

RBDM Online Service Provider (Maternity Staff and Midwives)

Roles and Responsibilities Agreement

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* (BDMR Act). We value maintaining accurate life event information and the Registrar-General has the authority to suspend or cancel online service provider access, if required.

Authorised maternity staff and midwives may apply for approval as an online service provider. This document is for new users and existing users who may already have access but may have changed their details (i.e. they may have changed their name, contact details).

Once approval has been given, an online service provider is able to access the online service provider portal to lodge birth notices to RBDM.

It is very important that RBDM are notified if a service user no longer requires access to the portal.

Security and authentication

The [RBDM Online Service Provider Portal](#) has been securely integrated with the Queensland Government Client Identity Management (CIDM) system. The portal is used by private hospital maternity staff, marriage celebrants, Justice of the Peace and medical practitioners.

To start using the [RBDM Online Service Provider Portal](#), you must:

1. Read the online service provider roles and responsibility agreement (this document) before consenting to the agreement during the online sign-up process.
2. Complete the verification sign-up at www.qld.gov.au/RBDMserviceproviders.

During sign-up, you will be asked to:

- Verify your proof of identity through CIDM.
- Create a QGov account (if you do not already have one).

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 Portal.

RBDM will review your before notifying you if your access request has been approved or rejected (includes the reason).

Responsibility when provided access

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

1. Login details (i.e. username and password) are to be always kept confidential. Disclosing this information to another source may compromise the integrity of the data being submitted to RBDM and you would have breached this agreement.
2. Your details are up to date in the portal (using the Update Profile function) as soon as possible if there are any changes (i.e. address, preferred mobile phone number and email address).
If this information is not updated, you may not be able to access the portal and you will not receive automated messages and notifications from RBDM.
3. Information entered into the portal is accurate and correct.
4. You comply with the *Information Privacy Act 2009* and the *Right to Information Act 2009*. Refer to <https://www.legislation.qld.gov.au/>.
5. RBDM is contacted immediately if a birth notice has been lodged which contains incorrect data or requires an amendment.
6. You action system-generated messages and requests as soon as reasonably possible (i.e. rejected records are resubmitted for processing on the same day or next business day).

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

1. The information submitted to RBDM will be kept confidential in accordance with the *Public Records Act 2002*.

Access to this information may be granted to any person who meets the requirements of the [access policy](#) or adequate reason to obtain it. Information may be provided to law enforcement, government, and non-government agencies for verification.

Roles when provided access

It is the **hospital's** role to ensure:

1. For each child born in Queensland, the responsible person provides notice of the birth, in the approved form to the registrar.
2. Every birth notification is lodged/uploaded to RBDM with 2 working days after the birth. This is a legislative requirement under the BDMR Act, Part 2 – Births.
3. RBDM is notified immediately when an approved user no longer requires access to the portal. Upon being notified, RBDM will remove the users' access for security and compliance processes.

4. The Aboriginal and Torres Strait Islander status must be reported to RBDM accurately and where possible not reported as “not stated”.
5. When a birth notice has been lodged, where a mistake has been made and requires a correction, the user contacts RBDM immediately at BDMbirth@justice.qld.gov.au

It is **RBDM's** role to ensure:

1. Information submitted through the portal is collected in accordance with the provisions of the BDMR Act and the BDMR Regulation.
2. Online service providers have access to current training material and user guides.
3. Support and help are available for online service providers during normal business hours.

If you have any questions or issue using the portal, contact RBDM on 13 74 68 or email BDMCRMclients@justice.qld.gov.au