

" THIS ONLY COVERS TRANS GENDER."
DOES NOT RELATE TO CITIZENSHIP NOT SHOWING SEX

Message category : Procedural Information

Subject : Passport policy change

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OR PLACE OF BIRTH .

TO: Selected retail outlets

Outlets are advised that there has been a recent change to passport acceptance procedures to make it easier for members of the Sex and Gender Diverse (SGD) community to get a passport in their preferred gender.

Effective immediately, interviewing officers **are not** required to confirm the gender selected on a passport application form against any identification documents provided by the customer, even if they do not match.

Customers may provide supporting documentation relating to their gender that must be attached to the application form. However, this is **not** a requirement and interviewing officers do **not** need to request any documentation relating to the applicant's gender.

Refer to the attached document for further information. This document can also be found on Postlink at the following location:

[Postlink](#) | [Information](#) | [Products & services](#) | [Services](#) | [Passports](#) | [Sex and gender diverse \(SGD\) policy](#)

Policy for sex and gender diverse applicants to get a passport in their preferred gender

POLICY

- A full validity passport in a new sex may be issued to applicants who have undergone sex reassignment surgery and have registered their change of sex with the Registry of Births, Deaths and Marriages or the Department of Immigration and Citizenship.
- A passport may be issued to sex and gender diverse applicants in M (male), F (female) or X (indeterminate / unspecified / intersex).
- Sex reassignment surgery is not a prerequisite to issue a passport in a person's preferred gender.
 - Identification documents do not need to be amended for sex and gender diverse applicants to be issued a passport in their preferred gender.
- A statement from a medical practitioner certifying that the person has had, or is receiving, appropriate clinical treatment for gender transition to a new gender, or that they are intersex and do not identify with the sex assigned to them at birth, is acceptable.
 - Evidence will only be accepted from practitioners registered with the Medical Board of Australia (or equivalent overseas authority).
 - 'Appropriate medical treatment' does not have to be specified.
- If in doubt about what documents may evidence a change of gender, accept the application and supporting documentation in good faith.
 - Australia Post outlets will not be given an 'error' if the incorrect documentation is taken.
- For further advice contact the Australian Passport Information Service (APIS) on 13 12 32.

TERMINOLOGY

- 'Sex and gender diverse' (SGD) refers to the whole spectrum of sex and / or gender identity. For the purposes of issuing passports, this includes 'trans' and 'intersex' persons.
- 'Trans' is a general term for a person whose preferred gender is different to their sex at birth.
- The term 'intersex' refers to a person who has genetic, hormonal or physical characteristics that are not exclusively male or female. A person who is intersex may identify as male, female or as being of indeterminate sex.

PROCEDURES

Interviewing

- As with all passport applicants, you must be courteous and respectful at all times.
- Refer to the applicant by the pronoun appropriate to his / her preferred gender as recorded on the application.
- Ask only appropriate questions regarding information necessary to determine citizenship and identity of the applicant.
- Accept that the applicant's appearance may differ from their previous passport - this will be addressed at the eligibility stage.
- If the applicant is Transgender (their preferred gender is different to their sex at birth) accept the sex indicated in the male / female boxes in section 2 of the application form.
- If the applicant is Intersex (does not identify as either male or female) the applicant should write 'indeterminate sex' under the male / female boxes in section 2 of the application form.
 - Alternatively, the applicant should indicate their preferred sex if they identify as male or female
- Regardless of the documentation provided in support of the client's sex, accept the application. The applicant may present
 - A letter from the medical practitioner (regardless of how it is written);
 - No letter from the medical practitioner; or
 - Revised identification document.
- **Do not ask for additional documentation to support the application other than what is required for citizenship and identity purposes.**
- Do not discuss possible outcomes regarding the application.
- **Write 'SGD' in the comments field of the application.**
- If in doubt about accepting the application and supporting documentation in the applicant's preferred gender, accept the application in good faith (including if they have not provided a letter from a medical practitioner).
 - Contact APIS for guidance if preferred
 - Advise the applicant that they may be contacted later for further information
- Send application and copies of ALL documentation (including Proof of Identity documents (PIDs)) as normal.
- If name details on PIDs do not match exactly the details on the application use other details on the PIDs to make the link.
- As per normal passport requirements, the applicant's previous passport should be cancelled and returned at interview.

Waiving the fee (gratis)

Requests for a gratis replacement passport following a change of name as part of the transitioning process should be directed to the Australian Passport Office directly where the request will be considered on a case-by-case basis.

Clients presenting at interview who ask for a free replacement passport should be advised that they can either:

1. Defer the interview and seek a fee waiver directly from the Australian Passport Office; or
2. Pay the fee now and seek a refund of the fee from the Australian Passport after the interview.

Any gratis replacement passport issued would have the same expiry date as the passport being replaced.

If the person has not previously had an Australian passport, the full fee is applicable when applying for a passport.

All sex and gender diverse applicants who wish their passport to include a new name must provide a RBDM change of name / revised birth certificate to support the change of name. Applicants must also provide a letter from their medical practitioner confirming that they have had, or are receiving, appropriate clinical treatment for gender transition or that they are intersex.

For further information contact APIS on 13 12 32.

Accepting the Priority Processing Fee (PPF)

Applicants should be advised to contact the Australian Passport Office if priority processing is required.