

# Queensland Worker Screening Services - Privacy Notice

Queensland Worker Screening Services (QWSS), part of the Department of Justice (DoJ), manages two distinct screening programs:

1. Blue Card Services (BCS): This program administers the Working with Children Check (WWCC) under the blue card system, which operates under the *Working with Children Check Act 2000* (WWCC Act).
2. Disability Worker Screening (DWS): This program administers the National Disability Insurance Scheme (NDIS) Worker Screening and Queensland Disability Worker Screening Checks, under the *Disability Services Act 2006* (DS Act).

BCS and DWS assess whether individuals are eligible to work with children or people with disability, based on a range of assessable information. We also monitor for any new information that might impact an individual's eligibility to continue this work. Additionally, we monitor organisations and individuals' compliance with their obligations outlined in the WWCC and DS Acts (the Acts).

To fulfil these responsibilities, QWSS is authorised to collect, consider, and share relevant personal and sensitive information, including sharing information between BCS and DWS.

This Privacy Notice outlines how your information is collected and used in line with the administration of the Acts, and the *Information Privacy Act 2009 (Qld)* (IP Act).

## Collection of information

QWSS is collecting your personal information, which may include your:

- full legal name, any previous names, title, gender, date of birth, place of birth, current or former professional roles (if applicable)
- sensitive personal information relating to your cultural background (if applicable)
- current contact details including postal, residential and email addresses and phone numbers
- foster or kinship care information, including whether you are applying as a carer or adult household member, and the address at which care is being provided (if applicable)
- teacher registration number or police identification number (if applicable)
- type of child-related work and activity you perform, as well as the details of the organisation the work is performed for (organisation name, contact details) or details of the child-related business your application refers to, including name, contact details and the type of child-related activity to which the business relates
- disability services role and whether you are engaged by a NDIS service provider or funded service provider (if applicable)
- whether you've ever been suspended or refused, barred or excluded from holding a relevant worker screening check in any Australian state or territory
- whether you've been charged, convicted, or found guilty of a criminal offence in Australia or overseas
- whether you've ever had a domestic violence order (including a temporary order), police protection notice or police protection direction made against you by a court or police in Queensland
- whether you've been subject of an investigation by any government agency anywhere in Australia that involved substantiated allegations that you have caused harm to a child in your care (including the removal of a child/children)
- whether you have ever been subject of a workplace misconduct investigation
- previous worker screening clearance card number (if applicable); and
- Queensland Transport and Main Roads (TMR) ID, or TMR customer reference number (e.g. Queensland driver licence number).

If the above personal information is not provided, QWSS may be unable to accept and assess your application.

Your registration and use of the QWSS online application portals involves the collection of your personal information, even if you do not proceed with an application.

Information about any NDIS misconduct or disciplinary action (including compliance or enforcement action) may be sought from, provided by, shared with and retained by the NDIS Quality and Safeguards Commission or NDIS worker screening units in any state or territory.

QWSS will also obtain relevant information from TMR and Department of Customer Services, Open Data and Small and Family Business (CDSB).

### Use of information

Your personal information is collected for the following purposes:

- to verify your identity
- to enable you to meet your disclosure obligations under the Acts
- to contact you in relation to your application and the blue card system or DWS process
- to send you notices as required by either post, email or SMS, about your application or in relation to the blue card system or DWS process
- to provide notifications regarding application status and upcoming blue/exemption card or DWS renewal requirements
- to assess your application for a blue/exemption card or DWS clearance, or reassess your eligibility to work with children or people with disability
- to enable mandatory consideration of cultural factors as part of the assessment process (if applicable)
- to notify relevant persons, (including your employer; regulatory, governing, disciplinary or supervisory body (if applicable); and NDIS Service providers or funded service providers (if applicable)) regarding the status or outcome of your application, clearance or authority
- to confirm you are currently a Queensland teacher or Queensland police officer (if applicable)
- to display your photograph from the TMR on your blue/exemption card or DWS clearance
- to produce and issue your blue/exemption card or DWS clearance
- to conduct ongoing monitoring of your eligibility to hold a blue/exemption card or DWS clearance
- to administer the blue card and DWS systems
- for record keeping purposes
- to secure access to your information; and
- other matters pertaining to the Acts.

### Disclosure of information

Your personal information may also be disclosed to the following persons or organisations for the purposes outlined above and those specified below:

- law enforcement agencies for the purpose of obtaining police information in accordance with the Acts and for general law enforcement purposes, including those purposes set out in the *Australian Crime Commission Act 2002* (Cth)
- courts, tribunals, and other prosecuting authorities for the purpose of assessing your application and ongoing eligibility for an authority/clearance
- prescribed entities, notifiable persons, potential employers and other government agencies in accordance with the Acts
- regulatory, governing, disciplinary or supervisory bodies in accordance with the Acts
- other Australian agencies responsible for screening individuals who work or provide services, or propose to do so, for children and people with disability in accordance with the Acts
- TMR and CDSB to verify identity and arrange for production of the physical card
- third parties which produce the physical card
- universities, other training institutes, recruitment agencies, placement companies and online matching services for the purpose of verifying your DWS application
- if you work or provide services to people with disability, the NDIS Quality and Safeguards Commission for the purpose of being included on the National Worker Screening Database or for the NDIS Commission's functions
- if you are providing a child-related home-based care service, your personal information will be published to authorised users of the home-based care register
- confirmation about whether your card is valid
- any other person you have authorised QWSS to discuss your application with
- authorised parties to provide confirmation about whether an authority/clearance is valid in accordance with the Acts; and
- the Queensland Government's information and communication technology service providers for the purpose of system support and development.

## Management of information

QWSS may use electronic communication to provide information and to collect information.

QWSS manages your personal information in accordance with the WWCC Act, DS Act and the IP Act and will not disclose your personal information to other third parties except in accordance with the Acts or where otherwise required or authorised by law.

QWSS may also collect and disclose data for research purposes.

Your personal information may be transferred overseas in the following circumstances:

- where online services are accessed from outside Australia
- where a service provider who provides services to Queensland Government has servers located outside Australia and, in exceptional circumstances, for card production purposes
- where an email service provider stores emails outside Australia, by giving us an email address, you are consenting to the personal information contained within the emails to and from the Queensland Government to be disclosed outside Australia.

You can find the Department of Justice privacy policy at <https://www.publications.qld.gov.au/dataset/justice-rti-privacy> along with other supporting information at <https://www.justice.qld.gov.au/about-us/services/queensland-worker-screening-services>. Our policy explains how you can access and amend your personal information, how to make a complaint about the way we have handled your personal information, and how your complaint will be handled.