

Minister for Housing and Planning
Minister for Infrastructure and Transport
Minister for Local Government

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Ms Jen Butler MP
Member for Lyons

16 APR 2026

c/- Laura.Ross@parliament.tas.gov.au

^{JEN}
Dear Ms Butler

On 5 March 2026 you asked me the following constituent question in the House of Assembly:

In early February I was contacted by a concerned Lyons constituent in relation to a significant delay in the processing of drivers licences by Service Tasmania. They state:

I renewed my driver licence three weeks before it expired. The receipt says that it is valid until I receive a new driver licence, or within 21 days. The 21 days expires today and my new licence has not arrived. I'm now in a position where I can't drive my car. If I am pulled over or have an accident, I am not licensed.

How many Tasmanian drivers are impacted by your delay in driver licence processing from December 2025 to February 2026? Is this because of budget cuts and redundancies? Surely, basic driver's licences being processed and renewals is a basic function of government.

The Department of State Growth's driver licence card production normally takes seven to ten days from date of receipt to receiving the licence in the mail, and delays in the production of driver licences are very rare.

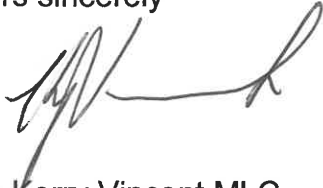
State Growth was informed by the contractor producing the licence cards of a delay with the production of standard (blue) driver licences, due to an exhausted supply of base stock.

Production of standard driver licences was paused on 21 January and recommenced on 4 February when stock was resupplied. All backlog licences were printed and despatched to Australia Post the following day. The vast majority of the backlog licences were received within the 21-day period.

Service Tasmania was notified of the production delay impacting standard driver licences, noting Heavy Vehicle, Provisional, Learner and Restricted licences were unaffected.

The 21-day period stated on a temporary driver licence is an administrative policy and simply provides an expected timeline to receive and carry the photographic driver licence card. A delay in receiving the physical card in the post does not render the holder un-licensed.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Kerry Vincent', written in a cursive style.

Hon Kerry Vincent MLC
Minister for Infrastructure and Transport