

Digital Passport Photo Requirements for Authorised Officers

Information for the applicant

Applicants must provide a digital passport photo in all AAO new and renewal applications. The photo must meet the following conditions:

- Failure to meet the technical and quality requirements of the photos may result in rejection of the application.
- The photo must have been taken within the past six (6) months. If the photos are not provided at the time of submitting the application, these must be provided within 10 business days of the date of application, otherwise the application will be rejected.
- The digital passport standard photos must be **emailed** directly from the applicant's employer's email account to **AAO@awe.gov.au**. Hard copy passport photos WILL NOT BE accepted.
- Passport photos must be in colour.
- Passport photos provided from an applicant's personal account or passport photos from personal electronic devices such as digital SLR, iphones and ipads will not be accepted.
- Applicants can obtain digital passport photos from their local Australian Post office. For more information on Australia Post digital passport photos please visit: <https://auspost.com.au/id-and-document-services/passports/passport-id-photos>.

Information for digital passport photo providers

Technical standards:

- Vertical and Horizontal resolution of 200-300 Dots Per Inch (dpi)
- Format of file: Joint Photographic Experts Group (JPEG or JPG)
- File size must be no larger than 1MB
- Camera must be level with the lens directed straight at subject
- Distance from the centre of the subjects head to the camera lens should be 1.4 meters.
- Distance from the floor to the bottom of the camera should be 1.2 meters.
- Subject is to be positioned as close as possible to a neutral 18% grey background with a smooth surface.
- Lighting should be as bright as possible.

Quality requirements:

- The photo must be a facial image where all facial features must be clearly discernible. All hair, neck, shoulders, both eyes, nose and the mouth must be visible in the photo. There must be no hair covering the eyes/ face.
- Exception: it may not be feasible for an individual with a large volume of hair to have all hair in the photo without compromising facial image. It is acceptable in this scenario not to have all hair in the photo.
- Colour prints that are clear, the colours in the facial image must not appear unnatural and should accurately represent the individual.
- Focused image with no marks, shadows or 'red eye'. Background is plain and light coloured. Black and White photos will not be accepted.
- Uniform lighting (no shadows or reflections) with appropriate brightness and contrast to show natural skin tone. There must be no coloured light or hotspots on the nose or on a balding head.
- Neutral expression with eyes open looking at the camera and mouth closed (no smiling, laughing, frowning, squinting or raised eyebrows)
- Other people, objects and accessories such as hats, scarves and sunglasses are prohibited from appearing in the photo. If you wear a head covering for religious reasons, a photograph with you wearing the head cover is accepted if facial features from bottom of chin to top of forehead and both edges of your face are clearly shown.
- The head cannot be tilted down or tilted up and there must be less than five degrees rotation of the head in any direction.