

Criminal History Screening Unit

Covid-19 FAQs

The Department of Communities, Disability Services and Seniors (the Department) is monitoring the evolving COVID-19 situation and will continue to provide advice relating to Criminal History Screening via this page.

1. Is the Criminal History Screening Unit (CHSU) still open?

Yes we are still operating on a business as usual basis. The Department appreciates that the disability services sector has a critical role in supporting frontline service delivery. CHSU will continue to operate to ensure the sector can continue to be staffed and screened appropriately during these difficult times.

2. What are the hours of operation?

Our business hours will continue as normal - 9am to 4pm, Monday to Friday.

3. How can I contact the Criminal History Screening Unit?

Please ensure you first check our website for the information you require before contacting CHSU. This will assist us to manage the large volume of enquiries we are currently receiving.

If necessary, you can contact CHSU by:

Email: (preferred method of contact)
chscreening@communities.qld.gov.au

Phone: 1800 183 690

4. How long will it take to process my application?

CHSU will process your application as soon as possible. Timeframes for processing and approval are dependent upon a number of factors, including:

- Receipt of a correctly filled in application;
- Response from the Queensland Police Service after conducting a national police check, which includes a check of interstate information;
- Receipt of relevant information from a number of agencies if information is returned as part of our criminal history check; and
- Receipt of submissions from an applicant/cardholder if required.

5. When can I start work?

Paid employees may start work once their application has been submitted, with appropriate safeguards in place.

Volunteers and students must wait until their Yellow Card has been issued before they start work. An exception exists for volunteers who hold a current Blue Card (not suspended) and the

volunteer organisation has lodged a Yellow Card Exemption application with CHSU. In these circumstances, the volunteer may commence once their application is submitted.

Sole traders who already hold a current Blue Card (that is not suspended and is valid for 3 months or more) can start work once they apply for a Yellow Card Exemption (Form 10-11ST). Otherwise, sole traders must wait until their Yellow Card has been issued before they start work.

6. Are employers still required to sight identification documents for their employees?

Yes an employer is required to sight the original identity documents of their employee in person and complete the related certification on the application form.

The current process is being reviewed in consideration of social distancing requirements and we will update this page once further information is available.

7. How can application forms be sent to CHSU? Can this be done online?

*Please note CHSU will not accept applications directly from employees.

Employers and sole traders can now use the new Yellow Card Online Portal to easily and efficiently lodge applications online – no paper forms or signatures required. [Click here](#) to register now.

Alternatively, employers and sole traders can send applications via:

Email:
chscreening@communities.qld.gov.au

Mail:
Department of Communities,
Disability Services and Seniors
PO Box 10179, Adelaide Street
Brisbane QLD 4000

Fax: 07 3405 6422

If you are not submitting applications via the Yellow Card Online Portal, email is the preferred method of lodgment.

8. How will CHSU contact applicants and employers to advise of the screening outcomes or changes to screening status?

Applicants and employers will continue to receive notices from the Department by post.

9. How do I let CHSU know that my usual postal address has changed?

For applicants that currently have an application in progress, please complete Form 10-2 and return it to CHSU.

If you hold a current Yellow Card or Yellow Card Exemption, please complete form 10-4 and return it to CHSU.

An employer contact person can notify CHSU of a change of address by emailing chscreening@communities.qld.gov.au

In the event your usual postal address temporarily changes, you may wish to consider the mail redirection service offered by Australia Post. [Click here](#) to find out more information.

10. I have been invited to provide a submission and references in response to my criminal history. What happens if I cannot provide this by the due date?

You must contact CHSU to discuss your specific situation and request an extension. If you fail to contact CHSU by the due date, your application will be withdrawn.

11. What happens if I don't need my card anymore due to losing my job?

If you are no longer engaged by your employer, you will need to complete Form 10-4 to notify the Department of your change in details.

Your positive notice and card will remain in force and are valid for three years from the date of issue. A new employer can link with you by completing Form 10-6.

Alternatively, you have the option to cancel your positive notice and card. To do this, you will be required to return both of these to CHSU, along with a written letter advising you wish to cancel your card, to the following postal address:

Department of Communities,
Disability Services and Seniors
PO Box 10179 Adelaide Street
Brisbane QLD 4000

We are unable to provide a refund in the event you wish to cancel your positive notice and card.

12. Can I have my application prioritised as I need to start paid work immediately?

Applications are generally processed in order of the date received to ensure equity to all applicants who require screening.

It is important to remember that paid employees may start work once their application has been submitted, if an

employer ensures appropriate safeguards are in place. Talk to your employer in the first instance if you are unsure about whether you can start work.

13. If I am planning to undertake temporary volunteer work in the disability services sector, do I need a yellow card?

People who volunteer for providers funded by the Department or for an NDIS registered provider generally need to undergo criminal history screening.

You will need to contact the organisation you are planning to volunteer with to obtain advice regarding whether you require a yellow card for the duties you will be performing. If it is necessary, the organisation will submit the application on your behalf.

