



QUEENSLAND POLICE SERVICE Protective Services



IDENTITY CARD PHOTOGRAPH STANDARDS

Photographs must comply with the following standards for all identity cards produced by the Protective Services ID Card Office:

- A new photo is required if the current image is more than four (4) years old
- Only passport style images are acceptable – the subject may display a natural smile
- Photo must be in full colour
- Subject must be face on to the camera – no side poses, or head tilted up or down
- Photo must capture subject from head to mid torso and approximately shoulder width
- Even, shadowless lighting on the face
- Image background must be light grey, cream or white
- No retouching of photographs – no filters or enhancements (wrinkles, scars not to be removed)
- No background modifications – no deleting or re-colouring the background, or 'masking' the subject
- Images may not be cut from group photos or recreational images
- Final image must be a true likeness of the subject
- Glasses can be worn on face – frame must not cover any part of the eyes and no reflection on lenses
- Tinted glasses or sunglasses are not acceptable
- No hats or glasses to be worn on top of head
- Only national or religious head-covering is acceptable but must not cover the face
- Image uploaded must be less than six (6) months old
- Image file size must be between 200KB and 1MB
- Image file type must be JPEG only



IMPORTANT: Failure to comply with the above standards will result in rejected online requests and processing delays.

*** Web users are responsible to ensure uploaded images are compliant ***

Protective Services collects personal information and images via the Qld Government ID Card Web System for the purpose of creating a Queensland State Government identity card. This information is kept securely stored within the office of Protective Services and complies with the Queensland Police Service data procedures and Cyber Security protocols.

Unless required or authorised by law, personal information will not be passed on to any other third party without employee consent.



ID Card Office

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GPO Box 1440 Brisbane Qld 4001

<https://www.protectiveservices.qld.gov.au/services/Government-ID-Cards/Pages/default.aspx>