Blue Card Services

Working together to keep kids safe

Organisation Portal

User guide

2025

Queensland Government

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About the Organisation Portal

The Blue Card Services Organisation Portal is an online system to help employers and volunteer organisations keep track of your records and blue card obligations under the *Working with Children (Risk Management and Screening) Act 2000*.

The portal provides many benefits including:

- a quick and easy way to link employees (volunteer, student and paid)
- receiving real time information about blue card holders, including updates to their blue card status
- viewing and downloading all existing card holders linked to the organisation
- de-linking existing card holders who stop working with the organisation
- making single or multiple payments for existing cardholders and/or new applicants in the one transaction
- adding or removing portal users
- viewing notices, including renewal notices for linked card holders.

While the portal assists organisations to manage applications and card holders, it does not remove any obligations for your organisation, such as maintaining an employee register for your child and youth risk management strategy.

Getting started

There are a few steps involved when setting up your organisation to use the portal.

Organisation completes registration form, claims existing organisation record and nominates representative.

The organisations nominated representative creates portal user account online and verifies their identification.

Blue Card Services receives and processes organisation registration form

Blue Card Services advises organisation representative the setup of the Organisation Portal is complete.

Portal user accesses and logs in to begin using the Organisation Portal.

Registering for an Organisation Portal account

Organisations and businesses regulated by the blue card system wanting to use the Organisation Portal can access the Organisation Portal but first must have online account. This is done by completing the online form.

An authorised organisation representative should request this in consultation with the organisation's executive.

Organisation must provide relevant information to Blue Card Services to establish their Organisation Portal online account. The online account will then be created by Blue Card Services and communicated once complete.

Claiming an organisation

If your organisation has previously managed blue card obligations, you'll have an organisation record with us.

As part of the request to create an Organisation Portal account, you'll need to provide information for the record. This will ensure existing linked applicants and card holders to your organisation are available in your Organisation Portal.

If your organisation is unsure of your existing record details, let us know.

Nominating a portal user (administrator)

The portal user is the primary person within your organisation who has access to, and responsibility for managing the Organisation Portal online account. This person can view all information and undertake all tasks within the Organisation Portal, including providing access to other users.

This person should be someone authorised by your organisation and has the responsibility for managing blue card obligations.

Organisations nominate who their portal administrator will be on the registration form, however portal administrators create their own portal accounts online.

Create a user account

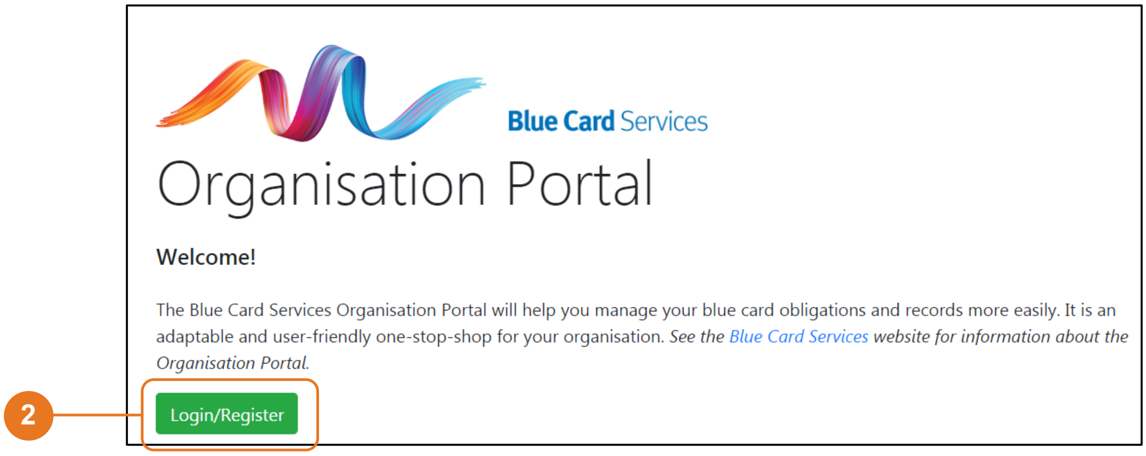
Each user of the Organisation Portal will require a user account; **a portal user account cannot be shared.** Prospective users can self-create their own portal user account online.

As part of the portal user account creation process, you will need to provide personal information (name, date of birth, contact details) and provide supporting identification documents.

When creating a user account, each individual will be allocated a unique reference.

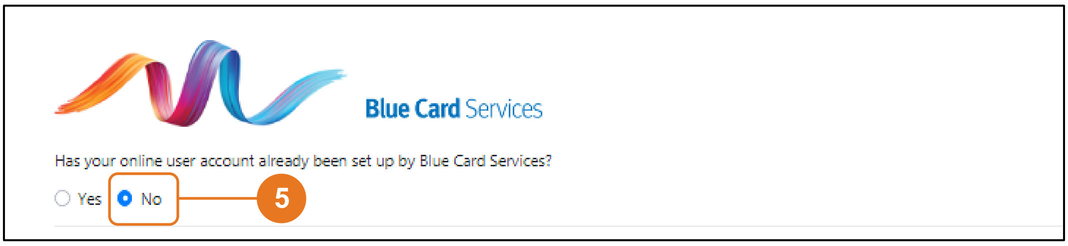
To create your user account:

1. Go to https://orgportal.bluecard.qld.gov.au (best accessed on Google Chrome.)
2. Click Login/Register.

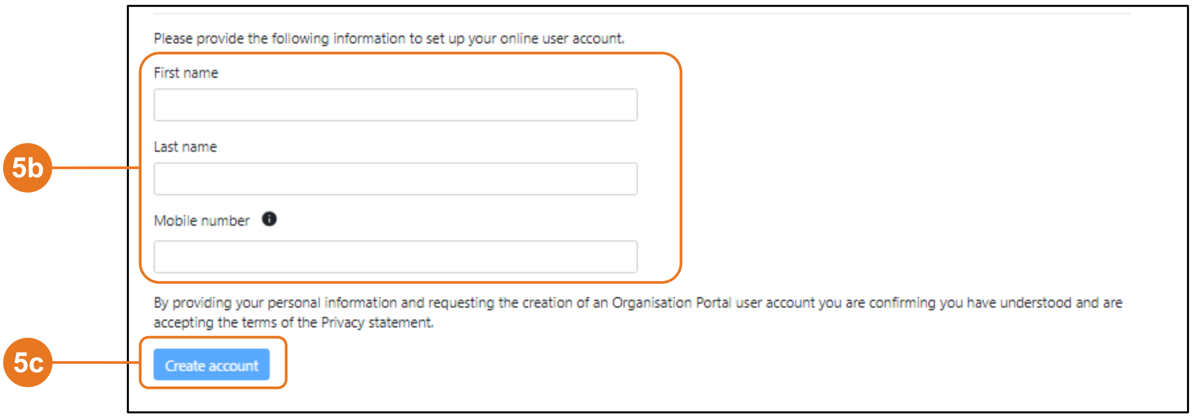


3. You will be redirected to the QDI login screen.
   a. If you have an existing QDI account, use your details to login.
   b. If you don't have an existing QDI account, follow the prompts to Register on the QDI website.

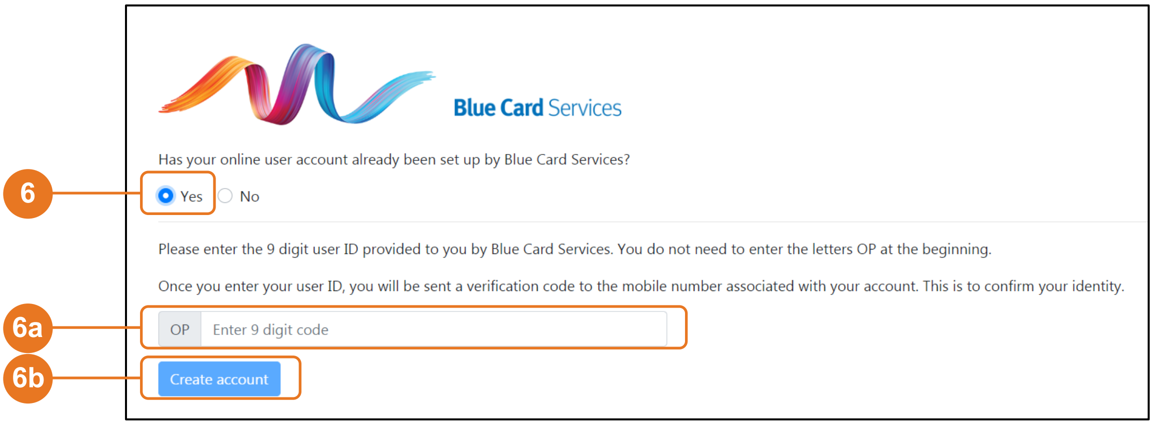
4. You will be redirected to the Organisation Portal setup page.
5. If you are creating your account yourself, click the No radio button.



   a. Review the Personal Information and Privacy statement.
   b. If you agree to the Personal Information and Privacy statement, enter your contact details.
   c. Click Create account.
   d. Review the Terms of use. (*You cannot be an Organisation Portal user if you do not agree to the Terms of use.*) Click Next.



6. If we have registered your portal user account and you have been provided your credentials, click the Yes radio button.
   a. Enter the 9 digit user ID provided by us without the OP letters.
   b. Click Create account.
   c. Review the Terms of use
      You cannot be an Organisation Portal user if you do not agree to the Terms of use.
   d. Click Next.



Each portal user is required to provide identification and verify their mobile number to finalise their portal user account and be associated with (able to access) an organisation's portal account.

The accepted forms of identification that a portal user can provide are either:

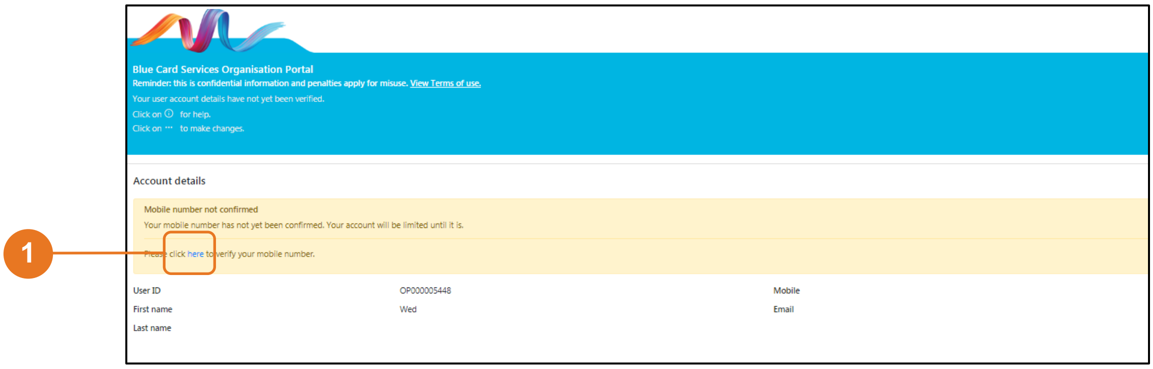
- a valid blue or exemption card, or
- a 100 point identity check.
  Visit Creating and securing your Queensland Digital Identity to understand what documents can be submitted for the identity check.

If you do not have sufficient identification, a portal user account can still be created and your identity can be verified offline. This is done via an alternative option for verifying identification, which is available by contacting us.

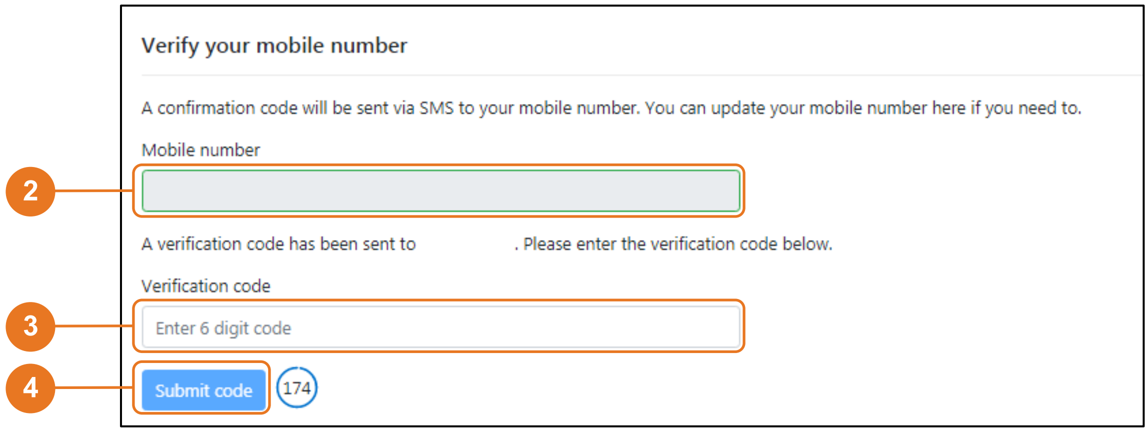
Please note a portal user account cannot be used to access information until the identity check has been completed.

