



DTMI Practical Driving Assessment Booking Rescheduling and Cancellation Policy Notices

Purpose

This notice is given under regulation 27B of the *Road Traffic (Authorisation to Drive) Regulations 2014* (the Regulations) and specifies –

- Where a Practical Driving Assessment (PDA) booking / entitlement may be cancelled by the CEO or rescheduled by the CEO without the payment of an additional fee; and
- The minimum notice period to be given to cancel or reschedule a PDA booking.

Definitions

Applicant means the person applying for a driver's licence

CEO means the CEO of the Department of Transport and Major Infrastructure (DTMI)

PDA means a practical driving assessment (or driving test) to indicate whether an applicant for a driver's licence is able to control a motor vehicle that the licence would authorise the holder to drive.

Legislative authority

Regulations 27, 27A and 27B of the Regulations sets out the requirements in respect to the allocated times for a PDA, cancellations and the notice to be given by the CEO.

Notices

1. Minimum number of hours to cancel or reschedule a PDA – r. 27B(1)(a)

The CEO allocates a date or time for an applicant to attend for a PDA, and may change this allocated time at the applicant's request or with the applicant's consent within the allowable notice period without having to pay another PDA booking fee to rebook.

The allowable notice period to change or cancel a PDA allocated time is **not less than 48 hours**.

2. Specified extenuating circumstances – r. 27(6) or (8) or 27A(5)

Extenuating circumstances refer to unusual, rare, or unexpected situations that fall outside the normal course of events. In extenuating circumstances, the CEO may permit an applicant to reschedule their PDA booking without paying another PDA booking fee.

Extenuating circumstances may include, but are not limited to:

- Serious illness.
- Medical emergency.
- Family emergency.
- Family bereavement.
- Family domestic violence.
- Applicant's vehicle involved in an accident or breakdown.

- Affected by a natural disaster.

The circumstances are not exhaustive, and each instance will be assessed on a case-by-case basis.

3. Specified cancellation circumstances - r.27A(3)

In the following circumstances, the CEO can refuse to conduct the PDA and the applicant will be required to pay for an additional PDA booking. These are:

- if the applicant fails to attend at the allocated time; or
- if the applicant fails to cancel or reschedule the PDA with at least 48 hours notice; or
- If the applicant attends their PDA:
 - (a) Without a vehicle
 - (b) In a vehicle that is not licensed, of the correct class, fitted with a centrally mounted park brake or roadworthy (e.g. cracked windscreen, bald tyres, indicators not working, frayed seatbelt etc.).
 - (c) In a vehicle that is unhygienic creating an Occupational Work Health and Safety (OHS) issue for the driving assessor.
 - (d) More than 15 minutes after their allotted time.
 - (e) Without sufficient proof of their identity.
 - (f) Without having evidence of having completed the mandatory supervised driving hours (if required).
 - (g) Without having their supervisor sign the statutory declaration provided in the logbook verifying that the minimum prescribed hours have been completed or failed to submit a valid electronic declaration in the case of an approved logbook app.
 - (h) Without having successfully completed the mandatory hazard perception test (HPT).
 - (i) While being under the influence of alcohol or drugs (DTMI driving assessor has reasonable grounds to believe the applicant is intoxicated).

Approval



Poonam Kapoor
Executive Director, Driver and Vehicles
28 April 2026