NDIS Worker Screening

Getting an NDIS worker screening check in a remote community

Do I need NDIS worker screening check?

- From 1 February 2021, workers in risk-assessed roles working for an NDIS registered provider must have NDIS worker screening check.

- Unregistered providers and self-managed NDIS participants may also request that their workers be screened.

- It is your employer's responsibility to know whether you need an NDIS worker screening check, so check with them before applying, or try out the eligibility calculator tool on the Worker Screening website.

- If you already have a valid yellow card or yellow card exemption when you start 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.

What if I'm providing disability services outside of the NDIS?

- If you are providing disability supports and services for a provider who is not NDIS registered, you may need to be screened under the state-based screening system.

- Please see the dedicated fact sheet for the state-based Queensland disability worker screening system.

How do I apply?

- Apply online through the Worker Screening website.

- If you don't have online access contact the Worker Screening Unit to apply over the phone or ask for a paper form to be posted to you. Our fact sheet 'How to apply' has more information.

- Before you apply, you need to have a Customer Reference Number (CRN) from the Department of Transport and Main Roads which we will use to check your identity. You can find out more information in our fact sheet 'How to get an identity check in remote community'.

What if I need a blue card too?

- If you are delivering NDIS 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. Combined applications cannot be submitted to Blue Card Services directly.

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- 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 (free call in Queensland) or 07 3211 6999.

How long does the application process take?

- The online application process makes screening easier, quicker and more efficient.
- However, there are things that can impact processing timeframes, including:
  - Employer verification (employers have 30 days to verify your engagement)
  - Checking of information with other departments - we rely on other departments to provide us with relevant information to inform your screening check, sometimes this can take time.
  - If assessable information (such as criminal history, disciplinary information or misconduct information) is received because that information needs to be carefully reviewed before a decision is made.
- If you have no assessable information, your application will be processed quickly.
- You can log in to the worker portal to see the status of your application, or contact the Worker Screening Unit if you do not have online access.
- Once a decision is made you will be notified of the outcome.

When can I start work?

- 'No card, no start' applies to NDIS worker screening in Queensland. This means that people who need to be screened must have a clearance before they can start work.
- If you already hold a disability worker screening clearance (or yellow card or yellow card exemption), you must lodge your next application before your card expires, so you can continue to work while your application is in progress.

What if I need help?

- The department has staff who and are experienced in working with Aboriginal and Torres Strait Islander peoples.
- You can call the Worker Screening Unit on 1800 183 690 (free call for landlines) if you have questions or need help.
- You may also find the following resources helpful:
  - Worker Screening website (https://workerscreening.dsdsatsip.qld.gov.au)
  - TMR contact number: 13 23 80
  - Blue Card Services contact numbers: 1800 113 611 or (07) 3211 6999

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