To verify you mobile number:

1. On the My account screen, click here.

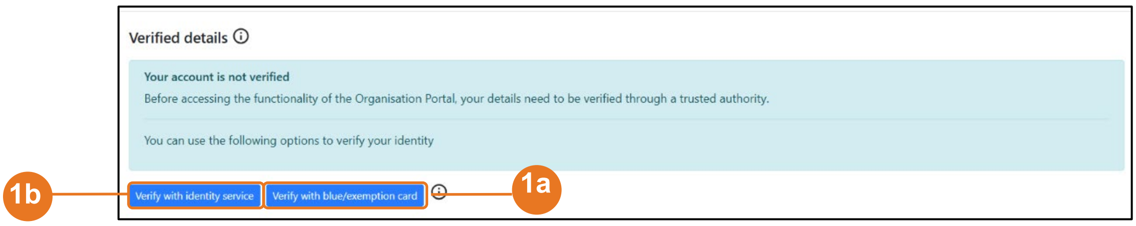


2. Enter your mobile number and click Send verification code.
3. Enter the code that is sent to your mobile number.
4. Click Submit code.



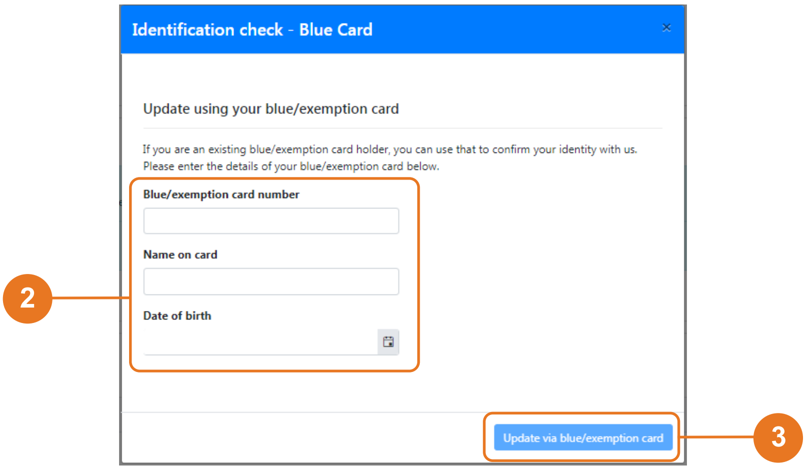
To verify your identification:

1. On the My account screen, click:
   a. Verify with blue/exemption card OR
   b. Verify with identity service.



If using your **blue or exemption card** to verify your details:

2. Enter the relevant details.
3. Click Update via blue/exemption card.

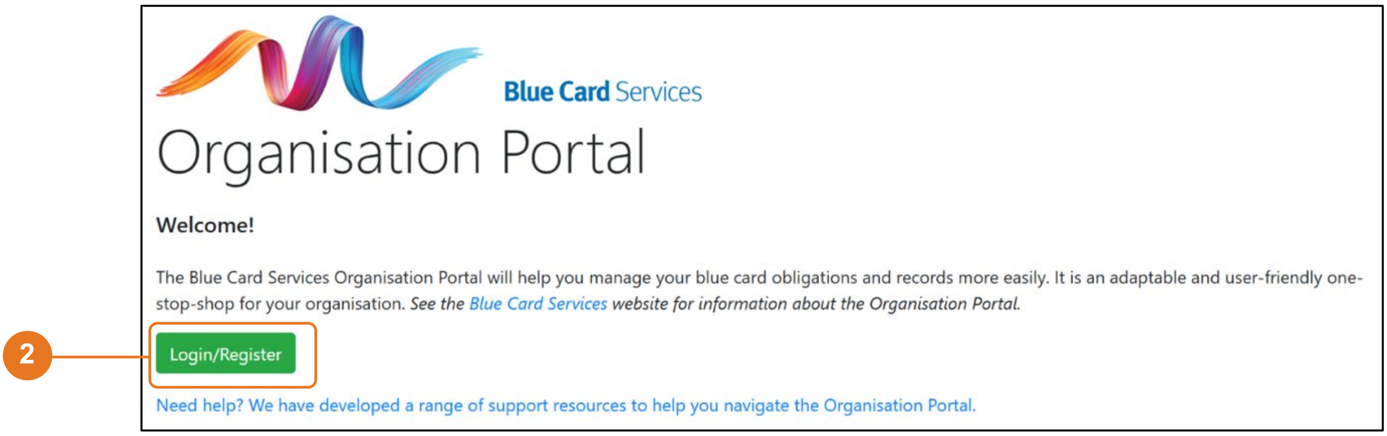


If using an identity service to verify your details, follow the prompts on the QDI website and click Continue.

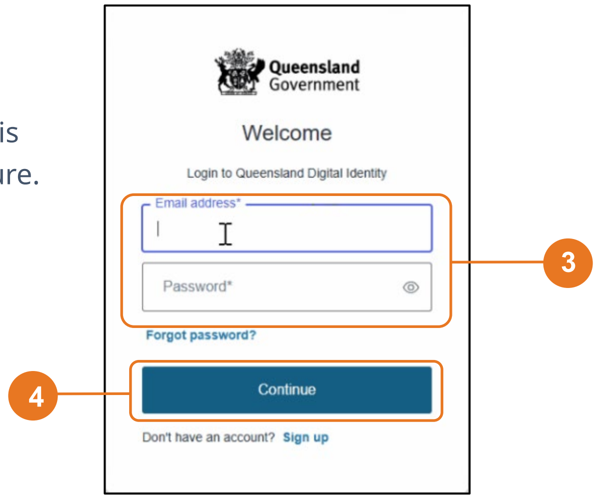
Logging in

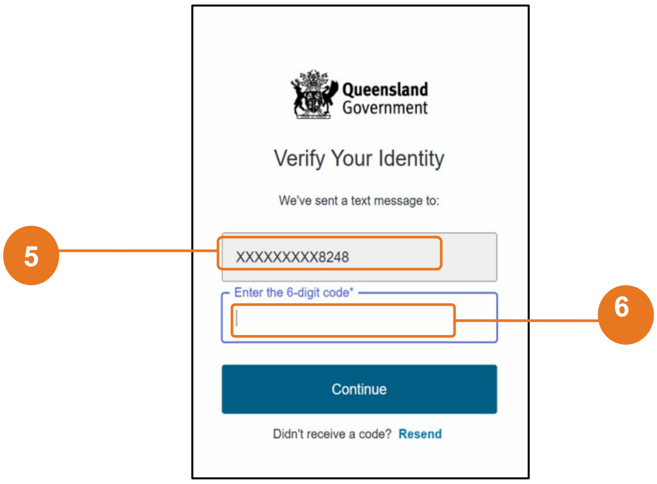
Once your user account has been created, log into the Organisation Portal by visiting:

1. https://orgportal.bluecard.qld.gov.au
2. Click Login/Register.



3. Enter your email and password.
4. Click Continue.
5. Enter the code that was sent to your mobile number. This Multifactor Authentication helps keep your account secure.
6. Click Continue.





Portal users must complete two 2-factor authentications (**2FA**) when logging into the Organisation Portal. **Once** for the QDI step and a **second** time for login to the Organisation Portal.

My account

The My account section of the Organisation Portal contains:

- *Account details*; information provided by the user, including contact details.
- *Verified details*; information that has been validated by identification.

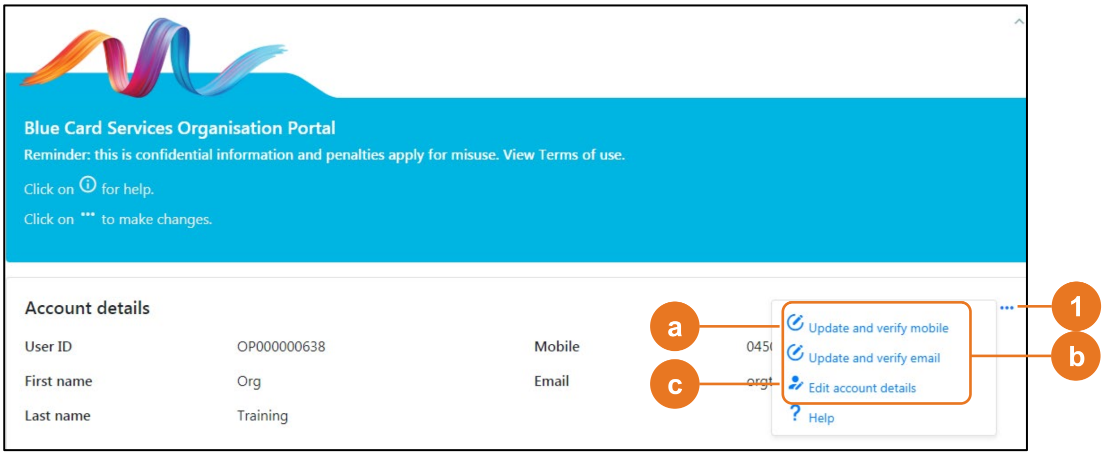
You can then manage your name, contact details, and re-verify identification if needed.

Account details

Account information as provided by you. They are not verified against your identification.

To edit them:

1. Click ... on the right-hand side of the Account details section of the My account screen.
2. From there, you can update your:
    a. mobile number
    b. email address
    c. first name and last name.



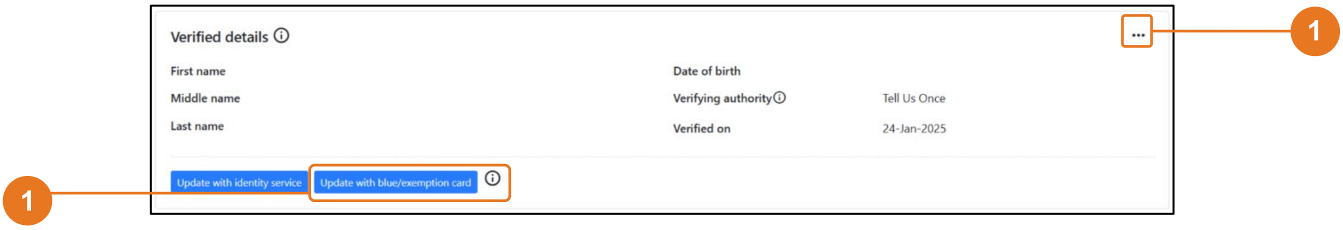
When you update your phone number or email, we'll send you a confirmation code to make sure the details are correct. We'll use these to send you important updates.

Verified details

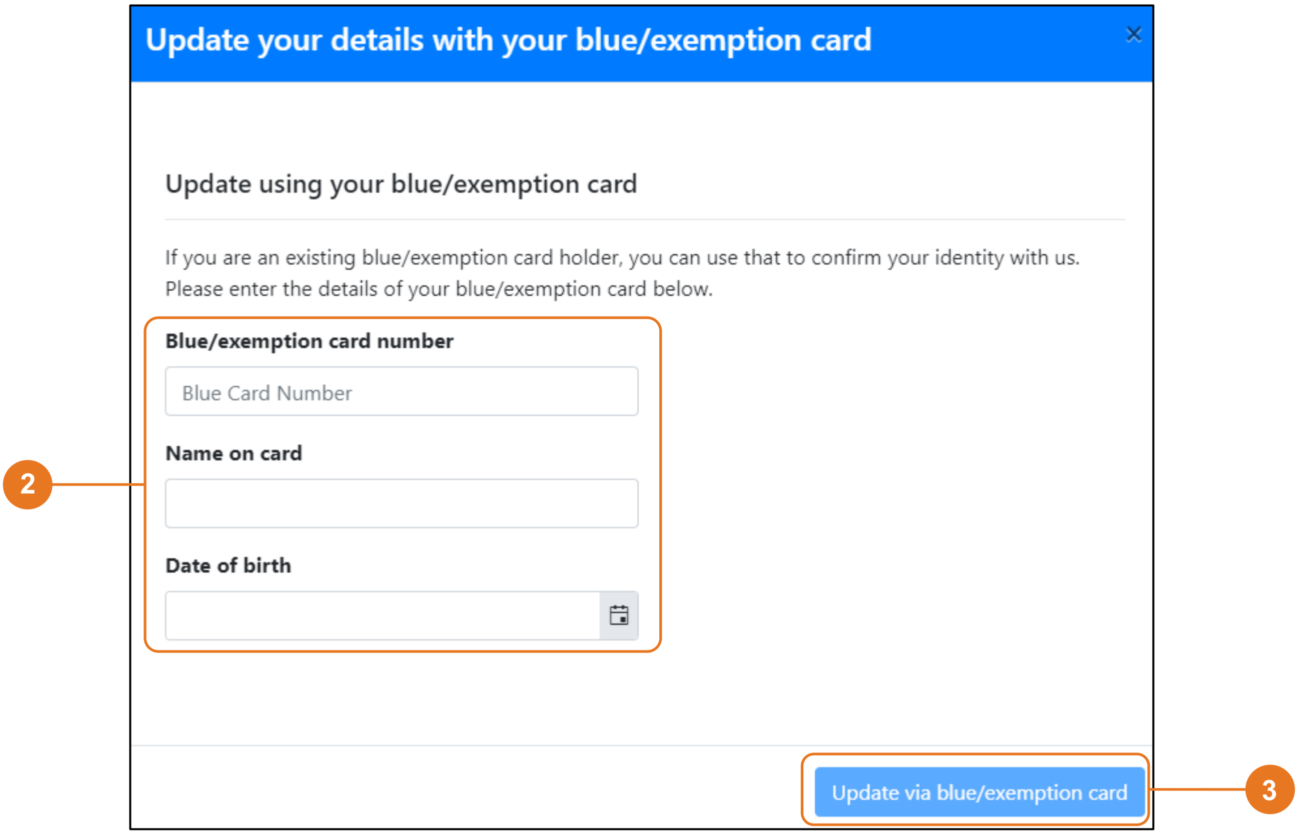
These details have been verified against a trusted identity service authority to confirm your identity. If your personal details change, you can update and re-verify your details through either us or QDI.

