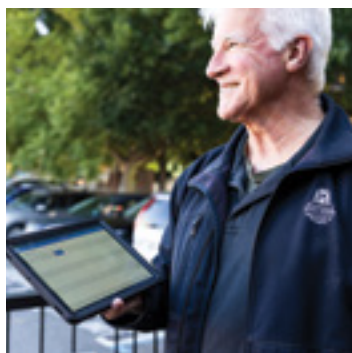


More than

110,000\*  
PDAs

were undertaken  
across metropolitan  
and regional WA in  
2022-23.

\* Consisting of C (car)  
and R (motorbike)  
class assessments.



## Changes to practical driving assessment booking system to meet increased demand

Growing demand for practical driving assessments (PDAs) has challenged DoT this year. During the reporting period, DoT implemented two significant changes to improve the PDA online booking system.

Demand is high due to many novice drivers failing their first attempt and needing to rebook. Additionally, Western Australia's growing migrant community has increased demand for WA driver's licences.

In April 2023, DoT disabled the function allowing authorised driving instructors to swap the PDA bookings of two already booked candidates. The change was aimed at reducing potential inequities caused by some driving instructors misusing the online PDA swap function.

In another change, also in April, DoT restricted the number of searches permitted by a single learner driver's entitlement to combat bulk bookings by automated software applications known as bots. Bots were used to sweep the system for available bookings and denying fair access to PDAs for other customers.

In 2023-24, DoT's Driver and Vehicle Services team will continue to explore improvements, including further amendments to the PDA online booking system and education for novice drivers to improve pass rates.

Developing a more efficient and adaptable PDA booking system will ensure that DoT maintains community and customer confidence in its services. It will also develop a robust system to support a growing WA community.



## COVID-19 community help line closes

During the pandemic, DoT provided critical support for the State's COVID-19 response through its 13COVID State Priority Incident Line (SPIL).

Opened on 3 April 2020, the 13COVID call centre functioned as a central contact point for questions from concerned Western Australians, providing the latest advice on lockdowns, border and travel restrictions, as well as vaccine information and bookings.

After the State Government lifted the COVID-19 State of Emergency in November 2022 and the community transitioned to living and working with COVID-19, DoT closed the SPIL on 31 January 2023.

At a glance

1,534,522 calls

were received over the course of the  
line's operation, with the most calls in  
a single day being 15,196 on 29 June 2021.