Blue Card Services



Working together to keep kids safe

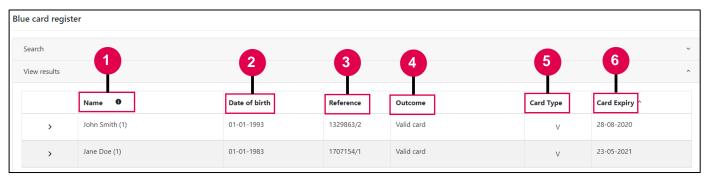
Managing your links - Quick Reference guide

Blue card register

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

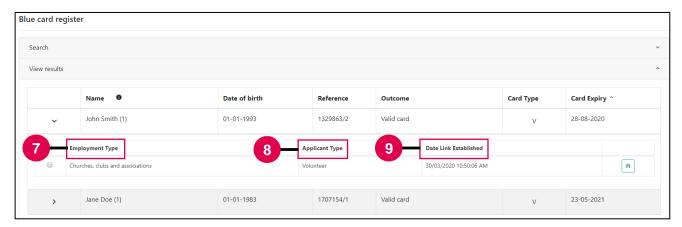
In this view, you can see:

- 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 blue card outcome.
- 5. **Card type:** card holder's card type card holder's card type e.g. 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:** the type of child-related activity this person undertakes within your organisation.
- 8. **Applicant type:** type of application (volunteer, paid or student).
- Date link established: date the link between your organisation and the applicant or card holder established.



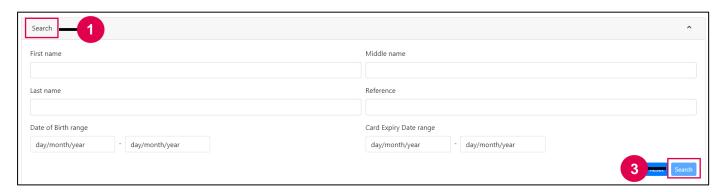
Click ∨ to minimise this view.



Searching your blue card register

When looking for a specific person within your blue card register:

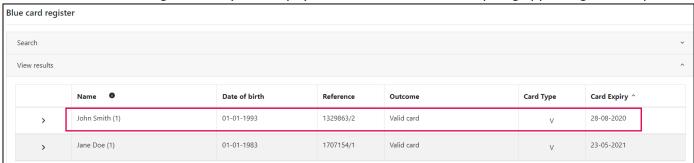
- 1. Click Search to expand the search options.
- 2. Enter the search terms. Wildcard searches are available, so use * to maximise your search results.
- 3. Click Search.



Sorting your blue card register

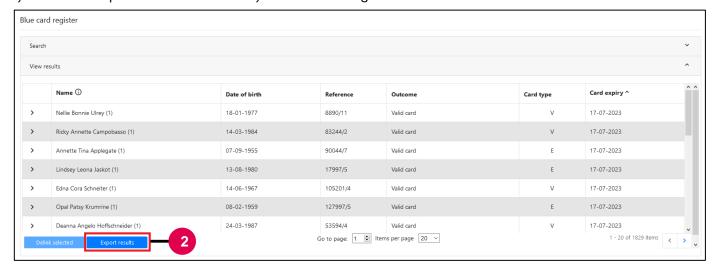
To sort the blue card register by a certain field, click the field's title. The blue card register will be sorted by the specified field.

A ^ will appear, indicating that the register is sorted by that field. Click the 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.

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

Note: the data exported from the blue card register is current only at the time of export.

Outcomes

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

Outcome	Meaning	Outcome
Application pending	Applicant has verified identify but has not applied for a blue card.	Person cannot work with children
Application in progress	Blue or exemption card application is in progress.	*Person cannot work with children (unless applying for an exemption card)
Valid card + application in progress	Card holder has a valid card and has submitted a renewal application.	Person can work with children
Valid card	Blue or exemption card has been issued and is active.	Person can work with children
Valid clearance	Blue or exemption card issued but the card is not active.	Person can work with children
No valid card – contact BCS	Person does not have an application in progress, or a valid card.	Person cannot work with children
Negative notice	Person has a current negative notice.	Person cannot work with children
Disqualified person	Person is disqualified.	Person cannot work with children
Card suspended	Blue or exemption card has been suspended.	Person cannot work with children

^{*}Please note if renewal has been submitted prior to a card expiring, the applicant can continue to work while their renewal application is processing, even if the current card expires while the application is processing. You can check if a renewal was submitted on time in the notices tab. If you are unsure if someone can work, please contact us.

Creating a link (linking)

When an applicant or blue card holder is going to start regulated child-related activities with your organisation, you must notify us by creating a link between the applicant or card holder. When a link is established, your organisation will receive important notifications and updates about the applicant or card holder, including if their application is withdrawn or their blue card is suspended or cancelled.

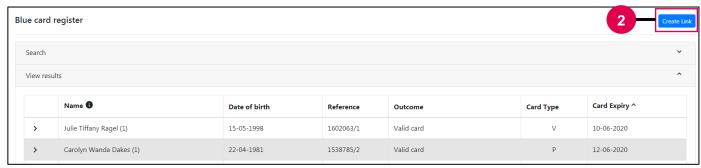
For new volunteer and student applicants, must be linked to your organisation **before** they can complete their application online.

