

# Identity Verification Process For Workers

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This fact sheet provides information about how workers can prove their identity when applying for a disability worker screening clearance.

### How do I prove my identity online?

To apply for a disability worker screening clearance, you will need to register for the Worker Portal and complete the online identity check. This will check the personal information you've provided against Queensland government records and confirm you are who you say you are.

To verify your identity, you will need a Queensland Department of Transport and Main Roads (TMR) Customer Reference Number (CRN) which is the number found on your driver licence, photo identification card or adult proof of age card. You can check if you have a CRN by visiting [qld.gov.au/transport/crn](http://qld.gov.au/transport/crn).

You will be asked to enter your CRN as part of the identity check process. **Make sure the email you use to register in the worker portal is the same email you use with TMR.**

### How do I prove my identity when submitting a manual form?

You will be asked to provide your CRN on the manual application form to facilitate the identity check process.

**Important:** You will also be asked to provide an email address on the manual form. Use your TMR registered email address. This is the same email address that you used when you registered with TMR (i.e. the email you provided when you applied for your licence or registered to use their online services).

### Does my photo need to be updated?

If your photo in TMR's records was taken more than 5 years and 3 months ago, you will need to visit a [TMR Customer Service Centre](#) for a new photo at no additional cost.

**Important:** You will be clearly advised through the Worker Portal registration process if you need to update your TMR photo. You will not be able to progress past the registration process to start an application until your TMR photo is updated.

Successful disability worker screening applicants will be issued a clearance card with their photo for facial authentication. TMR will also use the new photo next time you need to renew your licence.

### How can I get a CRN?

If you don't already have a CRN, the fastest and easiest way to apply for one is to visit a [TMR Customer Service Centre or third-party service delivery location](#) (Queensland Government Agency Program or Queensland Police Service for rural and remote locations).

You can apply for a CRN at no cost. A list of documents to bring to verify your identity can be found at [qld.gov.au/transport/licensing/driver-licensing/identity](http://qld.gov.au/transport/licensing/driver-licensing/identity). At the [TMR Customer Service Centre](#) ask for a CRN so that you can apply for a worker screening clearance. They will take your photo and give you a CRN while you wait.

Once you have received your CRN, you can complete the online identity check and register for the Worker Portal.

**Important:** You may need to wait up to 48 hours for TMR to update your photo before you can proceed with the online identity check.

### **What if I can't attend a TMR Customer Service Centre or third-party service delivery location to get a CRN?**

If you are unable to validate your identity online and cannot visit a TMR Customer Service Centre (or third-party service delivery location), please contact the Queensland Worker Screening Unit via email [workerscreening@dldsatsip.qld.gov.au](mailto:workerscreening@dldsatsip.qld.gov.au) or phone 1800 183 690.

### **What if I 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](#). If you can't find the information you need through the available resources, you can contact the Queensland Worker Screening Unit by email [workerscreening@dldsatsip.qld.gov.au](mailto:workerscreening@dldsatsip.qld.gov.au) or phone 1800 183 690.