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Case: 00377850

AC Internal Investigation		Access Canberra Owner	
Objective Reference No.		Sub Status	Resolved
Category	Transport, Road & Traffic > Vehicle Registration	TCCS Status	
Comment category	Notification	TCCS Case Number	
Feedback Queues	AC RUS Team	Case Reference Number	AC-00377850
Legacy Case ID		Contact Name	[REDACTED]
AC Form Type	Road Transport Authority Feedback - Webform	Contact Phone	[REDACTED]
Rejected Reason		Contact Email	[REDACTED]
		Case Origin	Web
		Priority	Medium
		Content Document Ids	

Contact Information (No Account)

First Name		Last Name	
Email		Phone	

Case Overview

Subject	Duplicated number plate
Description	Hello, on the 'Check Registration Details' my number plate [REDACTED] is registered to me and someone else. I owe the [REDACTED] and purchased the numbers plates in October 2020. The other car is a 1976 Suzuki LJ50 and is also showing as registered to number plates '[REDACTED]'. I do not own the Suzuki. Can this please be investigated.
Desired outcome	
AC Description	

Case Location

Block No.	[REDACTED]	Unit Plan	[REDACTED]
Section No.	[REDACTED]	Postcode	[REDACTED]
Street Address	[REDACTED]	State	[REDACTED]
Suburb	[REDACTED]	Country	[REDACTED]
Longitude	[REDACTED]	Latitude	[REDACTED]
Formatted Address	[REDACTED]		

Shopfront transactions

Drivers licence number	[REDACTED]
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Complaint Categorisation & Assessment

26/08/2025, 15:09

Case: 00377850 ~ Salesforce - Unlimited Edition

CMT Category Level

1

Date/Time of incident

CMT Category Level

2

Complaint Start Date

CMT Category Level

3

Contacted other party?

Voluntary Demographic Information?



Employer's Insurer

Vehicle

Financial loss



Vehicle registration number



Further damage risk?

Drivers licence number or PVDAC

Involves vulnerable person?

Vehicle Colour

Is Complaint a Ministerial or Ombudsman

Vehicle Make

On going issue

Vehicle Model

Raised with third party?

Vehicle Moving

Referred Agency

Vehicle Type

Vulnerable person type

Audience type

Out of Scope

Out of Scope

System Information

Created By [Redacted] Last Modified By ACT Digital, 3/02/2024 10:48 AM
Case Record Type AC Feedback Status Closed

Contact Information

Account Name	[Redacted]	Service Account Level	1
Birthdate		Phone	[Redacted]
Age		Email	[Redacted]
Home Address		Postal Address	[Redacted]

Attachments

Number plates [Redacted]

Size	139KB
Ownership	[Redacted]
View	Download
Last Modified	3/12/2021 1:25 PM

Emails

AC-00377850 [case:_00377850:case] Duplicated number plate

Message Date 3/12/2021 3:44 PM

Has Attachment

Email Address [Redacted]

Status Sent

Subject AC-00377850 [case:_00377850:case] Duplicated number plate
ACT Government Feedback Response

Subject: Duplicated number plate

Hello [Redacted]

Text Body
Yes, I can see the other vehicle has an historical registration, 'HIS [Redacted]' and this is different to your Numeric registration of [Redacted].

Regards,
Access Canberra
ref:_00D281dej1._5004a5yf1L:ref

26/08/2025, 15:09

Case: 00377850 ~ Salesforce - Unlimited Edition

Case History

3/02/2024 10:48 AM

User **ACT Digital**

Action **Changed Account Name from [REDACTED] to [REDACTED] Changed Contact Name from [REDACTED] to [REDACTED]**

5/12/2021 3:54 PM

User **Pauline Bennett**

Action **Changed Status from Unassigned to Closed.**

5/12/2021 3:54 PM

User **Pauline Bennett**

Action **Changed Sub Status from Unresolved to Resolved.**

3/12/2021 1:25 PM

User [REDACTED]

Action **Changed Case Reference Number to AC-00377850. Changed Case Owner from [REDACTED] to AC RUS Team. Changed Account Name to [REDACTED]. Deleted [REDACTED] in Account Name. Changed Account Name to [REDACTED] Created.**

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ACT
Government

**Access
Canberra.**

Check Registration Details

Search Criteria

Display Results

Display Details

Search result for plate number [redacted]

Vehicle	Body type	Status
2017 [redacted]	STATION WAGON	Currently Registered
1976 [redacted]	STATION WAGON	Currently Registered

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**Access
Canberra.**




Generated by: Alexander An on Fri Aug 22 02:16:07 GMT 2025

Email - Alexander An

Thursday 8 June 2023, 12:19 pm

To: [REDACTED]
From: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au).
Subject: AC-00616164 [case:_00616164:case] duplicated vehicle licence number

 Access Canberra Header

ACT Government Feedback Response

Subject: duplicated vehicle licence number

Hello [REDACTED]

Sorry for the delay in reply in relation to your enquiry.

This query was only escalated to me quite recently for actioning.

In relation to your lengthy feedback - as you quite correctly pointed out it is a New South Wales decision to allocate and assign various numberplates to a registrable vehicle. Obviously, the ACT has no control over New South Wales in its decision over numberplate allocations.

If you do wish to avoid any further confusion with the NSW plated vehicle - you may wish to obtain a new set of ACT numberplates at a cost by attending an Access Canberra Service Centre with your physical ACT numberplates. A new set can be issued on the spot upon application, presentation of an ACT Driver Licence and payment of the applicable fee. However, I will leave the decision if you wish to obtain a new set of numberplates to you.

Kind regards,

Alexander
A/g Supervisor | Licence and Registration Administration
Ph: 13 22 81
Access Canberra | ACT Government

ref:_00D281dej1._5009e1MSdX:ref

Private Note - Suzanne Raison

Tuesday 15 Nov 2022, 04:21 pm

Title: Reassign the case queue to AC LARA

Content: Plate issued ACT client is having issues with a duplicate NSW plate

Private Note - [REDACTED]

Monday 14 Nov 2022, 10:14 pm

Title: Customer Entry (Auto Note)

Content:

This is an auto note of the original customer submission.

