

Instruction to apply for QLD Blue Card or Exemption Card

All over 18 years volunteers with The Smith Family in QLD child related activities must have a Blue Card. Blue Cards are issued by Blue Card Services. You will need a valid Blue Card before you start under the No Card, No Start laws from 31 August 2020. You cannot access an exemption or volunteer within this context if you are a **Restricted Person**. Your volunteer Blue Card application will be free, provided that your application is linked to The Smith Family.

HOLD A CURRENT BLUE CARD OR EXEMPTION CARD

If you have a current Blue Card/Exemption Card or have recently applied through another organisation, we are required to advise Blue Card Services that you are undertaking child-related activities with The Smith Family (TSF). You can provide:

- a. Applicant identification (Online account number or Applicant ID number) and date of birth OR
- b. Blue card number and date of birth.

You will receive notification from Blue Card Services confirming that we have linked your Blue Card to The Smith Family.

YOUR OBLIGATIONS

Please go to [Blue Card Services](#) to see your list of obligations under the Blue Card system.

RENEWALS

The new laws introduced a new renewal process. You are able to continue volunteering as long as you submit your online renewal application before your current card expires. Blue Card services will accept renewal applications up to 16 weeks before the expiry date and they will send you a reminder text message 10 weeks before your blue card expires. If you do not renew your blue card before it expires, you are subject to the No Card, No Start laws and must not continue volunteering until a new blue card has been issued.

Renew online: You will need to [register](#) or [login](#) to your Blue Card Services online account. It is helpful to have your existing card number and expiry date details with you when you apply.

APPLYING FOR A NEW CHECK

Step 1: Register or login to your Blue Card Services portal login. To create an account you will need to use your customer reference number from your existing QLD Department of Transport and Main Roads (TMR) photo identity document OR visit a TMR to obtain a QLD TMR photo identity document. You will be issued with an account number

Step 2: Give your online account number and identification documents to The Smith Family. Blue Card Services will notify you when we have linked your application to our organisation, so that you can complete your application.

Step 3: Complete and submit your Blue Card application. You will not be able to complete this step until we have linked you to our organisation. Blue Card Services will send your application results to you and The Smith Family

APPLYING FOR AN EXEMPTION CARD - QLD Police Officer or QCT Registered Teacher Only

You are required to apply for an Exemption Card when providing child-related services that fall outside of your professional duties. Please apply for this by following 'Option 1' above.

IF YOU ARE UNABLE TO COMPLETE THE ONLINE FORM

With the changes that came into effect on 31 August 2020, the majority of Blue Card applications will be processed online. If you are having challenges completing the online application (or registering for the portal), please refer to Blue Card Services [resources](#). Please don't hesitate to also reach out to your local Smith Family staff for further support.

IDENTIFICATION REQUIREMENTS

You must apply using your full name which matches the name on your identification documents. Bring your online account number together with your required identification documents to your interview/screening appointment:

- QLD TMR identification that shows your Full Name, Date of Birth and Photo
- Your current Blue Card/Exemption Card (or evidence of your application) - if applicable.
- For an Exemption Card, evidence of a current Teacher registration or Police identification

Please also bring supporting documents if your name has recently changed.

A Smith Family representative will check and verify the original identification documents you provide.