To update these details using your blue or exemption card:

1. Click Update with blue/exemption card or ...



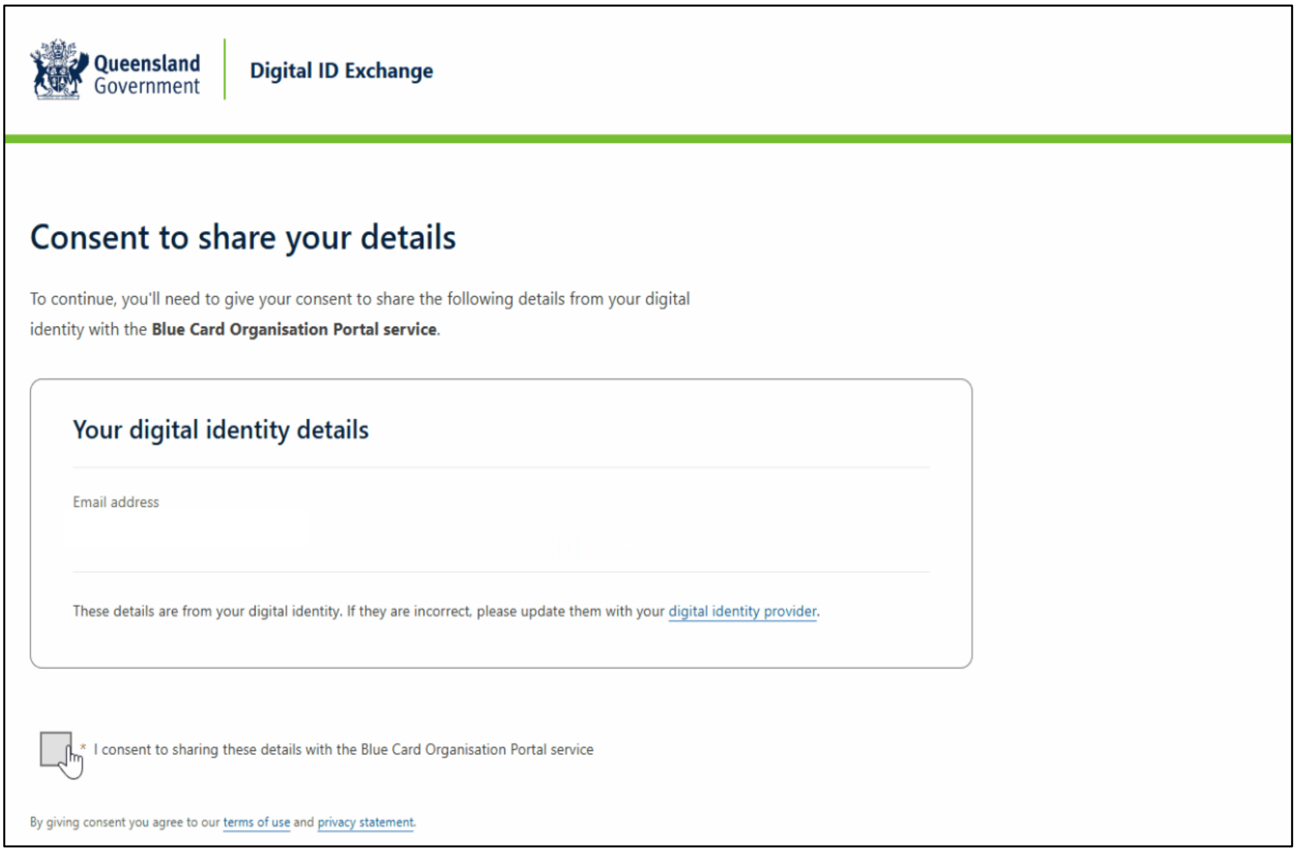
2. Enter the new information.
3. Click Verify/update via blue/exemption card.



To update these details via **QDI** follow the steps on the [QDI website Digital Id exchange] to update your information.

Ensure you Consent to share your details with Blue Card Organisation Portal service check box is selected.

I consent to sharing these details with Blue Card Organisation Portal service.

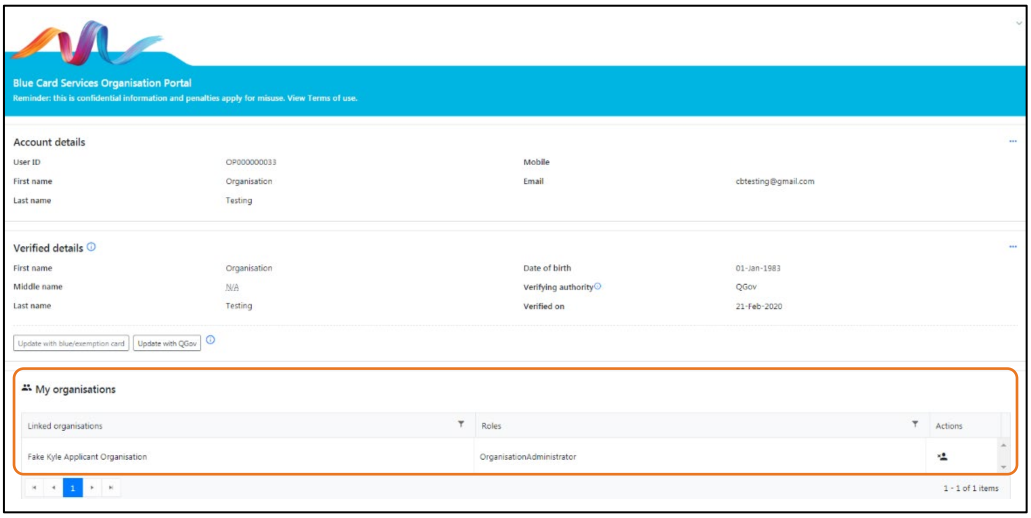


4. Click Continue.
5. You will be returned to the Organisation Portal with your updated details verified.

My organisations

Individuals who manage multiple organisations will have access to other Organisation Portal accounts via the drop down menu located on the top right. The organisations they have access to will be listed in the *My Organisations* table. This means that the Portal user will be able to access other organisations through their login and perform tasks. **This is why portal user accounts are not shared and kept confidential.**

If the My Organisations table is empty, it means you've not been associated with any organisations within the Organisation Portal as yet.



Adding a portal user

To add a portal user to assist with the management of blue card records or obligations, either:

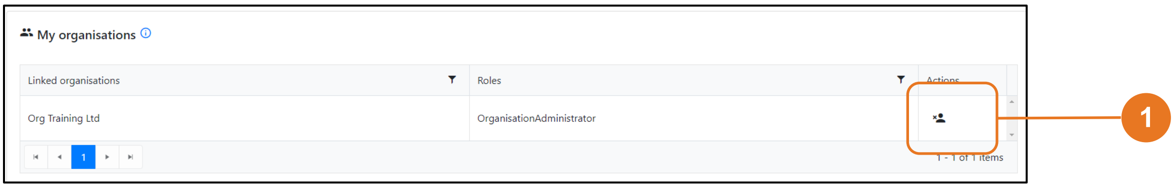
- Add users through the Organisation details screen within the portal.
- See the Adding a portal user section for more information about this.

You can only view one account at a time. If you have access to multiple portal accounts you can switch between by selecting the relevant organisation from the drop down list (v) at the top right corner.

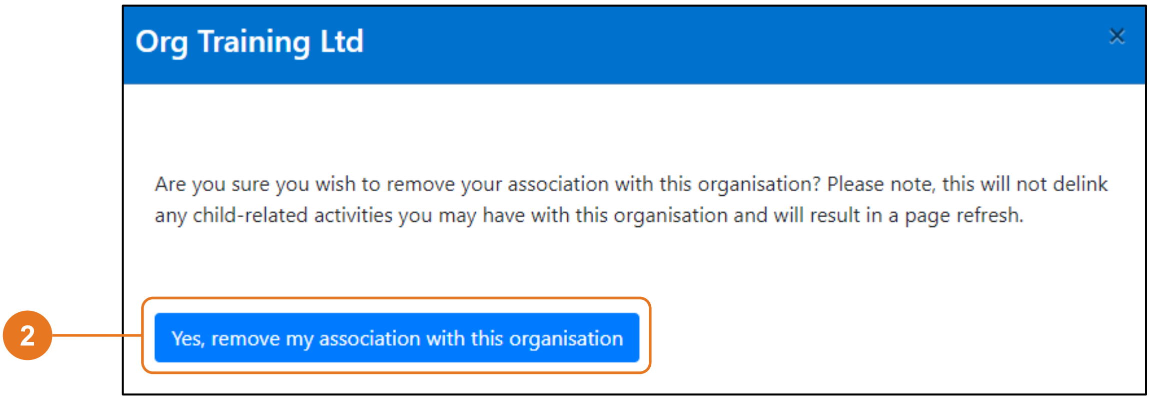
Removing access

You can remove your access to an Organisation Portal online account by:

1. Clicking the Remove icon in the Actions column for the relevant organisation.



2. Confirm you wish to remove your association with the organisation.

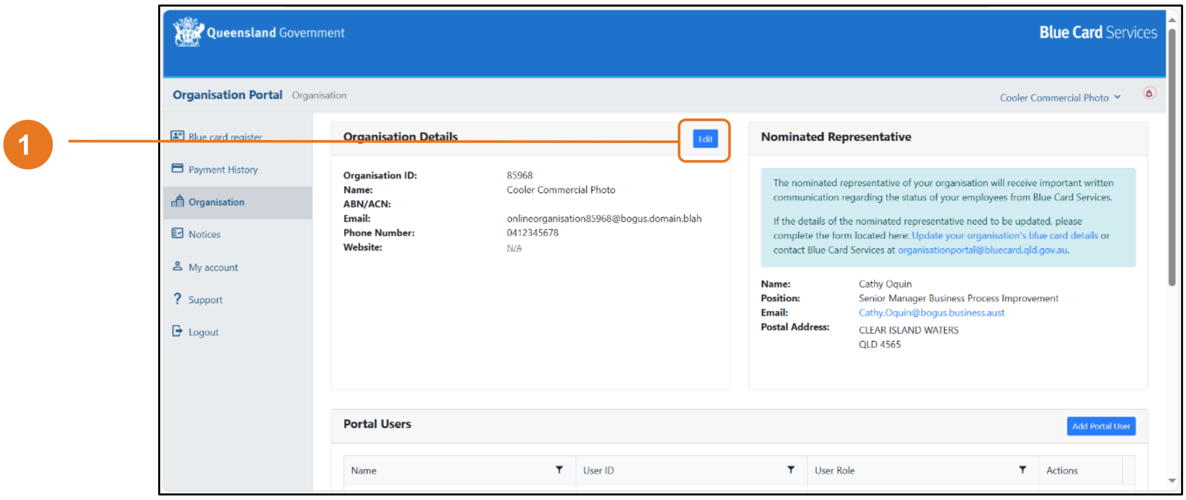


Organisation details

The organisation details screen is where your organisations details are located. A list of your organisation's portal users can also be viewed.

If your organisation details change, you must tell us. To do this:

1. Click Edit.

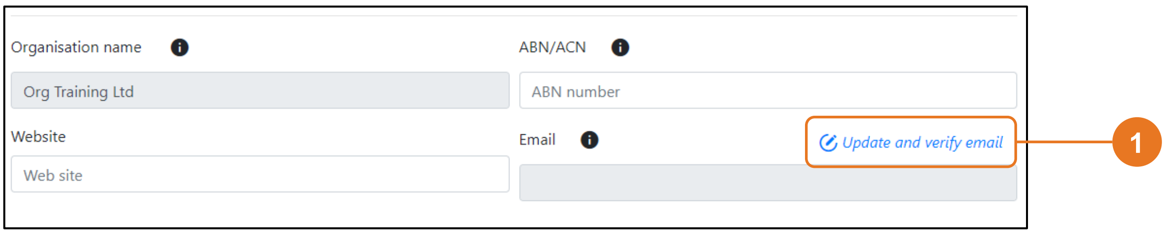


2. Enter the updated information in the appropriate fields.
3. Click Save Changes.
   a. If you change your mind, or make a mistake, click Cancel Changes.

