

NDIS Worker Screening

Application process for workers

Do I need an NDIS worker screening check?

From 1 February 2021, workers in risk assessed roles who are newly engaged by an NDIS registered provider must undergo an NDIS worker screening check. Unregistered providers and self-managed NDIS participants may also request that workers providing NDIS supports or services be screened.

It is your employer's responsibility to know whether you need an NDIS worker screening check for the type of work you will be doing. Please confirm with your employer before applying.

An eligibility calculator tool is available on the worker screening website to help employers and workers determine their screening requirements. Sole traders can find information on screening requirements through our dedicated fact sheet 'Information for Sole Traders'.

If you already have a valid yellow card or yellow card exemption when you commence employment, you won't need to get an NDIS worker screening check straight away. You can keep using your existing card until it expires or is cancelled.

Applying for a worker screening check in Queensland

Before applying, an NDIS provider must have engaged you or be proposing to engage you to carry out NDIS work in Queensland.

People who can't apply

If you have been issued a yellow card negative notice, yellow card negative exemption notice or an NDIS worker screening exclusion that has not been cancelled, you cannot apply for an NDIS worker screening check. It is an offence under the *Disability Services Act 2006* and penalties will apply.

How do I apply?

From 1 February 2021, applicants can apply online via the [Worker Screening website](#) by:

1. Registering for worker portal access including online identity check
2. Completing the required online application questions
3. Making payment through BPOINT (online), cheque or money order (or defer payment to your employer or nominated representative)

If you do not have online access and wish to make an NDIS worker screening application, please phone the Worker Screening Unit on 1800 183 690 to request a manual form to complete.

A detailed guide has been developed for workers to help them use the online registration, identity check and application process step by step.

How much does the application cost?

The following application costs will apply:

- NDIS worker screening application for paid workers: \$117
- Combined NDIS worker screening application and blue card application for paid workers: \$127
- Volunteer applications: Free

Successful applicants will receive a card valid for five years.

How does the online identity check work?

An online identity check process will be introduced as part of registration for the worker portal. This will confirm your personal information against Queensland Government records to confirm you are who you say you are. The process will be similar to the current blue card identity check. Alternative processes will be in place where a person is unable to validate their identity online. Successful applicants will receive a card with a photo for facial authentication.

What if I need a blue card too?

If you are an NDIS worker delivering services or supports to children with disability you will need both an NDIS worker screening clearance and a blue card. Workers who need both checks can lodge a combined application for one fee. A combined application can be made through the application process outlined above - either through the [Worker Screening website](#) or by a manual form for people with no online access. Combined applications cannot be submitted to Blue Card Services directly.

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (Disability Services) is responsible for processing the NDIS worker screening component of the application. Disability Services will forward your application details to Blue Card Services who are responsible for processing the blue card application component.

If you have any questions relating to your blue card application, please contact Blue Card Services via email – info@bluecard.qld.gov.au or by calling 1800 113 611 (freecall in Queensland) or 07 3211 6999.

What happens next?

After you have completed the online application form and payment has been made, the Worker Screening team will:

- ✓ Confirm your employment with the nominated employer or self-managed participant. When this is done, your application becomes a “valid application”
- ✓ Complete checks to determine if you have any assessable information (such as criminal history, disciplinary information or other relevant information)
- ✓ Review any assessable information received and contact you for further details if required
- ✓ Decide the application

How long does the application process take?

The online processes will make screening easier, quicker and more efficient. As part of the screening check, we rely on other departments to provide us with relevant information so processing times can fluctuate.



If you have no assessable information to review, your application will be processed quickly. It will take longer if assessable information is received because that information needs to be carefully reviewed before a decision is made.

You can login to the worker portal to obtain updates on the status of your NDIS worker screening application. Once a decision is made you will be notified of the outcome.

When can I start work?

Queensland has passed legislation to support a 'no card, no start' approach to NDIS worker screening. This means that people who are required to be screened must have a clearance before they can start work. Your employer can provide advice to you about when you can start work, depending on your role.

This is consistent with the reforms in the blue card system and is designed to increase safeguards for people with disability who receive NDIS supports and services.

For people who already hold a disability worker screening clearance (or yellow card or yellow card exemption), if you lodge your next application before your card expires, you can continue to work while your application is in progress. Your application is considered 'lodged' when the form is completed, payment has been made (if applicable) and your employer has verified your engagement with them.

What if I need help?

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
- NDIS Commission: 1800 035 544
- Blue Card Services: 1800 113 611 or (07) 3211 6999