Subject:

uplicated vehicle licence number

Category:

Transport, Road & Traffic > Vehicle Registration

AC Description (forms):

Dear ACT Transport / Motor Registration, I bring to your attention a troubling situation in which NSW has issued a duplicate vehicle licence number after the identical number was issued to me by the ACT. I emphasise that the NSW authority, not the ACT, is at fault and I have written to Transport NSW. This note to you is in part for your information and in part to seek information (perhaps some reassurance) regarding a range of potential future problems due to the duplication of licence numbers across states/territories. Specifically, I have learned that my licence plate [REDACTED] which was issued by the ACT in 2014, was later re-issued by NSW in 2020. Both vehicles are now on the road, and both are regularly in Sydney with the same licence number. The resulting problems are exemplified by the following actual problem I have encountered, but a little imagination suggests that legal issues could be much more weighty. The duplication came to light because I discovered (purely accidentally) that I have been charged for a large number of toll road trips in Sydney throughout the past two years (ever since the duplicate NSW registration was issued), trips that my vehicle did not undertake despite the vehicle being incorrectly listed in the Linkt trip history as "ACT [REDACTED]". After quite an argument, Linkt re-examined the images and found that those trips were taken by a NSW registered vehicle having the identical plate, and which did not carry an operational electronic toll tag. The details of the NSW registered vehicle can be seen on <https://free-rego-check.service.nsw.gov.au>. It was registered 5 years later than mine. Luckily it is a different make and colour. This is a concerning situation in these days of constant camera surveillance everywhere, dash cams, a variety of radar/camera speed checks, red light cameras and mobile phone use detectors, any of which could potentially mis-identify vehicles having the identical licence plate, at least until images are re-examined to check vehicle make, colour and (where visible) the state/territory of registration. The small state identifier will not always be visible and of course eye witnesses to incidents will also easily get details wrong. The first letter 'Y' was allocated to the ACT and Y remains the first letter for most ACT licence plates. It is very unfortunate to say the least that NSW issued a plate starting with Y, and with exactly the ACT format, and duplicated an existing plate, specially when ACT is wholly surrounded by NSW. My ACT vehicle is very frequently on Sydney roads. The fact that a Sydney toll road company charged an interstate vehicle rather than the more likely local vehicle makes the point for me: where one mistake creates an opening for further errors, something is sure to go wrong. Its the same as two faces being given an identical passport number. I am left wondering how to avoid a raft of further potential errors by companies, police and other state agencies due to the duplicate licence plates and to NSW using the first letter 'Y', which to most people normally indicates an ACT registration. Sincerely [REDACTED]

Plain Description:

Generated by: Alexander An on Fri Aug 22 02:16:07 GMT 2025

Location Data:

Address: N/A

Latitude:


Longitude:

Generated by: Alexander An on Fri Aug 22 02:19:17 GMT 2025

Email - Patricia Wicks

Friday 24 Mar 2023, 03:35 pm

To: [REDACTED]
From: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)
Subject: AC-00691488 [case:_00691488:case] Plate Number

 Access Canberra Header

ACT Government Feedback Response

Subject: Plate Number

Hello [REDACTED]

You are correct in believing that every number plate is unique irrespective of state or territory. It could be human error as well that you were sent a toll notice. But, you should be able to complete a Statutory declaration in order to clear this matter with NSW .

Kind regards

Trish

Resolutions Team

Access Canberra

ref:_00D281dej1._5009e1b9B3:ref

Generated by: Alexander An on Fri Aug 22 02:19:17 GMT 2025

Private Note

Wednesday 22 Mar 2023, 09:26 am

Title: Customer Entry (Auto Note)

Content:

This is an auto note of the original customer submission.

Subject:

Plate Number

Category:

Transport, Road & Traffic > Vehicle Registration

AC Description (forms):

My car is garaged in Canberra and has not been in Sydney since November 2022. I am currently disputing a claim by LINKT SYDNEY that my car is travelling the toll roads in Sydney. I had thought every car registration plate in Australia was unique irrespective of state or territory. Are you able to advise the situation and if there are other cars with the same number plate in Australia (which would seem to me to be a bizarre situation) ?

Plain Description:

Location Data:



Generated by: Alexander An on Fri Aug 22 02:21:47 GMT 2025

Email - Sandy Williams

Tuesday 26 Mar 2024, 04:37 pm

To: [REDACTED]

From: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)

Subject: AC-00862707 [case:_00862707:case] Car rego double-ups in other jurisdictions



ACT Government Feedback Response

Subject: Car rego double-ups in other jurisdictions

Hello [REDACTED]

Thank you for your feedback,

The determination of numberplate sequences is a matter for each state and territory road transport authority. It is possible under the current arrangements between state and territories that the same numberplate combination could appear in different jurisdictions. A common example that may come to mind is the numberplate number '1'.

Often road users will not encounter another vehicle with the same registration number from another jurisdiction, however in these rare cases, authorities are able to distinguish based off state/territory of the plate which is shown on the numberplates.

If you wish to avoid this problem, the only suggestion we can provide is for you to attend an Access Canberra Service Centres with the physical numberplates and organise to replace them with a new numberplate registration number thereby reducing the chance of another vehicle with the same numberplate combination in another jurisdiction.

Kind Regards,

Sandy | Customer Service Officer | Licence and Registration

Phone: 13 22 81 | [Contact Us - Access Canberra](https://www.accesscanberra.act.gov.au/contact-us) (https://www.accesscanberra.act.gov.au/contact-us)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

PO Box 582 Dickson ACT 2602 | www.act.gov.au/accessCBR (http://www.act.gov.au/accessCBR)

ref:!00D2801dej1.!500On05Zf3w:ref

Generated by: Alexander An on Fri Aug 22 02:21:47 GMT 2025

Private Note - Sandy Williams

Tuesday 26 Mar 2024, 03:50 pm

Title: Reassign the case queue to AC LARA

Content: please see

Private Note - Sandy Williams

Tuesday 26 Mar 2024, 03:48 pm

Title: Reassign the case queue to AC LARA

Content: unsure how to respond. please assist

Private Note [REDACTED]

Tuesday 13 Feb 2024, 05:11 pm

Title: Customer Entry (Auto Note)

Content:

This is an auto note of the original customer submission.

Subject:

Car rego double-ups in other jurisdictions

Category:

Transport, Road & Traffic > Vehicle Registration

AC Description (forms):

Why is the ACT handing out licence plates that already exist in other jurisdictions? I have just been charged well over \$100 by Linkt in Sydney for journeys through Sydney by someone with [REDACTED] licence plate [REDACTED]. I've also spent many wasted hours trying to figure out why I couldn't correct my account on Linkt which insisted the last person to use the tolls had NSW [REDACTED] (not ACT). I've also paid penalty fines from another toll provider because the other person had gone through and not paid the toll. Fortunately Linkt is in the process of refunding my account. ([REDACTED] also had trouble insuring [REDACTED] car because a Mazda in NSW apparently had the same rego and there's no evidence of nefarious dealing by the Mazda's owner.) But this doesn't explain why the ACT can't take the obvious step of not issuing number plates that already exist in other places. What is the explanation for this? Yours sincerely [REDACTED]

Plain Description:

Location Data:

[REDACTED]

Generated by: Alexander An on Fri Aug 22 02:23:36 GMT 2025

Email - Alexander An

Tuesday 5 Mar 2024, 12:53 pm

To [REDACTED]
From: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au).
Subject: AC-00864521 [case:_00864521:case] NSW plates starting with Y



ACT Government Feedback Response

Subject: NSW plates starting with Y

Hello [REDACTED]

Thank you for your feedback. I apologise about the delay in reply.

