

Disability Worker Screening

Queensland Worker Portal

User Guide

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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 \(View the Status of your Clearance\)](#)

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?

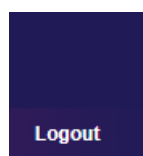
Google Chrome is the recommended internet browser.

How do I access the Worker Portal?

- 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.
- 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.

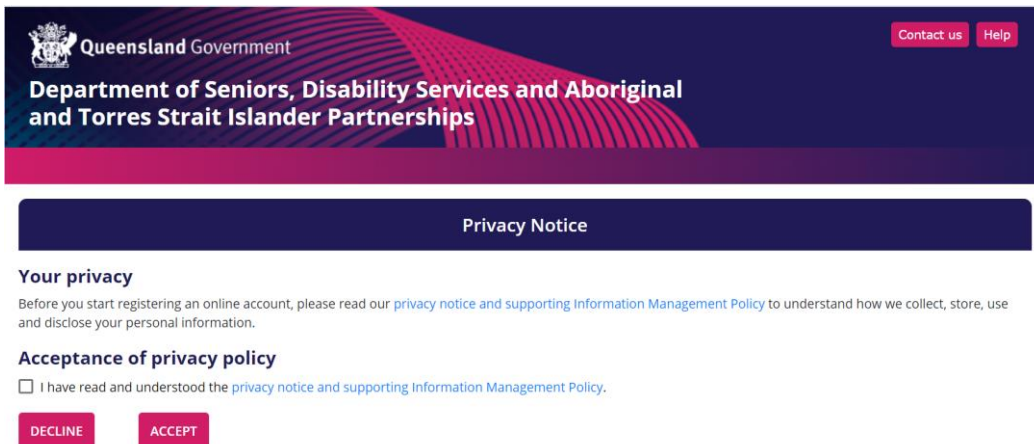


First step – Register for the Worker Portal

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**.



The screenshot shows the top of a web page with the Queensland Government logo and the text 'Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships'. There are 'Contact us' and 'Help' links in the top right. Below this is a dark blue header with the text 'Privacy Notice'. The main content area has a section titled 'Your privacy' with a paragraph explaining that users should read the privacy notice and supporting Information Management Policy. Below this is a section titled 'Acceptance of privacy policy' with a checkbox and the text 'I have read and understood the privacy notice and supporting Information Management Policy.' At the bottom of this section are two buttons: 'DECLINE' and '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

[Contact us](#)
[Help](#)

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

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.


Proof of Identity

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

Select

TMR Customer Reference Number (eg Drivers Licence Number) *

TMR Registered Email Address *



First Name

Middle Name

Last Name*

Date of Birth *

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

Proof of Identity

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

Select

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

TMR Registered Email Address * ?

First Name ?

Driver Licence
SAMPLE VOID (SAMPLE ONLY) 123 456 789

Please select a Queensland Transport .

Select

Drivers Licence

Adult Proof of Age card

Photo Identification card

Industry Authority

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

Proof of Identity

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

Select

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

TMR Registered Email Address * ?

First Name ?

Middle Name

Last Name*

Date of Birth * ?

Driver Licence
SAMPLE VOID (SAMPLE ONLY) 123 456 789

Photo Identification Card
SAMPLE VOID (SAMPLE ONLY) 123 456 789

Adult Proof of Age Card
SAMPLE VOID (SAMPLE ONLY) 123 456 789

BACK REGISTER

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

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**.



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**.

