Technical Bulletin: 01/23

Queensland Digital Licence app

May 2024

Previous references

Supersedes Technical Bulletin 01/23 – Queensland Digital Licence app (November 2023)

Background

The Queensland Digital Licence app was released by the Department of Transport and Main Roads to all Queenslanders on 1 November 2023.

This technical bulletin provides information to support Justices of the Peace and Commissioners for Declarations in their witnessing role when they are presented with a Queensland Digital Licence.

What is a Digital Licence?

The Digital Licence is legally equivalent to the physical licence under Queensland law and should be accepted as legitimate form of identification. See Part 4E (Digital authorities, digital evidence of age and digital evidence of identity) of the *Transport Planning and Coordination Act 1994* for more information.

The Department of Transport and Main Roads have introduced the Digital Licence app, which allows Queenslanders to securely store and share their driver licence, recreational marine licence and/or photo identification card on their mobile devices. The Digital Licence is optional, and all Queenslanders will continue to be issued with physical cards. This means they will be able to present either their digital or physical licences.

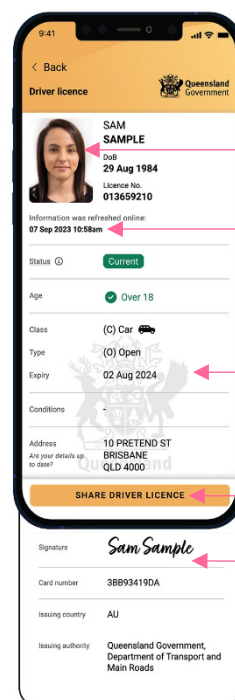## Verifying the Digital Licence

It is importance you have confidence in verifying the Digital Licence to ensure it is genuine and not fraudulent. There are two ways to verify a Digital Licence.

- Visual verification
- Digital verification

Visual verification

You can visually verify a client's information by asking them to show you their Digital Licence. Each of the below features should appear on the client's Digital Licence app to help you identify that it is current and genuine.

- Photo of the person presenting the Digital Licence.
- 'Information was refreshed online' date.
- Pulsing Queensland Government crest.
- Ability to scroll to see information.

Photo
This should match the person who has presented the Digital Licence.

Information was refreshed online
The app updates automatically when it is online, so this should show today's date.

Pulsating Coat of Arms
The coat of arms should appear in light grey behind the person's information and should be pulsing back and forth.

Share Licence Menu
They should be able to click on the Share Licence button to demonstrate that they are inside the app.

Scrolling
They should be able to scroll within the credential screen, showing more of their information.

Digital verification

Whilst not mandatory, you can verify information about a customer by digitally scanning their Digital Licence. You can do this using the scanning function in the Digital Licence app or using the Digital Licence Verifier app. Both apps are available to download from the Android (Google) or iOS (Apple) app stores. Unlike the Digital Licence app, the Digital Licence Verifier app does not require a log in or account to use.
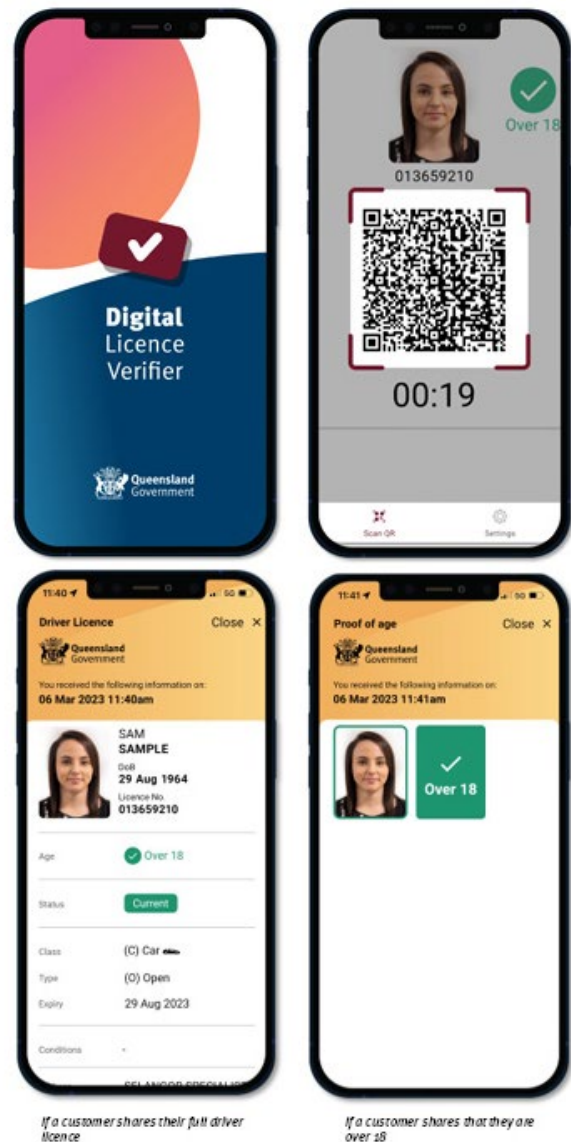
Both the Digital Licence and Digital Licence Verifier app allows you to:

- Scan a customer's device, and
- Digitally verify a customer's credentials.

When a customer shares their Digital Licence with you for scanning, they select a bundle of information to share. They must then consent to sharing the data. The Digital Licence then generates a temporary QR code, which you can scan with Digital Licence app or the Digital Licence Verifier app.

Both apps use the device's camera to scan the QR code that the customer presents, then the relevant shared information is displayed on the screen of the person verifying. No personal data is stored within the QR code, and the information is not stored on the verifiers device after sharing.

This digital verification method is the most secure way to verify a customer's information.

If a customer shares their full driver licence

If a customer shares that they are over 18

Frequently asked questions

Is the Digital Licence a legal form of identification?

Yes. The Digital Licence is a legal and legitimate form of identification under Queensland law and can be used to verify a person's identity, such as when entering a licenced premise or venue, collecting a parcel, or renting a vehicle or home.

Can I still accept a physical driver licence?

Yes. The Digital Licence is optional, and all Queenslanders will continue to be sent physical cards as they are now. However, if presented with a Digital Licence it is equivalent under Queensland law.

Can I accept a screenshot of a client's Digital Licence as identity?

No. A client wishing to use their Digital Licence as identification during a witnessing transaction must use the Digital Licence app on their mobile device to show you their Digital Licence. If you suspect that the client has presented a screenshot, you can ask them to return to the app's Home Screen, and pull down on the screen, which will refresh their information.

Am I allowed to take a screenshot or photo of a client's Digital Licence for my records?

No. You do not have the authority to make or retain a copy of a client's Digital Licence.

Can I request to see the client's physical licence instead of their Digital Licence?

If the client's device screen is damaged to the extent that the Digital Licence information cannot be read, or their mobile device loses power before you can confirm their identity via the Digital Licence app, you can request another form of identification.

However, if a client presents a valid Digital Licence, it would be unreasonable for you to request your client that they produce their physical driver licence instead.

Where can I find more information about the Queensland Digital Licence?

For Digital Licence app enquiries and troubleshooting, please contact the Department of Transport and Main Roads on 1800 317 389, Monday to Friday from 8am to 4:30pm (excluding public holidays).

You can also visit www.qld.gov.au/digitallicence to explore the range of online resources available to all Queenslanders around the Digital Licence. Each of the below videos and publications provide you with a great overview of the Digital Licence app and its features, benefits and uses.

Videos
Getting started with the app
App features and how to use them
How to incorporate the app into your business processes

Publications
What to look for poster - Digital Licence app
Business pack — How-to guide - Digital Licence app
Verifying the Digital Licence webpage

Legislation and further reading

Transport Operations (Road Use Management) Act 1995
Transport Planning and Coordination Act 1994
www.legislation.qld.gov.au

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