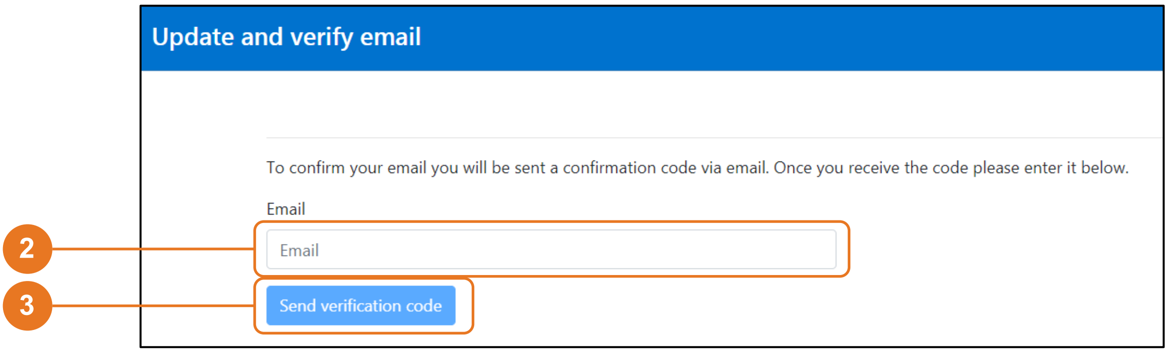
Updating your email address

As the organisation email address is used by us to make contact with your organisation, updates need to be verified. To do this:

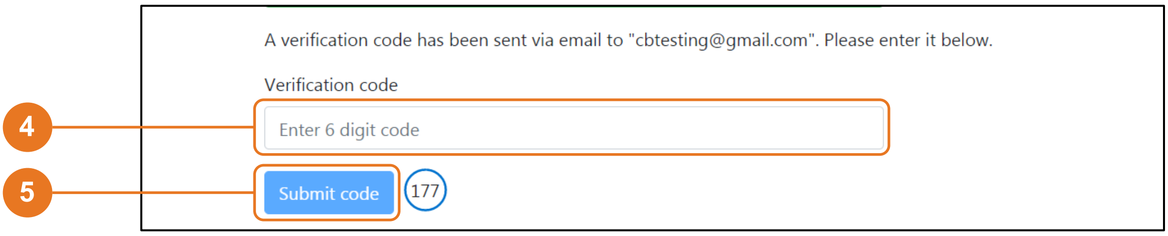
1. After selecting Edit on the Organisation details screen, click Update and verify email.



2. Enter the new email address in the pop-up.
3. Click Send verification code.



4. Enter the 6 digit verification code (with no spaces) that is sent to the updated email address.
5. Click Submit code.



Where possible, please use a generic or shared email address for your organisation and not an individual email address.

Updating your organisation details

Organisation Name

You can update your organisations name by completing the Update organisation details form.

If an organisation's name changes, the Organisation Portal user account login name will not change. the Organisation Portal login name is tied to an individual, not the organisation.

Correspondence and outcome details

If you need to update the current nominated representative's details or the representative who receives mailed correspondence from us, complete the Update organisation details form.

Note: The below details will be visible to Portal Users who have access to the Organisation Portal:

- Nominated Representative's full name
- Nominated Representative's position title
- Nominated Representative's email address
- organisation's postal address.

Portal users

You can add as many portal users as needed, provided they have authority in managing blue card records and obligations.

Keep in mind that users can see all information (including confidential and sensitive information) and undertake all actions within the portal.

Portal user credentials cannot be shared as they are unique to the individual.

Registered vs verified users

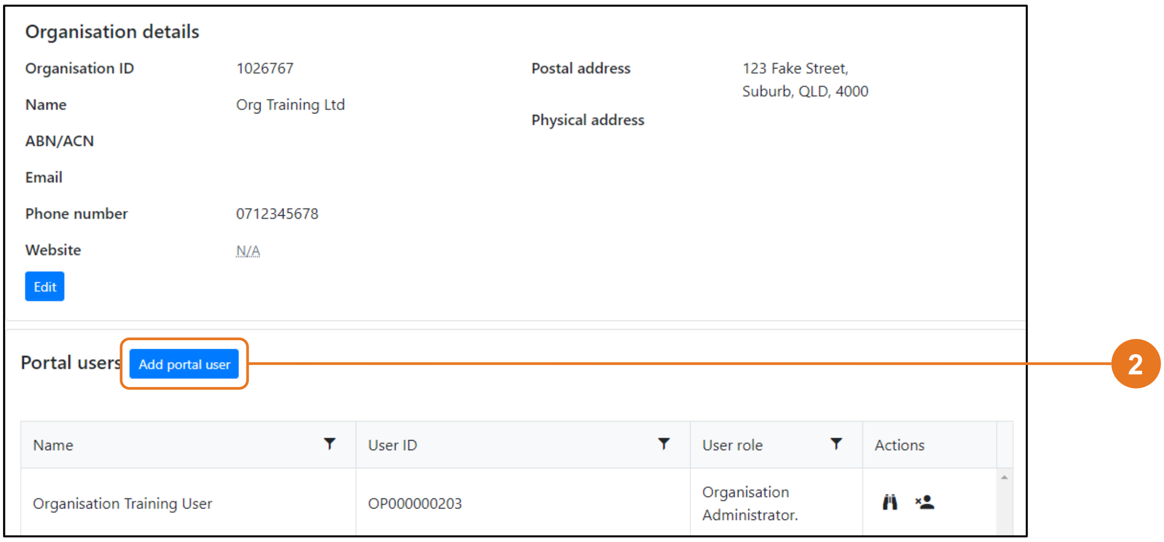
Registered users have created their accounts but not yet verified their mobile number and identity details. Registered users can log in to the portal but are unable to be added to an organisation's portal account.

Verified users have created and verified their accounts and are able to be added to an organisation's portal account.

Adding a portal user

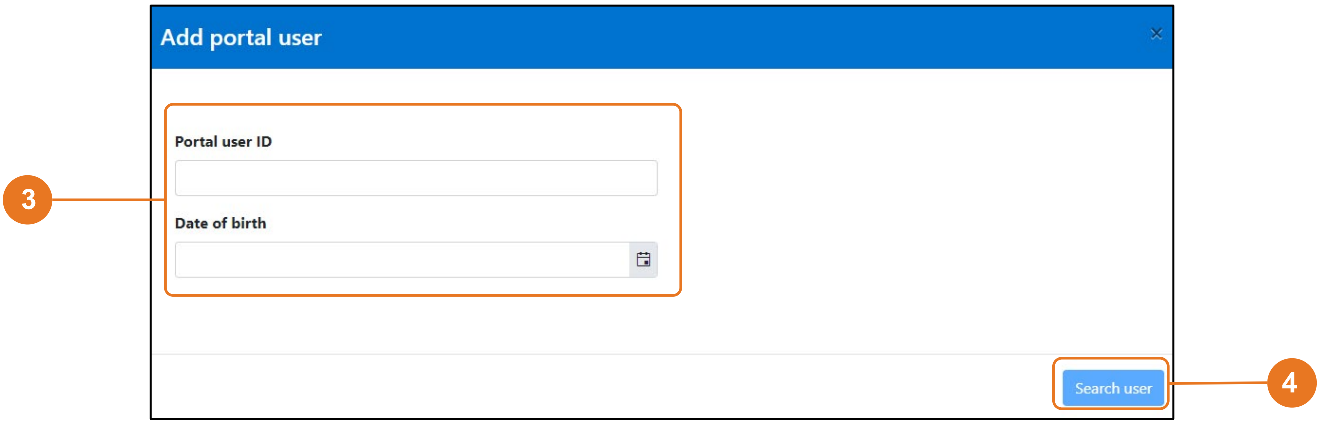
To add a portal user to your organisation's account:

1. Navigate to the Organisation details screen.
2. Click Add portal user.

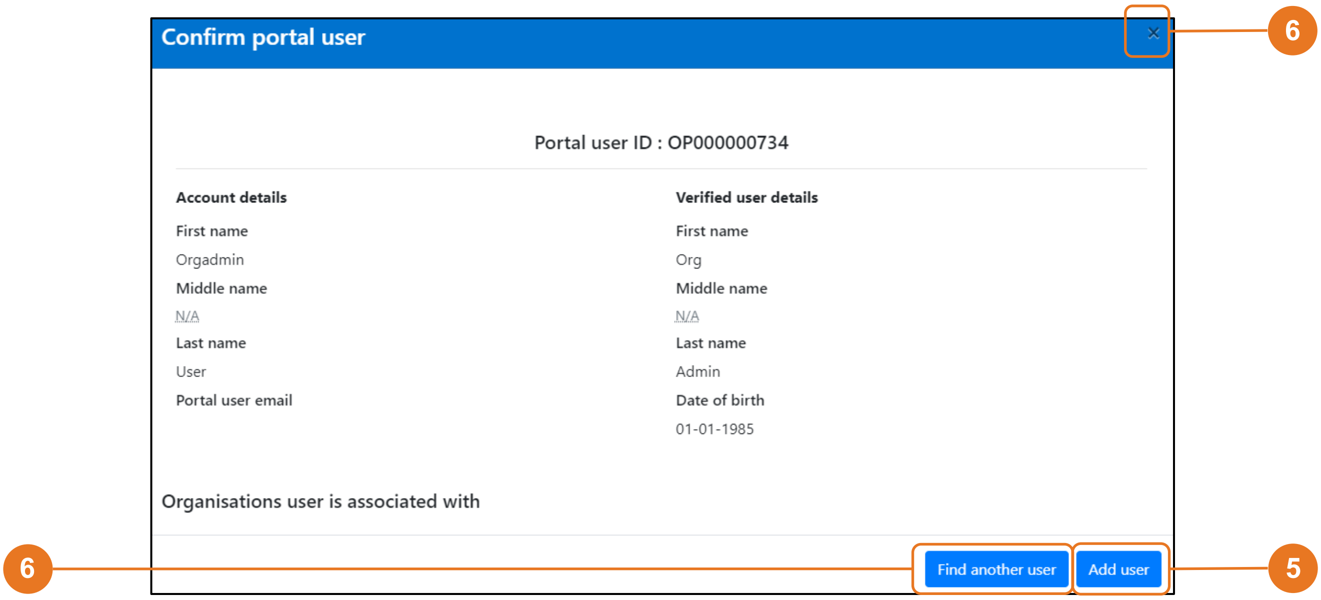


3. Enter the portal user ID and date of birth of the person you wish to add.

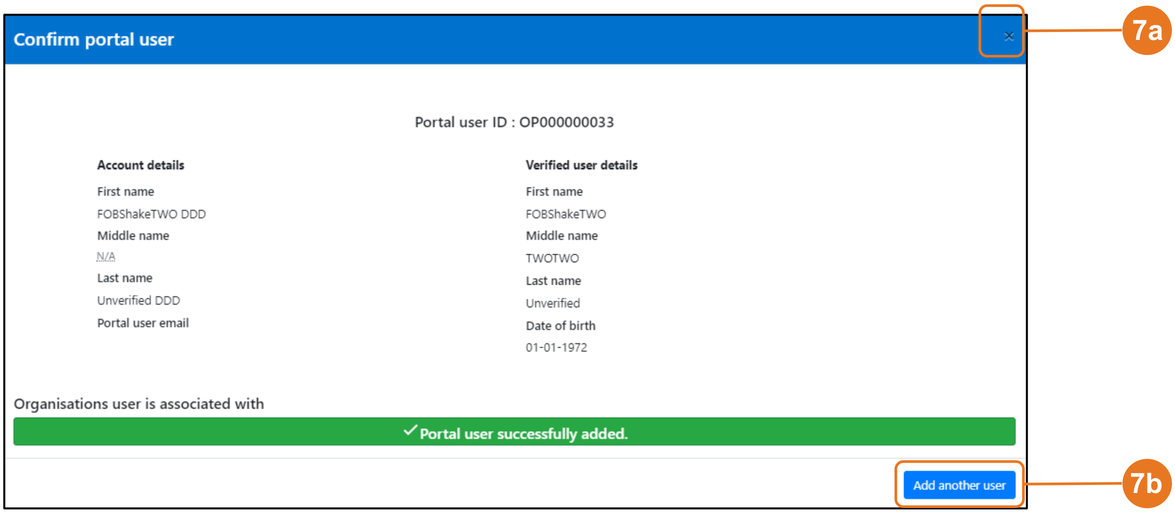
4. Click Search user.



5. Confirm that the portal user details are correct and click Add user.
6. If they're incorrect, click Find another user or X to go back.



7. You will receive verification that the association between portal user and organisation has been successfully created. You can either:
   a. Click X to return to the Organisation details screen.



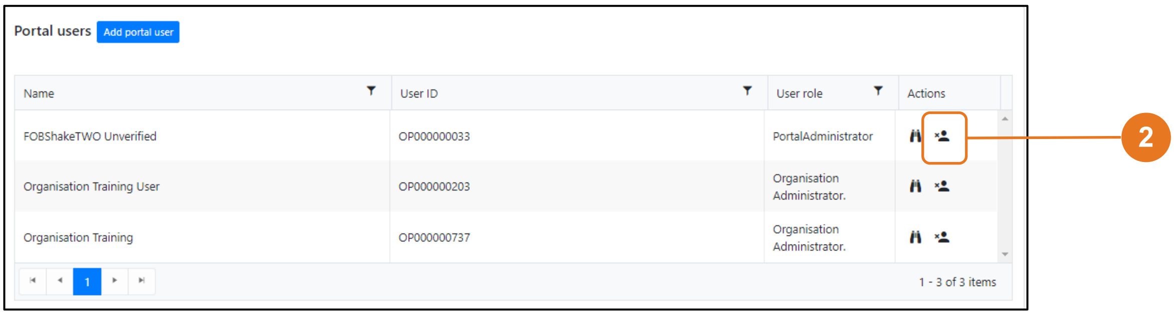
   b. Add another user.

