

Chapter 24.7.1 > POL005324 > Australian Passport Office de-identification policy - details

The Australian Passport Office (APO) de-identification policy applies to all officers (and contractors) across the APO network. It should not limit a customer's ability to contact the APO directly.

Front Counter Staff

- Front counter staff should disclose their **first name** only to customers.

Passport Case Officers (phone, SMS and email contact)

- When contacting customers by phone, SMS or email, {{Passport Case Officerss47E(d)}} (PCOs) should disclose their **first name** only and, where appropriate, their {{State or Territory Offices47E(d)}}
 - PCOs should answer external calls with their first name only.
 - SMS texts should not disclose a staff member's s47E(d)
 - All emails should be sent from a group email account that does not identify the individual user.
 - PCOs should use an email signature block for contact with customers that includes their first name only and, where appropriate, their State or Territory Office.
- For return contact, PCOs **must** provide contact details as prescribed by the relevant customer contact template or, if not prescribed, one of the following:
 - a first name and direct telephone extension number
 - a first name and relevant group email address.

During processing, PCOs **must not** use the APIS number for return contact. The APIS number may be provided for general information only (for example, as set out in the standard signature block).

Letters, including delegate decision letters (hardcopy and emailed PDFs)

- In most cases, the signature block of written correspondence (including letters notifying decisions) must include the relevant **position title** and the section and/or State or Territory Office only (**a signature is not required**), for example:
 - Passport Officer, Australian Embassy
 - Passport Case Officer, Melbourne Passport Office
 - Delegate of the Minister, Australian Passport Office
 - Director, Passport Policy.

- Where return contact is required, the sender must provide contact details as prescribed by the relevant customer contact template or, if not prescribed, one of the following:
 - a first name and direct telephone extension number
 - a first name and relevant group email address.
- Unless required by law or policy:
 - EL2 Directors and Regional Directors and SES officers have the discretion to include their full names where appropriate
 - a signature is optional.

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Resources

Standard PCO signature block and guidance

Accordion-Content-End