



# Applying for a Photo Card

**Transport for NSW**  
**Photo Card Application A**

To apply for a NSW Photo Card, please visit a Service NSW Centre with this completed form and your original proof of identity (POI) documents. For more information about proving your identity, please visit [nsw.gov.au](http://nsw.gov.au) or call 13 22 13.

- Who can get a photo card** - You must be a resident of NSW and be 16 years or older.
- Signature on your POI documents** - One of your documents must show your signature. If it doesn't, a witness must complete section 8 of this form.
- Expiry date** - A photo card is valid for 5 years, or 10 years for customers 21 years or over.
- Free and discounted photo cards** - Eligible pensioners, NSW Seniors Card holders and people who surrender their driver licence may get a photo card for free. Discounts apply if you get a photo card at the same time as your driver licence.

**1. Application type**  
☐ New ☐ 5 years ☐ 10 years  
☐ Replacement ☐ Reason for replacement:  
☐ Lost ☐ Poor card quality  
☐ Stolen ☐ Damaged/destroyed  
☐ Not received ☐ Change of appearance  
☐ Personal details have changed

**2. Applicant details**  
 Surname \_\_\_\_\_  
 Given name(s) \_\_\_\_\_  
 NSW Licence/Customer number (if applicable) \_\_\_\_\_  
 Date of birth \_\_\_\_\_ Gender ☐ Male ☐ Female  
 Residential address (must be in NSW) \_\_\_\_\_  
 Mailing address (if different from your residential address) \_\_\_\_\_  
 Email address \_\_\_\_\_  
 Mobile number \_\_\_\_\_

**3. Are you a pensioner or Seniors Card holder?**  
 (Pensioner status will be validated)  
 No ☐ Yes ☐

**4. Are you an Australian citizen or permanent resident of Australia?**  
 No ☐ Yes ☐ What is your last date of entry to Australia? \_\_\_\_\_  
 Evidence required: Your permanent residency may be verified with the Department of Home Affairs.

**5. Have you had a NSW licence, photo card, proof of age card, registration or permit in your current name or in any other name?**  
 No ☐ Yes ☐ Give details \_\_\_\_\_

**6. If you listed a NSW licence above, have you ever had the number changed due to a data breach or identity fraud?**  
 No ☐ Yes ☐

**7. Applicant declaration**  
 • I declare the contents of this application are true and complete.  
 • I acknowledge it is an offence under the Photo Card Act 2015 to obtain or apply for a NSW Photo Card by false statement, misrepresentation or other dishonest means.  
 Signature \_\_\_\_\_ Date \_\_\_\_\_  
 If you are unable to provide a proof of identity document with your signature, or you are unable to sign this form, please get a witness to complete section 8.

**Privacy Statement**  
 The collection, use and disclosure of your photograph will be managed in accordance with the Photo Card Act 2015. Transport for NSW is committed to protecting your privacy and ensuring your personal and health information is managed according to law.  
 Find out why we collect your personal information, including how we use and manage it, by reading our privacy statement at [transport.nsw.gov.au](http://transport.nsw.gov.au) or phone 13 22 13 to request a copy.

**Office use - Bundle A**  
 Mailing address checked on DRIVES (if applicable) ☐  
**Proof of identity**  
 Stand alone or primary proof Document number \_\_\_\_\_  
 Date of issue or expiry date \_\_\_\_\_  
 Secondary proof - date of issue/expiry \_\_\_\_\_  
**Witness proof of identity (if applicable)**  
 Stand alone or primary proof Document number \_\_\_\_\_  
**Photo comparison**  
 Matched ☐ Existing Valid Photo (EVP) used ☐  
 Mismatched ☐ No stored image or not requested ☐  
**Card details**  
 NSW Driver Licence handed in or declared lost, stolen, damaged or destroyed ☐  
 NSW Photo Card handed in or declared lost, stolen, damaged or destroyed ☐  
 NSW Photo Card retained in DRIVES ☐  
**Verified by**  
 CSR name \_\_\_\_\_ CSR staff number \_\_\_\_\_  
 CSR signature \_\_\_\_\_ Date \_\_\_\_\_  
 on is being \_\_\_\_\_  
 are, mark or \_\_\_\_\_  
 sport for \_\_\_\_\_  
 tion to verify \_\_\_\_\_

**OFFICIAL: Sensitive - Personal**  
 (when completed)

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You will need to fill in and sign an application form to get a Photo Card. You can get one from a Service Centre or [download one](#) from the Service NSW website.



or



or



Bring your Photo Card application form and [proof of who you are](#). If you have a pensioner card or seniors card, bring that too.



