Blue Card Services
Working together to keep kids safe

Supporting your applicants to apply online

For people applying for a blue card or exemption card online, there are a few steps, which you may need to guide them through. Don't forget: organisations must confirm that the person claiming to hold the blue or exemption card is who they say they are e.g. if they have a photo on their blue card, check the photo against the person or if they don't have a photo on their blue card, check another form of identity like a driver licence.

Volunteers and students applying for the first time (no payment required)

Applicant navigates to the online application and registers an account. Registration is a one time process. Applicant will need to validate their identity using a Queensland Department of Transport and Main Roads (TMR) product. If successful, applicant is provided with an online account number. Applicant is advised to provide their online account number to your organisation.

Your organisation then creates a link with the applicant in the *Blue card register* section of the portal. Upon successful link, your organisation will have oversight of the person's record and current status in real time. Note: the applicant cannot complete their volunteer/student application online without this link.

The applicant is notified via SMS or email of the successful link with your organisation. They are now able to complete and submit their online application for their volunteer or student blue card.

Blue Card Services receives and processes application. Most online applications for people with no police information should be processed within five business days. It might take longer if further information is required or if we receive police or disciplinary information.

Blue Card Services notifies the applicant and your organisation of the outcome (successful or unsuccessful). The portal will reflect the updated status.

Queensland Government

Blue Card Services
Working together to keep kids safe

Paid employees applying for the first time and paying for themselves

Applicant navigates to the online application and registers an account. Registration is a one time process. Applicant will need to validate their identity using a Queensland Department of Transport and Main Roads (TMR) product. If successful, applicant is provided an online account number and can commence their application.

Applicant pays for application and submits. They can provide their online account number to your organisation to create a link at this point, or the link can be created once the card is issued.

Blue Card Services receives and processes application. Most online applications for people with no police information should be processed within five business days. It might take longer if further information is required or if we receive police or disciplinary information.

Blue Card Services notifies the applicant of the outcome (successful or unsuccessful).

If they haven't already, card holder (formerly the applicant) provides card number to your organisation to create a link.

If not done earlier, your organisation creates a link with the card holder through the *Blue card register* section of the portal. Your organisation now has oversight of the person's record and current status in real time.

Blue Card Services
Working together to keep kids safe

Paid employees applying for the first time – your organisation is paying for them

If your organisation is paying for a person's blue card, there is an extra step for your payment. This payment can be done at any point before the applicant commences their online application. If you pay at the beginning of the process, provide the applicant with the receipt number so they can complete their online application.

Your organisation navigates to BPoint (via the BCS website) and pays on behalf of the applicant. Once the payment has been processed, you'll receive a receipt number, which you should provide to the applicant.

Applicant navigates to the online application and registers an account. Registration is a one time process. Applicant will need to validate their identity using a Queensland Department of Transport and Main Roads (TMR) product. If successful, applicant is provided an online account number and can commence their application.

Applicant enters the payment receipt number provided by your organisation, completes and submits application. They can provide their online account number to your organisation to create a link at this point, or link can be created once card is issued.

Blue Card Services receives and processes application. Most online applications for people with no police information should be processed within five business days. It might take longer if further information is required or if we receive police or disciplinary information.

Blue Card Services notifies the applicant of the outcome (successful or unsuccessful).

If not done previously, card holder (formerly the applicant) provides card number to your organisation to create a link.

If not done previously, your organisation creates a link with the card holder through the *Blue card register* section of the portal. Your organisation now has oversight of the person's record and current status in real time.

Queensland Government

If the applicant has no TMR product and needs to attend a TMR counter first

We work with the Department of Transport and Main Roads (TMR) to verify the identity of an applicant and obtain the photo for their blue/exemption card. This means organisations will no longer need to sight and verify the identification documents for a blue/exemption card application.

Applicants will need a customer reference number (CRN) and photo from TMR before they apply for their blue card.

For many, this will be the number and photo on their driver licence, photo identity card or marine licence.

If the applicant has no TMR product, first, ask them to check; 4.5 million people already have a CRN from TMR! For information on where they might find it, go to www.qld.gov.au/transport/crn

If the applicant does need to visit a TMR counter, they will need to take appropriate ID with them. See a list at www.qld.gov.au/transport/licensing/driver-licensing/identity

There is no fee to get a CRN from TMR for blue card purposes.

Once the applicant has a CRN, they can apply for a blue card or an exemption card.

If the applicant needs to use a remote pack

The applicant should contact Blue Card Services on 1800 113 661 and ask to speak to the Community Information team.