



Disability Worker Screening

Queensland Worker Portal guide

Welcome

Welcome to the Disability Worker Screening Queensland Worker Portal (Worker Portal) guide. This guide will assist workers through the process of applying online for a Disability Worker Screening Clearance.

In the Worker Portal you will be able to:

- **Start New Application** – Lodge a new application for a Disability Worker Screening Clearance (NDIS Worker Screening or Queensland Disability Worker Screening) including a combined application for a Working with Children Check (Blue Card or Exemption Card).
- **My Application Details** - View your application status.
- **Update My Details** – Update your personal details.
- **Apply to Withdraw My Application** – Withdraw an application that has not been lodged OR has been lodged but not yet finalised.
- **Add New Employer Details** – Advise of an additional or alternative employer to your existing application.

What internet browser should I use for this portal?

Google Chrome is the recommended internet browser.

Access

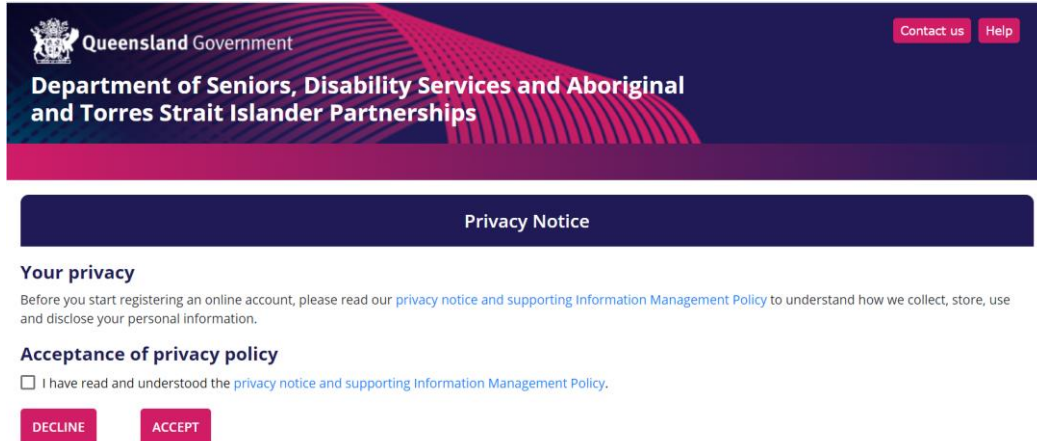
1. To access the Worker Portal and Register as a worker, visit the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships - **Disability Worker Screening** website.

<https://workerscreening.communities.qld.gov.au/>

2. If you are a first-time user of the Worker Portal, select the **Register Now** button. If you are already registered to use the Worker Portal, select **Login Now**.