The issue of numberplates for motor vehicle registrations is a matter for each state and territory. Unfortunately, this may cause the odd instance where two vehicles have the same numberplate combination but are from different states/territories.

In relation to the toll notices, please contact your toll account provider and advise them of the issue.

If you wish to in future avoid this occurrence, you may wish to replace your numberplates with a new numberplate set. However, you will need to surrender the old numberplate set and also pay a replacement fee of \$47.20 (fee may change in the future). There is no guarantee that this will solve the issue entirely as again as mentioned above, numberplate combinations are a matter for each state and territory.

In relation to your feedback about the suggestion, the decision of standard numberplate combinations will be forwarded on however given that such a matter involves different states and territories, I cannot guarantee much.

Kind regards,

Alex | A/g Supervisor
Licence and Registration Administration
Ph: 13 22 81
Access Canberra | ACT Government

ref:!00D2801dej1.!500On05fMGD:ref

Generated by: Alexander An on Fri Aug 22 02:23:36 GMT 2025

Private Note - Sandy Williams

Monday 19 Feb 2024, 04:52 pm

Title: Reassign the case queue to AC LARA

Content: please see

Private Note

Friday 16 Feb 2024, 09:43 am

Title: Customer Entry (Auto Note)

Content:

This is an auto note of the original customer submission.

Subject:

NSW plates starting with Y

Category:

Transport, Road & Traffic > Vehicle Registration

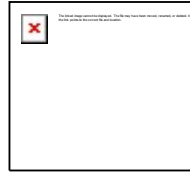
AC Description (forms):

I recently found fraudulent transactions on my Linkt toll account for trips in Sydney when I was not there. I have since found out that NSW Government have begun issuing license plates starting with Yxxxxx that clash with ACT plates. Apparently VIC Government have also been doing this. It reminded me of when I was in the US 20yrs ago and used a rental car from SF to LA and half way down noticed the car had no plates at all. This was because California Government had run out of plates! They got to 9999999 and then had no idea what to do. They knew the sequence would eventually run out just as NSW/VIC Governments knew that they sequence would eventually get to Yxxxxx and clash with ACT plates. Has ACT Government taken this up with NSW/VIC Governments? My suggestion would be to issue new European style plates to all vehicles around Australia so that eg ACT plates would be "A * Yxxxxx" and VIC plates would be "V * xxxxxx" so that toll cameras, amongst other things, would easily be able to identify which state they were from.

Plain Description:

Location Data:





Chris Steel, MLA

The following correspondence has been submitted via the Contact my Minister website.

The constituent has indicated that they would like a response to their correspondence.

Number Plates

Hey Chris, [REDACTED] has number plate "[REDACTED]". While walking around the lake the other day I saw a black Mercedes parked down by the lake with a plate that looked very similar to [REDACTED]. I thought geez I didn't know [REDACTED] got a new car. This plate in fact was not "[REDACTED]" but in fact "[REDACTED]". This plate has been recreated to look like "[REDACTED]" I am assuming due to the high value of heritage plates. As I walked past I didn't think anything of it at the time but [REDACTED] I spoke to [REDACTED] has been wrongly receiving toll charges for a plate that has been replicated to look like [REDACTED] plate. I understand that tolls do not fall under you and I am not pleading for you to fix this as its a very m plate "1inor issue but my question is when does the ACT government start cracking down on these plates that are mimicking heritage plate. As an owner of Number "[REDACTED]" and "[REDACTED]" which can be easily replicated by "[REDACTED]" and "[REDACTED]". Do we need to wait until our rego's are on the edge of being cancelled due to wrongfully issued parking and traffic infringements before the ACT government do something about this. I would love to hear back from you and am more then happy to provide photos of these plates as they become more and more common around the ACT.

Correspondence Reference # 221024 - 2594901

Submission date: 22 Oct 2024 3:03pm

Contact Information



Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Private Note - Nash Sakal

Tuesday 4 Feb 2025, 09:47 am

Title: Closing case

Content:

Client sorted this matter out in an Access Canberra

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Email - ACT Digital

Wednesday 22 Jan 2025, 01:35 pm

To: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au).

From: [REDACTED]

Subject: Re: AC-01011075 [case:_01011075:case] Incorrect contact information listed against an registration

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi, please disregard this query, I have been into Access Canberra and the matter is sorted.

Thanks - [REDACTED]

On Fri, Dec 20, 2024 at 11:28 AM [REDACTED]

> wrote:

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

----- Forwarded message -----

From: [REDACTED]
Date: Fri, Dec 20, 2024 at 11:20 AM
Subject: Re: AC-01011075 [case:_01011075:case] Incorrect contact information listed against an registration
To: ACT Digital Feedback <digital.feedback@act.gov.au (<mailto:digital.feedback@act.gov.au>)>

Hi again, I have since found out that there are TWO vehicles listed as having the number plate [REDACTED]. The second one is a Ford Laser (Historical). I have had this number plate for many, many years and find it appalling that a plate can be issued to someone else when it is current. My vehicle is the [REDACTED]. There is a major problem with the system when this can happen, surely the system can cross reference things to make sure that a registration number is not currently active. Could you please contact the owner of the Ford Laser and advise them that the plates have been incorrectly issued and that they will be cancelled for that vehicle. I feel this needs to be done as a matter of urgency and I am concerned that this vehicle/owner may do something wrong and the police will be looking for me.

Please advise me urgently that this matter has been corrected.

Thanks - [REDACTED]

On Thu, Dec 19, 2024 at 6:10 PM [REDACTED]

> wrote:

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Hi, LinktGO has advised that the vehicle which has number plates [REDACTED] has been on M7, M7 M5 M2 Motorway on 13 Dec 2024 at 07.57pm. This is not my vehicle as previously advised.

LinktGO has asked me to ask you to update your records to show that there is only one vehicle registered in the ACT with these plates on it. Could you please make sure that the records reflect that there is only one vehicle with these plates.

Many thanks for your help - [REDACTED]

On Thu, Dec 19, 2024 at 1:40 PM [REDACTED]

> wrote:

Hi, LinktGO have just advised me that the registration number on the vehicle is - [REDACTED] - state of registration ACT. It is not as previously advised [REDACTED]-ACT. This is a worry for me obviously. The offending vehicle is not the same as mine.

Hope this helps - [REDACTED]

On Thu, Dec 19, 2024 at 10:42 AM ACT Digital Feedback <digital.feedback@act.gov.au> (<mailto:digital.feedback@act.gov.au>)> wrote:



ACT
Government

**Access
Canberra.**

ACT Government Feedback Response

Subject: Incorrect contact information listed against an registration

Dear [REDACTED]

Thank you for contacting Access Canberra.

