

s22(1)(a)(ii)

From: Craig Maclachlan
Sent: Wednesday, 8 June 2022 2:58 PM
To: s47F(1)
Cc: s22(1)(a)(ii) s47F(1) Tanya Bennett
 ; Bridget Brill; s22(1)(a)(ii)
Subject: RE: FOR YOUR REVIEW - PASSPORTS - DRAFT AFM RELEASE [SEC=OFFICIAL]
Attachments: 220608 Draft Watts release - passports.docx

OFFICIAL

Thanks s47F(1) No additional comments from me. We will keep at the task.

Tks

C

Craig Maclachlan

Deputy Secretary
 Security, Legal and Consular Group
 Department of Foreign Affairs and Trade
 T s22(1)(a)(ii)
 M s22(1)(a)(ii)
 E Craig.Maclachlan@dfat.gov.au
 W www.dfat.gov.au | www.smartraveller.gov.au
[Web](#) | [Twitter](#) | [YouTube](#) | [Flickr](#)

From: s47F(1) @dfat.gov.au>
Sent: Wednesday, 8 June 2022 2:53 PM
To: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>; s47F(1) @dfat.gov.au>; s47F(1)
 s47F(1) @aph.gov.au>; Tanya Bennett <Tanya.Bennett@dfat.gov.au>
Cc: s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s47F(1)
 @dfat.gov.au>; s47F(1) @dfat.gov.au>
Subject: RE: FOR YOUR REVIEW - PASSPORTS - DRAFT AFM RELEASE [SEC=OFFICIAL]

OFFICIAL

Thanks Craig.

That's reflected in updated attachment. Assuming no further suggestions from dfat comms, I think this is good to go.
 s47F(1)

From: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>
Sent: Wednesday, 8 June 2022 2:17 PM
To: s47F(1) @dfat.gov.au>; s47F(1) @dfat.gov.au>; s47F(1)
 @aph.gov.au>; Tanya Bennett <Tanya.Bennett@dfat.gov.au>
Cc: s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s47F(1)
 @dfat.gov.au>; s47F(1) @dfat.gov.au>
Subject: Re: FOR YOUR REVIEW - PASSPORTS - DRAFT AFM RELEASE[SEC=OFFICIAL]

OFFICIAL

s47F(1)

I think you can add 'minimum' to the line about 250 staff being onboarded. We are going to have work out with Services Australia the detail over the next 24 hours. Anything more specific is difficult.

Tks

C

OFFICIAL

From: s47F(1) @dfat.gov.au>
Date: Wednesday, 8 June 2022 at 14:05:03
To: s47F(1) @dfat.gov.au>, s47F(1) @aph.gov.au>,
 "Craig Maclachlan" <Craig.Maclachlan@dfat.gov.au>, "Tanya Bennett" <Tanya.Bennett@dfat.gov.au>
Cc: s22(1)(a)(ii) @dfat.gov.au>, s22(1)(a)(ii) @dfat.gov.au>, s47F(1) @dfat.gov.au>, s47F(1) @dfat.gov.au>
Subject: RE: FOR YOUR REVIEW - PASSPORTS - DRAFT AFM RELEASE [SEC=OFFICIAL]

OFFICIAL

s47C

s47F(1)

From: s47F(1) @dfat.gov.au>
Sent: Wednesday, 8 June 2022 1:50 PM
To: s47F(1) @aph.gov.au>, s47F(1) @dfat.gov.au>;
 Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>; Tanya Bennett <Tanya.Bennett@dfat.gov.au>
Cc: s22(1)(a)(ii) @dfat.gov.au>, s22(1)(a)(ii) @dfat.gov.au>, s47F(1) @dfat.gov.au>, s47F(1) @dfat.gov.au>
Subject: Re: FOR YOUR REVIEW - PASSPORTS - DRAFT AFM RELEASE[SEC=OFFICIAL]

OFFICIAL

Thanks all - Craig, in light of your call alluding to work to bring more staff into the call centre, is there any additional detail that can be added to this?

If not, do you know when you will have those additional resources confirmed?

