

RBDM online service provider roles and responsibilities agreement (JP/Cdec)

The Queensland Registry of Births, Deaths and Marriages (RBDM) is responsible for the collection and maintenance of life event information under the *Births, Deaths and Marriages Registration Act 2003*. We value maintaining accurate life event information and the Registrar-General has the authority to suspend or cancel online service provider access.

An authorised Justice of the Peace or Commissioner for Declarations (agents) may apply for approval as an online service provider.

Once approval has been given, an online service provider is enabled access to the online service provider portal to verify the identification of RBDM customers who have applied for a Queensland live event certificate via the RBDM website at selected verification sites within Queensland.

Security and authentication

The RBDM online service provider portal has been integrated with the Queensland government client identity management (CIDM) system.

To start using the RBDM online service provider portal, authorised agents need to:

1. Read the online service provider roles and responsibility agreement (this document) before consenting online to the agreement.
2. Complete the verification sign up through CIDM at www.qld.gov.au/onlinemarriages. If verification fails, contact Justices of the Peace Branch on 3109 1761 or email jpsinthecommunity@justice.qld.gov.au and the support team will respond to you as soon as they can.

The Justices of the Peace Branch (JPB) will assess the application and confirm that it is from a volunteer affiliated with an approved verification site. The seal number of the JP/Cdec will be confirmed with the JPB database and once processed, a notification will be sent via email to the online service provider to advise that their application has been approved or not-approved (and the reasons why).

A username, password and mobile phone number will be used to ensure secure access to the online service provider portal is maintained at all times.

Responsibility when provided access

It is the responsibility of the **approved online service provider** to ensure:

1. Login details are secure at all times. Disclosing this information to another source could potentially compromise the integrity of the data being submitted to RBDM.
2. Update RBDM and JPB if there are changes to their details as part of the security, audit and governance of the service provider portal. If this information is not updated, the system may not be accessible.

3. To ensure that the accuracy of the information entered into the online service provider portal is true and correct.
4. They comply with the *Information Privacy Act 2009* and the *Right to Information Act 2009*. Refer to www.legislation.qld.gov.au.
5. Use of the electronic device provided for this service is restricted to activities that relate directly to the use of the portal, accessing RBDM policies and procedures and the Queensland Government website only.
6. The device is kept securely at all times and loss or theft of the device is reported immediately to RBDM and the JPB.

It is the responsibility of **RBDM** to ensure:

1. The information submitted to RBDM will be kept confidential in accordance with the *Records Act 2002*. Access to this information or a certificate may be granted to any person who has adequate reason to obtain it, or who meets the requirements of RBDM's *Certificate Access Policy*. Information may be provided to law enforcement agencies and to government and non-government agencies for verification.

It is the responsibility of the **JPB** to ensure:

1. Volunteers at each site are authorised Justices of the Peace or Commissioner for Declarations and are confirmed to be connected with an approved verification site before providing approval as an online service provider.
2. Notify RBDM of any issues which may affect the credibility and security of the service.
3. Notify RBDM when access should be removed from a volunteer.
4. Ensure new JPB team members are provided with access to the online service provider portal through RBDM and that adequate training is provided to verify online service provider sign up process.

Authorised online service provider - Process

To sight proof of identification (POI) for online certificate orders for the RBDM, ensuring that:

- POI is only sighted for Qld RBDM customers who have completed the online certificate application process and can present the online order receipt to the JP/Cdec either in hardcopy or digitally.
- POI being sighted is in the same name as the applicant shown on the order receipt produced by the customer.
- The applicant given names and surname entered are the same as shown on the Order Receipt.
- If available, a current and correct mobile number for the applicant is entered accurately
- The receipt number as shown on the Order Receipt is entered accurately.
- The type of POI presented by the applicant is recorded in the drop down list.
- Enter date, receipt number, customer surname, type of POI sighted (not details of POI) and date of sighting in log book.
- Cancellations must be submitted within 1 business day of original POI sighting.

Support arrangements

Business hours support is provided by RBDM. Volunteers can contact RBDM between 8.30am and 4.30pm Monday to Friday on **3033 6721** for support and process enquiries. This number is not to be provided to customers. Support requests outside of these hours cannot be provided. In instances where the Service Provider Portal cannot be accessed or if there is a technical issue with a device, the volunteer should record details in site log book as required and contact RBDM during business hours to progress the application.

Customers wishing to contact RBDM should be asked to call 13 QGOV (13 74 68) during business hours.

To notify RBDM and JPB of changes to existing online service provider access:

- update your profile online
- send an email to jpsinthecommunity@justice.qld.gov.au if
 - JP/Cdec or volunteer status changes
 - Online service provider portal access is no longer required.