



Citizenship

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- ✓ [System checking and decision assistance](#)
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Only individuals who are Australian Citizens or [Eligible British Subjects](#) are entitled to be enrolled (s 93(1)(b)). Before an enrolment application can be approved, the user must be confident that the applicant meets one of these requirements.

The AEC and its staff are not citizenship experts and a comprehensive investigation should always be completed before rejecting an application on citizenship grounds.

Note: A valid Australian passport can also be used as evidence of a person's citizenship however staff must not search the database to obtain EOI information where EOI has not been provided.

System checking and decision assistance

Citizenship decisions are assisted by enrolment systems when the information from an application is verified or confirmed. The system compares the information entered into the citizenship fields against:

- The list of Australian Towns provided by Australia Post
- The Citizenship database that sits within RMANS and
- Previous enrolment records for that elector (including notations).

If an exact match is made, the system will make a positive eligibility decision, and the matched information is included in the new or updated enrolment record.

If a close match can be made, the system will instruct the user to make the eligibility decision based on the records the system has found.

If no match can be found, the system will instruct the user to seek further information from the applicant in the form of a Citizenship Questionnaire (Defect Letter). However, before sending a questionnaire, the user should check the information entered and correct if necessary. If a match still cannot be made, further citizenship investigation should be based on the applicants claim.

If these actions do not lead to a match, the user will need to send a citizenship questionnaire to the applicant, seeking additional information. If the applicant responds, the user must first use the Citizenship Search function from the Edit Application screen in GENESIS and manipulate the search with the additional information. If a match can be made, the user is able to approve the form, ensuring that the Citizenship Questionnaire is imaged with the original enrolment application.

Citizenship Claimed

Further guidance is provided for each of the various means by which a person can claim to be either an Australian citizen or eligible British subject.

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See Also...

-  [Adoptions or No Claim Provided](#)
-  [Australian Citizen by Birth](#)
-  [Born on Norfolk Island or Papua New Guinea](#)
-  [Citizen by Grant](#)
-  [Citizenship Enquiries](#)
-  [Commonwealth Countries for Establishing British Subject Status](#)
-  [Eligible British Subject](#)
-  [Ineligible Applicants](#)

Acknowledgement of Country

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Adoptions or No Claim Provided

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Adoptions

s47E(d)

If an applicant says they were adopted but does not, or cannot, provide documentation supporting their citizenship claim, request a citizenship check in accordance with the process outlined in the [Citizenship Enquiries Roll-How](#) page. If possible, include the country in which the adoption was arranged, and the country from which the person was adopted.

No Claim Provided

The following applies to enrolment applications that do not indicate the applicant is an Australian Citizen or Eligible British Subject.

If GENESIS is unable to make an eligibility decision based on the information provided on the application, further investigation should be completed by the user before sending the applicant a Citizenship Questionnaire (Defect Letter).

Firstly check images of the elector's previous enrolment record (if applicable) for information regarding citizenship. If found, transfer this information to the GENESIS application, notate the enrolment application accordingly and add a note to the GENESIS application.

If information cannot be found on previous images, attempt to contact the elector via telephone. If further information is provided, transfer this information to the GENESIS application, notate the enrolment application accordingly and add a note to the GENESIS application.

If citizenship cannot be confirmed, send the applicant a Citizenship Questionnaire (Defect Letter). If returned, add this information to GENESIS and either approve the application or conduct further investigation.

If a match still cannot be made, or the questionnaire is not returned, request a citizenship check in accordance with the process outlined in the [Citizenship Enquiries Roll-How](#) page. The appropriate decision should be made upon the outcome of the citizenship check.

Note: The AEC and its staff are not citizenship experts or authorities. Before any application is rejected on citizenship grounds, a [citizenship enquiry](#) should be completed.

[Policy](#)[Procedures](#)[Learning](#)

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Australian Citizen by Birth

s47E(d)

If GENESIS is unable to confirm the town of birth as an Australian locality, the Australia Post website (www.auspost.com.au) should be accessed to determine that the locality is in Australia. If no match is found, the user should then use a search engine (such as Bing or Google) to determine that the locality is in Australia. If the Australian Locality is confirmed, the user is able to edit the application with the correct locality. If the locality cannot be confirmed, previous enrolment images should be checked and/or phone contact should be made with the elector. The Citizenship Questionnaire should only be sent as a last resort.

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s47E(d)

Investigation is required if the elector's previous enrolment indicated they were a citizen by grant or eligible British Subject.

Note: Being born in Australia does not automatically confer citizenship, although the number of Australian born non-citizens is quite small.

- [Policy](#)
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Born on Norfolk Island or Papua New Guinea

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- ▼ [Born on Norfolk Island](#)
- ▼ [Born in Papua New Guinea \(PNG\)](#)

Born on Norfolk Island

People born on Norfolk Island prior to 20 August 1986 are Australian citizens.

People born on Norfolk Island on or after 20 August 1986 are Australian Citizens by birth if at least one parent was an Australian citizen or a permanent resident at the time of the person's birth (See DFAT page on Citizenship by birth in Australia).

Born in Papua New Guinea (PNG)

Overview

Prior to Independence, on 16 September 1975, Papua was part of Australia for the purposes of the *Australian Citizenship Act 1948*. People under 19 at Independence who had a right of permanent residence in Australia retained dual citizenship unless they renounced Australian citizenship and took an oath of allegiance to PNG. s47E(d)

s47E(d)

Checking Citizenship

Where a person born in PNG cannot be found on the Citizenship database, and has not provided other evidence of citizenship, refer to the relevant paragraph below to determine their entitlement.

People born in Papua New Guinea on or after 16 September 1975

People born in PNG after Independence on 16 September 1975 are prima facie PNG citizens. Claims to Australian citizenship must be verified. Follow process as outlined in the [Citizenship Enquiries](#) page on how to request a citizenship check.

People born in Papua before 16 September 1975

The following table applies to enrolment applications where it is established that the person was born in Papua.

Condition	Action
s47E(d) [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
Date of birth before 16/09/1956 and date of arrival in Australia after 16/09/1975	Evidence of Australian citizenship must be obtained. Follow process as outlined in the Citizenship Enquiries page on how to request a citizenship check.

People born in New Guinea after 16 September 1975

- Claims to Australian citizenship must be verified. Follow process as outlined in the [Citizenship Enquiries](#) page on how to request a citizenship check.
- Related processing instructions relating to people born in PNG are [here](#).

Map of Papua New Guinea

A [map of PNG](#) prior to independence is provided which may assist in determining whether a person was born in Papua or New Guinea. Where this cannot be determined using the map, raise to the Roll Policy team via the AEC Service Centre.

Note: Papua is the area below the dotted line that starts approximately two-thirds above the bottom of the map, slopes down through the highlands before turning to run parallel to the lower border of the map, and then turns 90 degrees down to join the bottom of the map. A second dotted line around the lower left corner of the map, just above Torres Strait, shows the border with Australia.

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Citizen by Grant

A foreign national can become an Australian citizen by grant of the Commonwealth Government. Where this occurs, the relevant citizenship department should hold a record of the granting of citizenship.

The following applies to enrolment applications that indicate the applicant is an Australian Citizen by Grant, and where the applicant cannot be confirmed as an Eligible British Subject.

If GENESIS is unable to make an eligibility decision based on the information provided on the application, further investigation should be completed by the user before sending the applicant a Citizenship Questionnaire (Defect Letter).

Note: GENESIS requires manual confirmation of a citizenship record where irregularities occur (e.g. the word Void appears next to the Citizenship number). To ensure that the correct decision is made, see [Citizenship Database Irregularities](#).

Additionally, there may also be a delay in Home Affairs updating their client records following citizenship ceremonies therefore, users may find that although an elector has submitted an ordinary enrolment application indicating recent citizenship details, the citizenship enquiry may not show that the client's status has been 'Acquired'. In these cases, the client record will have a status of 'Approved' and will have been allocated a Citizenship evidence number. If that Citizenship evidence number has been noted on the claimant's enrolment form then the client's status should be treated as 'Acquired' for enrolment purposes. Home Affairs have confirmed that the Citizenship evidence number is only provided to new citizens when they receive their citizenship certificates at citizenship ceremonies.

Conduct initial searches from the Citizenship Search function from the Edit Application screen in GENESIS. Remove and manipulate the data to conduct different searches. Examples include:

- Removing the Given Names
- Removing Part of the Given Name and
- Removing the Date of Birth.

If a match still cannot be found, the user should check images of the elector's previous enrolment records (if applicable) to see if additional information was included on the image, such as:

- Previous Names
- Different citizenship details and
- Citizenship/Passport numbers.

If additional information is found, the user should go back to the Citizenship Search function from the Edit Application screen in GENESIS and use the additional information to conduct the search.

If a match cannot be found, the user should contact the applicant by telephone to seek additional information. If additional information is provided, search the Citizenship database in GENESIS again. If no contact can be made, additional information is not provided or if a match cannot be made, the Citizenship Questionnaire (Defect Letter) should be sent.

If the Citizenship Questionnaire is returned, conduct further citizenship searches in GENESIS. If a match still cannot be made, or the questionnaire is not returned, request a citizenship check in accordance with the process outlined in the [Citizenship Enquiries](#) Roll-How page. The appropriate decision should be made upon the outcome of the citizenship check.

Note: If a current Australian Passport has been included on the enrolment application for Evidence of Identity purposes, the passport can be used as Evidence of Citizenship. If a passport has not been provided, staff are not permitted to search the Australian Passport Database for this information. Using a passport as evidence of citizenship requires a [manual decision](#) to be made.

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Citizenship Enquiries

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- ▼ [Close of Rolls: Citizenship Enquiries](#)
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- ▼ [Citizenship manual decisions](#)
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Overview

Depending on the information provided on the application, AEC staff members must, where required, investigate claims to citizenship before contacting the applicant. Specific investigation methods can be found in the following sections:

- [Australian Citizen by Birth](#)
- [Born On Norfolk Island](#)
- [Citizen by Grant](#)
- [Eligible British Subject](#)
- [Adoptions or No Claim Provided](#)

Generally, however, citizenship enquiries should be undertaken in the following order:

- [Queries using the information](#)
- [Previous enrolment checks](#)
- [Previous enrolment images](#)
- [Telephone contact](#)
- [Citizenship questionnaire and](#)
- [Citizenship check enquiry.](#)

Queries using the information

Conduct initial searches from the Citizenship Search function from the Edit Application screen in GENESIS. The information can be edited to conduct different searches. Examples include:

- Removing the given names or middle name
- Removing part of the given name
- Removing the date of birth or
- Using additional information where available.

If a match is found, ensure that the Match button is selected before the application is re-verified. GENESIS will then advise the appropriate decision.

If a match cannot be found, conduct further investigation to obtain additional information that can be used to edit the Citizenship Search criteria.

Note: There is one citizenship database search that can only be conducted in RMANS. The search is conducted by accessing the Immigration Enquiry screen in RMANS (Main>Enrolment Processing>Electors>Elector Enquiries>Immigration Enquiry), and placing the number 0 only in the surname field. The results of this search are records that have been incorrectly entered, and there is little information to confirm that the record belongs to the applicant. If the incorrectly entered record is confirmed as the applicant's, use the Citizenship Number in the RMANS screen to conduct a Citizenship Search from the Edit Application screen in GENESIS, and then select the Match button.

Previous enrolment checks

Although GENESIS conducts previous enrolment history checks during verification, there are times where an exact match cannot be found. In these cases, GENESIS will advise that potential matches have been found and need to be confirmed manually.

If the match is not obvious use the Matched Client link (in the Applicant tab) to view the elector's history. In the View Client screen, the Citizenship tab will contain relevant information.

If additional citizenship information cannot be found on the enrolment record, check the records to see if there has been a change to the elector's name or a change in spelling. If a change is found, use this information for further enquiries.

Previous enrolment images

If an applicant has an enrolment history, the images of previous applications can provide information that was not entered into the roll management system.

Check the images to see if the applicant previously gave a former name, additional name or citizenship certificate number. This information can then be used to conduct further checks in GENESIS.

Telephone contact

If, after editing available information and checking both the elector's previous enrolment records and images, the applicant's citizenship cannot be confirmed, contact should be made via telephone.

When speaking to the applicant, the following questions can lead to a positive match on the citizenship database:

- Confirm country of birth
- Name(s) when citizenship was granted
- Year citizenship was granted
- Age when citizenship was granted
- Parents / spouse / sibling names and dates of birth and
- Australian passport number.

Searches, as described in the 'Queries using the information' section, can be conducted whilst on the telephone to the applicant or notes can be made and searches conducted at a later time. It is important that a Note be added to the application in GENESIS regarding the information that lead to the match (e.g. 'Citizenship match made on previous name as advised by applicant').

If a match is still unable to be made, or contact cannot be made, the Citizenship Questionnaire (Defect Letter) should be sent to the applicant.

Citizenship questionnaire

To protect the integrity of the enrolment process, all requests for information must be in writing. The exception to this are requests that are part of basic investigations, including telephone enquiries, RMANS elector enquiries, Citizenship database searches, or searches for enrolment applications in the Imaging system.

If further investigations are needed, send the Citizenship Questionnaire (Defect Letter) from GENESIS, together with a reply paid envelope to the elector.

If there is no reply after 28 days, GENESIS will create an alert to send the Citizenship Questionnaire (Follow-up) letter from the system, which is to be returned within 14 days.

If a reply is received, use the information on the Citizenship Questionnaire to make the eligibility decision.

If a reply is not received, or the information contained in the Citizenship Questionnaire does not lead to eligibility being determined (and the operator has confirmed the enrolment application cannot be downgraded) a citizenship check (Citizenship Check) enquiry request must be raised with the AEC Service Centre as outlined below.

Note: The AEC and its staff are not expected to be citizenship experts or authorities. Before any application is rejected on citizenship grounds, a citizenship check should be completed.

Citizenship Check enquiries

Citizenship enquiries that cannot be resolved internally must be sent by the AEC Service Centre to the Department of Home Affairs for investigation.

Staff should ensure that all avenues of investigation have been exhausted before requesting a citizenship check to the AEC Service Centre. The purpose of this is two-fold:

- a) Citizenship checks can often take a considerable amount of time for the AEC Service Centre and Home Affairs to investigate; and
- b) It also ensures that all relevant information can be included in the Citizenship Check Request Form if it is required.

How to request a citizenship check

For citizenship checks, 'Log a Request' with the AEC Service Centre and then select 'Citizenship Check' from the drop down menu to bring up the Citizenship Check Request Form.

The following details must be provided to the AEC Service Centre when requesting a citizenship check:

- Elector's full name
- Date of birth
- Gender
- Country of birth

Fields that are mandatory in the form but information has not been sourced should have 'Not Provided' entered in that field.

Note: Citizenship numbers will be 11 digits long e.g. 01785500966. Numbers with alpha characters at the beginning are stock numbers and are not citizenship numbers e.g. ACC1445385. If required, contact the elector for the citizenship number.

Once the citizenship check request has been submitted, the application should be placed on 'Hold' in GENESIS and a Note should be added to the application.

The AEC Service Desk will advise of the outcome of the investigation.

Once the citizenship check results are received from the AEC Service Desk, the operator should use the information to determine the applicant's citizenship eligibility.

If staff are satisfied that the person is eligible as a citizen or is entitled as an eligible British Subject, process the application.

If staff are unable to determine that the applicant is an Australian citizen or an eligible British Subject follow the procedures in [Ineligible Applicants](#).

Close of Rolls: Citizenship Enquiries

If replies to citizenship queries arrive after the close of rolls, see [Replies Received to Pending Enrolment Queries](#).

If a reply to a citizenship query is not received by close of rolls, the applicant's name must not be added to the roll until their citizenship is verified.

See also: [No Reply to Pending Enrolment Queries](#)

Citizenship database irregularities

GENESIS will verify the data entered and advise the user if investigation is required.

Note that sometimes an elector's record in the Citizenship database reveals that their citizenship status has changed since they were verified in RMANS as having acquired citizenship. Their status may change from "Acquired" or "Approved" to "Undo Acq *Data Error*", "Undo Apr *Data Error*", or "Undo Rvk *Data Error*". The change is the result of the Department of Home Affairs amending a person's citizenship record to correct an error in the person's details, for example - an incorrect acquisition date. This does not affect a person's Australian citizenship, and applications for enrolment from people whose records show "Undo Acq *Data Error*", "Undo Apr *Data Error*", or "Undo Rvk *Data Error*" in the status field can be accepted on citizenship grounds.

If the status of "cessatn" shows in the database it means that there is a cease date for the citizenship (e.g. it has been void or removed). This is grounds to start objection action (should the elector be current on the roll) however further investigation must be conducted prior to commencing objection.

Citizenship manual decisions

If GENESIS is unable to make an automatic citizenship decision, manual decisions must be made. Manual decisions are often made after a Citizenship Questionnaire (Defect

Letter) or a Citizenship Check Enquiry is returned confirming citizenship using a different type of evidence (Australian Passport, parent's citizenship certificate, etc.).

Care must be taken to complete the Decision fields correctly, as based on the information selected a notation is created. To ensure the correct information is selected, refer to Citizenship Manual Decision Options Table (in GENESIS Online Help using the following pathway: Applications Processing>Process Application>Reviewing Defects>Citizenship Manual Decision Options).

Citizenship notations

Elector notations are added to elector records to indicate how citizenship status was verified if a match was unable to be made against the citizenship database. These notations are added to the enrolment record as a result of a manual citizenship decision. The following table explains what the notations mean.

Notation	Indicates
AX	<p>Verified by matching with citizenship data. This notation is used to indicate that the elector provided information indicating they were a citizen before a citizenship verification facility was established. When citizenship data became available, an automated process was used to match electors who had provided an indication of citizenship and, where a match was found, an AX notation was added and the citizenship ID followed by a V recorded in the Citizenship ID field.</p>
AC	<p>AEC verified. This notation is used to indicate that the elector was not found in the citizenship database but provided documentary evidence of citizenship, for example, a copy of their citizenship certificate or current Australian passport. Details of the document sighted are recorded in the notation.</p> <p>If the elector is subsequently matched with the citizenship database, the AC notation is retained, and the citizenship ID is added with the letter V in the Citizenship ID field (this happens automatically when the elector is matched).</p> <p>Note: This notation is also used when the elector is found in the citizenship database with a status of 'Acquired', but no citizenship ID is recorded in the database.</p>

AV	Immigration Department verified. This notation is used to indicate that the elector was not found in the citizenship database but confirmation that the person is a citizen has been provided by the Immigration Department. If the Immigration Department provide a citizenship ID this is recorded in the notation.
BS	British subject. Indicates that the elector is a British Subject and enrolment eligibility has been established.
NN	Non-Naturalised. This notation is added to the deleted record where the elector was objected from the roll on the ground that they were not a citizen or eligible British subject. The NN notation alerts the operator to verify citizenship if the person subsequently attempts to re-enrol.

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Commonwealth Countries for Establishing British Subject Status

On this page...

- ✓ [Countries listed in the Australian Citizenship Act \(s.7\)](#)
- ✓ [Countries included in Citizenship Regulation 5A](#)
- ✓ [Exceptions](#)

The following tables list the most common Commonwealth countries relevant for the purpose of establishing British subject status, as of 25 January 1984.

