Disability Worker Screening

Queensland Worker Portal

User Guide

Contents

Introduction

Welcome to the Disability Worker Screening Queensland Worker Portal (Worker Portal) User Guide. This guide will assist workers through the process of applying online for a Disability Worker Screening Clearance and it will also provide information about how to perform key functions.

In the Worker Portal you will be able to:

- **Start a New Application**

- **View the Status of your Application**

- **Update your Details**

- **Apply to Withdraw your Application**

- **Review or Update your Application**

- **Notify us of a Change in Engagement (Employer/Organisation)**

- **Request a Replacement Card**

- **Check if you are Eligible to Work (View the Status of your Clearance)**

- **Renew your Queensland Disability Worker Screening Clearance**

- **Application History**

Navigation and Access

How do I navigate this User Guide?

The Contents page shows you headings for the key areas included in the User Guide. The Contents page is set up with internal links, so you can press Control + click on any section and you will be taken directly to that section in the User Guide.

We have also provided links to our website and other key reference material located on our website. There are also some internal links that will allow you to skip ahead.

What internet browser should I use for the Worker Portal?

Google Chrome is the recommended internet browser.

How do I access the Worker Portal?

o If you are a **first-time user** of the Worker Portal, click here to **Register for an Online Account.** Then refer to the First step – Register for the Worker Portal section of the User Guide for more guidance.

o If you have **already registered** to use the Worker Portal, click here to **Login** to the Worker Portal. Then refer to the Login to the Worker Portal section of the User Guide for more guidance.

How do I logout of the Worker Portal?

To logout of the Worker Portal, click on the **Logout** button at the right-hand side of the header at the top.

Logout
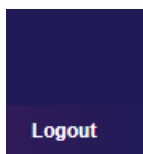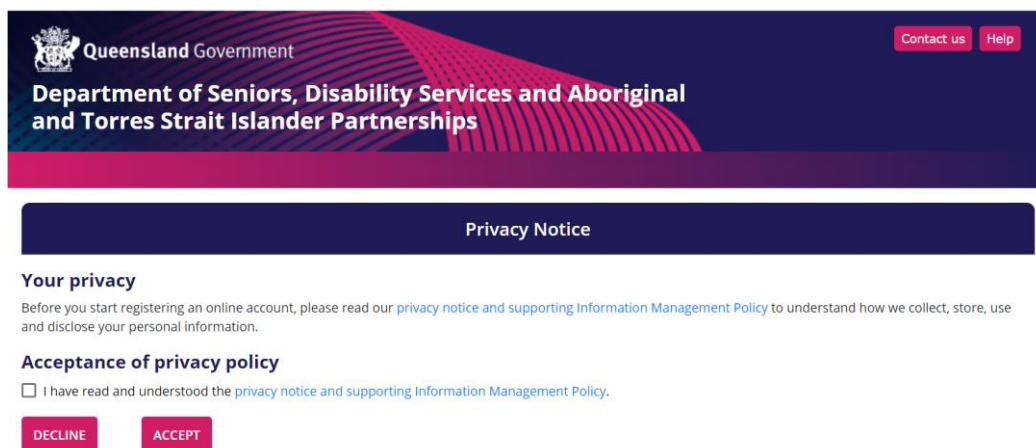
First step – Register for the Worker Portal

1. To access the Worker Portal, you must first **Register** as a worker.

2. After you click on the above link to Register, you will be taken to the **Privacy Notice** screen.

   Click on the link to read and then click on the **tick-box** to confirm you have read and understood the Privacy Notice and supporting Information Management Policy.

   Select **Accept.**

Proof of Identity

3. You will then be taken to the **Proof of Identity** screen.

   We are partnering with Department of Transport and Main Roads (TMR) to deliver online proof of identity.

   Disability Working Screening applicants will need a TMR product prior to applying.

   The TMR product is used as part of our identity check and also enables us to print a photo on your Disability Worker Screening clearance card. To register for the Worker portal, you must have one of the listed TMR products.

   To find out more please refer to our Identity Verification fact sheet.

Queensland Government

Department of Child Safety, Seniors and Disability Services

Proof of Identity

To verify your identity, you will need a Queensland Department of Transport and Main Roads (TMR) Customer Reference Number (CRN) which is the number found on your driver licence, photo identification card or adult proof of age card. You will be asked to enter your CRN below and this will enable the online identity system to verify your details. The photo that appears on your TMR product will be printed on your Disability Worker Screening clearance card.

To find out more, please refer to our Identity Verification fact sheet. The fact sheet also provides information on what to do if you don't have a CRN.

* Required fields

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❶ Important Information

Did you know - A worker can use an NDIS worker screening clearance in any State or Territory in Australia.

An NDIS worker screening clearance will **not be issued** in Queensland if a worker holds a clearance in another State or Territory in Australia.

If a worker currently holds a valid NDIS worker screening clearance, this can be used in a risk assessed role in Queensland, regardless of where your clearance was issued. This is because the NDIS worker screening clearance is a nationally recognised check.

Please do not apply for a NDIS worker screening check in Queensland. Instead, workers can provide organisations with your interstate NDIS Worker Screening ID. NDIS providers can verify your NDIS clearance status and eligibility to work within the national NDIS database.

Question: I have a NDIS worker screening clearance issued in New South Wales, but I have obtained a role in Queensland working for a different registered NDIS provider. Do I need to apply for a Queensland NDIS clearance?

Answer: No. The NDIS worker screening clearance is a nationally recognised check. If you have a valid NDIS worker screening clearance, you will be able to work in any state or territory e.g. in both New South Wales and Queensland, regardless of where the original clearance was issued.

To check if you are eligible to apply for a NDIS worker screening clearance, complete the Eligibility Calculator on our website. Or see the resources section on our website for more information.

Please select a Queensland Transport and Main Roads (TMR) product*

Select	▾

TMR Customer Reference Number (eg Drivers Licence Number) *   ❷   TMR Registered Email Address *   ❷

First Name   ❷

Middle Name

Last Name*

Date of Birth *   ❷

BACK   **REGISTER**

Note: Fields marked with * are mandatory.

TMR Products

4. **Select a TMR product** (i.e. driver's licence) from the drop-down menu which appears when you click on the down arrow. You must have one of the listed TMR products to register online and apply for a Disability Worker Screening check:

- Drivers Licence

- Adult Proof of Age card

- Photo Identification card

- Industry Authority

- Marine Licence Indicator

- New Customer Notification Email

5. Complete your **Proof of Identity** details.

6. Enter your **TMR Customer Reference Number**.
This is located on the top right of your product i.e. driver's licence (or other product) and should be a nine-digit number. You can check if you have a Customer Reference Number (CRN) by visiting https://www.qld.gov.au/transport/crn. **If you do not have a CRN, you can refer to our** Identity Verification fact sheet **to find out how to apply for one at no additional cost.**

TMR Customer Reference Number (eg Drivers Licence Number) * ❓

Driver Licence
SAMPLE   VOID (SAMPLE ONLY)   123 456 789
SAM SAMPLE

7. Enter your **TMR Registered Email Address**.
This is the same email address that you used when you registered with TMR (i.e. the email you provided when you applied for your licence).

TMR Registered Email Address *   ❓

To protect your personal information we will use the same email address that is registered with TMR (if provided). To verify and/or update your email address you can login into TMR Online Services by clicking this icon. Once you login you can add/change your email address under 'My Details' on the top right of your 'My Account' page.

Note: To verify and/or update your email address with TMR you can login to TMR Online Services by clicking on the question mark icon – see above image. Once you login you can add/change your email address under **My Details** on the top right of your **My Account** page.

8. Enter your **Name** and **Date of Birth.**

Press **Register**.

9. You will receive a confirmation notification to advise your details have been successfully confirmed and a Worker Portal account has been created for you**.**
Click **Proceed to Login**.

Congratulations. Your details have been successfully confirmed by Queensland Transport and Main Roads (TMR).

We have now created your Worker Screening Portal account and you may commence an application. Please contact the Support Desk for further assistance.

PROCEED TO LOGIN

Login to the Worker Portal

If you have completed all of the steps in the 'First step - Register for the Worker Portal' section, you can now **login** to the Worker Portal.

1. You will be prompted to select your **TMR product** and enter your **Customer Reference Number** and **Date of Birth**
(these will be the same details you used to register for the Worker portal).

2. Click on the **tick-box** to confirm you have read and understood the Privacy Notice and supporting Information Management Policy and select **Login.**

Note – *You must use the same TMR product and email to login that you used in the registration process.*

Verification Code

3. When you have successfully logged in, a pop-up **verification code** box will appear on your screen requesting you enter a verification code.

4. Your secure verification code will be sent to your **TMR registered email address**. (See the example below.)

Worker Screening Portal
to

👑 **Queensland** Government
Department of Communities, Disability Services and Seniors

Dear
Welcome to the Worker Screening Portal.

Your verification code is: **701155**

If you are having difficulties accessing your account please email us at
workerscreening@communities.qld.gov.au

Yours sincerely
Worker Screening Unit

If you did not make this request, please contact us by replying to this mail.

Worker Screening Unit | Contact Us

Important

Your verification code will change each time you login.
You will have 15 minutes to enter your code or you will need to login again.

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5. Retrieve your verification code from your TMR registered email and enter the **Verification Code** into the field.

Verification Code

Please check your TMR registered email address for the Verification Code.

For a range of factors, this may take a few minutes to arrive. If you haven't received one after a few minutes, please try to login again.

Please remember to check your spam folder.

Enter your verification code here

CANCEL

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

6. You have now successfully logged in to the Worker Portal.

7. If your TMR photo was taken more than 5 years and 3 months ago, please read the next section. Otherwise, please continue by viewing the **Online Services Home Screen** section.

What if my TMR photo was taken more than 5 years and 3 months ago?

If your photo in TMR's records was taken more than 5 years and 3 months ago, after you login to the portal for the first time, you will see an error message instructing you to update your TMR photo **before** you continue to register online and apply for a clearance card.

