




PROCESSING TIMEFRAMES

Disability Worker Screening

Queensland Disability Worker Screening

Nationally consistent disability worker screening was introduced in Queensland to improve the safety and quality of services and supports delivered to people living with disability.

Queensland supports a **no card, no start** approach to disability worker screening. This means, you can't start work until you hold a clearance. See our detailed [factsheet](#) to find out more.

-  You now apply online through our [worker portal](#).
-  [Paper application forms](#) are available if you can't apply online. Make sure you complete each question on the form to avoid delays.
-  Contact us on 1800 183 690 (option 3) if you want to submit your application over the phone.

Processing Timeframes

The online application process has made worker screening easier, quicker and more efficient. However, the time it takes for you to receive an outcome depends on a few factors:

- Your application can't progress until the correct payment has been made (if applicable) and your employer has verified it. They have up to 30 days to do this.
- If you submitted a paper application and it is incomplete, illegible or incorrect, delays in processing will occur.
- Other departments or agencies (including interstate agencies) can take time to provide the information we need to process your application.
- If several people have your name and date of birth, it takes extra time for agencies to check your identity against their records.
- If you have assessable information, your application will take longer to process. Please see our assessable information fact sheet for more detail.

Assessable information

If you don't have assessable information to review, your application will be processed quickly.


If you do have assessable information, it takes longer to process your application because:

- ✓ the information is carefully reviewed before a decision is made
- ✓ how we are required to make our decisions (for serious offences)
- ✓ additional information may be required from other agencies
- ✓ a submission may be required from you to support your application

What happens next?




Once a decision is made, you and your employer will be notified of the outcome via email and you can start work then.

We will send your card and important information to the postal address you provided in your application, unless you have advised us of a change to your address. You should receive your card within 28 days of the date of the decision.

-  You **cannot start work** until we send you an email confirming you have been approved to hold a clearance.

Need help?

The easiest and quickest way to get help is by reading through our detailed fact sheets and user guides or accessing the Worker Screening [website](#).

-  You can obtain updates on the status of your application at any time by logging on to the worker [portal](#).
-  Contact the Queensland Worker Screening Unit on 1800 183 690.
-  Email contactus@workerscreening.qld.gov.au and a response will be provided as soon as possible.