Queensland Lobbying Register User Guide

Last updated: May 2023

Office of the Queensland Integrity Commissioner

Office of the Queensland Integrity Commissioner
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Contents

1 Introduction

This manual describes how you can:

- register a company and lobbyists in the Queensland Lobbying register
- update the company's details and lobbyists within the register
- comply with the requirements of the Lobbyists' Code of Conduct by recording meetings with government or opposition representatives.

Using this manual should enable you to do everything you need to do on the register.

However, if you are still experiencing difficulties with using the website after reading this document, please contact the Office of the Queensland Integrity Commissioner on (07) 3003 2888 or send an email to lobbyist@integrity.qld.gov.au.

2 Registration

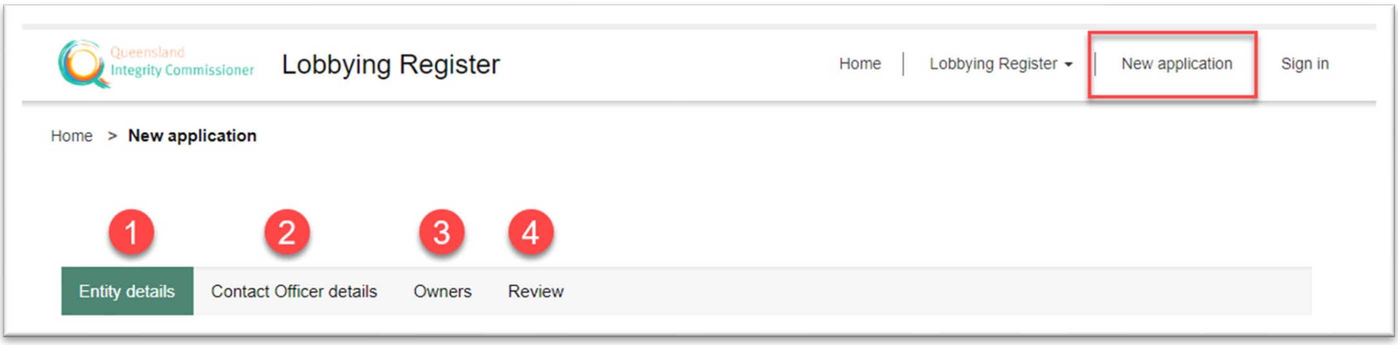
2.1 Before you register

Before registering on the Queensland Lobbying register, we recommend that you read the *Lobbyists Code of Conduct* and the *Integrity Act 2009 (Qld)* (the Act), which can be found on the Queensland Integrity Commissioner's website: https://www.integrity.qld.gov.au/

Please note that chapter 4 of the Act regulates lobbying activities and we advise anyone who will be conducting lobbying activities to read this chapter.

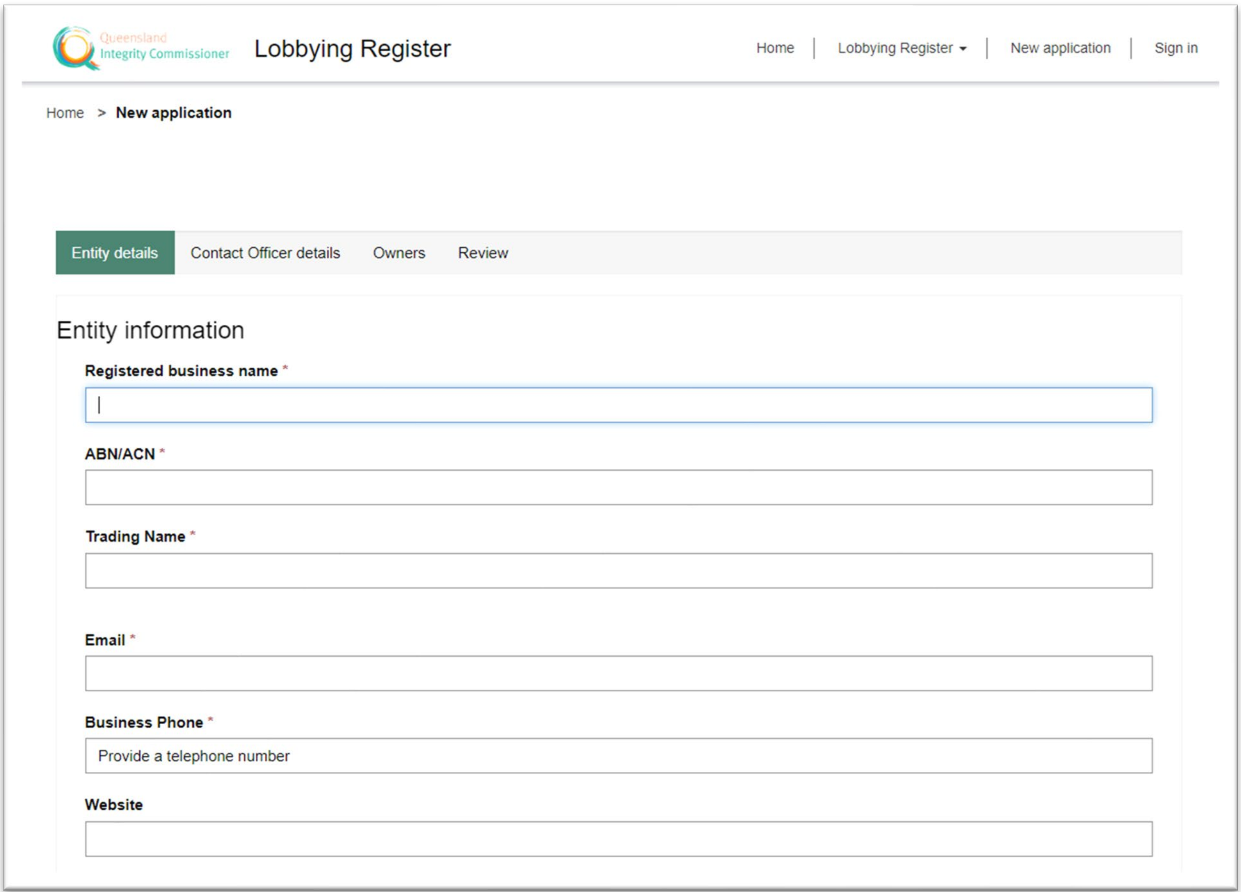
To register your organisation, select ***New application*** and complete the four steps in the application process.

Note that a field with a red asterisk must be completed to continue.

