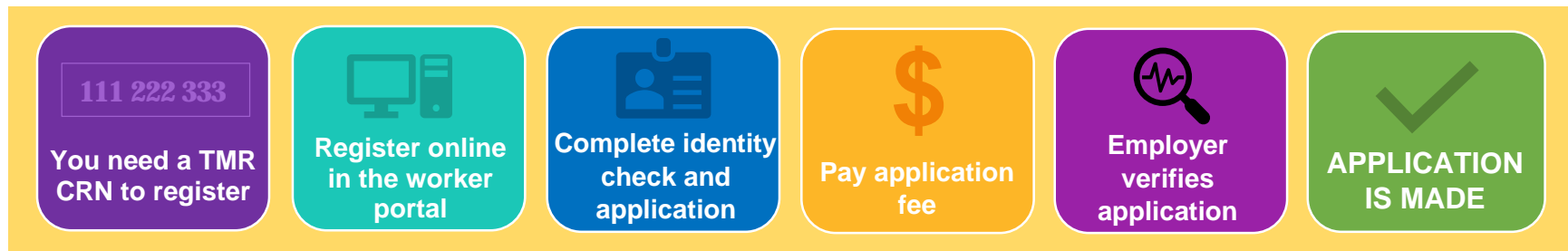
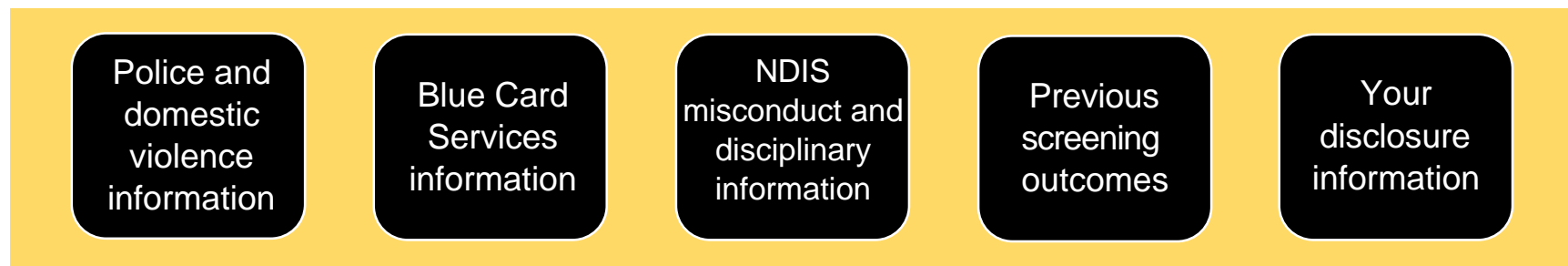


# The Application Process – Disability Worker Screening Clearance



The **worker portal guide** on our website steps you through the Queensland Disability Worker Screening application process. To register, you need a Queensland Department of Transport and Main Roads (TMR) Customer Reference Number. We call this a CRN. Make sure you register using the **exact details** recorded by TMR. See the **identity verification factsheet** on our website for more details. If the photo on your TMR product is too old, we will let you know.

## We Check Your Assessable Information



The Worker Screening Unit may also check other information relevant to your application, such as certain disciplinary records.

## No Assessable Information




## If You Have Assessable Information



**It takes a  
little longer**



**We review your  
information**



**Application updates  
are available through  
the worker portal**



**Or contact us on  
1800 183 690**

If you have assessable information, please **allow extra time** for your application to be processed. We carefully review and assess each application individually and we rely on other agencies to provide us with the information we need to make a decision.




**We might need  
more information**



**...From you**



**...or other  
agencies**



**Please keep your  
contact details up  
to date**

Once we review your initial assessable information, a decision is made whether to issue you a clearance or request further information from other agencies. We might also ask you to provide information by phone or in writing.

**Important** – you must keep **your contact details up to date** and penalties apply if you don't. You can update your contact details easily through the worker portal. It is also important that you advise us of other changes to your circumstances. Please see our website for more details.