



Frequently asked questions

Online payment option

The Department of Transport's (DoT) Driver and Vehicle Services (DVS) provides its customers with greater choice when renewing their vehicle licence (also known as vehicle "rego"), with the introduction of an online three month renewal option.

Customers whose vehicle licence renewal is issued on or after 15 July 2013 will now easily be able to pay their vehicle licence online for three, six or 12 months.

This document provides important information about paying for a vehicle licence every three months.

How can I pay for a three month vehicle licence?

You can easily pay for a three month vehicle licence on our website (www.transport.wa.gov.au).

The option is also available to our self-service customers via BPay® or by calling our interactive voice recognition (IVR) phone system on 1300 655 322.

How can I change to a three month renewal option?

Your next vehicle licence (rego) renewal will provide you with details on how you can access the three month payment option. Once you have successfully paid your vehicle licence (rego) for three months, you will start receiving your renewal notice every three months.

Can I pay for a three month vehicle licence (rego) if my current renewal notice issue date is earlier than 15 July 2013?

No, the three month online payment option is only available to vehicle licence (rego) renewals issued on or after 15 July 2013.

Customers will have the opportunity to change to a three month renewal when their next vehicle licence (rego) renewal notice is issued.

Will the six and 12 month renewal options still be available?

Yes, customers now have the choice of paying their vehicle licence (rego) every three, six or 12 months. For details on the ways to pay, please refer to the payment options outlined on the back of your renewal.

Do the three, six and 12-month renewal options all include motor injury insurance?

Yes, each renewal option includes motor injury insurance. The additional premium for the expanded insurance cover is also included into the cost of each renewal option. Please refer to the website for more information.

Can I change which renewal option I pay each time I renew my vehicle licence (rego)?

Yes, you may choose to pay a different renewal period each time you receive a renewal notice.

If I have just paid a vehicle licence (rego) for six or 12 months for a vehicle I plan on selling, can I change the vehicle licence (rego) to a three month option and get a refund?

No, the payment has already been applied to the vehicle licence (rego) and motor injury insurance policy and cannot be varied during the licence period.

I am a pensioner. Will I get a discount for the three month vehicle licence (rego) as I do for the six and 12 month options?

Yes, there will be no changes to your concession entitlements.

Do I pay more if I use the three month option?

As there is a recording fee to cover the cost of maintaining and updating your record each time you make a payment, the three and six month renewals cost more than the 12 month renewal.

The private and business rate options are no longer available - why is this?

Since 2003, business vehicles have paid higher premium rates for motor injury insurance than private vehicles in the same class, reflecting different GST inputs.

The claims experience between business and private vehicle classes is very similar. From 1 July 2016, premium rates for business and private usage will be the same for all vehicles within a class, reducing premiums for business use vehicles and simplifying the registration process.

As a result of this change one standard rate now applies for vehicles irrespective of private or business use.