If the portal user added is logged in to their account, they will need to log out and log back in to view the account.

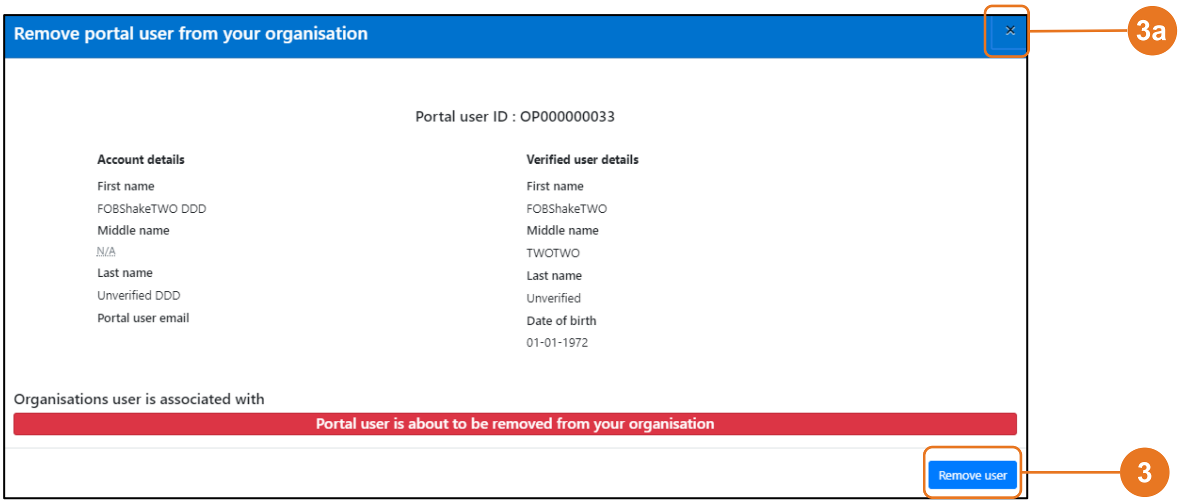
Removing a portal user

To remove a portal user from an organisation's account:

1. Navigate to the Organisation details screen.
2. In the Portal users table, click, in the Actions column.



3. In the confirmation pop up screen, click Remove user.
    a. If you change your mind, click the X in the top right-hand corner to return to the Organisation details screen.



Organisations can contact us to request a portal user be removed.

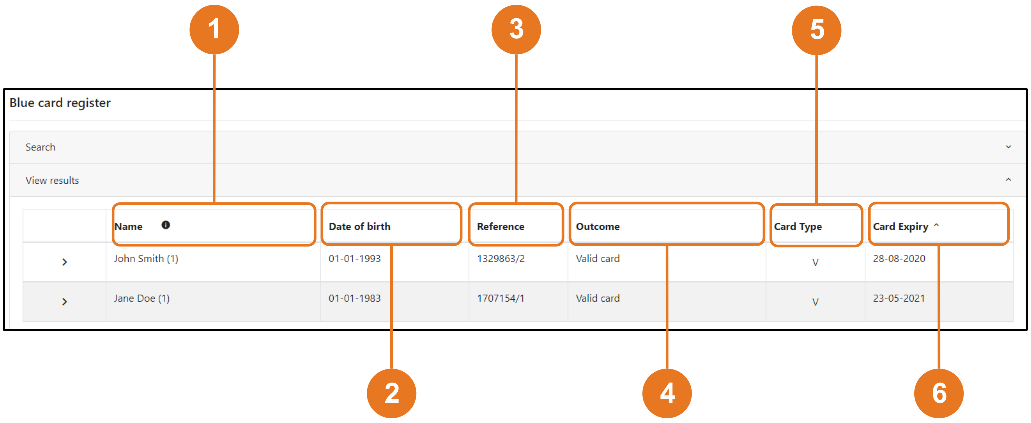
Managing your blue card register

Blue card register

The Blue card register screen shows a list of all the blue card applicants and card holders linked to your organisation.

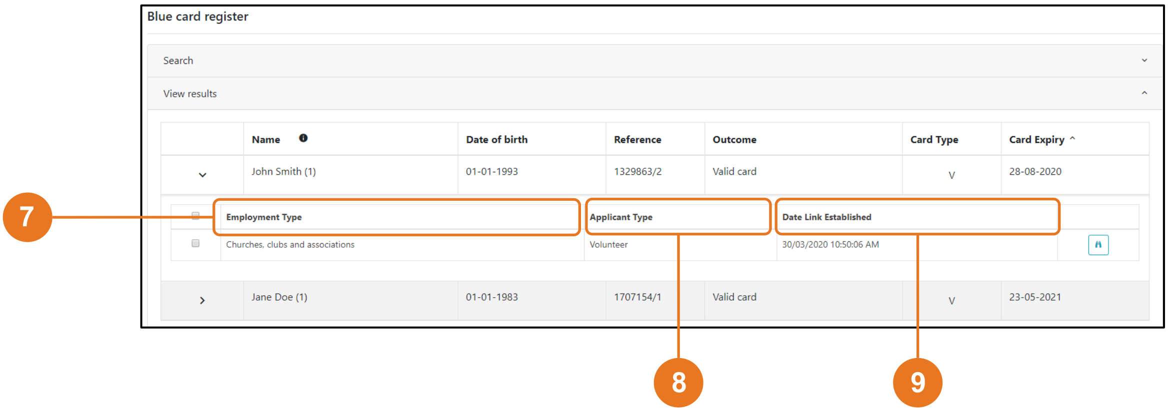
In this view, you are able to see:

1. Name: applicant or card holder's name and (in brackets) how many child-related activities are associated with them specific to your organisation.
2. Date of birth: applicant or card holder's date of birth.
3. Reference: online account number, applicant ID or blue or exemption card number (if relevant).
4. Outcome: current application outcome.
5. Card type: card holder's card type card holder's card type (volunteer (V), paid (P) or exemption (E) *if relevant*.
6. Card expiry: date blue or exemption card will expire *if relevant*.



If you click > you are also able to see:

7. Employment type: type of child-related activity this person undertakes within your organisation.
8. Applicant type: Type of application (volunteer, paid or student).
9. Date link established: Date the link between your organisation and the applicant or card holder established.

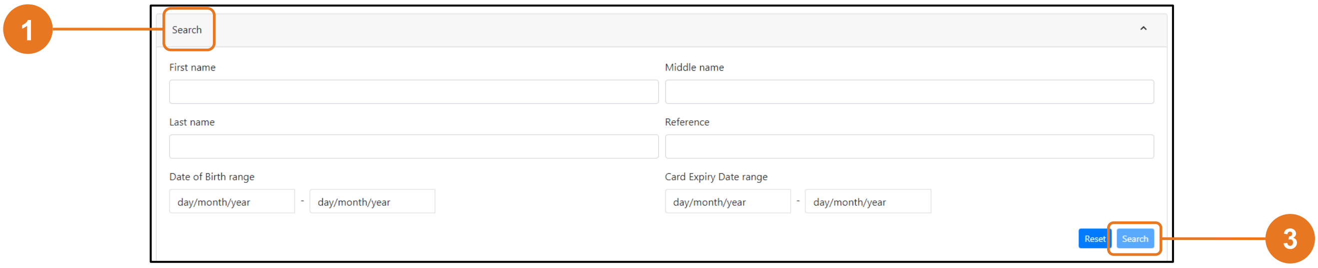


Click v to minimise view.

Searching your blue card register

If you're looking for a specific person within your blue card register:

1. Click Search to expand the search options.
2. Enter the search terms. Wildcard searches are available. Use * to maximise search results.
3. Click Search.

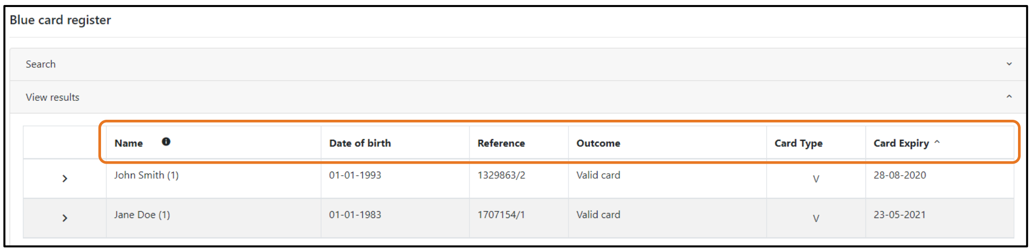


Sorting your blue card register

To sort your blue card register by a certain field, click the field's title. The blue card register will be sorted by that field.

A ^ will appear, indicating that the register is sorted by that field. Click that field again to sort in reverse order.

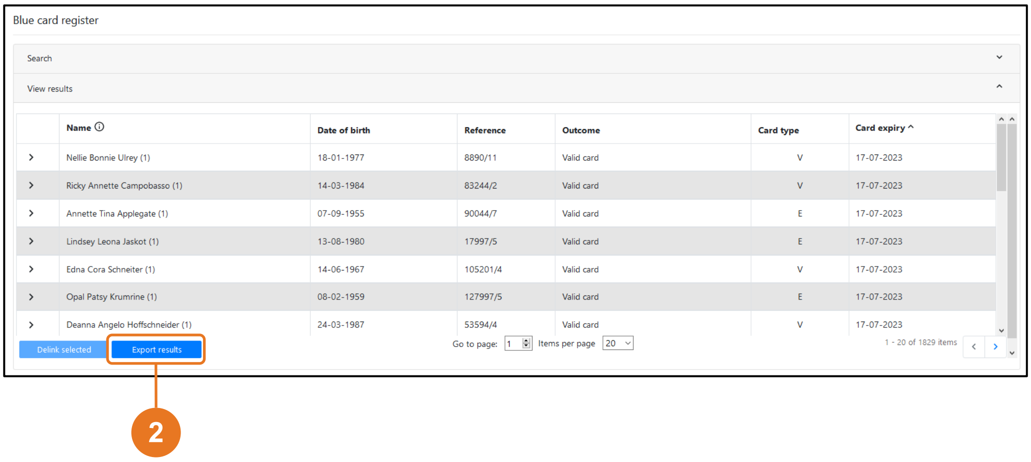
The default sorting order is by card expiry, with the card closest to expiring appearing at the top.



Exporting your blue card register

If you need to export the information in your blue card register:

1. Navigate to the blue card register.
2. Click Export results.



Consider how this information is shared to protect the privacy of applicants' and card holders' personal information.

Data exported from the blue card register is current at the time of export.

There are a range of outcomes displayed in the blue card register in the portal:

Status	Meaning	Outcome
Application pending	Applicant has verified identity with TMR but has not applied.	**Cannot** work with children
Application in progress	Blue or exemption card application is in progress.	**Cannot** work with children *unless applying for an exemption card*
Valid card and application in progress	Holds valid blue or exemption card and has submitted an on time renewal.	Can work with children
Valid card	Blue or exemption card issued and active.	Can work with children
Valid clearance	Blue or exemption card issued. Card not active.	Can work with children
No valid card – contact Blue Card Services	Person **does** not have an application in progress, or a valid card.	**Cannot** work with children
Negative notice	Person has a current negative notice.	**Cannot** work with children
Disqualified person	Person is disqualified.	**Cannot** work with children
Card suspended	Blue or exemption card has been suspended.	**Cannot** work with children

Linking

When someone starts child-related activities with your organisation, they must notify us by linking their details to your organisation. This allows you to receive important updates about them.

For new volunteers or students, they must create this link before completing their online application.

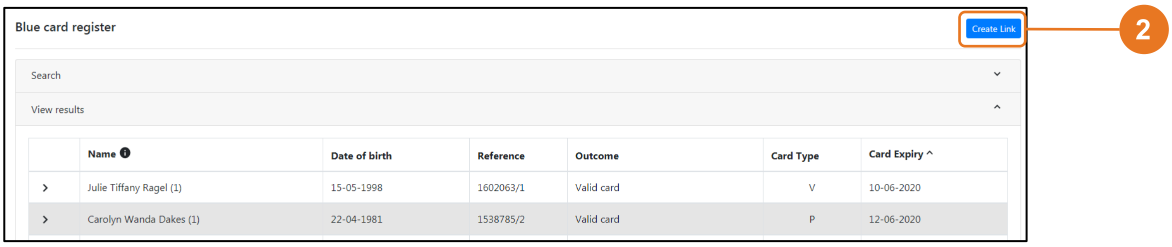
If someone linked to your organisation renews their blue or exemption card before it expires, the link stays active.

If they don’t renew on time, the link will be inactive, so it’s important to renew on time.

