



Fact sheet

Applying for a blue card (online and offline)

These step-by-step instructions will help applicants apply for a blue card using the online applicant portal or paper form.

Apply online: Volunteers and students

Apply for the first time using the [online applicant portal](#) where no payment is required.

1. Navigate to the online applicant portal and register for an online account. Registration is a one-time process.

Validate your identity using your Customer Reference Number (CRN) issued by the Queensland Department of Transport and Main Roads (TMR).

When successful, you will be provided with an online account number. Provide this number to your organisation.
2. If an organisation is using the [Organisation Portal](#), they can create a link with the applicant in the blue card register section of the Portal.

Once the organisation has successfully created a link, they will have oversight of the person's record and current status in real time.

NB. The applicant cannot complete their volunteer/student application online without this link.
3. The applicant is notified via SMS or email of the successful link with the organisation. They can now complete and submit their online application for their volunteer or student blue card.
4. We receive and process the application. Applications for people with no police information should allow 28 days.

It might take longer if further information is required or if we receive police or disciplinary information.
5. We will notify the applicant and the organisation of the outcome. (Successful or unsuccessful).

If the organisation is using the Organisation Portal, the Portal will reflect the updated status.

Applying for a blue card (online and offline)

Apply offline: Volunteers and students

Apply for the first time using a [paper form](#) where no payment is required.

1. Complete a [paper form](#) and include certified identification which includes your Customer Reference Number (CRN) issued by the Queensland Department of Transport and Main Roads (TMR).
2. Provide the paper form to the organisation you are volunteering or studying with.
3. The organisation then completes their section of the form – creating a link between the applicant and the organisation.
4. The application form is submitted to Blue Card Services via Scan and Upload, post or in person.
5. We receive and processes the application*.
6. We will notify you and the organisation of the outcome. (successful or unsuccessful).

If the organisation is using the Organisation Portal, the portal will reflect the updated status.

* Applications for people with no police information should allow 28 days. It might take longer if further information is required or if we receive police or disciplinary information.

Apply offline: Paid employees or job seekers

Apply for a blue card using a [paper form](#).

1. Complete a [paper form](#) and include certified identification which includes your Customer Reference Number (CRN) issued by the Queensland Department of Transport and Main Roads (TMR).
2. Submit the paper form, including payment information via Scan and Upload, post, fax or in person.
You must liaise with the organisation directly if the organisation will be paying for your application.
Payment can be made by BPoint, cheque, or EFTPOS in person.
3. We receive and processes the application*.
4. We will notify the applicant of the outcome (successful or unsuccessful).
5. Card holder, formerly the applicant, must provide the blue card number to the organisation upon starting with the organisation. The organisation checks the card holders ID and creates a link.
6. If the organisation is using the Organisation Portal, the organisation creates a link with the card holder through the blue card register section.

The organisation now has oversight of the person's record and current status in real time.

Applying for a blue card (online and offline)

Apply online: Paid employees or job seekers

Apply for a blue card using the [online applicant portal](#) where payment is required.

1. Navigate to the online applicant portal and register for an online account. Registration is a one-time process.

Validate your identity using your Customer Reference Number (CRN) issued by the Queensland Department of Transport and Main Roads (TMR).

If successful, you will be provided with an online account number. Provide this number to your organisation.
2. Pay for your application and submit the application via the online applicant portal.

You can provide your online account number to the organisation to create a link. The link can also be created after the card is issued.
3. We receive and process the application.

Applications for people with no police information should allow 28 days.

It might take longer if further information is required or if we receive police or disciplinary information.
4. We will notify the applicant of the outcome (successful or unsuccessful).

5. Card holder, formerly the applicant, must provide the blue card number to the organisation upon starting with the organisation. The organisation checks the card holders ID and creates a link.
6. If the organisation is using the Organisation Portal, they create a link with the card holder through the blue card register section.

The organisation now has oversight of the person's record and current status in real time.

Apply online: Paid employees

Apply for a blue card using the [online applicant portal](#) and the organisation has already paid for your application using the [Organisation Portal](#).

1. If the organisation is going to pay on behalf of the applicant, they will request that the applicant first registers for an online account. [Register here...](#)
2. Navigate to the online applicant portal and registers for an online account. Registration is a one-time process.

Validate your identity using your Customer Reference Number (CRN) issued by the Queensland Department of Transport and Main Roads (TMR).

If successful, you will be provided with an online account number to provide your organisation.



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3. We will notify the applicant via SMS or email of the successful link with the organisation. And notify you again once the payment has been received.

You must wait until you receive the second notification, that the organisation has paid, before completing your online application. Otherwise, payment will be requested when completing the online application.

If your organisation is not yet using the Organisation Portal, they will instead provide you with a BPoint receipt number to enter when applying.

4. We receive and process the application.

Applications for people with no police information should allow 28 days.

It might take longer if further information is required or if we receive police or disciplinary information.

5. We will notify the applicant and the organisation of the outcome (successful or unsuccessful).

If the organisation is using the Organisation Portal, the portal will reflect the updated status.

Apply online: Paid employees

Apply for a blue card using the [online applicant portal](#) when someone else is paying for your application using [Bpoint](#).

1. The person paying on the applicant's behalf navigates to BPoint, via our website. They will need the applicant's full name, date of birth and email address to complete the payment.

Once the payment has been processed, the organisation will receive a BPoint receipt number. Provide this number to the applicant.

2. The applicant then navigates to the online applicant portal and registers for an online account. Registration is a one-time process.

Validate your identity using your Customer Reference Number (CRN) issued by the Queensland Department of Transport and Main Roads (TMR).

If successful, you will be provided with an online account number to provide your organisation.

3. The applicant enters the BPoint receipt number provided by the organisation or third party, such as an employment agency, completes and submits their application.

At this point, the applicant can provide their online account number to the organisation to create a link.

The applicant can also wait until their card is issued to create a link with the organisation.



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4. We receive and process the application.
Applications for people with no police information should allow 28 days.
It might take longer if further information is required or if we receive police or disciplinary information.
5. We will notify the applicant and the organisation of the outcome (successful or unsuccessful).
6. If not done previously, the applicant will provide their blue card number to the organisation to create a link.
7. The organisation creates a link using the [Link a person to your organisation form](#).

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.

