either some irregularities were found or the biometrics were not of sufficient quality to complete the matching.
- **Immi No Match** – The biometric interaction was compared with existing data held in departmental databases but no matching data was found.
- **Immi Known Client** – The biometric interaction was compared with existing data held in departmental databases and while matching data was found, there were no irregularities.

s. 47E(d)

3.5. Viewing and interpreting BMIs and BRDs

BMIs are visible against client records in IRIS, ICSE and CSP. Each system uses the VLN to match the BMI with the appropriate applicant for offshore enrolments and the ICSE ID for onshore enrolments. BRDs can be viewed in CSP. BRD provides guidance on the searches that have been conducted and what further research is needed before a decision is made.

– see [3.17.3 CSP Biometric Interactions tab](#).

See:

s. 47E(d)

3.6. Amber BMIs – Pending Match Results

Pending results

Upon notification of a biometric collection, a first BMI is added to the client record in CSP and sent to the corresponding processing system (IRIS or ICSE). It will have a status of Amber, with a BRD of Pending, to indicate that biometrics have been collected and automatic checks are underway or a manual determination by BMSU is in progress.

Wait for data checks to be finalised before deciding the application or refer to [3.14 Deciding an application before data check results are available](#).

For urgent cases or where the Amber BMI has been pending for greater than 5 business days, the enrolment can be escalated to Biometric Resolution Section (BRS) via the [Biometric Issue Referral \(BIR\) function](#) in CSP. A BIR will be responded to by either the BMSU or M5 helpdesk.

s. 47E(d)

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BMI's will also remain Amber for biometric enrolments acquired prior to August 2014, s. 47E(d)

All other onshore enrolments will not have a BMI.

3.6.1. s. 47E(d)

Applicants in certain countries and of certain nationalities, provide biometric enrolments that include fingerprints s. 47E(d), s. 33(a)(iii)

The client record in IRIS, ICSE and CSP will display an Amber BMI once a biometric referral has been triggered. If a referral has been made to more than one M5 partner, the BMI will remain Amber until checks have been completed by all partners to which a referral was made. s. 47E(d)

However, any other M5 partner to which the biometric enrolment was referred will still have a Pending status in the M5 results section in CSP. s. 47E(d)

You should wait for data checks to be finalised before deciding an application, refer to s. 47E(d) for more information about timeframes.

s. 47E(d)

s. 47E(d)

3.7. Green BMIs

Since 23 March 2023 the status of BMI's for internal matches has changed for visa processing. There has been no change for s. 47E(d)

For Biometric enrolments before 23 March 2023, a Green BMI means that no irregularities were found through either internal or s. 47E(d)

For biometric enrolments after 23 March 2023, VPOs should note that for internal biometric matches, a Green BMI no longer indicates a non-adverse outcome. A Green BMI related to an internal match indicates that the biometric matching process has been successfully completed and any irregularities investigated and treated by the BMSU. s. 47E(d)

he BMI will turn Green to indicate biometric matching has been completed.

3.7.1. Internal Adverse Match results

There are seven data rules that are used to automatically determine a data irregularity. These irregularities are categorised as **IMMI Adverse** and indicate possible adverse information that may need further investigation.

You should consider any relevant adverse information in your assessment of an application. When you are considering information that was not provided by the applicant in their application, you should also consider 3.12 Natural justice before using that information in your decision.

- Biometric Mismatch
- Biographic Data Mismatch

- Biographic Data Inconsistency
- Biometric Data Inconsistency (citizenship enrolments only)
- Onshore History
- Potential Visa Shopper
- Unknown to CDH

Since 23 March 2023 **Immi Adverse** BRDs are accompanied by a **Green** BMI except in cases where the biometric was not of sufficient quality to complete matching. s. 47E(d)

BMSU notes: In all instances the results of any BMSU determination will be available from the **Identity Resolution History** tab and the client **Notes** tab in CSP.

3.7.1.1. Biometric Mismatch

s. 47E(d)

When this rule is triggered, a CSP BMI referral is automatically sent to BMSU to investigate the issue further. BMSU will contact the processing area directly for more information if required.

Additional text in CSP:

s. 47E(d)

The above IMMI matches have been auto-referred to BMSU. Case Officer to check Identity Resolution tab in CSP for updates.

3.7.1.2. Biographic Data Mismatch

s. 47E(d)

When this rule is triggered, a CSP BMI referral is automatically sent to BMSU to investigate the issue further. BMSU will contact the processing area directly for more information if required.

Additional text in CSP:

s. 47E(d)

The above IMMI matches have been auto-referred to BMSU. Case Officer to check Identity Resolution tab in CSP for updates.

3.7.1.3. Biographic Data Inconsistency

s. 47E(d)

s. 47E(d)

When this rule is triggered, a CSP BMI referral is automatically sent to BMSU to investigate the issue further. If no other adverse rules are triggered, the BMI status is Amber. BMSU will investigate and turn the BMI Green once actioned.

Additional text in CSP:

s. 47E(d)

The above IMMI matches have been auto-referred to BMSU. Case Officer to check Identity Resolution tab in CSP for updates.

3.7.1.4. Biometric Inconsistency (Citizenship Only)

s. 47E(d)

BMSU officers will merge client records when it is appropriate to do so. CPOs can also investigate and request a merge of client records in CSP using the 'Potential Duplicate by Biometric' alert hyperlink displayed on the 'Client Summary' tab.

3.7.1.5. Matching record unknown to CDH

s. 47E(d)

This rule exists to identify possible data integrity issues that need BMSU investigation.

When this rule is triggered, a message is automatically sent to BMSU to investigate the issue further. BMSU will contact the processing area directly for more information if required.

Additional text in CSP:

Unknown to CDH

The above IMMI matches have been auto-referred to the Biometric Resolution Centre. Case Officer to check Identity Resolution tab in CSP for updates.

3.7.2. Internal Non-Adverse Match Results

Immi Known Client results

If the biometric interaction matches existing details in a departmental database, the client becomes a Known Client. This means that the client has interacted with the department before and the information they have provided with this interaction is consistent with information provided in previous interactions.

Check the applicant's previous applications or interactions with the department. Consider any relevant information, such as their immigration history, in your assessment of their application.

Where you are considering information that was not provided by the applicant in their application, you should consider natural justice before using that information in your decision.

Immi No Match results

If the biometric interaction does not match any existing data in a departmental database, an Immi no match is triggered. This means that the biometric system could find no previous biometric interactions for the client.

No more research into the biometric results is needed. Proceed with assessment of the application.
Note: the lack of a match result does not mean that the client has not previously interacted with the department. s. 47E(d)

s. 47E(d)

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s. 47E(d)

3.8.1.1. Onshore History

When an offshore biometric interaction matches a biometric interaction that took place onshore.

s. 47E(d)

The A-based officer or supervisor should find the applicant in CSP, review the details on the [Biometric Interactions](#) tab and conduct more research into the client.

3.8.1.2. Potential Visa Shopper

s. 47E(d)

This rule exists to identify and highlight when a client may be visa shopping.

Additional text in CSP: Potential Visa Shopper – Investigate previous records.