Cheers

s47F(1)

OFFICIAL

s47C

s22(1)(a)(ii)

From: Craig Maclachlan
Sent: Wednesday, 8 June 2022 10:42 AM
To: s47F(1); Tanya Bennett; s47F(1)
Cc: Bridget Brill; Kate Logan; Jenny Dee; s22(1)(a)(ii) Troy Kaizik;
 s47F(1)
Subject: RE: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]

OFFICIAL

s47F(1)

FYI – publicity is pushing demand over the past 48 hours from 11,054 applications on Monday to 16,417 applications received yesterday. Yesterday was a record, by some margin (we have never been above 15,000).

Tks
C

Craig Maclachlan

Deputy Secretary
 Security, Legal and Consular Group
 Department of Foreign Affairs and Trade
 T s22(1)(a)(ii)
 M s22(1)(a)(ii)
 E Craig.Maclachlan@dfat.gov.au
 W www.dfat.gov.au | www.smartraveller.gov.au
[Web](#) | [Twitter](#) | [YouTube](#) | [Flickr](#)

From: s47F(1) @dfat.gov.au>
Sent: Wednesday, 8 June 2022 9:59 AM
To: Tanya Bennett <Tanya.Bennett@dfat.gov.au>; Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>; s47F(1) @dfat.gov.au>; s47F(1) @dfat.gov.au>
Cc: Bridget Brill <Bridget.Brill@dfat.gov.au>; Kate Logan <Kate.Logan@dfat.gov.au>; Jenny Dee <Jenny.Dee@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s47F(1) @dfat.gov.au>; s47F(1) @dfat.gov.au>; Troy Kaizik <Troy.Kaizik@dfat.gov.au>; s47F(1) @dfat.gov.au>
Subject: RE: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]

OFFICIAL

Thanks Tanya. I take your point re the smartraveller messaging opportunity, but I think this will be counterproductive to be telling people in relation to their frustrations with APO delays that **they** should be travel ready.

However I've included it in the qanda, recognising it is a message we want to convey as much as possible.

s47F(1)

s22(1)(a)(ii) - duplicate

From: Tanya Bennett <Tanya.Bennett@dfat.gov.au>
Sent: Wednesday, 8 June 2022 8:55 AM
To: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>; s47F(1) @dfat.gov.au; s47F(1) @dfat.gov.au; s47F(1) @dfat.gov.au
Cc: Bridget Brill <Bridget.Brill@dfat.gov.au>; Kate Logan <Kate.Logan@dfat.gov.au>; Jenny Dee <Jenny.Dee@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au; s22(1)(a)(ii) @dfat.gov.au; s22(1)(a)(ii) @dfat.gov.au; s22(1)(a)(ii) @dfat.gov.au; Troy Kaizik <Troy.Kaizik@dfat.gov.au>; s47F(1) @dfat.gov.au
Subject: RE: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]

OFFICIAL

Morning s47F(1)

We've double checked the numbers which are correct. We have two suggestions to the below in highlight. First, is to make clear it's an additional call centre (as one is already in operation). Second, is not to miss the opportunity from the outset to integrate consular messaging on travel advice.

Of course, the pain point now is passports, but as the numbers of Australians travel consular messaging becomes increasingly important.

Cheers
Tanya

From: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>
Sent: Tuesday, 7 June 2022 8:44 PM

To: s47F(1) @dfat.gov.au>; Tanya Bennett <Tanya.Bennett@dfat.gov.au>; s47F(1) @dfat.gov.au>; s47F(1) @dfat.gov.au>
Cc: Bridget Brill <Bridget.Brill@dfat.gov.au>; Kate Logan <Kate.Logan@dfat.gov.au>; Jenny Dee <Jenny.Dee@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; Troy Kaizik <Troy.Kaizik@dfat.gov.au>; As47F(1) @dfat.gov.au>
Subject: Re: Passports and travel - framing the forward narrative points[SEC=OFFICIAL]

OFFICIAL

s47F(1)

This looks good. I will get the team to double check the numbers in the QnA first thing - they look about right.
 Tks
 C

