



CITIZENSHIP BY CONFERRAL – ADDITIONAL GUIDANCE

Common items missing from applications that can delay processing an application are outlined below.

Carefully read the items below to ensure you have given us all documents and information relevant to the application. The preferred method for providing missing documents, statements or photographs in support of the application is by uploading them to [ImmiAccount](#).

Giving us these documents and information will help us finalise the application more quickly. If you have already provided everything listed below, no action is required.

1. Email consent

Provide your email address and consent to electronic communication to make it easier for us to communicate with you using [Form 1193 Consent for the Department to communicate with you electronically \(127KB PDF\)](#).

2. Proof of identity

Provide the identity documents below for the applicant and any children included in their application.

If the applicant is aged 16 years or older, provide documents collectively showing their photo, full name, date of birth, signature and residential address. For applicants aged 15 years or younger, see section 5.

a. Evidence of birth

Provide a full birth certificate, which includes each applicant's full name, date of birth, place of birth, date of issue, date of registration and names of parents (if available).

If the applicant cannot provide a birth certificate, they can provide different evidence of birth. This evidence may include:

- family book extract or a family census register
- hospital birth records
- household register
- Document for Travel to Australia (DFTTA)
- ImmiCard
- birth evidence issued by relevant government authority.

If you cannot give us any evidence of birth, provide a statement explaining why this cannot be provided, and steps that were taken to try to get the evidence. **Passports are not acceptable for this purpose.**

For non-English documents, include the original language document and translation as outlined in section 9 below.

b. Photo identity document with signature

Provide a photo identity document of the applicant with their signature. Examples include:

- Australian driver licence (current, front and back)
- pages from a valid passport (photo, personal details, passport issue and expiry dates)
- Australian issued proof of age card

- national identity card
- military identity document
- seafarer identity document
- aircrew identity document
- United Nations High Commission for Refugees (UNHCR) document
- Document for Travel to Australia (DFTTA)
- ImmiCard.

c. Evidence of current residential address

Provide documents showing the full name and current residential address of the applicant if they are aged 16 years or older.

If the applicant moves, provide evidence of their new address and [let us know their circumstances have changed](#).

Examples include:

- electricity, gas or water bills
- rates notice
- rental contract
- bank statements
- Australian driver licence.

3. Evidence of change of name since birth

If the applicant, or any children included in the application, has changed their name since birth, provide evidence of this change. We do not accept statutory declarations as proof of change of name.

Documents showing evidence of a change of name include:

- an official (non-commemorative) marriage or divorce certificate
- change of name documents from an Australian Registry of Births, Deaths and Marriages, or the relevant overseas authority
- other official documents that show links between names the applicant has been known by.

Ensure the photo identity document with signature and evidence of current address (details in section 2) are in the applicant's current name.

4. Name on citizenship certificate

Let us know as soon as possible if there are any errors in the applicant's name (order or spelling) on the letters or emails we have sent you. Until a case officer has verified a name change using supporting evidence, we will address the applicant by the name they used in their previous interaction with us.

The applicant's name on their citizenship certificate will need to be supported by current identity documents.

5. Children aged 15 years or younger included in the application

Provide documents for each dependent child included in the application, or for a child applying on their own, including:

- full birth certificate showing parents' details
- passport or travel document
- evidence of change of name, if applicable.

Give us additional documents for:

- any parenting orders relating to the child
- adoption of the child, if applicable.

Provide identity documents that together show each child's photograph (if available), full name, and date of birth.

6. Photograph

Provide a photograph of the applicant and any children included in the application.

See our website for more information on [photo requirements for citizenship applications](#).

Online applications

If the applicant applied online, upload a digital photograph in JPEG format to [ImmiAccount](#). The size of the file should be between 70 Kb and 3.5 Mb, and the preferred resolution is 1200 x 1600 pixels.