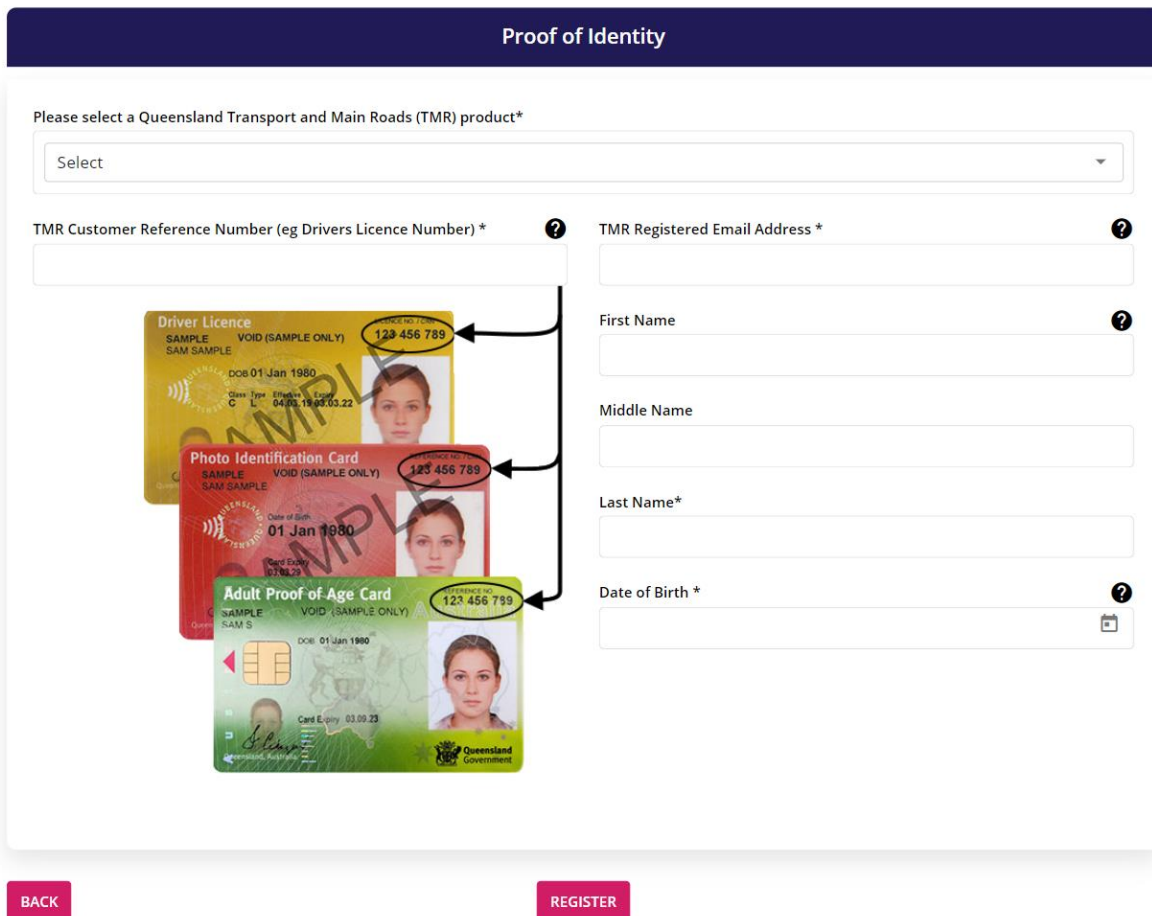
Worker registration

3. First-time users of the Worker Portal must register.
4. You will be taken to the **Privacy Notice** screen. Click on the link to read and then click on the **tick-box** to confirm you have read and understood the Privacy Notice and supporting Information Management Policy. Select **Accept**.



The screenshot shows the 'Privacy Notice' screen of the Queensland Government Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. At the top, there is a header with the Queensland Government logo and the department name. Below this, a dark blue bar contains the text 'Privacy Notice'. The main content area is white and contains the following text: 'Your privacy', 'Before you start registering an online account, please read our [privacy notice](#) and [supporting Information Management Policy](#) to understand how we collect, store, use and disclose your personal information.', 'Acceptance of privacy policy', and a checkbox labeled 'I have read and understood the [privacy notice](#) and [supporting Information Management Policy](#).' Below the checkbox are two buttons: 'DECLINE' and 'ACCEPT'.

5. You will then be taken to the **Proof of Identity** screen. As part of the registration process, we use the Department of Transport and Main Roads (TMR) online identity validation system.



The screenshot shows the 'Proof of Identity' screen. At the top, there is a dark blue bar with the text 'Proof of Identity'. Below this, the screen is white and contains the following elements: a dropdown menu labeled 'Please select a Queensland Transport and Main Roads (TMR) product*' with the text 'Select' inside; a form with two columns. The left column has three rows, each with a card image and a text input field. The first row is for 'Driver Licence' (yellow card), the second for 'Photo Identification Card' (red card), and the third for 'Adult Proof of Age Card' (green card). Each card image has a black arrow pointing to the corresponding text input field. The right column has four rows, each with a text input field: 'TMR Registered Email Address *', 'First Name', 'Middle Name', 'Last Name*', and 'Date of Birth *'. Each text input field has a question mark icon to its right. At the bottom of the screen, there are two buttons: 'BACK' and 'REGISTER'.

Note: Fields marked with * are mandatory.

6. **Select a TMR product** (i.e. driver's licence) from the drop-down menu which appears when you click on the down arrow. You must have one of the listed TMR products to register online and apply for a Disability Worker Screening check:

- Drivers Licence
- Adult Proof of Age card
- Photo Identification card
- Industry Authority
- Marine Licence Indicator
- New Customer Notification Email
- I do not have a TMR identity card

Please select a Queensland Transport .

Select

Drivers Licence

Adult Proof of Age card

Photo Identification card

Industry Authority


If you do have a TMR product

7. Complete your **Proof of Identity** details.

Note: If your photo in TMR's records was taken more than 5 years and 3 months ago, you will need to visit a TMR Customer Service Centre (or third party service delivery location) for a new photo at no additional cost. You can find out more information in our 'Identity Verification' fact sheet.

8. Enter your **TMR Customer Reference Number**. This is located on the top right of your product i.e. driver's licence (or other product) and should be a nine-digit number. You can check if you have a Customer Reference Number (CRN) by visiting <https://www.qld.gov.au/transport/crn>. If you do not have a CRN, please refer to the next section called **If you do not have a TMR product**.

TMR Customer Reference Number (eg Drivers Licence Number) *



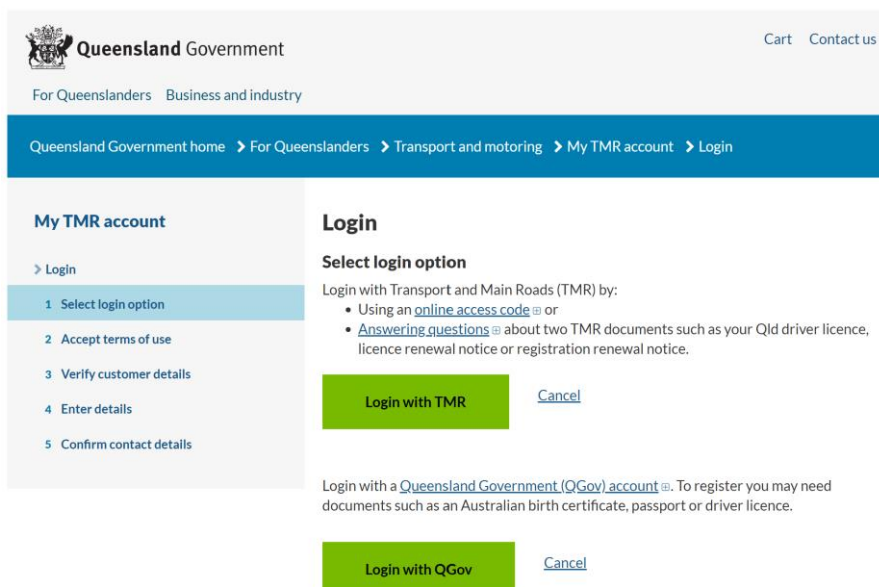
9. Enter your **TMR Registered Email Address**. This is the same email address that you used when you registered with TMR (i.e. the email you provided when you applied for your licence).

