



How-to guide

Getting a Customer Reference Number for your blue card application remotely

To apply for a blue card, you first need a Customer Reference Number from the Queensland Department of Transport and Main Roads. This how-to guide provides step-by-step instructions on how to apply for a Customer Reference Number.

You should complete the [New Customer/ Photo and Signature Remote Application \(for agency card\)](#) form if you:

- Do not have a Queensland Department of Transport and Main Roads (TMR) Customer Reference Number (CRN) (e.g. a driver licence).
- Are unable to attend a TMR customer service centre, participating Queensland Government Agent Program (QGAP) office or licence-issuing police station, or
- Live interstate, or outside of Australia.

Document witnessing

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.

Overseas applicants

Overseas applicants can have the equivalent authority sign your document.

The image shows a form titled 'New Customer/Photo and Signature Remote Application (for agency card)' from the Queensland Government. The form includes instructions for applicants, a section for 'Important - documents must be witnessed', and a section for 'Applicant's details' with fields for family name, given name, and postcode. There are also 'Print Form' and 'Reset Form' buttons at the top.

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Step-by-step instructions on completing the New Customer/ Photo and Signature Remote Application (for agency card) form

It's important to take note of the approved witness requirements.

1. Applicant's details

Enter your family name, given name/s, residential address and email.

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.

2. Do you have a Transport and Main Roads CRN?

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 Evidence of Identity (EOI) documents you will submit with your application.

Get three original EOI documents and photocopy them

Your EOI documents can include:

- Australian birth certificate, Medicare card, and debit or credit card
- foreign passport and ImmiCard, and student identity document

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

3. Is your name different to the name/s on your EOI documents

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

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3. Name changes (cont.)

If your name/s are different on the EOI documents, 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).

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).

5. What agency card are you applying for?

Select <Blue Card>.



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6. Photographs

You must 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”.

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 (mouth must be closed) – no laughing, frowning or smiling.
- your eyes opened and clearly visible – no hair covering the eyes
- 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



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The photographs must show (cont.)

- 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. Read more about the requirements of [your digital photo](#)

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.'*

7. Signature specimen

Sign your signature on the specimen signature section.
Make sure you sign within the white space provided.

8. Applicant's declaration

Read, sign and date this section to verify you understand and declare the information and documents given are complete, true and correct.

9. Approved person's declaration

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

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10. Next steps

Check you have the following documents:

- A 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).

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 your photo is updated, you can then apply for a blue card at www.qld.gov.au/applybluecard

Need help?

Phone us on 1800 113 611 or 07 3211 6999. Or visit our website at www.qld.gov.au/bluecard. If you need an interpreter, contact Language Loop on 1800 512 451.