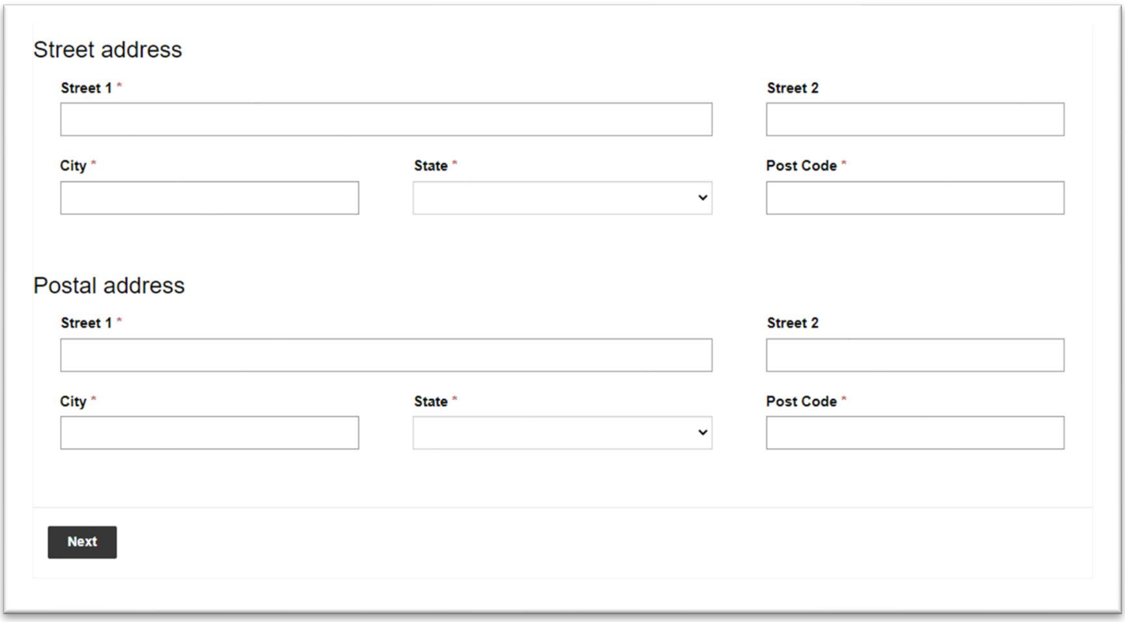


2.2 Registration of company

Enter the business name and the trading name of your company, an email address for the company and its ABN or ACN number.



Enter the street and postal address of the company, then click ***Next***.



2.3 Registration of contact officer

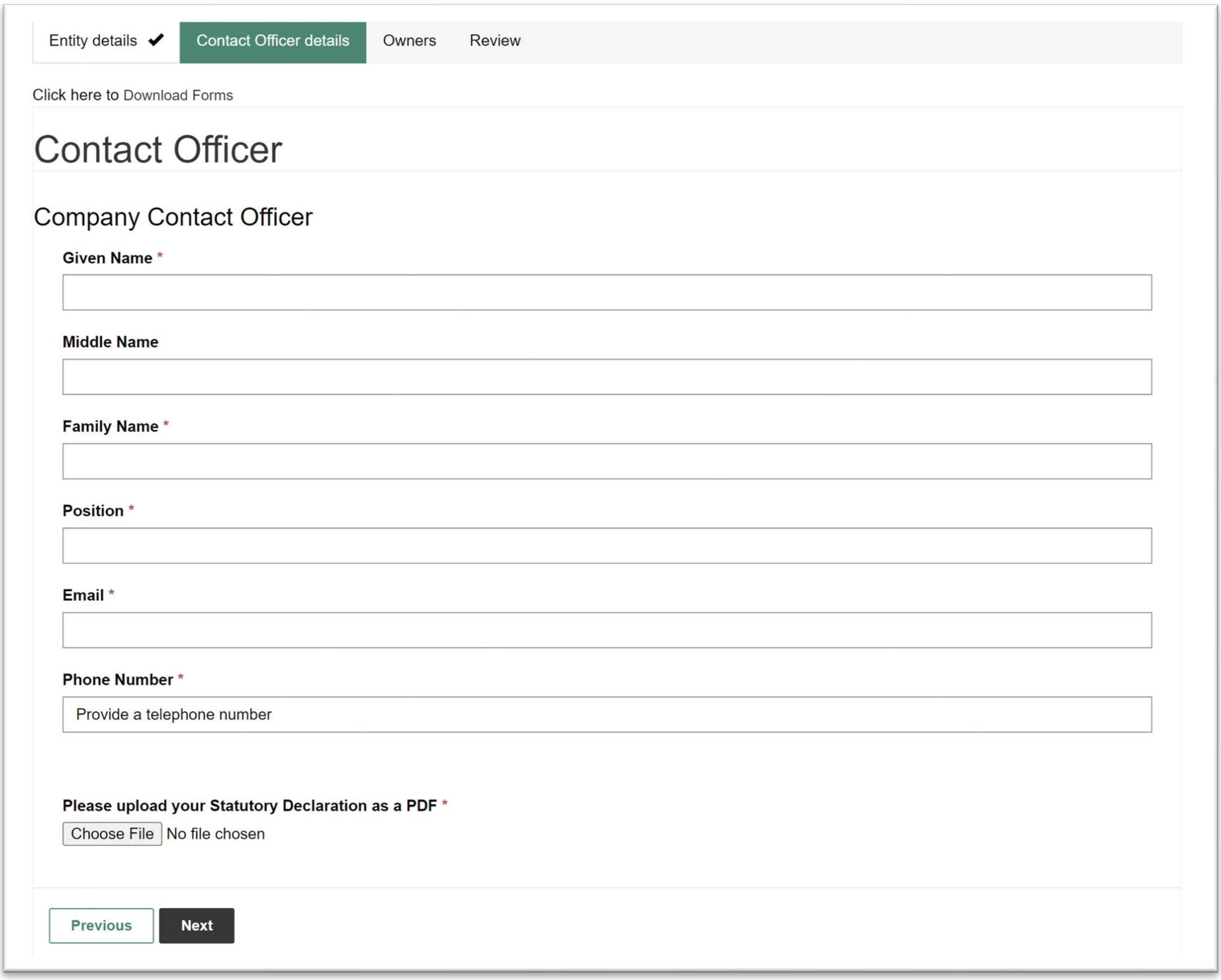
The contact officer is the main point of contact for your company and will be able to manage lobbyist's details on the register.

You will need to complete a statutory declaration saved as a PDF, JPG or PNG file to upload.

The statutory declarations provided have information required pre-filled, and you need to:

- print the declaration that is relevant for where you operate
- fill in your details
- sign the hard copy in the presence of an appropriate witness, and have the witness sign
- scan and upload the completed form via the link provided at the bottom of the page.

Enter the contact officer details and upload the statutory declaration, then click ***Next***.

