



OFFICIAL

One Month Vehicle Licence Renewals Frequently Asked Questions ('FAQs')

1. What is this document?

This is a document with answers to some of the FAQs we have received in relation to the One Month Vehicle Licence Renewal Direct Debit Request Service Agreement ('**Agreement**'). The Agreement is entered into with the Department of Transport (ABN 27 285 643 255) ('**DoT**'). This FAQs document is not a legal document and the information provided is general information only. Customers considering whether they should enter into the Agreement are encouraged to seek independent legal advice.

2. What is the one month renewal direct debit payment option?

This payment option enables participants to renew the vehicle licence of their nominated vehicle on a monthly basis by direct debit from a nominated bank account.

3. Who can apply for one month renewals by direct debit?

To apply for one month renewals by direct debit, the customer must have:

- (1) an active individual DoTDirect account; and
- (2) a unique email address (not in use by another DoTDirect account); and
- (3) a nominated bank account for payments to be deducted from; and
- (4) completed the Direct Debit Request through their DoTDirect account and agreed to the terms and conditions set out in the Agreement; and
- (5) a nominated eligible vehicle of which the customer is the vehicle licence holder, and with no less than 28-days remaining on the current vehicle licence.

The requirement for 28-days will allow sufficient time before a vehicle licence expires to notify the licence holder if a direct debit payment cannot be processed. If a vehicle has less than 28-days before the licence expires, the vehicle licence must be renewed for at least a three month period before registering for this payment option at a future date.

The digital billing email address and nominated bank account will apply to each of the customer's nominated vehicles on a one month renewal direct debit payment arrangement.

4. What vehicles are eligible for the one month renewal by direct debit?

One month renewals are limited to light vehicles with a gross vehicle mass (GVM) of 4.5 tonnes or less, such as sedans, wagons, utilities, vans, panel vans and motorcycles, including:

- (1) Vehicles in receipt of a vehicle licence charge exemption due to the following eligibility, such as:
 - (a) vehicles owned by those on the maximum rate of pension and in receipt of the carer's payment, disability support pension or those determined to have permanent blindness;
 - (b) holders of a Veteran Card (Gold) printed with TPI or EDA;
 - (c) veterans assessed at 60 or more impairment points;
 - (d) those in receipt of Department of Veteran Affairs (DVA) special rate of disability pension under the *Military Rehabilitation and Compensation Act 2004* (Cth) ('**MCRA**') or *Veterans' Entitlement Act 1986* (Cth) ('**VEA**'); or

- (2) Vehicles in receipt of a vehicle licence charge concession due to the following eligibility, including:
 - (a) vehicles owned by those with a pensioner concession card issued by Centerlink or DVA; or
 - (b) a Commonwealth Seniors Health Care (CSHC) Card together with a Seniors Card.

Vehicle types that are eligible for the one month vehicle licence are published from time-to-time on the DoT website at: www.transport.wa.gov.au.

5. What vehicles are not eligible for the one month renewal by direct debit?

As a general guide, certain vehicles are not eligible for the one month vehicle licence renewal option, which include (but are not limited to):

- (1) Vehicles that do not have more than 28-days remaining on the current licence;
- (2) Vehicles licensed in the name of an organisation;
- (3) Heavy vehicles (those with a GVM over 4.5 tonnes);
- (4) Trailers, including semi-trailers;
- (5) Caravans or mobile homes;
- (6) Mopeds;
- (7) Class B and C vehicles;
- (8) Vehicles in receipt of a vehicle licence charge exemption (excluding the exemptions listed in the answer under question 4 above);
- (9) Vehicles in receipt of a vehicle licence charge concession (excluding the concessions listed in the answer under question 4 above);
- (10) Vehicles which must be inspected prior to renewal in accordance with the *Road Traffic (Vehicles) Inspection Order 2022 (WA)* (including, but not limited to: taxis, buses, PTVs, and driving instructor vehicles);
- (11) Vehicles with an active 3(a)–3(g) insurance class;
- (12) Vehicles that are subject to conditions that would prevent the renewal of the vehicle licence, for example, but not limited to, the following:
 - (a) vehicles where the vehicle licence is recorded as suspended or cancelled;
 - (b) vehicles with unpaid transfer fees;
 - (c) vehicles recorded on the written-off vehicle register; and/or
 - (d) vehicles, or Vehicle Identification Numbers (VINs) and Chassis Numbers, which are recorded as stolen.

