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The Department of Foreign Affairs and Trade presents its compliments to all Diplomatic Missions and International Organisations and draws attention to updated policies and procedures for the provision of **airport facilitation services** to senior foreign visitors.

The Australian Government continues to place a high priority on the efficient and respectful handling of arrival and departure processes for senior foreign visitors at Australian airports. To that end, the Department has revised its airport facilitation policies and procedures.

The updated policies and procedures are set out in **Chapters 14 and 15** of the new edition of the **Protocol Guidelines** now available on the Department's website. The Department draws the attention of missions and organisations to the following key elements now applying:

- Chapter 14 – Introduction notes that airport facilitation is not available for **domestic arrivals or departures** as mission and organisation officials can receive or farewell visitors at the arrival or departure gate, after clearing security screening;
- Chapter 14.1 defines the categories of senior foreign visitors who are **eligible** for airport facilitation. Mission and organisations should note that eligibility in most cases is tied to **official visits**;
- Chapter 14.2 provides that applications for airport facilitation are to be submitted by emailing a completed PDF fillable **Airport Facilitation Request (AFR) form** to the relevant agency at least **five working days** before the visitor's arrival in Australia. Missions and organisations unable to complete the PDF fillable AFR form should contact DFAT Protocol Branch for assistance;
- Chapter 14.3 contains separate links to **airport facilitation guides** for each airport. The guides are a handy reference to how airport facilitation works at each airport, with key telephone contact numbers and advice on services including VIP lounges and parking facilities;

- Chapter 14.4.1 sets out **aviation security screening** policies and procedures. Missions and organisations are reminded that senior foreign visitors receiving airport facilitation are still required to undergo security screening;
- Chapter 15 provides detailed specific information on visits by **heads of state, heads of government, foreign ministers and guests of government**. Chapter 15.4 notes that heads of state, heads of government and foreign ministers **only** may be exempted from aviation security screening with airlines' agreement.

The Department requests missions and organisations to familiarise themselves with the airport facilitation policies and procedures detailed in the new Protocol Guidelines. Any queries should be addressed to [protocol.branch@dfat.gov.au](mailto:protocol.branch@dfat.gov.au).

The Department of Foreign Affairs and Trade avails itself of this opportunity to renew to all Diplomatic Missions and International Organisations the assurances of its highest consideration.



CANBERRA  
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