TMR Registered Email Address *



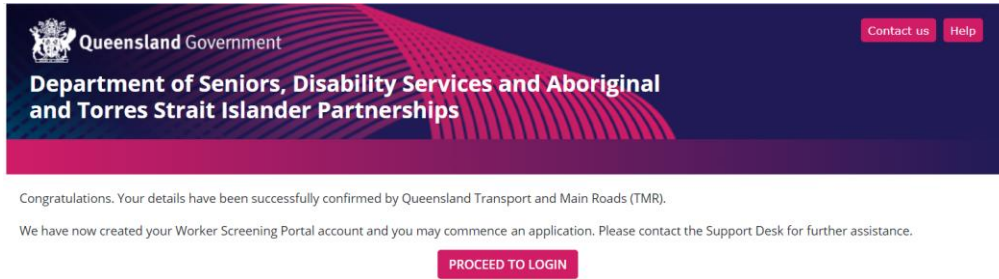
To protect your personal information we will use the same email address that is registered with TMR (if provided). To verify and/or update your email address you can login into TMR Online Services by clicking this icon. Once you login you can add/change your email address under 'My Details' on the top right of your 'My Account' page.

Note: To verify and/or update your email address you can login to TMR Online Services by clicking on the question mark icon – see above image. Once you login you can add/change your email address under **My Details** on the top right of your **My Account** page.



10. Enter your **Name** and **Date of Birth** and press **Register**.

11. You will receive a confirmation notification to advise your details have been successfully confirmed and a Worker Portal account will be created for you. Click **Proceed to Login**.



If you do not have a TMR product

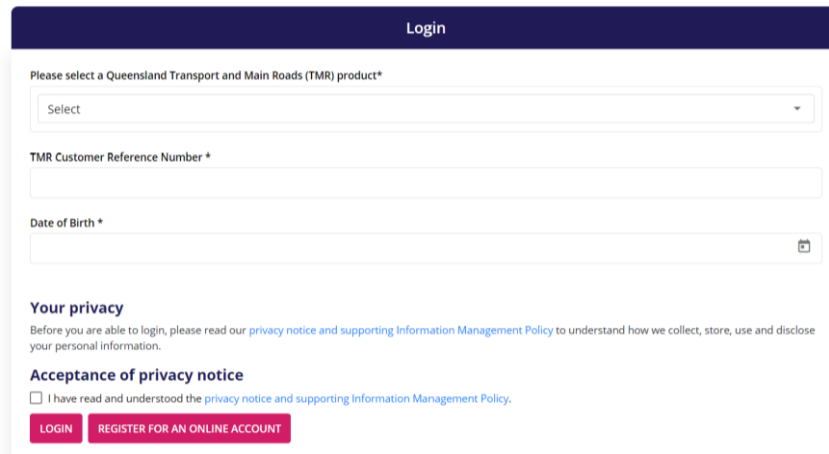
12. If you do not have a TMR product or you need to update your photo identity, select **I do not have a TMR identity card**. You will need to visit a TMR Customer Service Centre (or third party service delivery location) to get a photo taken and provide 100 points of identification. People who live in remote areas with no online access and who cannot access a Customer Service Centre, can contact the Worker Screening Unit and ask about an alternative process.

A screenshot of a web form titled 'Please select a Queensland Transport and Main Roads (TMR) product*'. It features a dropdown menu with the following options: 'Photo Identification card', 'Industry Authority', 'Marine Licence indicator', 'New Customer Notification Email', and 'I do not have a TMR identity card'. The last option is circled in red. To the right of the dropdown is a text input field labeled 'Middle Name'.

To find out more detailed information about the identity check process and what you need to do next, please see our 'Identity Verification' fact sheet.

Login

13. You can now login to the Worker Portal. You are prompted to select your TMR product and enter your Customer Reference Number and Date of Birth (these are the same as what you registered for the Worker portal). Click on the **tick-box** to confirm you have read and understood the Privacy Notice and supporting Information Management Policy and select **Login**.

The screenshot shows a web form titled "Login" with a dark blue header. Below the header, there is a dropdown menu labeled "Please select a Queensland Transport and Main Roads (TMR) product*" with "Select" as the current option. This is followed by two text input fields: "TMR Customer Reference Number *" and "Date of Birth *", the latter featuring a calendar icon. A "Your privacy" section contains a link to the "privacy notice and supporting Information Management Policy". Below this is an "Acceptance of privacy notice" section with an unchecked checkbox and the text "I have read and understood the privacy notice and supporting Information Management Policy.". At the bottom are two buttons: "LOGIN" and "REGISTER FOR AN ONLINE ACCOUNT".

Login

Please select a Queensland Transport and Main Roads (TMR) product*

Select

TMR Customer Reference Number *

Date of Birth *

Your privacy
Before you are able to login, please read our [privacy notice and supporting Information Management Policy](#) to understand how we collect, store, use and disclose your personal information.

Acceptance of privacy notice
☐ I have read and understood the [privacy notice and supporting Information Management Policy](#).

LOGIN REGISTER FOR AN ONLINE ACCOUNT

Note – use the same TMR product and email to login that you used in the registration process.

14. When you have successfully logged in, a pop-up verification code box will appear on your screen requesting you enter a verification code.
15. Enter your **Verification Code**. Get your secure verification code from an **email** which will be sent to your TMR registered email address. Enter the code into the field.

Verification Code

Please check your TMR registered email address for the Verification Code.

For a range of factors, this may take a few minutes to arrive. If you haven't received one after a few minutes, please try to login again.

