



Frequently asked questions for getting a blue card in a remote community

From **31 August 2020**, new laws apply to Queensland's blue card system, also known as the Working with Children Check (blue cards). These changes 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.

Who needs a blue card?

Under the No Card, No Start laws, people providing services and activities specific to kids whether they are paid or volunteering, must have a current valid blue card or exemption card **before** they start working with kids. There are different types of categories people within remote communities may apply for their blue card under:

- [Child care services](#)
- [Health, counselling and support services](#)
- [Sport and active recreation](#)
- [Schools](#)
- [Education and care services](#)
- [Churches, clubs and associations](#)

There are some situations where a person may be exempt from requiring a blue card. A list of when exemptions may apply are available on the Blue Card Services' website at www.qld.gov.au/bluecard. However, regardless of whether a person is required to hold a blue card or not, they cannot work or volunteer with kids if they are a [restricted person](#).

Remember:

- Under the new laws, a person can apply for a blue card before they find a job. This means they can be job ready.
- An organisation cannot have a policy that requires their staff to have a blue card if they don't need one. If you are not sure whether your work requires you to have a blue card have a yarn with our friendly team.

How do I apply for a blue card?

From 31 August 2020, we have new forms. Although we have accepted forms with an expiry date of 31 March 2020, under the new laws, applicants will need to apply online or by using the new paper forms. Forms with an expiry date of 31 March 2020 will not be accepted from 31 August 2020 onwards.

To apply for a blue card, you now need a Customer Reference Number, also known as a CRN, from the Queensland Department of Transport and Main Roads, we call this TMR.

A CRN is the number on your driver licence, photo identity card or proof-of-age card. You can find more information about locating your CRN on TMR's website.



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We work with TMR to verify your identify and obtain the photo for your blue card. If your photo was taken more than 6 years and 9 months ago, you will need to visit a TMR Customer Service Centre and get a new photo taken. If you're not sure how long ago your photo was taken by TMR, we can help you with that by giving us a call.

We know that not all towns 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 QGAP office. Call us and we can help you find the best way to access one. There is also a link on our website with this information.

If you don't already have a CRN, you can apply for free at one of the TMR Customer Service Centres with your ID documents. A list of accepted ID documents and Customer Service Centre locations is also available on the TMR website.

TMR will take your photo and give you a CRN which you will take with you and use for your application for a blue card. The photo that is taken will be printed on your blue card following your successful application.

There is a fee for your blue card application if you're a paid employee, business operator or a jobseeker getting a blue card for paid work and this will be payable at the time of your application.

Once you have got your CRN and photo taken, you can apply online or by completing a paper form.

Frequently asked questions

The below table has some common scenarios that may apply to a remote community.

Scenarios
<p>I have a driver's licence and so I have a CRN. I don't know how long ago I got my photo taken. How can I find this out? I don't want to drive into town if I don't need to but I also don't want to send in my application and then find out I need to go and get a new photo taken.</p> <ul style="list-style-type: none">You can call Blue Card Services on 1800 113 611 and we can help you. We will let you know if you need to visit a TMR to get a new photo taken.It is free to have your photo taken.
<p>My driver's licence was suspended. Can I still use my CRN and how will I get it?</p> <ul style="list-style-type: none">Once you have been issued with a CRN by TMR, it will remain with you for life.If your licence has been suspended or cancelled, you will still use the same CRN number.You can go into your local TMR Customer Service Centre, which may be a police station or QGAP office.You will need to take ID with you.You will be given your existing CRN and get a new photo taken. Getting your CRN and photo taken is free.
<p>I am looking to work with kids and will need a blue card. I haven't found work yet, but I want to be job-ready so I can start work as soon as I find a job. How do I apply?</p> <ul style="list-style-type: none">You can apply for a blue card as a job seeker.You can apply for your blue card using the online applicant portal or using the paper form.You will need to pay for your blue card.Once you have submitted your application, it will take around 5 business days for your application to be processed if you have no returned police information. If you have police information, it may take longer. We will be in contact with you if we need more information.

FAQ's – getting a blue card in a remote community

I've never had a driver's licence or proof of age card? How do I get a CRN?

