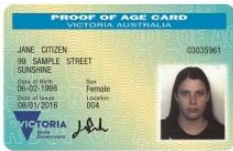


Proof of Age card FAQs

Easy English



What is a Victorian Proof of Age card?

The Proof of Age card is a photo identity card that proves you are over 18 years old. The card can be used anywhere in Australia.



How do I apply for a Victorian Proof of Age card?



You can get a Proof of Age form mailed to you by going to the [Contact Us](#) page of the VCGLR website.



You can also get a Proof of Age form from the VCGLR office building, or some Post Offices, Chemists and VicRoads offices.

Click here for a [map and list of places](#) you can get the form.

When you have the form you will

- Fill out the form
- Take the form with [2 ID documents](#) to someone who can sign it as a personal referee
- Take the form with 2 ID documents to someone who is an authorised person
- Take the form with 2 ID documents to a photo point agency
- Have your photo taken
- Pay for the card.



For more information look at the **How to apply for a Proof of Age card Step by Step Guide**.



Where is the Victorian Commission for Gambling and Liquor Regulation (VCGLR) office?

The VCGLR office is at Level 3, 12 Shelley Street, Richmond, Victoria, 3121.



How much does it cost?

It costs \$ 10 to get a Proof of Age card.

Why should I get a Proof of Age card?



A Proof of Age card is given to you by the Government. It can be used as official ID in most places.

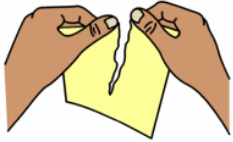
It can be used when you apply for things like Passports and Police Checks.



What is a Keypass ID card?

A Keypass card is another form of photo identification. A Keypass is issued by Australia Post.

A Keypass cannot be used in as many places as a Proof of Age card.



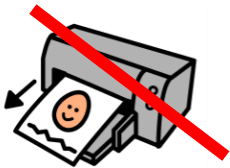
What happens if I lose or damage my card? Or my details change or are wrong?



If you lose your card you will need to apply for a new card and pay \$ 10.



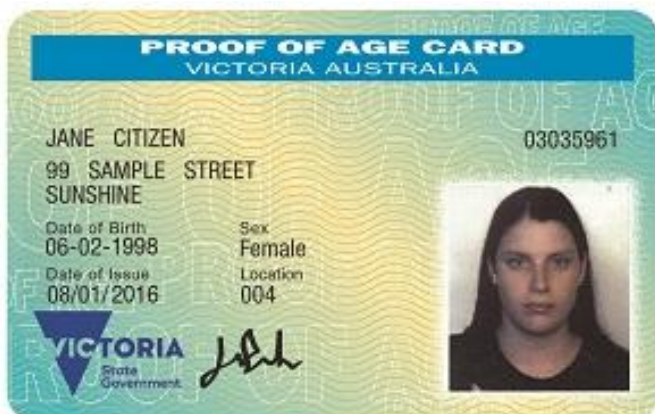
If there is a mistake on your card you can go back to the place you lodged your form, and they will fix it and give you a new card for free.



Why can't I download a Proof of Age application form?



There is a barcode on each form which means you cannot download or photocopy the form.



Original document can be found here: <https://www.vcqlr.vic.gov.au/community-services/proof-age>

More information



Translating and Interpreting Services

Call 13 14 50

Ask them to call Victorian Commission for Gambling and Liquor Regulation (VCGLR) on 1300 182 457



National Relay Service

Call 133 677 for TTY / voice calls
or

1300 555 727 for Speak and Listen



Website

<https://www.vcglr.vic.gov.au/community-services/proof-age>



Phone VCGLR

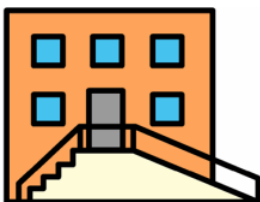
1300 182 457

9 am – 5 pm Monday to Friday
not on public holidays



Email

Click on [Contact Us](#)
and submit an enquiry form



Address

Victorian Commission for Gambling and Liquor Regulation (VCGLR)
Level 3, 12 Shelley Street
Richmond Victoria 3121