

Getting a Customer Reference Number for your blue card application (for remote applicants)

To apply for a blue card, you need a Queensland Department of Transport and Main Roads (TMR) Customer Reference Number (CRN). More than 4.5 million people already have a CRN—it's the number on your driver licence, photo identification card or adult proof of age card. If you don't already have a CRN, the easiest way to get one is to visit a TMR Customer Service Centre with your ID documents. TMR will take your photo and give you a CRN while you wait. If that's not possible for you, read on to find out more.

Remote area applicants

The following information will help you if:

- » you do not have a TMR CRN or your TMR photo was taken more than 7 years and 9 months ago AND
- » you are unable to attend a TMR service centre, participating Queensland Government Agent Program (QGAP) office or licence-issuing police station.

All the TMR forms mentioned can be found online at tmr.qld.gov.au/Find-a-form

Document witnessing

Many of your documents will need to be signed in the presence of an approved witness.

An approved witness 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.

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

Step 1 New Customer Application (QF3503)

Complete page 1 of this form. If you already have a CRN and are just updating your photo, there is a place in this form where you can write your CRN.

Approved witness requirement: complete and sign the authorising person's declaration section of this form.

It is a requirement for both Queensland and non-Queensland residents to provide proof of residence (despite the New Customer Applicant (Individual) Form QF3503 referring to Evidence of a Queensland residential address).

- » For Queensland residents, you can do this by showing your Queensland driver licence, industry authority, adult proof of age card or photo identification card.
- » For non-Queensland residents, you can do this by showing your interstate driver licence, industry authority, adult proof of age card or photo identification card.

All cards must be current or expired by less than two years.

Step 2 Specimen signature form (QF2127)

Complete a *Specimen signature form* (QF2127). Please ensure all sections of this form are completed and you sign **both** specimen signature boxes.

Step 3 Evidence of identity (EOI)

Gather three original EOI documents and photocopy them

Your EOI documents might comprise:

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

See www.qld.gov.au/transport/licensing/driver-licensing/identity or page 1 of *Evidence of Identity Requirements for Individuals* (QF4362) for full details of the documents you can use.

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 such as:

- » Australian 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).

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



Step 4 Photographs

4.1 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”.

4.2 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 CRN application will be delayed until you submit suitable photos.

The attached brochure **Your Digital Photo...the right way** provides further guidance on how to meet the photo criteria.

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

Step 5 Have your documents witnessed

Take all your documents to be signed in the presence of an approved witness.

Step 6 Send

6.1 Check you have the following documents:

- » completed *New Customer Application* form signed by an approved witness
- » completed *Specimen signature* form
- » two photographs of the applicant, signed on the reverse side by an approved witness
- » witnessed photocopies of three EOI documents (plus a witnessed change of name document if applicable)

6.2 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 your CRN to the address you supplied on the *New Customer Application* form.

Once you have received your CRN, you can then apply for a blue card.

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

Apply on paper: Call Blue Card Services on **1800 113 611** or 07 3211 6999 and ask for the Community Information Team.