OFFICIAL

From: s47F(1) @dfat.gov.au>
Date: Tuesday, 7 June 2022 at 20:29:06
To: "Craig Maclachlan" <Craig.Maclachlan@dfat.gov.au>, "Tanya Bennett" <Tanya.Bennett@dfat.gov.au>, s47F(1) @dfat.gov.au>, s47F(1) @dfat.gov.au>
Cc: "Bridget Brill" <Bridget.Brill@dfat.gov.au>, "Kate Logan" <Kate.Logan@dfat.gov.au>, "Jenny Dee" <Jenny.Dee@dfat.gov.au>, s22(1)(a)(ii) @dfat.gov.au>, s22(1)(a)(ii) @dfat.gov.au>, s22(1)(a)(ii) @dfat.gov.au>, "Troy Kaizik" <Troy.Kaizik@dfat.gov.au>, s47F(1) @dfat.gov.au>
Subject: RE: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]

OFFICIAL

Hi all
 Sorry this took longer than hoped; our travelling colleagues were a bit tied up. This is where've landed.
 Grateful advice on any concerns.
 Obviously we have missed deadlines for today.
 We will intend to have AFM deal with most of the incoming on this but we are considering whether there is an appropriate intervention for FM in next 24-48 hours.
 Thanks for all your help.

s47F(1)

PASSPORTS

Frame/top lines

The current delays in passport applications, and the long waits to get in touch with the Passport Office, are unacceptable.

We are working with DFAT to fix this by urgently increasing numbers of processing and call centre staff as quickly as staff can be recruited and trained.

To help deal with phone delays, we are standing up a new additional call centre with 35 staff this week and 35 more staff next week.

And an additional 250 staff will come on board in the next six weeks to process applications.

It will take some time to get back on track but we will continue to work with DFAT to make sure the required resources are delivered.

This problem was predictable and is the result of the previous government dropping the ball and failing to properly plan for the surge in passport applications when borders re-opened.

It shouldn't be Australians who suffer the consequences of these failures. **Australians should be travel ready and check latest travel advice on [Smartraveller](#)**

QandA

What is the current timeframe to get a passport?

We urge people to plan for at least six weeks while the backlog is being addressed.

While most passports are being processed in less than six weeks, some are more complex and take longer.

A first-time passport application can take longer to process because all supporting documents need to be verified.

If customers lodge more than one application at once (eg multiple family members) the passports might arrive at different times. This is because all applications are assessed individually, and passports will be posted as soon as completed.

How long till the backlog is addressed?

This problem can't be solved overnight but we expect with the big increase in staff over the next six weeks – with some starting this week – that we will start to see a gradual turnaround.

How many passports are currently being issued/applied for?

Before the pandemic, there were around 7,000-9,000 applications per day. Currently there are around 10,000-12,000, partly because many of the applications that weren't lodged during the pandemic are being lodged now.

This problem was predictable and is the result of the previous government dropping the ball and failing to properly plan for the surge in passport applications when borders re-opened.

How can people raise passport processing queries

Applicants who have been waiting more than six weeks to receive their passport and urgently need to travel, and have been unable to reach the call centre, should email the APO (passports.clientservices@dfat.gov.au) with their contact details.

Call centres will also become more responsive with the additional staff coming on board.

Can people access Priority Passport Service?

If people need a passport in less than six weeks, the APO has a priority passport processing service.

With the Priority Service (\$225), passports are ready for mailing or collection within two business days of all documents being received from Australia Post.

The only time you can ask for these services is when you lodge your application.

Can you get a refund on unused passport validity?

Under Australian legislation, passport fees are levied as application fees.

There's no correlation between passport application fees and the validity of an Australian passport.

No refunds are available for any limited, unused or reduced passport validity.