You will need to visit a TMR Customer Service Centre (or third-party service delivery location) for a new photo at no additional cost. Once you have updated your photo, you may need to wait up to 48 hours before registering and proceeding with the identity check through the worker portal. You can find out more information in our Identity Verification fact sheet.

Online Services Home screen (for first-time login)

After you have successfully logged in for the first time you will be taken to the Online Services Home screen.

At this stage, you will only have two functions you can perform:

- Start New Application
- Update My Details
- Application History

Note:
After you have submitted an application, you will have more functions available to you on your Online Services Home screen.

Please see the **Key Functions in the Worker Portal** section for further information about the key functions you can perform.

You can return to the Online Services Home screen at any time by clicking on the **Home** button in the header.
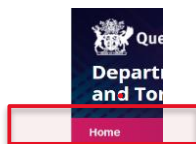
Start a New Application

You can lodge a new application for a Disability Worker Screening Clearance (NDIS Worker Screening or Queensland Disability Worker Screening), including a combined application for a Working with Children Check (Blue Card or Exemption Card).

1. To start a new application, click on **Start New Application**.

2. You can see the 7 different sections of the application that you must complete at the top of your screen. You can see your progress here as you make your way through the application.

Section 1 – Application Initiation

3. Application Initiation is the first section of the application that you must complete.

4. Select your correct **Application Type** and answer the **Eligibility Requirements** questions.

5. After you have answered all questions, click on **Save and Proceed** and continue with Section 2.

> **Note**
> If you are applying for a Disability Worker Screening AND a Working with Children Check (Blue Card/Exemption Card), you may be asked additional questions during the application process that are not included in this guide.

Section 2 - Personal Details

6. Click on the pink **down arrow** or use the **next button** in each **Personal Details** section to add your information.

Names

Manage Names   Toggle Names Section   ⌃

⚠ You must provide all names including legal names (as it appears on your current TMR product), alias names, cultural names, preferred names and previous names.

ADD NAME

Name Type	Title	First Name	Middle Name	Last Name	Action
Legal name		John		Citizen	UPDATE

NEXT

Other Personal Details

Manage Other Personal Details   Toggle Other Personal Details Section   ⌄

Addresses

Manage Addresses   Toggle Addresses Section   ⌄

Identification

Manage Identification   Toggle Identification Section   ⌄

Qualifications (Optional)

Manage Qualifications   Toggle Qualifications Section   ⌄

* Required fields

BACK   SAVE   SAVE AND PROCEED

7. When you are finished, click **Save and Proceed** and continue with .

Section 3 - Assessment Details

8. Complete details about your **Purpose and Role, Previous Checks and Roles.**

① Application Initiation	② Personal Details	③ Assessment Details	④ Disclosable Information	⑤ Employer Details	⑥ Declaration	⑦ Payment

Purpose and Role

Please indicate the primary purpose you will be using your Disability Worker Screening Clearance for*

○ Paid employee
○ Sole Trader
○ Volunteer

Please select the primary area of service delivery you will be using your Disability Worker Screening clearance for(Definitions)*

○ Accommodation support services
○ Respite services
○ Community Support Services
○ Community access
○ Advocacy or information services or Services that Provide Alternative Forms of Communication
○ Research training or development services
○ NDIS Assistance with Daily Life
○ NDIS Transport
○ NDIS Consumables
○ NDIS Assistive Technology
○ NDIS Assistance with Social, Economic and Community Participation
○ NDIS Home Modifications and Specialised Disability Accommodation (SDA)
○ NDIS Support Coordination
○ NDIS Improved Living Arrangements
○ NDIS Increased Social and Community Participation
○ NDIS Finding and Keeping a Job
○ NDIS Improved Relationships
○ NDIS Improved Health and Wellbeing
○ NDIS Improved Learning
○ NDIS Improved Life Choices
○ NDIS Improved Daily Living Skills
○ Another service prescribed by regulation

Previous Checks and Roles

Have you previously held a Yellow Card or Yellow Card Exemption in Queensland issued before 1 February 2021? *
○ Yes   ○ No

Have you previously been issued with a Blue Card or Blue Card Exemption for the purpose of working with children?*
○ Yes   ○ No

* Required fields

BACK   **SAVE AND PROCEED**

9. Click on **Save and Proceed** and continue with **.**

Section 4 - Disclosable Information

10. Answer the **Disclosable Information** questions.

Disclosable Information

Are you currently suspended, or have you ever been refused, barred, excluded or disqualified following an application for an NDIS Worker Screening Check, Working With Children Check, Working With Vulnerable People Registration and/or working with people with a disability check (or equivalent) in any state or territory in Australia? ❓ *

○ Yes   ○ No

Have you ever been charged or convicted or found guilty of a criminal offence in Australia?*

○ Yes   ○ No

Have you ever been convicted or found guilty of any of the following, or equivalent, offences in a country other than Australia? ❓ *
- murder, attempted murder, or manslaughter
- serious or aggravated assault
- rape, bestiality, sexual assault, or incest
- aggravated robbery
- child pornography offences
- abduction, kidnapping, human trafficking, or slavery
- drug trafficking and drug dealing
- neglect or ill-treatment of a child or vulnerable person
- fraud, deception, or forgery involving a child or vulnerable person
- treason/treachery, terrorism, genocide, mutiny, or espionage
- animal cruelty causing an animal serious injury, harm, or death

○ Yes   ○ No

Have you ever been a respondent to a domestic violence order in Queensland? ❓ *

○ Yes   ○ No

Have you ever been subject of an investigation by any government agency anywhere in Australia that involved allegations of abuse or neglect of a child in your care that resulted in restrictions regarding your contact with that child or other children (including the removal of a child/children)? *

○ Yes   ○ No

Have you ever had any workplace misconduct findings against you, or are you subject to a current investigation, in relation to: *
- violent behaviour or assault
- indecent or sexual behaviour or misconduct
- fraud, deception or theft
- failing to provide care for a vulnerable person such as a child, elderly person or person with disability.

○ Yes   ○ No

BACK   **SAVE AND PROCEED**

11. Click on **Save and Proceed** and continue with Section 5.

Section 5 - Employer Details

12. Click on the **Add Employer/Sole Trader/SMP** button.

    <u>Note: You must add at least one Employer before continuing to the next section.</u>

1	2	3	4	5	6	7
Application Initiation	Personal Details	Assessment Details	Disclosable Information	Employer Details	Declaration	Payment

The following questions relate to entities you are engaged with or proposing to be engaged with to provide NDIS work or state funded disability work. You must add ALL employers, self-managed participants and sole traders you are engaged with or proposing to be engaged with. We will ask them to verify your engagement with them.

If you can't find the entities in the list, the easiest way to find them is to ask for their ID number issued to them for the purpose of accessing the National Worker Screening Database (for NDIS work) or Queensland Employer portal (for state funded disability work).

For sole traders, please refer to our fact sheet 'Information for sole traders'. You will need to register for access to the National Worker Screening Database (for NDIS work) or the Queensland Employer Portal (for state funded disability work) before you complete the questions below. Once you have registered, you can select yourself from the list.

Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List

* You must provide at least one employer before continuing to the next step of the application.

BACK   SAVE   SAVE AND NEXT

13. A pop-up screen will appear so you can enter your **Employer Details**.

Add Employer

To begin please select the employer type from the list

Employer Type*

(•) Employer / Sole Trader   ( ) Self Managed Participant

Please enter Employer ID OR start typing Employer name in field provided and select correct Employer Name

[Start typing Employer Id or Employer name to search...]

Employer ID*   Employer Name*

[   ]   [   ]

CANCEL   ADD EMPLOYER

14. Select the correct **Employer Type**.

15. In the field, either enter your employers **'Employer ID'** (if known) or start typing the **name** of your employer. Select the correct employer name from the drop-down suggestions.

    Please ensure you select the correct employer as delays will occur if you choose the wrong one.

> Note:
>
> Using the **Employer ID number** is the most accurate way of ensuring you select the correct employer.
>
> If you are adding a **Self-Managed Participant (SMP)** as your employer, you will need to have their **NDIS participant ID number** and their **surname**.
>
> If you are a **sole-trader** you will need to enter your Employer ID number issued by the NDIS Commission.

16. After you have selected the correct Employer, click on **Add Employer**.

17. Enter any additional employers, using the same process.

18. If you have made a mistake, you can click on the **Update** or **Remove** buttons.

19. When all of your Employer details are correct, click on **Save and Next.**

> **REMINDER**
>
> **Clearance holders and applicants must tell us if they start or stop working with an organisation/employer.**
>
> Please see the Notify a Change in Engagement (Add a New Employer or Remove an Old Employer) section for further information.
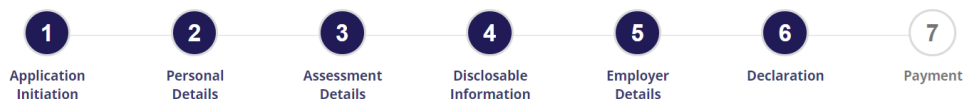
20. Answer the **working with children** question which appears on your screen.

