



Fact sheet

Volunteers applying for a blue or exemption card where the organisation is using the Organisation Portal to link

As an organisation, you can use these process maps as a template to create a guide for your volunteers who require a blue card.

Volunteers applying for the first time

1. The volunteer [registers for an online account](#) on the blue card services website.

Note for organisation: Registration is a one-time process. The volunteer will need to validate their identity using their [Customer Reference Number](#) (CRN) from the Queensland Department of Transport and Main Roads (TMR). A CRN can be found on a driver license or proof of age card.
2. The volunteer will receive an online account number from us.

Note for organisation: Include clear directions of what the volunteer needs to do with the online account number in order to link the volunteer. If not, they will not be able to apply as a volunteer with the fee waived. If you haven't already, your organisation needs to develop a process for portal users to access the account numbers for linking to occur. For example, "Now send an email to bluecard@volunteerorg.com with your full name, date of birth and online account number" or "Provide your full name, date of birth and online account number to your volunteer co-ordinator at our sign-on day".
3. The online account number will be used to link the volunteer. They will then be notified via SMS or email. The volunteer can return to the [online applicant portal](#) to complete their application for their blue or exemption card.

Note for organisation: If your organisation is using the Organisation Portal, this is the point that a portal user will link, if not you will submit a '[Link a person to your organisation](#)' form. Links created in the portal happen instantly.
4. Blue Card Services will receive and process the application. Most online applications for people with no police information should be processed within five business days. It will take longer if further information is required or if we receive police or disciplinary information.
5. We will notify the student and the organisation of the outcome (successful or unsuccessful).

Note for organisation: The Organisation Portal will reflect the updated status.



Volunteers applying for a blue or exemption card where the organisation is using the Organisation Portal to link

A volunteer renewing a blue or exemption card

If a volunteer is already linked to your organisation and they renew before their card expires, your organisation will not have to do anything.

1. The volunteer goes to the blue card services website and log into the [online applicant portal](#).

Note for organisation: Registration is a one-time process. A volunteer will need to validate their identity using their Customer Reference Number (CRN) from the Queensland Department of Transport and Main Roads (TMR). A CRN can be found on a driver license or proof of age card

2. The volunteer then continues to apply for their blue or exemption card and confirms any existing links with organisations and submits the application. If they delink from your organisation during the renewal process, your organisation will be notified.

Note for organisation: If the applicant does not see an existing link with your organisation, they will need to have you link them, otherwise they will not be able to apply as a student with the fee waived.

3. Blue Card Services will receive and process the application. Most online applications for people with no police information should be processed within five business days. It will take longer if further information is required or if we receive police or disciplinary information.

4. We will notify the volunteer and the organisation of the outcome (successful or unsuccessful).

Note for RTO: The Organisation Portal will reflect the updated status.

A volunteer already has a valid blue or exemption card

1. The volunteer provides their card number to their RTO in order to link them.

Note for organisation: You will need to provide clear instructions to volunteers who already hold a blue card of how to provide their blue card number to your RTO in order for portal users to access this information and create the link.

2. The card number will be used by the RTO to link the student. They will be notified via SMS or email of the successful link.

Note for organisation: The volunteer will then be visible in the Blue Card Register section of the Organisation Portal. You must be able to see that the person has a valid card before they can commence work.

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.