From: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>
Sent: Tuesday, 7 June 2022 3:34 PM
To: s47F(1) @dfat.gov.au>; Tanya Bennett <Tanya.Bennett@dfat.gov.au>; C s47F(1) @dfat.gov.au>; s47F(1) @dfat.gov.au>
Cc: Bridget Brill <Bridget.Brill@dfat.gov.au>; Kate Logan <Kate.Logan@dfat.gov.au>; Jenny Dee <Jenny.Dee@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; Troy Kaizik <Troy.Kaizik@dfat.gov.au>; s47F(1) @dfat.gov.au>
Subject: RE: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]

OFFICIAL

s47F(1)
s47C

Suggest the following line:

We are working to fix this by dramatically increasing processing and call centre capacity, including on-boarding 80 Services Australia staff to process applications in May and 320 processing and call centre staff over the next six weeks.

(Seventy of the 320 new staff will join a call centre in Adelaide over the next fortnight.)

Tks
C

From: s47F(1) @dfat.gov.au>
Sent: Tuesday, 7 June 2022 3:13 PM
To: Tanya Bennett <Tanya.Bennett@dfat.gov.au>; s47F(1) @dfat.gov.au>; s47F(1) @dfat.gov.au>
Cc: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>; Bridget Brill <Bridget.Brill@dfat.gov.au>; Kate Logan <Kate.Logan@dfat.gov.au>; Jenny Dee <Jenny.Dee@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>; Troy Kaizik <Troy.Kaizik@dfat.gov.au>; s47F(1) @dfat.gov.au>
Subject: RE: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]

OFFICIAL

Craig, grateful if you could call us back as soon as possible. This is our current **draft** framework for public handling of this issue:

s47C

From: s47F(1)
Sent: Tuesday, 7 June 2022 2:39 PM
To: Tanya Bennett <Tanya.Bennett@dfat.gov.au>; s47F(1) @dfat.gov.au; s47F(1) @dfat.gov.au
Cc: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>; Bridget Brill <Bridget.Brill@dfat.gov.au>; Kate Logan <Kate.Logan@dfat.gov.au>; Jenny Dee <Jenny.De@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au; s22(1)(a)(ii) @dfat.gov.au; s22(1)(a)(ii) @dfat.gov.au; Troy Kaizik <Troy.Kaizik@dfat.gov.au>; s47F(1) @dfat.gov.au
Subject: RE: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]

OFFICIAL

Thanks Tanya.

Craig, we will call you to discuss.

Given the degree of justified public frustration we will need more specificity about what is happening when. I have received the placemat today. I am not clear on whether there has been any acceleration since that was prepared.

s47F(1)

From: Tanya Bennett <Tanya.Bennett@dfat.gov.au>
Sent: Tuesday, 7 June 2022 2:15 PM
To: s47F(1) @dfat.gov.au; s47F(1) @dfat.gov.au; s47F(1) @dfat.gov.au
Cc: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>; Bridget Brill <Bridget.Brill@dfat.gov.au>; Kate Logan <Kate.Logan@dfat.gov.au>; Jenny Dee <Jenny.De@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au; s22(1)(a)(ii) @dfat.gov.au; s22(1)(a)(ii) @dfat.gov.au; Troy Kaizik <Troy.Kaizik@dfat.gov.au>
Subject: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]
Importance: High

OFFICIAL

Hi s47F(1)

As discussed, with s47F(1) please see below some framing forward narrative points on passports and travel for use going forward.

I'll follow up with passports to get you an 'if raised' to the question of whether you can retrospectively pay the priority processing fee on an existing application as applicants get close to the travel date.

Let's us know where you land with Ministerial responses and potential media engagement.

//

- Australians love to travel and it's great to see so many getting ready to travel again.
- Demand for passports has reached unprecedented levels.
- We understand the frustration this is causing travellers and ask for patience as we do everything possible to meet the rising demand.
 - We're urgently staffing up our call centre over the next fortnight, providing a better direct line for enquiries.
 - We encourage travellers to allow for a minimum of six weeks for processing.
 - If your travel is urgent, make use of the priority processing option, a \$225 fee.
- And remember to get travel ready - check the latest travel advice on smartraveller, get vaccinated and be prepared for potential travel disruptions.