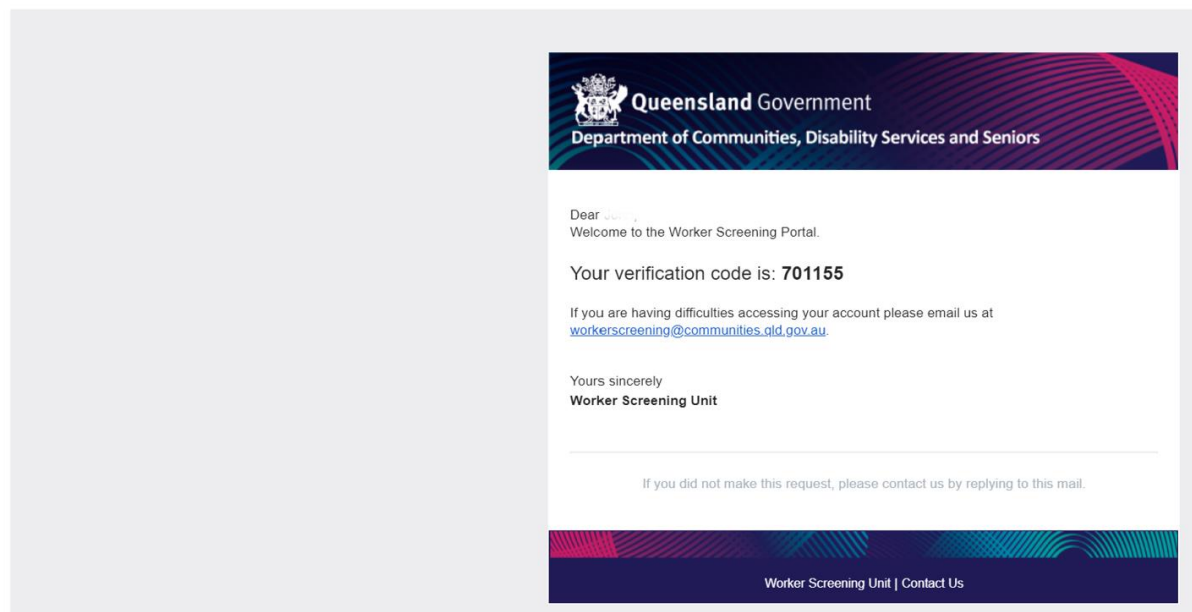
Please remember to check your spam folder.

CANCEL

Note: You may need to check your Junk/Spam mail for the email from the Worker Screening Portal if you cannot find it in your Inbox.

Welcome to the Worker Screening Portal  Inbox x

Worker Screening Portal - Test
to

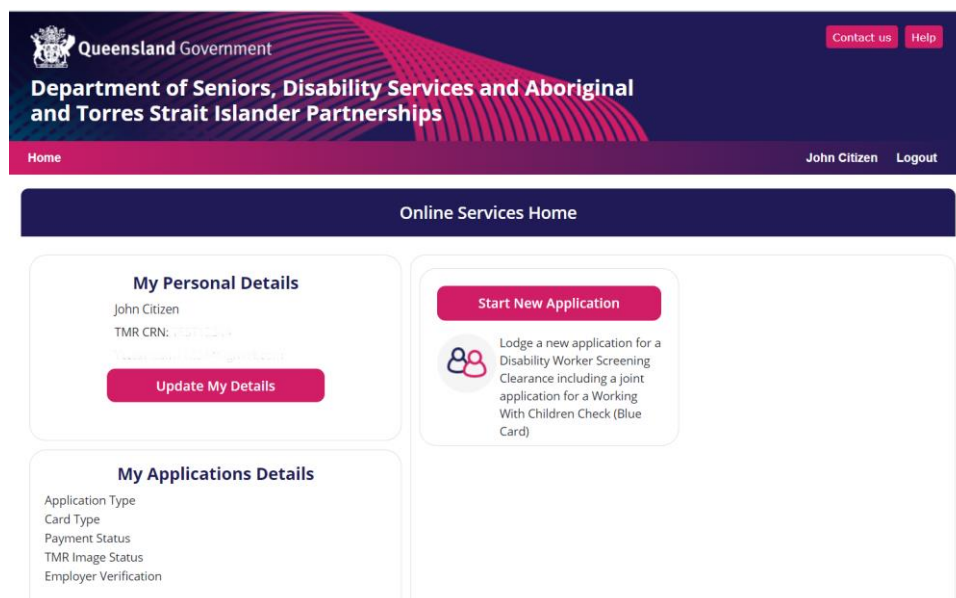


Important: Your verification code will change each time you login. You will have 15 mins to enter your code or you will need to login again.

Online Services Home screen

16. Once successfully logged in you will be taken to the Online Services Home screen. Here you can:

- Start New Application
- Update My Details
- View My Application Details

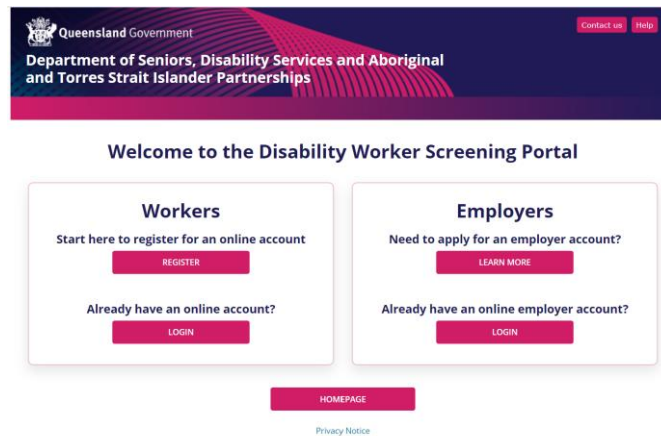


17. You can return to this screen at any time by clicking on the **Home** button in the header.



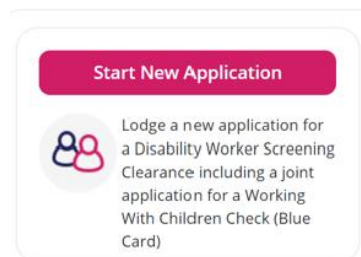
Welcome screen

18. If you go to the Worker Portal directly, you will see the Welcome screen. In the Worker section, select and click on **Log In** button.



