





### Changes to service delivery model

- In September 2023, the mail-in notarial service workload was centralised to the Melbourne Passport Office
  - mail-in requests were previously processed at Melbourne, Sydney and Canberra
  - due to the nature of a mail-in service, the service can be delivered by any of our departmental offices across Australia
  - the window for interviews at the Sydney office has been extended by three hours, with interviews now available from 8:30 am to 4 pm on weekdays

s 22(1)(a)(ii)

- Domestic post options remain unchanged. In January 2024, Melbourne STO began providing immediate counter service for customers who present with a single document for authentication
  - after a trial period, this approach will be rolled out to state offices across Australia.

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Senate Estimates – February 2024 – Supporting Brief



s 22(1)(a)(ii)

### Changes to service delivery model

- The mailed-in notarial service is undertaken in Sydney and Melbourne (from May 2024).
- Streamlined verification processes for NPC and health certification records has reduced processing times for customers.

s 22(1)(a)(ii)

### Service feedback

s 22(1)(a)(ii)

- Industry feedback over the past 3 months includes
  - centralisation of mailed-in applications and the increased turnaround times
    - o centralisation of the mailed-in service resulted in longer waiting times in December 2023
    - o mailed-in processing has reduced from 4 weeks to 3 days as at April 2024.

s 22(1)(a)(ii)





s 22(1)(a)(ii)

### Changes to service delivery model

- Due to low appointment availability, a notarial drop-off service for public notaries was trialled in Sydney in May 2024. The service allowed public notaries to drop off legalisation requests rather than making an appointment or mailing requests.
- As a result of the successful trial, this service is now offered in Sydney on an ongoing basis, and will be expanded to Melbourne, Brisbane and Perth by the end of 2024. The drop-off service has:
  - reduced reliance on appointment bookings
  - improved the experience for other customers by increasing access to appointments.
- APO is undertaking an operational review of notarial service delivery, which will be completed by mid-2025. The review will consider
  - the standard operating procedures
  - effort required to deliver the notarial service
  - service offerings and service channels
  - capacity planning and forecasting arrangements
  - learning and development requirements
  - identify areas of quality improvement and assurance monitoring.

### Service feedback

s 22(1)(a)(ii)

s 22(1)(a)(ii)

- Industry feedback has included
  - dissatisfaction with centralised processing of mailed-in applications, which increased processing timeframes to 4 weeks or more
    - o mailed-in applications are now processed at two sites, Sydney and Melbourne
    - o as at October 2024, mailed-in applications are being processed in three days.

s 22(1)(a)(ii)



s 22(1)(a)(ii)

### Changes to service delivery model

- Due to low appointment availability, a notarial drop-off service for public notaries was trialled in Sydney in mid-2024. The service allowed public notaries to drop off legalisation requests rather than making an appointment or mailing requests.
- As a result of the successful trial, this service is now offered in Sydney, Brisbane and Perth on an ongoing basis. It will be expanded to Melbourne in 2025. The drop-off service has:
  - reduced reliance on appointment bookings
  - improved the experience for other customers by increasing access to appointments.
- APO is undertaking an operational review of notarial service delivery, which will be completed by mid-2025. The review will consider
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  - identify areas of quality improvement and assurance monitoring.

### Service feedback

s 22(1)(a)(ii)

- Industry feedback has included
  - dissatisfaction with centralised processing of mailed-in applications, which increased processing timeframes to 4 weeks or more

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Additional Estimates – February 2025 – APO ED Brief

- mailed-in applications are now processed at two sites, Sydney and Melbourne
- as at end of December 2024, mailed-in applications were being processed on the day they were received.

s 22(1)(a)(ii)





s 22(1)(a)(ii)

### **Service improvement**

- In response to appointment availability challenges, a drop-off service for public notaries was trialled in Sydney in mid-2024.
- Due to its success, the service is now available in Sydney, Brisbane, Melbourne, and Perth, with nationwide rollout expected by end of 2025.
- This initiative has improved customer experience and streamlined service delivery.

s 22(1)(a)(ii)

### **Operational review**

A review of notarial service delivery in Australia has been undertaken, which has led to:

- the establishment of nationally consistent end to end workflow processes
- improved operational efficiency - demand for notarial service has continued to increase year on year – this has been managed within existing resources
- an ability to measure output and set performance expectations
- improved customer experience.

