



NDIS Worker Screening

How to get an identity check in a remote community

When do I need to get an identity check?

Before you can apply for an NDIS worker screening check you need to have a customer reference number (CRN) from the Queensland Department of Transport and Main Roads (TMR). This will help us check the personal information you've provided against Queensland Government records to confirm you are who you say you are.

How do I know if I have a CRN?

You may already have a CRN. A CRN can be found on any TMR product, such as your driver license, photo identification card or adult proof of age card. You can check if you have a CRN by visiting the [TMR website](#).

If you have CRN, the photo in TMR's records must be less than 5 years and 3 months old. We will let you know if you need to get a new photo taken (it's free). You will need to visit a [TMR Customer Service Centre or third-party service delivery location](#) (Queensland Government Agency Program or Queensland Police Service for rural and remote locations) to get your new photo.

Successful applicants will be issued a clearance card with their photo on it. TMR will also use the new photo next time you need to renew your license.

How do I get a CRN?

If you don't already have a CRN, the fastest and easiest way to apply for one is to visit a TMR Customer Service Centre or third-party service delivery location.

You can apply for a CRN at no cost. A list of documents to bring and verify your identity can be found on the [TMR website](#). At the TMR Customer Service Centre, ask for a CRN so that you can apply for a disability worker screening clearance. They will take your photo and give you a CRN while you wait.

I don't live near a TMR. How can I get a CRN or get my photo updated?

If you can't get to a TMR, you can go to a third-party service delivery location (QGAP office or Queensland police station). When the Indigenous Licensing Mob visit your community they can also take your photo and give you a CRN. Call us if you need help finding a centre close to you or to confirm when the Licensing Mob is scheduled to visit your community.



I don't have a TMR product or any identification. What can I do?

If you have never had a TMR product and don't have a birth certificate or other form of ID, you can still get a CRN. There are people in each community that can help you. You can also call TMR to assist you.

My driver's license was suspended. Can I still use my CRN and how will I get it?

Once you have been issued with a CRN by TMR, it will remain with you for life. If your license has been suspended or cancelled, you will still use the same CRN number. You can go into your local TMR Customer Service Centre, which may be a police station or QGAP office. You will need to take ID with you. You will be given your existing CRN and get a new photo taken. Getting your CRN and photo taken is free.

What do I do now I have a CRN and my photo is up to date?

Once you have your CRN and your photo is up to date, you can complete the online identity check and register for the worker portal (this step must be done before making your online application). You may need to wait up to 48 hours for TMR to update your photo before you can proceed with the online identity check.

If you do not have online access, you can contact the Worker Screening Unit to apply over the phone or ask for a paper form to be posted out to you.

What if I need help?

The department has staff 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) (https://workerscreening.dsdsatsip.qld.gov.au)
- TMR phone number: 13 23 80

Some documents you can use for identification at TMR

Adult proof of age card	Australian Birth Certificate	Photo identification card
Department of Human Services Basics Card	Australian Citizenship Certificate	Centrelink Pensioner Concession card including health care cards
Queensland 18+ card (laminated)	Student ID with photo and signature	Debit or credit card, with name and signature
Medicare card	Australian Driver Licence	Australian passport



Locations of TMR, QGAP, QPS and IDLU

Location	Service	Contact number
Napranum	Indigenous Licensing Mob (ILM)	07 4214 6400 (Weipa QGAP)
Doomadgee	ILM or Police station	07 4742 9090
Bamaga	ILM or Police station	07 4090 4500
Aurukun	ILM or Police station	07 4083 4999
Badu and TSI	ILM or Police station	See Thursday Island QGAP
Hopevale	ILM or Police station	Cooktown QGAP
Cooktown	QGAP	07 4069 5333
Thursday Island	QGAP	07 4069 1503
Yarrabah	QGAP	07 4056 9037
Normanton	QGAP	07 4445 1100
Wujal Wujal	QGAP in Cooktown	07 4069 5333
Cherbourg	QGAP	07 4169 9100
Lockhart River	Police station	07 4060 7120
Pormpuraaw	Police station	07 4060 4004
Kowanyama	Police station	07 4050 7676
Hope Vale	Police station	07 4060 9266
Mornington Island	Police station	07 4747 9090
Palm Island	Police station	07 4759 9333
Woorabinda	Police station	07 4913 2333

[Click here](#) to see what TMR services are available in your area.

