

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 (NWSDB)**.

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/>

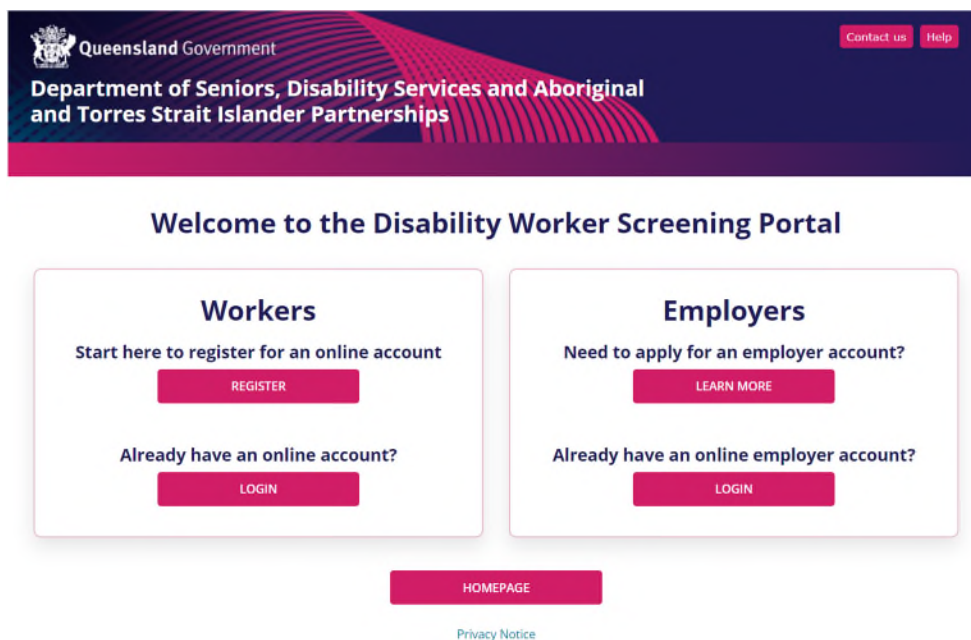
2. Alternatively, you can access the Employer Portal from the Department of Child Safety, Seniors and Disability Services - **Disability Worker Screening** website.

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

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



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.

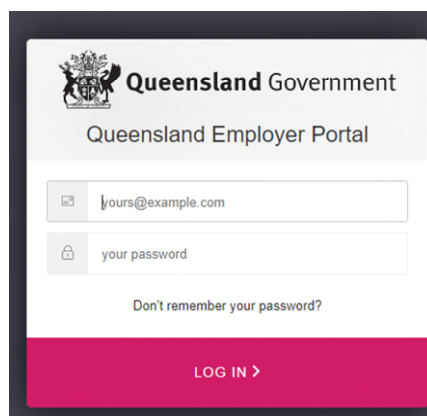
Need to apply for an employer account?

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.



Login screen

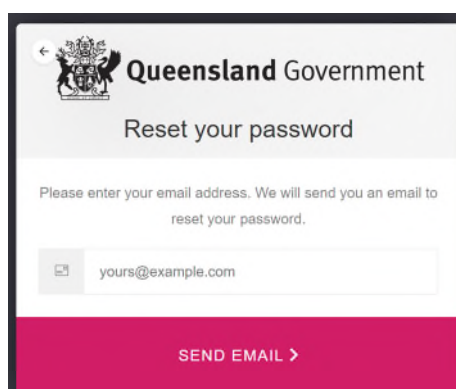
7. On the Login screen, enter your **email address** and **password** and click on **Log In**. If you were previously registered for the Yellow Card Online portal please use the same email address you were previously registered with.



The screenshot shows the login interface for the Queensland Government Employer Portal. At the top left is the Queensland Government crest. The text 'Queensland Government' and 'Queensland Employer Portal' is displayed. Below this are two input fields: the first contains 'yours@example.com' and the second contains 'your password'. A link 'Don't remember your password?' is positioned below the password field. At the bottom, a pink button labeled 'LOG IN >' is visible.

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**.



The screenshot shows a 'Reset your password' pop-up box. It features the Queensland Government crest and the text 'Queensland Government' and 'Reset your password'. Below this, it says 'Please enter your email address. We will send you an email to reset your password.' There is an input field containing 'yours@example.com'. At the bottom, a pink button labeled 'SEND EMAIL >' is present.

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.

