

NSW Digital Driving Licences

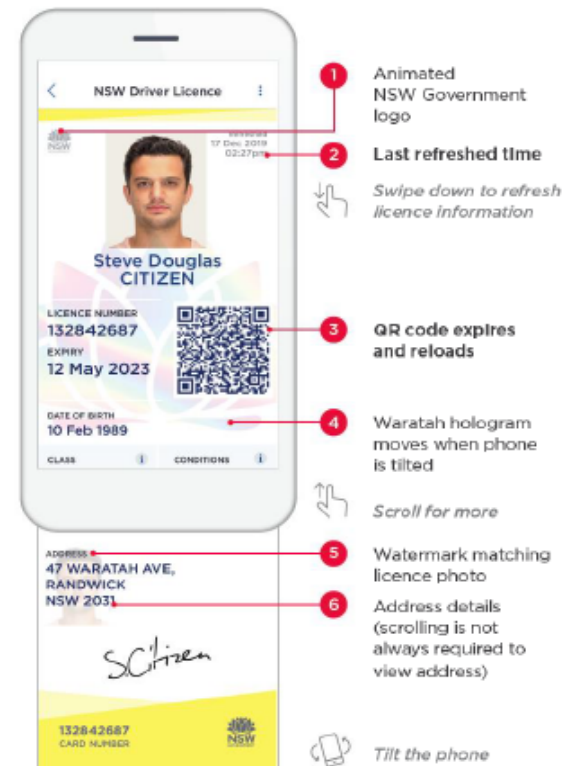
The Digital Driver Licence (DDL) is the electronic version of the NSW Driver Licence available on a smartphone.

As an RSA holder, you will get real-time guest information, such as date of birth and current age etc.

ICC Sydney are now accepting the DDL therefore **you are required to review the resource materials (attached)** to ensure you know how to accurately check a digital licence.

How to visually check the NSW Digital Driving Licence

All licence checkers need to know how to identify a Digital Driver Licence before starting to accept it. It contains multiple features which confirm it is **authentic** and **current**, reducing the risk of identity fraud



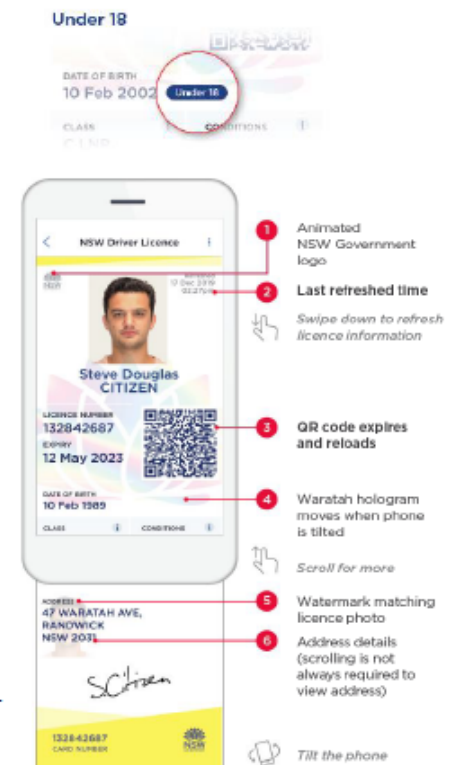
Process for checking the NSW Digital Drivers Licence

At ICC Sydney, if a person appears to be under 25 years of age, evidence of age should be requested.

When checking a Digital Drivers Licence you must ensure the following:

- Avoid handling a guest's phone. If you have difficulty viewing ask the guest to adjust the phone to make checking easier.
- To ensure you are viewing the most current licence information, ask the guest to swipe down to refresh their licence.
- Ensure the licence includes the Waratah hologram which will move when the phone is tilted and that the NSW Government logo animates
- Compare the photo with the guest presenting the document – do they match? Pay particular attention to distinguishing facial features
- Holders who are under 18 years of age will have an icon next to their date of birth for quick identification.

Please note: Expired and Suspended licences are accepted proof of age and identity.



What do you do if you are unsure the Digital Drivers Licence is authentic?

Options may include:

- Ask for the plastic version of the NSW Driver Licence.
- Ask for other approved forms of ID:
 - Australian valid driver or rider licence or any foreign country licence
 - Australian or other passport
 - NSW photo card
 - Proof of age card
 - Keypass (over-18) identity card issued by Australia Post.
- Ask guest to sign their signature and compare to Digital Drivers License
- Call your manager for additional support

How to visually check the Digital Driving Licence

Click on the link below to watch a video explaining the steps

<https://www.youtube.com/watch?v=YONaAFL2DkI>