When this rule is triggered, find the applicant in CSP, review the details on the Biometric Interactions tab and conduct more research into the client. Read any reports/information available in CSP and check the applicant's circumstances in previous applications or interactions with the department. BMSU are unable to provide further information about such cases.

s. 47E(d)

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If the match relates to criminality it can be followed up with the General Cancellation Support Section (s. 22(1)(a)(ii) @homeaffairs.gov.au) s. 47E(d)

A referral to General Cancellation Support Section should include the jurisdiction details (found in the Notes tab) to assist in the referral.

Where you are considering information that was not provided by the applicant in their application, you must consider natural justice before using that information in your decision.

Note: Sometimes the information supplied carries a Protected classification. Only staff with an appropriate security clearance can process these applications.

3.9. BMI changing from Green to Error

s. 47E(d)

BMSU will record relevant notes in the Identity Resolution Tab and Notes Tab in CSP or communicate with processing areas if the work was requested through a Biometric Issue Referral (BIR). In some circumstances the decision maker will be asked to update a client's VLN.

s. 47E(d)

3.10. Disclosure of match results

3.10.1. Disclosing internal match results

In most cases, information obtained from biometrics matching can be disclosed to the participant, s. 47E(d)
The basis for sharing information is in accordance with s57 of the Act, which provides that the department must allow the applicant natural justice.

s. 47E(d)

3.11. Natural justice

When there is information, including information obtained through biometric matching, about an applicant that would be the reason, or a part of the reason for refusing to grant a visa, and the applicant has not previously been provided with this information, apply the principles of Natural Justice.

s. 47E(d)

3.12. Biometric Decision making

Information provided to the processing area as a result of biometrics matching should be considered as part of the application assessment process.

Before making a decision on an application, check the biometric match results, and if relevant, M5 Match results.

A Green BMI does not mean that the visa should be approved. Other non-biometric information should also be considered before making a visa decision, in accordance with legislative requirements.

S. 47E(d)

See: [Biometric Information in CSP](#)

3.13. Understanding Biometric Information

The existence of a biometric match will be apparent from the BMI status and details available in CSP. CSP must be interrogated to look for biometric match information.

S. 47E(d)

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s. 47E(d)

3.13.1. Inconsistent identity information / Bona Fides Issues

When different given names or surnames are identified for a client, gather evidence from the applicant and establish if the difference is explainable or if the applicant is attempting to circumvent Australia's migration laws. It is reasonable to require some evidence to substantiate claims that the discrepancy is for genuine reasons.

s. 47E(d)

3.13.2. Character

Information in CSP may raise concerns that the applicant may not pass the character test, for example:

- An LEA match indicating a criminal record.

s. 47E(d)

See: [Character assessments and visa cancellations](#)

3.14. Deciding an application before data check results are available

If there is a compelling reason to decide the application before the biometric match results are available, the application can be decided.

Grounds for overriding unresolved biometrics match results may include:

- An urgent need to travel due to emergency or compassionate circumstances, such as a death in the applicant's family in Australia, or where an Australian permanent resident or Australian citizen known to the applicant has a serious life threatening illness.
- Compelling circumstances affecting the interests of Australia.
- Circumstances where technical issues prevent the completion of the biometrics match process – an email will be sent letting post know of any outages and when they are likely to be resolved.

Note: Applying for a visa at the last minute (unless in compelling circumstances, such as those described above) does not constitute emergency circumstances.

Overrides must be authorised by s65 delegates of the *Migration Act 1958* who accept the risk of their decision. Both ICSE and IRIS have specific procedures that must be followed when an override is enacted, including the need to add detailed notes explaining the override decision.

s. 47E(d)

3.15. Dealing with adverse information that arises after a visa grant

If adverse information regarding a visa applicant becomes available after the grant of the visa as a result of information provided by BMSU or the M5 Helpdesk, and that information may warrant the visa being cancelled, s. 47E(d)

s. 47E(d)

3.16. Unusual enrolment issues

3.16.1. Changing visa types

Sometimes a client applies for the wrong type of visa, or their circumstances change during the application process. For example, where:

- The client has applied for an e600 (Visitor) visa, but should have applied for an e400 (Temporary Work) visa and is invited by the post under regulation 2.11 of the Migration Regulations 1994 to make an application for a visa of a different class.
- An e300 (Prospective Marriage) visa applicant marries before the application is decided and the post decides to change the application to an e309 (Partner) visa.

In these examples, the biometrics collected for the original visa application may potentially be able to be moved to the new visa application.

If you consider the biometric interaction may need to be transferred from one visa application to another, refer the matter to the Biometric Match Support Unit (BMSU) via email – ^{s. 22(1)(a)(ii)} [redacted]@homeaffairs.gov.au for advice on how the matter should be resolved. For legacy IRIS applications, you may be advised to update the VLN references in each visa application.

The age of the biometric enrolment is a factor and a new enrolment may be required. Generally, for the consideration of biometrics to be transferred, the biometric collection needs to have occurred:

- Within two months for Temporary Visas.
- Within six months for Permanent Visas.

3.16.2. Biometric Interactions enrolled against the wrong visa application

There can be instances where a biometric interaction is enrolled against the wrong visa application. Automatic data checks will identify where the biographic data in a biometric enrolment does not match the biographic data in the visa application it has been enrolled against. These instances of Biographic Data Inconsistencies are automatically flagged with BMSU for investigation.

Where a processing officer identifies a biometric interaction that has potentially been enrolled against the wrong visa application and not been automatically referred to BMSU, they should refer the matter for investigation. This is done using the Biometric Issue Referral button on the Biometric Interactions tab of the client record in CSP.

The issue will be investigated and you will be notified directly with the results of the investigation.

s. 47E(d)

3.16.3. Consent not provided on application form

Visa application forms (both paper and e-forms for relevant visa subclasses) include biometric specific consent questions to put beyond doubt the fact the applicant has consented to the collection and use of their personal identifiers and the personal identifiers of any minors accompanying them. Where consent is not given, follow-up action will need to be taken by the VPO.

s. 47E(d)

3.17. Biometric Information in CSP

3.17.1. Client Summary tab

Client Details (Consolidated)

Back to Search CMD & S Referral Launch Revenue GVP Export Go To Recent Clients

HARANA, Cantee Sex: Male DOB: 1 Jan 1986 [View All Clients](#) << First < Prev 1 of 1 Next >> Refresh

Client Summary Client History Documents Contact Details Movements Notes Facial Images Roles and Relationships Identity Resolution History Biometric Interactions

Status & Alerts

Lawful Status: No Movements - FA600

Current Location: Offshore

Alerts: MAL (Green), [Biometric Acquisition](#) [No Work](#)

Client System Identifiers

Client ID (CID): 39892020729

Trips ID (PID): 0001060007

Biometric VLN ID: AUE-JO-60-001147-G

BAMS ID: 1404961725977

Travel Doc Details

Travel Document: J08292480 JORDAN

Citizenship / Residence Details

Citizenship(s): JORDAN

Other Client Details

Relationship Status: Nev Mar/DeFacto

Interpreter required: No

	Title	Family Name	Given Name/s	Sex	Date of Birth	Country of Birth	Place of Birth	Source
P	Mr	HARANA	Cantee	Male	1 Jan 1986			HAP
P	Mr	HARANA	Cantee	Male	1 Jan 1986	JORDAN	JORDAN	ICSE
A		HARANA	CANTEE	Male	1 Jan 1986	JORDAN		BAMS
A	Mr	HARANA	Original Name	Male	1 Jan 1986	JORDAN	JORDAN	ICSE

Refer for Identity Resolution Compare Client

Add Client to a Group: Add

Recent Activities

Displaying the most recent business dealings up to the first 20.

