

RBDM Online service provider (authorised marriage celebrant)

Roles and responsibilities agreement

The Queensland Registry of Births, Deaths and Marriages (RBDM) is responsible for the administration of the *Marriage Act 1961* and 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 marriage celebrant may apply for approval as an online service provider.

Security and authentication

The RBDM online service provider portal has been securely integrated with the Queensland government client identity management (CIDM) system and the Attorney-General's Department, Canberra web service.

To start using the RBDM online service provider portal, authorised marriage celebrants must:

1. Read this document before consenting online to the agreement during the sign up process.
2. Complete sign up at www.qld.gov.au/RBDMprovider-login. During sign up you will be asked to verify your proof of identity through CIDM. If sign up fails there is help and support information available during the process or you can contact us on bdmserviceprovider@justice.qld.gov.au.

RBDM will review the request for sign up as an online service provider and have the celebrant number provided validated through system integration with the Attorney-General's Department (AGD). We will then notify the authorised marriage celebrant of approval or non-approval of access (non-approval includes the reason). After approval RBDM will subscribe the authorised marriage celebrant to our Vision6 email contact list to provide updates and notices.

An authorised marriage celebrant will be required to create a QGov account during the sign up process. A unique username and password will be registered with RBDM through the newly created QGov account to ensure secure access to the online service provider.

Responsibility when provided access

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 the 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 **online service provider** to ensure:

1. Login details are kept confidential and secure at all times. Disclosing this information to another source could potentially compromise the integrity of the data being submitted to RBDM.
2. Update the online service provider portal (*Update Profile* in system) as soon as reasonably possible if there are changes to their details (i.e. residential address, mobile phone number, email address, etc.). If this information is not updated, the system may not be accessible and the online service provider will not receive automated messages from the portal.
3. Information entered into the online service provider portal is accurate and correct at all times and includes the identical information as the hardcopy documents.
4. They comply with the *Information Privacy Act 2009* and the *Right to Information Act 2009*. Refer to www.legislation.qld.gov.au.
5. Changes to authorised marriage celebrant details must be sent by the online service provider (authorised marriage celebrant) to the Attorney-General's Department, Canberra and RBDM as soon as reasonably possible.
6. Where instructions and notices are released by RBDM, the online service provider makes themselves aware of the information in these publications (i.e. subscriber based email or automated online service provider portal SMS/email)
7. Messages sent to the online service provider through the online service provider portal are actioned as soon as reasonably possible (i.e. rejected records are resubmitted for processing on same day or next business day).

Role when provided access

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

1. Information and acceptably scanned documentation submitted through the online service provider portal is registered in accordance with the provisions of the *Births, Deaths and Marriages Registration 2003* and Regulations.
2. Online service providers have access to current training material/user guides.
3. Support and help is available for the online service provider portal when required.

It is the role of the **online service provider** to ensure:

1. Official documentation is prepared in accordance with the *Marriage Act 1961 & Regulations* and entered into the online service provider portal with key points to note:

- all documents are signed by the authorised marriage celebrant, both parties, witnesses and interpreter (if required)
- full name of witnesses are included
- clear printing/writing on all documents
- scanned images of all documents are good quality, and all information is clear and legible (i.e. at least 200 dpi and greyscale)
- no abbreviations (i.e. USA to be United States of America)
- information contained on the hardcopy documents exactly matches the online record
- changes and/or corrections made to hardcopy marriage documents must be initialled and these documents must be scanned and attached to the record after submitting to RBDM
- **after the ceremony** review the information in Step 3 in the online service provider portal to make sure they are correct and submit the registration online to RBDM
- double check that any changes are initialled on the documents by all parties.
- **submit for registration** the record
- scan and attach the signed, official marriage documents to the online record and ensure you click on **Attach to Registration**.

Following advice from the Attorney-General's Department on the 18 January 2019, RBDM consents to receiving all documents in electronic form and no longer requires hardcopy versions of these documents to be submitted if:

- the documents have been submitted electronically through the online system within 14 days of the solemnization of the marriage
- the registration has a status of accepted (i.e. the scanned documents have been reviewed by RBDM and are a suitable quality and within the specifications). RBDM will send the celebrant email notification about the registration status.

It is recommended that you keep a copy of the documents you have submitted (either in hardcopy or electronically) until you receive confirmation that the marriage has been registered. This will be done by email confirmation.

The *Marriage Act 1961* and *Marriage Regulations 2017* set out the obligations for authorised marriage celebrants around the retention and disposal for record keeping. Refer to these guidelines for more details through the Attorney-General's Department website. <https://www.ag.gov.au/FamiliesAndMarriage/Marriage/>

Only if requested by RBDM, all original signed marriage documents and other supporting documentation are to be sent to RBDM, either by:

- a. post to Registry of Births, Deaths and Marriages
PO Box 15188
CITY EAST QLD 4002
- b. in person at the Brisbane registry customer service centre at Level 32, 180 Ann Street, Brisbane in an envelope addressed with the details above.