

Preparing for Disability Worker Screening Renewal – Update Your Details

This fact sheet explains how clearance holders can update their personal details when renewing their clearance.

Q: My name or contact details have changed. How do I update them before renewing my clearance?

You can update your personal details (e.g. name, postal and residential address, email address and phone number) by logging into the [Disability Worker Screening portal](#) and clicking the 'Update My Details' button on the home page. For help, see our [Worker Portal User Guide](#).

Note: to update your email address in the portal, you will need access to your old email address to get the one-time code for a successful login.

If you can't update your details through the portal, please [contact us](#) for help.

Important:

- You must notify us if your name or contact details change within seven days (for applications in progress) or within 14 days (for clearance holders).
- Your legal name, date of birth, Queensland Transport and Main Roads (TMR) Customer Reference Number (CRN) and email address must match TMR records to renew your clearance.

Q: Do I need to update my details with TMR too?

Yes. If your legal name, date of birth, CRN, or email address doesn't match TMR records, we can't process your renewal. Update your details either with us (see above) or with TMR so they match.

The easiest way to check or update your TMR details is by [logging into](#) your TMR account, or [contact](#) TMR for help.

Q: How do I update my TMR photo for my renewal?

Your TMR photo must be valid for at least five years and three months to renew your clearance.

- When you start to renew: we'll check with TMR and let you know if your photo needs updating. You can also check your photo expiry by contacting [TMR](#).
- To update my photo: visit a local [TMR Customer Service Centre](#) to update your photo for free. Make sure the new photo is validated by a TMR staff member before you leave.

After updating your photo, wait 24 hours before starting your renewal application in the portal.

Q: I live remotely and can't visit a TMR Customer Service Centre. How do I update my TMR photo?

If you live remotely or do not have access to a TMR Customer Service Centre, you can use a [Remote Kit](#) to update your photo.

- Send the completed Remote Kit directly to TMR (the form includes the address).
- While completing the kit, check and update your personal details if needed (name, date of birth, CRN and email address).

Q: What if I have a restricted record with TMR?

If you have a restricted TMR record and can't access your TMR account online, follow these steps:

1. Visit your local [TMR Customer Service Centre](#) to request the restriction be lifted.
2. Check your personal details (name, date of birth and email address) are correct with TMR.
3. Once the restriction is lifted, submit your renewal application in the portal within **24 hours**.

For further help, contact [TMR](#) directly.

Q: I also have a blue card or have applied for one. Do I also need to tell Blue Card Services about my updated details?

Yes. If your personal details have changed, you will need to notify Blue Card Services separately. Visit their [website](#) for more information.

Need help?

The easiest and quickest way to get help is by reading through our detailed fact sheets and user guides or accessing the Disability Worker Screening [website](#).

 You can change your details by logging on to the [Disability Worker Screening portal](#).

 Contact Disability Worker Screening on 1800 183 690.

 [Contact us](#) for help.