In your role with any of these employers, will you be working with children?*
◯ Yes   ◯ No

21. Press **Save and Next** and continue with Section 6.

Section 6 - Declaration

Declaration

I declare that:

- I am the applicant named in this form and I have provided all other names or aliases that I use or have used in the past
- The information provided by me for this application is true and correct and I understand it is an offence to provide false or misleading information;
- I consent to being screened under Part 5 of the *Disability Services Act 2006*.
- I consent to the conduct of a Nationally Co-ordinated Criminal History Check including convictions, findings of guilt, pending charges, spent convictions, and non-conviction outcomes in accordance with the requirements each jurisdiction has in place with the Australian Criminal Intelligence Commission (ACIC)
- I consent to ongoing monitoring in Queensland of any relevant criminal history information (including pending charges) from the time I lodge my application and if cleared, continuing while I hold a clearance
- I consent to enquiries being made to determine my eligibility to hold a Queensland Disability Worker Screening clearance from any source considered necessary by the department, including but not limited to, police services, courts and tribunals, prosecuting authorities, worker screening units, health professionals and government agencies (including Commonwealth and state/territory).
- I understand I cannot withdraw my consent (Applicants may make a request, in writing, for their application to be withdrawn or for their clearance to be cancelled.)
- I agree to the worker screening unit collecting additional demographic information relating to me. I understand that the worker screening unit will handle the information in accordance with the *Information Privacy Act 2009*, including to use the information for its policy development, research and statistical reporting purposes.
- I understand that my personal details will be shared with Blue Card Services which administers the Working with Children Check.
- I consent for a photograph held by TMR to be used to produce the clearance card.
- I understand and will comply with my obligations including that I must notify the department if I change my name, contact details, or there is a change in my employment
- I understand and will comply with my obligation to notify the department immediately if my police information changes.

☐ I have read and understand the contents of this form and make all of the above declarations

Applicant Name*

Date*

| BACK | | SAVE | I AGREE |

---

22. Please read the **Declaration** and click on the **tick box** to indicate you agree that you have read and understood the information.
    Your name and the date will appear automatically.
    Click on **I Agree.**

23. A pop-up box will appear asking if you are sure you wish to make the declaration. If so, click on **I Understand and Agree** and proceed to .

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.

Finally, you also accept that this declaration constitutes your signature and that you consent to the use of this electronic declaration as your substitute signature.

| CANCEL | | I UNDERSTAND AND AGREE |

Section 7 - Payment

24. **Select** your preferred payment method and add the necessary details. There are three options for payment (see below).

Payment Methods

- ⦿ Credit or debit card (VISA and MasterCard only) using BPoint payment facility
- ○ Money order or bank cheque (please make payable to Department of Child Safety, Seniors and Disability Services)
- ○ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

Card Number

Expiry Date

MM   YY

CVN

25. To pay by **credit or debit card** using **online BPoint** – add your card details.

1	2	3	4	5	6	7
Application Initiation	Personal Details	Assessment Details	Disclosable Information	Employer Details	Declaration	Payment

Payment

This application is not considered lodged until payment of the prescribed fee. Please note that any fees paid are **not refundable**. Our fees are subject to change in accordance with the consumer price index.

If you require assistance with a payment, please contact us

Payment Amount

The prescribed fee for your Queensland disability worker screening application (paid) is

Payment Methods

- ⦿ Credit or debit card (VISA and MasterCard only) using BPoint payment facility
- ○ Money order or bank cheque (please make payable to Department of Child Safety, Seniors and Disability Services)
- ○ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

Card Number

Expiry Date

MM   YY

CVN

BACK

COMPLETE

26. To pay by **money order or bank cheque**. Enter your email address and once we receive your money order or bank cheque and it has cleared, we will send a receipt to your email address.

Payment Methods

○ Credit or debit card (VISA and MasterCard only) using BPoint payment facility

◉ Money order or bank cheque (please make payable to Department of Child Safety, Seniors and Disability Services)

○ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

You can also pay by bank cheque or money order. Click the NEXT button to generate a payment slip to your email address (or any other email address you nominate).

Note: The application cannot proceed until payment is received and processed.

Your email address

BACK   **COMPLETE**

27. If you have an arrangement for **your employer or someone else** (a third party) to pay for your application – enter their email address. The Worker Portal will send an email with a link to the third party to allow them to make a payment via the online BPoint payment facility.

Payment Methods

○ Credit or debit card (VISA and MasterCard only) using BPoint payment facility

○ Money order or bank cheque (please make payable to Department of Child Safety, Seniors and Disability Services)

◉ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

When you click NEXT, an email will be sent containing a link to allow the recipient to make a payment for the prescribed amount via the online BPoint payment facility. If this is not your registered email a copy will be sent to you for your records or for forwarding as required. BPoint will automatically advise us of successful payment at which point your application will proceed automatically. You can view an update of the payment status on your Home Page.

Recipient email address

BACK   **COMPLETE**

28. Click on **Complete** to proceed.

Note:
After you have submitted your application and made payment, your nominated employer must verify your application**. If this is not completed, your application will be withdrawn after 30 days.**

29. Please read the next section 'What happens after I have submitted my application?'

What happens after I have submitted my application?

Complete or Almost Complete

30. A pop-up message will appear to advise if your application is **complete** or **almost complete**.
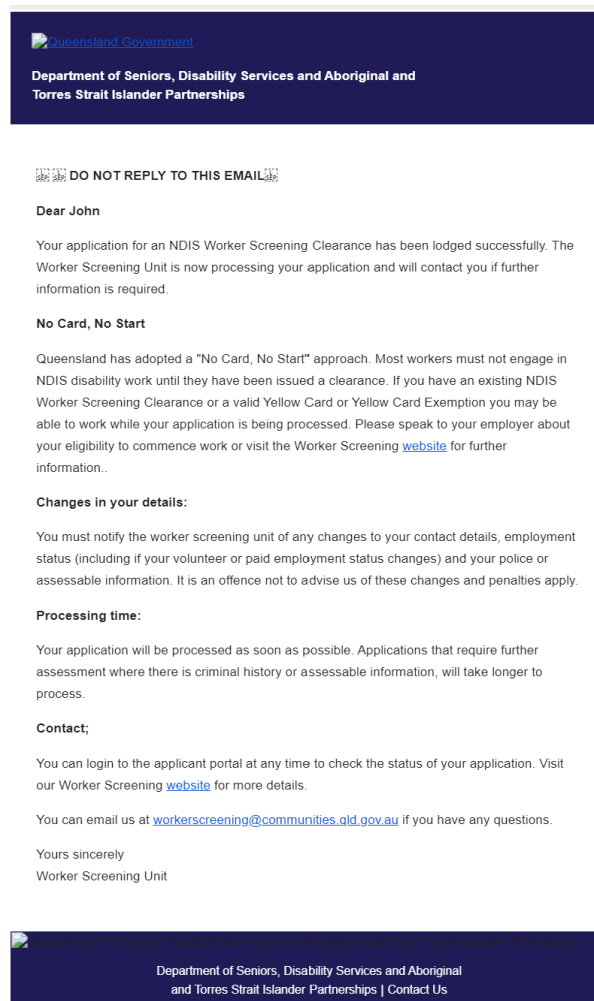
Application Complete

Thank you. Your application is now complete.

It is important to note your application will not start processing until your employer has verified your employment (paid or volunteer) and the fee has been paid (if needed). If you have sent a request to someone else to pay for your application, it will only proceed when they have completed payment.

You will receive a confirmation email shortly. You can check the status of your application at any time by clicking on the link in your confirmation email or by logging into the Worker Screening Portal.

BACK TO HOME

31. An **email** will also be sent to you confirming lodgement status.

Queensland Government

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

DO NOT REPLY TO THIS EMAIL

Dear John

Your application for an NDIS Worker Screening Clearance has been lodged successfully. The Worker Screening Unit is now processing your application and will contact you if further information is required.

No Card, No Start

Queensland has adopted a "No Card, No Start" approach. Most workers must not engage in NDIS disability work until they have been issued a clearance. If you have an existing NDIS Worker Screening Clearance or a valid Yellow Card or Yellow Card Exemption you may be able to work while your application is being processed. Please speak to your employer about your eligibility to commence work or visit the Worker Screening website for further information..

Changes in your details:

You must notify the worker screening unit of any changes to your contact details, employment status (including if your volunteer or paid employment status changes) and your police or assessable information. It is an offence not to advise us of these changes and penalties apply.

Processing time:

Your application will be processed as soon as possible. Applications that require further assessment where there is criminal history or assessable information, will take longer to process.

Contact;

You can login to the applicant portal at any time to check the status of your application. Visit our Worker Screening website for more details.

You can email us at workerscreening@communities.qld.gov.au if you have any questions.

Yours sincerely
Worker Screening Unit

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships | Contact Us

32. If your application is **Almost Complete** you will receive a notification telling you about this, with further information. (Example below)

Application Almost Complete

Thank you. Your application is almost ready.

The following tasks need to be completed before we can progress your application:

- Your application will proceed once we receive and process payment from your nominated 3rd party (eg Employer).

You will receive a confirmation email shortly. You can check the status of your application at any time by clicking on the link in your confirmation email or by logging into the Worker Screening Portal.

BACK TO HOME

Outstanding Tasks (My Tasks)

33. If you have any **outstanding tasks**, you will also receive an **email** outlining the outstanding tasks required to be actioned.

Queensland Government

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Disability Worker Screening Lodgement - Application Commenced

Hello John,

Thank your for commencing your application for a Disability Worker Screening clearance. You are almost there.
The following tasks need to be completed before we can progress your application:

Your application will proceed once we receive and process payment from your nominated 3rd party (eg Employer).

Your application will remain on hold until these outstanding tasks are completed. To view progress of the application at any time login to the Disability Services Worker Screening Portal.

Many thanks
Disability Worker Screening Online

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships | Contact Us

34. **When you log into the Worker Portal**, the **Online Services Home screen** will display a **pop-up box** that contains your outstanding tasks information.