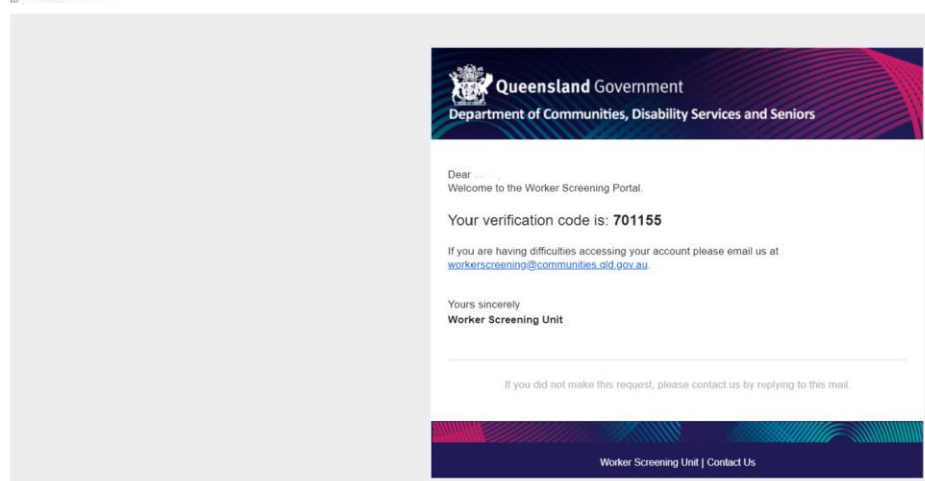
Note – You must use the same TMR product and email to login that you used in the registration process.

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.)

Welcome to the Worker Screening Portal  

Worker Screening Portal > [Home](#) > [About](#) > [Contact Us](#)
to: [workerscreening@communities.qld.gov.au](#)



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.

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.


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.

**Queensland Government**

Contact usHelp

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

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.

Please update your TMR photo

TMR have advised that the photo on your TMR product needs to be updated as it does not meet the necessary validity period for Disability Worker Screening. You must visit a [TMR Customer Service Centre](#) for a new photo **before** you can register online and apply for a clearance card. Once you have updated your photo with TMR you may need to wait up to 48 hours before you can proceed with the online identity check. There will be no additional cost to update the photo.

Proof of Identity

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

Drivers Licence

TMR Customer Reference Number (eg Drivers Licence Number) *


TMR Registered Email Address *

First Name *

Middle Name

Last Name *

Date of Birth *



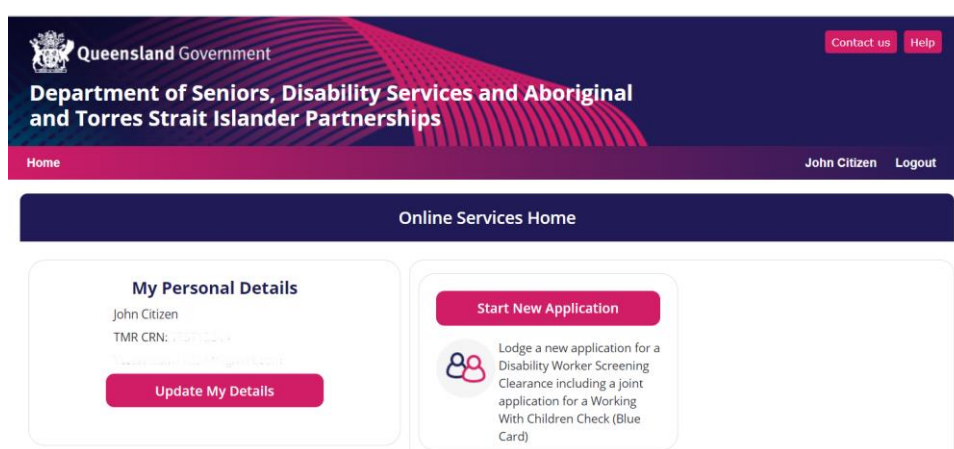
You will need to visit a TMR Customer Service Centre (or third-party service delivery location) for a new photo at no additional cost. Once you have updated your photo, you may need to wait up to 48 hours before registering and proceeding with the identity check through the worker portal. You can find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

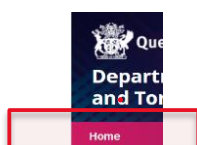


Note:

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.

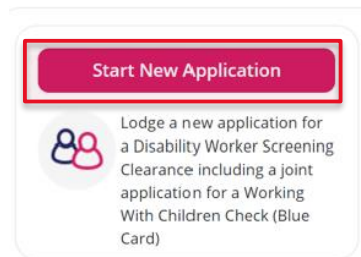
You can return to the Online Services Home screen at any time by clicking on the **Home** button in the header.



