



How-to guide

Updating your photo with TMR for your blue card application remotely

To apply for a blue card, your photo from the Queensland Department of Transport and Main Roads must have enough photo shelf life. This how-to guide provides step-by-step instructions on how to update your photo for your blue card application.

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

- Your TMR photo was taken more than six years and 11 months ago.
- 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.

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

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.

Print Form **Reset Form**

Queensland Government

Existing Customer/Digital Photo and Signature Remote Application (for agency card)

Transport Operations (Road Use Management) Act 1995
Transport Planning and Coordination Act 1998

This form can only be used if you are applying for an agency card (for example, Blue Card, Disability Worker Screening Clearance, High Risk Work Licence) and you need the Department of Transport and Main Roads (TMR) to update your photo and signature.

To use this form, you must:

- Have an existing Customer Reference Number (CRN)
- Have a TMR card (for example, Driver Licence, Photo Identification Card)
- Live in a remote area or not have access to a Transport and Motoring service centre.

If you are a new customer or don't have a TMR card, you must complete the New Customer/Photo and Signature Remote Application (for agency card) (PS-142).

1. Applicant's details

Given name/s

Family name (please print)

Residential address Postcode

Postal address (if same as residential address write 'as above') Postcode

Small address Mobile phone number

Date of birth Town State Country

2. Evidence of Identity

You must attach a photo of your valid Queensland Driver Licence, Photo Identification Card/Adult Proof of Age Card or other TMR card that shows your CRN.

ⓘ A TMR card is not valid if it expired more than two years ago.

ⓘ CRN must be clearly shown.

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Step-by-step instructions on completing the form

2. Evidence of Identity

Enter your Customer Reference Number (CRN).

Make sure you attach a copy of your TMR product. You can find where your CRN is by visiting www.qld.gov.au/transport/crn

3. What agency card are you applying for?

Select <Blue Card>.

4. Photograph

You must attach a colour photograph that meets the [Your digital photo...The right way brochure](#) guidelines. Your photo must:

- Be digital (jpeg) format
- Be taken from a 1.5m distance (between you and the person taking the photo). Note: The photo must not be a selfie
- Be of passport quality
- Be recent (taken within the last six months)
- Not edited (e.g. removing spots or red eye, adding a filter or using a fish-eye lens).

If your photograph does not meet the above criteria, your application will be delayed until you submit suitable photos. Read more about the requirements of [your digital photo](#)

5. Specimen signature

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



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6. Your declaration

Read, sign and date this section to verify you understand and declare the information, evidence of identity, photograph and signature is complete, true and correct.

7. How to submit your application

Check you have the following documents:

- Completed Existing Customer/Digital Photo and Signature Remote Application (for agency card) form.
- Attach a photo of the front and back of your licence of other TMR product.
- Attach your digital photo.

Send the documents to TM:

Send an email to RemoteApplication@tmr.qld.gov.au with all your documents.

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.