For example: If you (or your employer) have not paid for your application, you will see a message like the one below.
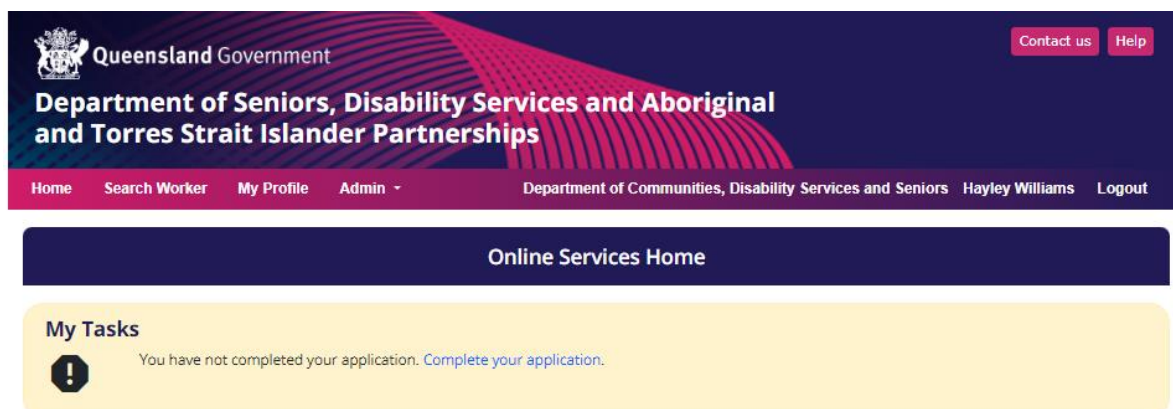
QLD Disability Worker Screening

❗ Your application has not been completed. Please:
  • Make Payment

CLOSE

You can either click on the link to make your payment or press **close**.

35. Your **Online Services Home screen** will display a **My Tasks** alert at the top of the screen that will list your **Outstanding Tasks**. (See an example below.)
(If your payment is outstanding, this message will include a **Make Payment** link that directs you to the payment screen.)

Queensland Government

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Contact us   Help

Home   Search Worker   My Profile   Admin ▾   Department of Communities, Disability Services and Seniors   Hayley Williams   Logout

Online Services Home

My Tasks

❗ You have not completed your application. Complete your application.

My Selected Employers

36. The employers you added previously will be visible in the **My Selected Employers** section toward the bottom of the screen.

Name	ID	Type	Status	Status Date	Verification Expiry Date

My Selected Employers

Note:

The above 'My Selected Employers' only appears on your **Online Services Home screen** when you have started an application but not yet submitted it, or when you have submitted your application and it is awaiting verification by your employer.

37. If you wish to **Add or Remove an Employer at this stage**, please click on the **'Update my Application Employer Details'** button and make the necessary changes. Please see the [Notify a Change in Engagement (Add a New Employer or Remove an Old Employer)](#) section for further details.

Update My Application Employer Details

Add or remove employer, self-managed participant or sole trader on your current application

---

REMINDER

Clearance holders and applicants must [tell us](#) if they start or stop working with an organisation/employer.

Key Functions in the Worker Portal

Introduction

After you have submitted your application, your **Online Services Home screen** will display your application details and other key functions that are available to you.

Note: What you see on your Online Services Home screen will change slightly, depending on the progress of your application. For some functions, you might need to click on a different button, depending on the progress of your application.

Online Services Home

My Personal Details
John Citizen
22 Street Road
SUBURB, QLD
4000, Australia
TMR CRN: 999900000
yctestteam+999900000@gmail.com
0400000000
App ID: 37161

Update My Details
Advise of an update to your name, contact details (email, phone numbers, addresses), TMR CRN, personal information and qualifications

My Application Details
Application Type   Disability Worker Screening
Application Status   Pending Lodgement ?
Payment Status   No Fee
TMR Image Status   Current

Application History
View all your application details

Review or Update My Application
Review or update an existing application

Apply to Withdraw My Application
Withdraw an application that has not been lodged OR has been lodged but not yet finalised

List of Key Functions

- **Start an Application**
- **View the Status of my Application**
- **Update My Details**
- **Apply to Withdraw My Application**
- **Review or Update My Application**
- **Notify of a Change in Engagement (Add a new Employer or Remove an old Employer)**
- **Request a Replacement Card**
- **Check if I am Eligible to Work (View the Status of my Clearance)**
- **Renew my Queensland Disability Worker Screening Clearance**
- **Application History**

The above list contains internal links. You can press **Control + Click** on any of the Key Functions above and you will be taken to that section of the User Guide where you can see detailed information.

View the Status of My Application

In the **My Application Details** section of the **Online Services Home screen**, you may see a question mark to the right of your application status.

When you hover over the question mark, a pop-up box provides additional information about what tasks need to be completed before you can proceed with your application.

The **My Tasks** alert is updated each time you return to the home page.

Update My Details

You can update your personal details at any time by selecting **Update My Details** and completing your updated details.

My Personal Details

John Citizen
22 Street Road
SUBURB, QLD
4000, Australia

TMR CRN:

Update My Details

Names

Manage Names | Toggle Names Section

⚠ You must provide all names including legal names (as it appears on your current TMR product), alias names, cultural names, preferred names and previous names.

ADD NAME

Name Type	Title	First Name	Middle Name	Last Name	Action
Legal name		John		Citizen	UPDATE

NEXT

Other Personal Details

Manage Other Personal Details | Toggle Other Personal Details Section

Addresses

Manage Addresses | Toggle Addresses Section

Identification

Manage Identification | Toggle Identification Section

Qualifications (Optional)

Manage Qualifications | Toggle Qualifications Section

* Required fields

BACK | SAVE

Apply to Withdraw My Application

Select **Apply to Withdraw My application** if you want to withdraw an application that is either incomplete OR is complete but has not yet been lodged OR has been lodged but not yet finalised. (You cannot apply to withdraw an application that has been finalised by the Worker Screening Unit.)
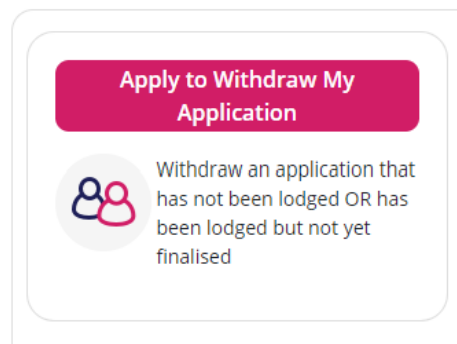
A pop-up screen will appear asking you to **confirm** your decision to apply to withdraw your current application. Press **Yes** to proceed. You will be notified when the application has been withdrawn. We will be unable to withdraw your application in some circumstances.


Review or Update My Application

Click on '**Review or Update My Application'** if you want to review or make changes to your existing application. You will be taken back to the application screens and all your initial responses to the questions will be visible as pre-filled fields.

You can review or amend your selections as you progress through the screens. Refer to the Application Initiation section of the User Guide if you require further guidance.
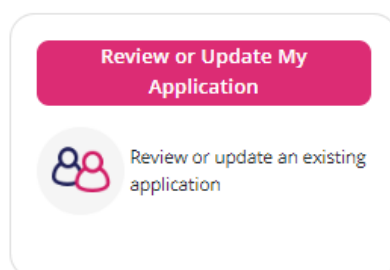
Notify of a Change in Engagement
 (Add a new Employer/Organisation or remove an old Employer/Organisation)

What is a Change in Engagement?

A Change in Engagement is when a Disability Worker Screening Applicant or Clearance Cardholder <u>starts</u> working for a new employer/organisation or <u>stops</u> working for an Employer/Organisation.

To find out more information please see the Change in Engagement Fact Sheet.

How do I notify of a Change in Engagement in the Worker Portal?

Disability Worker Screening Applicants and Clearance Cardholders can now notify us of a Change in Engagement <u>online</u>, through the Worker Portal

This is the easiest and quickest way to notify us of a Change in Engagement.

<u>REMINDER</u>

If you have a combined disability worker screening and working with children check application, or hold a blue/exemption card you **also need to tell Blue Card Services** about any changes, including a change of Employer/Organisation.

Where do I go in the Worker Portal to Notify a Change in Engagement?

<table>
<tr>
<td>

Note

You can notify us of a Change in Engagement in three different sections of the **Online Services Home screen**. What appears on the screen below will depend on the status of your clearance or application.

</td>
</tr>
</table>

Selecting the relevant scenario below will tell you which button you need to use to notify us of a Change in Engagement.

1. **'Review or Update My Application' button**

    I have an incomplete application OR I have finished my application but haven't made my payment yet and I have changed employer/organisation.

2. **'Update My Application Employer Details' button**

    I have an NDIS employer who has not verified my application* and I have changed employer/organisation.

    If you have a state-based (non-NDIS) application that hasn't been verified, use option 1 'Review or Update My Application' button.

3. **'Update My Details' button**

    I have an application that is being assessed OR I have a valid Worker Screening Clearance and I have changed employer/organisation.

Adding a New Employer using 'Review or Update My Application' button

1. Click on the **'Review or Update My Application'** button.
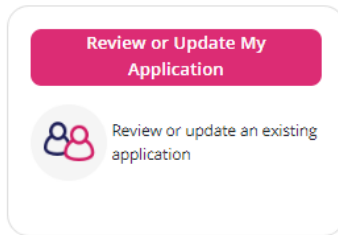
2. Navigate to the **Section 5** – **Employer Details** part of your application.
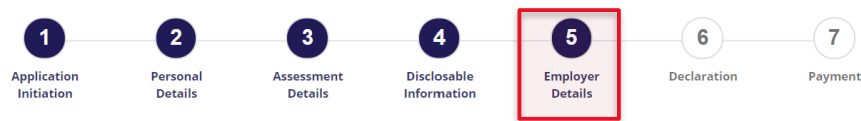
The following questions relate to entities you are engaged with or proposing to be engaged with to provide NDIS work or state funded disability work. You must add ALL employers, self-managed participants and sole traders you are engaged with or proposing to be engaged with. We will ask them to verify your engagement with them.

3. **To Add a New Employer,** click on the **Add Employer/Sole Trader/SMP** button.
   Note: You must add at least one Employer before continuing to the next section.

4. A pop-up screen will appear so you can enter your **Employer Details**.

Add Employer

To begin please select the employer type from the list

Employer Type*

(•) Employer / Sole Trader   ( ) Self Managed Participant

Please enter Employer ID OR start typing Employer name in field provided and select correct Employer Name

| Start typing Employer Id or Employer name to search... |

| Employer ID* | Employer Name* |
| | |

[CANCEL]   [ADD EMPLOYER]

5. Select the correct **Employer Type**.

6. In the field, either enter your employers **'Employer ID'** (if known) or start typing the **name** of your employer. Select the correct employer name from the drop-down suggestions and click on **Add Employer**.