Business Dealing Type	ID	Source	Description/Status	Last Activity Date
Visa Application	2095501994	ICSE	Main Applicant - Visitor - Tourist (OFFSHORE) (FA 600) - Granted	17 Jul 2014
Visa History	2009554715511	TRIPS	FA 600 - Offshore - IN EFFECT - ICSEReqId: 2095501994	17 Jul 2014
Biometric Acquisition	1404961725977	BAMS	10 Jul 2014 13:08 - OFFSHORE_VISA_APPLICATION - Amman	10 Jul 2014
Health	112618	HAP	Examinee - Assessment - 10 Jul 2014	10 Jul 2014

1 When biometrics are collected, a **Biometric Acquisition** link appears in the list of alerts. Clicking the **Biometric Acquisition** link will take you to the **Biometric Interactions** tab.

2 When offshore biometric data is collected, a VLN is assigned to the collection. This number appears in CSP as the **Biometric VLN ID**.

3 Where biometrics have been recently collected, the time, date and location of the biometric collection is displayed in the list of **Recent Activities**. Click the link to go to the **Biometric Interactions** tab.

3.17.2. Client History tab

The **Client History** tab includes details about the biometric collection. Click the link to go to the **Biometric Interactions** tab.

Client Details (Consolidated)

Back to Search | CORD & S Referral | Launch | Revenue | GVP | Export | Go To Recent Clients

HARANA, Cante Sex: Male DOB: 1 Jan 1986 [View All Clients](#) << First < Prev 1 of 1 Next > Last >> Refresh

Client Summary | **Client History** | Documents | Contact Details | Movements | Notes | Facial Images | Roles and Relationships | Identity Resolution History | Biometric Interactions

Business Dealings History [Customize Business Dealings](#)

Expand all Collapse all

Visa Application (1)

Application ID	Type	Source	EDI ID	Lodgement Date	Milestone	Milestone Date	Client Role	TRB	Office	Biometric VLN ID	Last Activity Date
2095501994	Visitor - Tourist (OFFSHORE) (FA 600)	ICSE		10 Jul 2014	Granted	17 Jul 2014	Main Applicant		Sydney City Office	AUE-JO-60-001147-G	17 Jul 2014

Visa History (1)

Visa Grant No.	Class-SubClass	Status	Grant Date	Cease Date	Evidence No	Client Location at Grant	Application ID	Last Activity Date
209554715511	FA-600	IN EFFECT	17 Jul 2014	17 Jul 2015		Overseas	2095501994	17 Jul 2014

Health (1)

ID	Subclass	FEI	Created Date	Source	Positive Declaration	Examinations Generated	Health Case Status	Last Activity Date
112618	600	No	10 Jul 2014	HAP	No	No	New	10 Jul 2014

Biometric Acquisition (1)

Biometric Enrolment ID	Acquisition Date/Time/Location	Facial Biometric Acquired	Finger Biometric Acquired	Business Context	Last Activity Date
1434961725927	10 Jul 2014 13:08, Amman	Yes	Yes	Offshore Visa Application	10 Jul 2014

3.17.3. Biometric Interactions tab

The **Biometric Interactions** tab displays a list of biometric interactions where biometric data has been supplied by the client as part of a visa or citizenship application.

PUSHUAT, Tcoun Sex: Female DOB: 6 Jun 1986 COB: JORDAN [View All Clients](#) << First < Prev 1 of 1 Next > Last >> Refresh

Client Summary | Client History | Documents | Contact Details | Movements | Notes | Facial Images | Roles and Relationships | Identity Resolution History | **Biometric Interactions** | Citizenship Interactions

Biometric Interactions

Business Context: All Match Indicator: All [Reset](#)

Expand all Collapse all

Biometric Enrolment ID: PUSHUAT0086 **1** Business Context: Offshore Visa Application **2**
 Acquisition Date/Time: 31/12/17 1:09 AM **3** Business Program: Offshore Immigration Post
 Acquisition Location: Jordan Mobile Business Event: Visa Processing **4** Biometric Match Indicator: Amber

Biometrics Enrolment Details

Family Name	Given Name	Sex	DOB	Country of Birth	Citizenship
Pushu	Toun	Male	4 Apr 1984	FRANCE	FRANCE

Document Type	Document Number	Issuing Country	Nationality of Owner	Facial Biometric Acquired	Finger Biometric Acquired
Passport	PUJ74411	JORDAN	FRANCE	Yes	Yes

Expand all Collapse all

Internal Matching (2) [Biometric Issue Referral](#)

The Biometric Interactions tab shows a complete summary, inclusive of all biometric enrolment data previously provided to the department by that applicant.

- 1 Biometric Enrolment ID** – a unique system generated number assigned to each biometric interaction.
- 2 Business Context** – the reason the biometric data was collected, for example, Offshore Visa Application or Health. **Note:** Where multiple business contexts are present, they will be listed underneath one another.
- 3 Acquisition Date/Time/Location** – the time and place where the biometric data was collected.
- 4 Biometric Match Indicator (BMI)** – only displays for offshore enrolments, and Citizenship enrolments, showing the results of automatic checks that have taken place on biometric data.

Click on the **BMI** magnifying glass to view a pop-up window with more details. If the client has been referred for M5 checks, some technical information, followed by more descriptive information or advice on any IMMI Adverse results can be viewed.

s. 47E(d)

3.17.4. Automatic BMI referrals

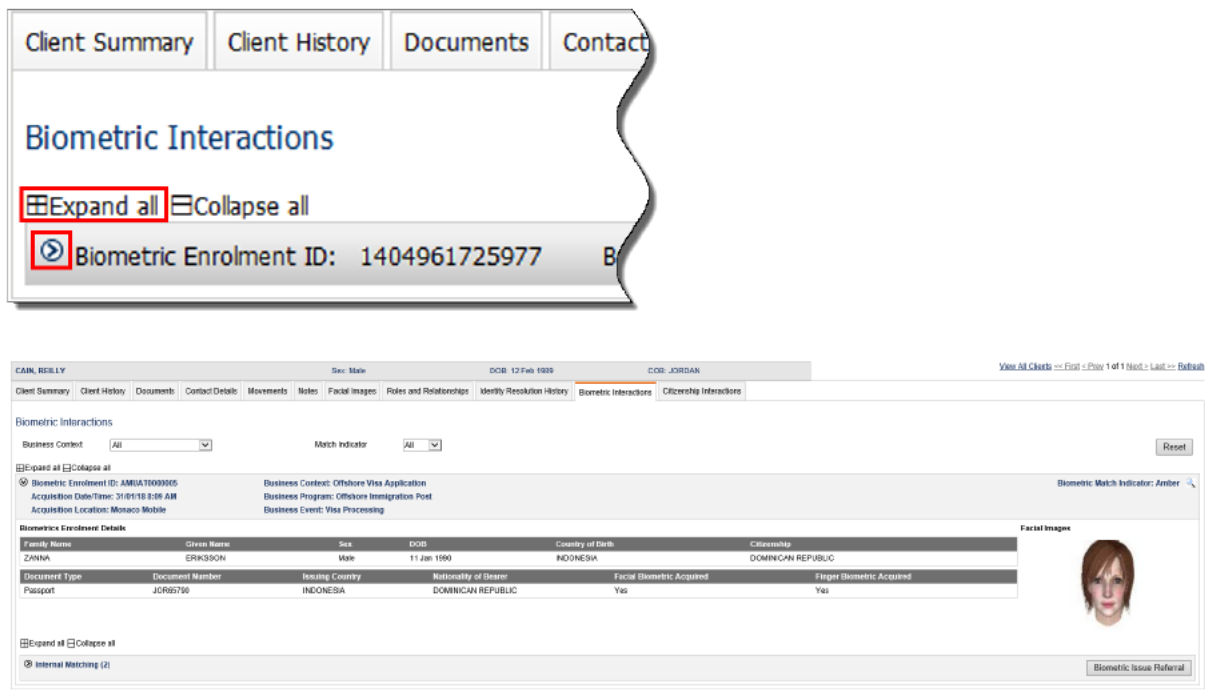
Biometric issues are identified automatically when any of the following IMMI Adverse biometric match results are triggered: Biometric mismatch, Biographic data mismatch, Matching record unknown to CDH, Biographic data inconsistency or Biometric inconsistency (Citizenship only). This only occurs in the offshore visa caseload s. 47E(d)