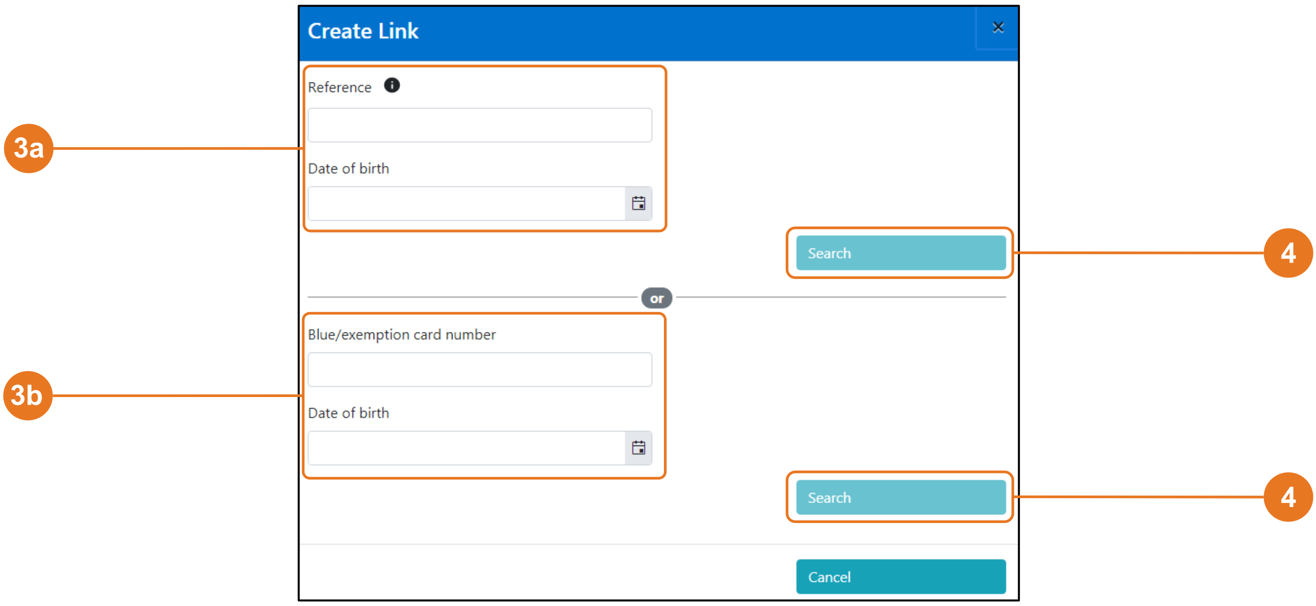
To create a link:

1. Navigate to the Blue card register.

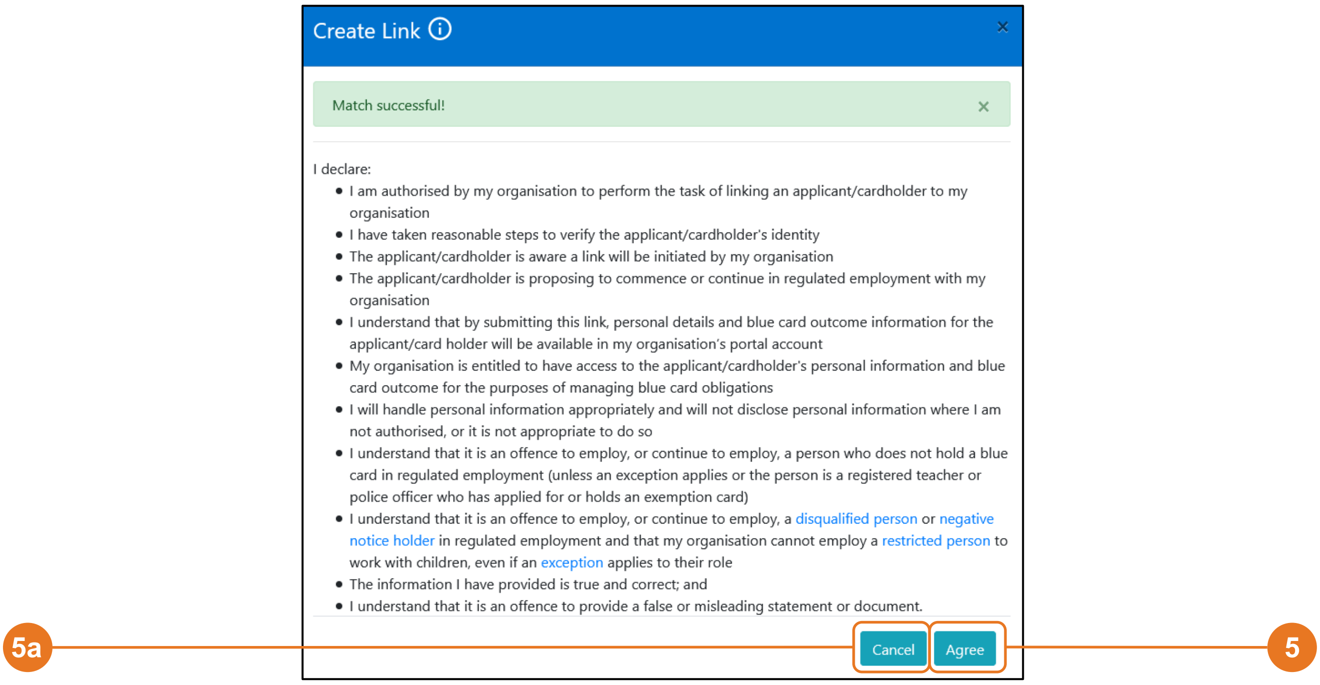
2. Click Create link.



3. Provide the applicant or card holders information:
   a. Applicant identified (Online account number or Applicant ID) and date of birth OR
   b. Blue/exemption card number and date of birth.
4. Click the relevant Search button.



5. Review the declaration, tick the checkbox and click Agree.
   a. If you change your mind, click Cancel.

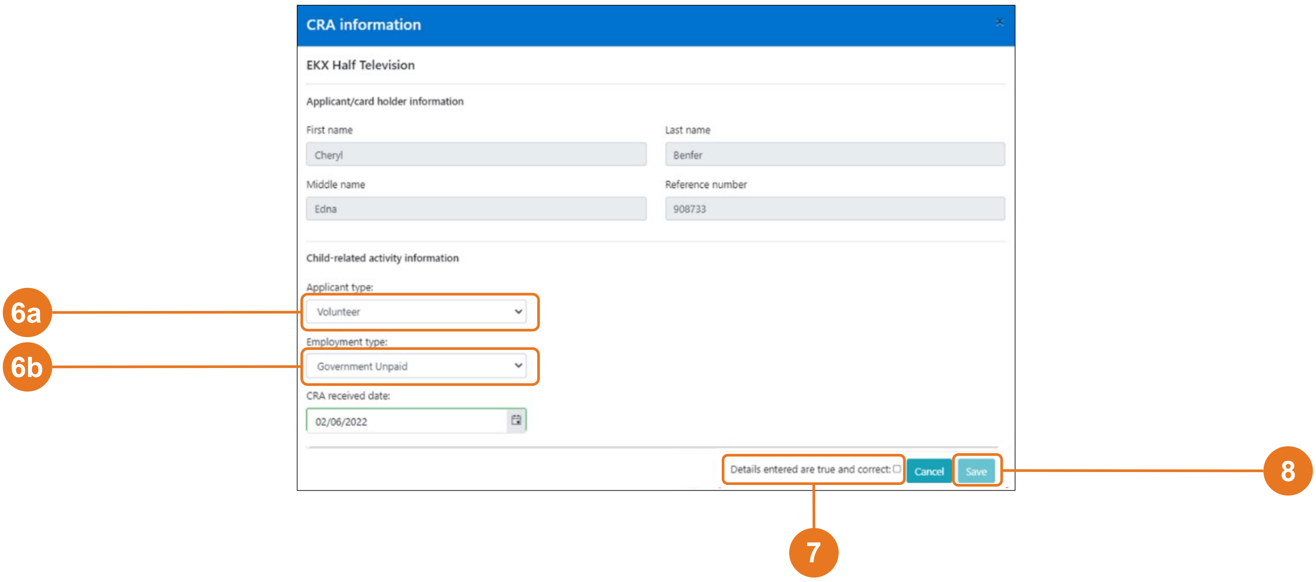


6. Enter the following information about the child-related activity (CRA):
    a. Applicant/card holder type
    b. Employment type.
7. You must also select the check box to declare the details entered are true.
8. Click save.

Additional information will be required in certain circumstances, such as site address where the CRA is a home-based care service. You will be prompted to provide the information.

A Child related category or CRA refers to an individual's type of work, such as a category of employment or business under the blue card system.

When a link is created, the person linked will receive a notification.

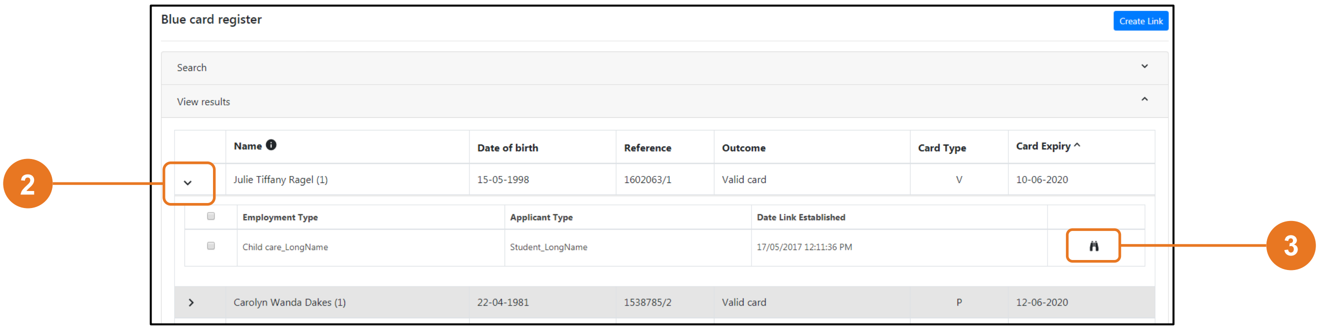


Modifying an existing child-related activity

In some circumstances, you may need to modify an existing CRA. This may occur when a card holder switches from a volunteer to paid position, or where a card holder changes roles within your organisation.

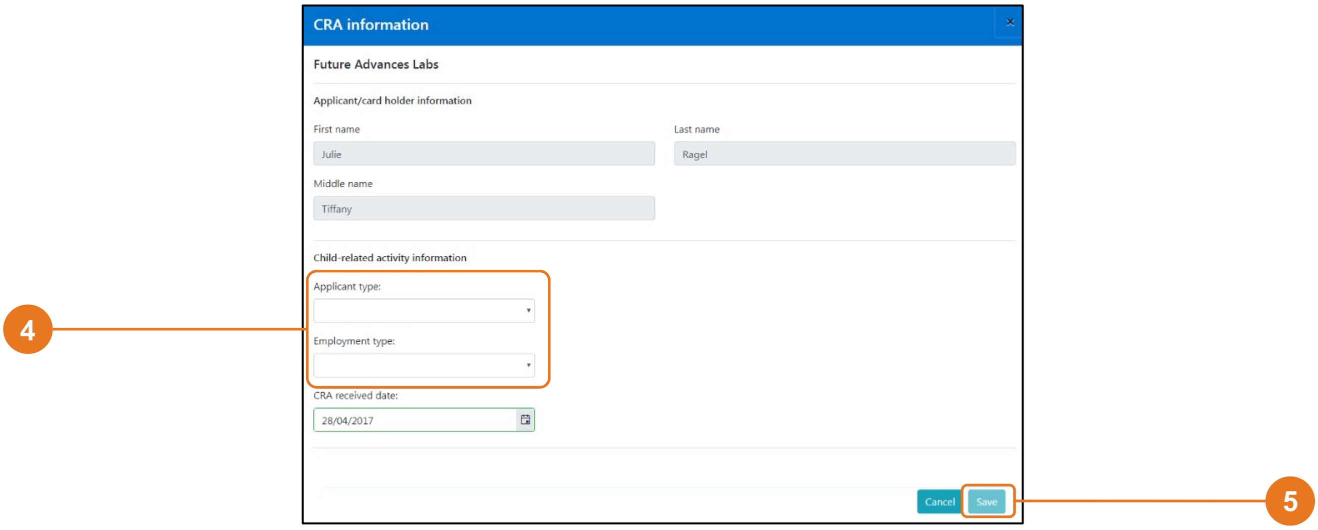
To modify an existing CRA:

1. Navigate to the Blue card register.
2. Click > next to the person whose CRA you wish to modify.
3. Click the binoculars icon.