   Please ensure you select the correct employer as delays will occur if you choose the wrong one.

Note

Using the **Employer ID number** is the most accurate way of ensuring you select the correct employer.

If you are adding a Self-Managed Participant (SMP) as your employer, you will need to have their NDIS participant ID number and their surname.

---

7. You can add more than one organisation by completing steps above for each organisation.

8. Answer the **working with children** question (shown previous page) then select **Save.**

Nominated Entities

[ADD EMPLOYER/SOLE TRADER/SMP]

Entity List

Type	ID	Entity Name	ABN	Verification Status	Action
State Provider	206849		12123123123	Awaiting Lodgement	[UPDATE] [REMOVE]

8

In your role with any of these employers, will you be working with children?*
( ) Yes   ( ) No

9

10

[BACK]   [SAVE] [SAVE AND NEXT]

9. If you have **added the incorrect employer**, you can click **Update** (shown above)**,** find the correct employer by following the above steps and replace the incorrect employer.

10. When you have added your New Employers and you can see them in your Entity List, **click on Save.**

You have now successfully Added a New Employer to your current application and notified us of a Change in Engagement.

Removing an Old Employer using 'Review or Update My Application' button
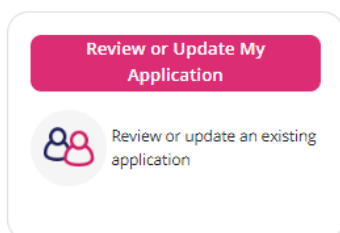
1. Click on the **'Review or Update My Application'** button.

2. Navigate to the **Section 5** – **Employer Details** part of your application.

3. You will see your Employers in the **Entity List.**

4. Click on the **Remove** button that appears next to the Old Employer you want to Remove.

5. A pop-up box will ask you to **Confirm** you want to remove this Employer.
    Click on **Yes**.

Confirm to remove

Are you sure you want to remove the selected Employer?

NO   YES

6. The Old Employer will no longer appear on your Entity List.

    **You have now successfully Removed your Old Employer and you have also
    successfully notified us of this Change in Engagement.**

Adding a New Employer using 'Update My Application Employer Details' button

1. Click on the **'Update My Application Employer Details'** button.

**Update My Application
Employer Details**

Add or remove employer,
self-managed participant or
sole trader on your current
application
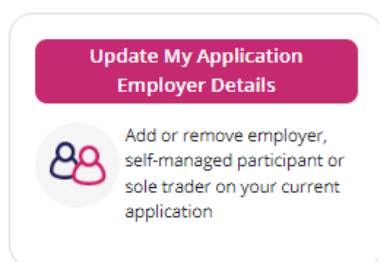
2. Your screen will now show your **Nominated Entities**.

    This is the list of Employers you have told us have engaged you (or are proposing
    to engage you) to provide NDIS work or state funded disability work.

The below screen shows the entities you have nominated that have engaged you (or are proposing to engage you) to provide NDIS work or state funded disability work. If this information has changed, please add a new entity or remove an existing entity.

You must add ALL employers, self-managed participants and sole traders you are engaged with or are proposing to be engaged with. We will ask them to verify your engagement with them.

If you can't find the entities in the list, the easiest way to find them is to ask for their ID number issued to them for the purpose of accessing the National Worker Screening Database (for NDIS work) or Queensland Employer portal (for state funded disability work).

For sole traders, please refer to our fact sheet 'Information for sole traders'. You will need to register for access to the National Worker Screening Database (for NDIS work) or the Queensland Employer Portal (for state funded disability work) before you complete the questions below. Once you have registered, you can select yourself from the list.

* Required fields

Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List

Type	ID	Entity Name	ABN	Verification Status	Application Employer Status	Action

3. **To Add a New Employer**, click on the **Add Employer/Sole Trader/SMP** button.

4. A pop-up screen will appear so you can enter your **Employer Details**.

Add Employer

To begin please select the employer type from the list

Employer Type*

(•) Employer / Sole Trader   ( ) Self Managed Participant

Please enter Employer ID OR start typing Employer name in field provided and select correct Employer Name

Start typing Employer Id or Employer name to search...

Employer ID*   Employer Name*

CANCEL   ADD EMPLOYER

5. Select the correct **Employer Type**.

6. In the field, either enter your employers **'Employer ID'** (if known) or start typing the **name** of your employer. Select the correct Employer name from the drop-down suggestions.

Please ensure you select the correct employer as delays will occur if you choose the wrong one.

7. After you have selected the correct Employer, click on **Add Employer**.

8. You will then see the Employer you have just added in the **Entity List**.

9. If you have **added the incorrect employer**, you can click **Update** (shown above)**,** find the correct employer by following the above steps and replace the incorrect employer.

10. You can add more than one organisation by completing steps above for each organisation.

11. When you have finished Adding all of your New Employers, click on **Save**.

   You have now successfully Added a New Employer and you have also notified us of this Change in Engagement.

Removing an Old Employer using 'Update My Application Employer Details' button

1. Click on the **'Update My Application Employer Details'** button.

2. Your screen will now show your **Nominated Entities**.

   This is the list of Employers you have told us have engaged you (or are proposing to engage you) to provide NDIS work or state funded disability work.

3. Find the Old Employer you want to Remove in the **Entity List** and click on the '**Delete'** button to Remove the Old Employer.

4. A pop-up message will prompt you to **confirm** that you want to delete the selected Employer. Select **Yes.**

Confirm to delete

Are you sure you want to delete the selected Employer?

NO **YES**

5. The Old Employer will remain in your Entity List, and the **Application Employer Status** will change to 'Inactive'.

Application Employer Status

Inactive

You have now successfully Removed your Old Employer and you have also successfully notified us of this Change in Engagement.

Adding a New Employer using 'Update My Details' button

<table>
<tr><td>

REMINDER

You will only be able to update your employer/organisation with the **'Update My Details'** in your **Online Services Home** screen in certain stages of your application or if you hold a valid clearance. If the text does not include 'employer details' (pictured below) you can either update in **'Update My Application Employer Details'** or the **'Review or Update My Application'** button.

</td></tr>
</table>

1. If you would like to **Add a New Employer**, click on the **Update My Details** button.

2. Your screen will show headings for the different details that you are able to update.

   Under **Employers**, click on the **pink down arrow** to the right of this heading.

3. You will now see the below information under the **Employers** section:

Employers

Notify of Change in Engagement (starting or ending your engagement with an employer, self-managed participant or sole trader)

Toggle Employers Section

Important notice: If you have made a combined disability worker screening and working with children check application which is in progress or you are the holder of a disability worker screening clearance and blue/exemption card, you must also contact Blue Card Services to notify them of any changes to your child-related employer list.

The below screen shots the entities you have nominated that have engaged you (or are proposing to engage you) to provide NDIS work or stated funded disability work. You are required to advise of any changes to your engagement with an employer, self-managed participant or sole trader within:

- 7 days if you have an application in progress
- 14 days if you already have a clearance

To notify us of a Change in Engagement, please add a new entity or remove an existing entity below.

[ADD EMPLOYER/SOLE TRADER/SMP]

Entity List

PREVIOUS

BACK   SAVE

4. In the **Entity List** section, you will be able to see your current Employers.

5. Click on the **Add Employer/Sole Trader/SMP** button.

6. A pop-up screen will appear so you can enter your **Employer Details**.

Add Employer

To begin please select the employer type from the list

Employer Type*

(●) Employer / Sole Trader   ( ) Self Managed Participant

Please enter Employer ID OR start typing Employer name in field provided and select correct Employer Name

Start typing Employer Id or Employer name to search...

Employer ID*   **Employer Name***

[CANCEL]   [ADD EMPLOYER]

7. Select the correct **Employer Type**.

8. In the field, either enter your employers **'Employer ID'** (if known) or start typing the **name** of your employer. Select the correct Employer name from the drop-down suggestions.

   Please ensure you select the correct employer as delays will occur if you choose the wrong one. If you have a state-based (non-NDIS) application or clearance, you won't be able to add an NDIS employer.

Note

Using the **Employer ID number** is the most accurate way of ensuring you select the correct employer.

If you are adding a Self-Managed Participant (SMP) as your employer, you will need to have their NDIS participant ID number and their surname.

9. After you have found the correct New Employer, you must answer the question that appears below the employers **'Did you start NDIS work or state funded work (either paid or voluntary) with this employer?'**.
Answer **Yes** or **No** as appropriate.

Did you start NDIS work or state funded
disability work (either paid or voluntary)
with this employer?

○ Yes   ◉ No

10. If you select **Yes**, you will need to include the **date your employment started**. Click on the calendar icon to select the correct date.

Did you start NDIS work or state funded   Date your
disability work (either paid or voluntary)   employment started*
with this employer?

◉ Yes   ○ No   [📅]

11. After you have selected the correct Employer and answered the above question, click on **Add Employer**.

12. Once this is added, you will see **Awaiting Declaration.** You need to complete the declaration otherwise you have not finished Adding the New Employer.

Awaiting ❓
Declaration
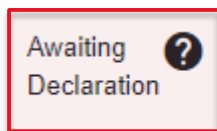
[CANCEL]

13. Read the two statements in the **Declarations** section and **click in the 2 checkboxes** to indicate you agree.

When you tick in the second checkbox, the date and your name will be filled out automatically.

Declaration

☐ have read and understand the information above*

☐ The information provided by me is true and correct and I understand it is an offence to provide false or misleading information*

Applicant Name*   Date*

[   ]   [   ]

14. **Click on the Save button that appears underneath the Declaration section** to finish Adding the New Employer.

Declaration

☐ I have read and understand the information abov

☐ The information provided by me is true and corre

Applicant Name*

[   ]

[SAVE]

15. The **Application Employer Status** for the New Employer will now say 'Active'.

Application
Employer
Status

Active

You have now successfully Added the new Employer, which means that you have also successfully notified us of this Change in Engagement.

