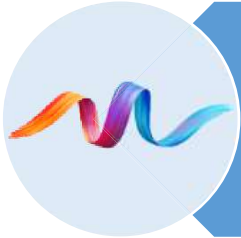


# Blue Card Services

Working together to keep kids safe



## Supporting your card holders to renew offline



Card holder receives advice from Blue Card Services about their card expiry date approaching via text message. It's important to keep contact details up-to-date in order to receive this renewal advice.



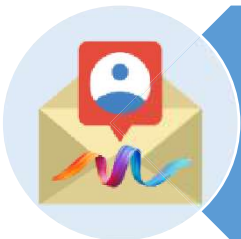
Your organisation reminds the card holder of their upcoming renewal. Using the blue card register within the Organisation Portal, you can see when your card holders' cards are due to expire.



Card holder completes paper form and includes their identification information. They will include payment information on the form. Applicant to liaise directly with you if your organisation is paying on their behalf.



Blue Card Services receives and processes application. As long as this renewal application was submitted prior to the person's previous card expires, they can continue working.



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





## 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](http://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](http://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.

## Renewals not submitted on time

If a card holder submits their renewal application after their current card has expired, they will be treated like a new applicant and must cease working in a regulated child-related capacity until their new application has been approved.

Your organisation will also need to create a link to their new application/card.

For the process of new applications, see the *Supporting your applicants to apply online* document.