



Media release

Tara Cheyne **MLA**

Minister for the Arts

Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Assistant Minister for Economic Development

Member for Ginninderra

28 September 2022

Canberrans most at risk to receive new, free driver licence

Canberrans who have been deemed most at risk of identity theft or fraud due to the Optus data breach will receive a new driver licence card for free.

In the ACT, every driver licence issued includes two separate number fields that, since 1 September 2022, need to be used together, and match, to verify your identity. Optus has advised the ACT Government that a small number of ACT residents have had both numbers released in the data breach, and these people are most at risk of identity theft or fraud. A replacement card is necessary for these individuals.

For the vast majority of Canberrans who have only had one of these fields released in the breach, the risk of someone using a compromised driver licence for fraudulent purposes is significantly reduced at this time. This is because the licence can no longer be used for identification purposes without both numbers.

Minister for Business and Better Regulation Tara Cheyne has reassured Canberrans that the ACT Government is working around the clock to support the community during this time.

“We are working closely with our Commonwealth colleagues and Optus to mitigate security issues resulting from the Optus data breach,” Minister Cheyne said.

“The ACT Government’s priority will be providing support to members of our community that are most at risk from the data breach.”

Access Canberra has established a dedicated team to support impacted customers to obtain a new driver licence card number and will work directly with them based on their individual circumstances.

“We will be prioritising those who have had both their licence number and card number compromised in the breach. We understand that people are concerned and that’s why we will be working quickly to ensure we can provide new cards as soon as possible,” Minister Cheyne said.

“For Canberrans replacing their cards, the new card will amend one of those fields, which will remove the risk of your driver licence information being used incorrectly.”

The fee to replace a card is \$42.60, which Optus has agreed to credit into affected customers’ accounts when advising them that these details have been compromised.

“While the risk is significantly reduced for the majority of Canberrans who have only had one of these numbers compromised, we know this is still an anxious time.

“We are continuing to work with Optus and other State and Territory Governments to monitor the risk level for these Canberrans,” said Minister Cheyne.

If you have been contacted by Optus and require support, you can contact the Resolution and Support Team by calling 13 22 81 and selecting option one, Monday to Friday from 9am to 4.30pm.

Alternatively, you can visit the [Access Canberra Replace Driver Licence page](#) for details on how to replace your driver licence card.

More information, including updated FAQs, can be found at www.accesscanberra.act.gov.au.

Statement ends

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