

Timeframes and processing summary

Replacement CAPI Operator Licence Application

A licence must be replaced if it is lost, stolen, destroyed, defaced, mutilated or become illegible.

The timeframes stated below are approximate and may vary, representing the time since the day the application is received.

1. The application is lodged on the day it is received by SLED.
2. Data entry and payment processing takes place within a couple of days.
3. A **Photograph Advice** letter is mailed within two or three weeks (assuming no additional delays). These letters are only mailed once a week.
4. The applicant takes the Photograph Advice letter to a Service NSW office to have their photograph taken. Usually the licence is mailed to the applicant's postal address within 10 working days.
5. Unless the licence was lost or stolen, the applicant must surrender the old licence to a Police station or mail it back to SLED when the replacement licence is received.