**OFFICIAL****Table 1 Internal Processing Timeframes**

Type of Service	Number of Documents	Appointment Timeframe	Processing Timeframe
Authentication & Apostille	3 or less	10 mins	90% issued within the appointment timeframe
Authentication & Apostille	4 or more	10 minutes	5 business days
Certificate of No Impediment	N/A	20 minutes	5 business days
Mailed-in	All	N/A	5 business days
Notary Drop-off	All	N/A	5 business days

s 22(1)(a)(ii)

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s 22(1)(a)(ii)

### **Service improvement**

- In response to appointment availability challenges, a ‘drop-off’ service for public notaries was trialled in Sydney in mid-2024.
- Following the successful trial, the service is now available in Sydney, Brisbane, Melbourne, and Perth, with nationwide rollout expected by end of 2025-26.
- This initiative has improved customer experience and streamlined service delivery.

s 22(1)(a)(ii)

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s 22(1)(a)(ii)

**Internal processing timeframes**

Type of Service	Number of Documents	Appointment Timeframe	Processing Timeframe
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Mailed-in	All	N/A	5 business days
Notary Drop-off	All	N/A	5 business days

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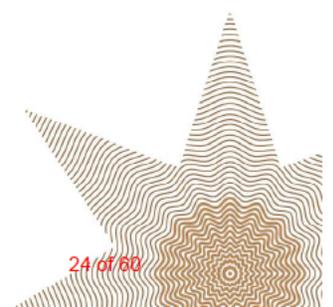
**Australian Government**  
**Department of Foreign Affairs and Trade**

**AUSTRALIAN**  
**PASSPORT OFFICE**

# Notarial Processing Timeframes

*A guide for Notarial Officers to use to deliver nationally consistent  
document legalisation services*

*July 2025*



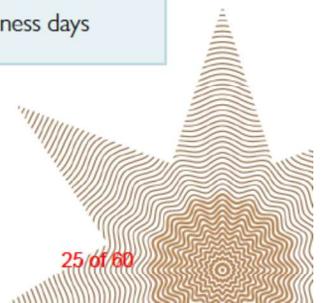


## Processing timeframes

The processing timeframes are for **internal use only** and are not to be provided to customers. If an application is incomplete processing times may be longer. Staff can advise customers that most complete applications are processed within these timeframes, however this is a guide, and some applications may take longer.

### Counter Applications

Type of Service	Number of Documents	Appointment Timeframe	Processing Timeframe
Authentication & Apostille	3 or less	10 minutes	90% issued within the appointment timeframe
Authentication & Apostille	4 or more	10 minutes	5 business days
Certificate of No Impediment	N/A	20 minutes	5 business days





## Mailed-in Applications and Notary Drop-off Service

If an application is incomplete processing times may be longer. The processing timeframe for the Notary drop-off service is communicated via email direct to notaries, including state based notarial societies.

Type of Service	Number of Documents	Appointment Timeframe	Processing Timeframe
Mailed-in	All	N/A	5 business days
Notary Drop-off	All	N/A	5 business days



