

**F
A
C
T

S
H
E
E
T** **FACT SHEET: Lost, stolen, compromised or misused Australian Passports**

Lost or stolen Australian passports must be reported to the Australian Passport Office on 131 232 or your nearest Australian diplomatic or consular mission. Penalties apply for not reporting, including fines and possible imprisonment.

If your passport is still in your possession, but the details have been compromised or misused, you can choose to cancel the passport by calling the Australian Passport Office on 131 232.

All passport renewals and replacements are issued with new passport numbers.

Key terms

A **replacement passport** will have the same expiry date as your current passport, but a new passport number. You cannot replace a cancelled passport or a passport with less than two years remaining until its expiry date.

A **passport renewal** will have a new number and a new expiry date. Cancelled passports can not be renewed.

When you **cancel** your passport, the Australian Passport Office will notify the Document Verification Service that the passport is no longer valid. If you wish to apply for a new passport, you will need to follow the [passport application process](#).

The Document Verification Service (DVS) checks whether the biographic information on your identity document matches the original record. The result will simply be 'yes' or 'no'. Australian passports will be recorded as invalid if they have been reported lost or stolen to the Australian Passport Office, if they have been superseded by a renewed or replacement passport, or are three or more years past their expiry date.

If your passport is still in your possession, it is your decision whether to:

- cancel your passport and pay for a new passport following the passport application process,
- apply for a passport renewal,
- check if you can apply for a replacement passport (there are [restrictions on eligibility](#)), or
- continue using your existing passport.

Please note that DFAT has advised IDCARE that passport renewals will process more quickly than new passport applications. However, your current passport number will remain valid until the renewal process is completed by DFAT.

How to cancel your Australian Passport

- Contact the Australian Passport Office on 131 232 and request that your passport is cancelled.
- Apply for a new passport [online](#), at a [participating Australia Post outlet](#), or an [Australian diplomatic or consular mission](#).
- Pay the [new passport fee](#).
- Your new passport will be issued with a different number and expiry date.

I don't want to cancel my Australian Passport

If your current passport has more than two years before it is due to expire, is still in your possession, and you have not already cancelled it, you may be eligible to [apply for a replacement](#) through the same online or physical locations as for a new passport application and pay the [replacement fee](#). *However, your application for replacement will only be considered if your current passport has minor damage, has run out of visa pages, or you have changed your name or gender.* If you are applying in person, not online, ask for a blank passport application, which is the same form as for first-time passport applications. A replacement passport is issued with a new passport number, but will have the same expiry date as your current passport.

If you are **not** eligible for a replacement passport, then you can apply for a [passport renewal](#). Renewals are not available at Australia Post. You need to use the [online portal](#) or contact the Australian Passport Office on 131 232.

For both renewed and replaced passports, your compromised passport details will remain valid and active until the new passport is issued. You will also need to present your current passport as part of the process.

If you choose to continue using your existing passport, there are ongoing risks that it will be fraudulently used as a form of identification. IDCARE recommends taking the following steps:

- Advise your banking and financial services and superannuation fund/s, and Services Australia of the compromise/misuse of your passport details and request additional security on your accounts.
- Contact all [Credit Reporting Agencies](#) for your free credit reports to check for unusual entries.
- Contact any other organisations that you have used your passport to confirm your identity to inform them of the compromise/misuse and request extra security on those accounts.

Additional contact information*State or Territory Police*

You may wish to report the compromise or misuse to your local police in order to gain a Police Report number. This may assist you when communicating with other agencies and organisations if your passport is misused. If the compromise or misuse of your passport occurred online, the police will advise you to complete a ReportCyber online form.

ReportCyber

If your passport was exposed or misused online, you can report this to [ReportCyber](#). After submitting your report you will receive a report reference number that may assist you when communicating with banks, financial institutions, superannuation funds, Commonwealth Government agencies and other organisations if your passport is misused. Please note that ReportCyber is a reporting system, and that your report may not be investigated by authorities.

For additional support or information, contact IDCARE by submitting a [Get Help Form](#) or call 1800 595 160 (Aus) or 0800 121 068 (NZ).

Sharing & Disclaimer

IDCARE is Australia and New Zealand's national identity and cyber community support service. IDCARE is a not-for-profit and registered Australian charity. © 2022 Copyright Identity Care Australia & New Zealand Ltd. While every effort has been made to ensure the accuracy of the information in this document, IDCARE disclaims any liability to any person in respect to any actions performed or not performed as a result of the contents of this document or any accompanying information provided.