

Jihad Dib

Minister for Customer Service and Digital Government
Minister for Emergency Services
Minister for Youth Justice



Jenny Aitchison

Minister for Roads
Minister for Regional Transport

Media Release

Upgraded Digital Photo Card the green light for digital identity

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Editor's note, footage of the upgraded Digital Photo card in use is available [here](#)

Digital Photo Card holders will be given access to an upgraded digital identity document from this month in a major step forward in developing the NSW Government's Digital ID and Wallet.

Commencing as a pilot project, people will have a more secure way to prove their identity and age, with the upgrade to existing NSW Digital Photo Cards allowing users to share only their required information via a digital 'handshake'.

The pilot will initially operate in three Service NSW Centres at Auburn, Blacktown and Parramatta from today.

Unlike the existing digital 'copy' of a customer's Photo Card stored inside their Service NSW app, the upgraded card will enable people to digitally share information needed for a transaction via QR code without handing over their phone or identity document.

The upgraded card is the first government verifiable photo credential in Australia to be built to these international standards. The new security standards will make it harder for people to misuse the credentials or steal people's information by keeping information more secure.

It will allow people to share their ID and qualifications for a range of tasks and transactions safely and conveniently, while ensuring personal information and privacy are better protected.

The pilot project is testing the technology platform that will enable digital credentials such as driver licences, trade qualifications and working with children checks, securely stored inside the new digital wallet on the Service NSW app.

These future upgrades will enable people to selectively disclose their information – for example, only providing confirmation that you are over 18 – preventing unnecessary sharing of personal details and avoiding the need to hand over your physical documents or phone.

In the pilot phase, customers completing eligible transactions will present their upgraded Digital Photo Card at the Service NSW counter, where staff will use a device to verify the credential in real-time. This process will test verification of the card and the digital sharing of information with customer's consent.

Successful testing of the upgraded credential paves the way for ongoing rollout of the Digital ID and Wallet program which could see a range of licences upgraded to the new credential standard.

Further legislation is required to enable wider use of NSW Digital IDs across government and accredited commercial partners, with consultation planned in late 2025.

The pilot builds on the recent success of online Working with Children Check renewals and the First Aid Certificate trial with St John Ambulance.

Customers who have an existing NSW Digital Photo Card can voluntarily participate in the pilot, and upgrading their card will only take a matter of minutes.

Minister for Customer Service and Digital Government Jihad Dib said:

"This pilot of Australia's first government-issued digital photo credential is an exciting step towards a digital future for NSW where people have greater control over their digital identity and security.

"It paves the way for more credentials to be rebuilt to the new international security standard, allowing people to only share the information they choose and creating easier access to essential documents, including in an emergency.

"Upgrading this credential means that over time, more than one million NSW residents who have a Photo Card instead of a driver licence can also benefit from these security and privacy enhancements, including people who are vulnerable, elderly, disabled or new migrants.

"The digital photo credential is another way we are building better services for the people of NSW and helping people to better safeguard their identity."

Minister for Roads Jenny Aitchison said:

"The NSW Digital Photo Card will follow international ISO standards allowing it to eventually be used across other states, territories and countries while making it harder for someone else to use credentials and pretend to be you.

"The pilot uplifts security of this primary document and enhances the privacy protections to help keep your identity information and credentials more secure.

"Feedback from the pilot will provide the NSW Government with direction in planning for future statewide rollouts."

MEDIA:

Mark Scala | Minister Dib | 0427 549 878

Bess Graham | Minister Aitchison | 0427 779 257