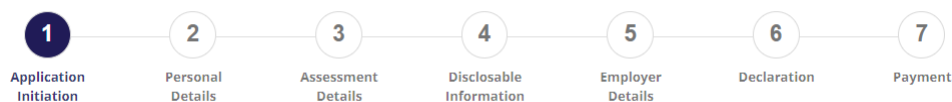
Start a New Application

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**.

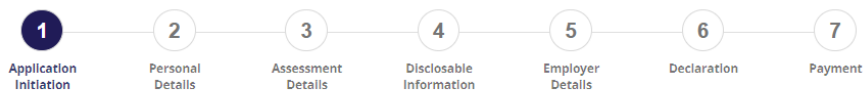


2. You can see the 7 different sections of the application that you must complete at the top of your screen. You can see your progress here as you make your way through the application.



Section 1 – Application Initiation

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



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 Clearance 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

4. Enter details about **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.

1
Application Initiation

2
Personal Details

3
Assessment Details

4
Disclosable Information

5
Employer Details

6
Declaration

7
Payment

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	<div style="background-color: #f8bbd0; padding: 2px 5px; display: inline-block;">UPDATE</div>

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.

Section 3 - Assessment Details

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

1

2

3

4

5

6

7

Application Initiation

Personal Details

Assessment Details

Disclosable Information

Employer Details

Declaration

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.

Section 4 - Disclosable Information

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

1

Application Initiation

2

Personal Details

3

Assessment Details

4

Disclosable Information

5

Employer Details

6

Declaration

7

Payment

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.

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

1

2

3

4

5

6

7

Application InitiationPersonal DetailsAssessment DetailsDisclosable InformationEmployer DetailsDeclarationPayment

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**.

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.

Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List

Type	ID	Entity Name	ABN	Verification Status	Action
State Provider	206849	Test Name-NDIS Employer	12123123123	Awaiting Lodgement	<div>UPDATE</div> <div>REMOVE</div>

In your role with any of these employers, will you be working with children?*

☐ Yes ☐ No

BACK

SAVE

SAVE AND NEXT

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.

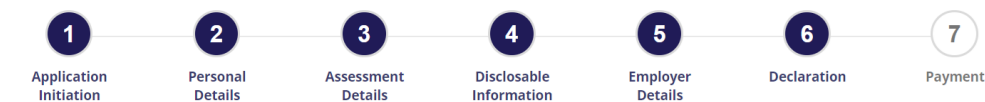
20. Answer the **working with children** question which appears on your screen.

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**.



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

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 NDIS worker screening application (paid) is \$138.00

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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships)

☐ 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

25. 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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships)

☐ 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

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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships)
☐ 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

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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships)
☒ 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

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

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.

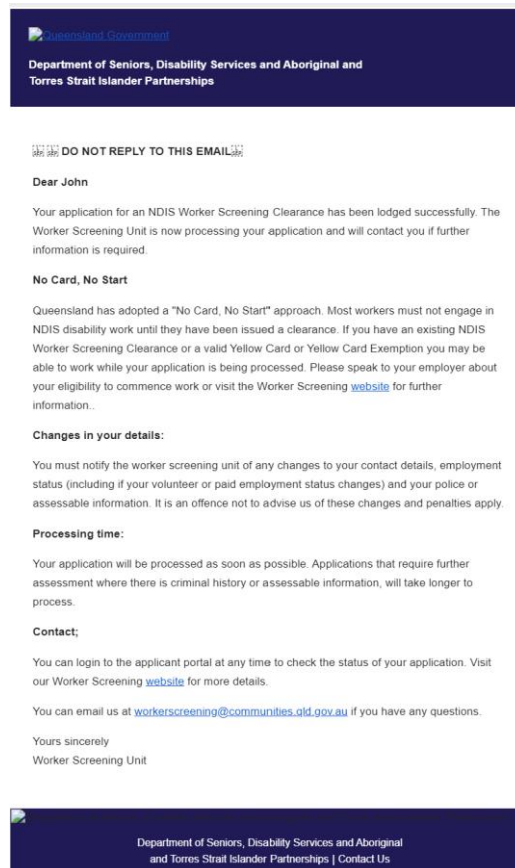
Most applications are completed within 10 business days from the date your employer confirms your engagement. However, some may take longer depending on a range of factors and circumstances.