4. Update the CRA details.

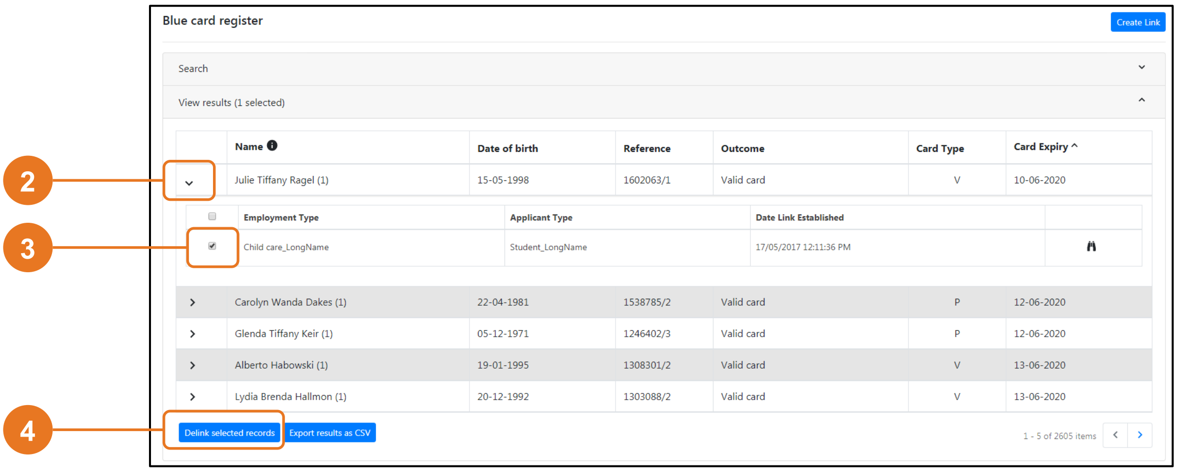
5. Click Save.



Delinking

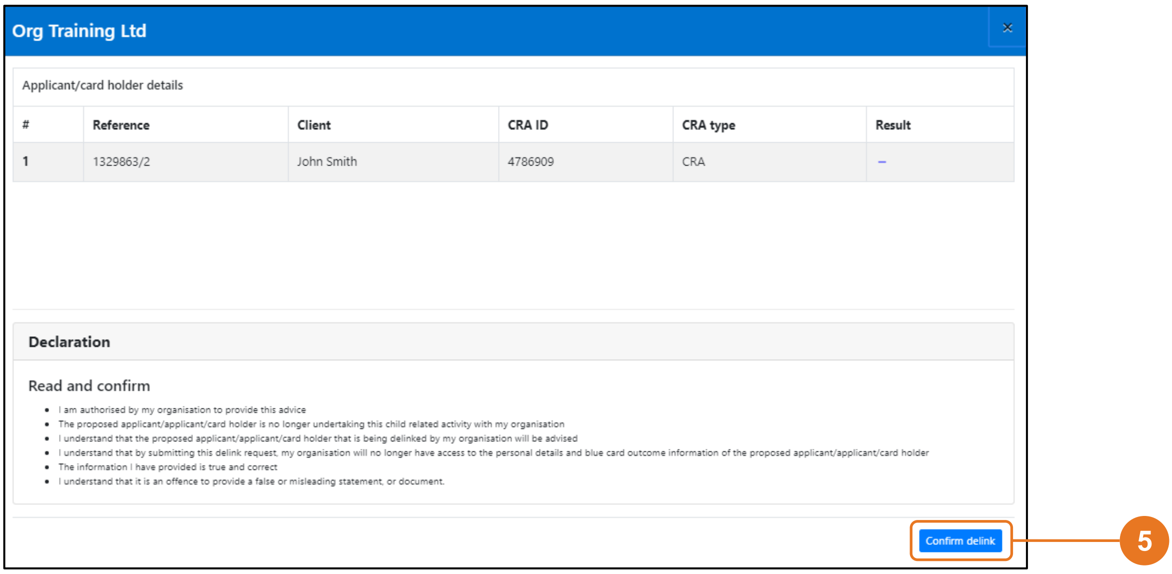
If an applicant or card holder stops working with your organisation, you must notify us. This is done by de-linking the card holder from your organisation:

1. Navigate to the Blue card register.
2. Click > next to the person you wish to delink.
3. Select the check box next to the CRA you wish to remove.
    a. If you wish to delink more than one person (bulk delink), repeat steps 2 and 3 for all relevant people.
4. Click Delink selected records.



5. In the pop-up, read the declaration and click Confirm delink.

a. If you change your mind, click the X in the top right-hand corner to return to the Blue card register.



When complete, a ✓ will appear in the Result column. The link between the two parties is now deactivated. You will no longer have visibility of the applicant or card holder and will not be able to see the blue card outcome or any changes in status. **The applicant or card holder delinked will receive a notification.**

Should the link between the organisation and the applicant or card holder need to be re-established, repeat the link process again.

Making Payments

If your organisation decides to pay the fee for an applicant, a portal user can make the payment in the Organisation Portal. You can pay for one or more applicants at once.

You can make a payment if:

- The applicant is registering for the first time or the cardholder is renewing, and
- Your organisation has linked to the applicant/cardholder.

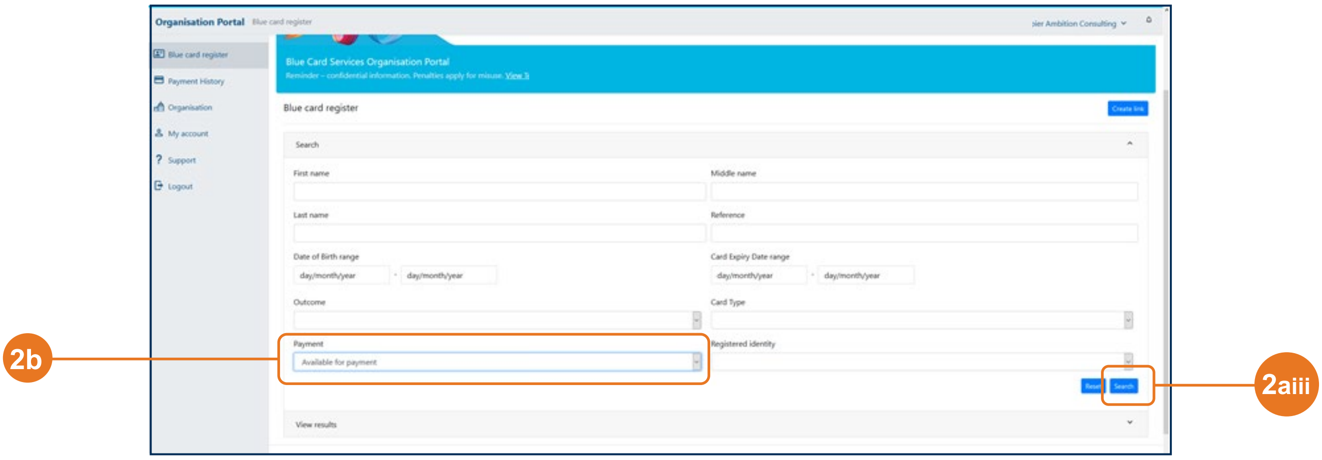
You can only renew a current card 16 weeks before it expires, and the portal will allow you to pay at that time.

Once payment is successful, the applicant/cardholder will get an email or text confirming they can continue their online application.

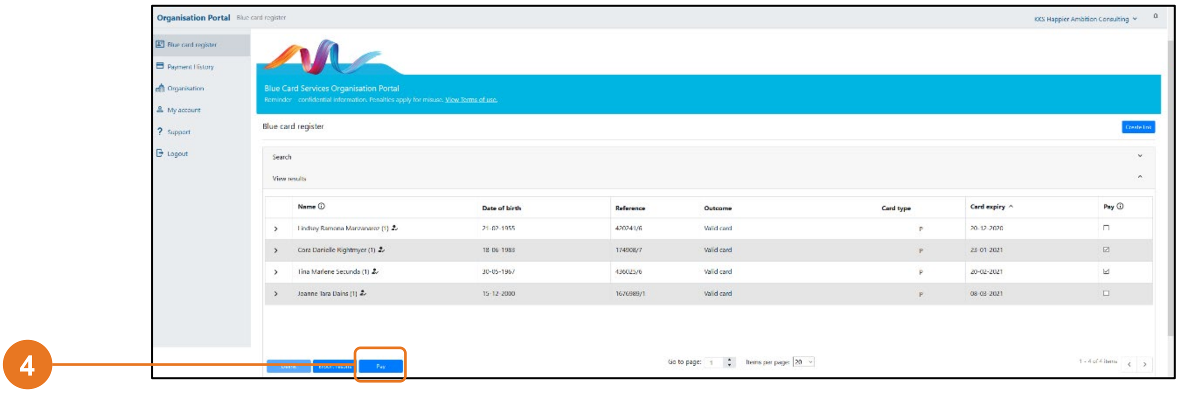
For replacement cards or Volunteer to Paid transfers, use the payment service on our website instead.

Making a payment

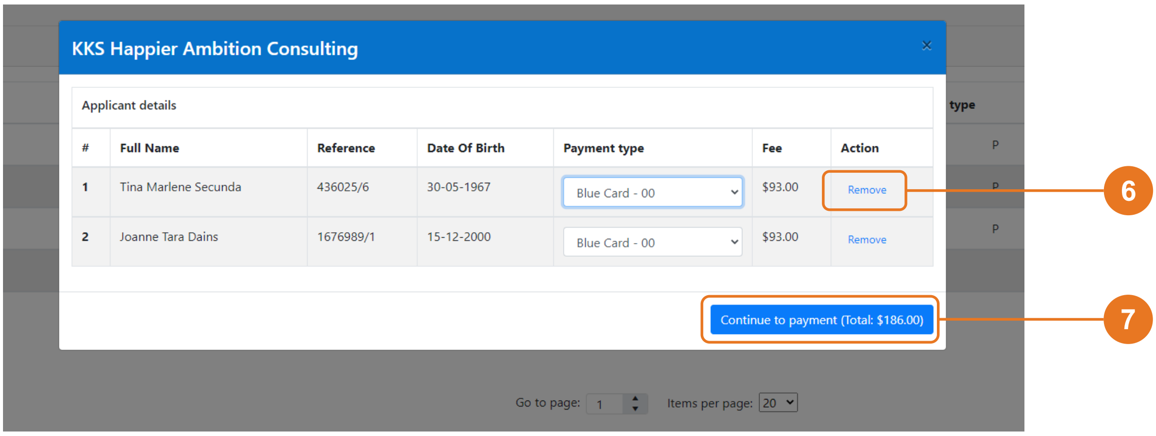
1. Find who you want to pay for by navigating to the Blue card register.
2. Search the Blue card register
   a. To find a specific applicant/card holder
      i. Click Search to expand the search options.
      ii. Enter the search terms. Wildcard searches are available, so use * to maximise your search results.
      iii. Click Search.
   b. To find all applicant/card holders that are available for payment, click the Payment search field drop down to select Available for Payment.



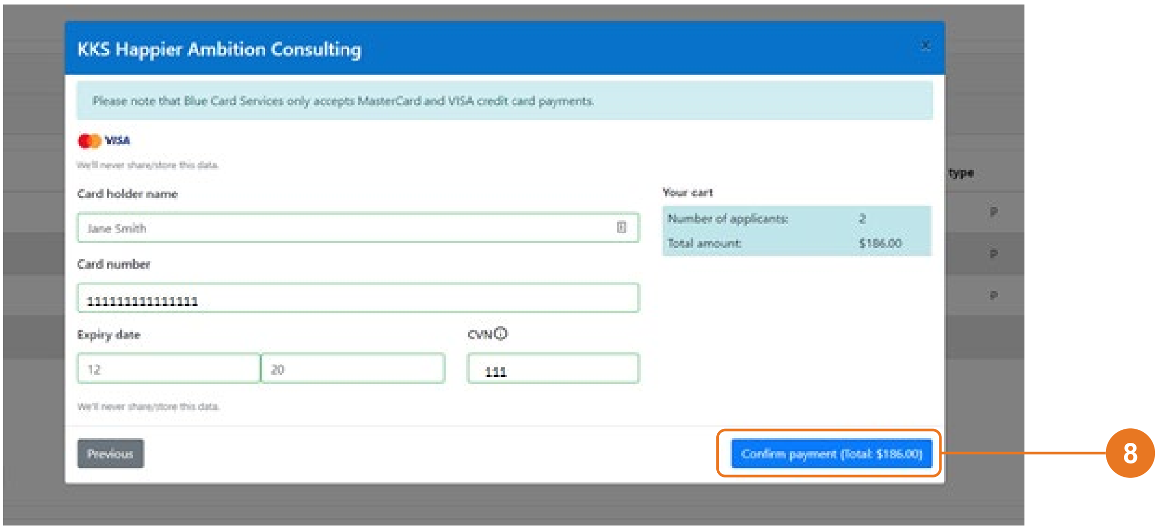
3. View the search results and select the applicant/card holder, or multiple that you want to pay for by checking the box in the Pay column. *Please note: You won't be able to check the box if the applicant/card holder is not available for payment.*



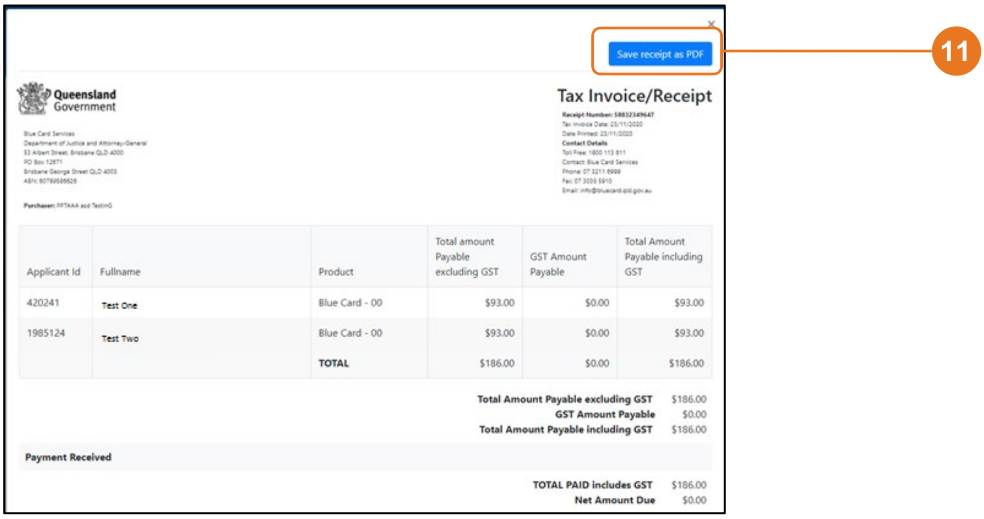
4. Select Pay
5. View the summary of the selected people.
6. If needed, an applicant/card holder can be removed by selecting Remove next to the relevant person.



