



Fact sheet Refund Policy

Policy

This policy relates to all Blue Card Services fees. For example:

- A duplicate payment was made (i.e. where payment has been taken more than once for the same application).
- A payment was made for an application form that does not attract an application fee (i.e. where a fee is paid for a volunteer blue card application where confirmation is provided by the organisation they are engaged in a voluntary capacity).
- A payment was made; however, the person was not eligible to request the service (i.e. where a person submits a request to cancel a negative notice, however the person was not eligible to make this request)
- An overpayment was made.

How to request a refund

Where an overpayment is identified by Blue Card Services, the over payment will be automatically refunded to the payee.

In other circumstances, a request for a refund must be submitted in writing and include the following:

- name of the person requesting the refund
- name and organisation (if relevant) of the person who made the payment

- contact details of the person that made the payment
- name and reference of the applicant/card holder the refund is being sought for
- reasons why a refund is being requested
- receipt number and date of payment.

Refund process

1. Requests for refunds can be submitted via email to info@bluecard.qld.gov.au or in writing to Director, Blue Card Services, PO Box 12671 Brisbane George Street QLD 4001.
2. The refund request will be considered by the Director, Blue Card Services (Screening Services).
3. Notice of the decision will be provided to the person requesting the refund.
4. If approved, the funds will be refunded directly to the payee.

Need more information?

You can call Blue Card Services on **1800 113 611** or **07 3211 6999** Monday to Friday between 8:30am and 4:30pm.

We have more information on our website www.qld.gov.au/bluecard

If you need an interpreter, contact Language Loop on **1800 512 451**.