We've forwarded your matter to the appropriate business area for further review. If you have any more information that could help in this process, please provide it by replying to this email.

Kind regards,

Resolution and Support Team
Access Canberra | 13 22 81 | ACT Government

We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

ref:!00D2801dej1.!500On0FaJol:ref

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

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Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Email - ACT Digital

Friday 20 Dec 2024, 11:30 am

To: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au).

From: [REDACTED]

Subject: Fwd: AC-01011075 [case:_01011075:case] Incorrect contact information listed against an registration

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

----- Forwarded message -----

From: [REDACTED]

Date: Fri, Dec 20, 2024 at 11:20 AM

Subject: Re: AC-01011075 [case:_01011075:case] Incorrect contact information listed against an registration

To: ACT Digital Feedback <digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)>

Hi again, I have since found out that there are TWO vehicles listed as having the number plate [REDACTED]. The second one is a Ford Laser (Historical). I have had this number plate for many, many years and find it appalling that a plate can be issued to someone else when it is current. My vehicle is the [REDACTED]. There is a major problem with the system when this can happen, surely the system can cross reference things to make sure that a registration number is not currently active. Could you please contact the owner of the Ford Laser and advise them that the plates have been incorrectly issued and that they will be cancelled for that vehicle. I feel this needs to be done as a matter of urgency and I am concerned that this vehicle/owner may do something wrong and the police will be looking for me.

Please advise me urgently that this matter has been corrected.

Thanks - [REDACTED]

On Thu, Dec 19, 2024 at 6:10 PM [REDACTED]

> wrote:

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Hi, LinktGO has advised that the vehicle which has number plate [REDACTED] has been on M7, M7 M5 M2 Motorway on 13 Dec 2024 at 07.57pm. This is not my vehicle as previously advised.

LinktGO has asked me to ask you to update your records to show that there is only one vehicle registered in the ACT with these plates on it. Could you please make sure that the records reflect that there is only one vehicle with these plates.

Many thanks for your help - [REDACTED]

On Thu, Dec 19, 2024 at 1:40 PM [REDACTED]

wrote:

Hi, LinktGO have just advised me that the registration number on the vehicle is - [REDACTED] state of registration ACT. It is not as previously advised [REDACTED]-ACT. This is a worry for me obviously. The offending vehicle is not the same as mine.

Hope this helps - [REDACTED]

On Thu, Dec 19, 2024 at 10:42 AM ACT Digital Feedback <digital.feedback@act.gov.au> (<mailto:digital.feedback@act.gov.au>)> wrote:



ACT
Government

**Access
Canberra.**

ACT Government Feedback Response

Subject: Incorrect contact information listed against an registration

Dear [REDACTED]

Thank you for contacting Access Canberra.

We've forwarded your matter to the appropriate business area for further review. If you have any more information that could help in this process, please provide it by replying to this email.

Kind regards,

Resolution and Support Team
Access Canberra | 13 22 81 | ACT Government

We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

ref:!00D2801dej1.!500On0FaJol:ref

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Email - ACT Digital

Friday 20 Dec 2024, 11:22 am

To: digital.feedback@act.gov.au (<mailto:digital.feedback@act.gov.au>).

From: [REDACTED]

Subject: Re: AC-01011075 [case:_01011075:case] Incorrect contact information listed against an registration

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi again, I have since found out that there are TWO vehicles listed as having the number plate [REDACTED]. The second one is a Ford Laser (Historical). I have had this number plate for many, many years and find it appalling that a plate can be issued to someone else when it is current. My vehicle is the [REDACTED].

[REDACTED] There is a major problem with the system when this can happen, surely the system can cross reference things to make sure that a registration number is not currently active.

Could you please contact the owner of the Ford Laser and advise them that the plates have been incorrectly issued and that they will be cancelled for that vehicle. I feel this needs to be done as a matter of urgency and I am concerned that this vehicle/owner may do something wrong and the police will be looking for me.

Please advise me urgently that this matter has been corrected.

Thanks - Jenny

On Thu, Dec 19, 2024 at 6:10 PM Jenny McCauley <mccauley.jenny@gmail.com> (<mailto:mccauley.jenny@gmail.com>)> wrote:

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Hi, LinktGO has advised that the vehicle which has number plate [REDACTED] has been on M7, M7 M5 M2 Motorway on 13 Dec 2024 at 07.57pm. This is not my vehicle as previously advised.

LinktGO has asked me to ask you to update your records to show that there is only one vehicle registered in the ACT with these plates on it. Could you please make sure that the records reflect that there is only one vehicle with these plates.

Many thanks for your help [REDACTED]

On Thu, Dec 19, 2024 at 1:40 PM [REDACTED]

> wrote:

Hi, LinktGO have just advised me that the registration number on the vehicle is - [REDACTED] - state of registration ACT. It is not as previously advised [REDACTED]-ACT. This is a worry for me obviously. The offending vehicle is not the same as mine.

Hope this helps - [REDACTED]

On Thu, Dec 19, 2024 at 10:42 AM ACT Digital Feedback <digital.feedback@act.gov.au> wrote:
(<mailto:digital.feedback@act.gov.au>)>



ACT
Government

**Access
Canberra.**

ACT Government Feedback Response

Subject: Incorrect contact information listed against an registration

Dear [REDACTED]

Thank you for contacting Access Canberra.

We've forwarded your matter to the appropriate business area for further review. If you have any more information that could help in this process, please provide it by replying to this email.

Kind regards,

Resolution and Support Team
Access Canberra | 13 22 81 | ACT Government

We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

ref:!00D2801dej1.!500On0FaJol:ref

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

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Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Email - ACT Digital

Thursday 19 Dec 2024, 06:10 pm

To: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au).

From: [REDACTED]

Subject: Re: AC-01011075 [case:_01011075:case] Incorrect contact information listed against an registration

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi, LinktGO has advised that the vehicle which has number plates [REDACTED] has been on M7, M7 M5 M2 Motorway on 13 Dec 2024 at 07.57pm. This is not my vehicle as previously advised.

LinktGO has asked me to ask you to update your records to show that there is only one vehicle registered in the ACT with these plates on it. Could you please make sure that the records reflect that there is only one vehicle with these plates.

Many thanks for your help - [REDACTED]

On Thu, Dec 19, 2024 at 1:40 PM [REDACTED]

[REDACTED] wrote:

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Hi, LinktGO have just advised me that the registration number on the vehicle is - [REDACTED] - state of registration ACT. It is not as previously advised [REDACTED] ACT. This is a worry for me obviously. The offending vehicle is not the same as mine.

Hope this helps - [REDACTED]

On Thu, Dec 19, 2024 at 10:42 AM ACT Digital Feedback <digital.feedback@act.gov.au> (<mailto:digital.feedback@act.gov.au>)> wrote:



ACT
Government

**Access
Canberra.**

ACT Government Feedback Response

Subject: Incorrect contact information listed against an registration

Dear [REDACTED]

Thank you for contacting Access Canberra.