DO NOT REPLY TO THIS EMAIL

Dear *Anton*,

We have either;

- Created an account for you in the QLD Disability Worker Screening Portal, or;
- received a request to reset your Worker Screening Portal password.

Please verify this by clicking [here](#) and providing your new password.

If you are not expecting an account to be created or did not request a password reset, please contact the Worker Screening Unit and also ensure that you can still log into your worker screening portal account.

If you experience any issues please contact us on workerscreening@communities.qld.gov.au.

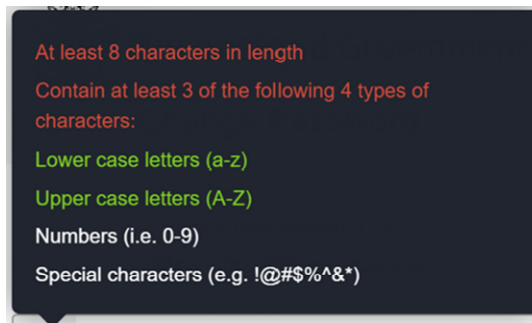
Yours sincerely

The Worker Screening Unit

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:



Your password has been reset successfully.

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**

Get started


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.

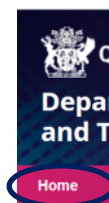
Link a worker to your organisation



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.

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 |
| <input type="text"/> | <input type="text"/> |
| Last name* | Date of Birth* |
| <input type="text"/> | <input type="text"/> |
| Card number (if known) | |
| <input type="text"/> | |

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 |
| <input type="text"/> | <input type="text"/> |
| Last name* | Date of Birth* |
| <input type="text"/> | <input type="text"/> |
| City of Birth | State/Province of Birth |
| <input type="text"/> | <input type="text"/> |
| Country of Birth | |
| <input type="text"/> | |
| Card number (if known) | Expiry Date (if applicable) |
| <input type="text"/> | <input type="text"/> |
| Application Number if lodged online or Case Number (if known, for applications in progress) | |
| <input type="text"/> | |

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 | |
| <input type="text"/> | |
| Employer Admin/Contact name | Date |
| <input type="text"/> | <input type="text"/> |

LOGGE

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**.

Are you sure you wish to make this declaration?

By clicking **I Understand and Agree** you are acknowledging and accepting all terms of the declaration.

You are also declaring that all of the information provided by you in this application form are true and correct to the best of your knowledge.

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.



Request to link a worker to 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 link this person to your organisation has been sent to the Worker Screening Unit.

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 | Y | Y | N | YC & YCE holders current on or after 1 Feb 2021 |
| De-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

[NEW USER](#)

Search by First name, Last name, Phone number, Email.

Status: Role:

Records per page: Sort by:

| First Name | Last Name | Email | Role | Service Provider | Active <input type="checkbox"/> |
|------------|-----------|-------|------|------------------|---------------------------------|
|------------|-----------|-------|------|------------------|---------------------------------|

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.

Update user details

First Name Last Name

Email

Employer

Shared Mailbox Phone

Please note: when creating or updating Departmental users (e.g. WSLU AS&RS) or Blue Card Services that a SAR needs to be raised which adds the user to the correct group. The SAR should be completed before creating or updating the user in the Portal.

Role Position

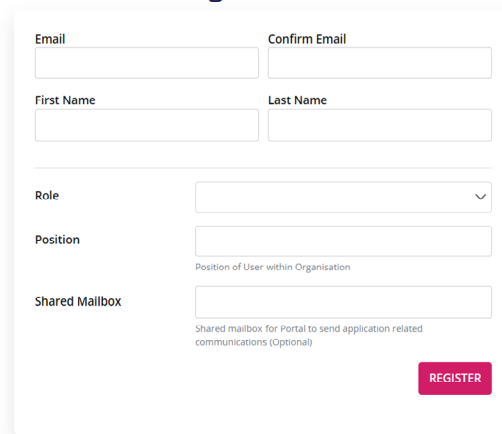
Status

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



The 'Register User' form contains the following fields and elements:

- Email** and **Confirm Email**: Two text input fields for email verification.
- First Name** and **Last Name**: Two text input fields for the user's name.
- Role**: A dropdown menu for selecting a role.
- Position**: A text input field with the label 'Position of User within Organisation' below it.
- Shared Mailbox**: A text input field with a note below it: 'Shared mailbox for Portal to send application related communications (Optional)'. A red 'REGISTER' button is located at the bottom right of the form.

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@dssatsip.qld.gov.au or phone 1800 183 690