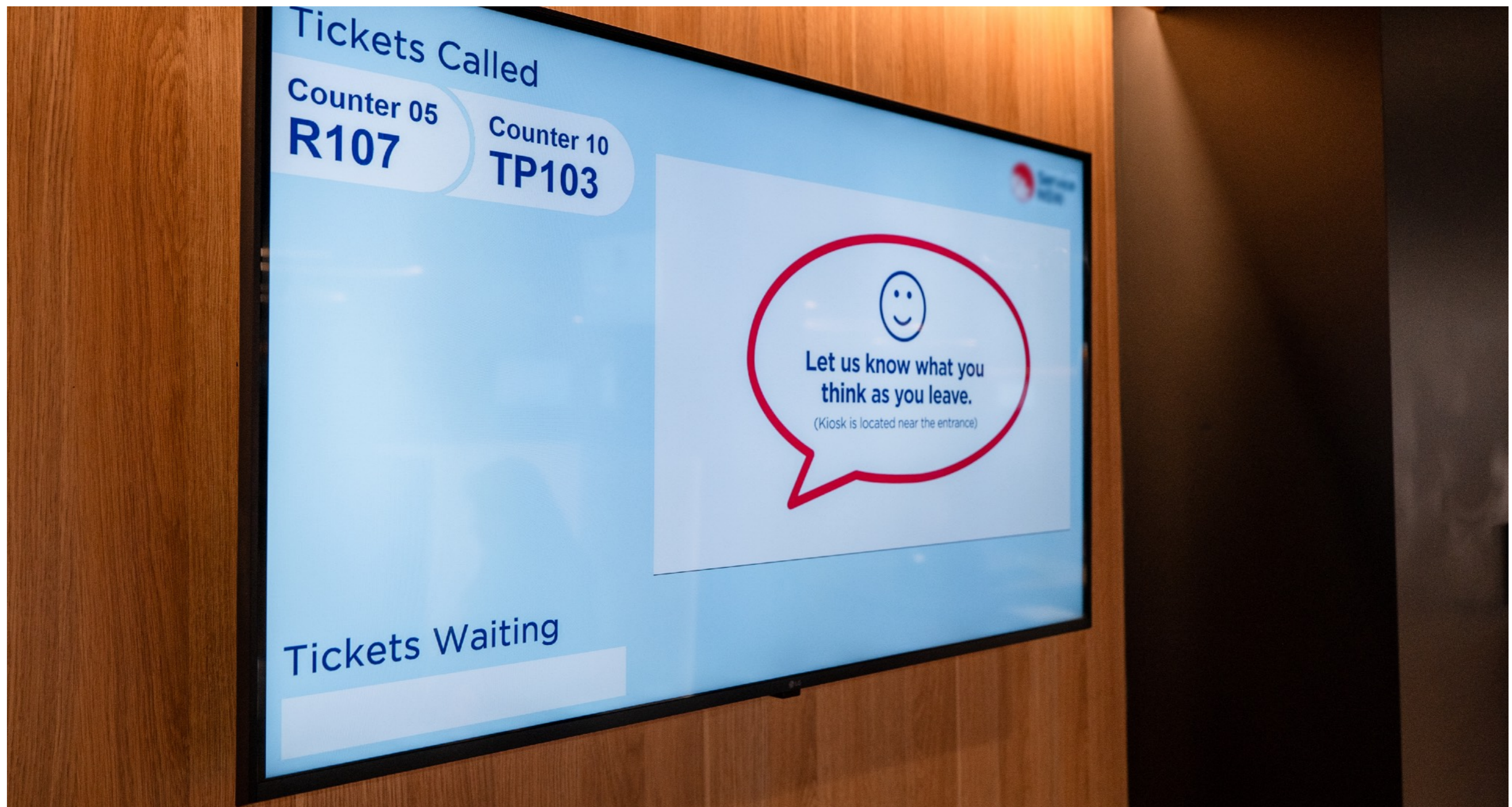
A team member will help you choose the right type of ticket. They will also tell you if you need to do anything else before you go to the counter.