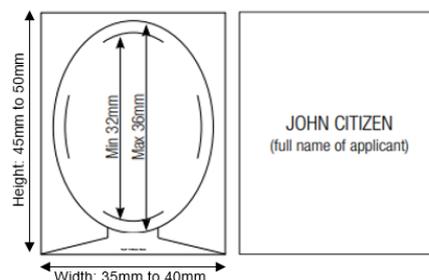
We recommend the applicant has their photo taken at a professional passport photograph provider, such as an Australian Post Office, where they can have a digital copy of the photo sent to them via email.

Photographs uploaded to ImmiAccount should be a digital photograph, not a scan of a physical photograph. They also should not be a digital photograph of another photograph.

Paper applications

If the applicant applied by paper and they are posting the photograph(s), it should be 35 mm to 40 mm wide and 45 mm to 50 mm high. The size of the face from chin to crown can be up to a maximum of 36 mm, with a minimum of 32 mm.

Write the applicant's name on the back of the photograph (see example to the right).



7. Overseas penal clearance certificate

Provide a penal clearance certificate or police check for the applicant if:

- they lived or travelled outside Australia since turning 18 years of age, **and**
- they held a permanent visa at that time, **and**
- the total time they spent outside Australia adds up to 12 months or more, **and**
- the time they spent in any one country was 90 days or more, **or**
- requested by us.

This can be provided after their test appointment if it has not arrived in time.

Penal clearance certificates from New Zealand

The applicant does not need to give us an overseas penal clearance certificate for New Zealand as we will request one directly from the New Zealand Ministry of Justice (NZ MOJ) for them. If they have not provided consent for us to do this in their application form, we will obtain their consent before making the request. Do not contact the NZ MOJ as we do not accept overseas penal clearance certificates from New Zealand that are provided by applicants.

New Zealand citizen - Special Category visa (SCV) holders

If the applicant is a New Zealand citizen who holds an SCV and has spent any time outside Australia since turning 18 years of age, they are required to obtain an overseas penal clearance certificate from any other country they have visited or stayed in for 90 days or more. This applies regardless of how long the applicant has resided in Australia. If the applicant was granted New Zealand citizenship, this also includes the country of usual residence prior to their migration to New Zealand.

The applicant does not need to give us an overseas penal clearance certificate for New Zealand as we will request one directly from the NZ MOJ for them. Do not contact the NZ MOJ as we do not accept overseas penal clearance certificates from New Zealand that are provided by applicants.

How to get an overseas penal clearance certificate

You can get a penal clearance certificate from a country's government or law enforcement authority. Information about how to get a penal clearance certificate for specific countries is available on our website at [Offices outside Australia > Police checks](#).

For more information, including what to do if you can't give us an overseas penal clearance certificate, see [Character requirements for Australian Citizenship](#).

8. Maintaining permanent residency

If the applicant, or any children included in the application, leaves Australia after the travel validity expires on their permanent residence visa, or it expires when they are outside Australia, see our website for information on how to apply for a [Resident Return visa](#).

If the applicant does not hold a permanent visa, they will not be eligible to sit the citizenship test or have their application approved.

This does not apply to New Zealand citizens who applied for citizenship holding an SCV. SCV holders continue to be considered permanent residents for citizenship purposes while outside Australia, provided they held an SCV immediately before their departure.

9. Translations

If a document is in another language, have it translated into English. Provide copies of both the translated document and the document in the original language.

In Australia, you should use translators accredited by the [National Accreditation Authority for Translators and Interpreters](#).

Translators outside Australia do not have to be accredited.

Every translation should include the translator's:

- full name
- address and telephone number
- qualifications and experience in the language they are translating.

These details should be in English.

10. Plans to travel outside Australia

If the applicant is planning to travel outside Australia, and they have not indicated this in the application, provide a statement letting us know the:

- dates they plan to leave and return to Australia
- countries they intend to visit
- purpose of the travel.

11. Change of circumstances

Let us know as soon as possible if the applicant's circumstances have changed, including changes to their:

- name
- contact details (email address, phone number, residential or postal address)
- information about children included in the application.

Provide a statement letting us know what has changed, or update your details on our website at [Changes in your situation](#).

If the applicant has been scheduled for an appointment at a Services Australia regional location and they are restricted from entering Services Australia centres, call our [Global Service Centre](#) on 131 881.

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