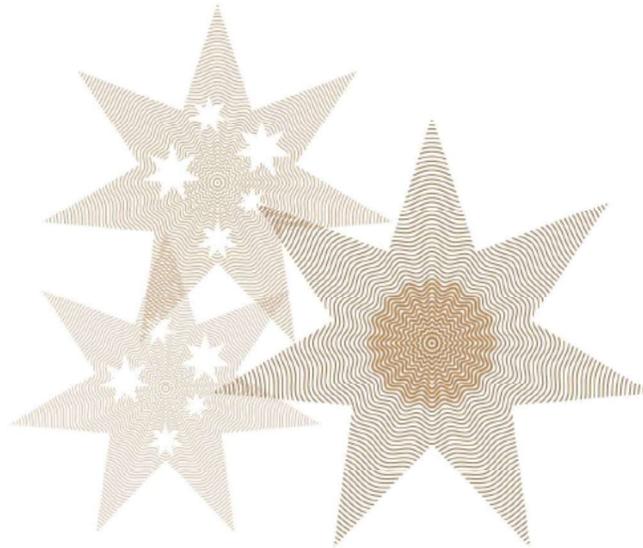




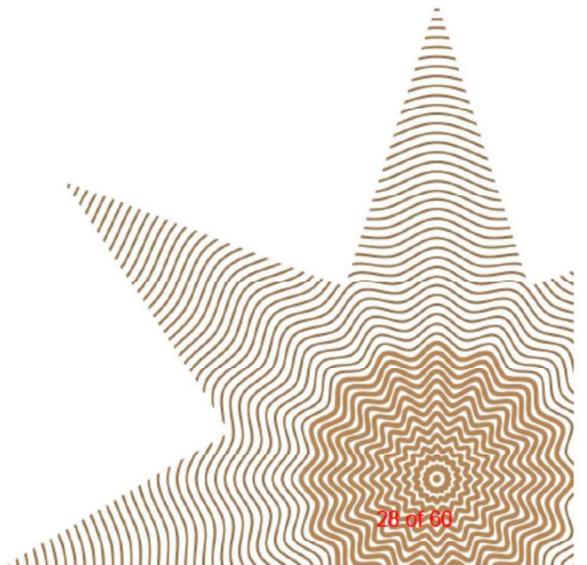
Australian Government  
Department of Foreign Affairs and Trade

AUSTRALIAN  
PASSPORT OFFICE

# Managing Notarial Customer Enquiries



*A guide for Customer Service Officers in State  
and Territory Offices*





s 22(1)(a)(ii)

## Processing Timeframes

Processing times vary however we are currently processing most complete applications within three business days (counter) or five business days once they are received in our office (mailed in/notary drop off).

We will contact you if any further information is required to process your application and you will receive an SMS or email when your documents are ready for collection.

## Urgent requests

Confirm with the customer:

- The reason for their request,
- If travelling, the departure date and destination,

- Check Smartraveller to confirm if the customer can access legalisation services in the location they are travelling to and advise the customer of the option(s) available overseas.

If the customer is unable to access the service overseas, and has not demonstrated an unforeseen compelling or compassionate circumstance, advise the customer:

- The notarial service is an appointment-based service, and our next available appointment is (date of next appointment).
- You can post your application to one of our mailed in processing centres in either Melbourne or Sydney, whichever you prefer (address provided on Smartraveller).
- We recommend posting your application using a tracking service.  
You may wish to also include a pre-paid express service envelope and a cover letter with your application to explain why it is urgent. Complete applications sent to a mailed-in processing centre are currently processed within 5 business days upon receipt of the application, if all requirements are met.

If the customer is unable to access the service overseas, and has demonstrated an unforeseen compelling or compassionate circumstance, follow the Notarial Urgent Processing Requests SOP.

## Embassy or Consulate appointments

The customer is required to advise the foreign embassy or consulate of the current appointment wait-time and processing timeframes.

Urgent appointments or processing requests are only approved by a supervisor if the customer has demonstrated an unforeseen compelling or compassionate circumstance.

If the customer is unable to access the service overseas, and has demonstrated an unforeseen compelling or compassionate circumstance, follow the Notarial Urgent Processing Requests SOP.

## Customer Service Scripts

Disclaimer: the responses below are a guide. Staff may need to tailor responses depending on the customers circumstances.

**Q: Can I get my documents processed today?**

**A:** You will receive an SMS or email when your documents are ready for collection.

**Q: How long will it take to process my documents?**

**A:** Processing times can vary however we are currently processing most complete applications within three business days (counter) or five business days once they are received in our office (mailed in/notary drop off). We will contact you if any further information is required to process your application and you will receive an SMS or email when your documents are ready for collection.

**Q: Can I be seen urgently today without an appointment?**

**A:** We have rules and processes for managing urgent requests and understand this is important to you. If you are unable to find an appointment within the timeframe you were hoping for the best lodgement option for you would be to use our mailed in service.

**Q:** I don't want to send my documents via mail/I need the documents ASAP:

**A:** To establish the best lodgement option for you I need to ask a few questions:

- What are the circumstances you require the documents for?
- Are you aware of the due date for your documents to be lodged?
- When did you become aware of this?
- Do you have any evidence to support the urgency?

My supervisor assesses each request on a case-by-case basis. Please provide evidence to support your request for us to determine if we can assist you with an urgent appointment."

**Q: What kind of evidence do I need to provide?**

**A:** We'll need something that supports your request - like a flight itinerary, a letter from a lawyer, or a funeral notice. It doesn't need to be formally translated, but we do need to understand what it says.