Countries listed in the Australian Citizenship Act (s.7)	
Bahamas (Commonwealth of the)	Malta
Bangladesh (People's Republic of) (East Pakistan until 1971)	Mauritius
Barbados	Nauru (Republic of)
Botswana (Republic of)	New Zealand
Canada	Nigeria (Federal Republic of)
Cyprus (Republic of)	Sierra Leone
Fiji	Singapore (Republic of)
The Gambia	Sri Lanka (Republic of) - (Ceylon until 1972)
Ghana (Republic of) - (Gold Coast until 1957)	Swaziland (Kingdom of)
Guyana - (British Guiana until 1966)	Tanzania (United Republic of) - (Tanganyika and Zanzibar joined to become Tanzania)
India (Republic of)	Tonga (Kingdom of)
Jamaica	Trinidad and Tobago
Kenya (Republic of)	Uganda
Lesotho (Kingdom of)	United Kingdom and Colonies (including Hong Kong)
Malawi (Republic of) - (Nyasaland until 1964)	Western Samoa (Independent State of)

Malaysia	Zambia (Republic of) - (Northern Rhodesia until 1964)
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Countries included in Citizenship Regulation 5A	
Antigua and Barbuda	Saint Lucia
Belize (British Honduras until 1961)	St Vincent
Dominica (The Commonwealth of)	Seychelles (Republic of)
Grenada	Solomon Islands
Kiribati (Gilbert Islands until 1979)	Tuvalu (Ellice Islands until 1978)
Maldives (Republic of)	Vanuatu (Republic of) (New Hebrides until 1980)
Papua New Guinea (Independent State of)	Zimbabwe (Rhodesia until 1910, Southern Rhodesia 1910- 1964, Rhodesia 1965- 1978, Zimbabwe-Rhodesia 1979-1980)
St Kitts and Nevis	

Note: Not all Commonwealth countries are listed in the table above. Determining an elector's British subject status can be complex and some countries are only relevant for applicants born between certain dates when specific legislation was in effect. Before any application is rejected on citizenship grounds, a [CitCheck Enquiry](#) must be completed.

Exceptions

Ireland is not a British Commonwealth country, but for the purpose of determining enrolment eligibility it is treated as one.

People born in South Africa and Pakistan were considered eligible British Subjects only up until 1 December 1975 (though South Africa is currently a member of the Commonwealth). People born in South Africa and Pakistan were therefore not eligible British Subjects in 1985 and are not eligible British Subjects for the purposes of enrolment.

Acquisition of Australian Citizenship by British Subjects

When the Nationality and Citizenship Act came into force on 26th January 1949, those British subjects who were not born in Australia automatically became Australian citizens if they had been ordinarily resident in Australia or New Guinea for five years prior to that date, i.e. from 26th January 1944 to 25th January 1949. However, those persons who were admitted to Australia for temporary residence only were excluded by the Act and did not become Australian citizens.

British subjects who arrived in Australia after 26th January 1944 did not become Australian citizens but they may acquire this status by applying for registration as Australians.

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Eligible British Subject

British Subjects are eligible to re-enrol or maintain their enrolment, if they were 18 years or older on 25 January 1984 and were included on the Commonwealth of Australia electoral roll **on that day**. If eligible, it is compulsory for British subjects who were enrolled for a federal electoral division in Australia on this date, to maintain their enrolment and to vote, even if following 25 January 1984 they have let their enrolment lapse.

The following applies to enrolment applications where no current special category 'B' and elector notation 'BS' is present and information provided may indicate the applicant is an Eligible British Subject (EBS).

If GENESIS is unable to make an eligibility decision based on the information provided on the application, check if the applicant's country of birth is included in the table of [Commonwealth Countries for Establishing British Subject Status](#).

On this page...

- ✓ [Applicant's country of birth is in the table of Commonwealth Countries for Establishing British Subject Status](#)
- ✓ [The applicant's country of birth is NOT included in the table of Commonwealth Countries for Establishing British Subject Status](#)

Applicant's country of birth is in the table of Commonwealth Countries for Establishing British Subject Status

Check the applicant's date of birth. If the date of birth is after 25 January 1966, they were not eligible to be on the roll on the 25 January 1984 (not yet 18 yrs of age). The user should commence [Citizen by Grant](#) investigations.

If the applicant was born in a listed country and their date of birth is before the 25 January 1966, check their previous enrolment history. If there is an enrolment record that includes the 25 January 1984, the elector is an Eligible British Subject. If the elector's previous enrolment records do not include the 25 January 1984, check the records for a 'B' special category and 'BS' notation, as they indicate that eligibility has already been confirmed and no further action is required. The user can now make the Eligible British Subject decision in GENESIS and approve the application.

If the enrolment record does not include the 25 January 1984 and special category 'B' or the notation 'BS' have not been added to the enrolment record, the user should check both the 1984 scanned microfiche enrolment records for all States and Territories, and the national reinstatement list:

Scanned microfiche / microfilm 'snapshot' of electoral roll on 25 January 1984

The AEC holds a scanned microfiche / microfilm copy of the electoral roll on the 25 January 1984, meaning any British Subject listed on that roll is eligible to remain enrolled or re-enrol. The scanned microfiche is on the archive microfilm drive, split by state / territory and further split into individual PDF images, named after the first elector listed in each file. The microfilm drive is accessed via [Microfilm\1984](#)

National (EBS) Reinstatement List

Where some Eligible British Subjects were incorrectly removed from the electoral roll prior to 1984, they may have been added to the national EBS 'List of Reinstatements' on the archive microfilm drive. See [Reinstatement of Eligible British Subjects](#).

If the applicant is on the National Reinstatement List, the user can make the Eligible British Subject decision in GENESIS and approve the application.

The applicant's country of birth is NOT included in the table of Commonwealth Countries for Establishing British Subject Status

Determining an elector's eligible British subject status can be complex and therefore not all Commonwealth countries are included in the table, as further consideration may need to be given to an individual's personal circumstances.

If the applicant was born in a country not listed in the table and a record cannot be found to confirm the applicant is an Eligible British Subject, the user should perform a [Citizenship by Grant](#) check. If this also provides negative results, the applicant should be sent the Citizenship Questionnaire (Defect) letter.

If the applicant does not return the questionnaire, or based on the additional information provided in the questionnaire you are still unable to determine their Australian citizenship or British subject status, staff should request a citizenship check via the AEC Service Desk. Staff should then make the appropriate decision based on the results of the citizenship check.

The AEC and its staff are not experts or authorities on citizenship. Some British subjects automatically became Australian citizens under the *Nationality and Citizenship Act 1948*. However, they were not issued citizenship certificates and therefore may not be recorded as Australian citizens with the Department of Home Affairs. These applicants may wish to follow up their entitlement with the Department.

Before any application is rejected on citizenship grounds, a [citizenship check](#) must be completed.

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Ineligible Applicants

If an applicant is not an Australian citizen or an eligible British subject, check the enrolment application in case the person is eligible for State Only Enrolment.

If the applicant is not eligible for State Only enrolment, [Rejecting Applications for Enrolment](#).

Note: The AEC and its staff are not citizenship experts or authorities. Before any application is rejected on citizenship grounds, a [Citizenship Enquiry](#) should be completed.

If the applicant is currently enrolled in the division handling the application and is not entitled to enrolment, [objection action](#) must be taken to remove their name from the roll. The notation 'NN' should also be added to these enrolment records.

See: [Citizenship Notations](#)

If the applicant is enrolled in another division, send an Advice of Rejected Enrolment (Losing Division) either from GENESIS or from the SLS if the application is processed in RMANS.

See: [Rejecting Applications](#)

State Only Enrolment

In most cases, enrolment entitlement criteria on the grounds of citizenship are the same for the States, Territories, and the Commonwealth. However, there are slight variations. Staff must be aware of these and process applications accordingly.

See: [Enrolment Qualifications and Disqualifications](#)

[Policy](#)
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[AEC Learning](#)

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Enrolment Qualifications and Disqualifications

On this page...

- ▼ [Qualifications for Enrolment: Federal](#)
- ▼ [Qualifications for Enrolment: State/Territory and Local](#)
 - ▼ [16 and 17 year old enrolments](#)
 - ▼ [Residential Requirements](#)
 - ▼ [British Subject Arrangements](#)
- ▼ [Enrolment Disqualifications](#)

Qualifications for Enrolment: Federal

To qualify for federal enrolment, the applicant must:

- Be 18 years old. [s.93(1)(a) CEA] People who are 16 and 17 years old may also enrol, however, they cannot vote until they are 18. [s.100 CEA]
- be either:
 - An Australian citizen [s.93(1)(b)(i) CEA], see [Citizenship](#)
 - A British subject who was on a Commonwealth of Australia Electoral roll on 25 January 1984. [s.93(1)(b)(ii) CEA]
- Have lived for at least the last month at the address where they are claiming enrolment. [s.99(1) CEA] see: [Address Register](#)

However, for Commonwealth enrolment, an application's validity cannot be questioned on grounds that the person has not lived at the relevant address for the last month. [s.99(5) CEA]

Note: that the residence qualification does not apply under some [special enrolment provisions](#).

Qualifications for Enrolment: State/Territory and Local

16 and 17 year old enrolments

Legislation in all states and territories (except for Victoria and WA) allow people who are 16 and 17 years old to enrol.



Legislation in Victoria and WA allow people who are 17 years old to enrol. In both Victoria and WA, 16 year olds who are enrolled on the Commonwealth roll are added to the state roll when they turn 17.

Enrolment is not compulsory for 16 or 17 year olds for all the states and territories.

Refer to [16 and 17 Year Olds](#) for further information.

Residential Requirements

Residential requirements differ for Queensland, where residence is not required at an address for a month, but that the individual has resided in the state electoral district for at least the last month.

British Subject Arrangements

British subject arrangements are slightly different for some states and territories. These are outlined in the table below:

When enrolling for	British subjects who are not Australian citizens may re-enrol for
Commonwealth, Tasmania, ACT & NT	Federal and Tasmanian state, ACT or NT elections if they were on a Commonwealth of Australia electoral roll on 25 January 1984.
New South Wales	NSW State elections if they were on a NSW State electoral roll or a Commonwealth of Australia electoral roll on 25 January 1984.
Victoria	Victorian State elections if they were on either a Victorian State or Commonwealth of Australia electoral roll at any time between 26 October 1983 and 25 January 1984 inclusive.

Queensland	<p>Queensland State elections if they have lived in the electoral district for at least the last month; and</p> <ul style="list-style-type: none"> • Are qualified to enrol for Commonwealth elections, or • Were entitled to be enrolled on the Queensland state electoral roll on 31 December 1991.
Western Australia	<p>Western Australian State elections if they were on either a Western Australian State or Commonwealth of Australia electoral roll at any time between 26 October 1983 and 25 January 1984 inclusive.</p>
South Australia	<p>South Australian State elections if they were on the SA State roll or Commonwealth of Australia roll within the period 26 October 1983 and 25 January 1984 inclusive.</p>

Enrolment Disqualifications

A person is not entitled to:

- Have their name placed on the electoral roll
- Be kept on the roll or
- Vote in any federal election

if they:

- Hold a temporary visa under the *Migration Act 1958* [s.93(7)(a) CEA]
- Are an unlawful non-citizen under the *Migration Act 1958* [s.93(7)(b) CEA]
- Are of unsound mind such that they cannot understand the nature and significance of enrolment and voting [s.93(8)(a) CEA] or
- Were convicted of treason or treachery and were not pardoned [s.93(8)(c) CEA].

Note: Special category electors who are not entitled, in respect of residence at an address, to be enrolled for a subdivision, are not entitled to be enrolled until they are 18 years old. [s.100(1)(b) CEA] These include itinerants, prisoners, Eligible Overseas Electors (EOEs), the spouse, de facto partner or child of an EOE.

Note: Prisoners serving a sentence of imprisonment greater than 3 years are entitled to be enrolled but they are not entitled to vote at any House of Representatives or Senate election. [s.93(8AA) CEA] A sentence of imprisonment is detention on a full-time basis. [s.4(1A) CEA]

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Potential New Citizens

On this page...

- ▼ [Overview](#)
- ▼ [Differences between the two provisions](#)
- ▼ [Section 99A \(Non-Election Period\) - Provisional Claim for Enrolment by Applicant for Citizenship](#)
- ▼ [Section 99B \(Close of Roll\) - Provisional Enrolment by Applicant for Citizenship at Close of Roll](#)

Overview

A person who is not qualified for enrolment but would be qualified if they were an Australian citizen, may lodge a provisional claim for enrolment under sections 99A and 99B of the Electoral Act.

A provisional claim for enrolment may be made by a person who:

- applies for a certificate of Australian citizenship under section 13 of the Australian Citizenship Act 1948 [s.99A(1)(a) CEA] and
- is not qualified for enrolment but would be entitled to enrol for an address if they were an Australian citizen. [s.99A(1)(b) CEA]

OR

- Will become an Australian citizen between the announcement of an election, or the issue of the writ for an election, whichever is earlier, and before polling day for that election [s.99B(1)(b) CEA]
- is not qualified for enrolment, but would be qualified if they were an Australian citizen. [s.99B(1)(d) CEA]

These provisions provide different entitlements for the applicants, and it is essential that the correct provision is identified when processing an application.



Differences between the two provisions

The table below highlights the differences between the two provisions. Further information on each provision is outlined on this page.

Provision	Section 99A (Non-Election Period)	Section 99B (Close of Roll)
A person who, if they were an Australian citizen, would be eligible for enrolment may make an application if they have:	applied for Australian citizenship.	been advised that citizenship will be granted to them at a citizenship ceremony, to be held between the announcement of a federal election or the issue of the writ and polling day.
An application may be lodged:	with the application for citizenship at any time.	between the earlier of the announcement or the issue of writ (whichever is earlier), and 8pm on close of rolls day.
The applicant can vote as:	an ordinary elector only after they have become a citizen, and their application has been processed as an ordinary enrolment application. They can then vote as an ordinary elector if this occurs on or before close of rolls for a particular event.	a declaration voter but, for their vote to be counted they must provide evidence that they have become a citizen by the first Friday following polling day.

To meet the deadline for the election, the applicant must:	become a citizen before the issue of the writ.	lodge their application for provisional enrolment by the close of rolls.
The application must be supported by:	evidence of identity.	evidence of the Immigration Department's notification but does not require evidence of identity when lodged. When processed, the sighted evidence of citizenship provides evidence of identity.
The application will lapse if the applicant:	is refused citizenship.	does not provide evidence of citizenship by the first Friday following polling day.

Section 99A (Non-Election Period) - Provisional Claim for Enrolment by Applicant for Citizenship

A provisional claim for enrolment under section 99A (Non-Election Period) may be made at any time and must be submitted along with a person's application for citizenship [s.99A(4)(c)(i) CEA]. However, **the person cannot vote in a federal election until they have become a citizen.**

It is not compulsory to submit a provisional claim for enrolment. As there is no specific enrolment form for this provision, an ordinary enrolment application may be submitted with the application for citizenship, see [Receiving Provisional Claims for Enrolment \[s 99A\]](#) in the ESG.

Applications under Section 99A (Non-Election Period)

Valid Applications

There is no approved form for making a provisional claim for enrolment. Applicants for citizenship who wish to make a provisional claim for enrolment under Section 99A of the CEA should use an ordinary application for enrolment. This form must be amended to show that the application is a provisional claim and in place of citizenship details the form must be amended to show the date the applicant lodged their application for Australian citizenship.

The application must be:

- Signed by the applicant in the signature box provided [s.99A(4)(b) CEA] The exception to this is people who cannot sign their name because of [physical incapacity](#).

Note: Legal Power of Attorney is not an acceptable substitute for the applicant's signature or mark.

- Accompanied by a copy of the claimant's application for Australian citizenship. [s.99A(4)(c) CEA]The copy of the application must contain an Immigration Department receipt or date stamp.
- Be supported by [evidence of identity](#). [s.99A(4)(d) CEA]

If a provisional claim for enrolment is valid, do not process in RMANS, hold it as a pending enrolment until Australian citizenship has been granted to the applicant. Send the applicant a (PC.1) 'Acknowledgement Of Receipt' letter from the SLS.

Lodging Applications

Provisional claims for enrolment must be lodged together with the claimant's application for a certificate of Australian citizenship. [s.99A(4)(c)(i) CEA]

Provisional claims can be submitted or forwarded electronically. [s.382(4) CEA]

Checking Citizenship

A decision to grant or refuse a person's application for Australian citizenship takes approximately four to six weeks. However, there may be varying periods of time before a decision is made and before a person can attend a citizenship ceremony and receive their Australian

citizenship certificate. Check the Citizenship database to establish if the applicant has attained Australian citizenship.

If a match is found on the Citizenship database and the person has been granted Australian citizenship, the provisional claim for enrolment is treated as an ordinary enrolment application and is processed in accordance with Roll-How. Applicants are issued a centrally produced acknowledgement.

Notifying Changes of Address and/or Name

Persons who have lodged a provisional claim for enrolment must lodge a new amended application for enrolment to advise of a change of address and/or name. [s.99A(2) CEA]

The new enrolment application may be lodged with any Australian Electoral Officer or DRO. [s.99A(4)(d)(ii) CEA].

When to Reject Applications

Reject provisional claims for enrolment if the applicant:

- Is currently enrolled,
- Is not yet 16 years old [s.100 CEA], or
- Does not reply to a (PC.2) Additional Info letter within 28 days, or
- Does not provide an Immigration Department receipted and date stamped copy of the application for citizenship, or
- Is refused Australian citizenship.

Advising the Applicant of Rejected Application

Advise the applicant of the rejection by sending:

- A (PC.3) Rejection letter from the SLS.
- Include a fresh application for electoral enrolment if the rejection was because the applicant is not yet 16 years old.

State and Territory Legislation - Provisional Claims for Enrolment by Applicant for Citizenship

You must be aware of whether State/Territory provisions for special enrolment apply for provisional claims for enrolment by applicants for citizenship. If there are special requirements from State/Territory electoral authorities, the relevant State Office issues instructions.

State/Territory	Provisional Claims for Enrolment by Applicants for Citizenship Available for State/Territory Enrolment?
New South Wales, Victoria, Western Australia, South Australia	No
Queensland, Tasmania, Australian Capital Territory, Northern Territory	Yes, however, applicants cannot be enrolled until they become Australian citizens and there are no voting entitlements for State/Territory elections

Section 99B (Close of Roll) - Provisional Enrolment by Applicant for Citizenship at Close of Roll

A person who has received notification of their citizenship ceremony and the ceremony falls between the public announcement of a federal election or issue of the writ (earlier of the two), and polling day may apply for provisional enrolment under section 99B. The Provisional Electoral Enrolment form for Potential New Citizens form will be made available on the AEC website at this time and must be received by the close of rolls.

This type of provisional enrolment ensures that the person **will be entitled to vote**, if their citizenship ceremony is held after the rolls have closed but on or before polling day, providing they supply evidence of citizenship by deadline.

Applications under Section 99B (Close of Roll)

Who is Provisional Enrolment available to under Section 99B

Provisional enrolment is available to a person who:

- Will become an Australian citizen between the announcement of an election, or the issue of the writ for an election (whichever is earlier) and before polling day for that election [s.99B(1)(b) CEA]
- Is not enrolled [s.99B(1)(c) CEA]
- Is not qualified for enrolment but would be qualified if they were an Australian citizen. [s.99B(1)(d) CEA]

Provisional enrolment by applicants for citizenship is not compulsory.