We've forwarded your matter to the appropriate business area for further review. If you have any more information that could help in this process, please provide it by replying to this email.

Kind regards,

Resolution and Support Team
Access Canberra | 13 22 81 | ACT Government

We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

ref:!00D2801dej1.!500On0FaJol:ref

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Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Email - ACT Digital

Thursday 19 Dec 2024, 01:40 pm

To: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au).

From: [REDACTED]

Subject: Re: AC-01011075 [case:_01011075:case] Incorrect contact information listed against an registration

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi, LinktGO have just advised me that the registration number on the vehicle is - [REDACTED] state of registration ACT. It is not as previously advised [REDACTED] ACT. This is a worry for me obviously. The offending vehicle is not the same as mine.

Hope this helps - [REDACTED]

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ACT
Government

**Access
Canberra.**

ACT Government Feedback Response

Subject: Incorrect contact information listed against an registration

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Access Canberra | 13 22 81 | ACT Government

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ref:!00D2801dej1.!500On0FaJol:ref

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

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Private Note - Ruby Nguyen 🍀

Thursday 19 Dec 2024, 10:43 am

Title: Reassign the case queue to AC LARA

Content: Good morning Are you able please assist with this enquiry? Kind regards RST

Email - Ruby Nguyen 🍀

Thursday 19 Dec 2024, 10:42 am

To: [REDACTED]
From: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)
Subject: AC-01011075 [case:_01011075:case] Incorrect contact information listed against an registration



ACT Government Feedback Response

Subject: Incorrect contact information listed against an registration

Dear [REDACTED]

Thank you for contacting Access Canberra.

We've forwarded your matter to the appropriate business area for further review. If you have any more information that could help in this process, please provide it by replying to this email.

Kind regards,

Resolution and Support Team
Access Canberra | 13 22 81 | ACT Government

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ref:!00D2801dej1.!500On0FaJol:ref

Generated by: Alexander An on Fri Aug 22 02:26:32 GMT 2025

Private Note - [REDACTED]

Wednesday 18 Dec 2024, 08:00 pm

Title: Customer Entry (Auto Note)

Content:

This is an auto note of the original customer submission.

Subject:

Incorrect contact information listed against an registration

Category:

Transport, Road & Traffic > Vehicle Registration

AC Description (forms):

I was contact by LinktGO (toll roads) telling me that I had a debt for travel on the North Connect toll road on Friday 13th at 08.30pm. Registration listed was [REDACTED]-ACT. I advised that I was not the person/vehicle. They investigated and found that the vehicle was not the same make as mine and told me to contact Access Canberra for further information regarding this. I do have the number plate [REDACTED] (registered in ACT). Are you able to let me know why my details were listed against [REDACTED] ACT, This is rather concerning that a mistake like this could happen. I am also concerned that a plate appears to have been issued that could easily be mistaken for mine. Your clarification on this would be greatly appreciated.Many thanks - [REDACTED]

Plain Description:

Location Data:

[REDACTED]

From: TOTALLY TUNED <contact@totallytuned.com.au>
Sent: Tuesday, 28 January 2025 11:38 AM
To: Licence and Registration Administration
Subject: DUPLICATE REGISTRATIONS IN ACT
Attachments: DUPLICATE REGOS 2025-01-28.pdf

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good Afternoon Team

I'm not sure if you're the right department for this, but I'm hoping you know who is. [REDACTED] has an ACT Registration of [REDACTED] on [REDACTED]. [REDACTED] recently received a toll bill (legitimate) for a date [REDACTED] was not in Sydney. Long story short, there is a Ford Laser with a historical plate of [REDACTED] (the photo from the toll company confirmed that it was not the [REDACTED] registered in the ACT. When [REDACTED] approached Access Canberra, [REDACTED] was told that only [REDACTED] vehicle had that plate and [REDACTED] was mistaken. [REDACTED] is correct about the plate though – there are two. I found it when I used your public access rego check online. I've since found 9 duplicate regos (including [REDACTED] [REDACTED] who owns plate [REDACTED] – I stopped after 9 thinking that was enough to demonstrate the problem. Please see the attached for reference. Hoping you can help sort this out for everyone – [REDACTED] is very attached to [REDACTED] plate and has had it all [REDACTED] life. Obviously, this could have serious consequences and be a huge pain if the wrong people are getting fines and bills that are not theirs – a nightmare for everybody. In NSW, historical plates have an "H" after them – could this be a solution? Looking forward to hearing from you. Thanks in advance for your assistance.

Regards,

[REDACTED]



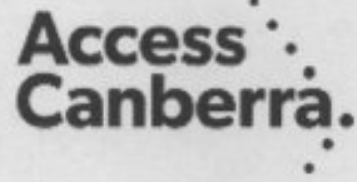
02 6242 8950 / UNIT 3, 57 HEFFERNAN ST, MITCHELL ACT 2911





[\(http://www.act.gov.au/\)](http://www.act.gov.au/)

[\(https://www.accesscanberra.act.gov.au/\)](https://www.accesscanberra.act.gov.au/)



[Check Registration Details](#)

Display Results

Search result for plate number [REDACTED]

Vehicle	Body type	Status
1999 wizzard [REDACTED]	STATION WAGON	Currently Registered
1973 form-v [REDACTED]	SEDAN	Currently Unregistered

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

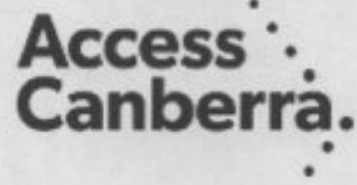
Feedback (<https://www.accesscanberra.act.gov.au/contact-us/feedback-and-complaints>) | **Jobs ACT** (<http://www.jobs.act.gov.au/>) | **Privacy** (<https://www.accesscanberra.act.gov.au/website-privacy>) | **Copyright And Disclaimer** (<https://www.accesscanberra.act.gov.au/copyright-and-disclaimer>)

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[Check Registration Details](#)

Display Results

Search result for plate number [REDACTED]

Vehicle	Body type	Status
2014 form-v [REDACTED]	STATION WAGON	Currently Registered
1985 form-v [REDACTED]	PASSENGER VAN	Currently Registered

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

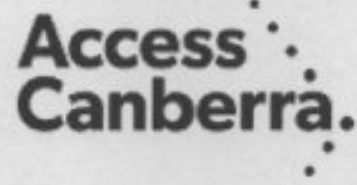
Feedback (<https://www.accesscanberra.act.gov.au/contact-us/feedback-and-complaints>) | **Jobs ACT** (<http://www.jobs.act.gov.au/>) | **Privacy** (<https://www.accesscanberra.act.gov.au/website-privacy>) | **Copyright And Disclaimer** (<https://www.accesscanberra.act.gov.au/copyright-and-disclaimer>)