**Q: I've travelled interstate just for this - can you help me urgently?**

**A:** I understand that you have travelled a long way. However, travel alone doesn't automatically qualify as urgent. We'll still need to assess your situation and see if it meets the criteria.

**Q: Why can't I just walk in and be seen like before?**

**A:** We've introduced a new process to ensure fairness and consistency. Urgent requests now require evidence and supervisor approval to help us manage demand and provide quality service.

**Q: Can I just book an urgent appointment myself?**

**A:** Urgent appointments can't be self-booked. If your request is approved, we'll book the appointment for you and let you know when to return.

**Q: What if I don't have evidence right now?**

**A:** That's okay. You can lodge or email it to us when you ready. Once we receive it, we'll review your request and let you know the outcome.

**Q: What if I have an embassy or consulate appointment?**

**A:** You'll need to let the embassy or consulate know about our current timeframes. Urgent requests are only approved if there's an unforeseen compelling or compassionate reason.

**Q: Can I get this done overseas instead?**

**A:** You can check Smartraveller to see if legalisation services are available at your destination. If they are, that may be a faster option. You can find more information about services overseas on Smartraveller.

**Q: What if my request is not approved?**

**A:** If your request doesn't meet the urgent criteria, we will guide you through using the mailed-in service, as this is the best lodgement option for your circumstances or we can help you book the next available appointment.

Alternatively, the service often has cancellations, if you monitor the booking platform regularly you may find an earlier appointment will become available.

**Q: Will this delay my documents?**

**A:** If your request is approved, we'll do our best to process it quickly. If not, we'll still ensure your documents are processed within our standard five business day timeframe.



# Notarial Processing Timeframes

## Talking points for Team Leaders (Internal Use Only)

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### Purpose

Use these talking points to provide clear and consistent messaging to Notarial staff about the new SOPs and processing timeframes. These talking points are designed to help staff navigate changes confidently, manage customer expectations, and apply the SOP appropriately. They are for internal use only, not for wider distribution.

### Background

- Several Standard Operating Procedures (SOPs) have been developed with working group members and the Notarial Operational Review project team.
- This standardisation ensures that customers receive the same level of service no matter where in Australia they lodge their documents.
- It also enables us to better manage resources by allowing us to measure and plan for demand more accurately.
- The processing timeframes are based on outcomes of the Counter Survey exercise conducted in January 2025.
- Sites commenced using the approved SOPs following information sessions that commenced Wednesday 28 May 2025.

### Key messages

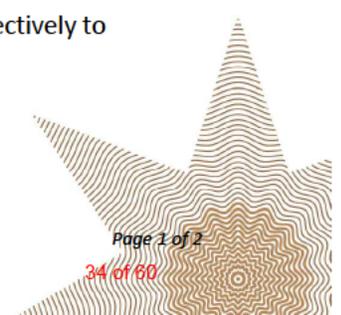
- The new SOPs standardise notarial servicing nationally, ensuring customers receive the same level of service regardless of which Australian Passport Office they visit.
- Processing timeframes are based on the January 2025 Counter Survey and are used to support accurate forecasting and resource planning for efficient service delivery.
- Most in-person applications with three or less documents are expected to be completed within the 10-minute appointment, while mailed-in, drop-off, and larger applications are processed within five business days.

### Talking points

- Several SOPs have been developed that to standardise Notarial servicing for APO.
- By standardising procedures nationally, it ensures a consistent process across all sites.
- With consistency in servicing, we can accurately forecast, plan and allocate resources effectively to anticipated demand.
- The processing timeframe standards are a key measurement to enable that planning.
- The counter processing timeframes are:

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Strategy and Modernisation Branch, Australian Passport Office, Department of Foreign Affairs and Trade





- Authentication & Apostilles with 3 or less documents, will have a 10 minute appointment, and 90 percent processed within the appointment time,
  - Authentication & Apostilles with 4 or more documents, will have a 10 minute appointment, and will be processed within 5 business days,
  - Certificate of No Impediment will have a 20-minute appointment and is to be processed within 5 business days.
- The processing timeframes are based where based on analysis of the Counter Survey exercise conducted in January 2025.
  - The timeframes are metrics used for workforce planning and will be reviewed regularly.
  - Where sites are not issuing documents according to standard timeframes, support will be provided by Workload Management and Connection & Change. This may entail activity to understand the operating environment and develop any possible efficiency options.
  - Processing timeframes for Mailed-in applications and Notary Drop-off service carry different processing timeframe standards. In these cases, it is 5 business days.
  - The timeframes are an internal measurement only and not shared with the public.

