

Media Release

The Hon Ben Carroll MP
Minister for Public Transport
Minister for Roads and Road Safety



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LICENCE TEST APPOINTMENTS TO REOPEN IN MELBOURNE

Thousands of Melburnians will now be able to book their licence and learner permit tests after new bookings were suspended due to coronavirus restrictions.

From today, new bookings for the next ten weeks will be taken in metropolitan Melbourne for drive, hazard perception and learner permit tests for the first time since the coronavirus pandemic forced the closure of key licensing services in late March.

More bookings will become available from Thursday, and further appointments will be made available every fortnight from then.

The Victorian Government has set up additional licence testing centres and hire hundreds more staff to offer more bookings and ensure these key services can resume safely as part of the roadmap to recovery.

The additional resources will allow VicRoads Customer Service Centres and temporary testing sites across Melbourne to deliver up to 11,000 licence and 16,500 computer-based tests per week, up from 3,200 licence and 6,400 computer-based tests before the pandemic.

Customers with suspended appointments have been given priority to rebook their tests and are being reminded to contact VicRoads on a dedicated number as soon as possible to book an appointment.

Across Melbourne the expected demand for services is around 125,000 licence tests and 255,000 computer-based tests.

VicRoads will continue to ensure COVID Safe measures are in place to allow the safe delivery of licensing services.

This includes appropriate cleaning of vehicles used in tests, strict hygiene requirements for customers, instructors and testing officers, the wearing of masks at all times, and the use of disposable seat covers.

No one should visit a VicRoads Customer Service Centre or sit a driving test if they are unwell. Anyone feeling unwell should get tested and stay home.

Customers are encouraged to book a test on the VicRoads website, or alternatively call the VicRoads Contact Centre on 13 11 71 or for more information, visit [vicroads.vic.gov.au](https://www.vicroads.vic.gov.au).

Quotes attributable to Minister for Roads Ben Carroll

“While getting through these appointments will take some time, we understand how important getting your licence or learners is – that’s why we’ll deliver more tests than ever before and get Melburnians behind the wheel sooner and safer.”

“We thank Victorians for their patience as we try to get through hundreds of appointments – and our teams will continue to work hard to ensure those waiting will be able to sit their test as quickly as possible.”

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