

Blue Card Services <info@bluecard.qld.gov.au>

Date: Fri, 7 Aug 2020 at 3:14 pm

Subject: Blue Card Services - No Card, No Start laws

You may have heard that from **31 August 2020**, there will be changes to Queensland's blue card system, also known as the Working with Children Check (blue cards). These changes include new laws that will apply to organisations, paid workers, business operators, students and volunteers. The changes are known as the No Card, No Start laws. The laws have been designed to strengthen and streamline the blue card system, and keep Queensland kids safe.

We know your organisation plays an important role in the community, with employing or assisting community members to find child-related employment or volunteer work. We would like to tell you about the No Card, No Start laws and how they might impact your organisation and future employees and volunteers.

Key changes:

- The new laws start on **31 August 2020**. When the new laws start, people will need to hold a valid blue card **before** they can start working with children.
- People with a paid application submitted **before 31 August 2020** will be able to continue working while their applications are being processed.
- People will be able to apply for a blue card **online**, which means faster approval times for most applicants. For applicants without police information, an online application should be approved in around 5 business days.
- People will be able to pay for and apply for a blue card **before they get a job**. This means they can be job-ready.
- Volunteers or students who need a blue card, will **need to be linked to an organisation to get a blue card for free**.
- Existing card holders will **need to renew their blue card before it expires** to continue working with children.
- An applicant or card holder will need to tell us when there has been a **change in their police information**.
- There will be stricter requirements for people who rely on an exemption to work or volunteer with children. This comes with the introduction of the terms, **restricted person** and **restricted employment**. For example volunteer parents or individuals who are under 18 years of age who have been issued a negative notice or had their card suspended or been convicted of disqualifying offences or been charged with a disqualifying offence not yet finalised by a court, cannot volunteer in regulated employment.
- Exemption cards will now expire after three years.

A big change to the blue card system is the new way we will confirm the identity of people applying for a blue card. We're putting photos on blue cards, so when people apply for a card, they will need a Customer Reference Number (CRN) from the Department of Transport and Main Roads (TMR). A CRN is the number on a person's drivers licence, photo identity card or proof-of-age card. We use the photo linked to your CRN for your blue card.

If a person doesn't have a CRN, they can apply for one for free at a TMR Customer Service Centre. They will need to take ID with them. TMR will take their photo and give them a CRN which they will need for their blue card application.

If a person doesn't have enough ID they can still get a free CRN and photo taken for free. TMR can assist people with ID concerns.

We know most communities do not have a TMR Customer Service Centre, however there are other agencies where you can get a CRN and photo taken, such as a Police Station or at a Queensland Government Agent Program (QGAP) office. In addition, the licensing mob visit various communities.

Some things won't change:

- Existing blue cards will remain valid until their expiry date, or until they are withdrawn, suspended or cancelled. For the next three years, there will be a mix of blue cards with photos and blue cards without photos.
- Existing volunteer blue card holders who get paid work can start in paid work once they submit their form to us. They will not need to wait for a new card.
- People can apply for a blue or exemption card using the paper forms.
- All blue card and exemption card holders will be monitored to help ensure the safety of Queensland kids.
- Applicants who return police information may still require further assessment. Further assessment processes can include an applicant being asked to provide further information about their police information, we call this the 'submissions process.'
- Our Indigenous Liaison Officers can assist an applicant with their blue card application or the submissions process.

We know people respond to change best when they are supported. So we want to reassure you, we are here to support you through the No Card, No Start changes. We encourage you to promote the No Card, No Start changes amongst your organisation and share these changes with your staff or volunteers.

We have developed various resources to assist your organisation with the No Card, No Start laws such as:

- 3 short video recorded information sessions featuring the Blue Card Services Indigenous Liaison Officers
 - [What does No Card, No Start mean?](#)
 - [How do I apply for a blue card?](#)
 - [Restricted person and restricted employment](#)
- 2 posters for display in community with information on where to get a CRN
- A fact sheet on how to apply for a CRN and FAQ's
- 2 posters for display in community about the [No Card, No Start changes](#)
- A fact sheet on [restricted person, restricted employment](#).

We have more [resources](#) available on our website.

We will be sending out further information on these changes via the *Blue Card News* and *Blue Card Yarns*. If you haven't [signed up](#), it is free and a great way to keep up to date with the new laws. You can view the latest [Blue Card Yarns](#), here.

If you have any questions or need more information, you can contact **Ruth McCabe** in our Community Information Team directly on **07 3028 7752**.

You can also contact our **Indigenous Liaison Officers**:

- **John 07 3211 6913**
- **Helen 07 3211 6825**.

Kind regards

Sarahjane Robertson
A/Manager, Community Information
Blue Card Services, Justice Services
Department of Justice and Attorney-General