

## FACT SHEET: How to change a Western Australian Driver Licence number

# FACT SHEET

Western Australia Department of Transport will consider changing your driver licence number if you have evidence that your licence details have been compromised in a known data breach/cyberattack or that you have been a victim of identity fraud.

If you do not wish to apply for a new driver licence number, or your application is unsuccessful, you may wish to instead replace your licence. A replacement licence will have the same driver licence number, but a new card number. Where organisations check and 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.

### Important information

Processes for **changing your driver licence number** or **replacing your driver licence** may be streamlined where there has been a reported data breach/cyberattack. Associated costs may be reimbursed or covered by the affected organisation. Please check online with the [WA Department of Transport Department alerts](#) for the latest information.

### Steps to take to change a Western Australian driver licence number

- Gather your proof of identity document/s:
  - A WA government issued photo identity document (such as your driver licence or WA photo card); **or**
  - One form of primary and secondary identification as specified by [WA Department of Transport](#)
- Provide supporting evidence, which can include any of the following:
  - Data breach/cyberattack notification; **or**
  - Identity crime certificate ([Commonwealth Victim of Crime Certificate](#)) issued by a state or commonwealth Court: **or**
  - Letter from any law enforcement agency confirming you have been a victim of identity fraud
- Complete [Form E126 Application for New Driver's Licence Number](#).
- You will need to present the form and supporting evidence in person at a Driver and Vehicle Services centre, regional Department of Transport office or agent, along with your proof of identity document/s.
- WA Department of Transport advises that it may take some time to update your driver licence number across all agencies that rely on it. They advise that you can replace your driver licence card in the interim, to provide some protection to your identity.
- You will be able to keep your current driver licence to use as a form of photo ID while you wait for your driver licence number application to be processed and your new card to arrive.

## FACT SHEET: How to replace a Western Australian Driver Licence

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### Steps to take to apply to replace a Western Australia driver licence without number change

- If your licence was physically stolen, notify the [WA Police](#) and obtain a police report number. A WA police report number is necessary to apply for a replacement licence and to waive the replacement fee. Please note that the Department of Transport (DoT) states on form DL26 that “A certified copy will be issued at no charge **if the driver’s licence has been stolen in WA** and a WA Police incident report number provided.” However, IDCARE has been informed by DoT that they will waive the replacement fee for thefts occurring outside WA if you can provide a WA Police report number.
- Stolen licences **cannot** be replaced online or at Australia Post outlets.
- Complete [application form DL26](#) and submit either in person at a DoT Driver and Vehicle Service Centre or regional agent or by post.
- Pay the [replacement fee](#) if you are not eligible for a waiver. IDCARE recommends that you first contact DoT to confirm whether to include your payment details on the DL26 form.
- If submitting by post**, contact Driver and Vehicle Services first to ensure they hold a valid photo and signature for your licence. You will also need to provide certified copies of [primary and secondary proof of identification](#) when lodging your application.
- If applying in person**, your original proof of identity documents can be witnessed by a DoT employee.
- You will need a new photograph taken if the DoT does not have one on record or if it is over 10 years old.

### Important contact information

Department of Transport Driver and Vehicle Services Centre

Online: [Replace my licence](#)

[Application for New Driver’s Licence Number](#)

Phone: 13 11 56

Mail: GPO Box R1290  
Perth WA 6844

Find your nearest [Driver and Vehicle Services 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).

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