Valid Applications

Applications for provisional enrolment by potential new citizens must be made on the approved Provisional Electoral Enrolment for Potential New Citizens form [s.99B(2)(a) CEA].

The application must be:

- Signed by the applicant. [s.99B(2)(b) CEA] The exception to this is people who cannot sign their name because of physical incapacity. [s.99B(3) CEA]

Note: Legal Power of Attorney is not an acceptable substitute for the applicant's signature or mark.

- Certified that the original notification (that the person will become an Australian citizen) has been sighted by an AEC officer who is satisfied that the notification relates to the person making the application. [s.99B(1)(b) & 99B(4)(a) CEA] or
- Certified that the original or a copy of the notification has been sighted by an authorised elector (who can be an AEC officer) who is satisfied that the notification relates to the person making the application. [s.99B(1)(b) & 99B(4)(b) CEA].
- Made between either the public announcement of the date of an election or the date of the issue of the writ for an election (whichever is earlier) and 8pm on the day of close of rolls. [s.99B(2)(c) & s.155 CEA].

Note: An application dated before either the public announcement of the date of an election or the date of the issue of the writ for an election (whichever is earlier) should be followed up with the elector.

Note: The Electoral Enrolment form for Potential New Citizens has been approved for ordinary enrolment. If the client's citizenship ceremony is before the close of roll for the electoral event, the form can be used for ordinary enrolment (the client will need to be contacted and provide their citizenship certificate evidence number for citizenship eligibility and evidence of identity).

Deadline for Providing Evidence of Citizenship ^

The deadline for providing evidence of Australian citizenship is close of business on the first Friday after polling day for the election for which the provisional enrolment application was lodged and, once provided applicants are enrolled as ordinary electors and are entitled to the usual elector entitlements. [s. 99B(6) CEA]

Lodging Applications ^

Provisional claims for enrolment can be lodged with any AEC office.

For receiving and handling provisional enrolment applications, refer to [Provisional Enrolment Applications](#)

Voting Entitlements for Provisional Applicants ^

Applicants for provisional enrolment under Section 99B are entitled to make a declaration vote for the election for which they have submitted a valid provisional enrolment application at any time during the voting period including polling day. However, the vote is excluded from further scrutiny if the person does not provide evidence of citizenship by the first Friday after the polling day for the election.

Citizenship Ceremony on Polling Day

Individuals enrolling under Section 99B that have been informed that their citizen ceremony will be conducted on the same day as polling day and have submitted a valid provisional enrolment application between the announcement of polling day and the close of rolls are able to vote on polling day before or after their citizenship ceremony.

When to Reject Applications

Reject applications for provisional enrolment if the applicant:

- Is currently enrolled [s.99B(1)(c) CEA]
- Is not yet 16 years old [s.100 CEA]
- Does not provide the AEC with evidence of their Australian citizenship, by the required deadline. Evidence of citizenship may be the original, or a copy of their Australian citizenship certificate
- Lodges an application for provisional enrolment **outside of the prescribed lodgement period** for provisional enrolment and is **not** a citizen.
- Does not reply to a (PC.2) Additional Information letter from the SLS by the day of the close of rolls, and the application:
 - Was not in the approved form [s.99B(2)(a) CEA]
 - Was not signed by the applicant or is signed by another person on behalf of the applicant (for example, using Power of Attorney [s.99B(2)(b) CEA]
 - Did not contain the certification relating to the applicant's Immigration Department's notification of grant of Australian citizenship [s.99B(2)(d) CEA], or
 - Was not completed using the instructions on the form.

Advising the Applicant of Rejected Application

Advise the applicant of the rejection of their provisional enrolment by sending them a (PC.3) Rejection letter from the SLS.

State and Territory Legislation Provisional Enrolment ^

You must be aware of whether state and territory provisions for provisional enrolment for applicants for citizenship apply. If there are special requirements from state or territory electoral authorities, the relevant State Office issues instructions.

State/Territory	Provisional Claims for Enrolment by Applicants for Citizenship Available for State/Territory Enrolment?
New South Wales, Victoria, Western Australia, South Australia	No
Queensland, Tasmania, Australian Capital Territory, Northern Territory	Yes, however, applicants cannot be enrolled until they become Australian citizens and there are no voting entitlements for State/Territory elections

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Official Objections

The [delegate](#) of the Electoral Commissioner must object to the enrolment of every elector who they have reason to believe:

- **Non residence** - No longer lives at their enrolled address and has not lived at that address for at least one month (and the elector is not an Antarctic elector or entitled to enrol as a Prisoner) [s.114(4) CEA], or
- **Not eligible** - Is no longer entitled to have their name retained on the electoral roll. [s.114(2) CEA]

Where an objection could take place on the basis of not eligible, but could also take place on the basis of non residence, it must take place on the basis of non residence [s114(5) CEA]. This does not apply to a private objection based on unsound mind see [Private Objections](#).

The obligation to commence objection action must be tempered against the reality of the electors situation. Where the elector has an intention to continue to reside, but has not lived at the address for a period of one month, then no objection action should be taken. For example, an elector at a boarding school (or university boarding house) may not live at their enrolled address for more than a month during the school term, but is still eligible to be enrolled at that address if they have an intention to return.

Note 1: When a delegate has reason to believe an individual is not eligible for enrolment on the basis of that individual's [citizenship](#), the delegate must undertake a Citcheck enquiry, and also be sure that the individual is not an [Eligible British Subject](#) by checking the Commonwealth Electoral Roll for 25 January 1984, prior to proceeding with any objection process.

Note 2: Delegates cannot object to an elector's enrolment on the ground of unsound mind. [s.114(3) CEA] See: [Private Objections](#)

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See Also...

[📄 Source Documents for Official Objections](#)

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Citizenship

This page contains guidance on dealing with issues and enquiries regarding electors' citizenship, as well as some of the important business rules that must be followed when dealing with citizenship. The AEC has an existing partnership with Home Affairs which allows us to maintain a database of citizenship records, housed in RMANS. This database is used to match and verify the citizenship of electors who have become citizens by grant and is accessed from both RMANS and GENESIS.

For information regarding citizenship as EOI, visit the relevant page in [Roll How](#).

On this page...

- ▼ [Citizenship Database](#)
- ▼ [Ongoing Daily Load and Elector Verification Match](#)
- ▼ [Where and when do we get immigration data?](#)
- ▼ [Approved vs Acquired](#)
- ▼ [Incomplete citizenship records](#)
- ▼ [Accessing the Database](#)
- ▼ [Home Affairs Number Type](#)
- ▼ [Status](#)
- ▼ [AX and AC Notations](#)

Citizenship Database

Ongoing Daily Load and Elector Verification Match

Verification matching takes place on a daily basis and updates the RMANS Citizenship database. The process matches new and updated Home Affairs records against the current RMANS elector file.

The process will also be used to automatically verify manually checked records.

Where and when do we get immigration data?

The Immigration file contains all Home Affairs clients including those that have not yet been granted citizenship or have had their citizenship cancelled. This is identified by the [status](#). All clients that have been granted citizenship have a status of ACQUIRED. If a record is found for a person claiming enrolment on the basis of being an Australian citizen by grant then they MUST have a status of ACQUIRED on the citizenship file.

Approved vs Acquired

There may also be a delay in Home Affairs updating their client records following citizenship ceremonies therefore, users may find that although an elector has submitted an ordinary enrolment application indicating recent citizenship details, the citizenship enquiry may not show that the client's status has been 'Acquired'.

In these cases, the client record will have a status of 'Approved' and will have been allocated a Citizenship ID. If that Citizenship ID has been noted on the claimant's enrolment form then the client's status should be treated as 'Acquired' for enrolment purposes. Home Affairs have confirmed that the Citizenship ID is only provided to new citizens when they receive their citizenship certificates at citizenship ceremonies.

Incomplete citizenship records

Some records in the database are 'incomplete'. While this can be caused by a number of factors, it does not impede our ability to use the citizenship record to validate a person's citizenship status. If an incomplete record has a status of acquired or is approved with a Citizenship ID supplied on the enrolment form, then it is valid for enrolment purposes. GENESIS will require a comment when matching to an Incomplete Citizenship Record.

Accessing the Database

GENESIS	∨
RMANS	∨
RMANS (Application Processing)	∨

Home Affairs Number Type

The Immigration file contains all records relating to an individual's path through the process of gaining Australian citizenship. Different Home Affairs numbers are given to applicants at various times throughout the citizenship assessment process. These numbers are not necessarily unique to an individual.

Home Affairs use four different number types in processing claims for Australian citizenship. Any combination of these numbers may be quoted by an elector claiming enrolment as an Australian citizen by grant.

Evidence Number	This is an 11-digit number given to each document supplied by Home Affairs in relation to a claim for citizenship (to be referred to as Citizenship ID). It is unique to the particular document but may not be unique to a person. For instance, if a single citizenship certificate was granted for a whole family then the evidence number for everyone in the family is the same.
Old Citizen ID	This number was allocated to grants of citizenship made up to 1998. This is a 10 —character number in the format — AannnnnC where AA = office that processed the application, nnnnnn = 6 digit numeric, C = Check Character.
Stock Number	This is a unique number printed on the back of the citizenship certificate and is up to 10 characters.

Immigration Client ID	This is a unique 11-digit administrative number given to all applicants for Australian citizenship. It remains the same throughout the citizenship assessment process. However, it is an internal Home Affairs reference number that may not necessarily be known to the claimant.
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Note: For citizenship verification purposes, the evidence number will be used as the Citizenship ID. This is the number that is printed on the front of the citizenship certificate and the Home Affairs enrolment forms. Where one of the other numbers is supplied, this may be used for a citizenship enquiry, however, the evidence number is the number to be recorded as the Citizenship ID against the enrolment record in RMANS.

Status

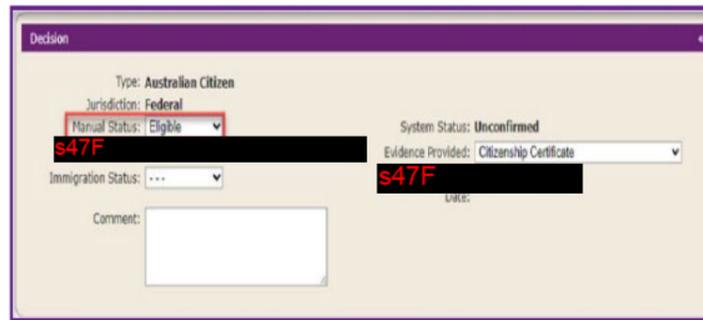
The status of an applicant's claim i.e. where the applicant is in the citizenship process, can be one of the following:

Acquired	The applicant has been granted citizenship.
Not Acquired	The applicant is not a citizen.
Undo Aqu	The applicant is not a citizen.
Approved	The applicant has been processed and cleared to receive Australian citizenship but may not yet have attended a ceremony and been granted a certificate (see 'General Business Rules' regarding delays).
Revoked	The applicant's grant of citizenship has been cancelled and is no longer entitled to electoral enrolment OR the number has been cancelled but citizenship still granted. Further checks are required.
Undo Revoked	This does not affect a person's Australian citizenship. This is a result of citizenship records being updated within the immigration system. This status is acceptable for enrolment purposes.
Lost	The applicant is not a citizen.
Sighted	The applicant is a citizen.
Undo Approval	The applicant may still be a citizen but data might be treated as lost.

When an applicant's citizenship has a status other than Approved or Acquired, GENESIS will display the following defect.

Number	Group	Severity	Message	Accepted	Comment	Audit
1047	Citizenship	Investigation Required	The citizenship record found using the applicant's family name [redacted] given names [redacted] and date of birth [redacted] does not indicate a known immigration status and as such, eligibility cannot be confirmed. Latest event type is Undo Revoked. Latest event date is 31/05/2012.			
1047	Citizenship	Investigation Required	The status of the Australian Citizen decision is 'Unconfirmed'. As a system decision could not be made, a manual assessment will be required.			

If the status of the citizenship is acceptable for enrolment purposes, the manual status of 'Eligible' will need to be selected in the 'Decision' Section of the 'Citizenship' tab.



Some records may display status Acquired but show 'Void' next to the citizenship number. These people are citizens but a new certificate has been issued as the original can't be found. There may or may not be a subsequent record attached to the person's history or there may or may not be another record (particularly if the name has changed).

RMANS will allow these records to be selected and if a new citizenship number has been issued it will substitute the number currently attached to the person's history.

AX and AC Notations

All elector records that, at the time of the initial Home Affairs match, had an AC notation, have had the AC notation converted to an AX notation. The AX notation indicates that the elector has provided citizenship details, but these details have not been verified either by Home Affairs data or by sighted evidence. Essentially, the AX notation means that an elector has citizenship history on their enrolment record.

The current AC notation facility has been created to hold information relating to the manual verification of citizenship claims. A new AC notation will only be added for enrolment claims where the citizenship details cannot be verified by Home Affairs and a citizenship ID is not supplied. In these cases the claim for citizenship would have been verified by other means and that information is to be stored in the AC notation field. This notation is considered AEC verified.

If the elector's claim is subsequently verified through the weekly Home Affairs data match, the AC notation is automatically converted to an AX notation and is retained against the elector record as it contains historical details relating to the citizenship claim.

For records which contained a ZZ Citizen ID, the ZZ number was moved from the Citizen ID field (on the enrolment screen) to the 'Other' field of the AC notation window and the Citizen ID field was cleared.

For records with a blank Citizen ID, but an AC notation with a Cit No less than 11 characters, the number was moved to the 'Other' field of the AC notation windows and the Cit ID field was cleared.

All records were then matched against the Home Affairs data and where a match was found the elector record was updated with the correct citizenship number. The number will appear in the AC notation 'Cit No' field and the date checked field updated.

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Amending an Incorrect Citizenship Number

Systems Training Note 07 RMANS - 19 June 2012

1. From time to time you will find incorrect citizenship Id's. These numbers are able to be amended via RMANS.
2. If present, the citizen Id is normally not available for amendment. This was done to stop users accidentally overtyping the value.
3. To amend press PF4 – CitId and the citizen Id field then becomes available for amendment
4. Screen shot before amendment:



5. Screen shot after amendment:



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Capturing Country of Birth in RMANS

RMANS Ordinary Enrolment - Citizenship (Release Note 108) - July, 2009

Enrolment

- Country of Birth (COB) will now be input for all states and territories to align with GENESIS. The COB codes have also been changed to reflect ISO standard codes.
- COB will be entered in the following RMANS screen. A new field has been added to match the enrolment form question 'Are you an Australian Citizen by Birth'. The field is titled 'Aus by Birth?'. The COB field is titled 'Cntry Birth'. Both are shown in the screen dump below:



- form, enter Y in the Aus by Birth? field and leave the 'Cntry Birth' field blank unless a COB other than Australia has been specified on the enrolment form.
- Country of birth will be defaulted to that of the matched enrolment when:

- Processing an enrolment for an existing elector and the matched enrolment indicates that the elector is NOT a citizen by birth – ie the matched enrolment has a Cit Id or a BS / AV / AC notation. The 'Aus by Birth' field will be defaulted to 'N'.
- Processing an amendment or written advice. The COB may not be known so the 'Aus by Birth?' field will be set to a dash to indicate that the User does not have to enter a Y or N.
- The following business rules apply to the entry of COB details:

1. The 'Aus by Birth' field must be:

Y or N if processing an enrolment application.
Y, N or a dash if processing an amendment or written advice.

2. If processing an amendment or written advice, the COB will only be validated if the defaulted value is amended ie. the COB is changed.

3. If 'Aus by Birth?' is Y, then the 'Cntry Birth' field may be blank '---' or a valid country code. If blank or '---' then 'AUS' will be substituted.

4. If 'Aus by Birth' is N, then COB must be entered and must be one of the following:

A valid country code
'---' if a COB was not supplied on the enrolment form
'UNK' if a COB is on the enrolment form but there is not matching code in the Country of Birth table.

5. The 'Aus by Birth' field cannot be Y if the enrolment details indicate that the elector is NOT a citizen by birth ie there is a Cit Id or a BS, AV or AC notation.

6. If the 'Aus by Birth' field is N the enrolment must indicate that the elector is NOT a citizen by birth ie. There must be a Cit Id or a BS, AV or AC notation.

Policy	Procedures	AEC Learning
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Citizenship Verification - Use Of 'Override' Facility



New client - Approved citizenship status

After a citizenship ceremony, it can be several weeks before our citizenship database updates to show a clients status as Acquired. Therefore, when an enrolment application with a Citizenship Evidence Number finds the client's citizenship record with a status of Approved, the record can be matched and accepted for enrolment purposes.

On this page...

- ▼ [Citizenship verification - use of override facility](#)
- ▼ [Process for using the Override facility in GENESIS](#)
- ▼ [Citizenship data on application & citizenship data on existing client record match](#)
- ▼ [Override Facility](#)
- ▼ [Citizenship verification table](#)
- ▼ [Override decision table](#)
- ▼ [Claimed citizenship status different from existing status](#)
- ▼ [Overseas adoption](#)

Citizenship verification - use of override facility

- The following procedures are provided for use when you need to override the citizenship decision made by the system.

Process for using the Override facility in GENESIS

- The scenario used in this example is an applicant who is currently enrolled as an "Eligible British Subject" submitting a new application showing citizenship by Grant.
- Enter data from the application into "Create Application" screen.
- After verification, you will receive a Defect advising that the system could not make a decision on citizenship eligibility and that a manual decision is required to be made by the user.

s47F

S47F

S47F

Citizenship data on application & citizenship data on existing client record match

- When citizenship data provided on an application matches the citizenship data on an existing client record (current or deleted) no defect message will display and the user can continue processing the application.
- The citizenship data from the client record will display against the new client record.

No matched client record found

If the system is unable to match to a client:

- User will receive a "defect" advising the client needs to be matched before continuing
- User should investigate and manually match the client or confirm a new client
- GENESIS will attempt to match citizenship details from the existing client record or from the citizenship database if the user confirmed the application as a new client.

Conflicting citizenship data between the application and client record

The attached [citizenship verification table](#) explains the process where conflicting data is identified (e.g. application data indicates citizen by grant and client data indicates citizen by birth). The table also indicates what citizenship data is recorded against the client when it is approved for enrolment.

Override Facility

- An option to carry forward the existing citizenship data, especially in unusual scenarios (e.g. notations on current client record confirming evidence previously supplied by applicant to confirm eligibility) is also provided.
- The override facility can also be applied by the User to make a manual decision regarding citizenship.
- The attached [override decision table](#) details the scenarios where the override facility will be needed to be made available to the user.