Application
Employer
Status

Removing an Old Employer using 'Update My Details' button

REMINDER

You will only be able to update your employer/organisation with the **'Update My Details'** in your **Online Services Home** screen in certain stages of your application or if you hold a valid clearance. If the text does not include 'employer details' (pictured below) you can either update in **'Update My Application Employer Details'** or the **'Review or Update My Application'** button.

1. If you would like to **Remove an Old Employer** click on the **Update My Details** button.

2. Your screen will show headings for the different details that you are able to update.

   Under **Employers**, click on the **pink down arrow** to the right of this heading.

3. You will now see the following information under the **Employers** section (see next page):

Employers

Notify of Change in Engagement (starting or ending your engagement with an employer, self-managed participant or sole trader)

Toggle Employers Section ∧

Important notice: If you have made a combined disability worker screening and working with children check application which is in progress or you are the holder of a disability worker screening clearance and blue/exemption card, you must also contact Blue Card Services to notify them of any changes to your child-related employer list.

The below screen shots the entities you have nominated that have engaged you (or are proposing to engage you) to provide NDIS work or stated funded disability work. You are required to advise of any changes to your engagement with an employer, self-managed participant or sole trader within:

- 7 days if you have an application in progress
- 14 days if you already have a clearance

To notify us of a Change in Engagement, please add a new entity or remove an existing entity below.

[ADD EMPLOYER/SOLE TRADER/SMP]

Entity List

[PREVIOUS]

[BACK]   [SAVE]

4. In the **Entity List** section, you will be able to see your current Employers.

   Below is an example only.

Entity List

Type	ID	Entity Name	ABN	Verification Status ❓	Date Employer Added	Application Employer Status	Application ID	Action
State Provider	206849	Test Non-NDIS Employer	12123123123	Pending Employer Verification	22/06/2023	Active		[REMOVE]

5. Locate the Employer you want to Remove and click on the **Remove** button that appears next to the Employer.

6. A pop-up box will appear, asking you **'Did you start NDIS work or state funded disability work (either paid or voluntary) with this employer?'**

   You must tell us when you end an engagement with an entity you are linked to, even if you never started work for them.

Did you start NDIS work or state funded disability work (either paid or voluntary) with this employer?
   ○ Yes   ● No

[CANCEL] [OK]

7. Select **Yes**, or **No** as appropriate and then click **ok.**

8. If you select **Yes**, you will be prompted to **enter the date your employment ends**. Click on the calendar icon and select the correct date and then click on **ok.** (Image next page.)

Did you start NDIS work or state funded disability work (either paid or voluntary) with this employer?

(•) Yes   ( ) No

Date your employment ends*

[🗓]

CANCEL   OK

9. Next, a pop-up box will appear, asking you to **Confirm** you want to Delete (Remove) this Employer. Click on **Yes** if you want to Remove this Employer.

Confirm to delete

Are you sure you want to delete the selected Employer?

NO   YES

10. Once this is added, you will see **Awaiting Declaration.** You need to complete the declaration otherwise you have not finished Adding the New Employer.

Awaiting ❓ Declaration
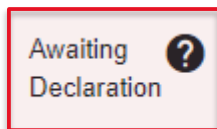
CANCEL

11. **To continue to remove the Old Employer**, read the two statements in the **Declarations** section and **click in the 2 checkboxes** to indicate you agree.

When you tick in the second checkbox, the date and your name will be filled out automatically.

Declaration

[ ] have read and understand the information above*

[ ] The information provided by me is true and correct and I understand it is an offence to provide false or misleading information*

Applicant Name*   Date*

[   ]   [   ]

12. **Click on the Save button that appears underneath the Declaration section** to finish Removing the Old Employer.

Declaration

☐ I have read and understand the information above

☐ The information provided by me is true and corre

Applicant Name*

SAVE

You have now successfully Removed the Old Employer, which means that you have also successfully notified us of this Change in Engagement.

Request a Replacement Card

1. This function will become available once a clearance has been issued. Select **Request a Replacement Card** to request a replacement card if your clearance card was lost, stolen or if you require a replacement card due to a change of name.

2. **Please note,** if you see the below pop up it is because you have a finalised renewal application, but your current clearance has not yet expired. If you order a replacement card you will be issued with your current clearance. Your renewal clearance card will only be posted once your old clearance card expires.

Request for Replacement card

If you request a replacement card, you will be sent a replacement card for your previous clearance that is about to expire. You will not be issued with a replacement of the new clearance.
Your new card will not be posted to you until your previous clearance has expired.

CLOSE
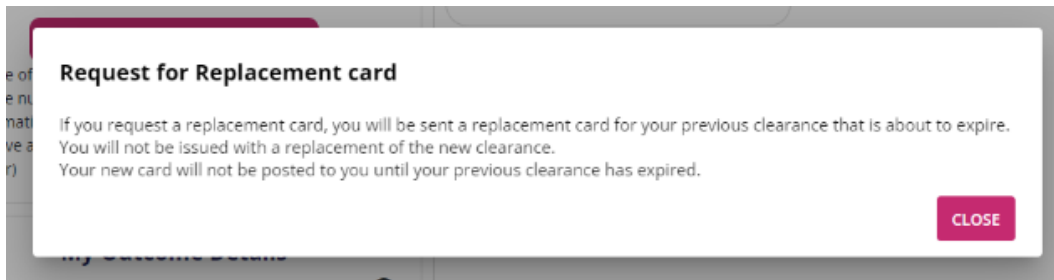
3. From the dropdown boxes, select the **card** that you want to replace, the reason **why** you need a replacement card and the **date** that the card was lost or stolen (if relevant). Select **Proceed to Payment** to proceed to the payment screen. You can also cancel your request by selecting **Cancel Request.**

Replacement Card Request

Please indicate which card you would like to replace:*

NDIS Worker Screening Clearance card

Please indicate why you need a replacement card:*

Date card was lost or stolen:*

BACK   CANCEL REQUEST   PROCEED TO PAYMENT

Replacement Card Request

Please indicate which card you would like to replace:*

NDIS Worker Screening Clearance card

Please indicate why you need a replacement card:*

Lost or stolen

Change of Name

BACK   CANCEL REQUEST   PROCEED TO PAYMENT

Replacement Card Request

Please indicate which card you would like to replace:*

NDIS Worker Screening Clearance card

Please indicate why you need a replacement card:*

Lost or stolen

Date card was lost or stolen:*

19/03/2021

BACK   CANCEL REQUEST   PROCEED TO PAYMENT

4. Select your preferred payment method.

There are three options for payment:
- o pay by **credit or debit card** using **online BPoint,**
- o pay by **money order or bank cheque,** or
- o **have a third party pay for your Replacement Card.**

To have a third party pay for the replacement card, enter the email address of the person who has agreed to make the payment. The Worker Portal will then email a link to the third party to allow them to make a payment via the online BPoint payment facility.

5. Once you have made your payment, press **Complete** to proceed. A pop-up message will appear to advise that your **request for a replacement card is complete or almost complete**.

Payment

This is not considered lodged until payment of the prescribed fee. Please note that fees are non-refundable and are subject to change.

If you require further assistance please contact us.

Payment Amount

Transaction: Card replacement fee

Amount Due: $15.60

Payment Methods

◯ I am paying now using the online BPoint payment facility

◯ I want to pay by another method (eg Money order, bank cheque)

◯ My Employer (or someone else) has agreed to pay later via the online BPoint payment facility

BACK   COMPLETE

Replacement Card Request Complete

Thanks for requesting your Replacement Card.

You should expect it to be delivered to your address within 28 days.

BACK TO WORKER HOME

Replacement Card Request Almost Complete

Thank you. Your Replacement Card Request is almost complete.

The following tasks need to be completed before we can progress your application:
- Payment Received; either online (refer to the link sent via email) or manually (e.g. by Bank Cheque or Money Order).

You will shortly receive a confirmation email outlining the outstanding actions. After payment, you should expect your card to be delivered to your address within 28 days.

[BACK TO WORKER HOME]

6. If you have outstanding tasks (such as a payment that needs to be made by a third party), you will also receive an email outlining the outstanding tasks required to be actioned.

7. **Please note**, you cannot use this function to order a replacement card due to a change in employment status from volunteer to paid. Please refer to the Change in Employment Status – Volunteer to Paid factsheet for further information.

Check if I am Eligible to Work (View the Status of my Clearance)

After your application has been finalised, you will see the **My Outcome Details** section on your **Online Services Home screen.**

My Outcome Details

Application Status	Application finalised ❓
Eligible to Work Status	YES
Expiry Date	21/05/2026
Clearance Type	NDIS
Card Number	
Card Issue Date	21/05/2021
Card Type	Paid

Please refer to the '**Eligible to Work Status**' area.

- o A status of **Yes** means you are able to work. You can perform your NDIS or state funded disability work.

- o A status of **No** means you <u>are not</u> able to work right now. You must not perform your NDIS or state funded disability work.

Note:

If your existing clearance has expired, an alert will be displayed in the 'My Tasks' section of your worker home page advising your clearance has expired and you must not start or continue to carry out disability work without a clearance.

My Tasks

Your clearance has expired. You must not start or continue to carry out disability work without a clearance. You will need to submit a new application and obtain a new clearance to continue work.

If you have commenced or submitted a new application after your previous clearance expires, the following alert will be displayed, outlining you will need to await the outcome of your new application and obtain a clearance before you can continue to work.

My Tasks

Your clearance has expired. You must not start or continue to carry out disability work without a clearance. You will need to await the outcome of your new application, and obtain a new clearance to continue work.

Renewal Information

Who is eligible and when can I renew

If you hold a <u>Queensland Disability Worker Screening Clearance,</u> you can submit a renewal application *up to 90 days before your clearance expires.* Renewal applications received earlier than this will not be accepted.

If you are unsure if you are eligible to renew, please read the [Renewal Information for State Clearance Holders Fact Sheet](#).

