

Response to question on notice

Questions on Notice Paper No 9

5 September 2025

Question No. 554

CHIAKA BARRY MLA: To ask the Minister for City and Government Services -

1. How can a homeless person obtain a driver license if they do not have a fixed address or proof of residence in the ACT.
2. How can a homeless person renew an ACT driver licence if they do not have a fixed address.
3. Does Access Canberra advise homeless people to create documents purporting to show a residential address in the ACT, such as a letter to themselves with a fake address; if so, is that advice consistent with section 29 of the *Road Transport (Driver Licensing) Act 1999*.
4. How can a homeless person with no bank account pay for their driver licence, given Access Canberra does not accept cash payments.
5. How can a homeless person obtain a proof of identity card without providing a residential address.
6. How can a homeless person register for an ACT digital account without a residential address or proof of identity documents.
7. What is the process in an Access Canberra office when a homeless person presents seeking documentation to establish their identity.
8. What referrals are routinely made by Access Canberra staff when a homeless person presents at an Access Canberra office.
9. For each of the last five years, (a) how many applications have been made for a Proof of identity card and/or for a driver licence, where the applicant did not have a residential address in the ACT, and (b) how many of these applications were declined.

TARA CHEYNE MLA - The answer to the Member's question is as follows:

1. Access Canberra issues ACT driver licences under the *Road Transport (Driver Licensing) Act 1999* (the **Act**). Section 10 of the Act provides that a driver licence may only be issued where satisfied that a person is a resident of the ACT.

To evidence ACT residency, Access Canberra generally asks for documentation like utility notices. In situations where a person cannot provide this, Access Canberra accepts alternate evidence like a signed declaration to support the application.

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2. When renewing a driver licence, proof of residency is not required. However, it remains the licence holder's responsibility to ensure their residential address is current.
3. No.
4. Service Centres have processes in place to support customers experiencing homelessness who require a Proof of Identity Card but do not have access to a bank account. Access Canberra engages with community groups and stakeholders who assist individuals experiencing homelessness, including advising them on the support available.
5. Proof of Identity cards are issued under the *Liquor Act 2010*. You do not need to be an ACT resident to obtain an ACT Proof of Identity card.
6. The creation of an ACT Digital Account only requires a name and an email address. Services accessed through the ACT Digital Account may require a person to provide certain identity document to access a service, just as they would if seeking that service in a 'person to person' setting. The requirements are related to the particular service are established by the relevant directorates.
7. Access Canberra understands that individuals may face different circumstances and may not always have access to traditional identity documents. As a key provider of identity-related services, Access Canberra takes a practical approach and works with individuals to overcome barriers to proving identity.
8. Service Centre staff make every effort to assist customers in completing their transactions. Where appropriate, staff will escalate to the relevant team or business area, depending on the circumstance or need.
9. The business systems that support the issue of a Proof of Identity Card and Drivers Licence include data only where a decision to grant the credential has been made. To that end, Access Canberra is unable to provide the data sought.

Approved for circulation to the Member and incorporation into Hansard.



Tara Cheyne MLA
Minister for City and Government Services

Date: 3/10/25