

Getting a Customer Reference Number or updating your photo for your blue card application

To apply for a blue card, you need a Customer Reference Number (CRN) from the Queensland Department of Transport and Main Roads (TMR). If you don't have a CRN or need to update your photo with TMR, complete the *New Customer/Photo and Signature Remote Application (for agency card) Form*.

How to apply

You should use this form if:

- » you do not have a TMR CRN or your TMR photo was taken more than 6 years and 9 months ago
- » you are unable to attend a TMR customer service centre, participating Queensland Government Agent Program (QGAP) office or licence-issuing police station, or
- » you live interstate, or outside of Australia.

The *New Customer/Photo and Signature Remote Application (for agency card) Form* can be found online at [https://www.support.transport.qld.gov.au/qt/formsdat.nsf/forms/QF5342/\\$file/F5342_CFD.pdf](https://www.support.transport.qld.gov.au/qt/formsdat.nsf/forms/QF5342/$file/F5342_CFD.pdf)

Document witnessing by an approved person

Some of your documents must be signed in the presence of an **approved person**.

An approved person is a:

- » police officer
- » medical practitioner
- » consular or ambassadorial officer
- » solicitor, barrister or judge
- » Justice of the Peace or a Commissioner for Declarations
- » Notary Public or a person authorised by law to witness and sign declarations.

For overseas applicants, you can have the equivalent authority sign your document.

It is important you take note of the approved witness requirements outlined in the following steps.

Step 1 Applicant's details

Enter in your family name, given name/s, email and residential address. If you live overseas, you must provide a postal address in Australia. This is the address where we will send your blue card.

If you do not include an email or mobile number you will not be able to verify your blue card identity when applying for a blue card.

If you already have a CRN and are updating your photo or signature, there is a section on this form where you can write your CRN.

Step 2 Do you have a CRN from TMR?

If you already have a CRN from TMR and are updating your photo, tick the **'YES'** box, enter in your CRN and go to **step 5**.

If you do not hold a CRN or photo, tick the **'NO'** box and provide the details of the three forms evidence of identity (EOI) you will submit with your application.

Get three original EOI documents and photocopy them

Your EOI documents can include:

- » Australian birth certificate + Medicare card + debit or credit card
- » foreign passport + temporary visa + student identity document.

Visit www.qld.gov.au/EvidenceOfIdentity for a full list of approved documents.

Step 3 Name changes

If your name is the same as that provided on your EOI documents, go to **step 5**.

If you have changed your name or the details of your name are different on the documents provided, you will need to present a change of name document (**witnessed by an approved person**) such as:

- » Australian or international Marriage Certificate (ceremonial marriage certificates are not accepted)
- » Australian civil partnership/relationship certificate
- » Australian Change of Name Certificate
- » Australian Birth Certificate (amended and/or with notations)
- » Divorce papers Decree Nisi or Absolute (must show the name being reverted to)
- » Deed Poll (issued prior to 1 February 2004).

Step 4 Evidence of residential address

You must provide a copy of a document which shows evidence of your residential address (**witnessed by an approved person**). For example: a driver licence, photo ID, lease/rental agreement, or a utility bill.

The approved person must include a printed statement 'I have sighted the original documents and certify this to be a true copy of the original', along with the approved person's full name, position title/designation, and contact details (can be provided via an office stamp).



Step 5 What agency are you applying for?

Enter **Blue Card Services** as the agency.

Step 6 Photographs

You must provide two identical current colour photographs that meet the [Your digital photo...The right way](#) brochure guidelines.

6.1 Provide two identical current colour photographs that are:

- » passport quality (automatic machine photographs are not acceptable e.g. photo booth)
- » 35 mm wide × 45 mm long, not more than 6 months old
- » taken against a plain, light-coloured background (e.g. white, cream or pale blue)
- » printed on high quality paper and using high resolution (preferably 600 dpi or higher)
- » not manipulated, e.g. by applying filters, removing spots, softening lines or removing 'red eye'
- » Both photographs must be signed on the back by an approved witness. One photograph must be signed and endorsed on the reverse side by an Approved Witness with the words: "I certify this is a true photograph of (*the applicant*) in my presence".

6.2 The photographs must show:

- » natural skin tones with appropriate brightness and contrast (no flash reflections)
- » your face front on—with all aspects of the face visible
- » you looking straight at the camera—your head not tilted, turned or looking over one shoulder
- » a neutral expression—the mouth must be closed—no laughing, frowning or smiling
- » your eyes opened and clearly visible—no hair covering the eyes
- » no glasses or sunglasses—they must be removed even if you normally wear them for driving
- » no hats or other head covering unless it is for religious or cultural reasons in which case, your facial features from the bottom of your chin to the top of your forehead and both edges of your face must be clearly shown.

If your photographs do not meet the above criteria, your application will be delayed until you submit suitable photos.

Approved witness requirement: One of your photographs must be endorsed on the back with 'I certify this is a true photograph of (*the applicant's name*) in my presence.'

Step 7 Specimen signature

Sign your signature on the specimen signature section in the box using a black pen. Make sure you sign within the white space provided.

Step 8 Applicant's declaration

Read and sign this section of the form to show you understand and declare that the information and documents given are complete, true, and correct.

Step 9 Have your documents witnessed

Take all your documents to be signed in the presence of an **approved person**. The approved person must sign the declaration section.

Step 10 Send

10.1 Check you have the following documents:

- » completed New Customer/Photo and Signature Remote Application (for agency card) and signed by an approved person
- » two photographs of the applicant, one must be signed on the reverse side by an approved person
- » witnessed photocopies of three EOI documents by an approved person (plus a witnessed change of name document if applicable)

10.2 Send the documents to TMR at:

**The Manager
Department of Transport and Main Roads
Dalby Customer Service Centre
PO Box 767
Dalby QLD 4405**

What happens next?

TMR will process your application and send you a confirmation email. Once you receive your CRN, you can then apply for a blue card.

Apply online: www.qld.gov.au/applybluecard

Apply on paper: Call Blue Card Services on **1800 113 611** or 07 3211 6999.