Citizenship verification table

Application	Client record	Result of Citizenship Search	New enrolment record
<i>Citizenship data provided on enrolment application</i>	<i>Citizenship data recorded on current or deleted client record</i>	<i>Result of Citizenship search on Immigration database</i>	<i>Citizenship data to show on updated client record</i>
Birth	Birth		Client Record
Birth	Grant		Client Record
Birth	Eligible British Subject		Client Record
Birth	Nil		Application
Birth	No existing client		Application
Grant	N/A - new enrolment	Match - status 'Approved'	Application

s47E(d)

s47E(d)

Grant	N/A - new enrolment	Match - status 'Approved'	
Grant	Birth	Match	Citizenship Match
Grant	Birth	Match status "not eligible"	User to Investigate
Grant	Birth	No match found	User to Investigate
Grant	Grant		Client Record
Grant	Eligible British Subject	Match	Citizenship Match and retain EBS details from Client Record
Grant	Eligible British Subject	Match status "not eligible"	User to Investigate
Grant	Eligible British Subject	No match found	Client Record
Grant	Nil	Match	Citizenship Match
Grant	Nil	Match status "not eligible"	User to Investigate
Grant	Nil	No match found	User to Investigate
Grant	No existing client	Match	Citizenship Match
Grant	No existing client	Match status "not eligible"	User to Investigate
Grant	No existing client	No match found	User to Investigate
Eligible British Subject	Birth		User to Investigate
Eligible British Subject	Grant		Client Record
Eligible British Subject	Eligible British Subject		Client Record
Eligible British Subject	Nil		User to Investigate
Eligible British Subject	No existing client		User to Investigate
Nil	Birth		Client Record
Nil	Grant		Client Record
Nil	Eligible British Subject		Client Record
Nil	Nil		User to Investigate
Nil	No existing client		User to Investigate

Override decision table

Application	Client record	Result of Citizenship Search	s47E(d)	Expected Action	Override option
Citizenship data provided on enrolment application	Citizenship data recorded on current or deleted client record	Result of Citizenship search on Immigration database		The decision made by GENESIS on what data it will use to record against the client	User has the option to override the system generated match and select the following data as evidence of citizenship.
Birth	Grant			Client Record	Application Data
Birth	Eligible British Subject			Client Record	Application Data
Grant	Birth	Match		Citizenship match	Client Record
Grant	Eligible British Subject	Match		Citizenship match and retain EBS details from Client Record	Client Record
Grant	Eligible British Subject	Match status "not eligible"		Investigation by user	Client Record
Grant	Nil	Match status "not eligible"		Determined by response to defect	
Eligible British Subject	Grant			Client Record	Application Data Claimed citizenship status different from existing status

Claimed citizenship status different from existing status

When presented with this defect, users should check that the client has been matched correctly and that the enrolment is not fraudulent.

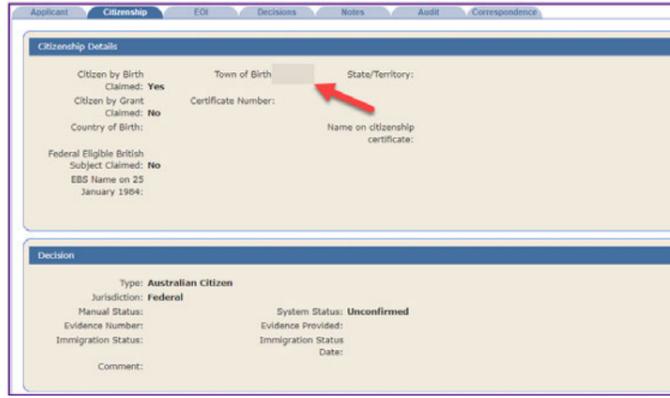
- Users can either use the 'override' option on the 'Citizenship' tab to accept the details from the enrolment application or accept the defect and provide a comment to retain the citizenship information already stored in the system.

Overseas adoption

An applicant who claims to have been adopted from another country by Australian parents will have been issued with an Australian birth certificate and an Australian passport at the time of the adoption.

Processing the application

Tick 'Citizen by Birth Claimed' and enter the Town of Birth from the application.



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Elector Notation - 'AV' Immigration Data Verified Manually



References in RMANS to DIMA is a reference to the Department of Immigration and Multicultural Affairs (DIMA). Immigration is now managed by the Department of Home Affairs ('Home Affairs') and therefore the processes below refer to Home Affairs.

On this page...

- ▼ [Overview](#)
- ▼ [Non-Enrolment Update Change](#)

Further information is on the [Elector - Immigration Enquiry](#) page in Roll-How.

Overview

There is a notation that allows elector records to be updated to indicate that their citizenship has been verified manually with Home Affairs. The notation is used to indicate that the record has been verified, but Home Affairs has advised that the citizenship details do not appear on the Home Affairs database.

Electors that have previously had an **AC** notation added to their enrolment record would have the **AC** notation retained and the **AV** notation added to indicate that the record has been manually verified with Home Affairs. Electors that already have an **AX** notation on their enrolment record would not require the **AV** notation to be added, as the **AX** notation indicates that the record is already verified and matched to the Home Affairs database.

The **AV** notation will be carried across to future enrolments.

The notation can be added through the non-enrolment update change facility.

Non-Enrolment Update Change

Enter the notation details and press **F2** so that the 'AV DIMIA Advice' data entry screen is displayed (see below).



Enter the Home Affairs details in the screen (data should be included in all three lines of the comments section) as suggested below or include any other related information and then press **F5** to confirm the addition of the **AV** Notation.



The elector record will now display an **AV** notation.

<u>Policy</u>	<u>Procedures</u>	<u>Learning</u>
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Matching and Updating Citizenship Data with RMANS

References in RMANS to DIMA is a reference to the Department of Immigration and Multicultural Affairs (DIMA). Immigration is now managed by the Department of Home Affairs ("Home Affairs") and therefore the processes below refer to Home Affairs.

On this page...

- ▼ [Overview](#)
- ▼ [Daily Update / Match of Citizenship Data](#)
- ▼ [List Lost Citizenship / Approval Revoked](#)
- ▼ [List Confirmed Electors Not Verified](#)
- ▼ [Integrity Check – Match by Citizen No](#)

Overview

Various reports can be run, and automated matching and updating of Home Affairs' Immigration data with the RMANS database carried out, by accessing the CITIZEN menu below:

```

Menu Level      AEC Roll Management System - PRODUCTION      12/06/2003
CITIZEN         New South Wales                               14:40
N                                                       EOAMJ02
-----
F1 - Daily Update/Match of Citizenship Data
F2 - List Lost Citizenship/Approval Revoked
F3 - List Confirmed electors Not Verified
F4 - Integrity Check - Match by Citizen No.
F5 - Integrity Check - Match by name.

Shift+F2 = Report Status
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Menu Main Exit
  
```

Daily Update / Match of Citizenship Data

A NO function. This facility loads the periodic download of Home Affairs data into the citizenship database and tries to match the client data to the RMANS current elector file. When a match occurs, the elector record is updated with the Home Affairs citizenship number.

List Lost Citizenship / Approval Revoked

A SO function. This facility produces a report listing those electors who have had their citizenship lost or approval revoked. The report is by State/Territory and division and has an option to produce a detailed report with summary, or a summary only. The report shows the following details:

- Elector Cit number
- Elector ID
- Elector name
- Date of birth
- Date enrolled
- Citizen status (e.g. Lost, Revoked c)

- Effective date of status

A statistical summary by area and totals by State/Territory is also provided.

List Confirmed Electors Not Verified

A SO function. This facility produces a report listing those electors with a citizenship ID who have not been verified against the Home Affairs database (i.e. their citizenship status is C-confirmed and not V-verified).

The report is by State/Territory and division, and can be run for a detailed report or summary. The report shows the following details:

- Elector ID
- Elector name
- Date of birth
- Enrolment date
- Elector Citizenship ID if it exists
- AC notation reason if it exists.

A statistical summary by area and totals by State/Territory is also provided.

Integrity Check – Match by Citizen No

A SO function. This facility produces a report that can be used to check the data integrity between the RMANS elector files and the Home Affairs database. One report lists the confirmed electors with a citizenship ID who have acquired citizenship according to Home Affairs. The other report lists the verified electors who have not acquired citizenship according to the Home Affairs database. Inconsistent electors can have their RMANS records updated by setting the 'Update Database' field to 'Yes'.

<u>Policy</u>	<u>Procedures</u>	<u>Learning</u>
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Removing a Citizenship ID Number

References in RMANS to DIMA is a reference to the Department of Immigration and Multicultural Affairs (DIMA). Immigration is now managed by the Department of Home Affairs (Home Affairs) and therefore the processes below refer to Home Affairs.

RMANS Close of Rolls (Release Note 71) - 10 Jan, 2006

Home Affairs download reports

Reference: [Subpart 9 Immigration Details RMANS Manual](#) (suggest Part 7 Subpart 9)

- National Office runs an Immigration Matching Report, which lists electors who are on the electoral roll and have had their citizenship entitlement Lost or Revoked. Further checks are then made with DIMIA to confirm their citizenship status.
- On receiving notification of a person's citizenship status from DIMIA, the National Office informs the relevant State Office, who then notify the relevant Divisional Office. Objection and determination letters for this purpose are provided in the Standard Letter System under the Citizenship category.
- However if the person is an eligible British Subject, they retain their entitlement to remain on the roll. A 'BS' notation with Special Cat 'B' must be added to their enrolment and the citizenship number removed.
- A sample amendment is shown below.

```

Elector Details loaded, Change as required and press F1
RMEUE2P1      Enrolment Matching Details - NSW - TEST      21/12/2005
RMEUE2M0      Last Id: 22015722 Ref No: 203563188E      09:45
-----
Document Type: A (E,W,A) Source: d (? for help)
Name:         Title: MRS _____
              Surname: LAMBS _____
              Given Names: MARY LITTLE _____
              Date of Birth: 20 / 07 / 1945 _____
And
Address:      Habitation: _____
              Flat/Unit: 3 _____
              Street No: 10 _____
              Street Name: SMITHE _____
              Street Type: ST _____
              Locality: WESTMEAD _____
Match with:
Former:       Surname: _____
              Given Names: _____
              Date of Birth: _ / _ / _
OR Id: N22015722 LAMBS, MARY LITTLE 20/07/1945 (Curr)
Command =>
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
          Cont PrevA Rstrt AddAd SEngy EEngy AEngy CLine Help Menu ClrA
    
```

- Add a special Cat of 'B' for British Subject.


```

RMEUE4P1      Enrolment Details - NSW - TEST      21/12/2005
RMEUE4MO      Txn Type: Amendment      Doc Type/Srce: A D      10:01
-----+----- New -----+----- Old -----+
Sname| LAMBS | LAMBS
Gname| MARY LITTLE | MARY LITTLE
DOB| 20/07/1945 | 20/07/1945
Addr1| 3/10 SMITHE ST | 3/10 SMITHE ST
Addr2| WESTMEAD NSW 2145 | WESTMEAD NSW 2145
Addr3|
Title| MRS | RefNo: 203563188E | MRS | RVI:
| | Addr ID: N1449767 | ID: N 22015722 | Sp Cats:
| | GDB: 66189 | Notns: BS | | GDB: 66189
-----+-----
Elec Id: N 22015723 | Sp Cats: B | RVI: | Ack (Y/N): N
Occuptn: THERAPIST | Sex (M/F): F | Cntry of Orig:
Cit Id: V | Print Nm: Not Present

Post Addr:
Loc:
State: Pcode:
Command =>
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Cont ClrPA Rstrt CitId EdtPA ElNot PrvPA CLine Help Menu ImEnq

```

- The 'V' (or 'C') will still appear, press F1 to continue

```

Press F1 to confirm transaction entry
|<<<<<<      F1 - Confirm Transaction Entry      F3 - Return      >>>>>>|
+-----+-----+-----+
-----+----- New -----+----- Old -----+
Sname| LAMBS | LAMBS
Gname| MARY LITTLE | MARY LITTLE
DOB| 20/07/1945 | 20/07/1945
Addr1| 3/10 SMITHE ST | 3/10 SMITHE ST
Addr2| WESTMEAD NSW 2145 | WESTMEAD NSW 2145
Addr3|
Title| MRS | RefNo: 203563188E | MRS | RVI:
| | Addr ID: N1449767 | ID: N 22015722 | Sp Cats:
| | GDB: 66189 | Notns: BS | | GDB: 66189
-----+-----
Elec Id: N 22015723 | Sp Cats: B | RVI: | Ack (Y/N): N
Occuptn: THERAPIST | Sex (M/F): F | Cntry of Orig:
Cit Id: | Print Nm: Not Present

Post Addr:
Loc:
State: Pcode:
Command =>
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Cont ClrPA Rstrt CitId EdtPA ElNot PrvPA CLine Help Menu ImEnq

```

- The Cit Id field is now blank, press F1 to confirm transaction entry (and the 'V' or 'C' will be removed)

<u>Policy</u>	<u>Procedures</u>	<u>AEC Learning</u>
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Void citizenship numbers

A citizenship number may be made void (even though citizenship has been acquired), for example, when a mistake is discovered in the person's details on their citizenship certificate at a cit ceremony. In this case, citizenship is conferred, but DIMIA may need time to correct the error in their records. Whilst doing so, the original cit number is voided pending the issue of a new certificate and consequently a new cit number. If an enrolment form is received during this period, the elector can still be entered/updated using the void number, but only if citizenship has been acquired.

A sample enrolment sequence is shown below.



In the **Enrolment Details** screen above, access Immigration Enquiry.



Continue with the enquiry as above.



Select (s) the person from the list as shown above.



Note that the void citizenship number is available for selection as citizenship has been acquired. If there is more than one void number on the person's DIMIA record, only the latest one appears in the above screen.



Upon selection, the void number populates the **Cit Id** field of the Enrolment Details screen and the confirmed code **C** appears. At future loads of DIMIA data, if the void cit number has been superceded with a current number, the automatic matching process replaces the elector's void number with the current number and the confirmed code **C** is replaced with verified code 'V'.

Note (Combined void and current citizenship numbers on DIMIA records):

- In the Enrolment Details screen above, if a void number is entered in the Cit Id field, the user is taken to Immigration Enquiry, accessing the person's immigration details. Upon selection from the immigration database, one of the following will occur:
- If citizenship is acquired and there is a later void number than the one entered in the above screen, the later void number will replace the one originally entered and the number will be qualified with a **C** (confirmed);
- If citizenship is acquired and there is a current number, the current number will replace the void one originally entered in the above screen, and the number will be qualified with a **V** (verified).
- The citizenship number that populates the **Cit Id** field in accordance with the above business rules, will always be the latest number if there is more than one on the DIMIA database.

<u>Policy</u>	<u>Procedures</u>	<u>AEC Learning</u>
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Potential New Citizens - Home

A person who is not qualified for enrolment, but would be qualified if they were an Australian citizen, may lodge a provisional claim for enrolment. These provisions provide different entitlements for the applicants and it is essential that the correct provision is identified when processing an application.

In this section:

<h1 style="font-size: 48px; color: #663399;">A</h1> <p>Processing Provisional Claims for Enrolment [s. 99A] Instructions on the conditions of when a provisional claim for enrolment can be rejected and how to advise the applicant of the outcome.</p>	<h1 style="font-size: 48px; color: #663399;">B</h1> <p>Provisional Enrolment Applications [s. 99B] Outlines the process of handling enrolment application for provisional citizens.</p>
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|------------------------|----------------------------|--------------------------|
| Policy | Procedures | Learning |
|------------------------|----------------------------|--------------------------|

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Potential New Citizens - Provisional Enrolment Applications

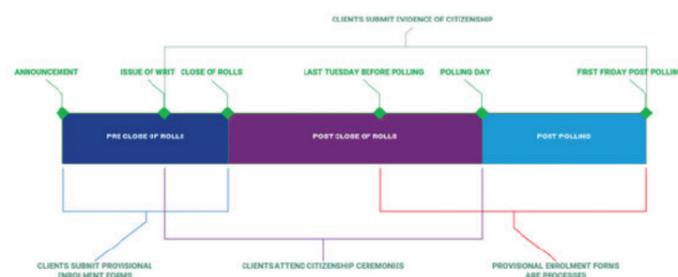
On this page...

- ✓ [Overview](#)
- ✓ [Before Close of Rolls](#)
 - ✓ [Receiving provisional enrolment forms](#)
 - ✓ [Receipting provisional enrolment forms](#)
 - ✓ [Voting instructions for provisional new citizens](#)
- ✓ [After Close of Rolls](#)
 - ✓ [Receipting evidence of citizenship](#)
 - ✓ [Processing provisional enrolment applications](#)
- ✓ [Receipting provisional enrolment process flow](#)
- ✓ [Timeline for processing](#)
- ✓ [Provisional enrolment and preliminary scrutiny](#)
- ✓ [Processing Video: How to Receipt a Provisional Enrolment form](#)
- ✓ [Processing Video: How to Process a Provisional Enrolment form](#)

Overview

Under Section 99B of the *Commonwealth Electoral Act (1918)* (Electoral Act), clients whose citizenship ceremony will take place between the issue of writ and polling day for a federal event are entitled to provisional enrolment.

Provisional enrolment allows new citizens to vote on polling day with a declaration vote by providing the AEC with a provisional enrolment application and evidence of their citizenship following their ceremony.



Before Close of Rolls

Receiving provisional enrolment forms

Clients can apply for provisional enrolment on the approved 'Provisional Electoral Enrolment for Potential New Citizens form', which is made available on the AEC website at the time of the announcement or issue of writ of a federal electoral event.

Applications can be received by:

- post or as an Input Work Item (IWI)
- email directly to AEC inboxes,
- secure form upload on the AEC website, or
- in person at a divisional office.

The sections highlighted in red on this form are mandatory. If any of these sections are empty or incomplete, the form is incomplete. and cannot be processed.

Receipting provisional enrolment forms

After receiving a provisional enrolment form take the following steps:

1. Upload the form using the GENESIS Input Work Item Dropbox. (Provisional Enrolment forms can also be sent via mail and scanned by Grace. Forms received this way will be system categorised as a provisional new citizen Input Work Item).
2. Categorise the Input Work Item as "Provisional new citizen".
3. Check the form for completeness (see above example). If incomplete send the PC.2 Additional Information letter from the Standard Letter System (SLS).
4. Check for a current enrolment for the applicant. If an enrolment record exists, send PC.3 Rejection SLS letter.
5. If form is complete and applicant is not enrolled send PC.1 Acknowledgement of Receipt letter and the [Voting Instructions for Provisional New Citizen](#) email. The highlighted fields, including the applicant's federal division will need to be entered manually.

The Input Work Item will remain on the division's homepage as an "Election" Input Work Item until the elector attends their citizenship ceremony, provides the AEC with evidence of their citizenship and the enrolment is processed.

SLS correspondence can be despatched by mail or email, and a copy must be retained in Objective. When defect or reject correspondence is despatched, the elector should also be contacted by phone or email (if provided) to inform them of the issue with their application due to the short deadline involved. Before sending any SLS correspondence, ensure that you have updated your event using the 'Change Event' button on the SLS menu.

