



## Defence Common Access Card (DCAC) Upgrade Information

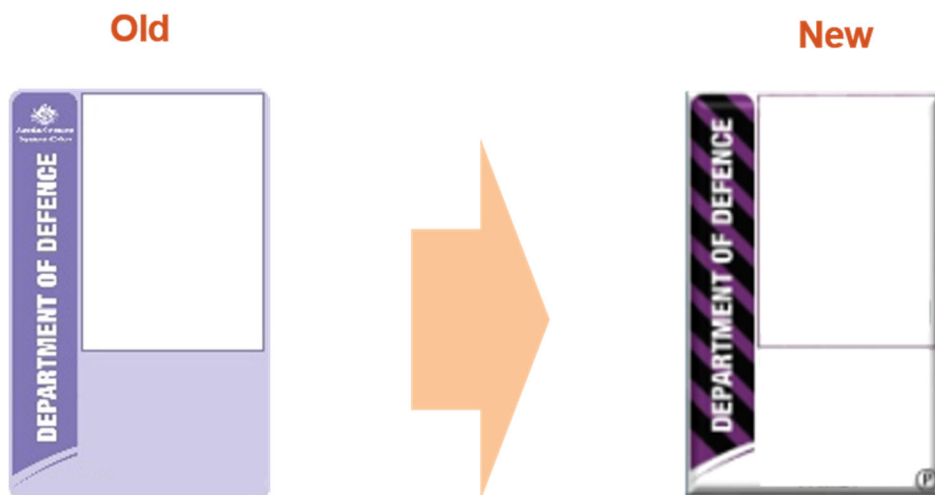
### When do I need to replace my DCAC?

From 1 July 2021, only new DCACs will be valid for access to Defence sites. Please replace your existing DCAC before this date.

### Why are we getting a new DCAC?

The validity and variety of DCAC types have been simplified to improve security.

Your new DCAC type has changed and will look like this:



### How do I replace my existing DCAC?

Visit a Defence Pass Office with your ADF member to replace your existing DCAC.

To minimise your wait time, your ADF member can book a date and time to collect your new DCACs at the same time they collect theirs through the DCAC Upgrade Portal. They can visit the Portal by double-clicking the DCAC Upgrade icon on their Defence Protected Environment (DPE) desktop.



When you come in together, we will issue your new DCAC with the same expiry date as your ADF member/sponsor to simplify the process moving forwards.

Please remember to bring your current DCAC with you to your appointment for deactivation and disposal.

### **Will I need to complete a new DCAC Application Form (AE294)?**

You will only need to complete a new DCAC Application Form (AE294) if you cannot collect your new DCAC with your ADF family member.

The AE294 web form can be sent to you as an email attachment. Please note the following when completing the AE294 form outside of the Defence Protected Environment (DPE) ICT network:

- No data can be entered into the form before it leaves the DPE ICT network
- You must know and enter the email addresses of both the Security Officer and Approval authority/Sponsor and check to ensure the Security Officer and Approval authority/Sponsor are not away from their workplace for a substantial period.
- Your Security Officer and Sponsor can complete the application on your behalf.
- You should forward the application by email.
- Please check you have the most up-to-date AE294 – the web form is updated periodically on the Web Forms Portal and DCAC applications received using old versions will be rejected by the pass offices.

### **What if our family is overseas?**

Please replace your existing DCAC following the usual processes for Defence overseas..

If your ADF member/sponsor is overseas but you are in Australia, please visit your nearest Defence Pass Office without them to replace your existing DCAC. Please see details above about completing a new DCAC Application Form (AE294) if collecting your new DCAC without your ADF family member.

### **When will my new DCAC expire?**

Your new DCAC will be issued with the date of replacement plus 5 years.

### **Do ex-service men and women need a new DCAC?**

Ex-service men and women do not need a new DCAC as their card type will not change.

### **Will I need a new photograph for my DCAC?**

DCAC photos are valid for five years. If your appearance has changed in such a way that it would prevent a positive identification from your photo, you can have a new photograph taken when you go to collect your new DCAC at your nearest Defence Pass Office.



**What if I lose my new DCAC?**

If you lose your new DCAC, please visit a Defence Pass Office to complete a Security Incident Report (XP188) and re-apply for a new DCAC.

**What personal information will be used to produce and receive my new DCAC?**

The information included in your most recent DCAC application will be used to issue your new DCAC.

**Will the new DCAC store my visual identity?**

Your new DCAC will include a photograph of you for visual identification.

**Can I use my preferred name?**

No, your legal name must be used as your DCAC is used for identification purposes.

**What if I have changed my name?**

If you need to change any personal details, please visit a Defence Pass Office to complete a new DCAC Application Form (AE294).

**What will happen to my DCAC if our ADF family member/sponsor leaves Defence?**

Your DCAC must be returned for deactivation and disposal if you leave Defence.

**Support:**

If you would like to speak to a customer service operator, please call 1800 DEFENCE (1800 333 362) or email [yourcustomer.service@defence.gov.au](mailto:yourcustomer.service@defence.gov.au) for additional support.