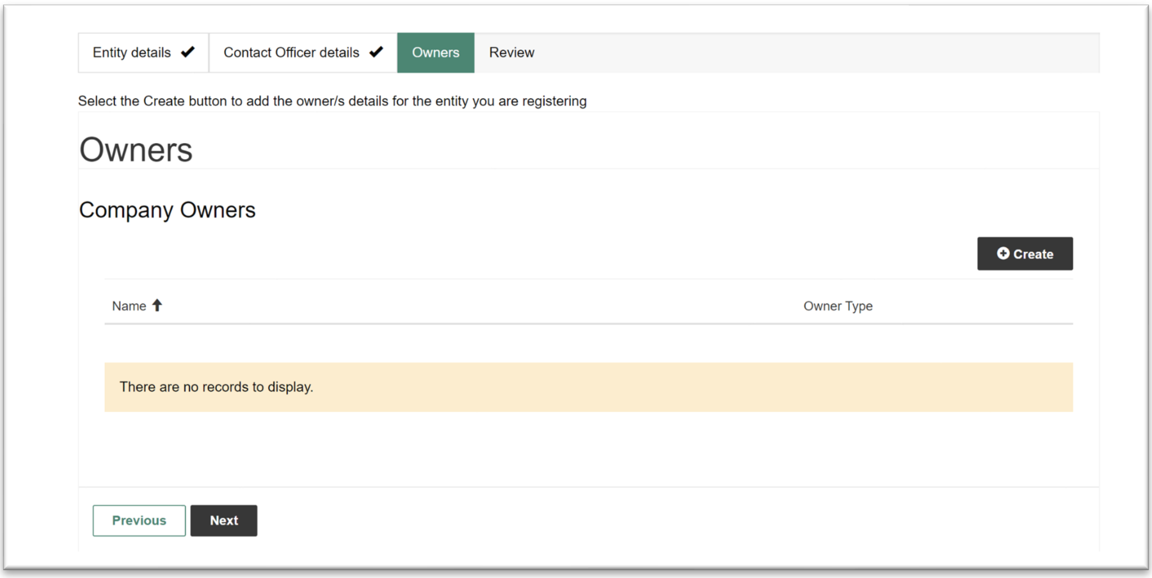


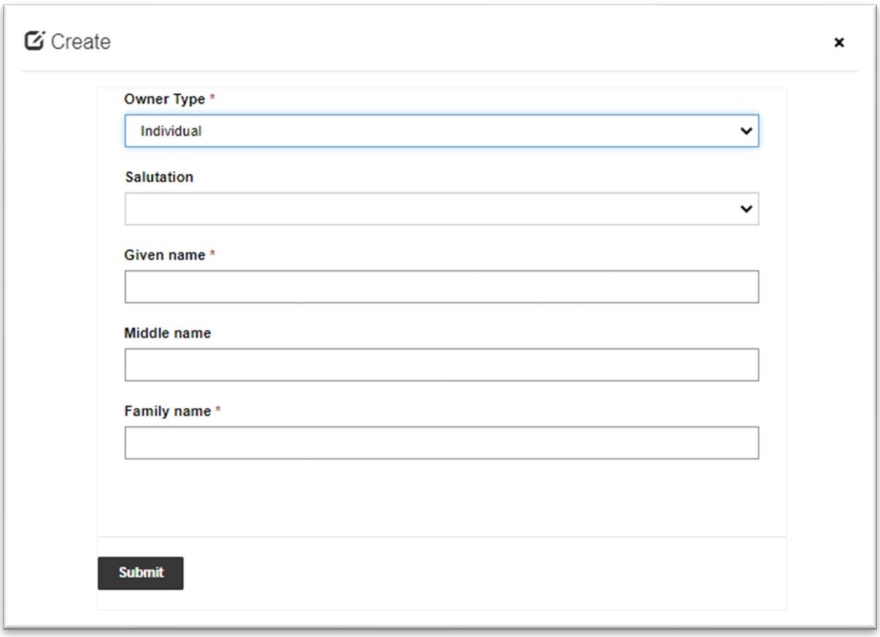
2.4 Registration of company owners

The names of company owners also need to be entered as part of the registration process. At least one company owner must be added before being able to continue. Company owners can be individuals or companies.

Click ***Create*** and select the owner type (Company or Individual), enter the relevant details and click ***Submit***.

Repeat for additional owners, then click ***Next***.

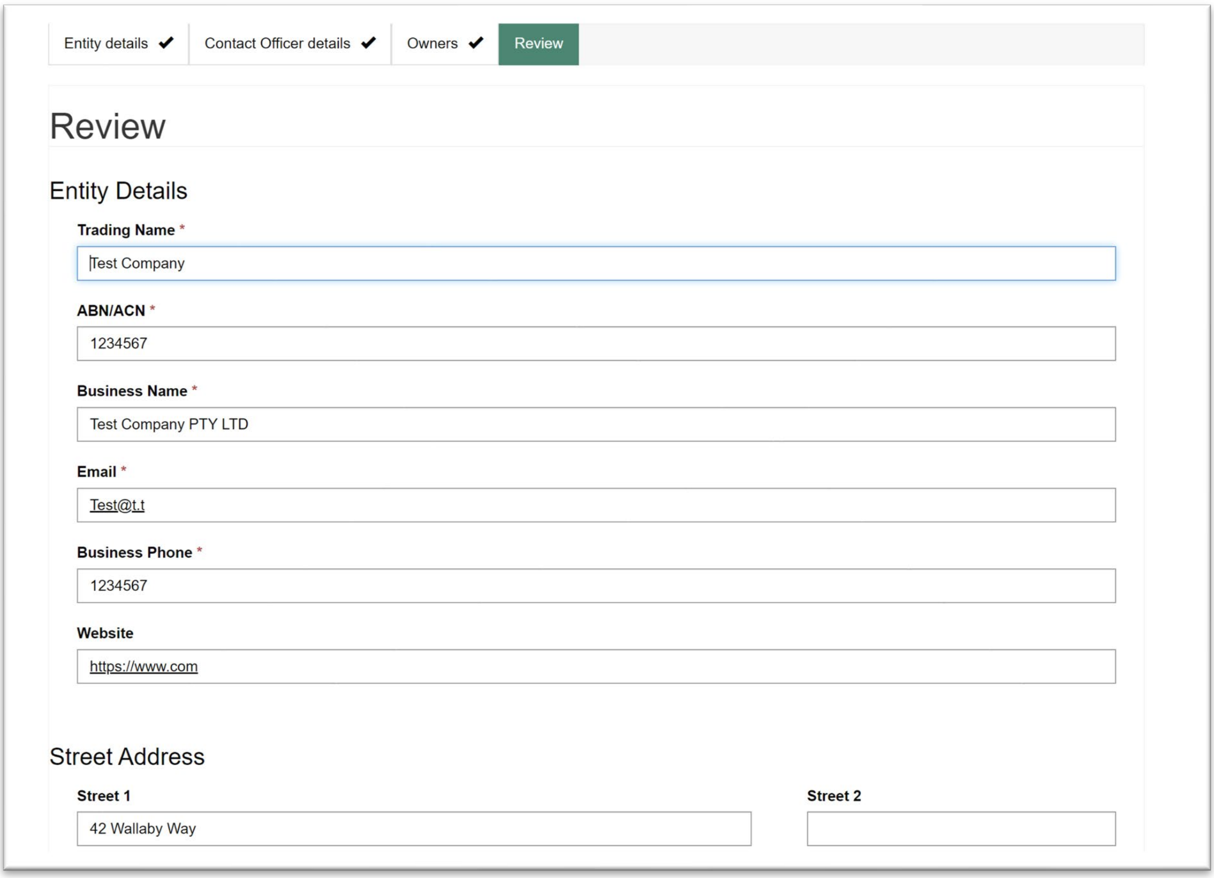




2.5 Review

Check all the information provided is accurate, complete the captcha and click ***Submit***.

Click ***Previous*** to update any details.



Your application has been submitted and will be reviewed by a QIC administrator. If further information is required a QIC administrator will be in contact.