When a paid employee, volunteer or student is already linked to your organisation, and they renewed their blue or exemption card prior to the card expiring, the link will automatically carry over.

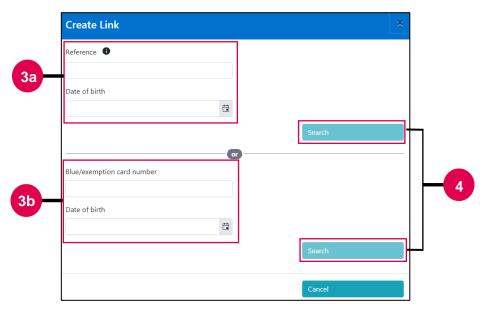
If a card hold does not renew before the expiry date, and their card expires. The link between the card holder and the organisation will be removed. For this reason, on time renewals are important.

To create a link:

- 1. Navigate to the 🗷 Blue card register.
- 2. Click Create link.

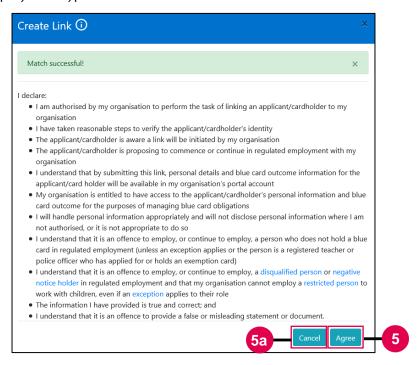


- 3. Provide the applicant or card holders information:
 - a. Applicant identified (Online account number or Applicant ID) and date of birth OR
 - b. Blue/exemption card number and date of birth.



- 4. Click the relevant search button.
 - a. Review the declaration and click Agree.
 - b. If you change your mind, click Cancel.
- 5. Enter the following information about the child-related activity:
 - a. Applicant / card holder type

b. Employment type.



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

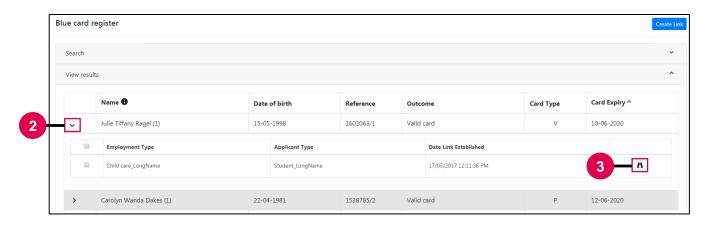
When a link is created, the person to whom you linked will receive a notification.

Modifying an existing child-related activity

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

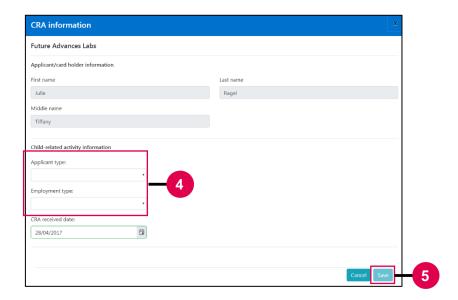
To modify an existing child-related activity:

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



4. Update the CRA details.

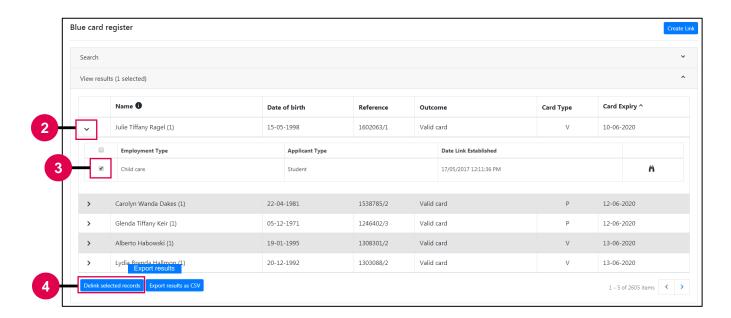
5. Click Save.



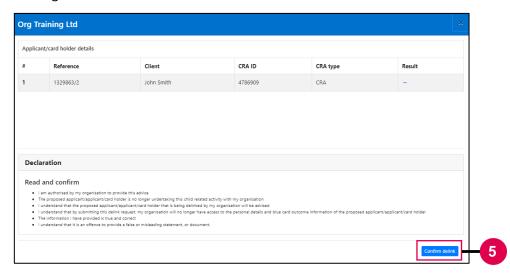
Removing a link (delinking)

If a blue card applicant or holder is ceasing child-related activities with your organisation, you must notify Blue Card Services. 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 child-related activity 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 \checkmark 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.

Should the link between your organisation and the applicant/card holder need to be re-established, you must undertake the link process again.

When a link is removed, the person you delinked will receive a notification.

Need help?

Call us on **1800 113 611** or **07 3211 6999**, email <u>organisationportal@bluecard.qld.gov.au</u> or <u>visit</u> <u>www.qld.gov.au/bluecardorgportal</u>. If you need an interpreter, contact **Language Loop** on 1800 512 451.