



Frequently asked questions

One Month Renewals

What is the one month renewal direct debit payment option?

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

Who can apply for one month renewals by direct debit?

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

- an individual DoTDirect account;
- an email address for digital billing and timely communications;
- a nominated bank account for payments to be deducted from;
- agreed to the Direct Debit Request and the Direct Debit Request Service Agreement; and
- a nominated eligible vehicle, which you are the vehicle licence holder.

The digital billing email address and nominated bank account will apply to all your nominated vehicles on the one month renewal direct debit payment option.

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, including sedans, wagons, utilities, vans, panel vans and motorcycles (excluding vehicles listed in 2.3).

There must be more than 28 days licence period remaining on a vehicle registration to participate in the payment option. This 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 one month renewal option is not available, and the vehicle licence must be renewed for at least a three month period before re-registering for the payment option.

The vehicles eligible for the direct debit payment option may be extended in the future.

What vehicles are not eligible for one month renewals by direct debit?

- Vehicles that do not have more than 28 days remaining on the current licence.
- Heavy vehicles (those with a GVM over 4.5 tonnes).
- Trailers, including semi-trailers.
- Caravans or mobile homes.
- Mopeds.
- Class B and C vehicles (r.35 and 36 of the Regulations).
- Vehicles receiving a vehicle licence charge exemption under Part 2, Division 7, Subdivision 4, but does not include an exemption under r.71 (vehicles owned by full-time carers) of the Regulations.
- Vehicles receiving a vehicle licence charge concession under Part 2, Division 7, Subdivision 5, but does not include a concession under r.83 (vehicles owned by pensioners, seniors) of the Regulations.
- Vehicles which must be inspected prior to renewal in accordance with the *Road Traffic (Vehicles) Inspection Order 2019* (including without limitation, taxis, buses, PTVs, and driving instructor vehicles).
- Vehicles that are subject to conditions that would prevent the renewal of the vehicle licence, for example, but not limited to the following:
 - Vehicles where the vehicle licence is recorded as suspended or cancelled.
 - Vehicles acquired by a new owner where the transfer fee and vehicle licence duty has not been paid in accordance with the requirements of s.5(1)(b) of the *Road Traffic (Vehicles) Act 2014* (the Act).
 - Vehicles recorded on the written-off vehicle register.
 - Vehicles or vehicle identification numbers (VINs) / chassis numbers which are recorded as stolen.

Can I pay other renewal periods by direct debit?

No, vehicle licence renewals cannot be paid for 12 months, 6 months or 3 months by direct debit.

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

No, the one month vehicle licence period is only available to those vehicles and licence holders that are eligible and have elected to make payments via the direct debit payment option available through DoTDirect.

How are the vehicle licence fees calculated for one month renewals?

The vehicle licence fee for a monthly renewal is calculated at one-twelfth of the fee payable for a one year vehicle licence (rounded to the nearest 5 cents).

The 2022/23 light vehicle licence fees and light vehicle administration fee is available to view on the www.transport.wa.gov.au website.

Vehicle owners must also pay motor injury insurance (MII) insurance. Visit the MII page for fees and more information.

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

Yes, 28 days prior to the expiry date of a nominated vehicle, DoT will email a digital copy of the one month Vehicle Licence and MII Policy renewal notice advising of the debit date and amount.

When will payments be withdrawn from my account?

A direct debit payment will be attempted approximately 23 days prior to the vehicle licence expiry date. When DoT receives notification from a customer's financial institution that the payment is successful, the vehicle licence will be renewed, and the customer will be emailed a receipt detailing the new vehicle licence expiry date.

What happens if the payment isn't successful?

If DoT receives notification from a customer's financial institution that the payment was unsuccessful, an email will be sent to the customer advising that the payment has failed, and that 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.

How many times will 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:

- the Direct Debit agreement for the nominated vehicle has been cancelled; and
- the payment options are now restricted to 12 months, 6 months, or 3 months vehicle licence renewal options.

This message will be sent approximately 14 days prior to the vehicle licence expiry date. A renewal notice will also be generated and sent to the customer based on their existing billing preference.

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

You may wish to amend the Direct Debit Request at any time by logging into your DoTDirect online account and:

- Providing a new nominated bank account number; or
- Providing a new email address for digital billing and notification.

Amendments should be made no later than two business days before the debit date for your vehicle licence to allow time for the changes to take effect. Any changes you make to the Direct Debit Request will apply to all your nominated vehicles on the direct debit payment option.

How do I cancel my direct debit agreement?

You can log into your DoTDirect account and cancel your direct debit request service agreement at any time; or you can arrange it through your financial institution. A minimum of two business days' notice, prior to the debit date is required to ensure there is sufficient time for these changes to take effect.

If selling a vehicle that is registered for the direct debit payment option, the direct debit request service agreement should be cancelled prior to transferring the vehicle to stop further direct debit payments.

If you stop or cancel your direct debit authority and you wish to renew your vehicle licence, a one year, 6 months or 3 months vehicle licence renewal will be generated and sent to you based on your existing billing preference.

Can DoT cancel my direct debit agreement?

DoT will cancel a customer's direct debit request service agreement if it is advised:

- The customer fails to have sufficient funds in the nominated account on two consecutive occasions.
- A customer's vehicle becomes ineligible for registration (for example, due to becoming defected or having outstanding fines).
- A customer's vehicle no longer meets the eligibility requirements.
- A customer's vehicle registration is cancelled.
- The customer no longer owns the vehicle.

What do I do if I think there has been an error?

If you believe there has been an error in debiting your account, you should refer the query directly to your financial institution or you can notify DoT directly by phone so that we can investigate and resolve your query as quickly as possible.

If your account has been incorrectly debited, DoT will arrange for your vehicle licence renewal to be adjusted accordingly and advise you in writing of the outcome.

If your account wasn't incorrectly debited, DoT will provide you reasons and advise you of the outcome in writing.

Contact details

Telephone: 13 11 56
Monday to Friday, 7am to 6pm WST

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

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

One month vehicle licence renewal period

The one month vehicle licence period is to be constrained to those vehicles and licence holders that are eligible and have elected to make payments via the direct debit payment option available in DotDirect.

12 months, 6 months and 3 months vehicle licence renewal options cannot be paid by direct debit.

- Communication regarding vehicles registered for the direct debit payment option will be sent to the nominated e-mail address, including a digital copy of the one month renewal notice.
- Once a customer has signed up for the direct debit payment option, they will receive an email confirming the details provided in the direct debit request including the nominated vehicles, bank account and email address. This information is managed by the customer through their DoTDirect online account.