



Using the Organisation Portal

Organisations should have at least one portal user attached to their Organisation ID. To ensure your organisation is using the Organisation Portal correctly...

Check that you:

Review the [user guide](#) and completed the [online training modules](#).

Assign additional portal users:

Organisations may assign any number of portal users, provided they each have a genuine role in managing blue card records and obligations. It is important to understand that assigned portal users will be able to view sensitive and confidential information as well as undertake any actions within the portal, once assigned.

Consider whether the organisation's blue card processes need changing:

- New applicants should know who to contact so they can be linked.
- Volunteers and students can't continue with their application until they are linked to your organisation.
- All card holders must be linked and their blue or exemption card approved, before starting child-related work.

Connect our online services with your organisation:

- Promote the applicant portal as the destination for blue card applications and renewals.
- Promote your blue card representative and their contact details.
- If staff are unfamiliar with our online services, ensure they understand how to link and de-link a person and check a blue card application's progress online.
- Promote online payments via the Organisation Portal.

So that you can support blue card applicants, read:

- Application process for applicants applying online or offline
- Application process for card holders renewing online or offline

Update your Child and Youth Risk Management Strategy

Include any changes regarding new or existing policies and processes.

Need help?

Phone us on 1800 113 611 or 07 3211 6999. Or visit our website at www.qld.gov.au/bluecard. If you need an interpreter, contact Language Loop on 1800 512 451.