As shown above, when a biometric issue is identified the text of the relevant IMMI Adverse rule is displayed in a pop-up window. This indicates the matter has been referred to BMSU for investigation. Biographic data inconsistencies in client data must be checked by the processing officer.

For more details about the referral, go to the Identity Resolution History tab.

3.17.5. Biometric enrolment details

To view the biometric enrolment details, click **Expand all** (below the Biometric Interactions heading) or  (on the Biometric Interactions header bar).



The screenshot shows the Client Search Portal (CSP) interface. At the top, there are tabs for Client Summary, Client History, Documents, and Contact. Below these, the 'Biometric Interactions' section is highlighted. It contains a red box around the 'Expand all' button and another red box around the magnifying glass icon. Below these, the 'Biometric Enrolment ID: 1404961725977' is displayed. The main content area shows the 'Biometric Interactions' table with columns for Business Context, Match Indicator, and Biometric Match Indicator. The table is expanded to show details for a specific enrolment. Below the table, the 'Biometric Enrolment Details' section is visible, containing a table with columns for Family Name, Given Name, Sex, DOB, Country of Birth, Citizenship, Document Type, Document Number, Issuing Country, Nationality of Descent, Facial Biometric Acquired, and Fingerprint Biometric Acquired. A facial image is also displayed on the right side of the details section.

Family Name	Given Name	Sex	DOB	Country of Birth	Citizenship
ZANNA	ERIKSON	Male	11 Jan 1990	INDONESIA	DOMINICAN REPUBLIC

Document Type	Document Number	Issuing Country	Nationality of Descent	Facial Biometric Acquired	Fingerprint Biometric Acquired
Passport	JORIS750	INDONESIA	DOMINICAN REPUBLIC	Yes	Yes

The biometrics enrolment details provide information about the biometric data that was collected:

- The client's identity information supplied with the biometrics.
- The proof of identity documentation sighted.

- Whether facial and/or fingerprint data was collected.

3.17.6. Internal matching

The Internal matching section provides more details about the results of data checks made against existing departmental data and data in LEA databases.

To view the Internal Matching results, click  Expand all (below the Biometric Enrolment details) or  (on the Internal Matching header bar).



Biometric Interactions

 Expand all  Collapse all

Biometric Enrolment ID: 1510002895902 Business Context: Offshore Visa Application Biometric Match Indicator: [Amber](#)

Acquisition Date/Time/Location: 27 Feb 2017 15:02, Colombo

Biometrics Enrolment Details

Family Name	Given Name	Sex	DOB	Country of Birth	Citizenship
KUTTIGE	KASUN	Female	24 Apr 1944	UNKNOWN	SRI LANKA

Document Type: Passport Document Number: DOC12345 Issuing Country: SRI LANKA Facial Biometric Acquired: Yes Finger Biometric Acquired: Yes

Facial Images



 Expand all  Collapse all

 Internal Matching (2) [Biometric Issue Referral](#)

Search Type	Biometric Search Mode	Match Result	TRIM Reference	Date Received	Status	Additional Information
IMMI	Fingerprint and Face	Match	No	27 Feb 2017	Completed	No
LEA	Finger	No Match	No	27 Feb 2017	Completed	No

 FCC (0)

Search Type

- IMMI – the biometric data supplied is compared with data that exists in departmental databases.
- LEA – the biometric data supplied is compared with data that exists in LEA databases.

s. 47E(d)

Biometric Search Mode

Biometric matches are currently based on facial and/or fingerprint details.

Match Result

IMMI search

OFFICIAL: Sensitive

If a match (whether adverse or known client) was found for an IMMI search, the word **Match** becomes a hyperlink. Click the hyperlink for match details. s. 47E(d)

In the hyperlink the biometric data collected for this biometric interaction is displayed at the top of the screen, while the matched data is displayed underneath.

The screenshot shows a web application window titled "Internal Match Result". It contains two main sections: "Internal Match Result" and "Match Result".

Internal Match Result

Family Name	SKY
Given Name	High
Sex	Male
Date of Birth	3 Mar 1980
Country of Birth	INDIA
Citizenship	
Business Context	Citizenship
Business Program	Other
Business Event	Citizenship Application
Biometric ID	150000017349

Match Result

1 << First <Prev 1 of 1 Next > Last >>

ICSE ID/VLN	AUE-IN-60-005985-F
Family Name	GOOD
Given Name	Lesson
Sex	Male
Date of Birth	6 Jun 1980
Country of Birth	INDIA
Biometric ID	150000017348
Business Context	Offshore Visa Application
Business Program	Offshore Immigration Post
Business Event	Visa Processing

2 Matching Rule: Biographic Data Mismatch - Biographics on the matched biometrics are not consistent. Auto-referred to the Biometric Resolution Centre

In this example, a biographic mismatch was found. Use the navigation links to view the match results. 1

Additional information is supplied below the photograph when certain matching rules are triggered. This is useful when more than one matching rule has been triggered. 2

s. 47E(d)

If the match relates to criminality it must be followed up with the General Cancellation Support Section (s. 22(1)(a)(ii) @homeaffairs.gov.au) s. 47E(d)

A referral to General Cancellation Support Section should include the jurisdiction details (found in the Notes tab) to assist in the referral. s. 47E(d)

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TRIM Reference

If a TRIM reference has been added, the word **Yes** is displayed as a link. For internal matches the addition of a TRIM reference is rare and would likely indicate the existence of a report prepared prior to May 2015 when CSP became the central repository for biometrics information.

Clicking the link opens a pop-up window with the TRIM reference to locate the record. More than one TRIM reference could be displayed. Check each reference to ensure you have all the relevant information before making a decision.

TRIM Reference		
TRIM Reference	Title	Description
ADD2014/56899	Facial IIR	Trim

Date Received

Date received is the date the matches were found.

Status

Unless there is a good reason to do so, officers should not make a visa determination unless the **Status** is set to **Completed**.

Additional Information

For internal matches the additional information field is rarely used.

If additional information has been supplied by BMSU, the word **Yes** displays as a link. Click the link to view the extra information in a pop-up window.