Provisional Enrolment forms are categorised as "Provisional New Citizen"

Home Tasks - Estimated Work Effort: 94 hours			
New Work:			
Input Work Items to be categorised:		249	Process
Input Work Items to be processed:	Enrolment	37	Process
	Non Enrolment	17	Process
	Election	3	Process
Input Work Items requiring attention:	Enrolment	15	Process
	Non Enrolment	4	Process
	Election	1	Process
Receipts not recorded:		73	Process
Applications to be provided:		30	Process
Applications requiring attention:	Ordinary enrolment	21	Process
	Online Ordinary Enrolment	143	Process

Provisional Enrolment forms are listed under the "Election" section

<input type="checkbox"/>	3549	20/06/2022	Non Voter Notice	Categorised	Gold Coast	Fadden		
<input type="checkbox"/>	3496	10/03/2022	Provisional New Citizen	Categorised	Northern Territory	Solomon		
<input type="checkbox"/>	3445	21/01/2022	Multi Voter Notice	Discarded	Gold Coast	McPherson		
<input type="checkbox"/>	3446	21/01/2022	Postal Vote Application	Dispatched	Gold Coast	Fadden		
<input type="checkbox"/>	3447	21/01/2022	Multi Voter Notice	Categorised	Gold Coast	McPherson		

Provisional Enrolment forms will be in the same list as PVAs and other election materials

Voting instructions for provisional new citizens

This email template must be used when sending the PC.1 acknowledgment of receipt letter. Before sending any SLS correspondence, ensure that you have updated your event using the 'Change Event' button on the SLS menu.

Email Template - Voting Instructions for Potential New Citizens

After Close of Rolls

the AEC can no longer accept applications for Provisional enrolment. Once clients attend their citizenship ceremony they must provide the AEC with evidence of their new citizenship. This evidence can come in the form of:

- An email or letter containing a copy of their citizenship certificate.
- An Ordinary Enrolment application (providing their Citizenship Evidence number).
- An email or letter with an attachment proving they attended their citizenship ceremony.

A verbal or unofficial written claim is not acceptable evidence of citizenship for Provisional enrolment. While it is preferable that the evidence include the client's citizenship evidence number, it is not a requirement to accept it as valid evidence **or** as EOI.



Electors have until the **first Friday after polling day** to return evidence of their citizenship to the AEC. Daily checks of the following areas must be conducted to check for evidence being submitted:

- "Find Client" in GENESIS (to check for enrolment activity)
- "Find Application" in GENESIS (to check for active applications)
- "Find Input Work item" in GENESIS (to check evidence that has been dropboxed)

Electors receive a QR card at their citizenship ceremony that takes them to the Online Enrolment System, meaning it is likely that many of the enrolment forms received from new citizens will be done online. For this reason, it is critical that the GENESIS client and application search functions be used regularly to check for enrolment forms that can be used as evidence of citizenship.

Other Areas

- Divisional and state office inboxes
- Divisional mailboxes
- After polling day, checks of the Declaration Vote Processing system in RMANS can be conducted to check for electors who have provided citizenship details on their declaration vote.

Where evidence is received, but it is not sufficient, the client must be contacted (by phone or email, if available) and advised of the evidence requirements.

Evidence not provided or not sufficient

If the elector does not return evidence by close of business on the first Friday after Polling Day or the supplied evidence is insufficient, their application for Provisional enrolment cannot be processed and the PC.3 Rejection letter from the Standard Letter System must be issued.

Receipting evidence of citizenship

As evidence of citizenship can take multiple forms there are multiple steps that must be different depending on the evidence received.

Evidence Type	Action
Ordinary Enrolment form (Online or Paper)	<p>When an elector applying for provisional enrolment submits an ordinary enrolment form, the following steps must be taken:</p> <ul style="list-style-type: none"> • Process the ordinary enrolment application. • Merge the ordinary enrolment application's IWI with the provisional enrolment IWI (see instructions below) • If the application is online, save the image of the OES form from the application and proceed with the instructions below.

All other document types	<p>Upload the document using the GENESIS Input Work Item Dropbox and categorise it as "Provisional new citizen" – Stay on this Input Work Item</p> <ul style="list-style-type: none"> • Edit the IWI and under the details tab and press the "Merge" button. • Enter the IWI reference number for the applicant's Provisional enrolment IWI and enter a note indicating that the evidence has been sighted and that the enrolment is ready for processing. • The Input Work Item will now have both the enrolment form and evidence attached to it. • Edit the IWI and under the details tab, press the "Add new transaction number" button to add a NIN to the IWI. <p>Evidence of citizenship sent by mail will likely appear as an uncategorised IWI in GENESIS. In this case, the document will not need to be uploaded through the dropbox, but is otherwise dealt with as detailed in the steps above.</p>
--------------------------	--

This Input work item will remain on the division's homepage until the first Tuesday before polling day at which point processing for Provisional enrolment applications can begin.

Processing provisional enrolment applications

Once evidence of an elector's citizenship is received and linked to their provisional enrolment form, processing of Provisional enrolment applications can begin on the **last Tuesday before polling day**, Applications will be under the "Election - Input Work Items requiring attention" on divisional homepages.

Provisional Enrolment Processing Guide
As you complete each step, select the next tab to see the next step.

☰ Step 1 ☰ Step 2 ☰ Step 3 ☰ Step 4 ☰ Step 5 ☰ Step 6 ☰ EOI override ☰ Step 7 ☰ Step 8 ☰ Step 9 ☰ Step 10 ☰

Under "Input Work Items to be processed: Election" select a "Provisional new citizen" IWI. Press the "In progress" button and select subcategory "ready for processing" to lock the IWI.

<input type="checkbox"/>	3589	20/06/2022	Non Voter Notice	Categorised	Gold Coast	Fadden			
<input type="checkbox"/>	3496	10/03/2022	Provisional New Citizen	Categorised	Northern Territory	Solomon			
<input type="checkbox"/>	3445	21/01/2022	Multi Voter Notice	Discarded	Gold Coast	McPherson			
<input type="checkbox"/>	3459	21/01/2022	Postal Vote Application	Dispatched	Gold Coast	Fadden			
<input type="checkbox"/>	3417	22/02/2022	Multi Voter Notice	Categorised	Gold Coast	McPherson			

Input Work Items to be processed: Election

Review Actions

Name: _____
Reference Number: _____

Press the "In progress" button

Mark Input Work Item as In Progress

Please enter a reason via a Sub Status and / or a Comment.

Sub Status:

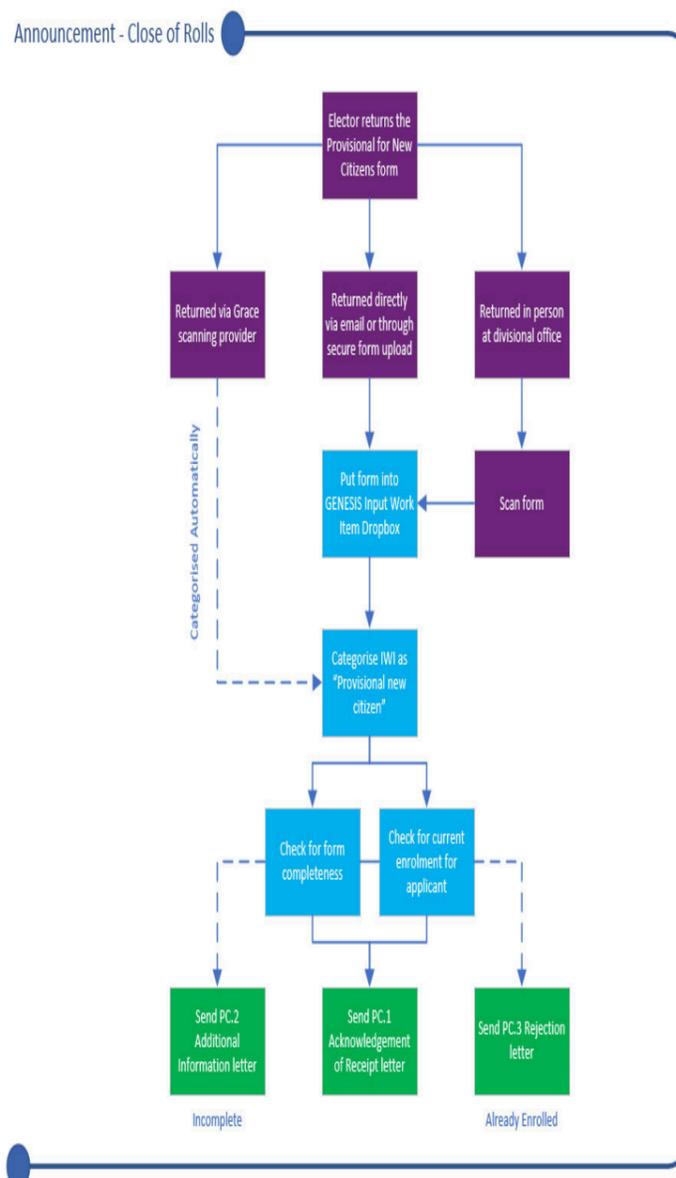
Reason:

Sub Status: Ready for processing

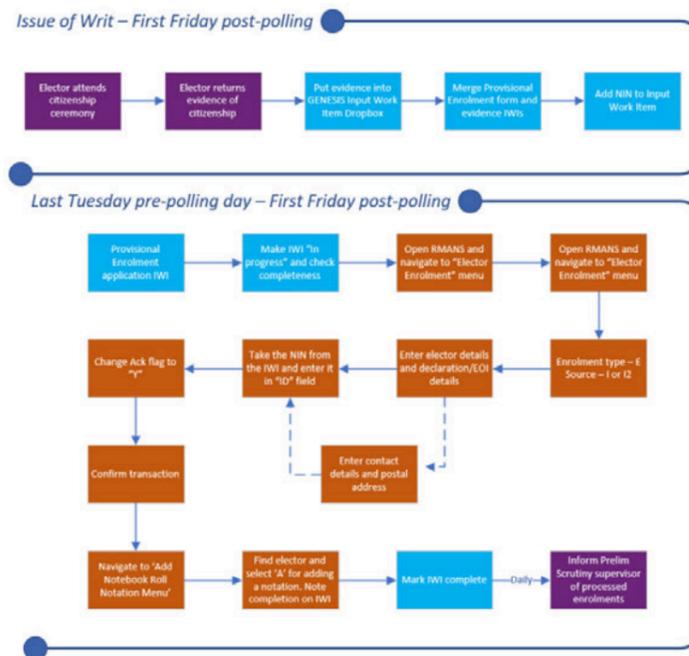
The applicant will be sent an acknowledgement confirming their enrolment automatically, however, an attempt should also be made to contact them to inform them that their application has been processed, and to provide voting information. Provisional electors complete a provisional declaration envelope on polling day regardless of if their enrolment has been completed yet and have until the first Friday after polling day to return their evidence. All Provisional enrolment applications must be processed by Close of Business on this day.

Divisions must keep in close contact with their preliminary scrutiny team to advise of any provisional enrolments completed. If a declaration envelope enters preliminary scrutiny and the provisional enrolment is not complete, it will be rejected, and the supervisor will need to locate that envelope to make a separate decision after the division has advised them of a completed enrolment.

Receipting provisional enrolment process flow



Timeline for processing



Provisional enrolment and preliminary scrutiny

Provisionally enrolled electors are required to complete a declaration envelope on polling day, which then goes to preliminary scrutiny to be either admitted to the count or rejected. For a provisionally enrolled elector's envelope to be admitted, they must be on the Notebook Roll at the time of processing or their vote will be rejected. For this reason, timely processing of Provisional enrolment applications is essential.

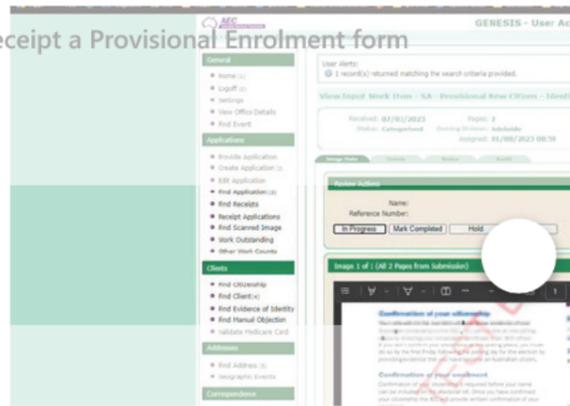
The divisional office must also regularly advise the preliminary scrutiny supervisor of newly processed provisional enrolment applications so the supervisor can check the rejected envelopes and determine if any of the new provisional electors have had their envelope rejected. If an elector becomes provisionally enrolled after their declaration envelope is rejected, the envelope must be re-processed.

Frequently Asked Questions

Who can witness a provisional enrolment form?	✓
Can the provisional enrolment form be used for ordinary enrolment?	✓
What counts as 'evidence' to support a provisional enrolment?	✓
When do I need to inform preliminary scrutiny of processed enrolments?	✓
What if an elector's citizenship ceremony is on the day of Close of Rolls?	✓
What if an elector has a citizenship ceremony between Issue of Writ and Close of Rolls? Can't they simply do an ordinary enrolment?	✓

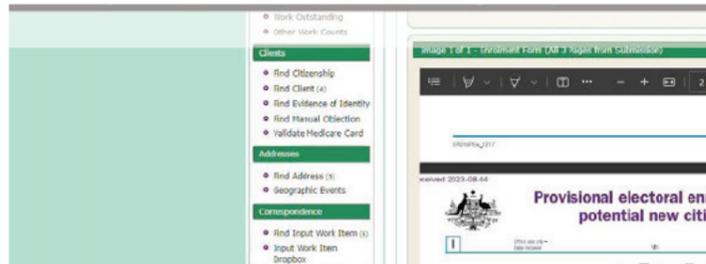
Processing Video: How to Receipt a Provisional Enrolment form

How to receipt a Provisional Enrolment form



Processing Video: How to Process a Provisional Enrolment form

How to process a Potential New Citizen form



Acknowledgement of Country

The AEC acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters, culture and community.

We pay our respects to Elders past, present and emerging.





Processing Provisional Claims for Enrolment [s. 99A]

A provisional claim for enrolment can be made by applicants for citizenship during non-election periods. A provisional enrolment claim under S.99A is not compulsory and are uncommon compared to claims made under S.99B. Due to being non-compulsory, provisional enrolment claims under S.99A have no approved form.

This page covers receiving, defecting, and rejecting valid applications for provisional enrolment, as well as how they are ultimately processed after the applicant becomes a citizen.

On this page...

- ✓ [Enrolment Entitlements of Provisional Claims for Enrolment](#)
- ✓ [Receiving a provisional enrolment claim under S.99A](#)
 - ✓ [Checking the form](#)
- ✓ [Rejecting Provisional Claims for Enrolment \[s.99A\]](#)
 - ✓ [Review of Decisions Provisional Claims for Enrolment \[s.99A\]](#)

Enrolment Entitlements of Provisional Claims for Enrolment

- Once an applicant becomes an Australian citizen, their provisional claim for enrolment is taken to be an application for enrolment made by the person on the day on which the person became an Australian citizen s.99A(7) CEA. Applicants can be enrolled as ordinary electors and are entitled to the usual elector entitlements from the date they became Australian citizens.
- There are no special voting entitlements for persons making a provisional claim for enrolment under s.99A of the CEA. However, once an applicant becomes an Australian citizen and is enrolled as an ordinary elector, voting is compulsory.

Receiving a provisional enrolment claim under S.99A

There is no specific approved form for making a provisional claim for enrolment. Applicants for citizenship who also wish to make a provisional claim for enrolment under s.99A of the CEA, should use an ordinary application for enrolment.

- A provisional claim for enrolment may be received by the AEC in either of two circumstances:
 1. A person's application for citizenship to the Department of Home Affairs may include an ordinary enrolment form, in which case the enrolment form and copy of the application for citizenship will be forward to the AEC (s 99A (6)), or

2. A person who has lodged a provisional claim for enrolment and has changed their details since applying for provisional enrolment, must submit a new amended application directly with the AEC, ss. 99A (2) and (4) (c) (ii).
- Provisional claims can be submitted or forwarded electronically [s.382(4) CEA].

Claims for provisional enrolment under S.99A must be uploaded through the Input Work Item Dropbox and categorised as "Potential New Citizen". The form must then be checked to ensure all required information has been supplied.

Checking the form

- Except for citizenship details, provisional claims for enrolment must provide the details required on the ordinary enrolment application including evidence of identity and be accompanied by a copy of the claimant's application for Australian citizenship.
- Use the GENESIS 'Find Client' function to verify that the applicant is not currently enrolled. If a current record is found for the applicant the provisional claim for enrolment must be rejected.
- The form must be amended to show that the application is a provisional claim and in place of citizenship details, the form must show the date the applicant lodged their application for Australian citizenship.
- If essential information is omitted and it can be resolved by telephone or email, staff should contact the applicant (where these details have been provided), to try to resolve the omission. See: [Enrolment information](#)
- When essential information is missing and the applicant cannot be contacted or the information cannot be obtained via direct contact, send the PC.2 Additional Information letter and mark the Input Work Item complete with a note indicating the application has been defected.

If all essential information is present, note this on the Input Work Item and put it on hold, awaiting processing once the applicant becomes a citizen.

Rejecting Provisional Claims for Enrolment [s.99A]

Reject provisional claims for enrolment if the applicant:

- Is currently enrolled
- Is not yet 16 years old [s.100 CEA]; or
- Does not reply to a (PC.2) Additional Info letter within 28 days; or
- Does not provide a Department of Home Affairs receipted and date stamped copy of the application for citizenship; or
- Is refused Australian citizenship.

To advise the applicant of the rejection, send the PC.3 Rejection letter through the SLS. If the application is being rejected due to the applicant not yet being 16 years old, include a blank enrolment application for future use.

Review of Decisions Provisional Claims for Enrolment [s.99A]

- Applicants can request the AEO review the decision made by a delegate to reject a provisional claim for enrolment. The request for review must be lodged within 28 days of notification of the decision [s.120 CEA].
- Requests for review are processed as described in [Review of Decisions](#).

Policy	Procedures	Learning
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Evidence of Identity: processing guidance

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 - ▼ [Explaining Medicare card DVS checks](#)
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- ▼ [Dual PCI form process flowchart](#)
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Overview

An application for a new enrolment, re-enrolment or change of name must use one of the five forms of evidence of identity (EOI):

- An Australian driver's licence,
- An Australian passport,
- An Australian citizenship certificate,
- An Australian Medicare card, or
- An attestation as to the individual's identity (Person Confirming Identity)

For online applications, to increase accessibility, EOI can also be used in place of the signature on a paper form. This is referred to as a 'signature equivalent'. Further information about this is provided in the *Which EOI is required and when?* table below.

This page provides information regarding GENESIS processing. RMANS processing guidance is available on the [Evidence of Identity - RMANS processing guidance page](#).

General Information

EOI subsystem

The EOI subsystem is an internal system which holds driver's licence and passport records.

Searches using document or holder details are performed through GENESIS 'Find Evidence of Identity' or the Application EOI tab 'EOI Search'. Both search types use the EOI subsystem.

The EOI subsystem must only be searched when a client has provided a driver's licence or passport number in their current application.

If the search is successful, the EOI subsystem will display a list of results.

Each result displays an 'AEC Status' that indicates the action required:

- Accept: the document may be matched and accepted as EOI
- Investigate: review the EOI document further. Follow-up action or a manual override may be required.

Find Evidence of Identity

User Alerts:
 ⚠ This facility is to be used for the verification of EOI details only. All details that you view will be recorded, including entries on the selection screen.

Document Details

Search criteria provided in this section will override all other criteria.

Document Number:

State / Territory:

EOI Document Type:

OR

Holder Details

Family Name: Starts With (Alt+X)

Given Names: Starts With (Alt+Y)

Interchange: Sounds Like:

Date of Birth: +/- 5 years:

Gender:

State / Territory:

EOI Document Type:

Search Options

Document Verification System (DVS)

The Document Verification System (DVS) is an external system used to verify Medicare card details. Due to strict security requirements, searches cannot be performed in the DVS. Instead, a check is performed with a yes / no result returned.

