

Blue Card Services

Working together to keep kids safe



Supporting your applicants who apply offline (i.e. using paper forms)

For people applying for a blue card or exemption card offline, 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 completes paper form and includes their identification information.



Applicant provides paper form to your organisation.



Your organisation completes their section of the form. The organisation information in the paper form will be used by Blue Card Services to create a link with your organisation.



The application form is submitted to Blue Card Services (scan and upload, post, fax, or in person).



Blue Card Services receives and processes application.



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



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.