Australia Travel Declaration mobile app

The Australian Government introduced the Australia Travel Declaration for travellers entering Australia to help with the management of COVID-19. Since 9 December 2020, all travellers (excepting flight crew, people on military flights, people arriving by sea and foreign diplomats) are expected to complete the Australia Travel Declaration.

To assist travellers with completing the declaration, a mobile app is being introduced. The app takes advantage of technology and useability features that mobile devices provide to improve the experience for travellers.

What does it look like?

Travellers can download the Australia Travel Declaration app free, from the App Store (Apple) or Google Play store (Android)

While the ATD app is very similar to the Australia Travel Declaration web form, there are some differences.

Most of the differences are associated with the layout that a mobile device offers, however there are other features, including:

- Optional use of mobile device security features to open the travellers' Australia Travel Declaration account.

- The personal details section of the travel declaration to be uploaded by scanning the traveller's passport.

- A partially completed travel declaration to be saved and returned to at a later time for completion and subsequent submission.

The opening screen and landing page of the ATD app are shown below

As flagged, the same functions (as per the web version) are available on the app, just in a different layout. The home screen provides access to the key functions.

Within the home screen, the traveller can access the privacy notice, contact information, manage their account, view previous declarations or commence a new declaration

New functions like the scan passport function to upload a traveller's personal details, and guidance on how to complete the process.
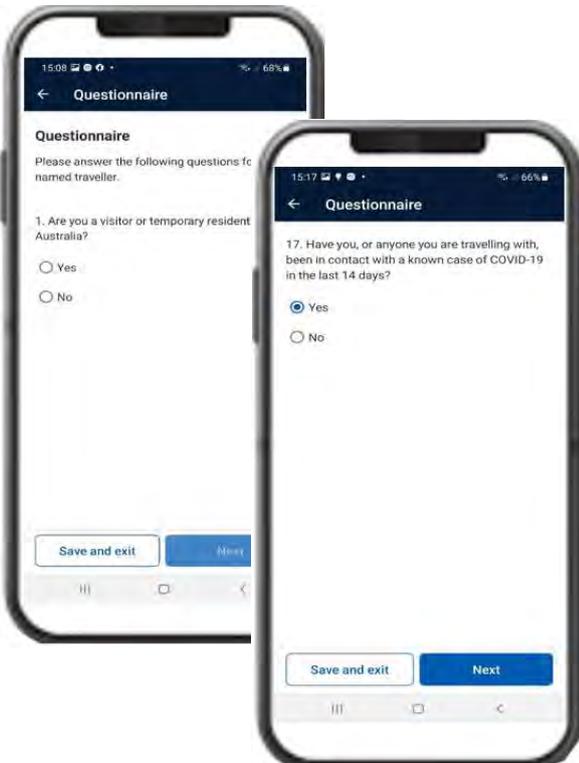
The questions are displayed in a mobile friendly manner

Once the traveller has completed their declaration, they will receive an email that acknowledges the submission of their declaration and the assessed risk outcome status of the traveller. Their declaration will also be stored in their account for later retrieval. The completed Australia Travel Declaration risk outcome status may be used by airlines to identify travellers' eligibility for green zone flights.

There are three possible categories for travellers:

- Green, (also displays with a tick) - The answers provided by the traveller indicate they are travelling from a safe zone and are eligible for a quarantine free flight. The message for a green status is shown below.

> **Your Australia Travel Declaration has been assessed**
>
> Your Australia Travel Declaration has been assessed as meeting the criteria for a quarantine-free flight.
>
> This assessment is based on your health status and your declaration that you are travelling to Australia from a country in Australia's safe travel zone.
>
> If your health status changes, you should reconsider your need to travel until you are well again.
>
> If you are found to be travelling from a country that is not in Australia's safe travel zone, you will need to quarantine on arrival in Australia.

- Blue, (also displays with an hourglass) - The answers provided by the traveller indicate they have not been in a safe zone for 14 days or more and have not indicated they have COVID-19 symptoms nor have they been in contact with a COVID-19 positive case. They are therefore not eligible for a quarantine-free flight. The message for a blue status is shown below.