## Questions and answers

**Q: “What if I can’t complete a 3-document appointment in 10 minutes?”**

**A:** That’s okay - there are valid reasons this might happen. Just ensure the **s 47E(d)** reflects what occurred so we can track and understand the data accurately.

**Q: “How do I label appointments in **s 47E(d)** if I don’t finish within the appointment time?”**

**A:** Use the appropriate label (e.g., “Pending”) and be as accurate as possible. Labels will be refined to better capture reasons such as document volume or customer preparedness.

**Q: “What if a customer splits their documents into two requests to stay under the 3-document limit?”**

**A:** Use your judgment. If it’s clearly one request split to bypass the timeframe, you can process part and advise the rest will follow standard turnaround.

**Q: “Do I need to explain to customers why their documents weren’t issued on the spot?”**

**A:** Only if they ask. You can explain that some documents require additional checks or processing and that we aim to issue within the appointment time where possible.

**Q: “What if my site isn’t meeting the 90% target?”**

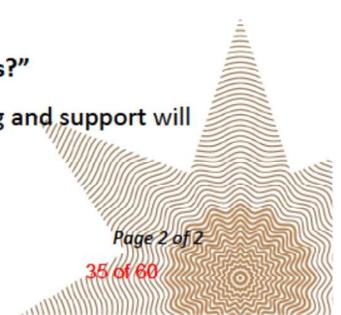
**A:** That’s okay - support will be provided. Workload Management and Connection and Change will work with us to understand the environment and explore efficiency options.

**Q: “Can I tell customers about the processing timeframes?”**

**A:** No - the timeframes are for internal planning only. You can say we aim to process most applications during the appointment, but it’s not guaranteed.

**Q: “What if I’m training or new to the role - will I be expected to meet the same timeframes?”**

**A:** No. The 90% target is a network-wide planning tool, not an individual expectation. Training and support will be factored into any analysis.





# Notarial Servicing Changes June 2025

## Must Dos and Customer Scenarios for Notarial staff (Internal Use Only)

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### Purpose

These talking points are designed to help frontline staff clearly and confidently explain the new Notarial Servicing changes to customers. They aim to ensure consistent messaging, manage expectations, and support staff in handling potentially sensitive or time-pressured enquiries.

### Background *(why we need to change)*

The changes to Notarial servicing have been introduced to create a more consistent and efficient experience for both customers and staff across all STOs. By standardising processes, we can ensure that customers receive the same level of service no matter where in Australia they lodge their documents. These changes also help us better manage resources by allowing us to measure and plan for demand more accurately. Additionally, they support improved efficiency by reducing unnecessary back-of-house processing and help staff manage customer expectations through clearer guidelines on processing timeframes and urgent request handling.

### Must Dos *(applying the changes)*

- **Urgent requests now require evidence** – Customers must provide documentation to support their claim of urgency (e.g. flight bookings, legal letters, funeral notices).
- **Supervisor approval is mandatory** – All urgent requests must be approved by a supervisor (APS5 or above) before being processed.
- **No walk-ins without assessment** – Customers cannot be seen urgently without first discussing their situation and providing evidence.
- **Urgent appointments may not be same-day** – Even if approved, urgent appointments may be scheduled later in the week depending on capacity.
- **All urgent requests are logged** – Approved and unapproved requests are recorded in a SharePoint register for transparency and planning.
- **The Australian Passport Office Contact Centre (APOCC) will not book urgent appointments directly** – Customers calling APOCC will be directed to email their local STO with evidence.
- **Counter processing timeframes** – Processing timeframes are internal guidelines only and are not to be shared with customers.
- **Turnaround for mailed-in and drop-off services** – Mailed-in and drop-off requests have a processing timeframe of five-business days if all requirements are met.
- **New booking policy in s 47E(d)** – The booking system now requires the customer to read and agree to the following policy before their appointment can be finalised. Customers are advised to:



- bring a completed Document Legalisation Request Form with them to the appointment,
- book only one appointment at a time. Multiple bookings may be cancelled.
- **Contractor limitations** – Contractors cannot process, or action emails related to specific applications; only APS staff can perform these functions.
- **Customers with embassy or consulate appointments** – Customers should be advised to inform the embassy or consulate of the next available appointment date and processing timeframes. Urgent requests are only approved if the customer demonstrates an unforeseen compelling or compassionate circumstance.