//

Tanya Bennett
Assistant Secretary
Communications Division
Department of Foreign Affairs and Trade

E | tanya.bennett@dfat.gov.au

T | s22(1)(a)(ii)

M | +61 s22(1)(a)(ii)

s22(1)(a)(ii)

From: Tanya Bennett
Sent: Wednesday, 8 June 2022 10:09 AM
To: s47F(1) ; Craig Maclachlan; s47F(1)
Cc: Bridget Brill; Kate Logan; Jenny Dee; s22(1)(a)(ii) ; Troy Kaizik;
s47F(1)
Subject: RE: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]

OFFICIAL

Thanks s47F(1) – good solution

s22(1)(a)(ii) - duplicate

s22(1)(a)(ii)

From: Troy Kaizik
Sent: Tuesday, 7 June 2022 3:47 PM
To: s47F(1)
Cc: Craiq Maclachlan; Bridget Brill; Kate Logan; Jenny Dee; s22(1)(a)(ii)
Tanya Bennett
Subject: RE: Passports and travel - framing the forward narrative points [SEC=OFFICIAL]

OFFICIAL

Hi all

Apologies. I've been in some meetings.

Following up on the 'if raised' question. The majority of the following has been weaved into our narrative on responding to media enquiries.

If asked: Can someone retrospectively pay the priority processing fee on an existing application as applicants get close to the travel date?

- The only time you can ask for these services is when you lodge your application. (NB. this information can be found at passports.gov.au)
- If applicants are close to travel and have not had an update on their travel application, they are encouraged to call the Australia Passport Office's contact centre on 131 232.
- Applicants who have been waiting more than six weeks to receive their passport and urgently need to travel, and have been unable to reach the contact centre, should email the APO (passports.clientservices@dfat.gov.au) with their contact details. APO responds to emails as soon as possible and triages cases based on urgent, compelling and/or compassionate grounds, imminent travel dates and the date the application was received.
- In addition, customers have the option of sending a message via our online 'Enquiries and feedback' portal (<https://www.passports.gov.au/feedback>).

Regards, Troy

Troy Kaizik

Assistant Secretary (A/g)
Policy & Complex Case Mgt Branch
Australian Passport Office
Department of Foreign Affairs and Trade
Direct: s22(1)(a)(ii)
Mobile: s22(1)(a)(ii)
www.dfat.gov.au
s22(1)(a)(ii)

s22(1)(a)(ii) - duplicate

From: s22(1)(a)(ii)
To: s47F(1)
Cc: Tanya Bennett; s22(1)(a)(ii) Media
Subject: FW: **For A/FMO consideration** Additional If Asked TP ASSISTANT MINISTER WATTS - MEDIA RELEASE - URGENT INCREASE IN RESOURCES TO ADDRESS PASSPORT DELAYS - 8 JUNE 2022 [SEC=OFFICIAL]
Date: Wednesday, 8 June 2022 10:03:50 PM

OFFICIAL

Good evening s47F(1)

s22(1)(a)(ii)

In this context, please find below an additional 'If Asked' talking point for your consideration. This TP has been cleared by Craig McLachlan/Deputy Secretary, Security, Legal and Consular Group.

//

If asked: For those listeners who are waiting for their passports and have an urgent need to travel, what can they do?

- I'd encourage your listeners to allow for a minimum of six weeks
- If it's been longer than that or your travel is imminent, listeners can call the Australian Passport Office call centre on 13 12 32 or they can email the APO's client services team at passports.clientservices@dfat.gov.au

//

s22(1)(a)(ii)

Regards,

s22(1)(a)(ii)
Co-Director
Media Liaison Section
Communications Branch, Executive Division
Department of Foreign Affairs and Trade

E | s22(1)(a)(ii) @dfat.gov.au
T | s22(1)(a)(ii)
M | s22(1)(a)(ii)
W | www.dfat.gov.au

From: s47F(1) @dfat.gov.au>
Sent: Wednesday, 8 June 2022 3:54 PM

Subject: ASSISTANT MINISTER WATTS - MEDIA RELEASE - URGENT INCREASE IN RESOURCES TO ADDRESS PASSPORT DELAYS - 8 JUNE 2022 [SEC=OFFICIAL]

OFFICIAL



THE HON TIM WATTS MP

Assistant Minister for Foreign Affairs

MEDIA RELEASE

URGENT INCREASE IN RESOURCES TO ADDRESS PASSPORT DELAYS

The current delays in passport applications, and the long waits to get in touch with the Australian Passport Office, are unacceptable.

