

01: SmartGate introduction

What is SmartGate?

The Australian Customs and Border Protection Service (Customs and Border Protection) is introducing SmartGate, which gives eligible travellers arriving into Australia's international airports the option to self-process through passport control. It uses the electronic information in the ePassport and face recognition technology to perform the customs and immigration checks usually conducted by a Customs and Border Protection officer.

Why does Customs and Border Protection need SmartGate?

There has been a marked increase in the number of arrivals and departures at Australian international airports and further growth is expected into the future. Current forecasts show that between 2006 and 2016 the number of arrivals is expected to increase at an average annual rate of nearly five per cent to 8.9 million. SmartGate will allow Customs and Border Protection to securely and simply process more travellers, while maintaining the existing standards of border protection.

How does SmartGate work?

SmartGate is a simple, two-step process involving a kiosk and a gate. Step 1, the kiosk, checks if you are eligible to self-process. Step 2, the gate, performs the identity check and clearance.

Step 1

- Look for the SmartGate kiosk, located in the concourses or at passport control.
- Place your ePassport into the reader and answer standard declarations using the touch screen.
- The kiosk will issue you a SmartGate ticket, which you'll need for step 2.



Step 2

- At the gate, insert your SmartGate ticket.
- Look at the camera while your face is compared to your ePassport photo.
- Retrieve your ticket and when the gates open proceed to the baggage hall.
- Collect your luggage and go to the Customs check-point.
- Hand in your SmartGate ticket and Passenger Card.



Who can use SmartGate?

SmartGate is available to eligible Australian and New Zealand ePassport holders. It will be gradually opened to other nationalities that have International Civil Aviation Organisation (ICAO) compliant ePassports. Airline crew who hold an Australian or New Zealand ePassport can choose to use SmartGate instead of going through the crew lane.

Currently, there are some ePassport holders who are not eligible to use SmartGate including:

- those aged under 18 years
- New Zealand ePassport holders travelling on military orders.

Where can I use SmartGate?

SmartGate is currently available at Adelaide, Brisbane, Cairns, Melbourne, Perth, Sydney and Gold Coast international airports for arriving travellers.

SmartGate kiosks are also available at Auckland Airport departures enabling eligible travellers to undertake the first step of their entry process into Australia before they depart New Zealand.

Who is developing SmartGate?

Customs and Border Protection is responsible for developing SmartGate as part the Australian Government's Biometrics for Border Control program. This program provides funding to Customs and Border Protection, the Department of Foreign Affairs and Trade and the Department of Immigration and Citizenship to develop and implement biometric systems to improve efficiency and identity management at Australia's borders.

Customs and Border Protection engaged Sagem Australasia Pty Ltd as its strategic partner to design and develop the hardware and software for the solution.

Where can I get more information?

You can email smartgate@customs.gov.au or ring the Customs Information and Support Centre on 1300 363 263.

Please Note: All media enquiries should be directed to 02 6275 6793 (all hours) or email media@customs.gov.au