Disability Worker Screening

Queensland Employer Portal guide for NDIS-funded employers

Welcome

Welcome to the Disability Worker Screening Portal guide for NDIS-funded employers. This guide will assist employers through the process of how to link and de-link employees and volunteers who are holders of a current yellow card or yellow card exemption issued **prior to 1 February 2021.** If you were registered with the previous Yellow Card Online Employer Portal prior to this date, in most cases your details will transfer across to the new Employer Portal and you will not need to re-register.

In the Employer Portal you will be able to:

- **De-link an employee from your organisation** – Advise that an employee who holds a yellow card/yellow card exemption is no longer engaged by you.

- **Link an employee to your organisation** – Advise that you are engaging a worker who holds a yellow card/yellow card exemption.

Important: Employees and volunteers who apply for an NDIS Worker Screening clearance **from 1 February 2021** and those who hold an NDIS Worker Screening Clearance are managed through the **NDIS Worker Screening Database (NWSD)**.

What internet browser should I use for this portal?

Google Chrome is the recommended internet browser.

Access the Employer Portal

1. To access the Employer Portal directly, use the URL link below:

   https://portal.workerscreening.communities.qld.gov.au/

2. Alternatively, you can access the Employer Portal from the Department of Child Safety, Seniors and Disability Services - **Disability Worker Screening** website.

    https://workerscreening.dsdsatsip.qld.gov.au/

3. Select the **Employers** section and scroll down to select the **Login to Employer Portal** button.

<div style="text-align: center;">

Login to Employer Portal

</div>

4. This will take you to the **Welcome** screen. Make your selection from the **Employers** section.
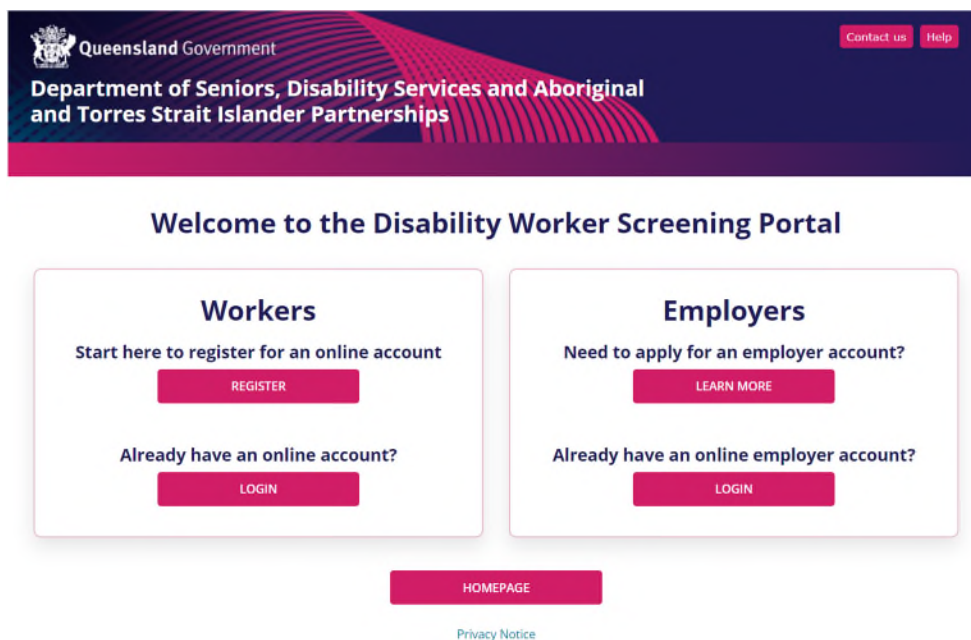
Already have an online employer account?

5. If you have previously registered to use the old Yellow Card Online portal you can press **Login** which will take you to the login screen. We have transitioned registered users from the old portal to the new Employer Portal. Registered users will receive an email requesting they reset their password to access the new Employer Portal.
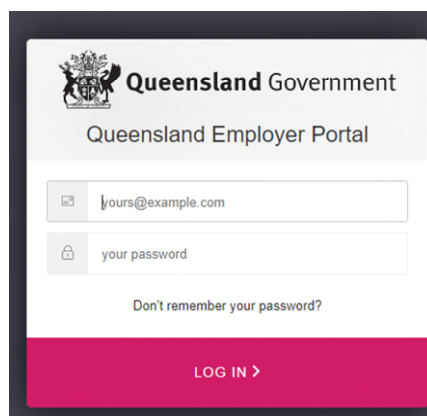
Need to apply for an employer account?