What if I also have a valid NDIS Worker Screening Clearance

If you hold a valid NDIS Worker Screening Clearance, that has all your current employers linked, you do not need to renew your Queensland Disability Worker Screening Clearance.

You can use your NDIS Worker Screening Clearance to do state disability work.

Can I keep working while my renewal is processed

> **<u>Important</u>**
>
> You can only continue working while your renewal application is being processed if you have a [valid renewal application](#)**.**

What is a valid Renewal Application

For your renewal application to be valid, the following actions must be completed before the expiry date of your current clearance:

1. You have submitted your **renewal application** via the [Worker Portal](#).
2. You have made **payment.**
3. Your nominated employers have **verified** your application through the Queensland Employer Portal.

Please see the [How to submit a Renewal Application](#) section for step-by-step instructions on how to complete your renewal application.

Further Information about Renewals

Please refer to our [Renewal Information for State Clearance Holders Fact Sheet](#), which can be found on the Resources section of our website, for further renewal information. The Fact Sheet contains information about <u>fees</u>, <u>what to do if your clearance has expired, applying for a blue card at the same time as your renewal</u>, and <u>details about when you will receive your new card</u>.

How to submit a Renewal Application

Please ensure you first read the [Renewal Information](#) section to confirm you are eligible to submit a renewal application.

The quickest and easiest way to renew your Queensland Disability Worker Screening Clearance is to log into the [Worker Portal](#) and complete the renewal application online. The following information will step you through the renewal process.

(If you are unable to access the internet, you can submit a renewal application via the Queensland Disability Worker Screening Renewal Application or Queensland Disability Worker Screening Renewal Application and Working with Children Check Application, which can be found on the [Resources](#) page on our website.)

1. Login to the [Worker Portal](#). (For further information about how to login to the Worker Portal, please refer to the [Login to the Worker Portal section](#) of the User Guide.)

2. On your Online Services Home screen, click on the '**Start Renewal Application' button**.


Note:

If you are not eligible to renew a clearance, you will not be able to see the 'Start Renewal Application' button.

Section 1 - Application Initiation

3. You can see the 7 different sections of the application that you must complete at the top of your screen. You can see your progress here as you make your way through the application.

4. Application Initiation is the first section of the application that you must complete.
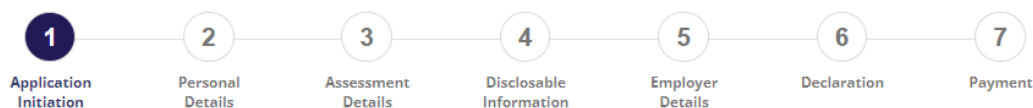
All compulsory questions in this application have been marked with an asterisk (*). You will not be able to proceed to the next section unless each compulsory question is completed.

Application Type

○ I am applying for a Disability Worker Screening Check (NDIS Worker Screening or Queensland Disability Worker Screening) only
○ I am applying for a Disability Worker Screening Check AND a Working with Children Check (Blue Card)
○ I am applying for a Disability Worker Screening Check AND a Working with Children Check (Exemption Card)

Eligibility Requirements

The following questions relate to your eligibility to submit an application.

Do you hold a current NDIS worker screening exclusion issued by another state or territory?
○ Yes   ○ No

☐ I declare that the information provided here is correct and I understand that it is offence to make a false and misleading statement.*

SAVE AND PROCEED

5. Select your correct **Application Type** and answer the **Eligibility Requirements** questions.

6. After you have answered all questions, click on **Save and Proceed** and continue with Section 2.

> **Note**
> If you are applying for a Disability Worker Screening AND a Working with Children Check (Blue Card/Exemption Card), you may be asked additional questions during the renewal application process that are not included in this guide.

Section 2 - Personal Details

7. Click on the pink **down arrow** or use the **next** button to navigate into each **Personal Details** section. Update any details that are not correct.

8. When you are finished**,** click **Save and Proceed** and continue with Section 3.

Section 3 - Assessment Details

9. Complete details about your **Purpose and Role, Previous Checks and Roles.**

10. Click on **Save and Proceed** and continue with Section 4.

Section 4 - Disclosable Information

11. Answer the **Disclosable Information** questions

* Required fields

Disclosable Information

Are you currently suspended, or have you ever been refused, barred, excluded or disqualified following an application for an NDIS Worker Screening Check, Working With Children Check, Working With Vulnerable People Registration and/or working with people with a disability check (or equivalent) in any state or territory in Australia? ❓ *

○ Yes   ○ No

Have you ever been charged or convicted or found guilty of a criminal offence in Australia?*

○ Yes   ○ No

Have you ever been convicted or found guilty of any of the following, or equivalent, offences in a country other than Australia? ❓ *
- murder, attempted murder, or manslaughter
- serious or aggravated assault
- rape, bestiality, sexual assault, or incest
- aggravated robbery
- child pornography offences
- abduction, kidnapping, human trafficking, or slavery
- drug trafficking and drug dealing
- neglect or ill-treatment of a child or vulnerable person
- fraud, deception, or forgery involving a child or vulnerable person
- treason/treachery, terrorism, genocide, mutiny, or espionage
- animal cruelty causing an animal serious injury, harm, or death

○ Yes   ○ No

Have you ever been a respondent to a domestic violence order in Queensland? ❓ *

○ Yes   ○ No

Have you ever been subject of an investigation by any government agency anywhere in Australia that involved allegations of abuse or neglect of a child in your care that resulted in restrictions regarding your contact with that child or other children (including the removal of a child/children)? *

○ Yes   ○ No

Have you ever had any workplace misconduct findings against you, or are you subject to a current investigation, in relation to: *
- violent behaviour or assault
- indecent or sexual behaviour or misconduct
- fraud, deception or theft
- failing to provide care for a vulnerable person such as a child, elderly person or person with disability.

○ Yes   ○ No

BACK   SAVE AND PROCEED

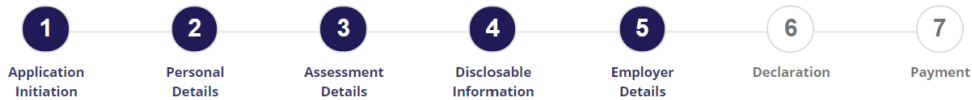12. Click on **Save and Proceed** and continue with Section 5.

Section 5 - Employer Details

> **Note**
> Employers from your previous clearance <u>will not be pre-populated</u>.
> You will need to add all of your Employers, in the same way that you did for your initial application.

13. Click on the **Add Employer/Sole Trader/SMP** button.

   <u>Note: You must add at least one Employer before continuing to the next section.</u>

   The following questions relate to entities you are engaged with or proposing to be engaged with to provide NDIS work or state funded disability work. You must add ALL employers, self-managed participants and sole traders you are engaged with or proposing to be engaged with. We will ask them to verify your engagement with them.

   If you can't find the entities in the list, the easiest way to find them is to ask for their ID number issued to them for the purpose of accessing the National Worker Screening Database (for NDIS work) or Queensland Employer portal (for state funded disability work).

   For sole traders, please refer to our fact sheet 'Information for sole traders'. You will need to register for access to the National Worker Screening Database (for NDIS work) or the Queensland Employer Portal (for state funded disability work) before you complete the questions below. Once you have registered, you can select yourself from the list.

   Nominated Entities

   ADD EMPLOYER/SOLE TRADER/SMP

   Entity List

   * You must provide at least one employer before continuing to the next step of the application.

   BACK   SAVE   SAVE AND NEXT

14. A pop-up screen will appear so you can enter your **Employer Details**.

   Add Employer

   To begin please select the employer type from the list

   Employer Type*
   (•) Employer / Sole Trader   ( ) Self Managed Participant

   Please enter Employer ID OR start typing Employer name in field provided and select correct Employer Name

   [Start typing Employer Id or Employer name to search...]

   Employer ID*   Employer Name*

   [   ]   [   ]

                                         CANCEL   ADD EMPLOYER

15. Select the correct **Employer Type**.

16. In the field, either enter your employers **'Employer ID'** (if known) or start typing the **name** of your employer. Select the correct employer name from the drop-down suggestions.

Please ensure you select the correct employer as delays will occur if you choose the wrong one.

> Note:
>
> Using the **Employer ID number** is the most accurate way of ensuring you select the correct employer.
>
> If you are adding a **Self-Managed Participant (SMP)** as your employer, you will need to have their **NDIS participant ID number** and their **surname**.

17. After you have selected the correct Employer, click on **Add Employer**.

18. Enter any additional employers, using the same process.

19. If you have made a mistake, you can click on the **Update** or **Remove** buttons.

Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List

Type	ID	Entity Name	ABN	Verification Status	Action
State Provider	206849		12123123123	Awaiting Lodgement	UPDATE REMOVE

In your role with any of these employers, will you be working with children?*
◯ Yes   ◯ No

BACK   SAVE   SAVE AND NEXT

20. When all of your Employer details are correct, click on **Save and Next.**

REMINDER

Clearance holders and applicants must tell us if they start or stop working with an organisation/employer.

Please see the Notify a Change in Engagement (Add a New Employer or Remove an Old Employer) section for further information.

21. Answer the **working with children** question which appears on your screen.

In your role with any of these employers, will you be working with children?*
◯ Yes   ◯ No

22. Press **Save and Next** and continue with Section 6.

Section 6 - Declaration

23. Please read the **Declaration** and click on the **tick box** to indicate you agree that you have read and understood the information.
Your name and the date will appear automatically.
Click on **I Agree.**

24. A pop-up box will appear asking if you are sure you wish to make the declaration. If so, click on **I Understand and Agree**.

25. Click on the 'I understand and agree' box and proceed to .

Section 7 - Payment

26. **Select** your preferred payment method and add the necessary details. There are three options for payment (see below).

Payment

This application is not considered lodged until payment of the prescribed fee. Please note that any fees paid are **not refundable**. Our fees are subject to change in accordance with the consumer price index.