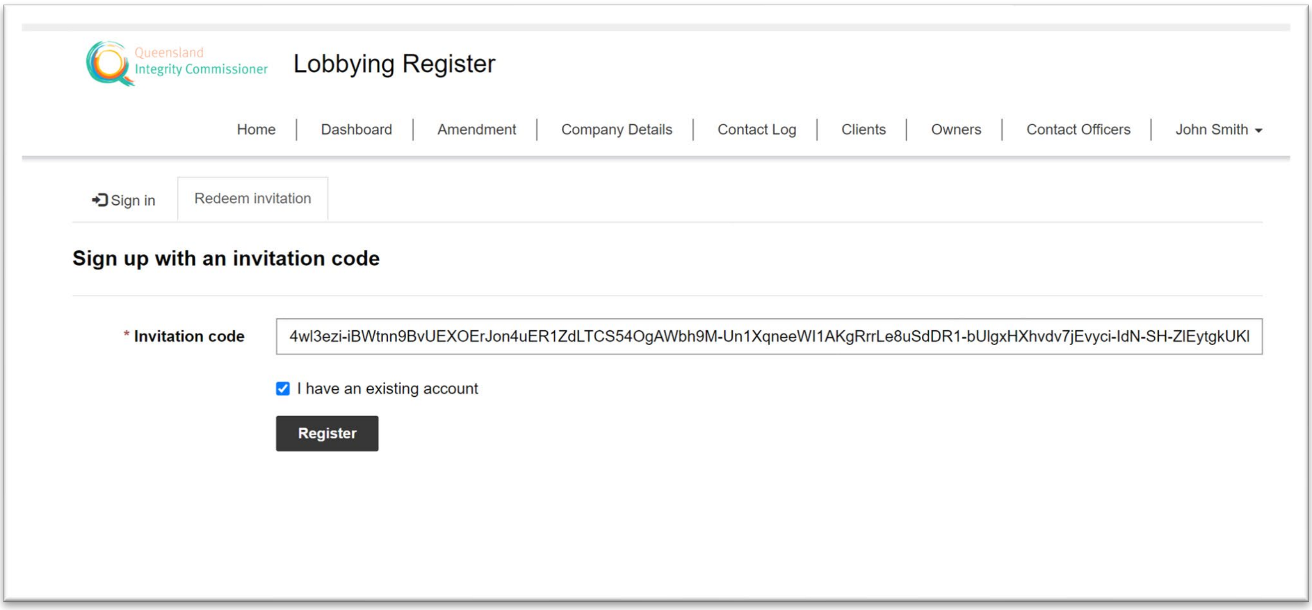
A confirmation email will be sent with further details.

3 Signing in

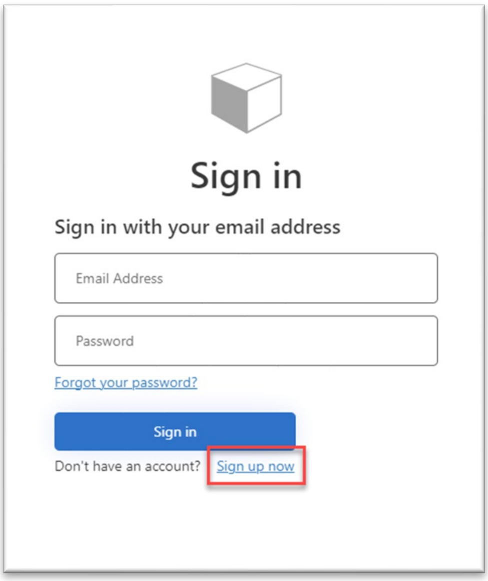
3.1 Initial sign up

If your registration application has been approved, you will receive an email confirmation containing a link to finalise your registration.

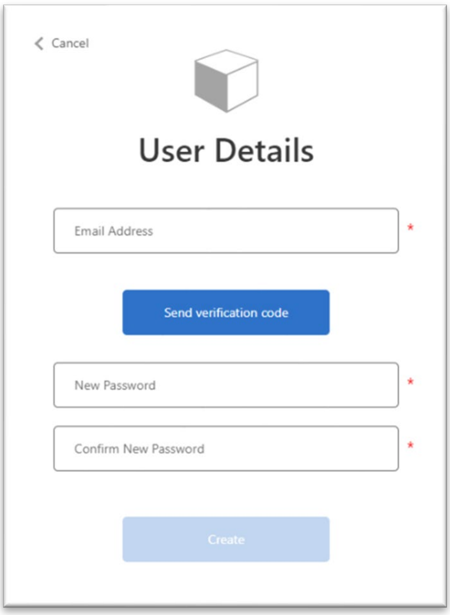
Click the link in the email to sign up with your unique invitation code and click ***Register***.



If you are a first-time user, select ***Sign up now***.



Enter your contact officer email address and click ***Send verification code***.



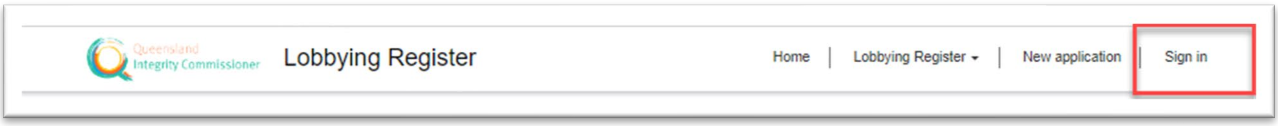
Enter the 6-digit verification code, enter your password, retype the password to confirm and click ***Create***.

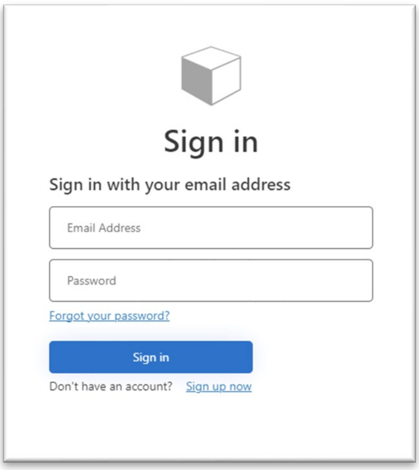
Your password must be between 8 and 64 characters and contain at least three of the following:

1. a lowercase letter
2. an uppercase letter
3. a number
4. a symbol.

3.2 Sign in

Once registered, select ***Sign In***. Enter your email address, password and click ***Sign in***.





