



# Outreach

## STEP-BY-STEP

1. WAIT UNTIL AN  
OUTREACH TRIP TO  
CAPE TOWN IS  
ANNOUNCED

2. CHECK THE  
INFORMATION ON OUR  
WEBSITE CAREFULLY

3. MAKE AN APPOINTMENT  
ON OUR WEBSITE,  
ENSURING THAT YOU CLICK  
ON THE "CAPE TOWN  
APPOINTMENT" LINK

4. CHOOSE ONE TIMESLOT  
PER FAMILY

5. COMPLETE THE RELEVANT  
APPLICATION FORM/S  
AND PREPARE ALL YOUR  
DOCUMENTS &  
SUPPORTING DOCUMENTS

6. MAKE UNCERTIFIED  
COPIES OF ALL YOUR  
DOCUMENTS

7. ALL INFORMATION  
REGARDING THE VENUE  
WILL BE INCLUDED IN  
YOUR APPOINTMENT  
CONFIRMATION  
EMAIL

8. PRESENT YOURSELF AT  
THE ALLOCATED TIME,  
AND LODGE YOUR  
APPLICATION/S WITH THE  
INTERVIEWING  
OFFICER. INCOMPLETE  
APPLICATIONS WILL  
NOT BE ACCEPTED

9. YOUR APPLICATION/S  
& PAYMENT WILL BE  
PROCESSED  
ONCE THE  
INTERVIEWING  
OFFICER RETURNS  
TO THE HIGH  
COMMISSION IN  
PRETORIA

10. YOU WILL BE  
NOTIFIED VIA EMAIL  
ONCE YOUR PASSPORT IS  
READY TO BE COLLECTED.  
PLEASE ARRANGE  
COLLECTION

# OUTREACH guidelines

## GENERAL INFORMATION

### WHAT IS AN OUTREACH EVENT?

As all full Australian passport applications have to be lodged in person, the Australian High Commission in Pretoria organises an annual outreach for Australian Nationals living in Cape Town. These trips are not a requirement from Canberra, and are only offered as and when circumstances allow.

### HOW WILL I KNOW THE DATES OF SUCH AN OUTREACH?

Any upcoming trips will be announced on our website once we have confirmation that an outreach trip has been approved.

### CAN I GET INFORMATION REGARDING UPCOMING OUTREACH TRIPS BEFORE THEY HAVE BEEN ADVERTISED, OR BE PLACED ON A NOTIFICATION LIST?

No. An outreach event is a courtesy of the Australian High Commission and requires special planning in addition to the High Commission staff's regular workload. Emails requesting information on potential upcoming dates will not be answered, and the appointments are made on an automated booking system on a first-come, first-served basis. This booking system will only be activated once an upcoming event has been published.

### HOW MANY APPOINTMENTS SHOULD I BOOK?

You will be given various options when you book your appointments. Duration of appointments are based on your choice.

Passport appointments need to be booked by application type:

#### PC7 (Adult Renewal - all 3 criteria must be met)

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

#### PC8 (Other)

- children & young adults (16/17 years)
- adults whose most recent passport was valid for 5 years or less
- adults who want to make changes (i.e. change of name)
- adults whose last passport was issued before 1 January 2006
- applicants whose passport was lost or stolen

### WHAT IF I HAVE QUESTIONS REGARDING THE OUTREACH?

Outreach events are very time-consuming and planned in addition to the regular services offered by the Passport Officers. Please read these guidelines and FAQ's carefully and follow all required steps.

Should you still have questions which are not covered by the FAQ's or the [www.passports.gov.au](http://www.passports.gov.au) website, you may email [ctpassports.pretoria@dfat.gov.au](mailto:ctpassports.pretoria@dfat.gov.au)

Requests regarding information provided in these guidelines and on the Passports website will not be answered

# FAQ's

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

- The applicant didn't sign using a black pen
- The signature exceeds the orders of the box (page 71G / 85F)
- The photos don't comply with the photo guidelines (glasses, uneven / unnatural lighting, matt photopaper, scratches / ink marks)
- The guarantor didn't sign / date page 83F, or endorsed the photos incorrectly
- The parents didn't sign or date page 84F
- The parents didn't repeat their names correctly in section 13a/b and 14a/b (even if they don't differ)
- The parents' signatures were not witnessed by an unrelated third person. (Please note, the passport officer cannot witness the signatures)
- The 10 years old+ child didn't sign the form on page 85F
- The barcodes don't match on all pages

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

### (Adult Renewal) PC7:

- 2 Photos that comply with the photo guidelines (See website)
- Current Australian Passport

### (First / Child Application, Replacing a Lost / Stolen Passport) PC8:

- 2 Photos (1 endorsed by the guarantor)
- All original supporting documents as per [www.passports.gov.au](http://www.passports.gov.au)
- One uncertified copy of each original document (colour or black & white)