Each ticket has a number. It tells you when it is your turn. If it is busy, you may need to wait for your turn to talk to a team member at a counter.



You can sit, relax, and wait your turn. It may be busy and some people might need to stand. If you need a seat but none are available, please ask a team member for help.



There are screens that tell you when it is your turn. Look for your ticket number and the counter number you need to go to. If you miss your turn or need help, ask a team member.



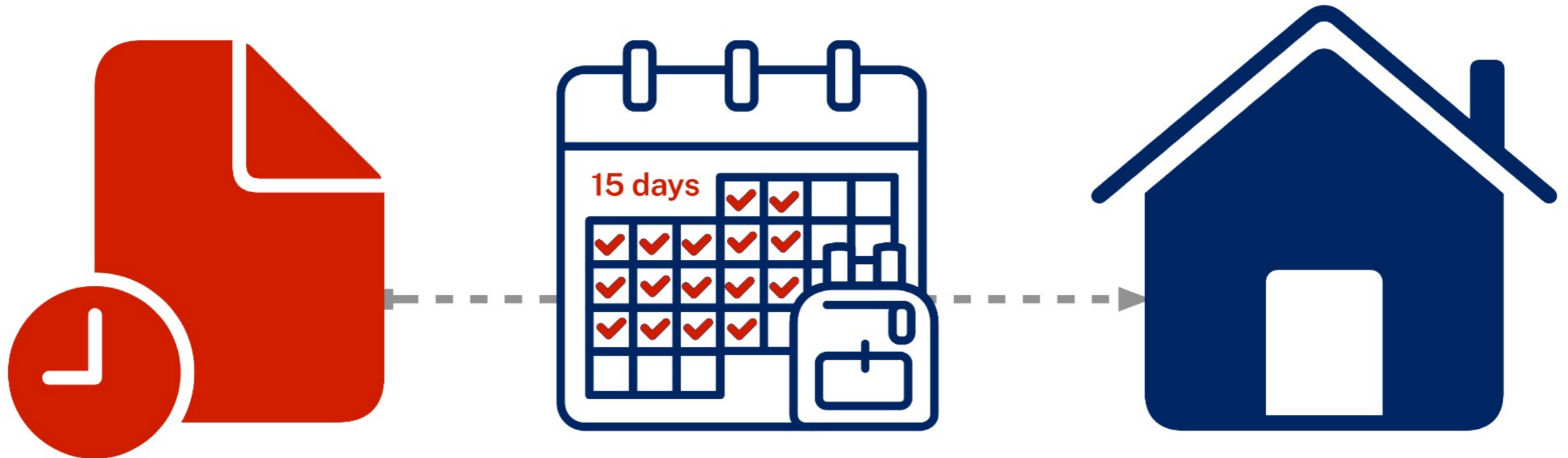
Go to the counter number shown on the screen. Show your ticket to the team member at that counter. Give them your Photo Card application form, proof of who you are and a pensioner or seniors card if you have one.



You can pay for your Photo Card at the counter using your bank card. If you have a pensioner card or a seniors card, your Photo Card will be free.



The team member will ask you to take a seat to have your photo taken.



Your Photo Card will be mailed to your address within 3 weeks.



Our Service NSW teams love getting feedback. It helps us get better at helping people. If you want to, you can give feedback using the touchscreen.

- ✓ Special Quiet Hour times with lower lighting (where we can), music turned down and mobile phones on silent mode.
- ✓ Extra time and support if you need it. It helps us help you, if you have a Hidden Disability Sunflower Symbol.
- ✓ Help in your language.
- ✓ Booked appointment times for some of our services to avoid wait times or delays.
- ✓ Booked Auslan video remote interpreting.
- ✓ Accessibility facilities at your local Service NSW location.
- ✓ You can talk with us by calling 13 77 88.

