

## **Question on Notice**

**No. 1176**

**Asked on 27 October 2022**

**MR M CRANDON** ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

### **QUESTION:**

Will the Minister advise why Queensland has not adopted new rules requiring both the Customer Reference Number and card number to be provided for a driver's licence check through the national Document Verification Service?

### **ANSWER:**

I thank the Member for Coomera for the question.

Following the recent major cyber-attacks, the Department of Transport and Main Roads (TMR) has worked quickly and proactively to protect the identity of Queensland driver licence holders. A key aspect of the Queensland Government's response has been expediting the sending of driver licence card numbers for verification on the Document Verification System (DVS). As I announced on 10 November 2022, the validation of both licence numbers and card numbers via the DVS became mandatory for Queensland driver licences on 7 November 2022.

Now, when a Queensland driver licence is being verified via the DVS for identity purposes, both the driver licence number (customer reference number) and a unique card number need to be provided for the licence to validate. What this means is that Queensland driver licences verified through the DVS now carry an extra layer of protection to better safeguard Queensland driver licence holders.

In addition to the above measure, the Palaszczuk Government has also developed streamlined processes for replacing a licence during the initial response to the recent major cyber-attacks. TMR has worked hard to inform customers through its website and social media channels of what they need to do if they suspect their driver licence information has been compromised. TMR has also provided support to customers through a dedicated hotline and developed an online remote driver licence kit for customers that are unable to attend a centre for medical reasons, or because they are interstate, or overseas.