

06: SmartGate trans-Tasman trial

What is the SmartGate trans-Tasman trial?

The SmartGate trans-Tasman trial is designed to evaluate whether the integration of Australia's and New Zealand's SmartGate systems delivers a positive traveller experience and performs as expected in the working airport environment.

The results of the SmartGate trans-Tasman trial will be used to guide ongoing improvements to the SmartGate integrated solution.

Where can I use the SmartGate integrated solution?

During the trial period the SmartGate integrated solution will initially be available to eligible travellers departing from Auckland and Christchurch international airports and arriving at the Gold Coast Airport.

Who can use the SmartGate New Zealand to Australia integrated solution during the trial?

Anyone over the age of 16 who holds an Australian or New Zealand ePassport. Passengers must be travelling from a New Zealand departures SmartGate enabled international airport to Gold Coast Airport.

How does the SmartGate integrated solution work?

The SmartGate integrated solution gives eligible travellers the opportunity to complete part of the Australian arrivals process in New Zealand at the New Zealand SmartGate kiosk.

The SmartGate integrated solution is essentially a three-step solution involving a kiosk and gate on departure from New Zealand and one gate on arrival at the Gold Coast.

SmartGate uses the data in the ePassport and face recognition technology to undertake the customs and immigration checks that are usually performed at the Entry Control Points in New Zealand and Australia.

How is the new SmartGate trans-Tasman solution different to the current SmartGate process?

Eligible passengers who choose to use SmartGate at a New Zealand departures enabled international airport will have the option to complete part of the Australian arrivals process at the NZ SmartGate kiosk. Travellers can then bypass the Australian SmartGate kiosk on arrival at Gold Coast Airport and go straight to the Australian SmartGate arrivals gate for the identity check and final clearance.

How will the new SmartGate integrated solution benefit me?

The SmartGate integrated solution features reduced points of interaction with the SmartGate system to ensure a more seamless travel experience between New Zealand and Australia.

Do travellers need to apply or register to use the SmartGate trans-Tasman trial?

No. The SmartGate trans-Tasman trial is available to all Australian and New Zealand ePassport holders aged 16 years or over.

Do declarations made offshore in New Zealand have adequate legal status and Australia?

Yes. By using the SmartGate integrated solution, travellers agree to their private information being shared between New Zealand Customs and the Australian Customs and Border Protection Service.

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