3.17.7. Potential Visa Shopper alert

S. 47E(d)

When this rule is triggered, review the details on the **Biometric Interactions** tab and conduct more research into the client. They should also read any reports/information available in CSP and check the applicant's circumstances in previous applications or interactions with the department.

S. 47E(d)

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3.17.8. Potential Duplicate by Biometric

Duplicate records result from the creation of additional records for a single client. For example, an additional record may have been created when a client's health results were submitted. If more than one client record can be located in CSP and the client has more than one Client ID (CID) and TRIPS ID (PID), a client record merge will be required. For cases identified by BMSU, the client's biometric data is analysed to ensure that clients are the same before requesting a client record merge.

A client merge can also be investigated and processed by a visa or citizenship officer. More detailed instructions for requesting a client record merge can be found on the [Merging Client Records](#) page of the Identity Capability Hub.

If a decision maker has concerns that the highlighted match may be incorrect or is in error they should refer to the BMSU by raising a [Biometric Issue Referral](#) in CSP.

Title	Family Name	Given Name(s)	Sex	Date of Birth	Country of Birth	Place of Birth	Source
Mr	BMTEST	SECONDCLIENT	Male	16 Apr 1983	AUSTRALIA	test	ICSE
	BMTEST	SecondClient	Male	16 Apr 1983	AUSTRALIA		BAMS

3.17.9. Central Names Index (CNI) Display in CSP

Fingerprints acquired in a biometric enrolment are compared against the NAFIS which is managed by the ACIC. s. 47E(d)

s. 47E(d)

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s. 47E(d)

s. 47E(d), s. 33(a)(iii)

S. 47E(d)

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s. 47E(d)

s. 47E(d)

Officers should check the Additional Information column for M5 Helpdesk notes.

Unless there is a good reason to do so, officers should not make a visa determination unless the **Status** is set to **Completed** and any additional match information has been taken into account.

© FCC (8)

Level 1 (2)

Biometric Search Mode	Country	Match Result	Date Received	Status	TRIM Reference	Additional Information
Fingerprint	CA	No Match	01 Mar 2017	Complete	No	No
Fingerprint	UK	Pending	01 Mar 2017	Pending	No	No

TRIM reference

s. 47E(d)

If a TRIM reference has been added, the TRIM reference number displays as a hyperlink. However, the hyperlink is not functional so officers will need to copy the reference into TRIM to locate the record.

s. 47E(d)

For older records, if a TRIM reference has been added, the word **Yes** will display as a hyperlink. Click the hyperlink to view the TRIM reference number in a pop-up window. Officers will need to copy the reference into TRIM to locate the record.

s. 47E(d)

If Additional Information has been added to CSP, the word **Yes** displays as a hyperlink (see first TRIM reference screenshot). Click the hyperlink to view the extra information in a pop-up window.

s. 47E(d)

s. 47E(d)

3.17.10.2. s. 47E(d)

To view match data, click on the **Match** hyperlink in the Match Results column and a popup window will display the results, s. 47E(d)

1

s. 47E(d)

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Date Fingerprinted

The date the fingerprints were collected.

S. 47E(d)

Short Description

A short description of the DI code.

S. 47E(d)

3.17.11. BMI and BRD capability for selected Citizenship enrolments

BMI/BRD Information

CPOs are able to view BMI and BRD information for applicants S. 47E(d). This information can be found on the 'Biometric Interactions' tab by clicking the Biometric Match Indicator magnifying glass (BRD) icon against the relevant Citizenship biometric enrolment.

Finalised BMI Referral Information

Information relating to any finalised BMI referrals can be found in:

- The 'Notes' tab of CSP;
- Clicking on the 'Work ID' hyperlink found on the 'Identity Resolution History' tab; or
- Under the 'Client Additional Information' tab in ICSE.

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UATDATA7EVEN, Harry Sex: Male DOB: 1 Jan 1986 COB: LEBANON View All Clients << First < Prev 1 of 1 Next > Last >> Refresh

Client Summary Client History Documents Contact Details Movements Notes Roles and Relationships Identity Resolution History Biometric Interactions

Biometric Interactions

Business Context: All Match Indicator: All Reset

Expand all Collapse all

Biometric Enrolment ID: 1500000017364 Business Context: Citizenship Acquisition Date/Time: 20/10/17 12:00 AM Business Program: Other Acquisition Location: NOT_SPECIFIED Business Event: Citizenship Interview Biometric Match Indicator: Red

Biometrics Enrolment Details

Family Name	Given Name	Sex	DOB	Country of Birth	Citizenship
UATDATA7EVEN	Harry	Male	1 Jan 1986	LEBANON	

Document Type: Document Number: Issuing Country: Facial Biometric Acquired: Yes Finger Biometric Acquired: Yes

Facial Images

Expand all Collapse all

Internal Matching (2) Biometric Issue Referral

FCC (2)

Level 1 (1)

Biometric Search Mode	Country	Match Result	Date Received	Status	TRIM Reference	Additional Information
Fingerprint	US	Match	20 Oct 2017	Complete	No	No

Level 2 (1)

Biometric Search Mode	Country	Match Result	Date Received	Status	TRIM Reference	Additional Information
Fingerprint	US	Pending	20 Oct 2017	Pending	No	No

3.17.12. Biometric Issue Referral button

Where an enrolment issue is identified that requires investigation and has not already been automatically referred, the Biometric Issue Referral button is used by VPOs and CPOs to quickly refer the issue.

PUSHUAT, Tctour Sex: Female DOB: 6 Jun 1986 COB: JORDAN View All Clients << First < Prev 1 of 1 Next > Last >> Refresh

Client Summary Client History Documents Contact Details Movements Notes Facial Images Roles and Relationships Identity Resolution History Biometric Interactions Citizenship Interactions

Biometric Interactions

Business Context: All Match Indicator: All Reset

Expand all Collapse all

Biometric Enrolment ID: PUJSHED0086 Business Context: Offshore Visa Application Acquisition Date/Time: 31/12/17 1:08 AM Business Program: Offshore Immigration Post Acquisition Location: Jordan Mobile Business Event: Visa Processing Biometric Match Indicator: Amber

Biometrics Enrolment Details

Family Name	Given Name	Sex	DOB	Country of Birth	Citizenship
try	test	Male	4 Apr 1984	FRANCE	FRANCE

Document Type: Document Number: Issuing Country: Nationality of Bearer: Facial Biometric Acquired: Yes Finger Biometric Acquired: Yes

Facial Images

Expand all Collapse all

Internal Matching (2)

BMSU will be automatically notified when a **Biometric Mismatch**, **Biographic Mismatch**, **Matching record unknown to CDH**, **Biographic Inconsistency** or **Biometric Inconsistency** IMMI Adverse rule is triggered. To see more details about the referral, go to the **Identity Resolution History** tab.

Officers should raise enquiries for biometric matters requiring BMSU follow-up using the **Biometric Issue Referral** button, as it provides BMSU with all relevant system information. It allows users to assign priority and provides a transaction Work ID, and a viewable transaction history.

When the **Biometric Issue Referral** button is clicked, the **Biometric Issue Referral** screen displays.

