

FACT SHEET: How to Replace an ACT Driver Licence

Unlike most Australian states, ACT driver licence numbers cannot be changed. When an ACT licence is replaced, only the card number will change. Where organisations accept only licences where **both** the driver licence number and card number match the issuer's records, replacing your driver licence will reduce the risk of misuse.

Please note that changes to your driver licence details may take time to be updated across all systems.

Steps to take to apply to replace an ACT driver licence

- ☐ ACT driver licences can be replaced [online](#) or in person at an [Access Canberra Service Centre](#).
- ☐ To replace your licence online, you will need to enter your driver licence number. If you do not have this available, you will need to call Access Canberra on 13 22 81 or visit a Service Centre.
- ☐ You will need to make a declaration as to the reason for your request. This is part of the online process, or included in the [Application for Replacement](#) form.
- ☐ Pay the [replacement fee](#).

Important contact information

Access Canberra Services Centres

Online: [Replace my licence](#)

Phone: 13 22 81

Find your nearest [Access Canberra Service Centre](#)

For additional support or information, contact IDCARE by submitting a [Get Help Form](#) or call 1800 595 160 (Aus) or 0800 121 068 (NZ).

Sharing & Disclaimer

IDCARE is Australia and New Zealand's national identity and cyber community support service. IDCARE is a not-for-profit and registered Australian charity. © 2021 Copyright Identity Care Australia & New Zealand Ltd. While every effort has been made to ensure the accuracy of the information in this document, IDCARE disclaims any liability to any person in respect to any actions performed or not performed as a result of the contents of the assessment or any accompanying data provided.