

NDIS Worker Screening

Workers with Interstate NDIS Worker Screening Outcomes

Is an interstate NDIS Worker Screening clearance valid in Queensland?

NDIS Worker Screening clearance outcomes can be used across roles with any NDIS Provider in Australia, regardless of where the clearance was issued. This means workers with an interstate NDIS Worker Screening clearance can carry out NDIS disability work in Queensland.

Employers/organisations must login to the National Worker Screening Database (NWSD) to confirm the worker's clearance status/eligibility to work and link to them.

EXAMPLE: Clearance issued in Victoria	Can the worker use their Victorian clearance in Queensland?
Worker has a NDIS Worker Screening clearance issued in Victoria	YES. The worker can use the clearance issued in Victoria to carry out NDIS disability work in Queensland. Employers/organisations must link to the worker through the NWSD.

Can a worker apply for an NDIS Worker Screening clearance in Queensland if they have an interstate clearance/application in progress?

No.

Worker Screening Units across Australia share information to ensure a worker does not have more than one clearance or application in progress. We cannot issue a worker with a NDIS Worker Screening clearance in Queensland if they already have a clearance issued in another state or territory.

The Queensland Worker Portal will prevent workers with interstate clearances or applications in progress from applying for a NDIS Worker Screening check in Queensland. Manual paper applications received in these circumstances will also be rejected. Any application fees will not be refunded.

A worker who holds an interstate clearance can only apply in Queensland when they are due to renew their clearance (within 90 days of expiry).

Do adverse interstate NDIS Worker Screening check outcomes or statuses apply in Queensland?

Yes interim bar, suspension or exclusions issued interstate apply in Queensland.

This means workers with these adverse interim decisions or final outcomes issued in another state or territory, cannot carry out NDIS disability work in Queensland.

All jurisdictions record application statuses and outcomes in NWSD. The employer/organisation must login to NWSD to determine the workers application status/outcome.

IMPORTANT: It is an offence for employers/organisations to engage a person with an interstate interim bar, suspension or exclusion to carry out NDIS disability work in Queensland. Penalties may apply for non-compliance.

Is there a difference between NDIS Worker Screening and Yellow Card Screening?

Before February 2021, the disability services worker screening check in Queensland was known as a 'Disability Services Positive Notice' (Yellow Card or Yellow Card Exemption). The Yellow Card System was discontinued and replaced with the new nationally consistent NDIS Worker Screening Check. While the current physical clearance card issued in Queensland is still yellow in colour, the clearance type is clearly outlined on the card - 'NDIS Worker Screening'. All workers in a risk assessed role providing NDIS supports and services in Queensland need a NDIS worker screening clearance.

If a worker has a pending status on their interstate application can they work in Queensland while waiting for the outcome?

No, workers with a pending interstate application cannot carry out risk assessed NDIS disability work in Queensland. The worker will need to [contact](#) the state or territory they applied in if they require an update on their pending application. The worker will not need to re-apply in Queensland and can start work once a clearance outcome is issued.

All jurisdictions record application statuses and outcomes in NWSD. The employer/organisation must login to NWSD to determine the workers application status/outcome.

How do I confirm a worker's application status/ outcome when they applied for the NDIS Worker Screening check in another state or territory?

NWSD holds application status details and outcomes from all Worker Screening Units across Australia. As an employer/organisation you can access the database through PRODA and search the worker using:

- Surname AND NDIS Worker Screening ID (for workers with finalised applications)
- Surname AND date of birth OR email address registered to their interstate application (for workers with applications in progress)

Employers/organisations must link to the worker in NWSD to receive ongoing updates about their status.

The NDIS Commission has helpful [resources](#) for employers/organisations about how to find and link workers in NWSD.

Why can't I find a worker with an interstate NDIS Worker Screening clearance or application in the National Worker Screening Database?

Some common errors that prevent employers/organisations finding workers in NWSD include:

- Surname does not match with existing records. Did the worker change their surname after they applied for an interstate clearance?
- Incorrect NDIS Worker Screening ID. Did the worker provide the application number instead of the ID number or make an error when advising of the number?
- Incorrect date of birth. Did the worker make an error when telling you their date of birth?
- Registered email address does not match existing records. Did the worker change their email address after they applied for a clearance?
- Entering the details incorrectly. Did you check the information provided by the worker was entered in the database search field correctly?

Note: Workers who cannot locate their NDIS Worker Screening ID can obtain it by [contacting](#) the issuing state or territory Worker Screening Unit.

If employers/organisations are still unable to find a worker in NWSD, they need to contact the [NDIS Commission](#) for help to link to the worker. The Queensland Worker Screening Unit will be unable to help with this because NWSD is administered by the NDIS Commission.

My worker has an interstate NDIS Worker Screening clearance but no physical clearance card. How do they get one?

Legally workers are not required to hold a physical clearance card on their person to obtain or continue employment. Some Worker Screening Units in other states or territories do NOT issue physical clearance cards. A physical clearance card cannot be issued from Queensland for an interstate clearance.

The employer/organisation must login to NWSD to determine the workers application status/outcome and also link the worker.

My worker has an interstate volunteer clearance or application in progress. How do they change from volunteer to paid employment?

The worker needs to [contact](#) the Worker Screening Unit where they applied.

My worker has an interstate clearance but also needs a blue card for working with children. What is the process for this?

The worker can apply for a blue card through [Blue Card Services](#). Ensure you advise your NDIS Worker Screening Clearance was issued interstate.

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](#). The [NDIS Commission](#) also has information to assist on their website.

If you can't find the information you need through the available resources, you can contact:

- Queensland Worker Screening Unit: email contactus@workerscreening.qld.gov.au or phone 1800 183 690
- NDIS Commission: 1800 035 544