Client Details (Consolidated)

Back to Search CCMD & S Referral Launch Revenue GVP Export Go To Recent Clients View All Clients << First < Prev 1 of 1 Next > Last >> Refresh

HARANA, Cantee Sex: Female DOB: 1 Jan 1986

Client Summary Client History Documents Contact Details Movements Notes Facial Images Roles and Relationships Identity Resolution History Biometric Interactions

Biometric Issue Referral

Records selected to create request

Client Name	Sex	Date Of Birth	Country Of Birth	Client ID (CID)	Trips ID (PID)	Siebel ID (SCID)	Biometric Enrolment ID
HARANA, CANTEE	Female	1 Jan 1986	JORDAN				1404961725977

Priority: Medium

Referral Reason

Reason for referring clients: required

TRIM Reference:

Requesting Officer Details

Family Name: Townsend

Given Name/s: Michelle

Contact Phone: required

E-mail address: EXBAMN@immi.gov.au

Section: required

Submit Cancel

Complete the fields then click **Submit** to send the referral. Officers will be notified directly of results of the investigation. The text **Alert: Biometric Issue Referred** appears on the Biometric Interactions header on the **Biometric Interactions** tab under the BMI.

3.17.13. Identity Resolution History tab

The **Identity Resolution History** tab shows any action by BMSU to resolve any biometric issues that have automatically been identified, as well as any that have been manually identified through the Biometric Issue Referral button.

Biometric issues are identified automatically when a **Biometric Mismatch**, **Biographic Mismatch**, **Matching record unknown to CDH** or **Biographic Inconsistency** IMMI Adverse biometric matching result is triggered.

To see more details, click the **Last Activity Date** link. ¹

Additional information about the referral, and any action taken by BMSU, displays.

Check the Status of the referral. ² If Finalised, read the notes to check on what action has been taken by BMSU.

If a magnifying glass icon appears next to a note in the Activity History ³, this means that there is further information to read.

S. 47E(d)

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3.17.14. Offshore Biometrics Program

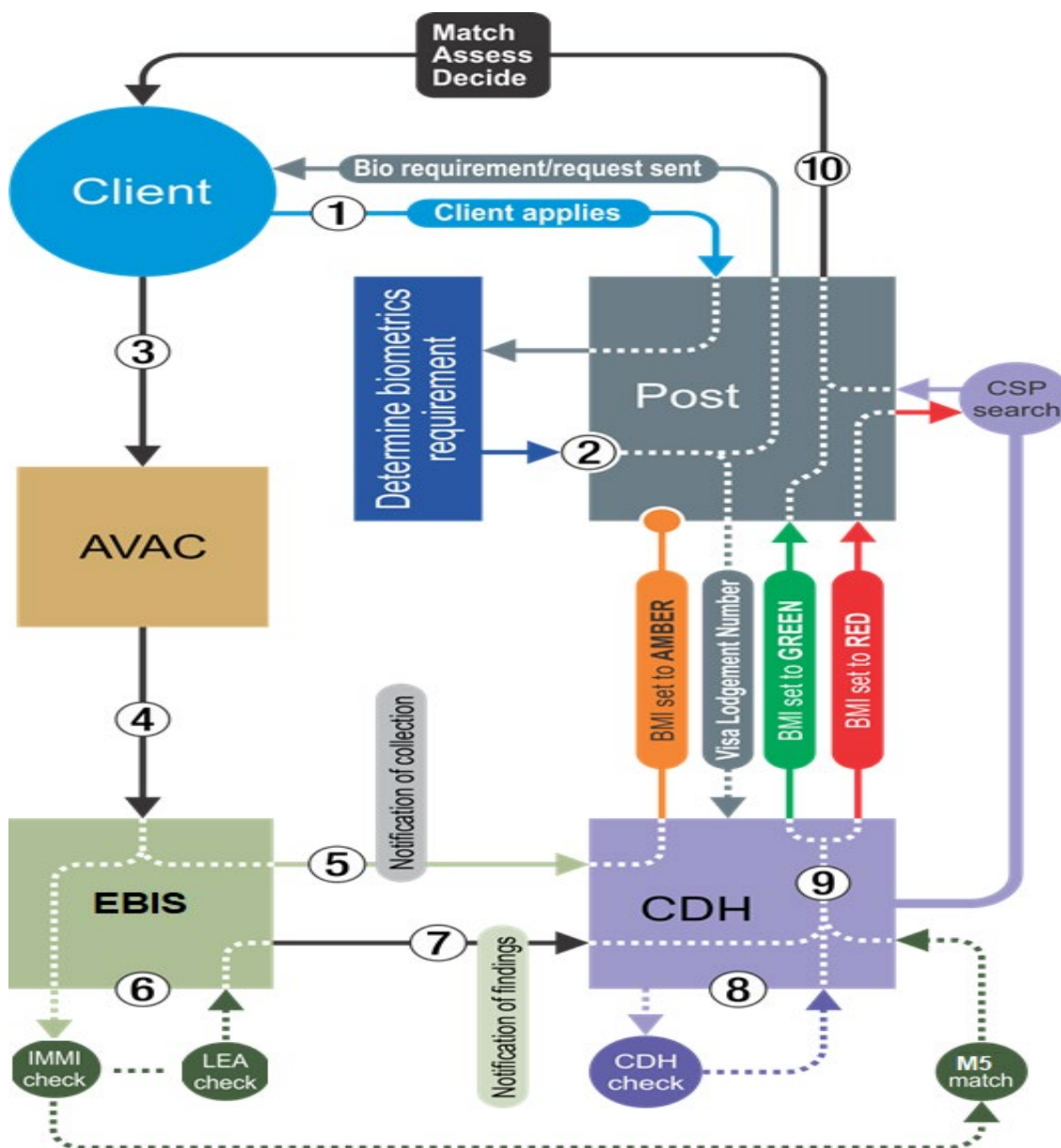
The following flowcharts provide a high level overview of how biometric data is processed for offshore visa applications.

To lodge an offshore visa application, a client can:

- Complete an application online.
- Submit a paper application at an Australian Visa Application Centre (AVAC).
- Courier or submit a valid paper application to a post (in some instances).

Biometric enrolments via the Client Enrolment Platform (CEP) for citizenship (CFMP nationalities only), detention, border, as well as electronically supplied biometrics into ISR and ImmiAccount will also flow into EBIS and generate an automated match result in CSP.

Online Application Process



1. Client submits a visa application

The client submits a visa application online. A permission request is automatically created in ICSE.

2. The biometrics requirement is automatically identified

S. 47E(d) When biometrics are required, a Biometrics event is automatically created against the primary, dependant and accompanying family member applicants in the permission request. Upon creation of the event:

- A VLN is generated.
- A Biometric Requirement letter that includes the VLN(s) is automatically created in ECS and sent to the client.
- A decision bar is placed on the permission request.
- The VLN is sent to CDH.

S. 47E(d)

3. The client provides biometrics

The client visits an AVAC with their requirement letter and identity documents and provides biometrics.

4. The SDP transfers biometrics to EBIS

The SDP transfers the biometric data to EBIS. The VLN number from the requirement letter is included in the transfer.

5. An AMBER BMI is generated

A notification is sent from EBIS to CDH indicating that biometric data has been supplied. Two events are automatically added to the permission request in ICSE:

- A Biometrics Collection – Collected event, showing that the biometrics have been collected and removing the decision bar from the permission request.
- A Biometrics Match Result – Amber event, showing that biometric match results are pending.