> **Your Australia Travel Declaration has been assessed**
>
> Your Australia Travel Declaration has been assessed and does not meet the criteria for a quarantine-free flight. You will need to quarantine on arrival in Australia.
>
> If your health status changes, you should reconsider your need to travel until you are well again. Please print or download this email and store it safely for use when requested on your day of travel.

- Red, (also displays with a cross) - The answers provided by the traveller indicate they :
  - currently have COVID-19 symptoms
  - have been associated with a person experiencing COVID-19 symptoms
  - have been in an area of concern in the New Zealand safe travel zone
  - replied no when asked to acknowledge the need to have a negative COVID-19 test result to travel to Australia.

They may be eligible for a mandatory quarantine flight, but the COVID-19 risks may result in the denial of uplift. The message for a red status is shown below.

> **Your Australia Travel Declaration has been assessed**
>
> Your responses indicate you may present a risk to public health. If you try to board your flight, you may be denied by your airline. Please contact your airline or travel operator about your travel arrangements.
>
> If your airline allows you to board, you will need to quarantine on arrival in Australia. Please print or download this email and store it safely for use when requested on your day of travel.

A sample email is shown below.

Australian Government

Department of Home Affairs

Dear <Traveller name>

We have received your Australia Travel Declaration on 01 Nov 2020 21:12 (UTC)

Status

✓ **Your Australia Travel Declaration has been assessed**

Your Australia Travel Declaration has been assessed as meeting the criteria for a quarantine-free flight.

This assessment is based on your health status and your declaration that you are travelling to Australia from a country in Australia's safe travel zone.

If your health status changes, you should reconsider your need to travel until you are well again.

If you are found to be travelling from a country that is not in Australia's safe travel zone, you will need to quarantine on arrival in Australia.

R Code

Declaration Details
Given Name

Tai
Family Name

Macdonald
Travel Document

n98797987987
Submission (UTC)

01 Nov 2020 21:12
Valid Until (UTC)

10 Nov 2020 21:12
Departure Country

Afghanistan
Departure Date
04 Nov 2020

Why keep this notice?

- You may be requested by airline staff to show that you have completed your Australia Travel Declaration
- You may be requested by Australian Border Force officers to show that you have completed your Australia Travel Declaration

Privacy Notice

The Department of Home Affairs (the Department) is bound by the Australian Privacy Principles (APPs) in Schedule 1 to the Privacy Act 1988 (Cth) (Privacy Act). The APPs regulate how we collect, use, store and disclose personal information, and how you may seek access to, or correction of, the personal information that we hold about you

Australia Travel Declaration app – Help guide

A new channel is available to support travellers to complete an Australia Travel Declaration (ATD). Travellers can choose to use the new ATD app to complete their declaration. The app allows a traveller to create a declaration the same as the web form however it is optimised for a mobile device.

Points to Note

The following information provides some insight/help that is specific to usage of the ATD app to complete a declaration.

- To use the ATD app the traveller must go to the relevant app store (brand dependent) for their device and download the ATD app.

  - To download the app to the:
    - Android phones - Google play store or
    - Apple phones - App store

- The ATD app is supported for mobile devices with operating system software up to a minimum version level. This requirement applies to devices using both the Android and Apple operating systems.

  - The minimum version level is
    - Android, versions 10 and 11
    - Apple iOS, versions 13 and 14

- The ATD app allows multiple security options to login to the traveller's ATD account that are not available in the ATD web version.

  - The app allows a pin number and a biometric (facial ID, fingerprint) as options to access the travellers ATD account. The traveller is prompted, at setup of the app, to establish these.

- The ATD app uses a different approach to entering personal details (passport number, dates, name, age, nationality etc..) compared to the web.

  - No manual data entry is required.
  - The app uses the camera on the mobile device to 'read' the biodata page of the traveller's passport. It retrieves the required information through this 'read' and populates it into the personal details section of the traveller's declaration.
  - If a traveller is not able to complete a successful 'read' of the passport biodata page through the ATD app, to populate the personal details section of their declaration, they will need to use the ATD web version to complete their declaration.

- The ATD app also scans the passport echip using the mobile device's Near Field Communication (NFC) capability. The ATD app retrieves the personal details off the echip as well as off the 'read' of biodata page and use both to populate the most accurate data into the personal details fields.