Checks performed through GENESIS 'Validate Medicare card' or the Application EOI tab, 'Validate Medicare Card' use the DVS.

All information fields: Card Number, IRN, Name Line and Expiry Date, must be completed.

The Medicare card will only validate if the information provided is an EXACT match to the Medicare card record held in the DVS. Eg. if there is a typo or missing info (hyphen in a name) from any field, it will not validate.

Note: If the Medicare card is not found using the Medicare card name, the system will use a version of the Applicant Name to perform the DVS check. If the card still doesn't pass DVS validation, manual follow-up is required.

Validate Medicare Card

User Alerts:
 ⚠ This facility is to be used for the verification of EOI details only. All details that you send for validation will be recorded.

Medicare Card

Card Number:

Medicare IRN:

Name appears across multiple lines:

Name Line:

Expiry Date:

Expired EOI

Expired driver's licences, passports and Medicare cards are acceptable.

Expired driver's licences and passports found in the EOI database may be matched during application processing.

Expired Medicare cards will not be found during checks and therefore will not pass validation. Refer to the Medicare card section for processing guidance.

Revoked citizenship records can also be used for EOI purposes. However, a citizenship check through the Service Centre is required to determine whether a revoked record can be used for citizenship eligibility.

Application and EOI document variances

When GENESIS is unable to match a provided EOI document, a defect will appear. Defects guide enrolment processing and require further investigation. However, not all defects need to be resolved in order to approve the application. One example is Medicare Card defect: "Applicants name on Medicare card does not match enrolled and/or application names, accept only if same client". This defect can be accepted (with a note added).

Minor name and number variances are also acceptable. The table below outlines *some* common examples of variances:

EOI document	Variance	Action
Drivers Licence	Applicants surname is Smith, however, Drivers Licence record displays Brown.	Investigate and accept if it is determined the EOI belongs to the applicant. The system will apply a 'Name Variation' reason.
Drivers Licence	Applicant provides number 31234568456873, however, drivers licence record shows number as 57CL19. 31234568456873 is Card Number.	Unacceptable variance. Card Numbers are not accepted.
Citizenship certificate	Applicant provides citizenship certificate number 1645229715, however, citizenship record shows number as 01645229715.	Acceptable for EOI. Perform a manual EOI search, once matched - the system will apply a 'Number Variation' reason.

Medicare card	Applicants name is Samantha Josephine Clare Tester Brown. Name line on Medicare card is Samantha J C T Brown.	Investigate and accept if it is determined the EOI belongs to the applicant. Accept EOI defect and add a comment.
Passport	Applicant provides passport number P1234568, however, passport record shows number as PB123658.	Accept if it is determined the EOI belongs to the applicant. The system will apply a 'Number Variation' reason.

When matching non-Medicare card EOI, GENESIS only looks at Name(s), DoB, and document number. The gender and address on an EOI document are not used as part of the matching process but should be taken into account as supporting evidence when manually matching.

AEC staff making Person Confirming Identity (attestation) declarations

AEC staff are not *required* to attest to a person's identity, however, are *permitted* to attest to a person's identity if they have been provided with sufficient information to be satisfied as to the applicant's identity.

Signing the declaration as a person confirming identity is a legal declaration on an approved commonwealth form and will be included in the elector's permanent record on the electoral roll.

Retention of evidence of identity images

Images of evidence of identity i.e. drivers' licence, passport or Medicare card should not be retained. Images sent via email should not be uploaded to GENESIS and the email must be deleted from Outlook once the enrolment application has been actioned.

For images that are already in GENESIS e.g. scanned by our scanning provider, the Input Work Item page containing the image must be hidden using the ['Edit Pages'](#) feature.

GENESIS system approvals

GENESIS system approvals include change of address applications which have a driver's licence, passport, Medicare card or citizenship evidence number.

Where these applications have no defects (EOI or other), they will be approved by the system and will not appear on homepages for user review or approval.

Drivers Licence and Passport

When processing an enrolment application in GENESIS, and the applicant's provided drivers licence details are an exact match to the record held in the EOI subsystem, the system will match the licence. 'Suppressed' records will not be matched by the system.

When there is not an exact match, a defect message will appear in the Application Review panel.

The EOI must be reviewed and/or investigated through the Application EOI tab, 'EOI Search'. When 'EOI Search' is selected, search criteria may be altered in the 'Find Evidence of Identity' fields. The system may return potential matches for further investigation. If there are no matches, select 'Change Criteria' to broaden the search.

When it is determined the EOI can be accepted, GENESIS will allow a manual match, using the 'Match' button. The system will apply a Manual Decision of 'Number Variation' or 'Name Variation' based on the difference in the search criteria and the EOI record.

A note must be added to the application to explain the variation and match.

When a driver's licence or passport cannot be verified using the EOI subsystem and all other attempts to be able to approve the application are unsuccessful, an EOI check may be submitted through the AEC Service Centre. The application is to be placed on Hold: Internal – Awaiting Response. A defect letter will be issued to the applicant if the EOI is still unable to be verified.

A note on drivers licence

Where an Applicant has provided their Card Number, this cannot be used to match their drivers licence. They must provide their drivers licence number.

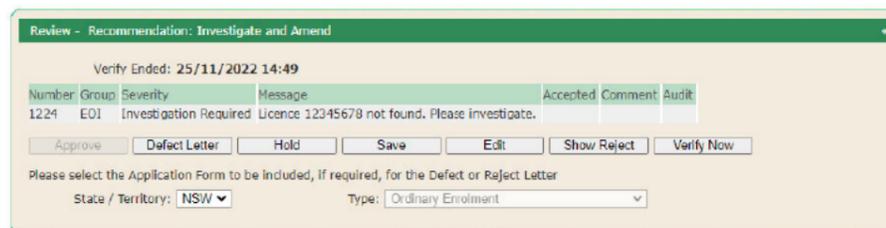
Contact the Applicant by phone to obtain the drivers licence number. If this is not achieved, the application must be defected.

A note on passports

You may on occasion encounter an enrolment application that provides a different type of Australian Passport (other than the Ordinary Australian Passport) as EOI. The most common alternative types of Australian passport are:

- PD – Diplomatic Passports and
- PF – Official Passports

These are official Australian passports and can be used as EOI. They are, however, unable to be verified using the EOI subsystem. If you encounter a different type of Australian passport and are unable to verify it, then submit the information to the Service Centre for an EOI check as described above. The Service Desk will be able to verify the passport with the Department of Foreign Affairs and Trade (DFAT).



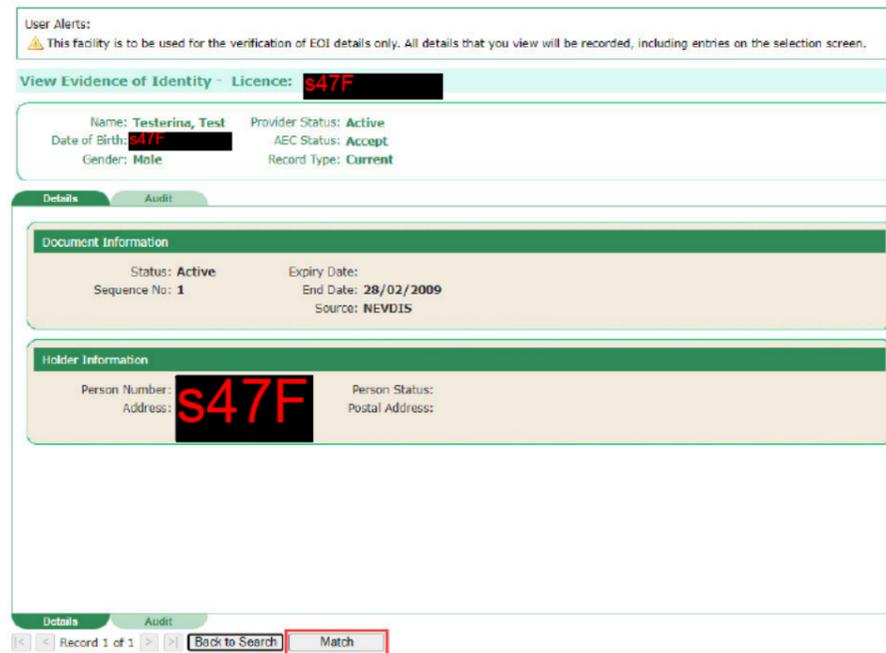
Number	Group	Severity	Message	Accepted	Comment	Audit
1224	EOI	Investigation Required	Licence 12345678 not found. Please investigate.			

Approve Defect Letter Hold Save Edit Show Reject Verify Now

Please select the Application Form to be included, if required, for the Defect or Reject Letter

State / Territory: NSW Type: Ordinary Enrolment

Application Review panel with a Driver's Licence defect message. The EOI must then be investigated.



User Alerts:
⚠ This facility is to be used for the verification of EOI details only. All details that you view will be recorded, including entries on the selection screen.

View Evidence of Identity - Licence: s47F

Name: Testarina, Test Provider Status: Active
Date of Birth: s47F AEC Status: Accept
Gender: Male Record Type: Current

Document Information
Status: Active Expiry Date:
Sequence No: 1 End Date: 28/02/2009
Source: NEVDIS

Holder Information
Person Number: s47F Person Status:
Address: Postal Address:

Record 1 of 1 Back to Search Match

When the EOI is found and accepted, use the 'Match' button.

Citizenship number

A person who is a citizen by grant and has provided their Citizenship Evidence number/Old Citizen ID does not need to provide additional EOI.

Note: staff must not search the citizenship or EOI databases to obtain EOI information if it has not been provided by the client.

To use citizenship as EOI, an elector must include their correct Citizenship Evidence number/Old Citizen ID on their enrolment application. Unlike confirming citizenship eligibility, information cannot be taken from previous enrolment records for EOI purposes; the elector must supply the correct evidence number. There are four numbers associated with citizenship that can all be used to confirm citizenship eligibility.

	Used for Eligibility	Used for EOI
Citizenship Evidence number	Y	Y
Immigration ID	Y	N
Old Citizen ID	Y	Y
Stock Number	Y	N

While all these numbers can be used to confirm citizenship eligibility, only the Citizenship Evidence number and Old Citizen ID can be used for EOI purposes as well. These numbers are found on a citizenship certificate.

While processing an enrolment application where an Immigration ID or Stock Number has been provided, the number can be used to establish eligibility, however, for EOI purposes the following steps should be taken:

1. Attempt to approve by downgrading the application to Change of Address or Written Advice.
2. Contact the applicant to obtain the Citizenship Evidence number/Old Citizen ID or another form of EOI.

When investigating any defects, the same business rules used for other forms of EOI apply:

- The user cannot search for alternative numbers if the supplied number is invalid.
- Slight name and number variations may be accepted with a manual decision; however, this is to be noted.

- The applicant may be contacted to supply another citizenship evidence or ID number or another form of EOI if the number on the form is invalid.

Number	Group	Severity	Message	Accepted	Comment	Audit
1047	Citizenship	Investigation Required	The search for a citizenship record using the applicant's family name 'Tester', given names 'Posey' and date of birth '01/07/2001' found no matching records.			
1047	Citizenship	Investigation Required	The status of the Australian Citizen decision is 'Unconfirmed'. As a system decision could not be made, a manual assessment will be required.			
1051	EOI	Supplementary Form Required	Applicant has failed to provide evidence of identity details.			

Approve Defect Letter Hold Save Edit Show Reject Verify Now

During enrolment processing, defects should be resolved from the top down. Therefore, citizenship eligibility defects should be resolved prior to EOI.

Applicant Citizenship Certificate

Certificate same as citizenship tab:

Manual Decision: ---

Comment:

Citizenship Search

This facility is to be used for the verification of EOI details only. All details that you view will be recorded, including entries on the selection screen.

The "Certificate same as citizenship tab" box under the EOI tab is ticked by default

Within the Application EOI tab, there is an Applicant Citizenship Certificate panel. The 'Certificate same as citizenship tab' check box is ticked by default, which tells GENESIS the citizenship details entered in the Citizenship tab should be used for EOI.



Manual Decisions

If a Manual Decision to accept Citizenship for Eligibility purposes is applied *and* the Citizenship evidence provided is *also* acceptable as evidence of identity - a Manual Decision will also need to be applied to the Citizenship section of the EOI tab. Watch the Citizenship as EOI: resolving defects video for a demonstration.

Citizenship number valid for eligibility but not EOI

Manually unticking this checkbox tells GENESIS that the citizenship details in the citizenship tab should not be used for EOI purposes. This results in extra fields appearing in the EOI tab, Applicant Citizenship panel where different citizenship details can be entered and matched for EOI purposes. Separate citizenship details are only required to be entered under rare circumstances. Examples of this may be when an EBS has supplied a revoked or lost citizenship as EOI or if a Proof of Citizenship number is provided by a citizen by birth.

When a Citizenship Evidence number/Old Citizen ID is provided as both evidence of eligibility and EOI, and the details match exactly, a system match will occur. When a system match does not occur, manual investigation is required. This is indicated by an alert in the Application Review panel.

In the first instance, all searches of the Immigration database must be made in the Application Citizenship tab. For guidance on resolving citizenship defects, see [Citizenship in Roll How](#). System and manual decisions on the citizenship record made in the Citizenship tab will carry over to the EOI tab, but decisions made in the EOI tab will not carry over to the Citizenship tab.

If the applicant has supplied a valid Citizenship Evidence number/Old Citizen ID, it must be accepted as EOI; whether the elector is eligible for citizenship is a separate decision.

If a Citizenship check is required for an elector's supplied citizenship number, it should be submitted through the AEC Service Centre using the [Citizenship Check](#) request type, not the EOI request type.

When the "Certificate same as citizenship tab" box is unticked the standard citizenship details fields appear.

1047	Citizenship Investigation Required	The status of the Australian Citizen decision is 'Unconfirmed'. As a system decision could not be made, a manual assessment will be required.			
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A citizenship defect indicating a system match cannot be achieved.



A citizenship record that has been manually accepted due to a number variation; this manual decision will carry over to EOI.



listed. The certificate number entered in the citizenship tab has been

automatically carried over and is listed as the document number here.

Electors born in Australia with proof of citizenship

People born in Australia can request proof of citizenship under S37 of the Australian Citizenship Act 2007. This proof can then be used as EOI.

As the enrolment form fields do not allow for this situation, the applicant must be contacted and asked to provide an image of their proof of citizenship certificate.

To accept the certificate as EOI, users must be satisfied of the elector's identity based on the image provided. Having a proof of citizenship certificate does not generate a citizenship record, so these numbers cannot be validated through GENESIS.

If the certificate is accepted as EOI, the details must be entered in the Application, EOI tab, Citizenship panel. Manually override citizenship as EOI, noting the image details in the notes.

The image of the certificate does not need to be retained for the elector's record.

Medicare card

When using Medicare card as EOI an applicant must provide the following details:

- Medicare card number,
- Individual Reference Number (IRN),
- Full name as it appears on the Medicare card, and
- Expiry date.

When Medicare card details are provided as part of an enrolment application, the AEC's enrolment systems use the Document Verification System (DVS) to check whether it is valid

The Medicare card will only pass validation if the information provided is an EXACT match to the Medicare card record held in the DVS. E.g. if there is a typo or information missing (hyphen or apostrophe in a name) from any field, it will not be validated.

When an enrolment application is verified, the system sends a Medicare card check to the DVS. If an exact match using the Medicare card Name is not found, the system will automatically send another call using the Applicants/PCI name.

Validate Medicare Card

User Alerts:
 ⚠ This facility is to be used for the verification of EOI details only. All details that you send for validation will be recorded.

Medicare Card

Card Number: → 1234 56789 1
 Medicare IRN: → 1
 Name appears across multiple lines: → JOHN JOHN JOHN JOHNSON
 Name Line: → LONGNAMEEXAMPLE
 Expiry Date: mm/yyyy → SHOWNONTHREELINES
 Expiry date: VALID TO 11/2024

Validate Medicare Card

Resolving Medicare card defects

During GENESIS enrolment processing, *when there is an exact match*, a system match will occur and no further EOI action is required.

When there is not an exact match, the Medicare card will not pass validation and further EOI action / investigation is required. A defect message will appear in the Application Review panel.

If the applicant is contacted to provide new Medicare card details, this information should be entered in the Application EOI tab, 'Applicant Medicare Card' panel. The check is then performed using the 'Validate Medicare Card' button.

The table below identifies some of the alerts found when validating a Medicare card, some of the possible explanations for these alerts, and guidance on actions that may assist with investigating and validating card details.

Validation / Review alert	Possible reason	Action required
"The Medicare Card information provided has passed the DVS Validation"	The Medicare card details are an exact match to the Medicare card record.	Medicare card is accepted as EOI.

<p>“The Medicare Card information provided has not passed the DVS validation”</p> <p>1224: “Medicare card <number> not found. Please investigate.”</p>	<p>Medicare card details are not an exact match to the Medicare card record.</p> <p>There may be a typo in any of the Card Number, IRN, Name Line or Expiry Date.</p>	<ol style="list-style-type: none"> 1. For an online application: correct any minor errors made by the applicant. 2. For a ‘paper’ application: review data entry and update. 3. Attempt to approve by downgrading the application to Change of Address or Written Advice. 4. Contact the applicant to verify the provided details. New information must be entered into the EOI tab, ‘Applicant Medicare Card’ fields. If the new details validate the EOI will be accepted. Add note to the application. 5. Contact the applicant to obtain another acceptable type of EOI. New information must be entered into the appropriate fields in the EOI tab. Add a note to the application. 6. Contact the applicant to obtain an image of the Medicare card. <p>A Manual Decision: Override may be applied if the Medicare card is accepted as EOI. Add a note to the application.</p>
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<p>Are for an expired Medicare card.</p>	<ol style="list-style-type: none"> 1. Attempt to approve by downgrading the application to Change of Address or Written Advice. 2. Contact the applicant to verify the provided details. New information must be entered into the EOI tab, 'Applicant Medicare Card' fields. If the new details validate the EOI will be accepted. Add note to the application. 3. Contact the applicant to obtain another acceptable type EOI. New information must be entered into the appropriate fields in the EOI tab. Add a note to the application. 4. Contact the applicant to obtain an image of the Medicare card. <p>A Manual Decision: Override may be applied if the Medicare card is accepted as EOI. Add note to the application.</p>
<p>Are not for a green Medicare card. Blue and yellow Medicare cards are issued to non-citizens.</p>	<ol style="list-style-type: none"> 1. Contact the applicant, if it is established, they are not a citizen the application cannot be approved. 2. Defect the application.