The Minister for Foreign Affairs and I are working with DFAT to fix this, by urgently increasing numbers of processing and call centre staff as quickly as staff can be recruited and trained.

To help deal with phone delays, we are standing up a new additional call centre with 35 staff this week and 35 more staff next week.

And a minimum additional 250 staff will come on board over the next six weeks to process applications.

Before the pandemic, there were around 7,000-9,000 applications per day. Recently, that has increased to around 10,000-12,000 per day, with many applications that weren't lodged during the pandemic being lodged now.

Yesterday, the number of applications reached a daily record of 16,417.

This problem was predictable and is the result of the previous government dropping the ball and failing to properly plan for the surge in passport applications when borders re-opened.

It shouldn't be Australians who suffer the consequences of these failures. While it will take some time to get back on track, we will continue to work with DFAT to make sure the required resources are delivered.

I urge Australians who are preparing to travel again to check the latest travel advice on Smartraveller.

Media Contacts

Assistant Minister Press Secretary:

s22(1)(a)(ii)

Assistant Minister for Foreign Affairs Office: s22(1)(a)(ii)

Authorised by the Hon Tim Watts MP, Assistant Minister for Foreign Affairs, Australia

From: [Media](#)
To: s47F(1)
Cc: s22(1)(a)(ii) ; [Media](#)
Subject: RE: Request for TPs - passports [SEC=OFFICIAL]
Date: Monday, 6 June 2022 1:33:44 PM

OFFICIAL

Hi s47F(1)

Acknowledging receipt of your request and your deadline – we'll work on that now.

Regards,
s47F(1)

From: s47F(1) @dfat.gov.au>
Sent: Monday, 6 June 2022 1:17 PM
To: Media <media@dfat.gov.au>
Cc: s22(1)(a)(ii) @dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au>
Subject: Request for TPs - passports [SEC=OFFICIAL]

OFFICIAL

Good afternoon MLS

Could you please work with the passports area to send up the latest lines on the current timeframes around passports? A version of the most comprehensive response to media queries will be enough, but if there are more formal TPs then it would be good to see those.

Can we get something by 4PM?

Give me a buzz if you would like to discuss.

Thanks
s47F(1)

s22(1)(a)(ii)

From: Craig Maclachlan
Sent: Wednesday, 8 June 2022 10:26 AM
To: s47F(1)
Cc: s22(1)(a)(ii)
Subject: RE: Yesterday's Assistant Minister briefings [SEC=OFFICIAL]
Attachments: APO Surge Placemat - May 2022 Final.pptx

OFFICIAL

Hi s47F(1) no problem; hopefully it was helpful!
The APO placemat is attached; need to get you the consular one (please s22(1)(a)(ii))
Tks
C

Craig Maclachlan

Deputy Secretary
Security, Legal and Consular Group
Department of Foreign Affairs and Trade
T s22(1)(a)(ii)
M s22(1)(a)(ii)
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From: s47F(1) @dfat.gov.au>
Sent: Wednesday, 8 June 2022 10:07 AM
To: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>
Subject: Yesterday's Assistant Minister briefings [SEC=OFFICIAL]

OFFICIAL

Hi Craig,

s22(1)(a)(ii)

Grateful if you could please send across soft copies of the two placemats provided at yesterday's meeting.

Kind regards,

s47F(1)

s22(1)(a)(ii)

From: Craig Maclachlan
Sent: Tuesday, 7 June 2022 12:18 PM
To: s47F(1)
Cc: Bridget Brill
Subject: APO Surge Placemat - May 2022 Final.pptx [SEC=OFFICIAL:Sensitive]
Attachments: APO Surge Placemat - May 2022 Final.pptx

OFFICIAL: Sensitive

s47F(1)

See attached as requested. We are working on the comms strategy.

Let me know if you need anything more.

