

Dear Travel Industry Partners

As per the Department of Home Affairs Australian Government's recent mandate, all passengers departing Australia on foreign passports, including Australian permanent residents, are required to update any new passport details via the www.homeaffairs.gov.au website and complete form 929-Change of Contact and/or Passport Details. If passport details do not match those held in the Department of Home Affairs system THAI will not be able to check passenger in for their flight.

Please note, this mandate does not apply to Australian Citizens, holding Australian Passports.

**Please ensure passengers holding foreign passports with Australian Permanent resident status update their new passport as follows:

<https://immi.homeaffairs.gov.au/change-in-situation/new-passport-details>

or scan QR code below



When passenger has a new passport

Passengers will need to inform Home Affairs when they obtain a new passport so they can link passenger's visa or application. The quickest way to do this is for passengers to update their passport details into their ImmiAccount.

Note: This excludes holders of the Electronic Travel Authority (ETA) 601. If passenger obtains a new passport, please advise them to apply for a new [ETA](#) using their new passport, as the ETA cannot be transferred to a new passport.

Update Details – ImmiAccount

- Login to [ImmiAccount](#)
- Passenger selects their application
- Select 'Edit' or 'View details' to go to 'Application home' screen
- Select 'Update details'
- Select 'Change of passport details'
- Select the applicant
- Enter the new passport details
- Enter the reason for the change
- Select Submit

Home Affairs will link passenger's passport to their visa or application within 72 hours.

If passenger has not used ImmiAccount before passenger can [Create an ImmiAccount](#). Passengers may then be able to import their application to use the online change of passport form.

Passenger can import an application into ImmiAccount if:

- Passenger has an in-progress paper application or
- an online application was lodged for Passenger by someone else, such as a Migration Agent or Legal Practitioner.

For more information refer to [Import an application](#).

Update Details - Web Form

Passenger needs to use the [New Passport Details](#) web form if:

- Passenger travel document is a Titre de Voyage or Certificate of Identity document
- Passenger applied for a partner visa, and it is not visible in their ImmiAccount
- Passenger application ID on passenger acknowledgement letter begins with 'IRIS'.
- Do not use this form if passenger holds an Australian passport. Refer to [Return documents](#).

Processing Times

- ImmiAccount: 72 hours
- New Passport Details web form: 14 days