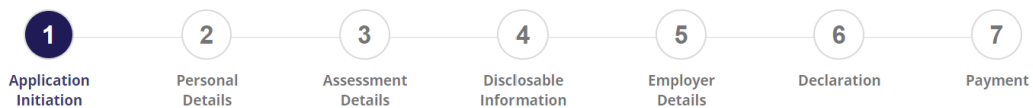
Start New Application

19. To get started, click on **Start New Application**.



Application Initiation

20. Enter details about **Application Type** and answer **Eligibility Requirements**. Then press **Save and Proceed**.



All compulsory questions in this application have been marked with an asterisk (*). You will not be able to proceed to the next section unless each compulsory question is completed.

Application Type

- ☐ I am applying for a Disability Worker Screening Check (NDIS Worker Screening or Queensland Disability Worker Screening) only
- ☐ I am applying for a Disability Worker Screening Check AND a Working with Children Check (Blue Card)
- ☐ I am applying for a Disability Worker Screening Check AND a Working with Children Check (Exemption Card)

Eligibility Requirements

The following questions relate to your eligibility to submit an application.

Do you hold a current exclusion or negative notice issued in Queensland under the Disability Services Act? [?]

- ☐ Yes
- ☐ No

☐ I declare that the information provided here is correct and I understand that it is offence to make a false and misleading statement.

CANCEL APPLICATION

SAVE AND PROCEED

Personal Details

21. Click on the down arrow or use the next button in each **Personal Details** section to add your information. When you are finished, press **Save and Proceed**.

- Names;
- Other Personal Details;
- Addresses;
- Identification;
- Qualifications (optional).

1

Application Initiation

2

Personal Details

3

Assessment Details

4

Disclosable Information

5

Employer Details

6

Declaration

7

Payment

Names

Manage Names

Toggle Names Section

⬆

⚠ You must provide all names including legal names (as it appears on your current TMR product), alias names, cultural names, preferred names and previous names.

ADD NAME

Name Type	Title	First Name	Middle Name	Last Name	Action
Legal name		John		Citizen	UPDATE

NEXT

Other Personal Details

Manage Other Personal Details

Toggle Other Personal Details Section

⬇

Addresses

Manage Addresses

Toggle Addresses Section

⬇

Identification

Manage Identification

Toggle Identification Section

⬇

Qualifications (Optional)

Manage Qualifications

Toggle Qualifications Section

⬇

* Required fields

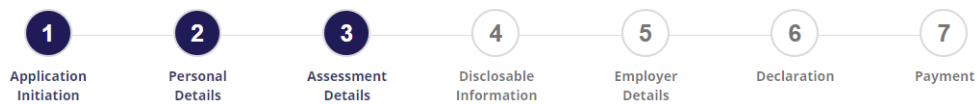
BACK

SAVE

SAVE AND PROCEED

Assessment Details

22. Complete details about your **Purpose and Role, Previous Checks and Roles** and press **Save and Proceed**.



Purpose and Role

Please indicate the primary purpose you will be using your Disability Worker Screening Clearance for*

- ☐ Paid employee
- ☐ Sole Trader
- ☐ Volunteer

Please select the primary area of service delivery you will be using your Disability Worker Screening clearance for(Definitions)*

- ☐ Accommodation support services
- ☐ Respite services
- ☐ Community Support Services
- ☐ Community access
- ☐ Advocacy or information services or Services that Provide Alternative Forms of Communication
- ☐ Research training or development services
- ☐ NDIS Assistance with Daily Life
- ☐ NDIS Transport
- ☐ NDIS Consumables
- ☐ NDIS Assistive Technology
- ☐ NDIS Assistance with Social, Economic and Community Participation
- ☐ NDIS Home Modifications and Specialised Disability Accommodation (SDA)
- ☐ NDIS Support Coordination
- ☐ NDIS Improved Living Arrangements
- ☐ NDIS Increased Social and Community Participation
- ☐ NDIS Finding and Keeping a Job
- ☐ NDIS Improved Relationships
- ☐ NDIS Improved Health and Wellbeing
- ☐ NDIS Improved Learning
- ☐ NDIS Improved Life Choices
- ☐ NDIS Improved Daily Living Skills
- ☐ Another service prescribed by regulation

Previous Checks and Roles

Have you previously held a Yellow Card or Yellow Card Exemption in Queensland issued before 1 February 2021? *

- ☐ Yes
- ☐ No

Have you previously been issued with a Blue Card or Blue Card Exemption for the purpose of working with children?*