Tks

C

Craig Maclachlan

Deputy Secretary

Security, Legal and Consular Group

Department of Foreign Affairs and Trade

T s22(1)(a)(ii)

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s22(1)(a)(ii)

From: Craig Maclachlan
Sent: Tuesday, 7 June 2022 12:06 PM
To: s47F(1)
Subject: RE: Passports brief [SEC=OFFICIAL]

OFFICIAL

Of course – let me get it to you.

Tks

C

From: s47F(1) @dfat.gov.au>
Sent: Tuesday, 7 June 2022 11:03 AM
To: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>
Subject: Passports brief [SEC=OFFICIAL]

OFFICIAL

Hi Craig,

Would you be able to send through a soft copy of the A3 Passports brief you provided us last week?

Many thanks

s47F(1)

Adviser
Office of Senator the Hon Penny Wong
Minister for Foreign Affairs

s22(1)(a)(ii)

From: Marco Salvio
Sent: Thursday, 26 May 2022 3:52 PM
To: Craig Maclachlan; Bridget Brill
Cc: Adrian Hudson; John Geering; s22(1)(a)(ii)
Subject: RE: FMO support - passport inquiries [SEC=OFFICIAL]

OFFICIAL

s22(1)(a)(ii)

From: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>
Sent: Thursday, 26 May 2022 2:47 PM
To: Marco Salvio <Marco.Salvio@dfat.gov.au>; Adrian Hudson <Adrian.Hudson@dfat.gov.au>
Cc: Bridget Brill <Bridget.Brill@dfat.gov.au>; John Geering <John.Geering@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au; s22(1)(a)(ii) @dfat.gov.au; Kate Logan <Kate.Logan@dfat.gov.au>; s22(1)(a)(ii)
Subject: RE: FMO support - passport inquiries [SEC=OFFICIAL]

OFFICIAL

Thanks Marco – good feedback. When the office is ready we are happy to provide a briefing on passports and consular.

Kate – please action highlight asap.
 Tks
 C

Craig Maclachlan
 Deputy Secretary
 Security, Legal and Consular Group
 Department of Foreign Affairs and Trade

E | Craig.Maclachlan@dfat.gov.au
 T | s22(1)(a)(ii) M | s22(1)(a)(ii)
[Web](#) | [Twitter](#) | [YouTube](#) | [Flickr](#)

From: Marco Salvio <Marco.Salvio@dfat.gov.au>
Sent: Thursday, 26 May 2022 1:55 PM
To: Adrian Hudson <Adrian.Hudson@dfat.gov.au>; Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>
Cc: Bridget Brill <Bridget.Brill@dfat.gov.au>; John Geering <John.Geering@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au; s22(1)(a)(ii) @dfat.gov.au; Kate Logan <Kate.Logan@dfat.gov.au>
Subject: RE: FMO support - passport inquiries [SEC=OFFICIAL]

OFFICIAL

Hi Craig, Adrian.

s22(1)(a)(ii)

For visibility, I've asked EXD to provide a draft autoreply to emails to the s47E(d) @dfat.gov.au account. Covering passports, consular, travel advice etc. s47C

MS

s47C

From: Craig Maclachlan <Craig.Maclachlan@dfat.gov.au>
Sent: Monday, 23 May 2022 3:31 PM
To: Adrian Hudson <Adrian.Hudson@dfat.gov.au>
Cc: Bridget Brill <Bridget.Brill@dfat.gov.au>; s22(1)(a)(ii) @dfat.gov.au
Subject: FMO support - passport inquiries [SEC=OFFICIAL]

OFFICIAL

Adrian

As you know, there is a very high level of demand for passports. Some of this demand finds its way to the FMO – around 10-20 calls a day.

Here are the key contacts/support we can provide for urgent cases (we will respond within 24-48 hours):

- emailed inquiries can be forwarded to the s47E(d) @dfat.gov.au inbox
- urgent calls can be directed to Assistant Secretary Troy Kazik's team – s22(1)(a)(ii)

- Troy's numbers are s22(1)(a)(ii) .
- the generic APO passports inquiry number is 131 232; there is a list of answers to common questions at www.passports.gov.au.

s47C

I have attached a short set of TPs that the recipients of calls might find useful (with thanks to Bridget and team).