Employers have 30 days to respond to our request to verify your employment.

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.



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 you 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

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.)

The screenshot shows the top navigation bar of the Queensland Government website. It includes the Queensland Government logo, the text 'Queensland Government', and links for 'Contact us' and 'Help'. Below this is the header for the 'Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships'. A secondary navigation bar contains links for 'Home', 'Search Worker', 'My Profile', and 'Admin'. The main content area is titled 'Online Services Home'. A yellow alert box titled 'My Tasks' is displayed, containing an exclamation mark icon and the message: 'You have not completed your application. [Complete your application.](#)'

My Selected Employers

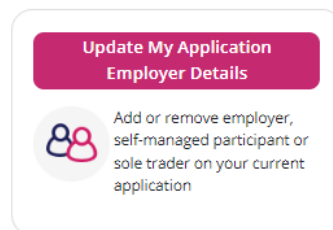
36. The employers you added previously will be visible in the **My Selected Employers** section toward the bottom of the screen.

My Selected Employers					
Name	ID	Type	Status	Status Date	Verification Expiry Date

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.



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: 123456789
John.Citizen@tms.com.au
0123456789


Update My Details

Apply to Withdraw My Application



Withdraw an application that has not been lodged OR has been lodged but not yet finalised

Review or Update My Application



Review or update an existing application

My Applications Details

Application Type	Disability Worker Screening
Application Status	In Progress
Payment Status	No Charge
TMR Image Status	Current

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 \(View the Status of my Clearance\)](#)

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

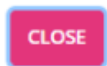
In the **My Application Details** section of the **Online Services Home screen**, you may see a question mark to the right of your application status.



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.

Incomplete - Payment

Your application is incomplete. The outstanding tasks need to be completed before it can proceed.



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: 123456789
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.
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

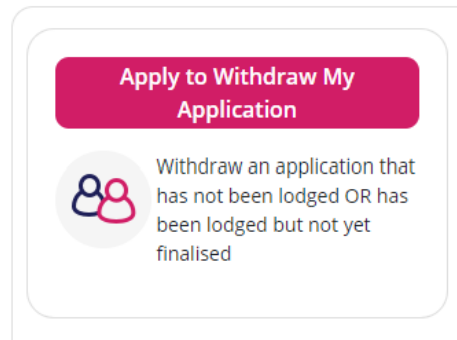
* Required fields

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.

Confirm to withdraw current application

Are you sure you want to withdraw current application?

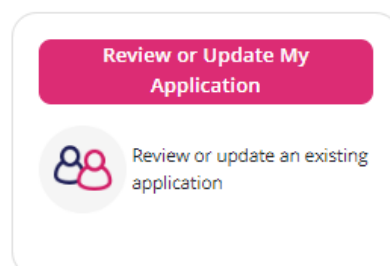
NO

YES

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 starts working for a new employer/organisation or stops 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 online, through the Worker Portal.

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

REMINDER

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?

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.

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

The screenshot shows the 'Online Services Home' interface. On the left, under 'My Personal Details', there is a red box around the 'Update My Details' button, labeled with a red circle '3'. Below this is a table for 'My Applications Details'. On the right, there are two main sections. The top section, labeled with a red circle '1', contains the 'Review or Update My Application' button. The bottom section, labeled with a red circle '2', contains the 'Update My Application Employer Details' button. To the right of these is a 'Apply to Withdraw My Application' button.

