

RBDM Online Service Provider (Funeral Industry)

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) and *Births, Deaths and Marriages Registration Regulation 2015* (BDMR Regulation).

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

A funeral director and/or person who certifies the disposal of a body may apply for approval as an online service provider.

Security and authentication

The [RBDM Online Service Provider Portal](#) has been securely integrated with the Tell Us Once identity broker (TUO).

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

1. Read this document before consenting to the agreement during the online sign-up process.
2. Complete sign-up at <https://www.bdm.qld.gov.au/services/registrations/serviceprovider/>.

During sign-up, you will be asked to:

- Verify your proof of identity through TUO.
- 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.

Once you have completed your sign-up application, RBDM will review your request and will notify you if your access request has been approved or rejected and let you know the reason why.

If you are approved as an online service provider, you will be subscribed to RBDM's distribution list, so you receive important updates and notices.

Responsibility when provided access

It is our responsibility as the **RBDM** to ensure:

1. Personal information you have provided to RBDM to facilitate access to the Online Service Provider Portal will be kept confidential in accordance with the *Information Privacy Act 2009* (IP Act).

2. Information submitted to RBDM to facilitate life event registration will be kept confidential in accordance with the BDMR Act and IP Act .

Access to life event information, source documents, or a certificate may be granted to any person who meets the requirements of the BDMR Act and [access policy](#). Information may be provided to law enforcement, government and non-government agencies for verification.

It is your responsibility as an **online service provider** to ensure:

1. Login details are kept confidential and secure at all times. Disclosing this information to another source may compromise the integrity of the data being submitted to RBDM.
2. You do not allow any other person or entity to access your Online Service Provider Portal account.
3. You update the Online Service Provider Portal as soon as possible with any changes to your details (i.e. business address, preferred mobile phone number and email address).

If you do not update your information, you may not be able to access the portal and you will not receive automated messages and notifications from RBDM.

4. Information you enter into the Online Service Provider Portal is accurate and correct.
5. You comply with the *Information Privacy Act 2009*.
For more information, visit <https://www.legislation.qld.gov.au/>.
6. You immediately cease using the Online Service Provider Portal if you stop working for your nominated organisation and advise RBDM by email bdm-serviceprovider@justice.qld.gov.au.
7. You remain up to date with instructions, notices and information released by RBDM.
8. You action system-generated notifications (emails/SMS messages) and requests as soon as possible (e.g. re-submit rejected records for processing on the same day or next business day).

Roles when provided access

It is our role as the **RBDM** to ensure:

1. Information submitted through the Online Service Provider Portal is collected and managed in accordance with the provisions of the BDMR Act, the BDMR Regulation and IP Act.
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.

It is your role as an **online service provider** to ensure:

1. Information has been submitted in accordance with the BDMR Act and Regulations (including the specified timeframes).
2. Information entered in the online service provider portal is accurate and the service provider will ensure the information has been verified by the informant of the death registration application, and has been captured in accordance with the BDMR Act and Regulations.