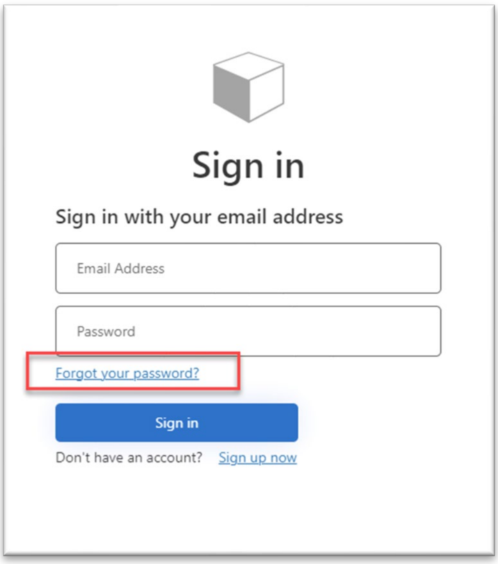
3.3 What to do if you forget your password

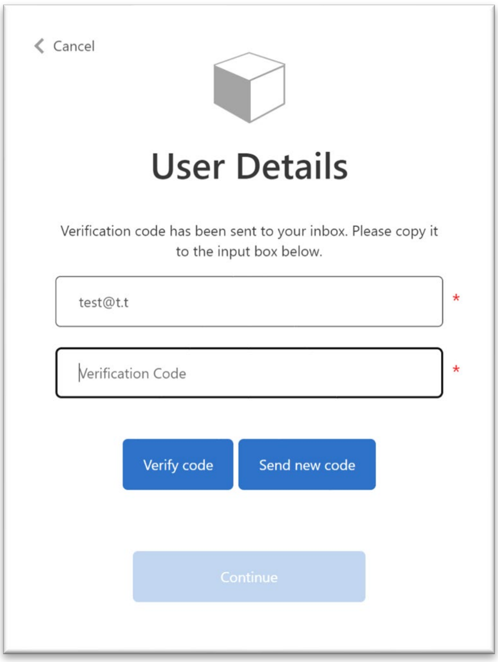
If you forget your password, go to the sign-in screen and click ***Forgot your password?***

Enter your email address (the email address of the contact officer) and **click *Verify code***. **Enter** the verification code that is emailed to you and **click *Continue***. If you do not receive the verification code click ***Send new code***.

Enter your new password, retype the password to confirm and **click *Continue***.

To change the contact officer email address, contact the Office of the QIC.

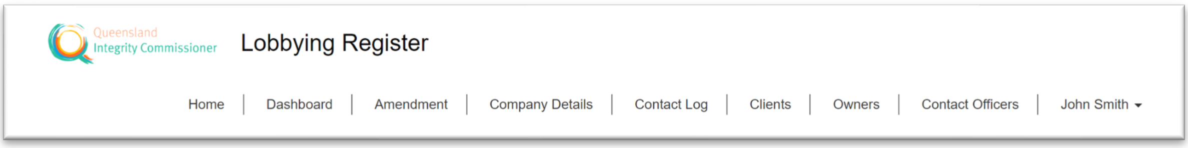




4 Navigation bar

A navigation bar provides you with easy navigation to all sections in the register, including:

- Dashboard (refer to section 5)
- Amendment (refer to section 13)
- Company details (refer to section 9)
- Contact log (refer to section 12)
- Clients (refer to section 7)
- Owners (refer to section 8)
- Contact Officers (refer to section 10)
- Name of contact officer currently logged in.



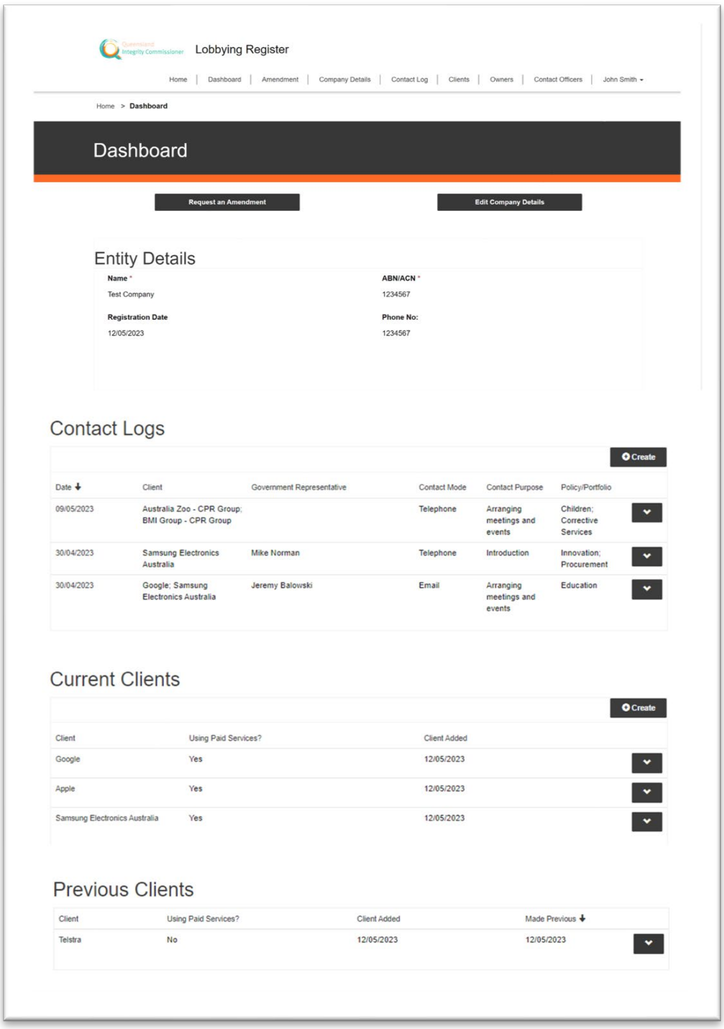
5 Dashboard

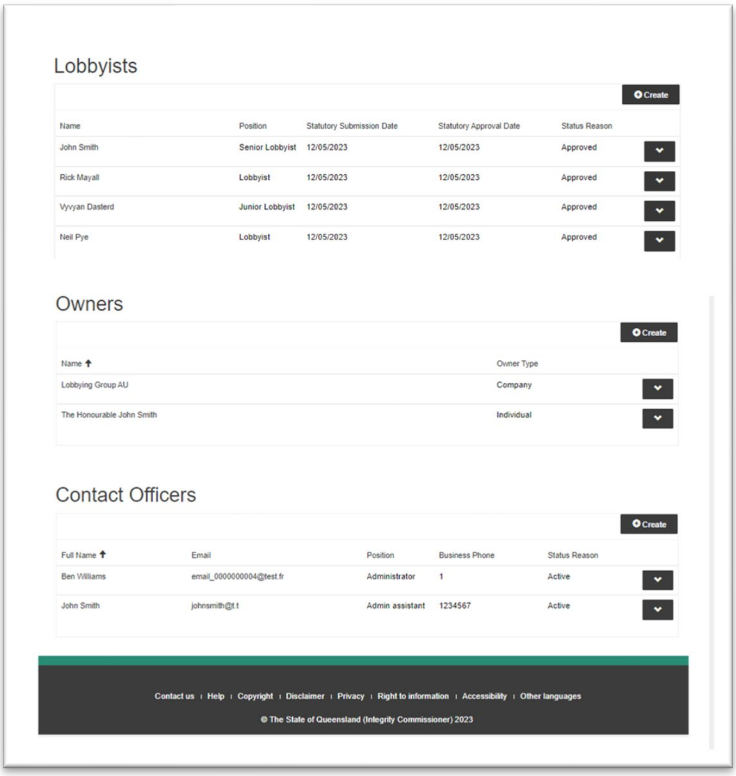
5.1 What is the dashboard?

The Dashboard is the home page for your account and includes:

- a company summary
- contact logs (refer to section 5.2)
- list of current and previous clients (refer to section 5.3)
- lobbyists (refer to section 5.4)
- owners (refer to section 5.5), and
- contact officers (refer to section 5.6).

From the Dashboard you can view more details or create new records.



