

Blue Card Services

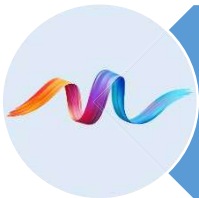
Working together to keep kids safe



Supporting your card holders to renew online

Links for paid, volunteer and student blue or exemption card holders automatically carry over when their cards are renewed on time. This means you'll continue to receive status updates until you delink them.

It's important that renewals are submitted on time. If a person renews after their old card expires, then their links will need to be re-established. Encourage your staff and volunteers to keep their contact details up-to-date with Blue Card Services to ensure that they receive their renewal reminder.



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.



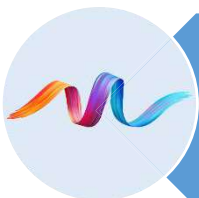
Your organisation reminds the card holder of their upcoming renewal. Using the *Blue card register* within the Organisation Portal, you can see when your card holders' cards are due to expire.



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 the applicant is applying for a paid card, they'll need to either make the payment or ask your organisation for a receipt number, as per new paid applications. Applicant confirms existing links with organisation and submits application. If they delink from your organisation during the renewal process, your organisation will be notified.



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. As long as this renewal application was submitted before 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

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.

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.