If you require assistance with a payment, please contact us

Payment Amount

The prescribed fee for your Queensland disability worker screening application (paid) is

Payment Methods

◉ Credit or debit card (VISA and MasterCard only) using BPoint payment facility

○ Money order or bank cheque (please make payable to Department of Child Safety, Seniors and Disability Services)

○ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

Card Number

Expiry Date

MM   YY

CVN

BACK   COMPLETE

27. To pay by **credit or debit card** using **online BPoint** – add your card details.

Payment Methods

◉ Credit or debit card (VISA and MasterCard only) using BPoint payment facility

○ Money order or bank cheque (please make payable to Department of Child Safety, Seniors and Disability Services)

○ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

Card Number

Expiry Date

MM   YY

CVN

28. To pay by **money order or bank cheque**. Enter your email address and once we receive your money order or bank cheque and it has cleared, we will send a receipt to your email address.

Payment Methods

○ Credit or debit card (VISA and MasterCard only) using BPoint payment facility

◉ Money order or bank cheque (please make payable to Department of Child Safety, Seniors and Disability Services)

○ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

You can also pay by bank cheque or money order. Click the NEXT button to generate a payment slip to your email address (or any other email address you nominate).

Note: The application cannot proceed until payment is received and processed.

Your email address

BACK   COMPLETE

29. If you have an arrangement for **your employer or someone else** (a third party) to pay for your application – enter their email address. The Worker Portal will send an email with a link to the third party to allow them to make a payment via the online BPoint payment facility.

Payment Methods

○ Credit or debit card (VISA and MasterCard only) using BPoint payment facility

○ Money order or bank cheque (please make payable to Department of Child Safety, Seniors and Disability Services)

◉ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

When you click NEXT, an email will be sent containing a link to allow the recipient to make a payment for the prescribed amount via the online BPoint payment facility. If this is not your registered email a copy will be sent to you for your records or for forwarding as required. BPoint will automatically advise us of successful payment at which point your application will proceed automatically. You can view an update of the payment status on your Home Page.

Recipient email address

BACK   COMPLETE

30. Click on **Complete** to proceed.

Note:

After you have submitted your renewal application and made payment, your nominated employer must verify your application.

31. Please refer to the next section called What happens after I have submitted my renewal application for next steps.

What happens after I have submitted my renewal application

Complete or Almost Complete

32. A pop-up message will appear in the Worker Portal to advise if your application is **complete** or **almost complete**.

33. An **email** will also be sent to you confirming lodgement status.

34. If your application is **Almost Complete** you will receive a notification in the Worker Portal telling you about this, with further information. You will also receive an **email** advising that your application is incomplete and that you have 14 days to complete it.

    To see example images, please refer to the Complete or Almost Complete section in the User Guide. This section explains the above notifications in more detail in relation to the initial application.

Outstanding Tasks (My Tasks)

35. If you have any **outstanding tasks**, you will also receive an **email** outlining the outstanding tasks required to be actioned.

    In addition, the next time you log into the Worker Portal, the **Online Services Home screen** will display a **pop-up box** that contains your outstanding tasks information.

    For further information about Outstanding Tasks and to see example images, please see the Outstanding Tasks (My Tasks) section of the User Guide.

Employer verification of renewal application

36. After you have submitted your renewal application and made payment, **your nominated employers must verify your renewal application.**

• Employers verify your renewal application through the Queensland Employer Portal.

• Employers must verify your renewal application before your current clearance expires.

Reminder

You can only continue working while your renewal application is being processed if you have a valid renewal application.

Please see the Other Renewal Functions section for further information.

Other Renewal Functions

Online Services Home Screen (Renewal)

If you are eligible to renew, you will see the **Start Renewal Application** button in your Online Services Home Screen. This button is only available <u>before</u> you have started a renewal application.

After you have started a renewal application, the next time you login, you will have the following new options available on your Online Services Home Screen:

1. **'Review or Update My Renewal Application'** button,

2. **'Apply to Withdraw My Renewal Application'** button, and

3. **'My Renewal Application Details'** area.

My Renewal Application Details area

After you have started a renewal application, the **My Renewal Application Details** section of the Online Services Home screen displays the progress of your renewal application.

If your Application Status is <u>incomplete</u>, this means there are outstanding actions that need to be completed.

The **My Tasks** alert is updated each time you return to the home page. Please refer to the Outstanding Tasks (My Tasks) section for further details.

Review or Update My Renewal Application button

Click on '**Review or Update My Renewal Application'** if you want to review or make changes to your existing renewal application. You will be taken back to the application screens and all your initial responses to the questions will be visible as pre-filled fields.

You can review or amend your selections as you progress through the screens. Refer to the Renewals Application Initiation section of the User Guide if you require further guidance.

Apply to Withdraw My Renewal Application button

1. Select **Apply to Withdraw My Renewal Application** if you want to withdraw a renewal application that is either incomplete OR is complete but has not yet been lodged OR has been lodged but not yet finalised. (You cannot apply to withdraw an application that has been finalised by the Worker Screening Unit.)

Apply to Withdraw My Renewal Application

Withdraw a renewal application that has not been lodged OR has been lodged but not yet finalised

2. Click on **Proceed to Withdraw**.

Withdraw My Application

Please be advised that if your application has already been verified by your employer, your withdrawal request will be submitted to the Worker Screening unit for assessment. Once assessed, you will be advised of the result of your application to withdraw.

If you currently have a combined application and would like to withdraw your Blue Card application only, please contact Blue Card Services directly.

As stated during the application process, please note that proceeding with the withdrawal application may not result in a refund of any fee paid to date. If you wish to proceed with your application withdrawal, click the "proceed to withdraw" button below.

CANCEL   PROCEED TO WITHDRAW

3. A '**Continue'** pop-up screen will appear asking you 'Are you sure you want to withdraw your application?' Press **Yes** to proceed. You will be notified when the application has been withdrawn. We will be unable to withdraw your application in some circumstances.

Continue

Are you sure you want to withdraw your application?

NO   YES

Application History

By clicking on the **'Application History'** button you will see a list of all the historical applications you have made. This will include the relevant application details and current status of each application. For example this can include an application in progress and any past applications that may have been incomplete, withdrawn, cancelled or had an outcome of clearance, exclusion etc.

Application History button displayed on your worker home page
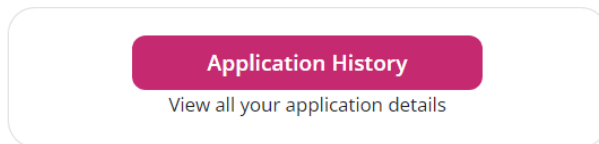
Application History list displayed when button is selected

Application History

Application ID	Application Type	Application Processing Started ❓	Application Status	Screening Status	Clearance Expiry
37105	NDIS Worker Screening Check and Blue Card	N/A	Pending Lodgement	N/A	N/A
36884	QLD Disability Worker Screening Check	N/A	Withdrawn	N/A	N/A
36851	QLD Disability Worker Screening Check and Blue Card	27/10/2023	Assessed	No Valid Clearance	27/10/2023

The 'Application Processing Started' field will reflect the date you met all the requirements for a valid application (application form submitted, payment made and verified by employer/organisation).

My Obligations as an Applicant or Clearance holder

It is the responsibility of all disability worker screening clearance holders and applicants to notify the Worker Screening Unit of any changes to their details or circumstances.

> *Failing to notify us of these changes within the required timeframe is an offence and penalties may apply.*

Changes in Police Information or Risk Assessment matters

All clearance holders and applicants must immediately notify us of any change in police information or a risk assessment matter. This includes changes in police information, disciplinary information or any other matter that may be relevant to whether you pose a risk of harm to people with disability.

Clearance holders

Clearance holders must notify us within 14 days of the following changes:

- Change of Name

- Change of Contact Details (Address, Contact Number, Email Address)

- Change in Engagement (<u>start</u> or <u>end</u> work an Employer/organisation, Self-managed Participant or Sole Trader)

- Change in Work Status (change from volunteer/unpaid work to paid work)

- Lost or stolen card

Applicants

Applicants for a disability worker screening clearance must notify us within 7 days of the following changes:

- Change of Name

- Change of Contact Details (Address, Contact Number, Email Address)

- Change in Engagement (<u>start</u> or <u>end</u> work an Employer/organisation, Self-managed Participant or Sole Trader)

- Change in Work Status (change from volunteer/unpaid work to paid work)

- Lost or stolen card

Blue card holders

If you also hold a blue card, in addition to notifying the Worker Screening Unit of any changes in your details or circumstances, you must also notify Blue Card Services.

For further information about your obligations please see the Worker rights and Obligations page of our website.

What's New?

You can now notify of a Change in Engagement using the Worker Portal

Disability Worker Screening Applicants and clearance Cardholders can now notify us of a Change in Engagement online, through the Worker Portal.

This is the easiest and quickest way to notify us of a Change in Engagement.

Please refer to the Notify a Change in Engagement (Add a new Employer or Remove an Old Employer) section of the User Guide for more information.

Renewals for state-based clearance holders are here

Queensland disability worker screening clearance Cardholders can renew their clearance cards online in the Worker Portal.

If your clearance is due to expire within the next 90 days, you can login to the worker portal and apply to renew your clearance before it expires. You must have a valid renewal application (application submitted, payment made and employer verified) before your clearance expires to keep working while your renewal is processing.

Please refer to the Renewal Information section of the User Guide for more information.

Application History now available in Worker Portal

Disability Worker Screening Applicants and clearance Cardholders now have the ability to view their full application history through the Worker Portal. This will include unfinalised applications, such as cancelled, withdrawn or incomplete.

Please refer to the Application History section of the User Guide for more information.

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.

What if I need help?

If this User Guide has not answered all of your questions, the easiest and quickest way to get help is by visiting our Worker Screening website. There is a **Resources** section which contains detailed Fact Sheets, Forms and Videos on a range of topics.

If you still require help after looking at our available resources, please contact:

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