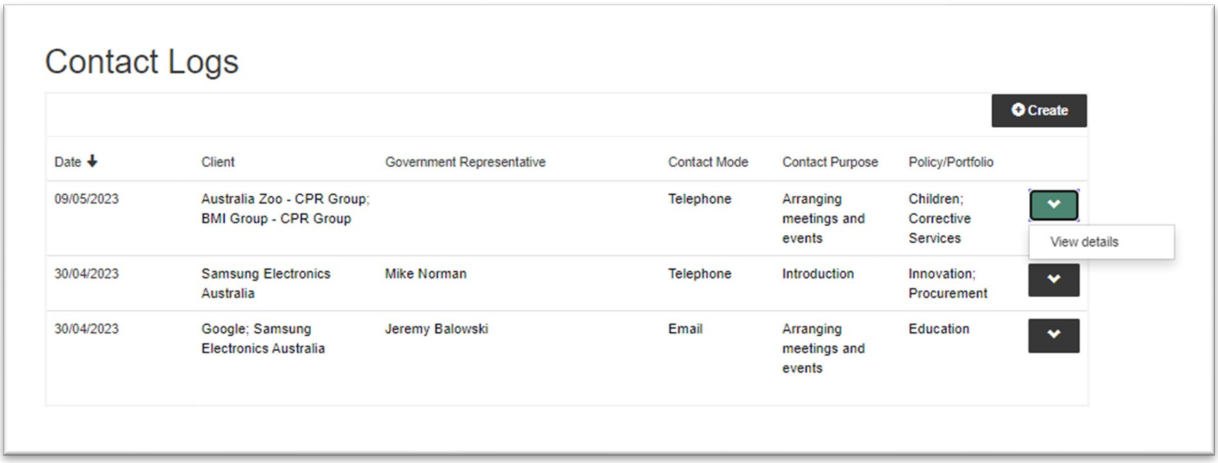


5.2 Contact Logs

The contact log lists the contact information of companies for which registered lobbyists have lobbied for the past 10 years.

Your actions on this list:

- To view more details on an item, click the dropdown and select **View details**.
- To create a new contact log entry, click **Create**. Refer to section 12 for further information.



5.3 Current and Previous Clients

The Current Clients and Previous Clients sections list your company's registered clients. Each entry includes:

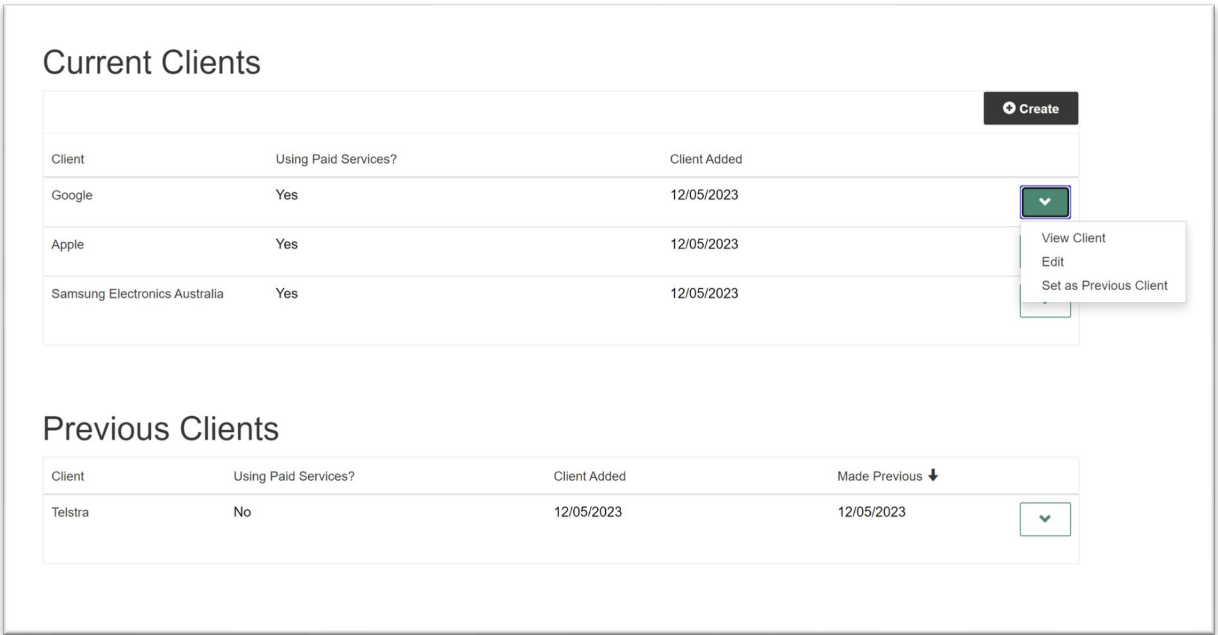
- the name of the client
- whether or not the client provides paid services
- when the client was added.

Your actions on this list:

- To view more details on an item, click the *dropdown* and select ***View details***.
- To update an item, click the *dropdown* and select ***Edit***.
- To change the current client to a previous client, click the *dropdown* and select ***Set as Previous Client***.

To create a new client entry, click **Create**. Refer to section 7 for further information.

To remove a previous client from the register, click the dropdown and select ***Archive***.



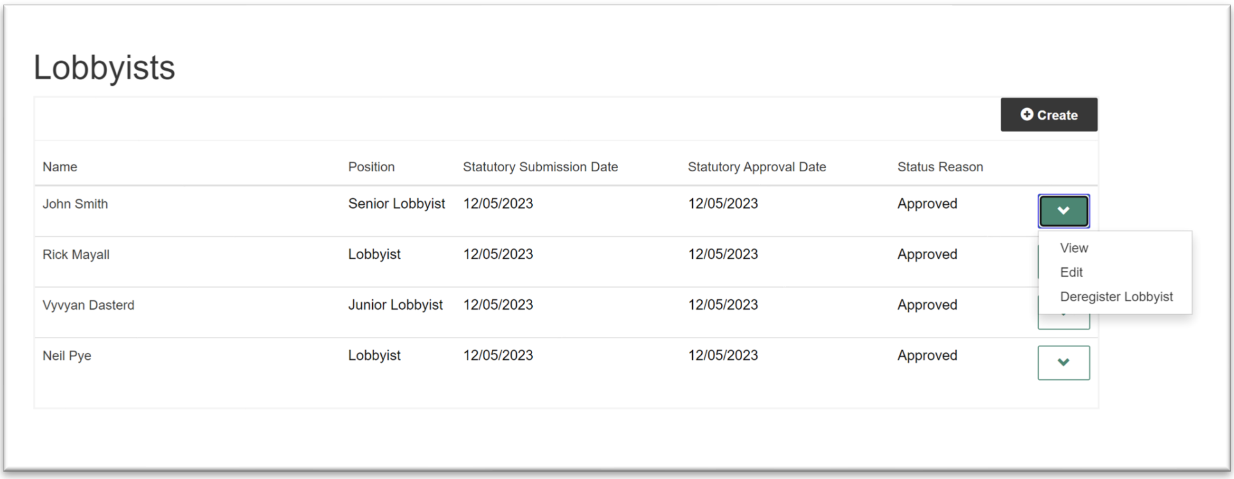
5.4 Lobbyist list

The lobbyist list shows the lobbyists registered to your company.