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Display Results

Search result for plate number [REDACTED]

Vehicle	Body type	Status
2014 wizarc	STATION WAGON	Currently Registered
2005 wizarc	MOTORBIKE	Currently Registered
1977 form-v	SEDAN	Currently Unregistered

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

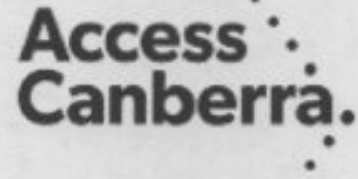
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Display Results

Search result for plate number [REDACTED]

Vehicle	Body type	Status
2010 form-1 [REDACTED]	SEDAN	Currently Unregistered
1966 view-1 [REDACTED]	SEDAN	Currently Registered

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

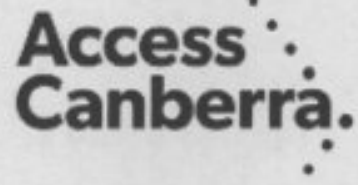
[Feedback \(https://www.accesscanberra.act.gov.au/contact-us/feedback-and-complaints\)](https://www.accesscanberra.act.gov.au/contact-us/feedback-and-complaints) | [Jobs ACT \(http://www.jobs.act.gov.au/\)](http://www.jobs.act.gov.au/) | [Privacy \(https://www.accesscanberra.act.gov.au/website-privacy\)](https://www.accesscanberra.act.gov.au/website-privacy) | [Copyright And Disclaimer \(https://www.accesscanberra.act.gov.au/copyright-and-disclaimer\)](https://www.accesscanberra.act.gov.au/copyright-and-disclaimer)

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Display Results

Search result for plate number [REDACTED]

Vehicle	Body type	Status
1970 wizar [REDACTED]	SEDAN	Currently Unregistered
2024 wizar [REDACTED]	STATION WAGON	Currently Registered

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

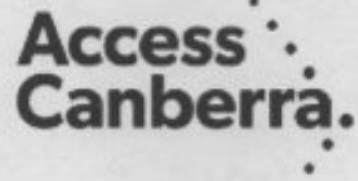
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Display Results

Search result for plate number [REDACTED]

Vehicle	Body type	Status
2019 form-v [REDACTED]	SEDAN	Currently Registered
1979 view-r [REDACTED]	SEDAN	Currently Registered

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

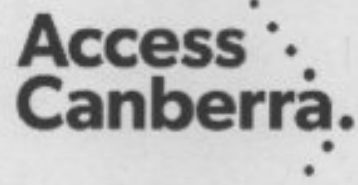
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Display Results

Search result for plate number [REDACTED]

Vehicle	Body type	Status
1958 view-r	SEDAN	Currently Unregistered
2023 conter	SEDAN	Currently Unregistered

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

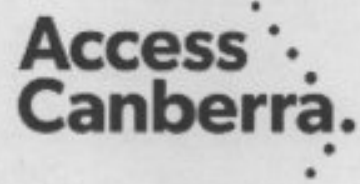
[Feedback \(https://www.accesscanberra.act.gov.au/contact-us/feedback-and-complaints\)](https://www.accesscanberra.act.gov.au/contact-us/feedback-and-complaints) | [Jobs ACT \(http://www.jobs.act.gov.au/\)](http://www.jobs.act.gov.au/) | [Privacy \(https://www.accesscanberra.act.gov.au/website-privacy\)](https://www.accesscanberra.act.gov.au/website-privacy) | [Copyright And Disclaimer \(https://www.accesscanberra.act.gov.au/copyright-and-disclaimer\)](https://www.accesscanberra.act.gov.au/copyright-and-disclaimer)

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[Check Registration Details](#)

Display Results

Search result for plate number 2275

Vehicle	Body type	Status
2010 view-r	CAMPER	Currently Registered
1985 view-r	SEDAN	Currently Registered

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

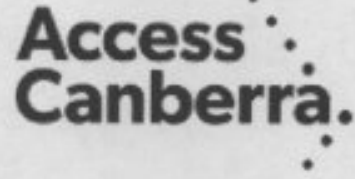
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Display Results

Search result for plate number 2274

Vehicle	Body type	Status
1966 view-r	SEDAN	Currently Registered
1988 form-v	SEDAN	Currently Registered

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From: TOTALLY TUNED <contact@totallytuned.com.au>
Sent: Thursday, 13 March 2025 12:47 PM
To: Licence and Registration Administration
Subject: RE: 20250226 - AXA3 - DUPLICATE REGISTRATIONS IN ACT

OFFICIAL

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Thank you for your response Alexander, I appreciate you passing on my concerns and please note that my comments below are directed at what I see as a systemic issue and not at all at you personally.

Could you please add the following arguments as to why the current situation with duplicate plates is untenable going forward:

First, plate readers clearly don't differentiate between historical and regular plates as shown by the charge [REDACTED] received from the toll company – yes, the plates in person look different and yes, you could argue that they should check that the vehicle description matches the plate, but just as clearly, that didn't happen and [REDACTED] had to spend time and effort to sort it out. Honestly, I can understand why it wouldn't occur to any sensible person that there might be two cars with the same plate number. This issue could easily extend to traffic violations and fines which can have long reaching consequences if not dealt with immediately. Asking vehicle owners to deal with fines or charges they may receive in error is not fair as they have done nothing wrong. It might be manageable (under protest) in the short term but unacceptable long term. Also, what happens if the two vehicles that share the plate number look similar? A 1995 [REDACTED] van (which could qualify for historical rego) and a 2010 [REDACTED] van [REDACTED] look similar to the untrained eye. Plates numbers have been duplicated between motorbikes and cars for a long time in the ACT, but having two cars with the same plate is just nuts – refer to ACT plate [REDACTED] – this has two cars AND a motorcycle listed with that number.

Secondly, we have a workshop that uses multiple sites using license plate lookup for specifications and supplies – such as Repco Navigator Pro, Boyce's Auto Library, Penrite and many others. These systems are also having trouble with the duplicate plates – sometimes they bring up the wrong vehicle and sometimes they bring up no vehicle at all and just show an error message. Again, these systems don't see that the plates look different, they just use the number / state as the reference as it is supposed to be unique to one car in the country.

Finally, [REDACTED] approached the police regarding this situation as [REDACTED] had genuine concerns regarding the potential for fines and violations being directed to the wrong vehicle owners. Whilst the police were unable to assist, they were confounded by the situation and agreed that there could be all sorts of problems stemming from vehicle plates not being unique. I've also spoken to three other customers of our business that have been affected by this situation – just to alert them to the need to be extra careful if they receive fines or charges related to their vehicles - the overwhelming response has been that this is a ridiculous problem and something must be done. I'm quite sure this issue is

not going to be solved by telling vehicle owners that it is up to them to fix any issues resulting from these shared number plates.