6. EBIS checks biometric data against existing data

Automatic processes in EBIS check the biometric data supplied against data existing in other departmental and LEA databases. **S. 47E(d)**

7. EBIS notifies CDH of findings

The comparison results are sent automatically from EBIS to CDH.

8. CDH checks biometric data against existing data holdings

CDH checks the biometric data supplied against other records existing in CDH.

9. An updated BMI is generated

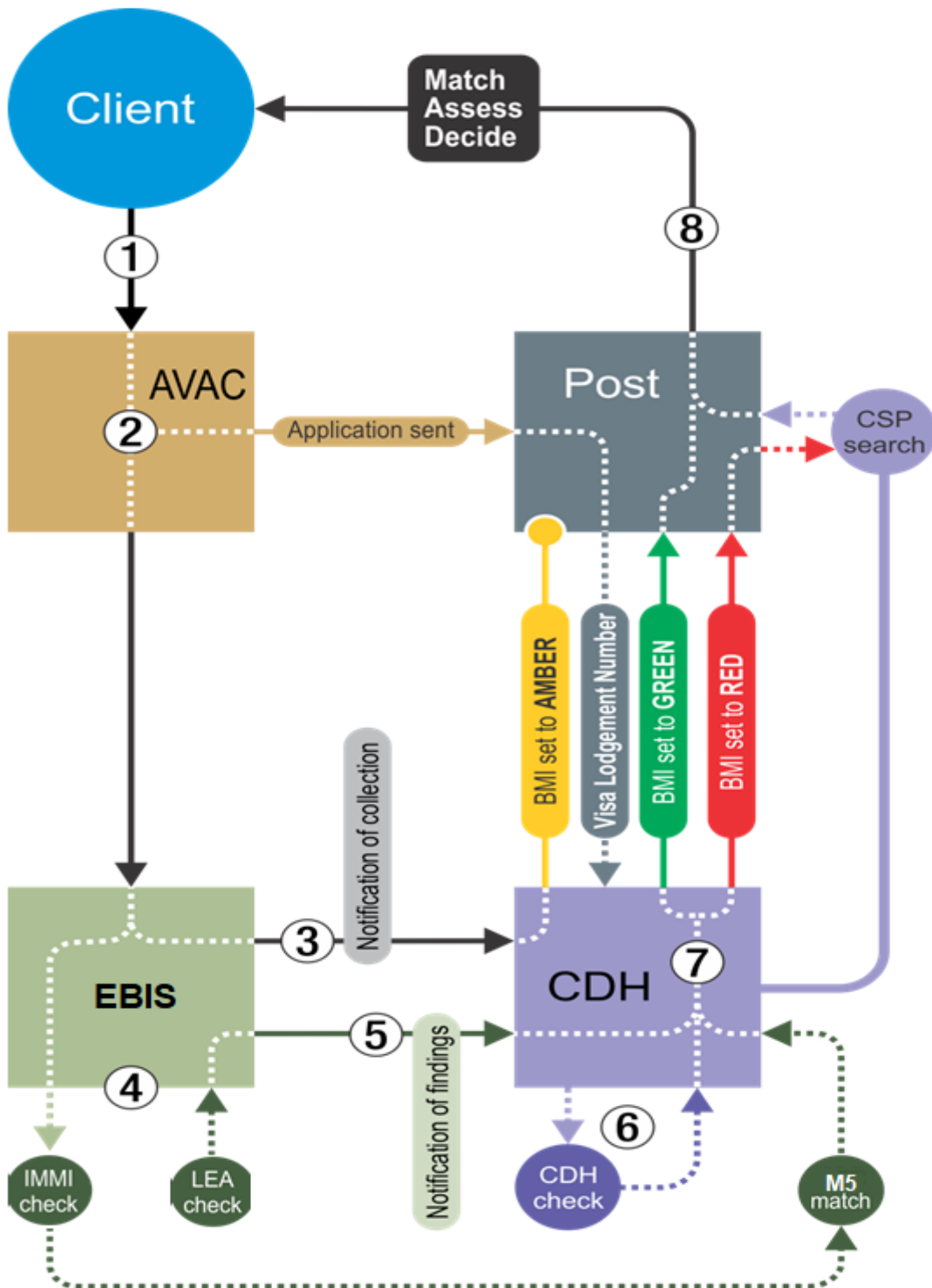
CDH analyses the data received and determines a BMI.

A subsequent Biometrics Match Result event is created in ICSE, with a qualifier that shows the BMI.

10. VPO considers the BMI when making a decision

The VPO checks the BMI result and checks CSP for the details of the BMI, and considers that information when deciding the visa.

Paper applications lodged through the AVAC Process Overview



1. The Client submits a visa application

The client visits an AVAC, submits a paper application and provides biometrics.

2. The SDP creates and sends the application to a post, and transfers biometrics to EBIS

The SDP:

- Emails a daily manifest to the post.
- Transfers the biometrics to EBIS (the VLN is included in the transfer).
- Sends the application (including the allocated VLN) to the post.

The post:

- Enters the application into ICSE.
- Adds the allocated VLN to each applicant in the permission request.

The VLN is automatically sent from ICSE to CDH.

3. An AMBER BMI is generated

A notification is sent from EBIS to CDH indicating that biometric data has been supplied. Three events are then automatically created in the permission request in ICSE:

- A Biometrics System - Generated event, flagging that a biometrics requirement has been identified.
- A Biometrics Collection – Collected event, indicating that biometrics have been supplied.
- A Biometrics Match Result – Amber event, showing that biometric match results are pending.

4. EBIS checks biometric data against existing data

Automatic processes in EBIS check the biometric data supplied against data existing in other departmental and LEA databases. s. 47E(d), s. 33(a)(iii)

5. EBIS notifies CDH of findings

The comparison results are automatically sent from EBIS to CDH.

6. CDH checks biometric data against existing data

CDH checks the biometric data supplied against other records existing in CDH.

7. An updated BMI is generated

CDH analyses the data received and determines a BMI.

A subsequent Biometrics Match Result event is created in ICSE, with a qualifier that shows the BMI.

8. VPO considers the BMI when making a decision

The VPO checks the BMI result and checks CSP for the details of the BMI, and takes that information into account when deciding the visa.

Paper applications submitted to a post (where applicable for certain subclasses) refer to flowchart in 3.17.14

Client submits a visa application

The client courier or submits a paper visa application to a post.

1. Post enters the application and the biometrics requirement is automatically identified

A VPO enters the application details into ICSE and the requirement for biometrics for the applicant is identified at Payment (as long as successful) s. 47E(d) [REDACTED] When biometrics are required, a Biometrics event is automatically created against the primary, dependant and accompanying family member applicants in the permission request. Upon creation of the event:

- A VLN is generated.
- A Biometric Requirement letter that includes the VLN(s) is automatically created in ECS and sent to the client.
- A decision bar is placed on the permission request.
- The VLN is sent to CDH.

s. 47E(d)

2. The client supplies biometrics

The client visits an AVAC with their requirement letter and provides biometrics.

3. The SDP transfers biometrics to EBIS

The SDP transfers the biometric data to EBIS and notifies the post of the biometrics collection in the daily manifest. The VLN number from the requirement letter is included in the transfer to EBIS.