<p>1413/1414: "Medicare card details including Name "<Given Name> <Family Name>" was not found. However, "<Given Name> <Initial> <Family Name>" was found. Investigate if a Name Override decision should be made." <i>Defect will lead with 'Applicant' or 'Person Confirming Identity' depending on the Medicare Card check performed.</i></p>	<p>An exact Medicare card match was found using the Applicant/PCI name, Card number, IRN and expiry. <i>When an exact match is not found using the Medicare name line, the Applicant/PCI name is automatically used with the other provided Medicare card details. This is particularly useful when the Applicant/PCI name includes middle name/s but the provided Medicare name doesn't. Medicare card names often use a middle initial.</i></p>	<p>Where you are satisfied the found Medicare card belongs to the Applicant / PCI, apply Manual Decision in the EOI tab.</p> <ol style="list-style-type: none"> 1. Select 'Name Variation' as the Manual Decision type dropdown 2. Enter a note stating: "Exact match using applicant name or "Exact match using PCI name <p>After verifying, the defect message will no longer appear.</p>
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<p>1346: "Applicant name on Medicare card does not match enrolled and/or application names, accept only if same client" <i>Note: this is an acceptable defect.</i></p>	<p>There is a variance in the Medicare card name line/s, applicant name or matched clients name.</p>	<p><i>Note: this is an acceptable defect.</i></p> <ol style="list-style-type: none"> 1. If it is confirmed the Medicare card details provided are for the applicant/matched client, accept the defect and add a short comment. 2. If Medicare card details are not applicant/matched client: <ol style="list-style-type: none"> 1. Attempt to approve by downgrading the application to Change of Address or Written Advice. 2. Contact the applicant to verify the provided details. New information must be entered into the EOI tab, 'Applicant Medicare Card' fields. If the new details validate the EOI will be accepted. Add note to the application. 3. Contact the applicant to obtain another acceptable type EOI. New information must be entered into the appropriate fields in the EOI tab. Add a note to the application.
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<p>"Medicare card <number> is not valid for enrolment purposes."</p> <p><i>Defect will lead with 'Applicant' or 'Person Confirming Identity' depending on the Medicare Card check performed</i></p>	<p>The DVS cannot verify the Medicare card details. This may be due to security restrictions.</p> <p>Reasons include:</p> <ul style="list-style-type: none"> • A replacement card has been issued. • The card has been reported as lost or stolen. • The card has been flagged as fraudulent. • The customer has recently updated their details with Services Australia 	<ol style="list-style-type: none"> 1. Attempt to approve by downgrading the application. 2. Contact the applicant to verify the provided details. New information must be entered into the EOI tab, 'Applicant Medicare Card' fields. If the new details validate the EOI will be accepted. Add note to the application. 3. Contact the applicant to obtain another acceptable type EOI. New information must be entered into the appropriate fields in the EOI tab. Add a note to the application. 4. Contact the applicant to obtain an image of the Medicare card. <p>A Manual Decision: Override may be applied if the Medicare card is accepted as EOI. Add note to the application.</p>
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<p>1342: "System error occurred while trying to match Medicare card. Please re-verify."</p> <p>"Medicare card <number> not found. Please investigate."</p>	<p>The connection to the DVS has been interrupted or is down.</p>	<ol style="list-style-type: none"> 1. Re-verify the application. This may have been temporary connection issue 2. Attempt to approve by downgrading the application to Change of Address or Written Advice. 3. Contact the applicant to obtain another acceptable type EOI. New information must be entered into the appropriate fields in the EO tab. Add a note to the application <ol style="list-style-type: none"> a. Contact applicant to obtain an image of the Medicare card. A Manual Decision Override may be applied if the Medicare card is accepted EOI. Add note to the application
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<p>"Medicare Card <number> has temporarily been locked in document verification service. Please re-verify in 20mins."</p> <p><i>Defect will lead with 'Applicant' or 'Person Confirming Identity' depending on the Medicare Card check performed.</i></p>	<p>Due to too many verification attempts on the same Medicare Card number, the DVS is preventing further attempts for 20 minutes.</p>	<ol style="list-style-type: none"> 1. Place application on Hold. 2. After 20 minute processing of the application may recommence. <p><i>Note: Prior to recommencing processing, review all information to ensure 20minutes has passed since the application was last verified.</i></p>
<p>1412: "Change of Address for Victoria cannot use Passport, Medicare or Citizenship. Refer Roll-How for further information."</p>	<p>In Victoria, only driver's licence is currently accepted as a signature equivalent. Application cannot be approved as a Change of Address.</p>	<p>Refer to the Roll-How Victoria: Change of Address processing page.</p>

Medicare card name not provided

If the Medicare card name is not provided (eg. missing from a 'paper' form), the system will use a version of the Applicant Name to perform the DVS check. If the card still doesn't pass DVS validation, manual follow-up is required.

Medicare card defects and alerts

The screenshot shows a software interface with a green header bar that reads "Review - Recommendation: Investigate and Approve". Below the header, it says "Verify Ended: 09/12/2022 13:33". A table with columns "Number", "Group", "Severity", "Message", "Accepted", "Comment", and "Audit" is displayed. The first row of the table is highlighted with a red border and contains the following data: "1346", "EOI", "Acceptable with Comment", "Applicants name on medicare card does not match enrolled and/or application names, accept only if same client.", an unchecked checkbox, and an empty text field. Below the table are several buttons: "Approve", "Defect Letter", "Hold", "Save", "Edit", "Show Reject", and "Verify Now". At the bottom of the interface, there is a note: "By selecting 'Approve' I confirm this transaction should be applied to the roll." followed by a prompt: "Please select the Application Form to be included, if required, for the Defect or Reject Letter". Below this are two dropdown menus: "State / Territory: QLD" and "Type: Ordinary Enrolment".

Acceptable defect. Investigate, then accept and add a comment.

S47F

The connection to DVS may be down. Re-verify, further investigation may be necessary.

S47F

Medicare card not found. Investigate further.

S47F

Victoria state legislation currently only accepts drivers licence as a signature equivalent.

S47F

An exact Medicare card match was found using the Applicant name, Card number, IRN and expiry. Apply a manual EOI decision.

S47F

The DVS cannot verify the Medicare card details. This may be due to security restrictions or a recent update to the clients personal details.

S47F

Medicare card details have passed validation - acceptable as EOI.

A black rectangular box containing the text 's47F' in a large, bold, red font.

Medicare card details have not passed validation - unacceptable EOI.

A black rectangular box containing the text 's47F' in a large, bold, red font.

User alert when Medicare card is expired.

A black rectangular box containing the text 's47F' in a large, bold, red font.

Too many verification attempts have locked further calls for 20mins.

A black rectangular box containing the text 's47F' in a large, bold, red font.

An exact Medicare card match was found using the PCI name, Card number, IRN and expiry. Apply a manual EOI decision.

A black rectangular box containing the text 's47F' in a large, bold, red font.

This error message appears when the Applicants EOI is incorrectly entered in the Person Confirming Identity (PCI) panels/fields. To fix this, remove the Applicants EOI from the PCI panels/fields and enter in the Applicant EOI fields. You can then re-verify.

Person Confirming Identity (PCI)

A person who is currently on the Commonwealth Electoral Roll may confirm the identity of the applicant by providing their details and signing the application on a paper form or providing a signature equivalent for an online (OES) application.

The Person Confirming Identity (PCI) must provide their:

- Name
- Date of birth
- Address
- Signature or equivalent, and

- The elector's family name (OES dual PCI form only)

While processing an enrolment application, the PCI must be matched to their enrolment record and their signature or equivalent must be accepted.

How PCI details are provided

The table below describes the different ways the Applicant and PCI can provide their details and sign their declaration.

Original form type	How is the form completed?	How is the form received?	GENESIS form type
'Paper' ordinary enrolment form	Applicant and PCI complete and physically sign the same form.	Applicant sends form. Form is then loaded into GENESIS as an Input Work Item.	Ordinary enrolment
OES print and sign ordinary enrolment form	In the OES, Applicant completes form but chooses to 'print form and return later.' After printing, Applicant and PCI physically sign the same form.	Applicant sends form. Form is then loaded into GENESIS as an Input Work Item.	Ordinary enrolment

OES Applicant and PCI co located form	In the OES, Applicant completes form and provides electronic signature. PCI enters personal details and signature equivalent on the same OES form.	Applicant submits form in the OES. Application then appears directly in GENESIS for processing.	Online Ordinary Enrolment
OES dual PCI form	In the OES, Applicant completes form and provides electronic signature. Applicant submits form then sends link to PCI. PCI link takes them to the OES dual PCI form. PCI enters personal details and signature equivalent.	Applicant form is received but does not appear in GENESIS for processing until the PCI completes and submits the Dual PCI form. Once both forms are submitted, the application appears in GENESIS for processing.	Online Ordinary Enrolment

'Paper' and OES print and sign Ordinary Enrolment form

Create Application

'Paper' forms must be data entered as an Ordinary Enrolment form in Create Application. The PCI details are entered in the PCI panel fields. If some of their details are not provided, the corresponding fields must be left blank.

The PCI must sign the application in the Evidence of Identity section signature box.

While processing an enrolment application, the 'Person Confirming Identity Signed' checkbox must be selected when the PCI signature is provided.

Signature

- The *Person Confirming Identity Signed* tick box, (located in the Evidence of Identity panel) must be selected when the PCI has signed their declaration.
- If the PCI has not signed their declaration the tick box must be left unselected.

Name and date of birth

- The PCI name and date of birth are entered in the *Person Confirming Identity* panel.

Address

- The PCI's address is entered in the *Person Confirming Identity Address* panel.



Online Ordinary Enrolment submitted through the OES

Traditionally, when an applicant chooses the EOI option to have a person confirm their identity, this person must provide a signature.

To allow applications with PCI to be submitted electronically, the OES asks the PCI to provide a driver's licence, passport, Medicare Card or citizenship number instead of a signature. This is referred to as a 'signature equivalent'. The PCI signature equivalent and details can be provided:

- Immediately, entered in the same OES form as the Applicant, or
- Via the *OES dual PCI form* accessed via a link sent to them by the Applicant.

Detailed information about the OES and how a PCI provides their personal details, declaration and signature equivalent is available in the [Online Enrolment Service \(OES\) page](#).

These OES applications appear in GENESIS as an Online Ordinary Enrolment. These must be reviewed and processed by users.

Person confirming identity options:

The individual who will verify my identity is available in person and will confirm it now.

Create a hyperlink that I can share with the individual who will verify my identity.

Note: A unique hyperlink will be generated for you after submitting the form.

Previous Next

In the OES, when the applicant selects PCI as their EOI, they are asked if their PCI is present or if they want to send a link to their PCI to enter their details separately.

Multiple PCI details listed

In the Person Confirming Identity panel, there may be times where additional PCI details are listed. This indicates the Applicant sent the *OES dual PCI form* link to multiple people and more than one person has completed it.

No action or review of these *additional* PCI details are required - unless the original PCI cannot be accepted.

Detailed information about how to handle these applications is provided in the resolving PCI defects *Person Confirming Identity - multiple PCI* section below.

Received	Receipt Number	Name	Date of Birth	Address	
04/05/2023 11:53	AT-3GXWHDQ6Y7	not a real person, Nothing	01/01/1910	1 Apple St, Pearcedale VIC 3912	Use
04/05/2023 11:52	AT-SVDR258475	Test, John	01/01/1954	1 test st, adelaide SA 5000	
04/05/2023 11:51	AT-VYF83HRH6Z	Attester, Jane	01/01/2000	2 Smith St, North Ipswich QLD 4305	Use

EOI tab, PCI panel: multiple PCI details will display in a list where more than one PCI has completed the OES dual PCI form. Only one PCI needs to match.

Homepage: New Online PCI arrived

Online Ordinary Enrolment applications will appear on the homepage against 'New Online PCI arrived' when an Online Ordinary Enrolment:

- is currently being processed, or
- it has already been defected
- and a new *OES dual PCI form* is received.

These applications must be investigated and processed as normal.

Home Tasks - Estimated Work Effort: 7 hours			
New Work:			
Input Work Items to be categorised		3	Process
Input Work Items to be processed:	Enrolment	20	Process
	Non Enrolment	11	Process
	Election	3	Process
Receipts not recorded:		13	Process
Applications requiring attention:	Online Ordinary Enrolment	2	Process
	Change of Address	46	Process
	Federal Direct Enrolment	1	Process
	New Online PCI arrived	1	Process
	Manual Objections requiring attention	1	Process
Follow-ups:			
Correspondence requiring follow up:		2	Process
Silents:			
Input Work Items to be categorised		1	Process
Correspondence requiring follow up:		1	Process
Other Work:			
Other work requiring attention:	Not Recolpcted	5	Update
	RMANS work	12	Update

Applicant and PCI details are the same

In rare circumstances, it may be found that an Applicant has provided their own details and signature equivalent as their PCI. Should this happen, the following steps should be taken:

- the signature equivalent (drivers licence, passport, citizenship number or Medicare Card details) must be copied from the Person Confirming Identity signature equivalent panel,
- input the copied PCI signature equivalent in the Applicant EOI fields,
- add a note detailing the action taken to the Notes tab field.

Resolving Person Confirming Identity defects

During GENESIS enrolment processing, the system will attempt to match the details provided by the Person Confirming Identity. Matching attempts are made for:

- PCI name and DOB to a Client record
- Address to our address register and
- for Online Ordinary applications, their signature equivalent to the relevant EOI document.

Where a system match occurs, no further EOI investigation is required.

When a system match does not occur, or for 'paper' Ordinary Enrolment applications, when the PCI signature is not provided, a defect message will appear in the Application Review panel.

The Person Confirming Identity data must be reviewed and/or investigated through the Application EOI tab, within the relevant Person Confirming Identity panels.

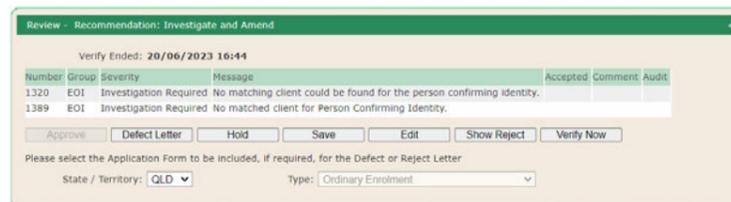
Person Confirming Identity - matching client defects

When a system client match has not occurred, client investigation must be undertaken in the EOI tab, Person Confirming Identity panel, by selecting the *Match Person Confirming Identity* button.

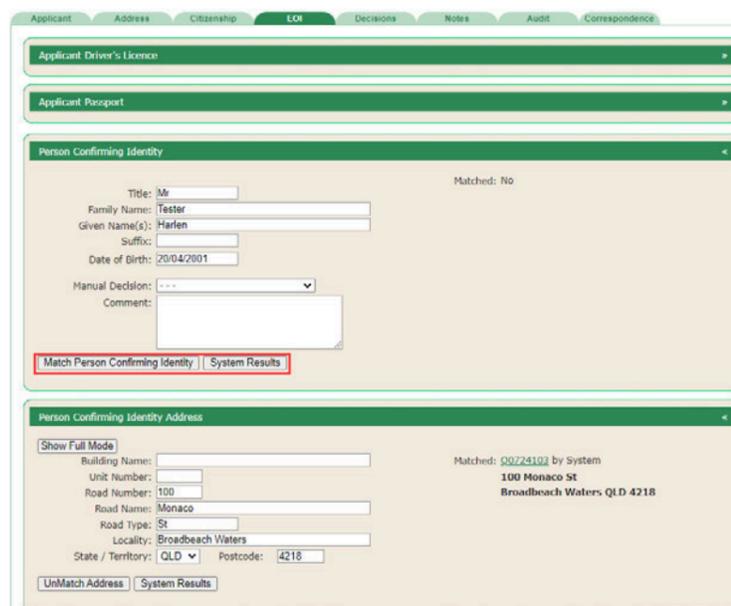
The PCI name, date of birth and address are used to assist with matching the PCI to their enrolment record, however, these details do not need to be an exact match. This is to allow for persons who have not updated their enrolled address or name or for any minor differences.

Once the correct client is found, their record must be matched by selecting the *Match PCI* button on the View Client screen.

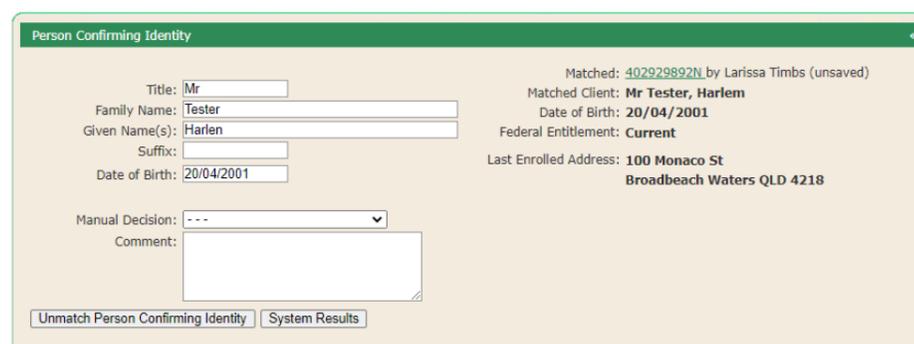
Where the PCI is not valid (cannot be matched / not currently enrolled) the Applicant can be contacted to obtain a valid EOI document ie drivers licence/passport/Medicare Card/Citizenship number).



When a system PCI match has not occurred, defects will appear in the Review panel.



A manual search of the electoral roll to find the PCI is done in the EOI tab, Person Confirming Identity panel.



The PCI has been found and matched.

Person Confirming Identity - multiple PCI

The OES allows an Applicant to send the *dual PCI form* link to multiple people. When multiple *OES dual PCI forms* are submitted, the details from the dual PCI form which was submitted first will appear across the PCI, address and signature equivalent panels.

The names and details for each subsequent dual PCI form will be listed within the Person Confirming Identity panel.

When PCI defects relating to the original/first PCI appear, attempt to resolve these defects.

Additional PCI details only need to be reviewed/used when PCI defects cannot be resolved.

When PCI defects are outstanding, each additional PCI must be used to attempt to resolve defects.

The first screenshot shows a table with the following data:

Received	Receipt Number	Name	Date of Birth	Address	
04/05/2023 11:53	AT-3GXWHDQ6YZ	not a real person, Nothing	01/01/1910	1 Apple St, Pearcedale VIC 3912	Use
04/05/2023 11:52	AT-SVDR2S84Z5	Test, John	01/01/1954	1 test st, adelaide SA 5000	Use
04/05/2023 11:51	AT-VYF83HRH67	Attester, Jane	01/01/2000	2 Smith St, North Ipswich QLD 4305	

The second screenshot shows the 'Person Confirming Identity Address' form with the following fields:

- Building Name: []
- Unit Number: []
- Road Number: 2
- Road Name: Smith
- Road Type: St
- Locality: North Ipswich
- State / Territory: QLD
- Postcode: 4305

The third screenshot shows the 'Person Confirming Identity Driver's Licence (Signature Equivalent)' form with the following fields:

- Licence Number: 123456
- State/Territory: NT
- Manual Decision: []
- Document Type: Driver's licence

PCI details will appear across the PCI fields. When PCI defects are outstanding, subsequent PCI appearing in the list must be used to attempt to resolve PCI defects.

How to 'use' a different PCI from the multiple PCI list when defects cannot be resolved

+ Step 1 + Step 2 + Step 3 + Step 4 ✓ Finally

Select the 'Use' button

The screenshot shows the same table as above, but the 'Use' button for the third row (Attester, Jane) is highlighted with a red border.

Person Confirming Identity - address defects

The address provided by the PCI *does not* need to match the address on their enrolment record.

Defects which appear in the Application Review panel are provided to assist with PCI client matching. PCI address defects are acceptable and *do not* prevent the application from being approved.