## Customer Scenarios *(questions and answers)*

Use these as a guide for your conversations. Make them your own!

**Q: Can I get my documents processed today?**

**A:** You will receive an SMS or email when your documents are ready for collection.

**Q: Can I be seen urgently today without an appointment?**

**A:** We have rules and processes for managing urgent requests and understand this is important to you. My supervisor assesses each request on a case-by-case basis. Please provide any evidence you have to support your request for us to determine if we can assist you today.

**Q: What kind of evidence do I need to provide?**

**A:** We'll need something that supports your request - like a flight itinerary, a letter from a lawyer, or a funeral notice. It doesn't need to be formally translated, but we do need to understand what it says.

**Q: I've travelled interstate just for this - can you help me urgently?**

**A:** I understand that you have travelled a long way. However, travel alone doesn't automatically qualify as urgent. We'll still need to assess your situation and see if it meets the criteria.

**Q: Why can't I just walk in and be seen like before?**

**A:** We've introduced a new process to ensure fairness and consistency. Urgent requests now require evidence and supervisor approval to help us manage demand and provide quality service.

**Q: Can I just book an urgent appointment myself?**

**A:** Urgent appointments can't be self-booked. If your request is approved, we'll book the appointment for you and let you know when to return.

**Q: What if I don't have evidence right now?**

**A:** That's okay. You can lodge or email it to us when you're ready. Once we receive it, we'll review your request and let you know the outcome.

**Q: What if I have an embassy or consulate appointment?**

**A:** You'll need to let the embassy or consulate know about our current timeframes. Urgent requests are only approved if there's an unforeseen compelling or compassionate reason.

**Q: Can I get this done overseas instead?**





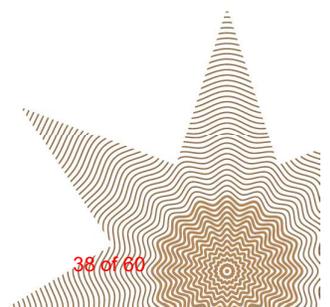
**A:** You can check Smartraveller to see if legalisation services are available at your destination. If they are, that may be a faster option. You can find more information about services overseas on Smartraveller.

**Q: What if my request is not approved?**

**A:** If your request doesn't meet the urgent criteria, we'll help you book the next available appointment or guide you through using the mailed-in service, which has a five-business day turnaround.

**Q: Will this delay my documents?**

**A:** If your request is approved, we'll do our best to process it quickly. If not, we'll still ensure your documents are processed within our standard five business day timeframe.





# Notarial Urgent Processing Requests Standard Operating Procedure (SOP)

## Talking points for Team Leaders (Internal Use Only)

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### Purpose

Use these talking points to provide clear and consistent messaging to support staff in understanding and implementing the new Urgent Processing SOP. These talking points are designed to help staff navigate changes confidently, manage customer expectations, and apply the SOP appropriately. These talking points are for internal use only, not for wider distribution.

### Background

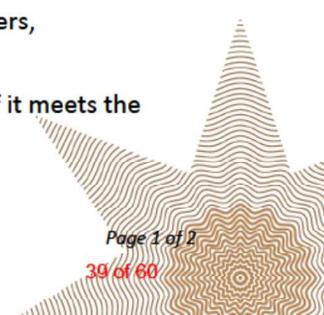
- The Urgent Processing SOP was developed in response to inconsistent handling of urgent notarial requests across sites.
- It draws on existing practices, feedback from the notarial working group, and alignment with urgent passport request process.
- The SOP introduces a structured, fair, and transparent process for assessing and managing urgent requests.
- It ensures that urgent appointments are only approved when justified, and that regular service delivery is not compromised.
- A [SharePoint register](#) has been introduced to track all urgent requests, approved and unapproved for better visibility and planning.