  - The ATD app allows up to three attempts to scan the echip. A successful scan will be used in conjunction with the biodata 'read' to populate the personal details fields.
  - If the scan is not successful after three attempts, it will move onto the next step – Journey details.
  - If the phone is not capable of using NFC or does not have the functionality, the app will still make three attempts before moving on.
  - If a scan of the echip is not possible, the biodata 'read' is used to populate the personal data fields.

- The scanning function displays a generic image of how a traveller should hold the mobile device to scan their passport to read the echip. A traveller may need to hold the mobile device in different ways to scan the echip.

  - Not all country passports have the echip in the same location. To read an echip a traveller may need to run the mobile device from top to bottom or across the passport to achieve a successful scan. This is why multiple attempts are available.
  - Some passports may require the traveller to open their passport at the biodata page and scan from the inside page not from the outside.
  - The NFC capability of individual devices can vary and this may necessitate multiple attempts to complete a successful scan.

- The manage travel document function in the ATD web is different from the ATD app.

  - The web version allows a traveller to recall a personal document and edit it to correct information.
  - The app version only allows a traveller to view a personal document or resume a saved (but incomplete) declaration.

- The ATD app allows a traveller to save a partially complete declaration and resume it later.

  - The save and resume feature is only possible in the ATD app. This feature is not available in the web version.
  - A partially completed declaration is retrieved by selecting 'view existing declarations' and has a status of 'incomplete'.

- Declarations completed and submitted within the ATD app are visible when a travellers logs into the ATD account on the web. There are some visibility conditions for declaration(s) completed in the app.

  - Only submitted declaration created on the app are visible in the traveller's web ATD account. Incomplete applications are not visible.
  - Passport information entered into a submitted declaration using the app is also visible in the 'manage personal details' section of the travellers web account. Note any passports entered using the web ATD account are not visible to a traveller when using the ATD app.

- The Journey details screen differs slightly between the ATD web and the ATD app.

  - In the web version, the arrival date field is automatically filled after the flight number and departure date is entered.
  - In the app version the traveller is required to enter both the departure date and the arrival date manually.

- Visibility of which questions are optional differs between the ATD web and the ATD app.

  - In the web version mandatory field are indicated with an asterisk, optional question have no asterisk.
  - In the app version mandatory question have no indicator, optional question have the word 'optional' next to them.

- Some field values for drop down lists are too long for the screen.

  - Some questions have a drop down list of answers to respond to the question. In some instances, the text in the answer is very long and it is difficult to see.
  - This is particularly noticeable in the drop down list for vaccination types. The common name for the vaccination has been moved to the beginning of the option to reduce the problem.

- There is no option to change the password for the travellers account.

  - The only way to change a password is to force a password reset. Do this by entering the pin incorrectly three times. The reset password screen will automatically appear. Note this should not be an issue if a biometric was used to login to the account.

- Date validations rules in screens where multiple dates are required are not as strong in the ATD app as they are in the web browser.
  - Consequently, a traveller may inadvertently enter dates that are not sequentially correct. e.g. they may enter an arrival date that is before the departure date.
- In the ATD app there is not option to log off.
  - The only option is to close the app on the mobile device.

Android specific items

- When entering an address, the screen is more cumbersome than the apple version.
  - The field are squashed at the top of the screen making it a little difficult to see the google address prediction function, but not impossible.
- In android screens there can be questions on some pages that require the traveller to scroll down before moving to the next question set. This is not obvious.
  - The scroll bar that appears in the android screen is very narrow and is not always obvious
  - The next button does not respond when selected and unless the traveller scrolls down, they will not see the questions that need to be completed before progressing to the next screen. i.e. the traveller should always scroll down just in case if next button in not active
  - In some instances, the next button does appear to be active but a mandatory question is off screen (need to scroll down). The traveller may think they have completed the questions on the screen and select next and it does not progress to the next screen due to an incomplete mandatory question.
- The next button can be active but will not move to the next screen when selected due to an incomplete mandatory question
  - The traveller should always scroll down to check for further questions if the next button (when selected} does not progress to the next screen