6. Can I pay other renewal periods by direct debit?

No, direct debit arrangements are only available for the one month renewal period. Vehicle licence renewals for the ordinary vehicle licence renewal schedule of three or six months, or one calendar year, must be paid according to the payment options provided for on the renewal notice sent to the customer during the applicable renewal period.

7. Can I pay for a one month vehicle licence renewal over the counter or on the phone?

No, the one month vehicle licence renewal is only available to those vehicles and licence holders that are eligible and have elected to make payments through the direct debit payment option. This can only be requested through a DoTDirect account of an individual and direct debit arrangements will only have effect from the date that the customer agrees to the terms and conditions of the Agreement.

8. How are vehicle licence costs calculated for one month renewals?

The total vehicle licence cost for a monthly renewal is calculated at one-twelfth of the cost payable for a one calendar year vehicle licence (and rounded to the nearest 5 cents), and includes pro-rated Motor Injury Insurance ('MII') (commonly known as 'Compulsory Third Party' insurance), Goods and Services Tax, insurance duty, and the applicable reduced recording fee per direct debit payment. Relevantly, the vehicle licence fee component payable is calculated incrementally in intervals of 100 kilograms, or part of 100 kilograms, of tare weight and also includes a prescribed fixed component of \$13.20 (which is reduced by \$6.60 if renewed for a duration of one calendar year).

For more information on the current light vehicle licence fees, recording fees and MII fees, this is available to view on the Department of Transport's website: www.transport.wa.gov.au.

9. Will I still receive a Vehicle Licence and Motor Injury Insurance Policy (renewal notice) if I am paying by direct debit?

Yes, 28-days before the stated expiry date on a renewal notice for a nominated vehicle, the DoT will email a digital copy of the one month vehicle licence and MII policy renewal notice to the customer. This notice will include the monetary amount and the debit payment date.

10. When will payments be withdrawn from my account?

A direct debit payment will be attempted on or about 23-days' before the stated expiry date of the one month vehicle licence. When the DoT receives a notification from the customer's financial institution that the debit payment request is successful, the vehicle licence will be renewed and the customer will be emailed a receipt detailing the renewed vehicle licence (which will have a new stated expiry date).

11. What happens if the payment isn't successful?

If the DoT receives a notification from a customer's financial institution that the direct debit payment request was unsuccessful, an email will be sent to the customer advising that the payment has failed, and that the DoT will make a second direct debit attempt within five business days.

If the second direct debit payment attempt is successful, the vehicle licence will be renewed and the customer will be emailed a receipt detailing the new vehicle licence expiry date.

12. How many times will the DoT attempt to withdraw a payment?

If the second direct debit payment attempt is unsuccessful for any reason whatsoever, an email will be sent to the customer advising that:

- (1) the Agreement for the nominated vehicle is cancelled; and
- (2) the payment options open to the customer for that nominated vehicle will revert back to the ordinary vehicle licence renewal schedule. The customer will be restricted to the durations of three or six months, or one calendar year vehicle licence renewal options for the time being.

This message will be sent approximately 14-days' before the vehicle licence stated expiry date. A renewal notice will also be generated and sent to the customer based on their existing billing preference. Customers that wish to enter into a new one month vehicle licence renewal direct debit arrangement may do so at a future date, provided that they do so with no less than the required time and their nominated vehicle remains eligible and capable of being subject to the Agreement.

13. Can I change my bank account, or my email address linked to my direct debit?

Customers that wish to amend the Direct Debit Request may do so at any time by logging into their DoTDirect online account and:

- (1) providing a new nominated bank account number; or
- (2) providing a new email address for digital billing and notification.

Amendments should be made with no less than three business days before the debit payment date for the relevant vehicle licence to allow time for the changes to take effect. Any changes made to the Direct Debit Request will apply to each of the customer's nominated vehicles which they have entered into the Agreement for.

Customers should be aware that they can only change their nominated bank account details for direct debit payments by updating it through their DoTDirect account; the DoT will **not** make changes to nominated bank account details through email, phone, or postal requests. Customers are encouraged to change their personal contact information through the DoTDirect account, as this can be done at any time by the customer and will ensure that changes to those personal contact details are processed efficiently and at the earliest convenience.