Your actions on this list:

- To view more details on an item, click the *dropdown* and select ***View***.
- To update an item, click the *dropdown* and select ***Edit***.
- To declare that a lobbyist is no longer working for your company, click the *dropdown* and select ***Deregister lobbyist***.

To create a new lobbyist entry, click **Create**. Refer to section 6 for further information.



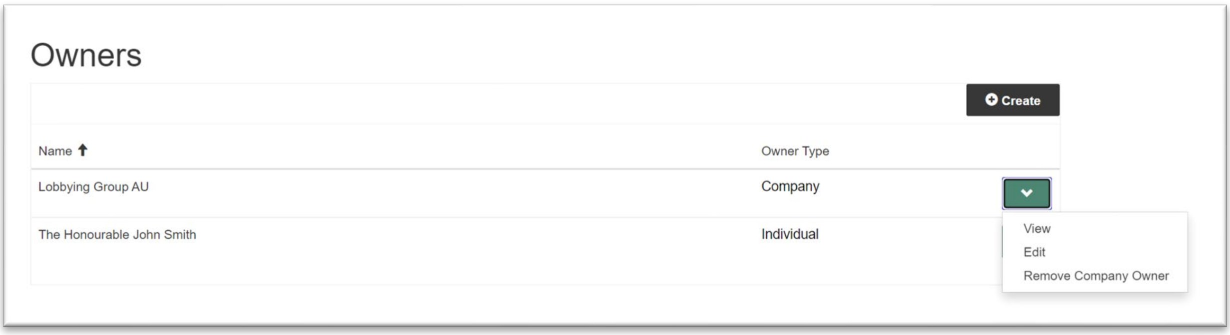
5.5 Owner list

The owner list shows the owners of your company.

Your actions on this list:

- To view more details on an item, click the **dropdown** and select ***View***.
- To update an item, click the **dropdown** and select ***Edit***.
- To remove an owner listed for your company, click the **dropdown** and select ***Remove Company Owner***.

To create a new owner entry, click **Create**. Refer to section 8 for further information.



5.6 Contact Officers

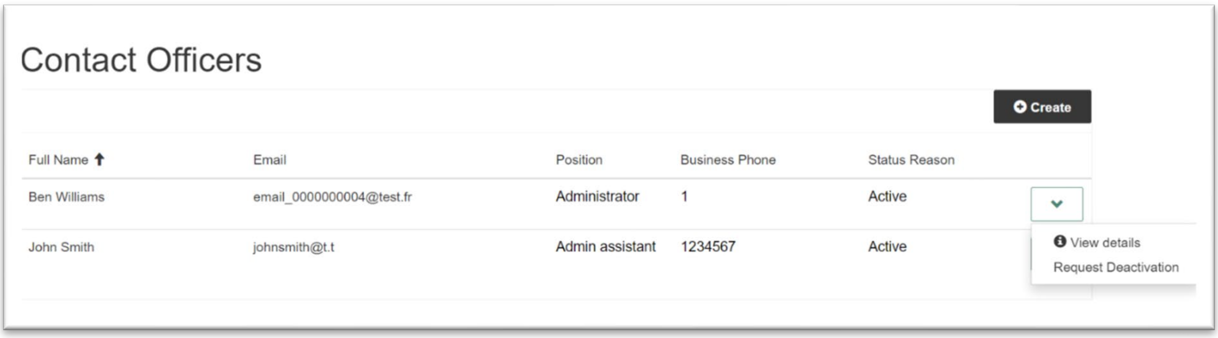
The contact officer list shows you and any other contact officers for your company, including their status.

Your actions on this list:

- To view more details on an item, click the **dropdown** and select ***View details***.
- To request for a contact officer to be deactivated, click the **dropdown** and select ***Request Deactivation***.

To create a new contact officer, click **Create**. Refer to section 10 for further information.

Note that deactivations of current contact officers and the creation of new contact officers will be finalised by the Office of the QIC.



6 Lobbyists

6.1 View list of lobbyists

To view the lobbyists registered for your company, select ***Dashboard,*** and navigate to the Lobbyist list.

6.2 Registration process

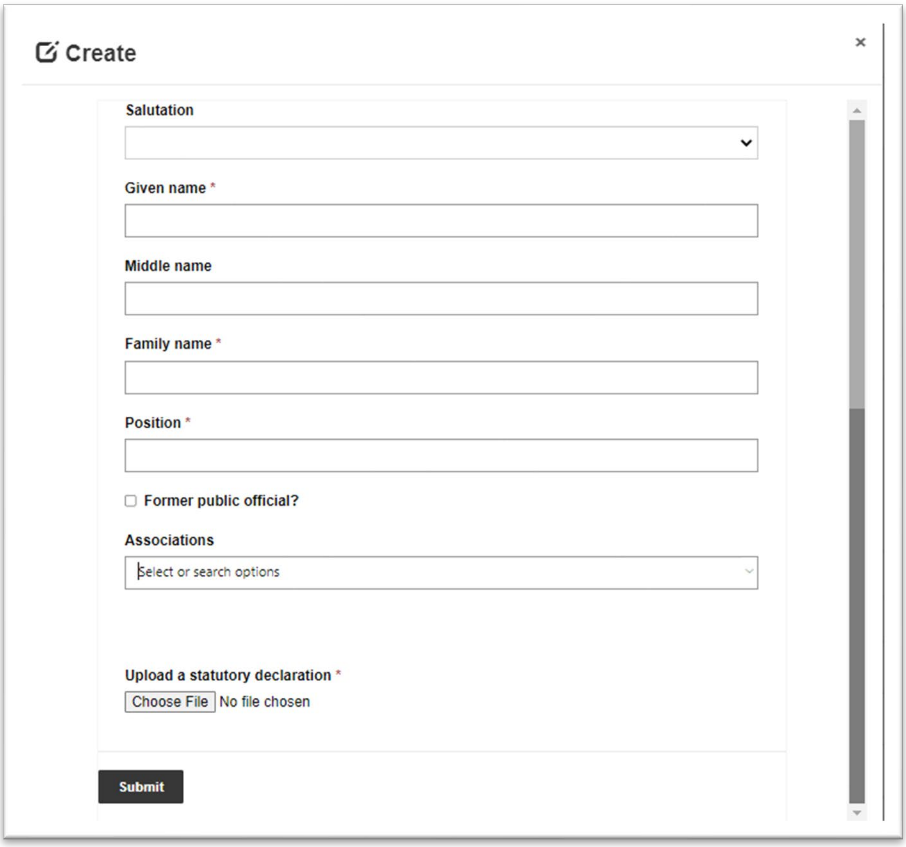
To add a lobbyist to the register, select ***Dashboard*** and navigate to the Lobbyist list, then click ***Create***.

The lobbyist will need to complete a statutory declaration for you to upload. (Refer to section 2.3 for more information on completing a statutory declaration)

Enter the lobbyist details and upload the statutory declaration, then click ***Submit***.

Your lobbyist details have been submitted and will be reviewed by the Office of the QIC.

A confirmation email will be sent with further details.



6.3 Status reason

Each lobbyist registered for your company will have an associated Status Reason.

