



Frequently Asked Questions

DTMI system upgrades

6pm on Friday, 29 May to until 6am on Tuesday, 2 June 2026

The Department of Transport and Major Infrastructure (DTMI) will undertake significant system upgrades as part of the WA Government's broader digital transformation.

These important upgrades will prepare our systems to implement future digital projects that will enhance security and improve delivery of services to our customers.

To enable our teams to implement the system upgrades, DTMI services will be unavailable over the WA Day long weekend, from **6pm on Friday, 29 May to until 6am on Tuesday, 2 June 2026**.

What services will be unavailable?

All DTMI services will be unavailable online and in-person over the WA Day long weekend. You will not be able to:

- use our online services or DoTDirect;
- visit a DTMI Service Centre;
- pay your driver's, vehicle, boat or fishing licence;
- transfer a licence or vehicle;
- pay or manage your traffic infringements;
- undertake PDAs;
- undertake NDIS worker screenings;
- purchase optional plates from the Plates WA website;

What do I do if my due date falls on the WA Day long weekend?

If the due date to renew your vehicle or boat registration or pay your driver's licence or fishing licence falls on the WA Day long weekend, pay your account now to ensure you are licensed for the road or water.

If the due date to pay your infringement falls on the WA Day long weekend, pay your account now to ensure you do not incur additional fees or penalties.

To find out the due dates for your rego, licence or infringement, register for or log into DoTDirect now, use our account look up tool on the Transport WA website or double check any renewal or infringement notices you have received from us in the mail or via email.

Will DTMI service centres be closed?

While we undertake these important system upgrades, our Joondalup and Kelmscott Driver Assessment Centres will be **closed to customers on Saturday 30 May 2026**.

Practical driving assessment (PDA) candidates with tests booked on Saturday 30 May will be/have been contacted to reschedule their PDA.

All centres are scheduled to reopen to customers on Tuesday 2 June 2026.

What if my infringement is due for payment on the WA Day long weekend?

While we undertake these important system updates you will be unable to manage your infringement in DoTDirect.

If you want to pay your infringement, enter a payment instalment plan for your infringement or request a payment extension, ensure this is **completed before 6pm Friday, 29 May 2026**.

DoTDirect will not be available to provide Driver Identification. You can still complete this by emailing infringementservices@transport.wa.gov.au

I am a Passenger Transport Driver or On-demand Booking Service, how will this impact me?

Drivers using the Passenger Transport Subsidy Scheme (PTSS) mobile app **MUST** continue to accept PTSS cards during system upgrades.

Drivers using the PTSS mobile app should use offline login functionality during outages.

Drivers using dispatch equipment that is integrated with the PTSS application programming interface (API) can still submit journeys during the upgrades.

However, the PTSS API will be unable to check the status of PTV and PTD authorisations.

DoTDirect services will be unavailable during the upgrades which means you will be unable to pay authorisation or renewal fees. Check your fee due dates in DoTDirect and pay your fees early, to make sure your authorisation is always current and does not expire.

Any DTMI service that looks up PTV or PTD authorisation status will not be available during the upgrade, including the Driver and Vehicle Industry Dashboard (DVID) and passenger transport web services.

More information is available in the On-demand Transport section of the [Transport WA website](#).

Can I still log my Learn&Log journeys in the Service WA app?

Learner drivers who use the Learn&Log service within the ServiceWA app to log their supervised driving hours will still be able to log trips offline during the upgrades.

You will need to **log in prior to the start of the upgrades at 6pm on Friday 29 May 2026** to ensure your trips are still captured within Learn&Log.

You can also log past trips when we are back online, after 6am Tuesday 2 June. Learn&Log users can log up to 10 hours of past trips.

Ends