



# Frequently Asked Questions

## What is an optional plate?

Optional plates include a range of designs and styles that allow you to personalise a vehicle number plate. The optional plate range includes:

- Biz series
- Chinese zodiac series
- Custom series
- Metallic series
- Design series
- Euro series
- Intense series
- Name series
- Personalised series
- Platinum series
- Prestige series
- Retro series
- Sport series

Check your plate combination, design and order your plate at [www.plateswa.com](http://www.plateswa.com).

## How do I order optional plates?

- Online, check the availability of your plate, design your plates and complete your order at [www.plateswa.com](http://www.plateswa.com).
- Visit a Department of Transport Driver and Vehicle Services Centre or Regional Agent.
- Download and complete the application form, post it with a cheque (made payable to the Department of Transport).

## How do I find out if an optional plate is available to order?

Check your plate combination, design, and order your plate at [www.plateswa.com](http://www.plateswa.com).

## What can I put on my optional plate?

We want your plate to be as individual as you are, but there are some rules around what will be approved. Your plate combination will be refused if it:

- Has offensive, sensitive or contentious connotations (for example, sexual, violent, drug related, perverse or racial content).
- Has negative political or anti law references (for example, gang related names or conflicts with road safety messages).
- Is likely to incite or promote hatred including, but not limited to, negative religious or cult references.
- Is a registered name of a company or business, and the applicant is not the Director of the company or business for which the plate is requested.
- Is ambiguous and plate characters not easily identifiable.
- Is in contravention of any State or Commonwealth Legislation (for example ANZAC, NAVY, RAN, AFC, RAAF).
- Is a close resemblance of character combinations of an existing registered plate or PlatesWA series.
- Is any of the above in a language other than English or could be read by using a rear view mirror.
- Includes the make of vehicle.

## Has your combination been taken or not available?

Have you tried substituting the following numbers for letters I.e. A=4 B=8 E=3 Q=O T=7- Be creative with your design and express yourself!

## How long will it take for my optional plates to be ready?

Once you have applied and paid for an optional plate, it may take 3 to 4 weeks for your plate to be made. The Department of Transport will send a notification to you when your plates are ready for collection.

## How do I collect my optional plates?

Your new plates will be delivered to your nominated Driver and Vehicle Service Centre or Regional Agent. You'll receive a letter advising when they're ready to collect and the necessary documentation you will need to provide.

When collecting your plates, please bring:

- Primary and secondary identification (one ID must contain your signature).
- Your existing number plates, these will be exchanged for your new plates.
- Tools and screws, this will help you attach your new plates for your vehicle (we do not supply screws).

## What if I don't have a vehicle to put my optional plates on?

If you do not have a licensed vehicle to attach the number plates to then the plates will be stored by the Department of Transport until you have a suitable licensed vehicle.

## Can someone else collect my plates on my behalf?

Yes, you can nominate someone to collect your plates on your behalf. If another person is collecting the plates, they will be required to provide the existing number plates, along with their primary and secondary identification (one ID must show their signature).

## Can I put my plates on a vehicle that isn't licensed in my name?

If you want to put your plates to a vehicle not licensed in your name, you will also need to complete a *Nomination of Right to Display* form (E63) when collecting your plates

## How do I attach my new plates to a vehicle?

It's your responsibility to remove the vehicle's existing number plates and attach the new plates using your own tools. We suggest that the vehicle to be fitted with the new plates is left at home and you bring in the old plates to exchange for the new plates.

Optional plates come with pre-drilled holes that are designed for Australian standard vehicles. As vehicle design specifications vary, the Euro Series plates are the only plates manufactured without pre-drilled holes to allow you to position the holes to suit your vehicle. You will need to consider this when arranging to collect and fit your new number plates.

Screws are **not** supplied with any plates issued by Department of Transport.

## **What should I do if I want to sell my car without the optional plates?**

If you do not want to sell your optional plates with the vehicle, return them to a Driver and Vehicle Services Centre or Department of Transport regional agent to retain and receive a set of WA state (ordinary) plates for the vehicle you are selling. A fee applies.

## **What do I do if I want to sell my plates?**

The holder of a Certificate of Right to Display and Trade can offer that right for sale at any time. You can sell your optional plates for any price to an individual or corporation by transferring the rights.

To sell optional plates, the owner of the Certificate of Right to Display and Trade must complete a [Transfer of Right to Display Optional Plates form \(VL176\)](#). This form is required in addition to the *Nomination of Change of Ownership* form (MR9) when transferring the vehicle licence if the plates are being sold with the vehicle they are attached to.

## **How do I order plates showing my support for an AFL club?**

AFL plates must be ordered through the team's WA supporters club. Find out more through your AFL team website or view our [contact list](#) of AFL supporters clubs.

## **How do I get plates showing the name of my company or community group?**

Biz Plates are available to purchase at [www.plateswa.com](http://www.plateswa.com). For larger orders, Corporate series or fundraising series plates are available. Please contact us via [email](#) or phone 1300 765 106 to discuss your requirements.

## **How do I order plates showing the crest of my local shire?**

Most shires make these available for order through their shire office. At the time of ordering, you nominate which of the Driver and Vehicle Services Centres or regional agents you wish to pick them up from.

## **What can I do if my number plates are damaged?**

If your optional plates are worn, damaged or stolen, you can order a remake, which is an identical like-for-like replacement (identical style and content) of your existing plate. Please contact us via [email](#), phone 1300 765 106 or go to a Driver and Vehicle Centre or Regional agent to order a remake. A fee applies.

## **Can I change the design of my plate?**

Colour changes within the same plate series are permitted. However, if you wish to change to a new style a new application must be submitted, and the appropriate fees paid.