



Frequently Asked Questions

Your personal details & photograph

Do I need to establish my identity?

You must establish your identity with Driver and Vehicle Services by providing at least one original primary and two original secondary identification documents (one of which must show your signature) before your photograph may be taken. Please refer to the Department of Transport website for further information on proof of identity requirements.

How do I let the Department know my personal details have changed?

You can change your address details online. You will need to attend a Driver and Vehicle Services centre or regional agent to have your change of name details updated. You will need to attend in person and provide original supporting documentation. For further information, please refer to the Department of Transport website on how to change your name or address.

I have changed my name. Can I pay my licence at an Australia Post outlet and have my card issued in my new name?

No. You will need to attend a Driver and Vehicle Services centre or regional agent to have your change of name details updated before you can renew your licence. You will need to attend in person and provide original supporting documentation. Once your details are updated, you can then have your photograph taken at an Australia Post Photopoint location.

How do I obtain a Photo Kit?

A photo kit can be completed by a person renewing a licence or obtaining a replacement licence who:

- is temporarily living overseas;
- is temporarily living or travelling interstate;
- has a medical condition that would make it difficult to attend a Photopoint location; or
- is living in a remote area within Western Australia.

Alternatively, you can download a photo kit, pick one up from a Driver and Vehicle Services centre or regional agent, or ask us to post you one via our online enquiry form.

I live in a remote area of WA and can't attend a Photopoint location. What do I do?

Members of the Western Australian Police Service that provide a licensing service when patrolling in remote areas will carry supplies of the photo kit and a camera to take your photograph.



Alternatively, you can download a photo kit, pick one up from a Driver and Vehicle Services Centre or regional agent, or ask us to post you one via our online enquiry form.

For religious reasons I want my photograph to be taken by a female in a private area with a family member present. Can you accommodate my request?

Yes. All Driver and Vehicle Services centres and most regional agents have a private area for taking a photograph. Australia Post outlets cannot provide this service.

My religion requires me to wear a veil covering my head and face. How does this affect my photograph on my driver's licence?

The portrait taken for the driver's licence must include full facial features however; it may cover the hair. A photograph will be taken in a private area at a Driver and Vehicle Services centre or regional agent. Australia Post outlets cannot provide this service.

My religion requires me to wear head-dress which does not cover my face. How does this affect my photograph on my driver's licence?

Head gear worn for religious purposes does not have to be removed for the photo capture provided it does not cover the face.

Can I wear a head covering in my photograph for medical reasons?

Yes. If the head wear is worn for medical reasons and its removal would cause unnecessary difficulty or embarrassment, it may be worn provided the face is visible from the bottom of the chin to the top of the forehead and both sides of the face.

How long is the photograph for my driver's licence valid for?

The photograph for your driver's licence is valid for 10 years.

How long is the photograph for my learner's permit valid for?

The photograph for your learner's permit is valid for 10 years.

Can my learner's permit photograph be used on my driver's licence?

No. Your learner's permit image can be used for other learner's permit applications. The image cannot be used on a driver's licence card. Similarly a driver's licence image cannot be used on a learner's permit card.