St Vincent de Paul Society QUEENSLAND good works

BLUE CARD ROLLOUT

Member FAQ - What you need to know...

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ABOUT THESE FAQs

This document answers the most common questions our members have about the new Blue Card requirement. If you have a question that isn't covered here, email us at yourquestions@svdpqld.org.au and we'll get back to you.

THE BASICS

What is a Blue Card?

A Blue Card is Queensland's Working with Children Check. It helps make sure people working or volunteering with organisations like ours are safe to be around children and vulnerable people.

Why do I need one?

The Society is committed to keeping the people we serve safe. We are required to have Blue Cards in place because:

- Safeguarding expectations have increased across the community sector
- The National Catholic Safeguarding Standards require it
- Some of our government funding depends on it

It's about doing the right thing — and making sure everyone in our community feels safe with us.

Does this apply to me even if I don't work directly with children?

Yes. All Members in Queensland will need a Blue Card, no matter what role you have in the Society. This includes treasurers, admin roles, and members who don't have direct contact with clients.

This is a membership-based requirement, not a role-based one.

Was this sent to all members?

Yes. This requirement applies to all members across Queensland. Every member will be contacted as we roll this out in stages.

COST

How much does a Blue Card cost?

Blue Cards are free for volunteers, but only if your card is correctly linked to the Society before you apply.

⚠ **IMPORTANT: Do not start your application until we contact you**. If you apply before being linked to the Society, you may be charged a fee of over $100. We will contact you with instructions when it's your turn.

I ALREADY HAVE A BLUE CARD

I already have a current Blue Card — what do I do?

Great — you're a step ahead. You just need to let us know your details so we can link your card to the Society. Here's how:

Step 1: Email us at yourquestions@svdpqld.org.au

Step 2: Include the following details:

- Your full name
- Your date of birth
- Your phone number
- Your Blue Card number
- Your Blue Card expiry date

Step 3: We'll link your card to the Society. You don't need to do anything else.

Once you're linked, we'll send you a confirmation email. Linking your card keeps it recognised as a volunteer card, which means it stays free.

Note: Please wait for us to confirm your card is linked before doing anything else. Do not renew or reapply until we've confirmed the link is in place.

My Blue Card is about to expire — can I renew it now?

Please do not renew until we have linked your card to the Society first.

If you renew before being linked, you may be charged the full fee. Once we have linked you, the renewal will be processed as a volunteer application and will be free.

If your card is expiring soon, please email yourquestions@svdpqld.org.au as soon as possible so we can prioritise linking your card before your renewal.

My Blue Card expired some time ago — does my old card still count?

No. An expired Blue Card is no longer valid. You will need to apply for a new Blue Card. We will guide you through this process when it's your turn.

I have a Blue Card linked to another organisation (e.g. a hospital or school). Can I use that one?

A Blue Card can be linked to more than one organisation. If you have a current valid Blue Card from another organisation, please email us at yourquestions@svdpqld.org.au. We will check whether it can be linked to the Society and let you know the next steps.

I'm a registered teacher. Does my teacher registration count as a Blue Card?

Teacher registration is a separate check and is not the same as a Blue Card. All members, including teachers, are required to hold a Blue Card. We will help you with this when it's your turn.

I have two Blue Cards. Is that okay?

Yes. Holding more than one Blue Card (e.g. from different roles or organisations) is fine. Please contact us at yourquestions@svdpqld.org.au and we will confirm which one to link and what evidence we need.

APPLYING FOR A NEW BLUE CARD

How soon do I need to have a Blue Card?

All members are required to have a Blue Card and we are rolling this out in stages, so you will be contacted when it's your turn to apply.

How will the rollout work?

We are rolling this out in three stages:

Stage 1: Members who already hold a current Blue Card. We will contact you to verify and link your card.
Stage 2: Members who are ready to complete a standard online application.
Stage 3: Members who need more guided, hands-on support to complete their application.

We will contact you directly when it's your turn. You don't need to do anything right now except check whether you already have a Blue Card.

Where do I apply for a Blue Card?

Applications are completed online through the Blue Card Services portal:

https://my.bluecard.qld.gov.au/login

There is also a step-by-step video showing how to apply as a volunteer:
https://www.youtube.com/watch?v=T_vd_Ert0rk

⚠ **IMPORTANT: Please wait until we contact you before starting your application**. Volunteers must be linked to the Society first so your application is recognised as a volunteer application and stays free.

How do I register for an online account?

Before you apply, you'll need to register for an account on the Blue Card Services portal (same link above). To register, you'll need:

- Your Customer Reference Number (CRN)
- Your date of birth
- Access to your email or mobile to receive a security code

Again — wait for us to contact you first. We will link you to the Society before you start your application.

What is a Customer Reference Number (CRN) and do I have one?

A CRN is a number used to verify your identity. If you have a Queensland driver's licence or a TMR photo ID card, you already have a CRN. Your TMR photo can used for your Blue Card if it is less than 5 years old.

If you don't have a CRN, you can get one via the transport and Main Roads (TMR) office at no cost. You will need to bring your identity documents.

What does the application process involve?

The process is mostly online and has three steps:

1. **Complete an online application** through the Blue Card Services portal.
2. **Verify your identity** using your CRN (from your Queensland driver's licence or TMR photo ID).
3. **Blue Card Services reviews your application** and issues your card.

We will send you clear step-by-step instructions when it's your turn, so you know exactly what to do.

WHILE YOU WAIT

Can I keep volunteering while my application is being processed?

We are currently working through the details on this with Blue Card Services and will update you as soon as we have a clear answer. We will communicate the position clearly during the rollout period.

I'm not currently an active member. Do I still need to do this?

If you are no longer an active volunteer with the Society, please email us at yourquestions@svdpqld.org.au to let us know. We can update your records so you don't receive further follow-ups about this requirement.

What do I need to do right now?

Right now, just do these three things:

- Check if you already have a Blue Card
- Make sure you've completed your Safeguarding training
- Keep an eye out for your personal instructions from us

That's it for now. We will contact you when it's your turn.

POLICE CHECKS & SAFEGUARDING

Will I still need a separate police check?

A Blue Card application includes a police check as part of the process. We are currently reviewing whether members will still need a separate National Police Check, and we will let you know as soon as this is confirmed.

How does this fit with Safeguarding Training?

A Blue Card is just one part of our safeguarding responsibilities. Members must also:

- Complete Safeguarding training
- Follow our Child Safe and safeguarding policies

Both the Blue Card and the training work together to keep the people we serve safe.

Why is safeguarding so important to the Society?

Because we work with some of the most vulnerable people in our community. They trust us, and so does the broader community and the government. We are committed to safe, respectful, and ethical service in everything we do.

IF SOMETHING GOES WRONG

What if my Blue Card application is declined?

Blue Card Services will notify you directly if your application is not approved. If this happens, the Society will work with you to work out appropriate next steps.

RECORDS & RENEWAL

Will I need to renew my Blue Card?

Yes. Blue Cards need to be renewed every three years. We will remind you when your renewal is coming up.

How will the Society keep records of my Blue Card?

We will keep your Blue Card records in two places:

- The Blue Card Services Organisation Portal — where we link members and monitor their card status
- Our internal VIPS Portal — where each member's Blue Card details are stored and updated

NEED HELP?

Got a question? Email us at **yourquestions@svdpqld.org.au** and we will guide you through the process.

We know this is one more thing on your plate, and we want to make it as straightforward as possible. We'll contact you personally when it's your turn — with everything you need, step by step.