Tks
C

Craig Maclachlan

Deputy Secretary
Security, Legal and Consular Group
Department of Foreign Affairs and Trade

E | Craig.Maclachlan@dfat.gov.au
T | s22(1)(a)(ii) M | s22(1)(a)(ii)
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s22(1)(a)(ii)

From: Craig Maclachlan
Sent: Wednesday, 8 June 2022 8:49 PM
To: s47F(1) Tanya Bennett; s22(1)(a)(ii) s47F(1) s22(1)(a)(ii)
 s47F(1) @aph.gov.au
Cc: s47F(1)
Subject: Re: AFTA release on passports[SEC=OFFICIAL]

OFFICIAL

Thanks s47F(1) Bridget has been speaking to s22(1)(a)(ii)
 Tks
 C

OFFICIAL

From: s47F(1) @dfat.gov.au>
Date: Wednesday, 8 June 2022 at 20:38:34
To: "Tanya Bennett" <Tanya.Bennett@dfat.gov.au>, "Craig Maclachlan" <Craig.Maclachlan@dfat.gov.au>, s22(1)(a)(ii)
 @dfat.gov.au>, s47F(1) @dfat.gov.au>, s47F(1)
 @dfat.gov.au>, s22(1)(a)(ii) @dfat.gov.au>, s47F(1) @aph.gov.au"
 s47F(1) @aph.gov.au>
Cc: s47F(1) @dfat.gov.au>, s47F(1) @dfat.gov.au>
Subject: AFTA release on passports [SEC=OFFICIAL]

OFFICIAL

FYI

OFFICIAL

From: s47F(1) @afta.com.au>
Date: Wednesday, 8 June 2022 at 7:52:13 pm
To: s47F(1) @dfat.gov.au>
Subject: [EXTERNAL] AFTA release going out now welcoming Govt action fyi

CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender.

s47F(1)

Attached is the AFTA release going out now to mainstream and travel trade.

Dean Long, AFTA CEO is on Sky at 730am and we typically get pickup from at least some of the mainstream tvs, print and radio

s47F(1)

MComm/Law BBusComm MAICD
Interim Head of Advocacy


The Australian Federation of Travel Agents

Suite 3, Level 31, 31 Market St, Sydney NSW 2000

M s47F(1)

W www.afta.com.au



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MEDIA RELEASE

AFTA thanks Albanese Government for additional Passport resources

8 June 2022: News that the Albanese Government has acted quickly to address the current delays in passport applications with an additional call centre is very welcome news for travelling Australians and Australia's travel businesses.

The Australian Federation of Travel Agents (AFTA) appreciates the support and responsiveness of Foreign Affairs Minister Senator the Hon Penny Wong, Tourism Minister Senator the Hon Don Farrell, and Assistant Foreign Affairs Minister the Hon Tim Watts.

An additional call centre is being set up with an initial 35 staff on deck this week with 35 more to be added next week and a minimum additional 250 staff over the next six months to address the current pressures and delays.

There has been a surge in applications and renewals from the pre-COVID levels of 7,000-9,000 applications to the current 10,000-12,000 per day. Tuesday saw a record 16,417 applications lodged.

Quotes attributed to AFTA CEO Dean Long:

"The additional delay in approval and delivery times for both new applications and renewals has created significant stress for travelling Australians and travel agents."

"Our members have been dealing with a rapid uptick in bookings from the moment the international travel ban was lifted. While we have consistently advised throughout the past couple of years that anyone with less than six months on their Passport to start the renewal process, many Australians decided to let their passports lapse until they could travel again."

"It's not only been the stress of not knowing and the delayed approvals and delivery. Unfortunately for some, the non-arrival of their Passport within the stated timeframe has meant not only rescheduling but, in some cases, cancellations."

"While the situation will eventually level out, these additional resources will go a long way to solving the current problems."

MEDIA CONTACT: LJ Loch 0488 038 555 or lj.loch@afta.com.au