

OBLIGATION TO NOTIFY - Changes in other information

Queensland Worker Screening Services

Nationally consistent disability worker screening was introduced in Queensland to improve the safety and quality of services and supports delivered to people living with disability.

Applicants and clearance holders **must** advise the Queensland Worker Screening Services when particular information about them changes. **Failing to do this on time is an offence and penalties may apply.**

The changes you must tell us about

You must notify Queensland Worker Screening Services if any of the following information about you changes:

- Change of Name
- Change of Contact Details (Address, Phone Number or Email Address)
- Clearance Card is Lost or Stolen
- Change in Engagement (start or end work for an Employer/organisation, Self-Managed Participant or Sole Trader)
- Change in Work Status (change from volunteer/unpaid work to paid work)
- Change in Police Information or a Risk Assessment Matter (including changes to disciplinary information or any other matter that may be relevant to whether you pose a risk of harm to people with disability).

Who must advise of changes to their information?

Workers who hold the following card types:	Applicants with the following application types in progress:
NDIS worker screening clearance	NDIS worker screening clearance
Queensland disability worker screening clearance	Queensland disability worker screening clearance
Yellow card positive notice	
Yellow card exemption notice	

How long do I have to notify QWSS about my changes?

All applicants and clearance holders must **immediately** notify QWSS of any **Change in Police Information or a Risk Assessment Matter**.

For all other changes:








- Applicants must notify WSU **within 7 days** after the change occurs.
- Clearance holders must notify WSU **within 14 days** after the change occurs.

If you have a combined blue/exemption card or combined application in progress

You must also contact [Blue Card Services](#) to notify them of any change to your information.

How do I notify QWSS about changes to my information?

Either online through the [Worker Portal](#) or by submitting a manual form. The table below outlines the different options available:

Type of change	Form	Can I do this online?
Change of Name <i>Please refer to the information on the following page.</i>	<ul style="list-style-type: none"> Change of Details Form Application for Replacement Card (You must register your name change with the Department of Transport and Main Roads before completing this form) 	 
Change in Contact Details (including email)	<ul style="list-style-type: none"> Change of Details Form 	
Clearance card is Lost or Stolen	<ul style="list-style-type: none"> Application for Replacement Card OR Request to cancel clearance 	
Change in Engagement <i>You start or stop carrying out disability work for your employer, self-managed participant or Sole Trader</i>	<ul style="list-style-type: none"> Change in Engagement Form 	
Change in Work Status <i>You change from Volunteer work (or Unpaid Disability Work other than a Volunteer) to Paid employment</i>	<ul style="list-style-type: none"> Change in Worker Information – Volunteer to Paid Employment <i>Please refer to the information on the following page</i> 	
You have a change in your Police Information or a Risk Assessment Matter. <i>This includes disciplinary information or any other matter that may be relevant to whether you pose a risk of harm to people with disability.</i>	<ul style="list-style-type: none"> Advise of Change in Police Information or other Risk Assessment Matters Form 	

Note: Yellow card holders and Yellow card exemption holders will need to use the manual forms.

Download and complete the correct form from our [website](#). If you need a form emailed to you, just let us know. Return your completed form in one of the following ways:

By post: Queensland Worker Screening Services
Department of Justice
PO Box 10179, Brisbane Adelaide Street Qld 4001

Scan/email: contactus@workerscreening.qld.gov.au

By Fax: 07 3097 7201

Replacement card

Change of Name

If you need a replacement card due to a change in name, **register your change of name with the Department of Transport and Main Roads first**. Then you can either:

- Notify us online – login to the [worker portal](#), update your name and select the request a replacement card button. This is the quickest and easiest way for us to process your request.
OR
- Manual form – complete both the 'Change of Details' form AND 'Application for replacement card' form and send both forms to QWSS. You will also need to provide certified copies of proof of your name change such as marriage certificate, birth certificate or deed poll.

Your completed form must be accompanied by the correct fee before we can process it and issue you with a new card. The fee amounts and payment methods are provided online in the worker portal and on the manual form. A [fees and payment options information sheet](#) is also listed on our website.

Important: when you receive your replacement card you must return your old card within 14 days after receiving your new card or penalties may apply.

Volunteer to Paid

If you have changed from volunteer to paid, please read our change from [Volunteer to paid employment fact sheet](#) before submitting your form. When we receive your completed form and correct payment, your request will be processed.

Your volunteer clearance card will be cancelled, and a paid clearance card will be sent to you within 14 days.

Important: you must return your volunteer card within 14 days after receiving your new paid card or penalties may apply.

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](#).



Contact Queensland Worker Screening Services on 1800 183 690.



Email contactus@workerscreening.qld.gov.au and a response will be provided as soon as possible.