



Department of Transport

IMPORTANT LICENSING INFORMATION

As a directive from the Department of Transport please note the Shire is a face-to-face agency only. Shire staff are not authorised, trained, or qualified to take phone enquiries.

For face-to-face transactions – the Shire of Dumbleyung Driver and Vehicle Services Agency opening hours are 9:00am – 4:00pm Monday to Friday.

For phone call enquiries – please call 13 11 56 from 8:00am - 5:00pm Monday to Friday.

Licensing Rules

- Shire staff are unable to process transactions for anyone who is not present in person with appropriate I.D. This applies to spouse and children.
- For customer convenience; registration payments, temporary permits and licence searches can be done over the internet.
- All new clients (those obtaining their Learners) must supply 5 items of identification. Shire staff can provide the fact sheet regarding Department of Transport identification requirements, or the fact sheet can be found on the Department of Transport website under Proof of Identity.
- All existing clients (not a Learner) must have at least 2 forms of I.D.
- If a client wishes to swap or change number plates – they must attend a licensing centre or Agency in person and bring with them the plates wishing to be swapped.
- Transferring vehicles may be done by either bringing the transfer paperwork to the agency or by sending the paperwork into the Department of Transport directly via the address on the top of the transfer form.
- Clients must remain at the front counter for the whole transaction. Most transactions require payment and Shire staff cannot finalise transactions without it.
- Some transactions may take longer due to their complexity, please allow appropriate time for Shire staff to complete the transaction.
- Please treat staff with respect. Abusive or disrespectful behaviour will **NOT** be tolerated.