- ☐ Yes
- ☐ No

* Required fields

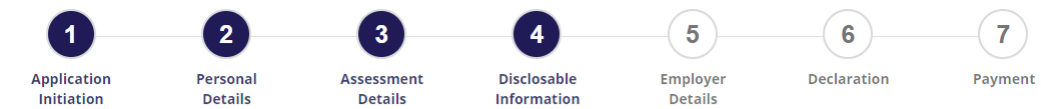
BACK

SAVE AND PROCEED

Disclosable Information

23. Answer the **Disclosable Information** questions and press **Save and Proceed**.





Disclosable Information

Are you currently suspended, or have you ever been refused, barred, excluded or disqualified following an application for an NDIS Worker Screening Check, Working With Children Check, Working With Vulnerable People Registration and/or working with people with a disability check (or equivalent) in any state or territory in Australia? [?]*

☐ Yes ☐ No

Have you ever been charged or convicted or found guilty of a criminal offence in Australia?*

☐ Yes ☐ No

Have you ever been convicted or found guilty of any of the following, or equivalent, offences in a country other than Australia? [?]*

- murder, attempted murder, or manslaughter
- serious or aggravated assault
- rape, bestiality, sexual assault, or incest
- aggravated robbery
- child pornography offences
- abduction, kidnapping, human trafficking, or slavery
- drug trafficking and drug dealing
- neglect or ill-treatment of a child or vulnerable person
- fraud, deception, or forgery involving a child or vulnerable person
- treason/treachery, terrorism, genocide, mutiny, or espionage
- animal cruelty causing an animal serious injury, harm, or death

☐ Yes ☐ No

Have you ever been a respondent to a domestic violence order in Queensland? [?]*

☐ Yes ☐ No

Have you ever been subject of an investigation by any government agency anywhere in Australia that involved allegations of abuse or neglect of a child in your care that resulted in restrictions regarding your contact with that child or other children (including the removal of a child/children)? *

☐ Yes ☐ No

Have you ever had any workplace misconduct findings against you, or are you subject to a current investigation, in relation to: *

- violent behaviour or assault
- indecent or sexual behaviour or misconduct
- fraud, deception or theft
- failing to provide care for a vulnerable person such as a child, elderly person or person with disability.

☐ Yes ☐ No

BACK

SAVE AND PROCEED

Employer Details

24. Click on **Add Employer/Sole Trader/SMP button**. You must add at least one before continuing to the next step.

1 2 3 4 5 6 7
Application Initiation Personal Details Assessment Details Disclosable Information Employer Details Declaration Payment

The following questions relate to entities you are engaged with or proposing to be engaged with to provide NDIS work or state funded disability work. You must add ALL employers, self-managed participants and sole traders you are engaged with or proposing to be engaged with. We will ask them to verify your engagement with them.

If you can't find the entities in the list, the easiest way to find them is to ask for their ID number issued to them for the purpose of accessing the National Worker Screening Database (for NDIS work) or Queensland Employer portal (for state funded disability work).

For sole traders, please refer to our fact sheet 'Information for sole traders'. You will need to register for access to the National Worker Screening Database (for NDIS work) or the Queensland Employer Portal (for state funded disability work) before you complete the questions below. Once you have registered, you can select yourself from the list.

Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List _____

* You must provide at least one employer before continuing to the next step of the application.

BACK

SAVE

SAVE AND NEXT

25. A pop-up screen will appear so you can enter your **Employer Details**. Add your employer by selecting an Employer Type and either enter your employers 'Employer ID' (if known) or start typing and select the correct employer name from the drop-down suggestions. Please note, if you are entering a Self-Managed Participant (SMP) as your employer, you will need to have their NDIS participant ID number and their surname.

Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List _____

* You must provide at least one employer before continuing to the next step of the application.

BACK

SAVE

SAVE AND NEXT

Add Employer _____

To begin please select the employer type from the list

Employer Type*

☒ Employer / Sole Trader
 ☐ Self Managed Participant

Please enter Employer ID OR start typing Employer name in field provided and select correct Employer Name

Start typing Employer id or Employer name to search...

Employer ID*

Employer Name*

CANCEL

ADD EMPLOYER

26. Click on **Add Employer**. Enter additional employers if required.



Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List

Type	ID	Entity Name	ABN	Verification Status	Action
State Provider	206849	Test Non-NDIS Employer	12123123123	Awaiting Lodgement	<div>UPDATE</div> <div>REMOVE</div>

In your role with any of these employers, will you be working with children?*

☐ Yes
 ☐ No

BACK

SAVE

SAVE AND NEXT

27. Answer the **working with children** question which appears on your screen.

In your role with any of these employers, will you be working with children?*

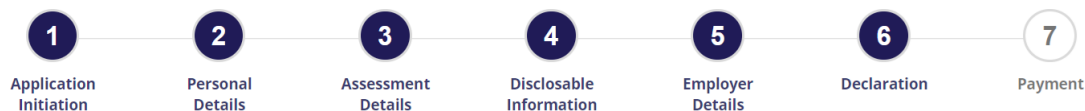
☐ Yes
 ☐ No

28. Press **Save and Next**.

Declaration

29. Please read the **Declaration** and click on the **tick box** to indicate you agree that you have read and understood the information. Your name and the date will appear automatically. Press **I Agree**.





