Changes to Queensland licence cards

The Queensland Government is introducing new look licence, authority and proof of age cards.

From 1 April 2019, changes to the following Queensland licence cards will begin to be rolled out across Queensland:

- Photo Identification Card (formerly known as the Adult Proof of Age Card)
- Marine Licence Indicator
- Driver Licence
- Heavy Vehicle Driver Licence
- Industry Authority (includes driver authorisations, dangerous goods driver licence, tow truck drivers and assistants, traffic controllers, driver/rider trainers and pilot and escort vehicle drivers).

Timeframe

Licence cards will be rolled out progressively from April 2019. The Photo Identification Card and Marine Licence Indicator cards will be the first new cards to be introduced, with the remaining cards to be rolled out by June 2019.

Why is Queensland changing its licence cards?

A new service arrangement for the production of licence cards gave the Department of Transport and Main Roads (TMR) an opportunity to refresh the design of the cards introduced in 2010 while maximising value for money for the public, continuing to minimise fraud and improving card security. The new cards will be contactless, meaning they will be tapped on a scanner rather than inserted in scanners for reading. The new cards provide improved functionality designed to allow for potential future uses.
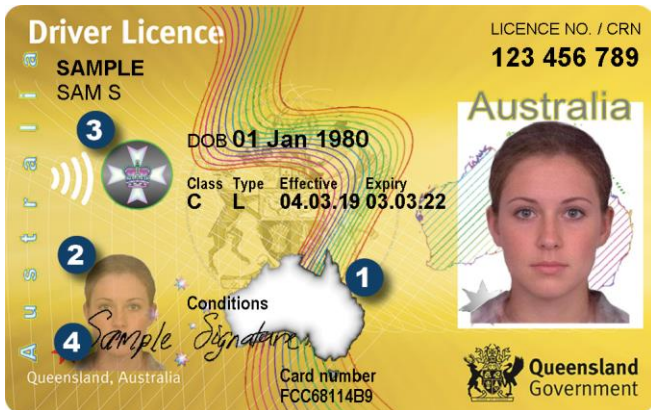
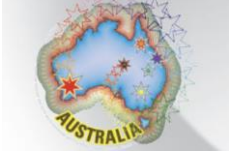## What changes are being made to Queensland licence cards?

Changes to the face of the cards have been made to improve the readability and update security features of the card. The following list describes the changes that will be made:

Feature	Change
Cardholder's name	The cardholder's name on the top left of the card will be moved slightly to the right to improve readability.
Licence number	The licence number font size will be increased and bolded.
Customer Reference Number (CRN)	The addition of 'CRN' next to the words 'Licence No.' to assist customers when using online services
Text font size	Increased font sizes to improve readability
Card chip	The card chip is now contactless, meaning that the chip is no longer visible on the card
Card number	The card number will be printed on the front and the back of the card (previously only on the back)
Road safety message	The road safety message will be printed on the back of the card (previously on the front)
URL reference	New website address on the back of the card to direct customers to the 'change address' page.
Security overlay design	New security overlay designs (to ensure continuous improvement on security features with the intention to minimise fraudulent activities).

Visual security features

To visually confirm the authenticity of a card, there are a number of obvious security features.
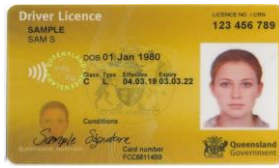

	1. Map of Australia Holographic map of Australia on the front appears to be a raised image.
	2. Ghost image The ghost image on the front bottom left is the same as the photo on the front right.
	3. Contactless icon A visible contactless icon on the front middle left (chip embedded in substrate of card) and effect that shows the State Badge
	4. Digitised signature A signature over the ghost image on the front bottom left.
	5. Security foil Holographic security foil on the map of Australia on the back bottom left.

Product Reference Guide

New Cards*	Cards currently in use

Driver Licence

The current contact Driver Licence and the new contactless Driver Licence may be presented. Both products are acceptable as long as they are current and legitimate.

Heavy Vehicle Driver LIcence

The current contact Heavy Vehicle Driver Licence and the new contactless Heavy Vehicle Driver Licence may be presented. Both products are acceptable as long as they are current and legitimate.

Photo Identification Card

The eligibility age for the Adult Proof of Age card has been reduced from 18 years to 15 years. As the card will be available to people aged 15 years or older, the card has been renamed to Photo Identification Card (Photo ID Card). Both products are acceptable as long as they are current and legitimate.

Industry Authorities

The current contact Industry Authority and the new contactless Industry Authority may be presented. Both products are acceptable as long as they are current and legitimate.

Marine Licence Indicator

The current contact Marine Licence Indicator and the new contactless Marine Licence Indicator may be presented. Both products are acceptable as long as they are current and legitimate.

Interim documents

The Driver Licence Receipt, Marine Licence Indicator Receipt and Interim Industry Authority are proof that a person holds a Driver or Marine Licence or Industry Authority. Photo Identification Card applicants are given a confirmation slip. This is only proof they have lodged an application, not a valid proof of age.

*Due to continuous improvements by the card manufacturer, there may be slight variations in card appearance.

Security features of Queensland licence cards

Queensland licences include security features that make them difficult to fraudulently obtain, tamper with or duplicate.

Technology and security features

Since 2010, Queensland licence cards have included a variety of technological and visual security features to provide a higher level of security and protection against identity theft and fraud. The security features also make the cards difficult to replicate and make it easier to identify forgeries.

The security features include:

- capturing and securely storing digital facial images and digitised signatures
- facial image recognition software to measure key facial features and compare a person's facial image with others held by TMR
- a chip with stronger security capability to verify authentication (no longer visible but still inside the card) and improved privacy protection
- a variety of visual and technological security measures, such as holograms and special inks.

What is facial image recognition?

Facial image recognition is a form of biometric technology that uses special equipment and software to measure key facial features depicted in a digital photo, such as the distance between your eyes, nose and mouth.

The software then compares the characteristics of this photo with the characteristics of other photos stored on file.

It is unlikely for two people to share exactly the same facial characteristics, including identical twins.

How does TMR use facial image recognition to improve security?

When customers apply for a new card, their facial image and signature will be captured digitally and securely stored by TMR.

Prior to a customer being issued their first TMR card, the customer's facial image will undergo an image identification 'one-to-many' comparison to all facial images that are currently stored on TMR's database. If it is established that their facial image has matched as holding another TMR customer record, the card will not be issued and the matter referred to the Queensland Police for further action. At subsequent transactions with TMR, such as applying for a replacement driver licence, the customer's facial image will undergo an image verification 'one-to-one' comparison with their previously stored facial image. This is to ensure the applicant is the same person that TMR has issued a card to previously.

This process helps TMR prevent people from unlawfully obtaining multiple cards under different names, which is important for helping to limit crimes such as identity theft and identity fraud.