### Key messages

- The SOP ensures urgent requests are handled consistently across all sites, with clear criteria and supervisor oversight.
- Urgent appointments must be supported by evidence and approved by a supervisor (APS5 or above) before being booked.
- Urgent requests should not impact the ability to deliver standard appointments. Staff should balance customer needs with operational capacity.

### Talking points

- The SOP applies to all urgent notarial requests whether received in person, by phone, or via email.
- Customers must provide evidence to support their request (e.g. flight bookings, legal letters, funeral notices).
- A member of the leadership team (APS 5 to EL1) are to assess the request to determine if it meets the criteria for urgent processing.





- When booking an urgent appointment, consideration should be taken to ensure no disruption to existing scheduled appointments or when doing so would exceed our capacity.
- All urgent requests are to be logged in the [SharePoint register](#) for reporting purposes. This includes both approved and unapproved.
- Staff should not promise urgent appointments; requests must be referred to a supervisor.
- Australian Passport Office Contact Centre (APOCC) and Legalisations Australia may receive urgent enquiries. Where this happens, they will direct customers to contact their local STO with evidence.
- Staff should use the approved email templates and scripts when responding to urgent enquiries to ensure consistency in service.
- Customers with embassy or consulate appointments are to be advised of standard processing timeframes. Urgency is only recognised if the situation is unforeseen and compelling.
- The SOP is not intended to restrict service but to ensure fairness, transparency, and operational sustainability.

## Questions and answers

**Q: “Can I approve an urgent request if I’m not a supervisor?”**

**A:** No. Only APS5-level staff or above can approve urgent requests. You should refer the request to the appropriate supervisor.

**Q: “What if the customer doesn’t have evidence right away?”**

**A:** That’s okay. They can email it later, and the supervisor will assess the request once it’s received.

**Q: “What if we’re fully booked - can we still fit in an urgent appointment?”**

**A:** Only if it won’t impact existing appointments. Consider booking after 1:00 PM or at another available counter.

**Q: “Do we need to log requests that aren’t approved?”**

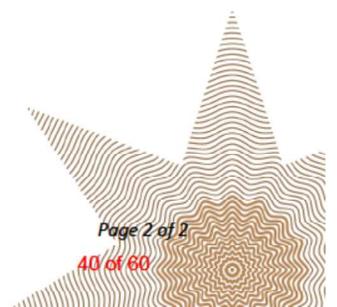
**A:** Yes. All urgent requests - approved or not - must be logged in the SharePoint register for tracking and planning.

**Q: “Can contractors manage urgent requests?”**

**A:** Contractors can seek supervisor approval and book an appointment on behalf of the customer for urgent requests (provided the supervisor is an APS employee). Any further enquiries can only be met with responses consistent with publicly available information. Discussion beyond what is publicly available may need to be referred to a trained APS officer or the STO email address for further follow up.

**Q: “What if the customer says they have an embassy appointment?”**

**A:** Let them know that embassy appointments do not automatically qualify as urgent. They must still demonstrate an unforeseen compelling or compassionate reason.





# NOTARIAL DROP-OFF SERVICE

## Service Announcement

The Australian Passport Office will be trialling a 'Drop-off service' to provide fast and efficient legalisations for Notary Publics based in Sydney.

## Service times

Drop off: 8:30am to 4:00pm | Collections: 8:30am to 4:00pm

## How to use this service

- 1 Complete the document [Legalisation Request Form \(DLRF\)](#)
- 2 Place the DLRF and documents in a sealed envelope
- 3 Arrive at the Sydney Passport Office
- 4 Advise the concierge that you are a Notary Public or a representative of a Notary Public.
- 5 You will be sent an email or SMS to advise your documents are ready for collection.

## 5-Day turnaround

Documents submitted to the Notarial Drop Box that satisfy the criteria for legalisation will be completed within 5 business days.

### More information or advice

✉ [legalisation.australia@dfat.gov.au](mailto:legalisation.australia@dfat.gov.au)

🖱 <https://www.smartraveller.gov.au/consular-services/notarial-services>

Remember: You can also submit documents [by mail](#). For details, visit the Smartraveller website, Notarial services and click on 'Documents in Australia.'





s 22(1)(a)(ii)

### Urgent appointments

Clients should email requests for urgent appointments to the consular inbox of the relevant post (consular.post [mnemonic@dfat.gov.au](mailto:mnemonic@dfat.gov.au)) outlining the reasons for their request

CEC staff can respond to general enquiries about Australian and overseas notarial services queries

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## s 22(1)(a)(ii)

Customers may request urgent processing of a notarial service. They can make this request in person, by phone, or by email. Notarial officers must collect additional documentation to support the customer's urgent request.