My Personal Details

Neil Test
111 GEORGE STREET
BRISBANE CITY, QLD
4000, Australia
TMR CRN: 999917081
yctesteam+TEST17081@gmail.com
0400100100
App ID: 36559

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

My Applications Details

Application Type	Disability Worker Screening and Working With Children Check Application
Application Status	Contact employer to verify ?
Payment Status	Paid
TMR Image Status	Current

Review or Update My Application
Review or update an existing application

Update My Application Employer Details
Add or remove employer, self-managed participant or sole trader on your current application

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

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.

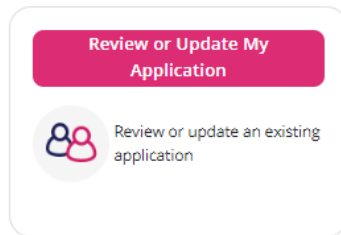
**If you have a state-based (non-NDIS) application that hasn’t been verified, use option 1 ‘Review or Update My Application’ button.*

3. [‘Update My Details’ button](#)

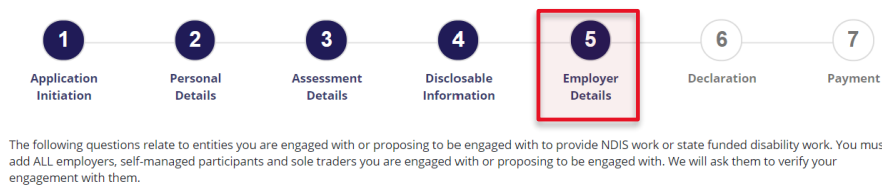
I have an application that is being assessed OR I have a valid Worker Screening Clearance and I have changed employer/organisation.

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.



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.

A dark blue header bar labeled 'Nominated Entities'. Below it is a pink button labeled 'ADD EMPLOYER/SOLE TRADER/SMP' which is highlighted with a red box. Underneath is an 'Entity List' section with a red asterisk and the text: '* You must provide at least one employer before continuing to the next step of the application.' At the bottom are three buttons: 'BACK' (blue), 'SAVE' (green), and 'SAVE AND NEXT' (pink).

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

A form titled 'Add Employer'. It starts with the instruction 'To begin please select the employer type from the list'. Under 'Employer Type*', there are two radio buttons: 'Employer / Sole Trader' (selected) and 'Self Managed Participant'. Below this is the instruction 'Please enter Employer ID OR start typing Employer name in field provided and select correct Employer Name'. There is a search bar with the placeholder text 'Start typing Employer Id or Employer name to search...'. At the bottom, there are two input fields: 'Employer ID*' and 'Employer Name*'. At the very bottom are two pink buttons: 'CANCEL' and '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 below) then select **Save**.

Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List

Type	ID	Entity Name	ABN	Verification Status	Action
State Provider	206849	Test Nominated Employer	12123123123	Awaiting Lodgement	<input type="button" value="UPDATE"/> <input type="button" value="REMOVE"/>

8 In your role with any of these employers, will you be working with children?*

☐ Yes ☐ No

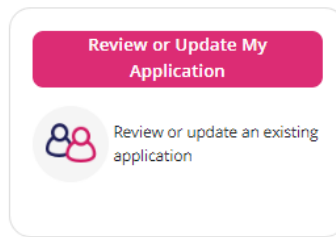
9

10

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**.

Nominated Entities

[ADD EMPLOYER/SOLE TRADER/SMP](#)

Entity List

Type	ID	Entity Name	ABN	Verification Status	Action
State Provider	206849	TUS Non-NDIS Employer	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](#)

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?

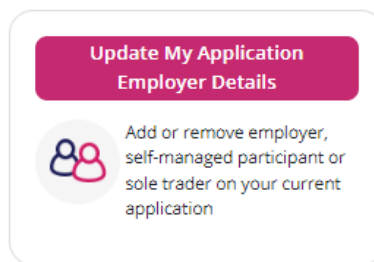
[NO](#) [YES](#)

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.



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 screenshot shows the 'Nominated Entities' page on the Queensland Government website. The header includes the Queensland Government logo and the department name: 'Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships'. A navigation bar contains links for Home, Search Worker, My Profile, Admin, Department of Communities, Disability Services and Seniors, and Logout. The main content area explains that the page shows nominated entities for NDIS or state-funded disability work. It includes instructions on how to add or remove entities and how to find them. A red box highlights the 'ADD EMPLOYER/SOLE TRADER/SMP' button. Below the button is a table titled 'Entity List' with columns for Type, ID, Entity Name, ABN, Verification Status, Application Employer Status, and Action.

