



Questions and answers

Photo card

What is the photo card?

The photo card is a voluntary card that will assist people who do not hold a learner's permit or driver's licence to conveniently prove their identity.

The photo card will have the same level of integrity as a drivers' licence and will be recognised by the Department of Transport (DoT) as a form of primary identification.

Who will the photo card benefit?

The photo card will be of great benefit to young people, persons with disability and senior citizens who do not hold a driver's licence or passport, in being able to prove who they are.

Why is the photo card being introduced?

The photo card is being introduced in response to community demand from non-drivers who face challenges in providing photographic identification.

The existing proof of age card is limited as a proof of identity document because:

- it does not require a stringent proof of identity process to obtain;
- it does not display a residential address and is therefore not held in the same regard as a driver's licence;
- a large section of the community, such as senior citizens and people with disability, seek to prove their identity but not their age; and
- it is only available to persons 18 years of age and older.

Who can apply for a photo card?

Western Australian (WA) residents aged 16 years and older can apply for a photo card.

Do I need to provide proof of identity documents?

Yes. To uphold DoT's commitment of secure identities for the WA community, you must supply a number of documents as proof of your identity when applying for a photo card.

A combination of five original identity documents must be presented to verify your full name, date of birth and current residential address.

Please refer to www.transport.wa.gov.au/poi for information on what documents you must supply.

How do I apply for a photo card?

You will need to complete an application form and present it in person to a Driver and Vehicle Services (DVS) or DoT centre or regional Agent with an approved combination of identity documents.

How do I apply for a photo card if I cannot attend a DVS or DoT centre or regional Agent?

If you cannot attend in person as you have a medical condition, are living in a remote area, temporarily absent from WA, or have a medical condition preventing attendance, you will need to post your completed application form along with a Photo Kit Form (E13).

Do I have to have my address on the card?

No. You have the option of including your address on the card, or you can choose to have two cards – one showing an address and one without it.

How long will a photo card be valid for?

A photo card is valid for five years.

I'm an aged pensioner. Why should I pay for a photo card when I am eligible for a 100 per cent discount to renew my licence?

If you already have a concession applied to your driver's licence the correct rate of concession will be applied to any WA Photo Card application you make after July 1st 2016.

Other concession card holders who have not previously applied for a concession on their driver's licence fee will need to apply and provide their concession cards to obtain the concession rate.

I have qualified for a Safe Driver Reward on my Driver's licence, will I get a concession on the WA Photo card?

No.

What will the security features be?

The security features will be equal to those required under current international best-practice standards.

The enhanced security features will ensure that forgery of the cards is much more difficult and will act as a deterrent against identity crime. The security features include:

- specialised and latest technology background printing methods;
- sophisticated graphic design elements, including guilloche patterns;
- deep laser printing of personalised information;
- holder's date of birth laser engraved at base of photograph;
- a unique serial number on each card;
- a barcode; and
- a holographic overlay.

In addition to the features listed, there are a number of covert security features that have been withheld to protect their integrity.

Where can I use my photo card?

The photo card will have the same level of integrity as a drivers' licence and will be recognised by DoT as a form of primary identification, so it should be accepted by organisations that accept a WA driver's licence as proof of identity.

What do I do if my photo card is lost, stolen or damaged?

You must notify DoT's DVS within 21 days from the day after you became aware that your photo card was lost, stolen or damaged so it can be recorded in the photo card register.

To obtain a replacement card, you will need to complete an application form and lodge it at a DVS or DoT centre or agent with an approved combination of identity documents.

A replacement fee will be applicable.

If I move or change my name, how can I notify DoT?

You can change your address details online at www.transport.wa.gov.au; or by completing a *Change of address* form and posting it to:

“Department of Transport,

GPO BoxR1290, Perth WA, 6844”or

faxing it to 1300 669 995; or

by visiting a centre or agent.

Change of name can only be affected by attending a Driver and Vehicle Services Centre or regional Agency in person with documents that support your change of name.

Will the proof of age card still be available?

No, the photo card is replacing the proof of age card as it a more secure form of identification.

Will proof of age cards continue to be accepted as proof of age?

Yes, the proof of age card will still be an accepted form of proof of age. The proof of age card will continue to be a prescribed document under *the Liquor Control Act 1988*.