Thank you for considering the above.

Regards,



From: An, Alexander **On Behalf Of** Licence and Registration Administration
Sent: Wednesday, 12 March 2025 3:36 PM
To: TOTALLY TUNED
Subject: RE: 20250226 - AXA3 - DUPLICATE REGISTRATIONS IN ACT

OFFICIAL

Good afternoon,

Thank you for your email. I do apologise about the delay in reply.

I can advise that I have flagged your concerns with regards to duplicate registrations. At present ACT regulations require a historic vehicle registration to be issued a numeric numberplate however this numberplate is smaller in nature. Other individuals can apply for and be issued a numeric standard numberplate, which is also allowed by ACT regulations.

However given that the numberplates are assigned to a unique vehicle which includes specific details like the make and model. The issuer of the notices should be checking the vehicle details before issuing a notice.

If you have any further questions please don't hesitate to reply.

Kind regards

Alexander A | A/g Supervisor | Licence and Registration Administration
Delegate of the Road Transport Authority

Phone: 13 22 81 | [Contact Us - Access Canberra](#)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government
GPO Box 158, Canberra ACT 2601 | www.accesscanberra.act.gov.au



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From: TOTALLY TUNED <contact@totallytuned.com.au>
Sent: Wednesday, 26 February 2025 11:38 AM
To: Licence and Registration Administration <LicenceandRegistrationAdministration@act.gov.au>
Subject: 20250226 - AXA3 - DUPLICATE REGISTRATIONS IN ACT

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good Afternoon

I am checking in to see if you have more information on the duplicate licence plate issue I raised on 28th January please. I've found over 30 duplicates and have since found the same problem with a 3 digit plate ([REDACTED] belonging to one of our customers – our customer has the historic version. As both [REDACTED] and [REDACTED] have plates affected by this problem (both non-historic and owned for over 50 years), they are very keen to hear about a solution. I'd be very grateful if you could let me know Thank you in advance.

Regards,



From: Licence and Registration Administration <LicenceandRegistrationAdministration@act.gov.au>
Sent: Tuesday, 28 January 2025 11:39 AM
To: TOTALLY TUNED <contact@totallytuned.com.au>
Subject: Automatic reply: DUPLICATE REGISTRATIONS IN ACT

Thank you for contacting the Licence and Registration Administration team.

Our office receives many inquiries. The Licence and Registration Administration team will endeavour to respond to your inquiry within 10 working days.

If your matter is urgent, please call 13 22 81.

Where necessary, an Access Canberra officer will contact you should there be any problems with your request.

Did you know you can lodge a notice of disposal, application for parking permit, application to cancel vehicle registration on the Access Canberra website at www.accesscanberra.act.gov.au.

Further information about driver licensing and vehicle registration at www.accesscanberra.act.gov.au

Kind regards,
Licence and Registration Administration Team
Access Canberra | ACT Government

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Generated by: Alexander An on Fri Aug 22 02:27:38 GMT 2025

Email - Alexander An

Thursday 10 July 2025, 02:12 pm

To: [REDACTED]

From: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)

Subject: AC-01105345 [case:_01105345:case] I have the same number plate as a NSW vehicle



ACT Government Feedback Response

Subject: I have the same number plate as a NSW vehicle

Hello [REDACTED]

Thank you for your request for feedback.

Currently there is no proposal to change the Y series numberplates. Numberplate sequences are set out in the Road Transport (Vehicle Registration) Design of Numberplates Determination 2023 (No 1).

If your vehicle has been given a toll notice, whilst I acknowledge that this is frustrating, you should speak to the Toll Provider as they should be verifying your vehicle before sending out a toll notice.

If you wish to change your numberplate sequence, you can apply at an Access Canberra Service Centre for a fee to receive a new set of numberplates, however you will need to surrender the current numberplates.

Kind regards,

Alex | A/g Supervisor | Licence and Registration Administration

Ph: 13 22 81

Access Canberra | ACT Government

ref:!00D2801dej1.!500On0LIHF:ref

Private Note - Maiya Kay ☀️

Thursday 5 June 2025, 12:25 pm

Title: Reassign the case queue to AC LARA

Content: Feedback for vehicle registration.

Generated by: Alexander An on Fri Aug 22 02:27:38 GMT 2025

Private Note [REDACTED]

Wednesday 4 June 2025, 01:05 pm

Title: Customer Entry (Auto Note)

Content:

This is an auto note of the original customer submission.

Subject:

I have the same number plate as a NSW vehicle

Category:

Transport, Road & Traffic > Vehicle Registration

AC Description (forms):

Time to dump the Y series registration plates ?I got a toll notice for [REDACTED] It turned out that plate has a NSW twin !

Plain Description:

Location Data:

Address:

Latitude:

Longitude:



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Case: 01142564

AC Internal Investigation	20250821-49987	Access Canberra Owner	Wendy Hipolito
Objective Reference No.		Sub Status	Resolved
Category	Complaints and Feedback > Access Canberra website	TCCS Status	
Comment category	Request for service	TCCS Case Number	
Feedback Queues	AC CMT - Feedback	Case Reference Number	AC-01142564
Legacy Case ID		Contact Name	[REDACTED]
AC Form Type	Access Canberra Feedback - Webform	Contact Phone	[REDACTED]
Rejected Reason	[REDACTED]	Contact Email	[REDACTED]
		Case Origin	Web
		Priority	Medium
		Content Document Ids	

Contact Information (No Account)

First Name	Last Name
Email	Phone

Case Overview

Subject	Transport - Registration - Enquiry
Description	
Desired outcome	
AC Description	I've just found out that my ACT registration plates have a duplicate registration in NSW. I don't want this to cause complications like what has been reported on in the news recently. Please help.

Case Location

Block No.	Unit Plan
Section No.	Postcode
Street Address	State
Suburb	Country
Longitude	Latitude
Formatted Address	

Shopfront transactions

Drivers licence number	
------------------------	--

Complaint Categorisation & Assessment

CMT Category Level	Transport	Date/Time of incident
1		

26/08/2025, 13:06

Case: 01142564 ~ Salesforce - Unlimited Edition

CMT Category Level 2	Licences and Registration	Complaint Start Date	19/08/2025
CMT Category Level 3	Enquiry	Contacted other party?	
Voluntary Demographic Information?		Employer's Insurer	
Vehicle		Financial loss	
Vehicle registration number		Further damage risk?	
Drivers licence number or PVDAC		Involves vulnerable person?	No
Vehicle Colour		Is Complaint a Ministerial or Ombudsman	
Vehicle Make		On going issue	Yes
Vehicle Model		Raised with third party?	
Vehicle Moving		Referred Agency	
Vehicle Type		Vulnerable person type	
Audience type			

Demographic Information

Age	Income
Post code	Employment
Gender	

EDU - F&S Complaints & Feedback

Education Enquiry Type
EDU Complaint Category
EDU workflow
Type of School
School

Business Coordination

Preferred opening date
Business Type One
Business Type Two

Events

When do you plan on holding the event?	How many people attending event
Event start date	Non Profit or Community Organisation?
Event end date	Other event activities
Proposed activities for event	

Parking Operations

26/08/2025, 13:06

Case: 01142564 ~ Salesforce - Unlimited Edition

Parking Hours

Follow Up (Date)

Parking Type

Day(s) it occurs

Time Frame

Public Flexible Transport

SES

Emergency Services
Same issue?