Declaration

I declare that:

- I am the applicant named in this form and I have provided all other names or aliases that I use or have used in the past
- The information provided by me for this application is true and correct and I understand it is an offence to provide false or misleading information;
- I consent to being screened under Part 5 of the *Disability Services Act 2006*.
- I consent to the conduct of a Nationally Co-ordinated Criminal History Check including convictions, findings of guilt, pending charges, spent convictions, and non-conviction outcomes in accordance with the requirements each jurisdiction has in place with the Australian Criminal Intelligence Commission (ACIC)
- I consent to ongoing monitoring in Queensland of any relevant criminal history information (including pending charges) from the time I lodge my application and if cleared, continuing while I hold a clearance
- I consent to enquiries being made to determine my eligibility to hold a Queensland Disability Worker Screening clearance from any source considered necessary by the department, including but not limited to, police services, courts and tribunals, prosecuting authorities, worker screening units, health professionals and government agencies (including Commonwealth and state/territory).
- I understand I cannot withdraw my consent (Applicants may make a request, in writing, for their application to be withdrawn or for their clearance to be cancelled.)
- I agree to the worker screening unit collecting additional demographic information relating to me. I understand that the worker screening unit will handle the information in accordance with the *Information Privacy Act 2009*, including to use the information for its policy development, research and statistical reporting purposes.
- I understand that my personal details will be shared with Blue Card Services which administers the Working with Children Check.
- I consent for a photograph held by TMR to be used to produce the clearance card.
- I understand and will comply with my obligations including that I must notify the department if I change my name, contact details, or there is a change in my employment
- I understand and will comply with my obligation to notify the department immediately if my police information changes.

☐ I have read and understand the contents of this form and make all of the above declarations

Applicant Name*

Date*

BACK

SAVE

I AGREE

30. A pop-up box will appear asking if you are sure you wish to make the declaration. If so, press **I Understand and Agree**.

Are you sure you wish to make this declaration?

By clicking **I Understand and Agree** you are acknowledging and accepting all terms of the declaration.

You are also declaring that all of the information provided by you in this application form are true and correct to the best of your knowledge.

Finally, you also accept that this declaration constitutes your signature and that you consent to the use of this electronic declaration as your substitute signature.

CANCEL

I UNDERSTAND AND AGREE

Payment

31. Select your preferred payment method. There are three options for payment (see below) and add the necessary details.

Payment

This application is not considered lodged until payment of the prescribed fee. Please note that any fees paid are **not refundable**. Our fees are subject to change in accordance with the consumer price index.

If you require assistance with a payment, please [contact us](#)

Payment Amount

The prescribed fee for your NDIS worker screening application (paid) is \$117.00

Payment Methods

- ☒ Credit or debit card (VISA and MasterCard only) using BPoint payment facility
- ☐ Money order or bank cheque (please make payable to Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships)
- ☐ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

Card Number

Expiry Date

CVN

BACK

COMPLETE

32. Pay by **credit or debit card** using **online BPoint** – add your card details.

Payment Methods

- ☒ Credit or debit card (VISA and MasterCard only) using BPoint payment facility
- ☐ Money order or bank cheque (please make payable to Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships)
- ☐ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

Card Number

Expiry Date

CVN

33. Pay by **money order or bank cheque**. Enter your email address and once we receive your money order or bank cheque and it has cleared, we will send a receipt to your email address.

Payment Methods

- ☐ Credit or debit card (VISA and MasterCard only) using BPoint payment facility
- ☒ Money order or bank cheque (please make payable to Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships)
- ☐ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

You can also pay by bank cheque or money order. Click the NEXT button to generate a payment slip to your email address (or any other email address you nominate).

Note: The application cannot proceed until payment is received and processed.

Your email address

BACK

COMPLETE

34. If you have an arrangement for **your employer or someone else** to pay for your application – enter their email address. The Worker Portal will send an email with a link to the third party to allow them to make a payment via the online BPoint payment facility.

Payment Methods

- ☐ Credit or debit card (VISA and MasterCard only) using BPoint payment facility
- ☐ Money order or bank cheque (please make payable to Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships)
- ☒ Deferred payment using BPoint payment facility (my employer or another person has agreed to pay for my application)

When you click NEXT, an email will be sent containing a link to allow the recipient to make a payment for the prescribed amount via the online BPoint payment facility. If this is not your registered email a copy will be sent to you for your records or for forwarding as required. BPoint will automatically advise us of successful payment at which point your application will proceed automatically. You can view an update of the payment status on your Home Page.

Recipient email address

BACK

COMPLETE

35. Press **Complete** to proceed.

36. A pop-up message will appear to advise if your **application is complete** or **almost complete**.



Application Complete

Thank you. Your application is now complete.

Most applications are completed within 10 business days from the date your employer confirms your engagement. However, some may take longer depending on a range of factors and circumstances.

Employers have 30 days to respond to our request to verify your employment.

You will receive a confirmation email shortly. You can check the status of your application at any time by clicking on the link in your confirmation email or by logging into the Worker Screening Portal.

BACK TO HOME

37. An email will also be sent to you confirming lodgement status.

DO NOT REPLY TO THIS EMAIL

Dear John

Your application for an NDIS Worker Screening Clearance has been lodged successfully. The Worker Screening Unit is now processing your application and will contact you if further information is required.

No Card, No Start

Queensland has adopted a "No Card, No Start" approach. Most workers must not engage in NDIS disability work until they have been issued a clearance. If you have an existing NDIS Worker Screening Clearance or a valid Yellow Card or Yellow Card Exemption you may be able to work while your application is being processed. Please speak to your employer about your eligibility to commence work or visit the Worker Screening [website](#) for further information..

Changes in your details:

You must notify the worker screening unit of any changes to your contact details, employment status (including if your volunteer or paid employment status changes) and your police or assessable information. It is an offence not to advise us of these changes and penalties apply.

Processing time:

Your application will be processed as soon as possible. Applications that require further assessment where there is criminal history or assessable information, will take longer to process.

Contact;

You can login to the applicant portal at any time to check the status of your application. Visit our Worker Screening [website](#) for more details.

You can email us at workerscreening@communities.qld.gov.au if you have any questions.

