



# Extraordinary driver licence form and plastic card

## Frequently Asked Questions

### Why has the plastic extraordinary licence being introduced?

To reduce the possibility for extraordinary licences to be used in a misrepresentative or fraudulent manner

To provide more robust and durable documents than the current paper based documents alone

To comply with the National Identity Security Strategy (NISS) and Gold Standard Enrolment Framework (GSEF) principle of binding customer's identities to their extraordinary licences.

### What are the changes?

An extraordinary licence will now consist of two documents - the paper licence detailing the conditions of the extraordinary licence and a plastic card displaying your photograph, signature and other details similar to a driver's licence document. Both documents must be presented if requested to do so.

### When will they be introduced?

Extraordinary licence cards will be introduced on the 8<sup>th</sup> of October 2012. Anyone applying for a new extraordinary licence or renewing an existing extraordinary licence on or after this date will be issued a card as well as the paper licence.

### How do I get a plastic card?

The application processes for an extraordinary licence remains the same. After being granted the court order, you must then take the court order to a DVS centre or agent to have the extraordinary licence issued. You will need to provide proof of identification and pay the appropriate fee.

Once the fee is paid you will be issued the paper licence that displays the conditions of your extraordinary licence. You may be required to have your photograph and signature taken for the card or you can use your existing driver's licence photograph and signature if the images are valid. The card will be ordered and sent to you in the mail.

### How much does the plastic card cost?

The cost of the card is included in the application for an extraordinary licence fee.

If you require a replacement card, you will need to apply and pay the replacement fee.



### **Will the card have a photograph?**

YES the card will have a photograph and signature displayed. You may use your existing driver's licence photograph and signature on the extraordinary licence card if the images are still valid. Other details displayed on the card include your name, residential address, date of birth, extraordinary licence expiry date, class of licence and condition codes and descriptions.

### **When does the card expire?**

The expiry date of the extraordinary licence card is the same as the expiry date of the paper licence. The licence will be for a set period of time which cannot exceed 12 months.

### **I haven't received my card in the mail yet. How do I order a new one?**

You should receive your card within two weeks of applying for the extraordinary licence. We will investigate the delivery of the card and if an issue has been identified we can arrange for a new card to be sent to you.

### **Do I have to carry the card?**

YES you must carry both the paper licence (called Part A) and card together. The paper based licence must be carried as this will display the conditions and limitations as stipulated by the court.

Where the card has not been received in the mail within 4 weeks of application, you must contact the Department to arrange a replacement card.

### **I lost my licence/my licence has been stolen. How do I get a new one?**

You must apply for a replacement card. You will be issued both a new paper licence and card.

### **I have changed my address. What do I do?**

You may be required to undertake a 'variation to your licence' with the Courts if you have changed address. Please contact the relevant Court to enquire about the process for applying for a variation.

After this has been performed you need to attend a DVS centre or agent to update your address. A new paper licence will be issued and a change of address label will be forwarded when your address details have been changed on your record.

The label should be attached to the back of your card.

### **I have changed my name. What do I do?**

You need to attend a DVS centre or agent to update your name. You will need to provide identification and the original change of name documents (no photocopies) to support your application. Your new signature can be recorded and added to your new card.

You must apply for a replacement card at which time you will be issued both a new paper licence and a new card will be ordered.



### **I have had my licence varied by the courts. What do I have to do?**

Once new Court orders have been provided showing the changes, you need to attend a DVS centre or agent to have the licence varied and a new copy of the licence issued.

If you originally had a card issued and there is a change to the details displayed on the card a replacement card will be required.

### **My extraordinary licence has expired. What do I do?**

The extraordinary licence only applies to the period of disqualification that was the subject of your application for the extraordinary licence. It does not apply to any other period of disqualification.

If your original disqualification continues beyond the expiry date of the extraordinary licence you may renew the licence by attending a DVS centre or agent. You need to provide your extraordinary licence and card (or other identification) and pay the renewal fee.

A new licence will be issued and a card ordered. You may elect to use your existing photograph and signature if the images are still valid.

### **My extraordinary licence has expired. Do I have to return the expired card?**

No.

### **I currently have a paper extraordinary licence which is not yet due to expire. Do I have to apply for a card?**

No, holders of existing paper extraordinary licences will not have to apply for a card whilst the licence is current, unless a replacement licence is required. Upon renewal, a new licence and card will be issued.

### **I lost my licence/my licence has been stolen. How do I get a new one?**

You must apply for a replacement at which time you will be issued both a new paper licence and a new card ordered.

### **I have had my licence varied by the Courts. Will I be issued a card?**

Once new Court orders have been provided showing the changes, you need to attend a DVS centre or agent to have the licence varied.

You will need to pay the fee to have a new copy of the licence issued and a card ordered.

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