

ASSESSABLE INFORMATION




Disability Worker Screening

This fact sheet explains what assessable information is and how it can impact your application process, including how long it takes to receive an outcome.

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.

What is assessable information?

Assessable information is any material we use to assess whether you pose a risk of harm to people with disability. Assessable information can include any information you provide in your application, as well as any other information we request about you, such as:

- police information (including domestic and international criminal history)
- domestic violence information
- child protection orders or related information (as an adult)
- disciplinary information
- outcomes of previous screening checks (including interstate checks)
- mental health information
- NDIS misconduct or disciplinary information
- other information authorised to be collected under the *Disability Services Act 2006* (Qld)

We can also obtain information from any police, court, prosecuting authority, health professional agency or other authorised agency, including a national criminal history check and ongoing monitoring of relevant criminal history information.

Important: The criminal history information we obtain, includes all details of charges and convictions no matter when or where the offence or alleged offence occurred and **regardless of the court outcome**. For example, we may consider the following court outcomes during the assessment: a nolle prosequi, a submission of no evidence to offer (NETO), a no true bill and a charge that has been withdrawn or disposed of by a court other than by way of conviction.

Spent convictions

Certain criminal records are covered by the Spent Conviction Scheme and called [Spent convictions](#). Under this scheme, you generally do not have to disclose old minor offences after a certain period has passed. However, spent convictions **are considered** by the worker screening assessment team and will be taken into account.

If you have assessable information

It takes longer to process your application if you have assessable information, because the information is carefully reviewed and assessed before a decision is made.


If you have criminal history, the timeframes may be further impacted depending on the seriousness of your offences and the way we are required to make our decisions.

For example, for more serious offences, we might need to request additional information from other agencies, and you could be asked to make an oral or written submission to support your application.

If you don't have assessable information




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

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.