6. If you have not registered to use the portal, press the Learn More button under **Need to apply for an employer account?** You will be taken to the Worker Screening website for viewing further information. You will also be asked to complete and return the Queensland Employer Portal Registration Form to register your organisation and nominate registered users for the portal.

Queensland Employer Portal

Queensland Employer Portal Registration Form (DOCX, 150 KB)
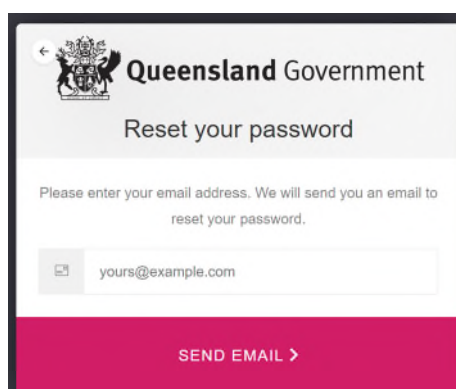
Login screen

7. On the Login screen, enter your **email address** and **password** and click on **Log In**. If you were previously registered for the Yellow Card Online portal please use the same email address you were previously registered with.

Don't remember your password?

8. Click on the text **Don't remember your password?** and a **Re-set your password** pop-up box will appear. Enter your registered email and press **Send Email**.

9. A notification will appear advising that an email has been sent to you.

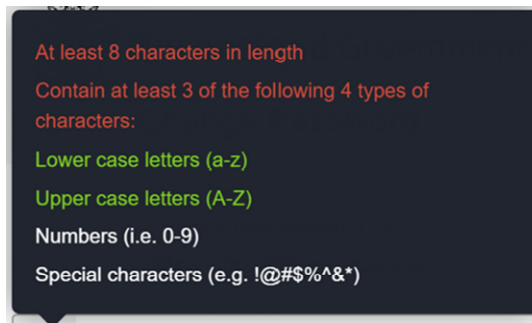Note: You may need to check your Junk/Spam mail for the email from the Employer Portal if you cannot find it in your Inbox.

10. Click on **click here** text in the email. You will be taken to a Change Password screen. Enter your new password, type it again to confirm and click on the arrow in the pink box.

11. Passwords must be:

12. When successfully reset you will see the confirmation message below:

New users – how to set up a new password

13. When a new user is registered to use the portal for an organisation, an auto-generated email will be sent to the email address of the new user. The user will be prompted to click on the link within the email to activate their account.

14. The user will be taken to the Account Activation screen within the portal. They can enter a password and confirm their password and click on **Set Password**.

15. When complete, a **Password Updated Successfully** message will appear.

Get started

16. When successfully logged into the portal, a **Home** page will be displayed showing all the options available to employers via the portal. Select the option you require by clicking on the pink button:

- **De-link employee from your organisation**

- **Link a worker to your organisation**

17. You can return to this screen at any time by clicking on the **Home** button in the header.

De-link employee from your organisation

De-link worker from your organisation

Advise that a worker is no longer engaged by you.

NOTE: NDIS clearance holders need to be delinked via the NDIS Worker Screening Database.

18. Fill in the information about the worker who is no longer engaged by you and press **Lodge**.

De-link worker

Advise that a worker is no longer engaged by you

Important Information:
This form is for use by a service provider to inform Worker Screening Unit that a worker is no longer engaged by them.

Personal details of worker who is no longer engaged by you

First name*

Middle name

Last name*

Date of Birth*

Card number (if known)

LODGE

19. You will receive a pop-up notification to advise your request has been processed and a confirmation email will be sent to your nominated email address. The request will be sent to the Worker Screening Unit to action.

Request to de-link worker from your organisation

Your request has been processed and a confirmation email has been sent to your nominated email address.

A record of your request to de-link this person from your organisation has been sent to the Worker Screening Unit.
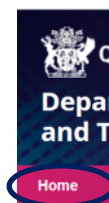
Link a worker to your organisation

Link a worker to your organisation

Advise that you are engaging a worker who holds a valid state-based clearance or Yellow Card/Yellow Card Exemption

NOTE: NDIS workers need to be linked via the NDIS Worker Screening Database.

