

FACT SHEET: How to change a Queensland Driver Licence Number

Queensland driver licence numbers will only be changed if the holder can provide evidence that it has been misused or is at a high risk of being used for fraudulent transactions.

Steps to take to change a Queensland driver licence number

- ☐ Obtain a letter from Queensland Police stating:
"As a result of these reports and the investigations conducted to date, the investigating officer has formed a reasonable suspicion that the integrity of the Queensland driver licence may have been compromised and used, or attempted to be used, or at high risk of being used, for fraudulent transactions."
- ☐ If the compromise or misuse of your driver licence occurred online, go to [ReportCyber](#) and include in the online form that "my QLD licence number was compromised/misused online. IDCARE recommends that my QLD driver licence be changed."
- ☐ Complete a [Queensland Statutory Declaration](#) that details what happened and how your licence remains at risk of identity theft and fraudulent misuse.
- ☐ Ensure the Statutory Declaration is signed by a Justice of the Peace or Commissioner for Declarations.
- ☐ Present both documents in person to a Queensland Department of Transport and Main Roads Service Centre requesting to change your Customer Reference Number (CRN).
- ☐ The Transport and Main Roads Identity Management Unit will review your documentation and inform the Service Centre within approximately seven days of their decision.
- ☐ The Service Centre will notify you of the outcome. If successful in your application, you will be required to visit the Service Centre to arrange a new driver licence photograph and a receipt containing your new driver licence number.
- ☐ The Document Verification Service will be notified of your new driver licence number within 24 hours. Your old Queensland driver licence number will be removed from the system. However, if you have held driver licences from other states, these will be automatically linked to your new Queensland driver licence number.
- ☐ A new driver licence will be mailed to you within 30 days.
- ☐ Pay the relevant [fee](#).

Important contact information

Queensland Department of Transport and Main Roads (TMR)

- Call 13 23 80
- Open 8am-4:30pm Monday to Friday
- To place a restriction on your TMR record, you will need to attend a TMR Service Centre. A restriction requires that any interactions with TMR must be done in person and your driver licence must be sighted.
- Find your [nearest TMR centre](#)

Queensland Police

- Find your nearest [Queensland Police Station](#)
- Call 131 444 for non-emergencies

Justice of the Peace or Commissioner for Declarations

- Find your nearest [Justice of the Peace or Commissioner for Declarations](#)

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

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