- You will need to go to your local TMR Customer Service Centre, which may be a police station or QGAP office.
- You will need to take ID with you. If you are not sure what ID to take with you, you can call TMR or give us a call.
- If you don't have ID, you can still get a CRN. You will need to talk to TMR, they will help you.
- You will have your photo taken and be given a CRN to take with you. It is free to have your photo taken and be issued with a CRN.
- Once you get your CRN, you can apply for a blue card using the online applicant portal or by using the paper form.

I want to volunteer at the local school and I need a blue card. I've never had a blue card before, how do I get one and how much will it cost?

- Volunteers play an important role in community. To apply for a blue card as a volunteer, you will need to be linked to the organisation you are volunteering with to get a blue card for free. For example, if you volunteer at the local school, speak with the school about linking you to their organisation. This can happen in two ways:
- If you are using the online applicant portal, you will need to register online with your CRN. Once you register online, you will be given a registration confirmation number. You will then give the school your registration confirmation number. The school will link you to their organisation. Once the school has linked you, you will receive a confirmation from Blue Card Services to continue with your application online; or
- If you are using the paper form, you will need to take the form into the school and they will complete their section of the form. You can then scan and upload your application to Blue Card Services using the scan and upload option or you can post it to us. Often, the employer will help you with this.
- As a volunteer linked to an organisation, your application is free.

If I don't have access to the online applicant portal, how do I apply for a blue card and how long will it take?

- If you can't access the online applicant's portal to apply for a blue card, you can still use the paper forms.
- You will need to put your CRN on the application form and you will need to attach a certified copy of your CRN document. For example, if you have a driver's licence, you will need to attach a copy of your driver's licence to the application form.
- You will need to have the copy certified by a Justice of the Peace, a Commissioner of Declaration, a police officer or a lawyer.
- If you are not sure where to find someone to certify your documents, give us a call on 1800 113 611 and we can help you.
- You will need to pay for your application if you are a paid employee, job seeker or business operator. You can pay using BPoint on our website or you can send us a cheque or money order. If your employer or someone else is paying for you, they can pay using the BPoint method. You will need to put the receipt number on our application form.
- Once you have paid for your application, you can scan and upload your application or post your application to us.
- From when we receive your application, it will take 5 business days to process if there is no police information received as part of the blue card check and provided you've completed the form correctly. If there is police information, it will take longer.

FAQ's – getting a blue card in a remote community

I don't have a TMR product and I don't have ID. What can I do?

- If you have never had a TMR product and don't have a birth certificate or other form of ID, you can still get a CRN. There are people in each community that can help you. You can also call TMR who can assist you.

I already have a blue card. Do I need to renew my blue card now or when it expires? How can I renew my blue card?

- You will need to renew your blue card before it expires to continue working with kids.
- You can renew your blue card up to 16 weeks before it expires.
- You can renew your card online using the online applicant portal or using the paper form.
- You will need to provide your CRN from TMR when making your application.
- If you are not sure how long ago your photo was taken, give us a call on 1800 113 611 and we can help you.
- If you have an existing blue card you do not have to do anything until your card is coming up to expire.
- Your new blue card will have your photo on it.

Will I have to wait for my blue card to arrive before I can start work?

- We will send you an email or letter to tell you when your blue card application has been approved.
- This will have your blue card number on it.
- You can show this letter to your employer who will confirm your identity and validate your blue card number.
- Your employer must then link you to their organisation before you start working for them.

I am not sure if I need a blue card for work. How can I find out if I need one?

- If you are not sure if you need a blue card for work, we have information on our website that can help you.
- You can also speak with the person who looks after blue cards in the organisation you are looking to work with.
- You can also call us on 1800 113 611 and our friendly staff can help you.

I applied for a blue card using the paper form. I haven't heard anything back from Blue Card Services?

- We understand that mail takes longer to get to us from remote communities. If you sent us an application by post and haven't heard from us, give us a call on 1800 113 611.

Need more information?



Please call us on **1800 113 611** or **07 3211 6999** between **8am–5pm** on **Monday to Friday** or visit www.qld.gov.au/bluecard.