20. Enter **Personal details of worker**. Fields marked with * are mandatory.

Link a Worker to your Organisation

Personal details of worker

First name*

Middle name

Last name*

Date of Birth*

City of Birth

State/Province of Birth

Country of Birth

Card number (if known)

Expiry Date (if applicable)

Application Number if lodged online or Case Number (if known, for applications in progress)

Declaration

Declaration by the service provider

Please read the following carefully before finalising your declaration:

- I declare that the information requested is required because the service provider proposes to engage the person at a service outlet.
- I understand that it can be an offence under the *Disability Service Act 2006* to state anything in this form that is false or misleading.
- I understand the privacy notice in this form and I consent to the collection, use and disclosure of my personal information in the manner described in that notice.

Service provider name

Employer Admin/Contact name

Date

LODGE

21. Read the **Declaration by the service provider**. Your details should show in the declaration fields – check they are correct then select **Lodge**.

22. Read the declaration in the pop-up box and click on **I understand and agree**.

23. You will receive an online 'Request to link a worker to your organisation' confirmation, along with a confirmation email which will be sent to your nominated email address.

Administration

24. In the top header of the portal you will see buttons for:

- **Home** – this takes you to the home page of the Employer Portal.

- **My Profile** – you can update your own details.

- **Admin** – you can do a User search or Register a user within your organisation so they can become an Employer Admin or Employer Contact.

Portal roles

25. Employers can select Administrators to manage the administration of their organisation within the Employer portal. Click on the **Admin** tab to undertake the following functions: **User Search** or **Register User**.

26. Users are set up in the portal based on roles. Role based access allows different user functionality depending on your role type. Portal roles include:

- **EmployerAdmin** (previously known as an SP Admin or Service Provider Administrator in the Yellow Card Online portal)

- **EmployerContact** (previously known as a Local Contact in the Yellow Card Online portal)

27. The following matrix indicates the admin rights to carry out functions relating to each role type:

Function	Employer Admin (for your own organisation only)	Employer Contact (for your own organisation only)	Un-verified user (could be anyone)	Comments
	Admin for organisation employer. There could be one or many such roles for an organisation depending on its size. Employers will manage access of staff members (acting in role of Employer Contact) to the Employer Portal. The person for this role needs to be verified by the Worker Screening Unit.	**Contact for organisation employer. This role may not be used in smaller organisations and Employer Admin could perform all required functions on the Employer Portal.**	**Users who are not verified and registered on the portal. Typically they would be a third party person making payment of application fees for the worker.**	
Manage Employer Contact	Y	N	N	
Deferred payment of application fees	N	N	Y	Anyone can pay for the application, it is a link that is emailed to an email address. Payer does not have to log into the portal.
Link an employee to your organisation De-	Y	Y	N	YC & YCE holders current on or after 1 Feb 2021
link an employee from your organisation	Y	Y	N	YC & YCE holders current on or after to 1 Feb 2021

User Search

28. Search for a user within your organisation by entering any of the search fields such as first name, last name, phone number, role and click on the **Search** button.

User Search

Update user details

29. Once you have completed your search, click on the name to **Update user details.** When details have been updated, press the **Save User Details** button.
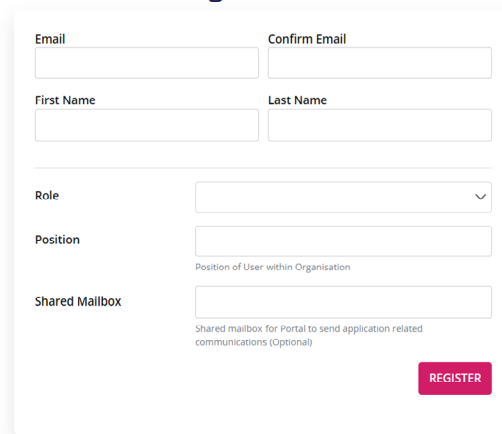

Register User

30. You can register a new user for your organisation from the **Admin** tab by completing the fields and clicking on **Register**.

Register User

Note: You can add a shared mailbox email address and portal generated notifications will be sent to this address instead of the user's work email address (unless it is a password reset email). Users can also update their own shared mailbox details.

31. An auto-generated email will be sent to the new user requesting they set up their secure password.

Troubleshooting

Having problems or experiencing errors with the portal?
Check you are using Google Chrome as your internet browser.

Can't find your emails from the portal?
If you cannot find emails sent from the portal to your email inbox, please check your Spam/junk mail folder.

Further information

For assistance with the portal please see the **Contact us** tab on the portal header.

The easiest and quickest way to get help is by reading through our detailed fact sheets and user guides or accessing the Worker Screening website. The NDIS Commission also has information to assist on their website.

If you can't find the information you need through the available resources, you can contact:

- Queensland Worker Screening Unit: email workerscreening@dsdsatsip.qld.gov.au or phone 1800 183 690