4. An AMBER BMI is generated

A notification is sent from EBIS to CDH indicating that biometric data has been supplied. Two events are automatically created in the permission request:

- A Biometrics Collection – Collected event, showing that biometrics have been collected and removing the decision bar from the permission request.
- A Biometrics Match Result – Amber event, showing that biometric match results are pending.

5. EBIS checks biometric data against existing data

Automatic processes in EBIS check the biometric data supplied against data existing in other departmental and LEA databases. s. 47E(d), s. 33(a)(iii) [REDACTED]

6. EBIS notifies CDH of findings

The comparison results are automatically sent from EBIS to CDH.

7. CDH checks biometric data against existing data

CDH checks the biometric data supplied against other records existing in CDH.

8. An updated BMI is generated

CDH analyses the data received and determines a BMI.

A subsequent Biometrics Match Result event is created in ICSE, with a qualifier that shows the BMI.

9. VPO considers the BMI when making a decision

The VPO checks the BMI result and checks CSP for the details of the BMI, and takes that information into account when deciding the visa.

4. Accountabilities and responsibilities

Role	Description
Director, Biometric Resolution Section	Responsible for reviews and updates

4. Version Control

Version number	Date of issue	Author(s)	Brief description of change
0.1	November 2015	s. 22(1)(a)(ii)	Draft - merge of 3.3.3 CSP Find biometric information and 3.3.4 CSP Understand the Biometric Interactions tab SOPs. New template.
1.0	September 2016	s. 22(1)(a)(ii)	Finalise merged documents. Update Biometric Resolution Centre and automatic referral details. Include M5 referral information.
1.1	March 2017	s. 22(1)(a)(ii)	TRMAR17 updates re M5 non-adverse matches and information codes
1.2	March 2018	s. 22(1)(a)(ii) s. 22(1)(a)(ii)	Transitioned into new Home Affairs Template. Updated to reflect technical release changes.
1.3	March 2018	s. 22(1)(a)(ii)	1 st draft review
1.4	March 2018	s. 22(1)(a)(ii)	Approved for PPCF Review
1.5	July 2020	s. 22(1)(a)(ii)	Combined Match, Assess, Decide SOP
1.6	July 2020	s. 22(1)(a)(ii)	Reviewed and approved for publication
1.7	September 2022	s. 22(1)(a)(ii) s. 22(1)(a)(ii)	Improvements made for Citizenship. Name change from CIVC to BMSU.
1.8	March 2023	s. 22(1)(a)(ii)	Incorporating BMI status changes in the visa caseload
1.9	August 2023	s. 22(1)(a)(ii)	PPCF Review and slight changes made

Attachment A - Definitions

Term	Acronym (if applicable)	Definition
Australian Criminal Intelligence Commission	ACIC	The Australian Criminal Intelligence Commission works with state and territory, national and international partners on investigations and to collect intelligence to improve the national ability to respond to crime affecting Australia.
Australian Federal Police	AFP	Federal Law Enforcement Agency responsible for enforcing Commonwealth criminal law, contribute to combating complex, transnational, serious and organised crime impacting Australia's national security and to protect Commonwealth interests from criminal activity in Australia and overseas.
Australian Visa Application Centre (operated by an SDP)	AVAC	An offshore location where clients can lodge an application and have their biometrics enrolled.
Biometric Match Indicator	BMI	BMIs show the status or result of biometric checks.

s. 47E(d)

Biometric Match Support Unit	BMSU	Team responsible for the investigation and resolution of: automated and manual referrals in the CSP biometric queue and other biometric enrolment queries, errors and issues.
Biometric Resolution Centre	BRC	Now known as BMSU and prior to that, CIVC. However, there are some references to BRC remaining in CSP.
Biometric Result Description	BRD	The BRD provides guidance on the searches that have been conducted and what further research is needed before a decision is made
Client Data Hub	CDH	The backend database to the CSP which stores client-centric information, calculates system logic, and sends and receives system information from other departmental systems.
Client identifier	CID	ICSE unique client identifier
Commencement of Identity and Verification Centre	CIVC	Now known as the Biometric Match Support Unit (BMSU)
Citizenship Processing Officers	CPO	Officers who process Citizenship applications
Client Search Portal	CSP	A central repository for information about a client's departmental record

s. 47E(d), s. 33(a)(iii)

Enterprise Biometric Identification Service	EBIS	A biometric collection and matching system that replaced BAMS
s. 47E(d), s. 33(a)(iii)		
Identity Services Repository	ISR	Provides a single data store for personal identity information which includes biographical information, photographs and travel document details
Immigration Records Information System	IRIS	Departmental system for offshore visa processing

Term	Acronym (if applicable)	Definition
Integrated Client Services Environment	ICSE	The department's legacy system used to process the majority of onshore visa applications as well as citizenship applications
Law Enforcement Agency	LEA	Australian State or Territory law enforcement agency
Locally Engaged Employees	LEE	A locally engaged employee at an offshore post

s. 47E(d), s. 33(a)(iii)

National Automated Fingerprint Identification System	NAFIS	National fingerprint and palm print database and matching system, which is used by police agencies to help solve crime and identify individuals by establishing a person's identity from fingerprint and palm impressions. It is also used by the department to support Australia's migration program
Principal Migration Officer	PMO	Departmental officer overseeing the migration processing at a respective offshore post
Service Delivery Partner	SDP	Commercial companies that provide visa support services on behalf of the department. The services they provide include: • Pre and post visa lodgement enquiries. • Distribution of visa information to clients. • Collection of visa applications and biometrics. • Banking of visa application charges.
Standard Operating Procedure	SOP	Set instructions to follow to assist officers, and to ensure consistency in completing tasks
TRIPS Person identifier	PID	Unique identifier used in the departmental traveller system
Visa Applicant Character Consideration Unit	VACCU	A referral section which manages the character consideration of a visa applicant under section 501
Visa Lodgement Number	VLN	Unique identifier used to link a client's biometrics within multiple systems
Visa Processing Officer	VPO	Departmental officers processing visa applications

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Attachment B – Assurance and Control Matrix

1.1. Powers and Obligations

Implementation of this SOP does not require any powers, delegations or authorisations as this SOP provides guidance material to Home Affairs workers. When using the guidance material in this SOP and other referenced PPCF documents within this SOP, Home Affairs workers are to abide by their respective delegations, powers and policies.

1.2. Controls and Assurance

Related Policy	<u>Identity - PS (IIB-6798)</u>
Procedures / Supporting Materials	s. 47E(d)
Training/Certification or Accreditation	NIL
Other required job role requirements	NIL
Other support mechanisms (eg who can provide further assistance in relation to any aspects of this instruction)	Advice and outreach can be provided by the Biometric Resolution Sections Biometric Match Support Unit at s. 22(1)(a)(ii)@homeaffairs.gov.au
Escalation arrangements	Escalation of concerns or issues can be sent to s. 22(1)(a)(ii)@homeaffairs.gov.au
Recordkeeping (eg system based facilities to record decisions)	All correspondence and decisions regarding biometric resolution are saved in departmental systems and/or the department's record management system, TRIM.
Program or Framework (i.e. overarching Policy Framework or Business Program)	<u>Identity - PS (IIB-6798)</u>
Job Vocational Framework Role	Program Implementation - Program Delivery

Attachment C – Consultation

1. Internal Consultation

- Identity & Biometrics Specialist Branch
- Employee consultation as per clause 1.7 of the Department of Home Affairs Workplace Determination 2019

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