Review - Recommendation: Investigate and Approve

Verify Ended: 20/06/2023 16:46

Number	Group	Severity	Message	Accepted	Comment	Audit
1330	EOI	Acceptable	No matching address could be found for the person confirming identity's residential address.	<input checked="" type="checkbox"/>		

Buttons: Approve, Defect Letter, Hold, Save, Edit, Show Reject, Verify Now

By selecting 'Approve' I confirm this transaction should be applied to the roll.

Review panel PCI address defect when the address provided was not matched. This is an acceptable defect.

Review - Recommendation: Investigate and Approve

Verify Ended: 20/06/2023 16:47

Number	Group	Severity	Message	Accepted	Comment	Audit
1329	EOI	Acceptable	Person confirming identity's address does not appear in their enrolment history.	<input checked="" type="checkbox"/>		

Buttons: Approve, Defect Letter, Hold, Save, Edit, Show Reject, Verify Now

By selecting 'Approve' I confirm this transaction should be applied to the roll.

Review panel PCI address defect when the PCI has never been enrolled at the provided address. This is an acceptable defect.

Review - Recommendation: Investigate and Approve

Verify Ended: 20/06/2023 16:53

Number	Group	Severity	Message	Accepted	Comment	Audit
1333	EOI	Acceptable	No address details is provided for person confirming identity.	<input checked="" type="checkbox"/>		

Buttons: Approve, Defect Letter, Hold, Save, Edit, Show Reject, Verify Now

By selecting 'Approve' I confirm this transaction should be applied to the roll.

Review panel PCI address defect when the PCI has not provided an address. This is an acceptable defect.

Person Confirming Identity - signature defects (Ordinary Enrolment)

For Ordinary Enrolment applications, when the PCI has not signed the application, defects will appear in the Application Review panel.

When reviewing the Application source document, if the PCI did sign the declaration, the 'Signed' check box (in the Person Confirming Identity Signature panel) must be selected.

Review - Recommendation: Issue Supplementary Form

Verify Ended: 20/06/2023 17:20

Number	Group	Severity	Message	Accepted	Comment	Audit
1051	EOI	Supplementary Form Required	Applicant has failed to provide evidence of identity details.			
1368	EOI	Investigation Required	The Person Confirming Identity has failed to provide a signature or signature equivalent i.e. an evidence of identity document.			

Buttons: Approve, Defect Letter, Hold, Save, Edit, Show Reject, Verify Now

Please select the Application Form to be included, if required, for the Defect or Reject Letter

State / Territory: QLD Type: Ordinary Enrolment

Two review panel defects will appear when the PCI has not signed their declaration.

Person Confirming Identity Signature

Signed:

Edit Application: within the EOI tab, the Person Confirming Identity Signature panel contains the 'Signed' check box.

View Application: In the Person Confirming Identity panel, there will be a Yes against 'PCI Signed' when the checkbox is selected.

Person Confirming Identity - signature equivalent defects (Online Ordinary Enrolment)

For Online Ordinary Enrolment applications with PCI details, the provided signature equivalent: driver's licence, passport, Medicare or citizenship number will appear across the relevant Person Confirming Identity Signature Equivalent panels.

When the system is unable to match the provided signature equivalent, an investigation must be performed through the Application EOI tab in the relevant Person Confirming Identity signature equivalent panel. Detailed information about the defects which may appear and how to resolve these are provided in the relevant EOI section above.

When the PCI signature equivalent cannot be verified:

- the application must be defected and correspondence issued
- contact must not be made with either the applicant/elector or the PCI to obtain further information about the PCI EOI
- An EOI check can be submitted through the AEC Service Centre if the PCI's EOI cannot be verified.

Two review panel defects will appear when the PCI signature equivalent has not matched.

EOI tab: The PCI signature equivalent will appear in the relevant PCI signature equivalent panel. Manual investigation must occur within the relevant panel using the search/validate button.

Which EOI is required and when?

GENESIS application type	What is the applicant doing?
<p>Ordinary Enrolment</p> <p>Completed using an approved enrolment form eg. "Enrol to vote or update your details", Federal event Declaration Vote and Pre-Poll Vote Envelopes.</p>	<p>When the applicant is:</p> <p>Enrolling for the first time, Wants to get back on the roll (not currently enrolled) or is</p> <p>Changing their name, EOI <i>must</i> be provided. All approved types of EOI can be used:</p> <ul style="list-style-type: none"> • Australian Drivers Licence number • Australian Passport number • Citizenship number • Medicare card details • Person Confirming Identity (PCI) <p>The applicant <i>must</i> also sign the application.</p>

<p>Manual Change of Address</p> <p>When an Ordinary Enrolment is downgraded (using the Change Form button) to a Change of Address</p>	<p>When the applicant is: currently enrolled and changing their residential or postal address only and the Applicant signature is missing, the application can be approved when EOI and date of birth are provided. All following EOI can be used*:</p> <ul style="list-style-type: none"> • Australian Drivers Licence number • Australian Passport number • Citizenship number • Medicare card details <p><u>* Victorian Manual Change of Address: only drivers' licences are accepted.</u></p>
<p>Online Ordinary Enrolment</p> <p>Completed using the Online Enrolment Service (OES)</p>	<p>When the applicant is: Enrolling for the first time, Wants to get back on the roll (not currently enrolled) or is Changing their name, EOI <i>must</i> be provided. All approved types of EOI can be used:</p> <ul style="list-style-type: none"> • Australian Drivers Licence number • Australian Passport number • Citizenship number • Medicare card details • Person Confirming Identity (PCI) <p>The applicant <i>must</i> also sign the application.</p>

<p>Online Change of Address</p> <p>Completed using the Online Enrolment Service (OES)</p>	<p>When the applicant is: currently enrolled and changing their residential or postal address only the application can be approved when EOI is provided. All following EOI can be used*:</p> <ul style="list-style-type: none"> • Australian Drivers Licence number • Australian Passport number • Citizenship number • Medicare card details <p><u>* Victorian Online Change of Address: only drivers' licences are accepted.</u></p>
<p>Written Advice</p> <ul style="list-style-type: none"> • When an Ordinary Enrolment is downgraded (using the Change Form button) to Written Advice • Mail review response • Postal Vote Certificate • Written correspondence eg. Non-Voter Response, general correspondence etc. 	<p>When the applicant is: currently enrolled and their old and new address are in the same federal division. EOI is <i>not</i> required.</p>

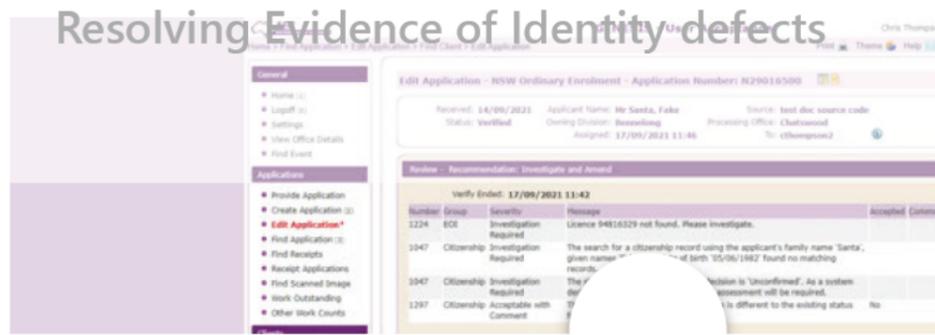
Videos

These videos compliment the above instructions and demonstrate how to resolve some Evidence of Identity anomalies when processing enrolment applications in GENESIS.

Resolving Evidence of Identity defects

This video demonstrates how to conduct some investigations to assist with Evidence of Identity anomaly processing.

① This video has been migrated to Stream (on SharePoint). You accessed this video from the Stream (Classic) link, which will expire on February 15, 2025. If you own the content containing the Stream (Classic) link, you will need to update it with the new Stream (on SharePoint) link. [Learn more](#)



Online Change of Address Evidence of Identity defects

This video demonstrates how to conduct some investigations and follow-ups relating to Evidence of Identity when processing online Change of Address applications in GENESIS.

① This video has been migrated to Stream (on SharePoint). You accessed this video from the Stream (Classic) link, which will expire on February 15, 2025. If you own the content containing the Stream (Classic) link, you will need to update it with the new Stream (on SharePoint) link. [Learn more](#)



Citizenship as EOI: resolving defects

This video demonstrates how to resolve Citizenship EOI defects.

① This video has been migrated to Stream (on SharePoint). You accessed this video from the Stream (Classic) link, which will expire on February 15, 2025. If you own the content containing the Stream (Classic) link, you will need to update it with the new Stream (on SharePoint) link. [Learn more](#)



Explaining Medicare card DVS checks

Explaining Medicare card DVS checks....

Validating Medicare Cards using the Document Verification Service (DVS)

Validate Medicare Card

User Alerts: This facility is to be used for the verification of EOI details. Information will be recorded.

Medicare Card

Card Number: [input field]

Medicare IRN: [input field]

Name appears across multiple lines: [input field]

Name Line: [input field]

Expiry Date: mm/yyyy [input field]

Validate Medicare Card

Sample Medicare Card: 56189 1, JOHN JOHNSON, EDGEMONT AREELINES, VALID TO 11/2024

Time stamps for specific examples - 0:46 Medicare Card has passed validation. 1:36 Medicare Card has NOT passed validation. 2:30 Medicare Card is not valid. 3:24 Medicare Card name substitution.

Medicare card: resolving defects

This video demonstrates how to resolve Medicare card defects by entering new details directly into the EOI Tab, Medicare card details panel.

- ⓘ This video has been migrated to Stream (on SharePoint). You accessed this video from the Stream (Classic) link, which will expire on February 15, 2025. If you own the content containing the Stream (Classic) link, you will need to update it with the new Stream (on SharePoint) link. [Learn more](#)

Application processing: Resolving Me...

GENESIS - User Acceptance

View Application: QDI (Online Ordinary Enrolment) - Application Number: Q20002945

Fields: Name, Date of Birth, Sex, Address, etc.

GENESIS Dual PCI form demo

This video showcases the dual PCI form functionality in GENESIS.

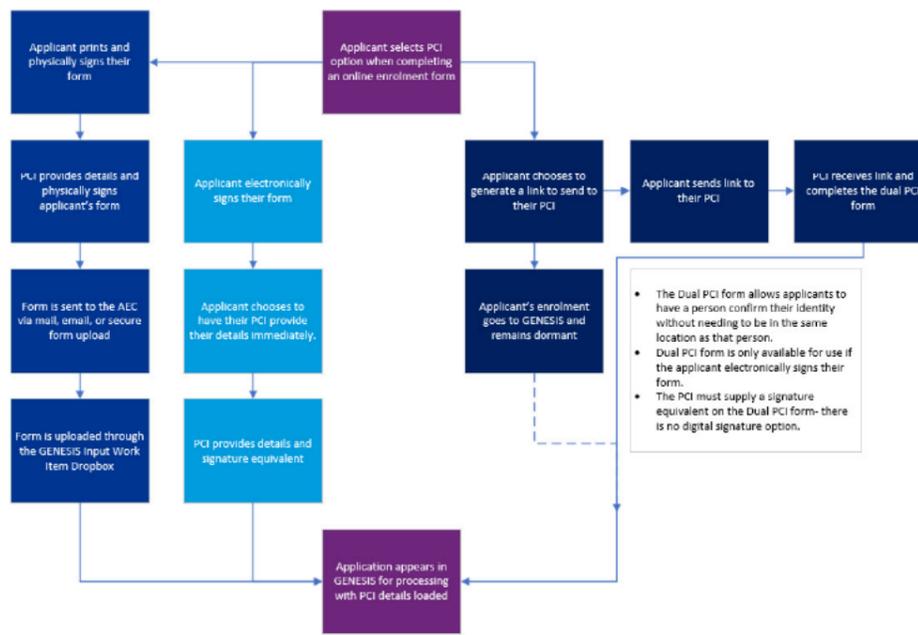
GENESIS Dual PCI demo

Fields: Card Number, Name Line, Expiry Date, etc.

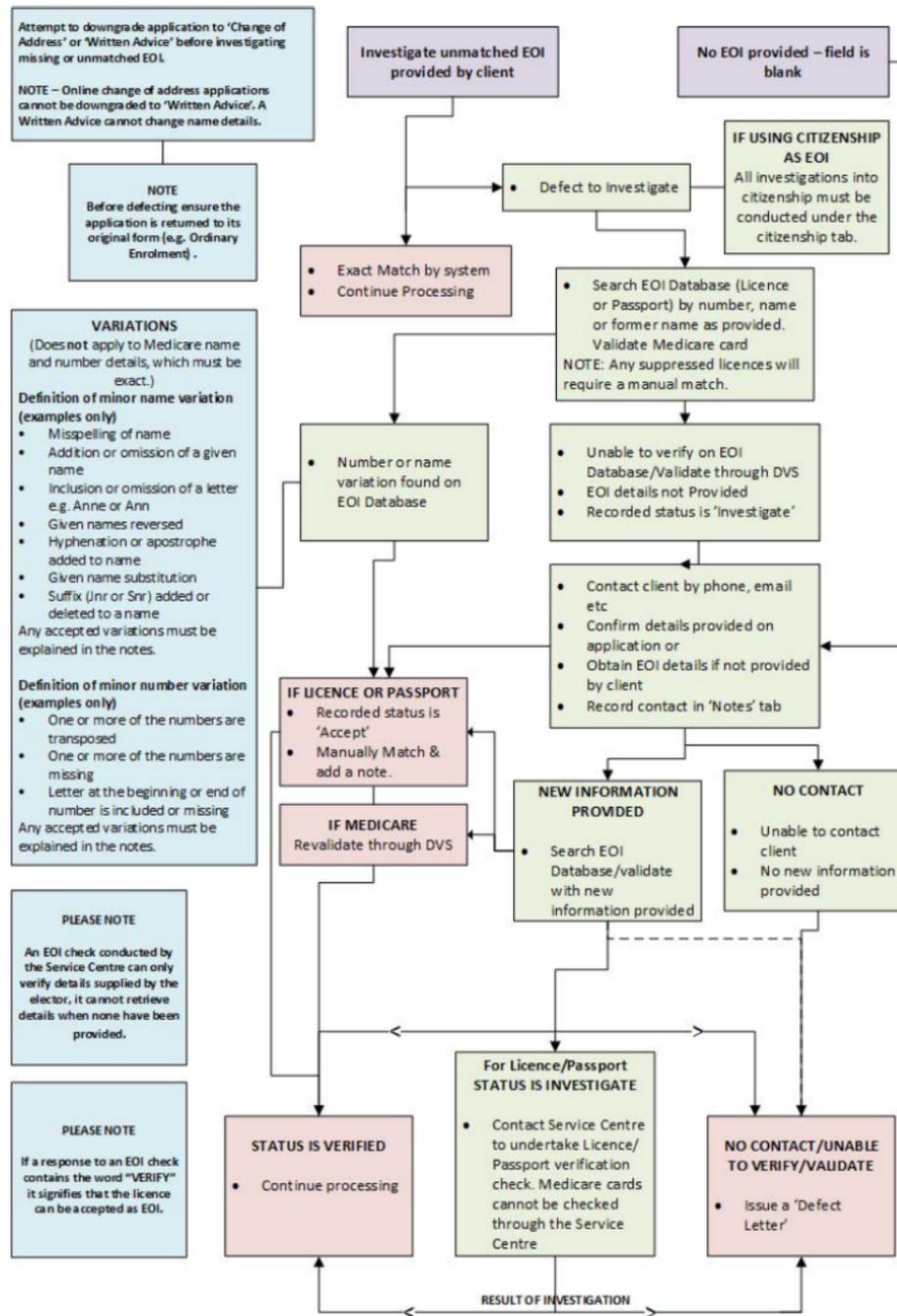
Received	Request Number	Request Information	Card Cleared
14/01/2023	05	14/01/2023 11:59 by bellfordshary	Yes
11/01/2023	02	14/01/2023 11:59 by bellfordshary	No
14/01/2023	02	14/01/2023 11:59 by bellfordshary	No
11/01/2023	02	14/01/2023 11:59 by bellfordshary	No

Fields: Name, Date of Birth, Residential Address, etc.

Dual PCI form process flowchart



EOI follow-up process flowchart



Acknowledgement of Country

The AEC acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters, culture and community.

We pay our respects to Elders past, present and emerging.



Questionnaire to Establish Eligibility for Electoral Enrolment

Please complete all sections that apply to you, attach copies of documents that support your claim, and return to the Australian Electoral Commission.

Personal Details

Surname		
Given name(s)		
Residential address		
Contact number		
Gender		
Date of birth		
Place of birth	<i>Town</i>	<i>Country</i>
Any previous family name(s)		
Any previous given name(s)		
Australian passport details		

Complete this section if you were not born in Australia

Year of arrival in Australia	
Year you became an Australian citizen	
State or Territory you resided in when you applied for citizenship	
Mother's family name	
Mother's given name(s)	
Mother's date of birth	
Father's family name	
Father's given name(s)	
Father's date of birth	
Australian embassy/consulate registration details if you were born overseas to Australian parents	

Please complete page 2 of this form prior to returning to the Australian Electoral Commission.

Ref No:

Complete this section if you have an Australian citizenship certificate or extract number

Your Australian citizenship certificate or extract number (include any letters associated with the number)	
Your name as shown on the certificate/extract	

Complete this section if you were adopted

Year of adoption	
Country of adoption	
Adoption family name	
Adoptive mother's family name	
Adoptive mother's given name(s)	
Adoptive mother's date of birth	
Adoptive father's family name	
Adoptive father's given name(s)	
Adoptive father's date of birth	

Complete this section if you were a British subject enrolled on 25 January 1984

Your enrolled address as at 25 January 1984	
Your full name when you were enrolled	
Details of your British subject status if you were not born in a British Commonwealth country	

Signature..... Date:/...../.....

Returning your completed form

 This completed form can be scanned and uploaded to www.aec.gov.au/return or mailed to:

Australian Electoral Commission

Reply Paid 9867

(Your capital city)

Human Resources ▾ IT Services ▾

[← Back](#)

Citizenship check



Use this form to request a citizenship check

[Privacy Notices \(aec.gov.au\)](#)

* Indicates required

Elector Details

*Family Name

Preferred Name

Previous name(s)

*Gender

Citizenship Certificate Number

*Given Names(s)

*Date of birth

*Country of birth

AEC Application Number

If elector acquired Australian citizenship as a minor

Mother's Full Name

Father's Full Name

Mother's Date of Birth

Father's Date of Birth

If elector was adopted (including Hague Convention cases)

Adoption Family Name

Adoptive Mother Full Name

Adoptive Father's Full Name

Given Name(s) (List all) on Entry to Australia

Adoptive Mother's Date of Birth

Adoptive Father's Date of Birth

Elector claims / Additional information

Does elector claim to be an Australian citizen by application

Date the elector acquired Australian citizenship (if known)

State or Territory they resided in when they applied for Australian Citizenship

Does elector claim not to be an Australian Citizen

Reason they believe they are not an Australian citizen

Additional Information

***Options**

- Citizenship questionnaire attached
- No response received to citizenship questionnaire

 Add attachments

Required information

[Family Name](#) [Gender](#) [Given Names\(s\)](#) [Date of birth](#) [Country of birth](#) [Options](#)

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