Queensland Government

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

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

Contact us Help

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.

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. 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**.

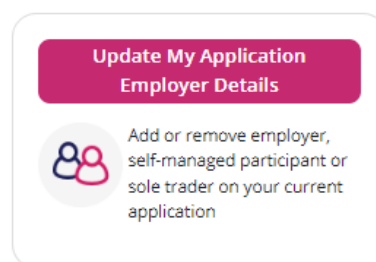
Nominated Entities						
ADD EMPLOYER/SOLE TRADER/SMP						
Entity List						
Type	ID	Entity Name	ABN	Verification Status	Application Employer Status	Action
NDIS Employer	4-FVC4JWC	Department of Communities Disability Services and Seniors	25791185155	Awaiting Lodgement		UPDATE REMOVE

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

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



- 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.

Nominated Entities						
ADD EMPLOYER/SOLE TRADER/SMP						
Entity List						
Type	ID	Entity Name	ABN	Verification Status	Application Employer Status	Action
NDIS Employer	4-E92AQOE	Queensland - NQSC	25791185155	Pending Employer Verification	Active	DELETE

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

Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List

Type	ID	Entity Name	ABN	Verification Status	Application Employer Status	Action
NDIS Employer	4-E92AQOE	Queensland - NQSC	25791185155	Pending Employer Verification	Active	DELETE

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

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.

Update My Details

Advise of an update to your name, contact details (email, phone numbers, addresses), TMR CRN, personal information, qualifications and employer details (add or remove an employer, self-managed participant or sole trader)

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.

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

Home Search Worker My Profile Admin - Department of Communities, Disability Services and Seniors Logout

* Required fields

Names
Manage Names Toggle Names Section

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

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

BACK SAVE

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 disability 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 disability work (either paid or voluntary) with this employer?

☒ Yes ☐ No

Date your employment started*

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

☒ I 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 above

☐ The information provided by me is true and correct

Applicant Name*

SAVE

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.

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.

Update My Details

Advise of an update to your name, contact details (email, phone numbers, addresses), TMR CRN, personal information, qualifications and employer details (add or remove an employer, self-managed participant or sole trader)

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.

The screenshot shows the 'Update My Details' form on the Queensland Government website. The form has a dark blue header with the Queensland Government logo and navigation links. Below the header, there are several sections for updating personal and professional details. The 'Employers' section is highlighted with a red box. It contains a 'Manage Employers' link, a 'Toggle Employers Section' dropdown menu, and a 'Notify of Change in Engagement' link. The 'Employers' section is the last one in the list, followed by a 'BACK' button and a 'SAVE' button.

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

4. In the **Entity List** section, you will be able to see your current Employers.
Below is an example only.

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?’**

CANCEL OK

- 45

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

☒ I 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 correct

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.

Queensland Government

Contact us Help

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

Home Logout

Online Services Home

My Personal Details

John Citizen
22 Street Road
SUBURB, QLD
4000, Australia
TMR CRN: 123456789
To maintain your privacy, we have masked some of your details.

Update My Details

Request a Replacement Card

Request a replacement Disability Worker Screening Card

My Outcome Details

Eligible to Work Status
Clearance Type
Card Number
Card Type

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Queensland Government

Request a Replacement Card

Request a replacement Disability Worker Screening Card

2. 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

3. Select your preferred payment method.

There are three options for payment:

- pay by **credit or debit card** using **online BPoint**,
- pay by **money order or bank cheque**, or
- **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.

4. 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 14 days.

- 5. 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.
- 6. **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.

- A status of **Yes** means you are able to work. You can perform your NDIS or state funded disability work.
- A status of **No** means you are not able to work right now. You must not perform your NDIS or state funded disability work.

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 (start or end 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 (start or end 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.

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