Sent to TCCS?

Number of Stories

Is this your
residence?

Permission to access
exterior of home

System Information

Created By [redacted] 19/08/2025 11:04 PM

Last Modified By Wendy Hipolito, 21/08/2025 2:20 PM

Case Record Type AC Feedback

Status Closed

Contact Information

Account Name [redacted]

Service Account
Level 1

Birthdate

Phone

Age

Email [redacted]

Home Address

Postal Address [redacted]

Emails

AC-01142564 [case:_01142564:case] Transport - Registration - Enquiry

Message Date 21/08/2025 2:01 PM

Has Attachment

Email Address [redacted]

Status Sent

Subject AC-01142564 [case:_01142564:case] Transport - Registration - Enquiry
ACT Government Feedback Response

Subject: Transport - Registration - Enquiry

Dear [redacted]

Thank you for contacting Access Canberra.

It is possible for vehicles in different states or territories to have the same number plate combination, as registration systems are managed independently. This can occasionally lead to issues such as toll notices being incorrectly issued due to misidentification by toll providers.

Text Body If your vehicle has been given a toll notice, whilst I acknowledge that this is frustrating, you should speak to the Toll Provider as they should be verifying your vehicle before sending out a toll notice.

If you wish to change your numberplate sequence, you can apply at an Access Canberra Service Centre for a fee to receive a new set of numberplates, however you will need to surrender the current numberplates.

Kind regards,

Resolution and Support Team
Phone 13 22 81
Access Canberra | ACT Government
ref:!00D2801dej1.!500On0OL2nN:ref

26/08/2025, 13:06

Case: 01142564 ~ Salesforce - Unlimited Edition

Case History

21/08/2025 2:20 PM

User Wendy Hipolito

Action Changed **Sub Status** from In Progress to **Resolved**. Changed **Status** from Assigned to **Closed**.

21/08/2025 2:01 PM

User Wendy Hipolito

Action Changed **Subject** from Access Canberra Feedback: Access Canberra website to **Transport - Registration - Enquiry**.

21/08/2025 2:00 PM

User Wendy Hipolito

Action Changed **CMT Category Level 3** to **Enquiry**. Changed **CMT Category Level 2** to **Licences and Registration**. Changed **CMT Category Level 1** from Customer Service to **Transport**.

20/08/2025 12:59 PM

User Wendy Hipolito

Action Changed **Sub Status** from Unresolved to **In Progress**. Changed **Status** from Unassigned to **Assigned**.

19/08/2025 11:04 PM

User [REDACTED]

Action Changed **Case Owner** from [REDACTED] to **AC CMT - Feedback**. Changed **Account Name** from [REDACTED] to [REDACTED]. Changed **Contact Name** from [REDACTED] to [REDACTED]. Changed **Case Reference Number** to **AC-01142564**. Changed **Account Name** to [REDACTED]. Changed **Contact Name** to [REDACTED]. Created.

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Out of Scope

From: James Coleman <jcoleman@region.com.au>
Sent: Wednesday, 30 October 2024 2:37 PM
To: media@customerservice.nsw.gov.au; CMTEDDMedia <CMTEDDMedia@act.gov.au>
Subject: Y plates query

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi teams,

Journalist with Region Media here, based in Canberra.

With NSW vehicle registration plates beginning to start with the letter 'Y', like those in the ACT, I'm wondering if there are any crossover issues?

Eg., are there cases where those with ACT plates receive fines, toll notices, etc for vehicles registered in NSW, and vice versa?

If not, how is this risk mitigated?

I've contacted both ACT Policing and NSW Police and they referred me to you, but let me know if you need any clarification. Thanks!

Kind regards,

James Coleman

Journalist



E. jcoleman@region.com.au

M. Sch 2.2(a)(ii)

W. Region.com.au

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Generated by: Alexander An on Fri Aug 22 02:29:54 GMT 2025

Email - Mackenzie Bale

Tuesday 19 Aug 2025, 02:18 pm

To [REDACTED]
From: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)
Subject: AC-01135328 [case:_01135328:case] Transport - Registration - Duplicate registration



ACT Government Feedback Response

Subject: Transport - Registration - Duplicate registration

Hello [REDACTED]

Thank you for your compliant and apologies for the extended response time.
Your compliant has been forwarded to a Senior Delegate and the Freedom of Information Team as that is the appropriate area for your request.

Thank you,
Mackenzie | Customer Service Officer | Licensing and Registration
Phone: 13 22 81 | [Contact Us - Access Canberra](https://www.accesscanberra.act.gov.au/contact-us) (https://www.accesscanberra.act.gov.au/contact-us)
Access Canberra | City and Environment Directorate | ACT Government
GPO Box 158 Canberra ACT 2601 | www.accesscanberra.act.gov.au
(<http://www.accesscanberra.act.gov.au/>).

ref:!00D2801dej1.!500On0Ni61H:ref

Private Note - Maiya Kay ☀️

Tuesday 5 Aug 2025, 08:31 am

Title: Reassign the case queue to AC LARA

Content: Please see customer complaint.

Generated by: Alexander An on Fri Aug 22 02:29:54 GMT 2025

Private Note - [REDACTED]

Monday 4 Aug 2025, 04:33 pm

Title: Customer Entry (Auto Note)

Content:

This is an auto note of the original customer submission.

Subject:

Access Canberra Feedback: Vehicles and registration

Category:

Complaints and Feedback > Vehicles and registration

AC Description (forms):

Please see my attached letter of complaint regarding me being charged for the toll road use of another ACT Motor Vehicle on Historic registration when it shares a number with my vehicle. I am aware this is a not-uncommon problem and I believe the ACT Government is in breach of its legislation, The ACT Road Transport ACT 1999. Number-plate recognition systems are not adequately identifying the unique ACT vehicle and responsible driver. This also occurs sometimes in car parks using numberplate ID.

Plain Description:

Location Data:

Address:

Latitude:

Longitude:

Check Registration Details

Display Results

Search result for plate number

Vehicle	Body type	Status
2013	STATION WAGON	Currently Registered
1967	SEDAN	Currently Registered

< Previous

Next >

Cancel

Finish