14. How do I cancel my direct debit Agreement?

Customers can log into their DoTDirect account and cancel their direct debit request Agreement at any time, or they can arrange it through their financial institution. This must be done with no less than three business days' notice to the DoT prior to the debit payment date to ensure there is sufficient time for these changes to take effect. If the customer is selling a vehicle that is registered for the direct debit payment option, the direct debit request Agreement should be cancelled prior to transferring the vehicle to stop further direct debit payments.

If a customer wishes to stop or cancel their direct debit authority but wish to renew their vehicle licence, a vehicle licence renewal will be generated and sent to the customer with the options for the ordinary vehicle licence renewal schedule durations of three or six months, or one calendar year.

15. Can the DoT cancel my direct debit Agreement?

The DoT may cancel a customer's direct debit request Agreement in certain circumstances in accordance with the terms and conditions set out in the Agreement. This may include (but is not limited to) when:

- (1) the customer fails to have sufficient funds in the nominated account on two consecutive occasions;
- (2) a customer's vehicle becomes ineligible for registration (for example, due to becoming defected or having outstanding fines);
- (3) a customer's vehicle no longer meets the eligibility requirements;
- (4) a customer's vehicle licence is cancelled; and/or
- (5) the customer no longer owns the vehicle.

16. What to do if I think there has been an error?

If a customer believes that there has been an error in debiting their account, the customer should refer the query directly to their financial institution or, alternatively, they can notify the DoT directly by phone or email so that we can investigate and resolve the query as quickly as possible.

If the customer's account has been incorrectly debited, the DoT will advise the customer of the proposed course of action (including any adjustments that may be made) and advise them in writing of the outcome. If the customer's account wasn't incorrectly debited, the DoT will provide the customer with its reasons for forming this view and advise them of the outcome in writing.

Customers that authorise and have their financial institution raise the query of whether an error has occurred should refer to terms and conditions of the Agreement, as there are certain requirements with a financial institution making this query on the customer's behalf. Further, where a financial institution raises the query on a customer's behalf, we may advise only the financial institution, instead of the customer, of the outcome that is applicable to the query.

17. I entered into this Agreement before 29 May 2025 and have been notified that the Agreement is changing. Do I need to do anything?

The DoT is not able to provide any customers with any legal advice and customers should read the updated Agreement, current as of 29 May 2025 (the '**New Agreement**'), in whole. Alternatively, customers are encouraged to seek independent legal advice if they do not understand the changes. As a general background, the nature of the changes were primarily focused on formatting and stylistic conformity, and to clarify and expand on existing clauses that were present in the Agreement that was in-force prior to 29 May 2025 (the '**Previous Agreement**'). Reviews are regularly done on any service level agreements to ensure they remain readable, fit-for-purpose, and compliant with existing statutory requirements.

Customers that were on the Previous Agreement will have received a notice from the DoT specifying a date in which the New Agreement will apply to their one month vehicle licence renewals. The extended notice period communicated to customers that entered into the Previous Agreement (beyond the 14 business days required in the Previous Agreement) was for the purposes of enabling customers the opportunity to review the New Agreement in order to determine whether it is still appropriate for their circumstances. Importantly, no changes have been made to the way the total cost of a monthly renewal is calculated nor to the applicable monetary amounts (as these are determined and prescribed by law and cannot be subject to contractual alterations).

Customers that do not wish to have the New Agreement apply to their vehicle licence should log into their DoTDirect account and cancel their Agreement with no less than two business days' before their applicable debit payment date. In doing so, customers that cancel their Agreement (but wish to have an in-force and valid vehicle licence for the nominated vehicle) will be required to make payment of their vehicle licence in accordance with the ordinary vehicle licence renewal schedule, which will be for the durations of three or six months, or for one calendar year.

18. DoT Contact Details

Customers that wish to contact the DoT for general enquiries regarding the one month vehicle licence renewal option can do so at the following contact details:

Telephone: 13 11 56 (within Australia)
Monday to Friday, 7:00AM to 6:00PM (AWST)

Email: contact.centre@transport.wa.gov.au

Post: Department of Transport
Driver and Vehicle Services
GPO Box R1290, Perth WA 6844