7. Select a payment type before clicking Continue to payment.
8. Complete the credit card information.
9. Select Confirm payment (the total is displayed in this button) to finalise the transaction or if you do not wish to proceed to terminate the payment click X.



10. Once confirm payment is clicked, if successful the payment is processed and a receipt is generated.
11. The receipt can be saved by selecting Save receipt as PDF. If you do not save at this point, the receipt will be available in the Payment History tab.



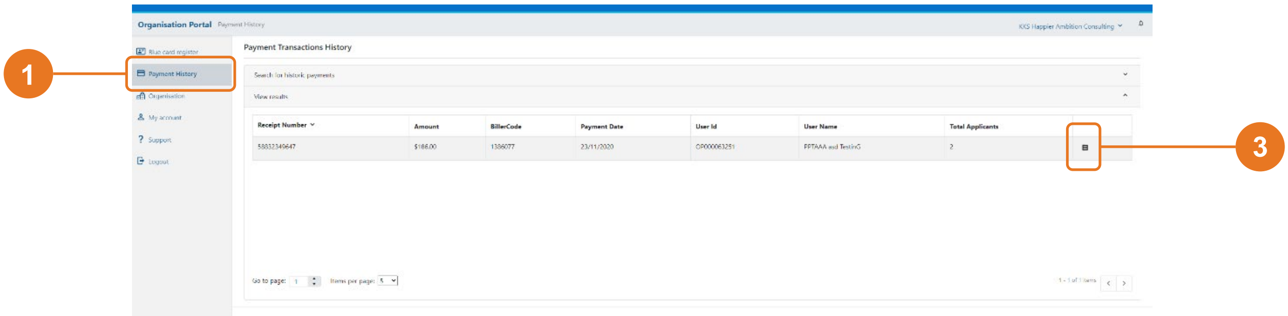
12. Upon successful payment, a dollar sign icon will be visible in the Blue card register against the applicant/card holder that you paid for.

Viewing payment history

A history of payments made by your organisation is available in Payment History

To view previous payments and the receipt:

1. Navigate to the Payment History.
2. View your organisations Payment Transaction History.

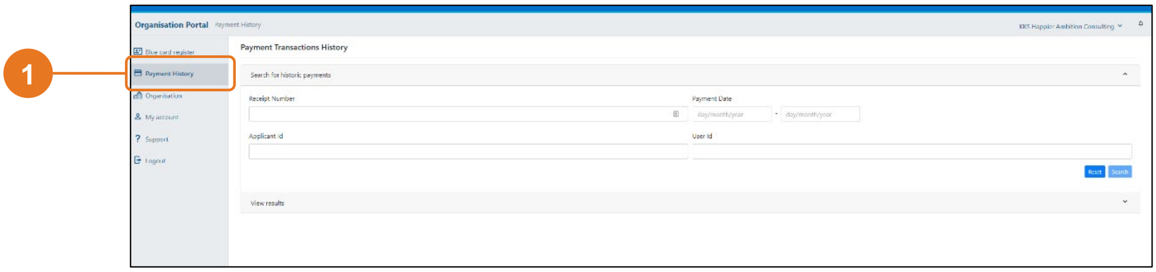


3. Select the document icon against the record to display the receipt.

Searching for a transaction

To search for a payment or specific transaction:

1. Navigate to Payment History
2. Select Search for historic payment to expand the search options. The search criteria includes receipt number, Applicant ID, Organisation Portal User ID or date range.



3. Search results are displayed and you can select the document icon against the record to display the receipt.

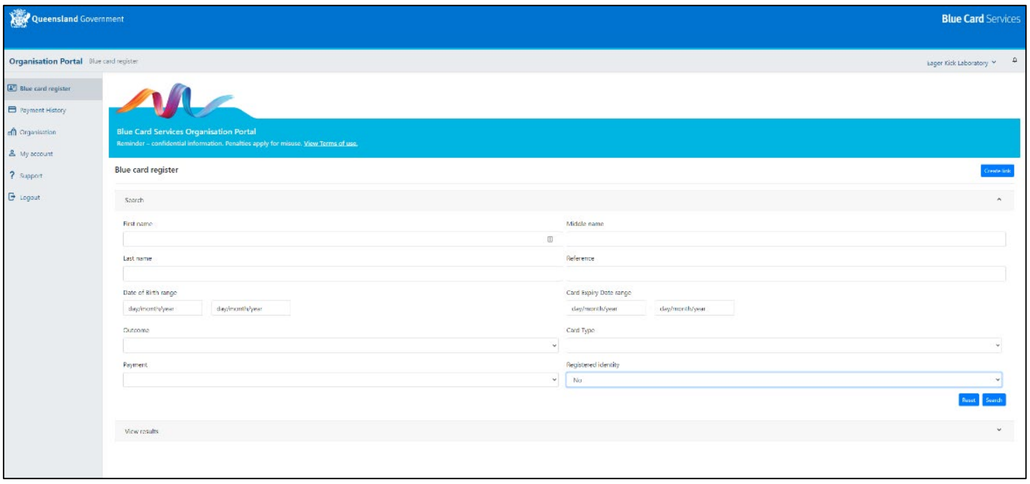
Prepare for renewals

To prepare and pay for upcoming renewals for blue cards expiring within the next three months, a search can let you know who hasn't registered for an online account.

To run this search:

1. Click the drop down in the Search Field Registered Identity

2. Select No



The search results will be sorted in order of card due to expire next. This will allow you to remind the applicant or card holder to register for an online account to allow your organisation to make a payment on their behalf.

Please communicate procedures so that a card holder doesn't go ahead and renew before you get the chance to make a payment.

Notices

Organisation Portal users can access notices. Notices alert users to important information that relate to your card holders and applicants.

You can access notices for:

- A card is due to expire
- An on-time renewal has been submitted (submitted prior to the expiry date of the current card)
- A card has been issued

The 'Card due to expire' notices will appear at 10 weeks, 4 weeks, 2 weeks, and 2 days prior to the cards expiry and will only be issued if the applicant has not yet submitted a renewal form.

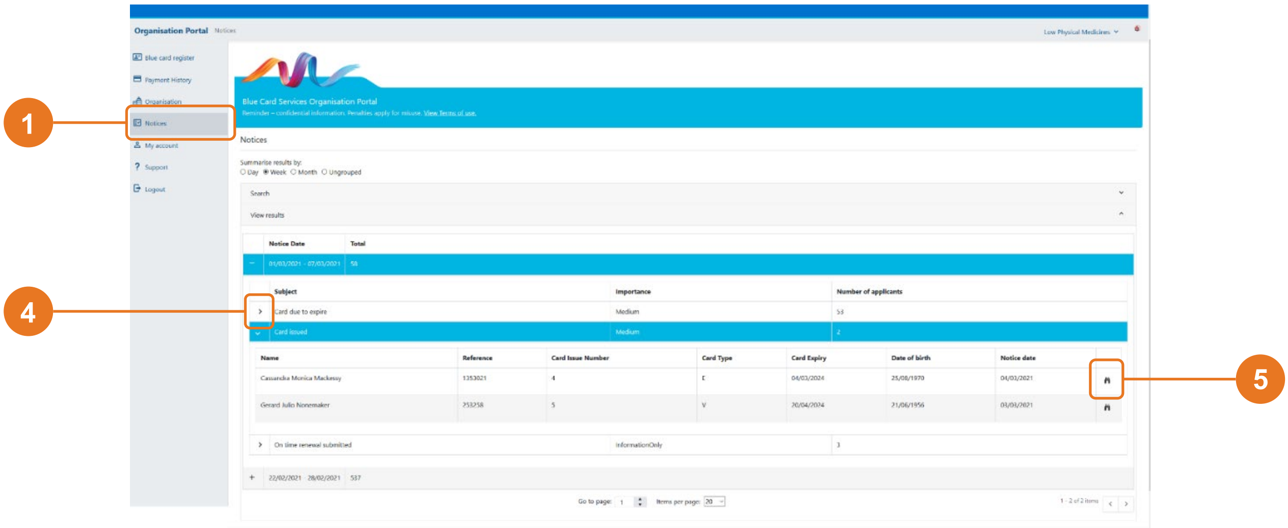
If a card holder does not renew prior to their card expiry date, the link with your organisation will cease upon the card expiring. In this case they will need to re-apply, be re-linked by your organisation and will be subject to **No Card, No Link, No Start**.

Viewing notices

To view notices:

1. Navigate to the Notices.
2. Click to summarise results by Day, Week, Month, or Ungrouped. This will show your results grouped in different ways (all notices posted for a day, all notices posted for a week, all notices posted for a month or ungrouped). Select the option that best suits your organisation.
3. View Results by subject, clicking on what is available, which will be one or more of the following:
    a. Click Card due to expire
    b. Click Card issued
    c. Click On time renewal submitted
4. Expand the subject to view the notices by clicking the arrow beside the subject.

5. Each notice will appear on a separate line with the details of the individual. Click the binoculars icon to view their current information in the blue card register.



When you view a notice, keep in mind that the person may have since applied for or received a card, or even delinked. The blue card register shows current details, while the notice shows info from when it was issued. Click the binoculars icon next to their name to quickly see their up-to-date information in the blue card register. If someone has delinked or let their card expire without renewing, they won't appear in your register

If there are no cards due to expire, no cards issued or no on time, then no records will be displayed. If there are records they will display the following information:

The card issue notice

The cards due to expire

The on-time renewals submitted

Click the binoculars icon next to their details to view the person in your blue card register and check their card expiry date. You might find that the individual has renewed their card since the notice was issued.

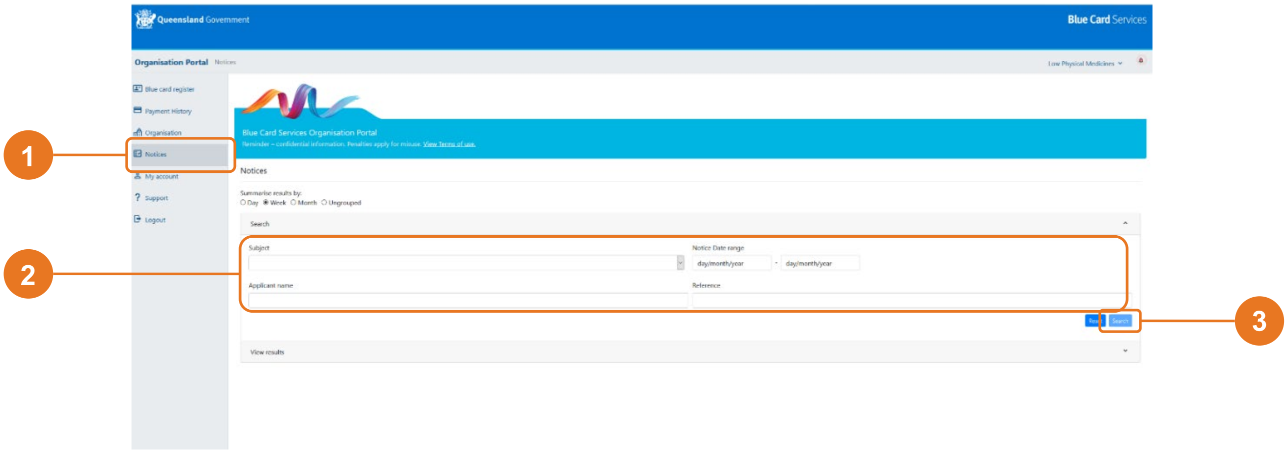
Searching notices

You can also search your notices if you are looking for something specific.

To search notices:

1. Navigate to the Notices.
2. Search by:
   a. Subject
   b. Notice date range
   c. Applicant name, or

d. Reference



3. Click Search and your results will appear under ‘View results’

This function helps you manage your tasks. For example, if you want to see which staff members submitted their renewal applications last week, you can filter the results by week and search for 'On time renewal submitted

You can also search and view information to managing your blue card register.

Logging out

The Organisation Portal contains sensitive and personal information about your applicants and card holders. Make sure you logout each time you have finished your session.

To do so, click Logout in the main menu.

For extra security, you’ll be automatically logged out of the portal if you haven’t used it for 45 minutes.

Help and support

The Support section offers help within the Organisation Portal. You can also click throughout the portal to access support pop-up items.

In addition to this user guide, additional documents are available on our website. We also regularly host an online information session on the Organisation Portal.

If you need further assistance, please contact Blue Card Services.

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