Yours sincerely

Worker Screening Unit

38. If your application is **Almost Complete** you will receive a notification advising this.



Application Almost Complete

Thank you. Your application is almost ready.

The following tasks need to be completed before we can progress your application:

- Your application will proceed once we receive and process payment from your nominated 3rd party (eg Employer).

You will receive a confirmation email shortly. You can check the status of your application at any time by clicking on the link in your confirmation email or by logging into the Worker Screening Portal.

[BACK TO HOME](#)

39. If you have any outstanding tasks, you will also receive an email outlining the outstanding tasks required to be actioned.

Disability Worker Screening Lodgement - Application Commenced

Hello John,

Thank you for commencing your application for a Disability Worker Screening clearance. You are almost there.

The following tasks need to be completed before we can progress your application:

Your application will proceed once we receive and process payment from your nominated 3rd party (eg Employer).

Your application will remain on hold until these outstanding tasks are completed. To view progress of the application at any time login to the Disability Services Worker Screening Portal.

Many thanks

Disability Worker Screening Online

Additional Online Services

40. Your Online Services Home screen will now change to reflect your application details and other functions that are available to you. These are context-specific depending on the stage in your application process, including:

- Update My Personal Details
- Apply to Withdraw My Application
- Add New Employer Details

Online Services Home

My Personal Details


John Citizen
22 Street Road
SUBURB, QLD
4000, Australia
TMR CRN: 1234 5678
[View details on my.tas.gov.au](#)
[my.tas.gov.au](#)

[Update My Details](#)


My Applications Details

Application Type	NDIS Screening check
Card Type	
Payment Status	Paid
TMR Image Status	Current
Employer Verification	Pending

[Apply to Withdraw My Application](#)

 Withdraw an application that has not been lodged OR has been lodged but not yet finalised

[Add New Employer Details](#)

 Advise of an additional or alternative employer to your existing application



Update My Details

41. You can update your personal details any time by selecting **Update My Details** and completing your updated details.

My Personal Details

John Citizen
22 Street Road
SUBURB, QLD
4000, Australia
TMR CRN: 1234567890
Verified email: john.doe@gmail.com
Phone: 0800 123 456

Update My Details

Names

Manage Names Toggle Names Section

You must provide all names including legal names (as it appears on your current TMR product), alias names, cultural names, preferred names and previous names.

ADD NAME

Name Type	Title	First Name	Middle Name	Last Name	Action
Legal name		John		Citizen	UPDATE

NEXT

Other Personal Details

Manage Other Personal Details Toggle Other Personal Details Section

Addresses

Manage Addresses Toggle Addresses Section

Identification

Manage Identification Toggle Identification Section

Qualifications (Optional)

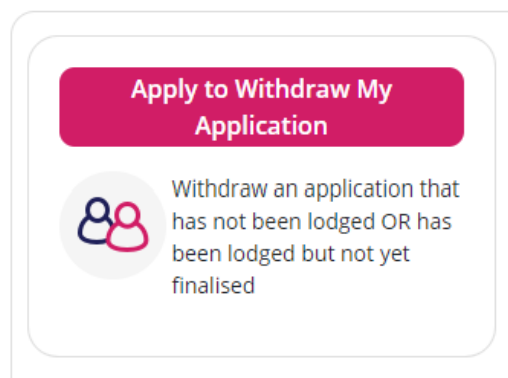
Manage Qualifications Toggle Qualifications Section

* Required fields

BACK SAVE

Apply to Withdraw My Application

42. Select **Apply to Withdraw My application**. You can withdraw an application that has not yet been lodged OR has been lodged but not yet finalised.



43. A pop-up screen will appear asking you to confirm your decision to withdraw your current application. Press **Yes** to proceed.

Confirm to withdraw current application

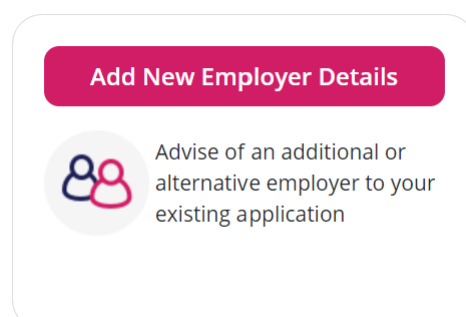
Are you sure you want to withdraw current application?

NO

YES

Add New Employer Details

44. Select **Add New Employer Details** to advise of an additional or alternative employer to your existing application.



45. Update, remove or add a new employer, sole trader or SMP details and check the working with children question is still correct.

Nominated Entities

ADD EMPLOYER/SOLE TRADER/SMP

Entity List

Type	ID	Entity Name	ABN	Verification Status	Action
State Provider	206849	Test Non-NDIS Employer	12123123123	Awaiting Lodgement	<div>UPDATE</div> <div>REMOVE</div>

In your role with any of these employers, will you be working with children?*

☐ Yes ☐ No

BACK

SAVE

SAVE AND NEXT

Troubleshooting

Having problems or experiencing errors with the portal?

Check you are using Google Chrome as your internet browser.

Can't find your emails from the portal?

If you cannot find emails sent from the portal to your email inbox, please check your Spam/Junk mail folder.

Further information

For assistance with the Worker Portal please see the **Contact us** tab on the Worker Portal header.

The easiest and quickest way to get help is by reading through our detailed fact sheets and user guides or accessing the [Worker Screening website](#).

If you can't find the information you need through the available resources, you can contact:

- Queensland Worker Screening Unit: email workerscreening@communities.qld.gov.au or phone 1800 183 690