Appointments before the next available time slot may only be booked for customers who can provide evidence of a genuine need for an urgent notarial service.

Applications posted to the 'mailed in' service are usually processed within 5 business days once the application is received.

Customers who request processing in a quicker timeframe must provide evidence of a genuine need for an urgent notarial service.

## s 47E(d)

Urgent circumstances must be assessed on a case-by-case basis, it may include:

- Requests from a customer with evidence of travel for a compelling or compassionate reason and there are no appointments available before the travel date. Officers can be guided by passport policy for the definition of [compelling](#) or [compassionate](#).
- Requests from a funeral director

If there is no appointment availability suitable for the customer's needs, the customer should be **encouraged to utilise the mailed-in service**, this includes customers who have:

- Lodged a request for urgent processing that is not supported by a supervisor.
- Travelled interstate to a State and Territory Office without an appointment

Supervisors should note the following:

Each request should be assessed on its own merits and staff should use judgement in making their decision.

A supervisor must consider the customers circumstances and resources available before approving an urgent appointment date and time, noting an additional counter may be required to facilitate an urgent request. Urgent requests should not impact the STOs ability to issue and return documents within the appointment time to customers who have appointment bookings.

For Front of House and APOCC staff to assist customers requesting an urgent notarial service.

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## 1. Customer has made a request for an urgent notarial service.

### Request received in person at a STO

- **Discuss** with the customer why they need an urgent notarial service.
- If the customer has mailed in their documents and is requesting urgent processing, refer to: Requests received by phone or email at a STO.
- **Check** the relevant STOs [online booking tool](#) for any available appointments prior to the date the service is needed.

### There is an available appointment

- **Book** an appointment for the customer as per normal process.

Task complete

### There isn't an available appointment

- **Request** evidence that supports the customers circumstances.
- **Record** the reason for the request and evidence provided by the customer on the Document Legalisation Request Form (DLRF) under the Office Use Only section.
- **Request** approval from your supervisor to book an urgent appointment for the customer. Approval should be obtained in person with the supervisor sighting the DLRF and supporting evidence.
- **Create new request** on the [Notarial Services Urgent Processing Requests](#) log. All requests for urgent processing must be logged, including both supported and not supported requests. If you need to modify an existing entry, click on the **Customer's full name** to open the entry.

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- If the customer's request is approved **Add the appointment** in s 47E(d).
- **Record** in the 'Notes to provider and guest(s)' section within s 47E(d) "Urgent Request Approved".

## s 47E(d)

In the STO s 47E(d) calendar, select the relevant timeslots. If a prompt appears in relation to turning double-booking on, select yes. This allows us to book customers into the same timeslot but prevents customers from double booking using the Smartraveller booking tool.

Task complete

### Requests received by phone or email at a STO

- If not already provided, **request** evidence that supports the customers circumstances.
- **Request** approval from your supervisor to book an urgent appointment for the customer, or process mailed-in documents urgently.
- **Create new request** on the [Notarial Services Urgent Processing Requests](#) log. All urgent processing requests must be logged, including requests that are supported or not supported by a supervisor. If you need to modify an existing entry, click on the Customer's full name to open the entry.

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### Request approved by a supervisor (appointment required)

- If the customer's request is approved Add an appointment in s 47E(d).  
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- Email the customer to confirm their appointment date and time.

### Request not approved by a supervisor

- Advise the customer the reason.
- Advise the customer the next available appointment date and time and provide information about the mailed-in service.
- Refer to Smartraveller for further information about the mailed-in service, if required.

### Urgent Processing Request (Mailed-in)

- If the customer's request is approved process the documents and contact the customer to advise the status of their application.

Task complete

### Request received by APOCC or Legalisations Australia mailbox

Customers may request an urgent notarial service by calling the APO Contact Centre (APOCC) or by emailing the Legalisations Australia mailbox. These requests must be considered by the STO where the customer intends to lodge.

- **Email** the customer using the '[Request for urgent notarial service](#)' email template.

s 22(1)(a)(ii) - this section, together with the following pages (51-60) are out of scope and have been removed.