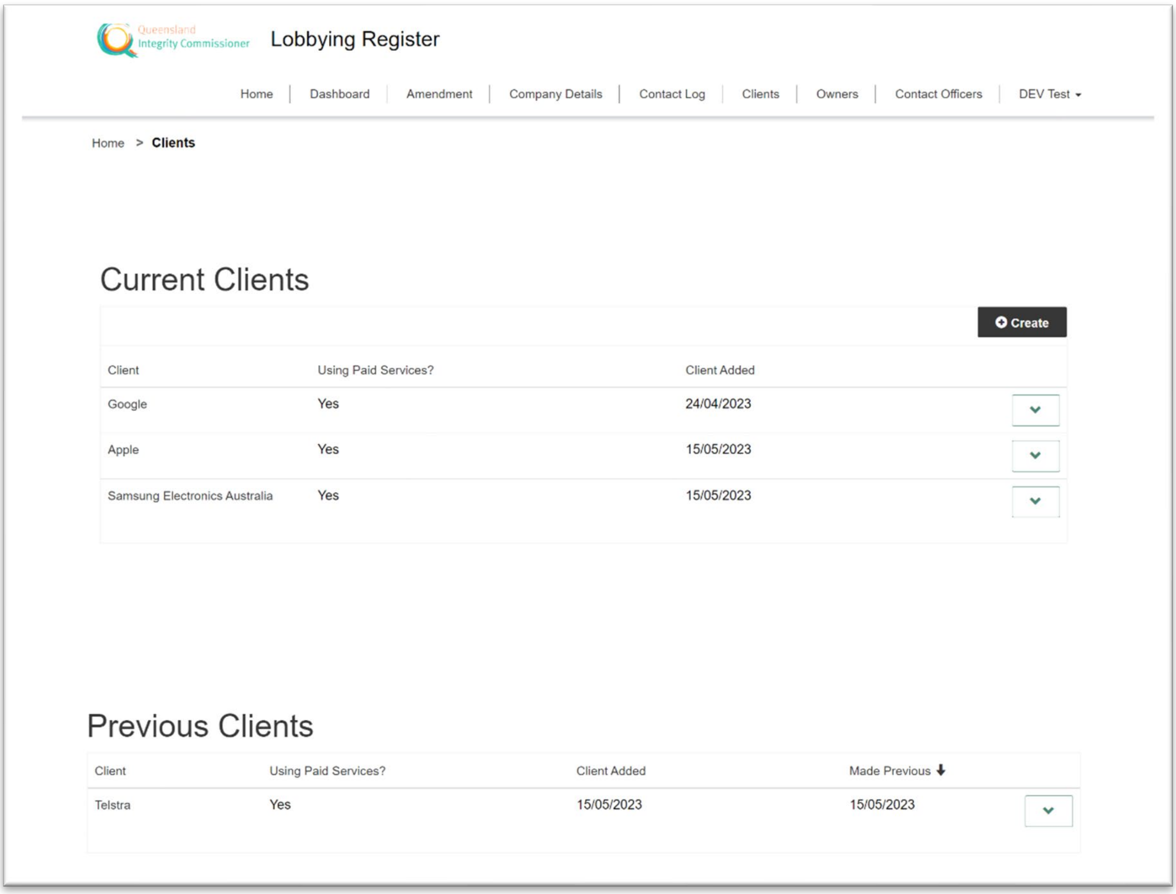
The status for the lobbyist's entry will be one of the following:

- **New Awaiting Submission** – the lobbyist details have been entered into the system for the first time by a contact officer, but a statutory declaration has yet to be submitted.
- **New Awaiting Approval** – the lobbyist details have been entered into the system for the first time by a contact officer and a statutory declaration has been submitted but is yet to be approved.
- **Awaiting Submission** – the lobbyist has been accepted into the register previously, but a new statutory declaration is required. Note that statutory declarations must be resubmitted annually, due 31 July each year.
- **Awaiting Approval** – the lobbyist has been accepted into the register previously, a new statutory declaration has been submitted but is yet to be approved.
- **Approved** – the lobbyist has been registered, their statutory declaration has been checked and they are officially in the system.
- **Declined - Failed Obligations** – the lobbyist's registration has been declined as a new statutory declaration is overdue and has not been registered in the system.
- **Declined - Incorrect Information** – the lobbyist's registration has been declined due to incorrectly entered information and has not been registered in the system.

7 Clients

7.1 View list of clients

To view the current and previous clients registered for your company, select ***Client*** on the navigation bar, or from the **Dashboard** navigate to the Client list.

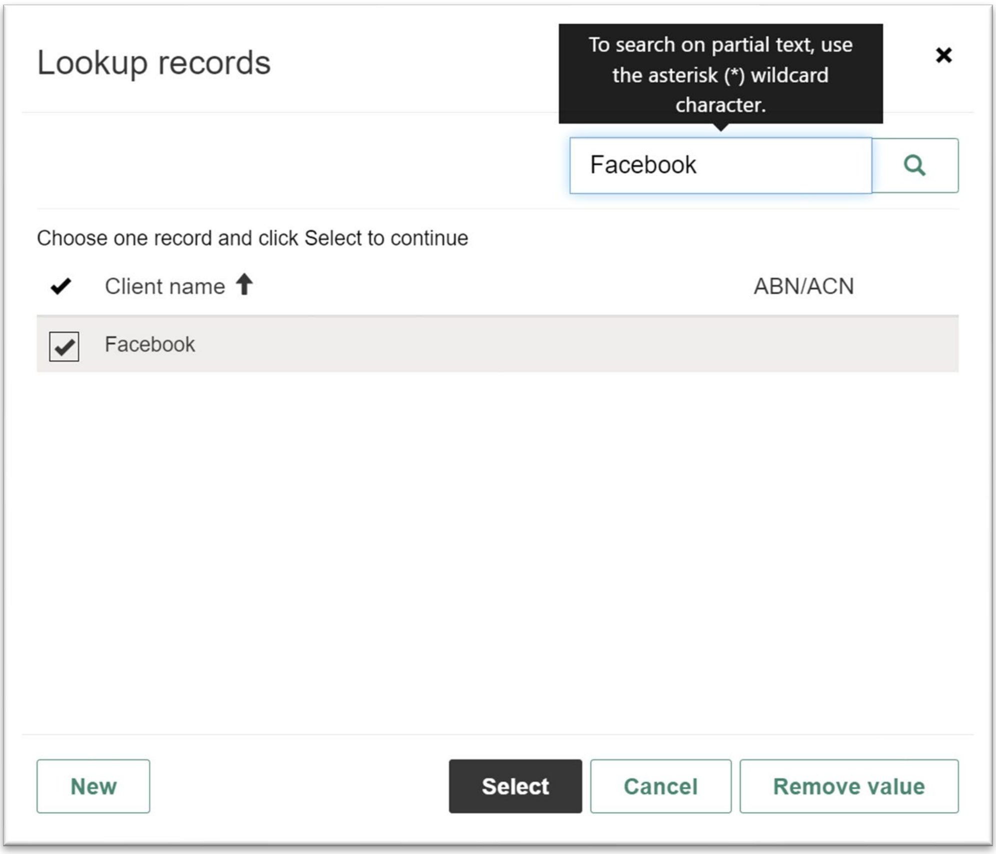


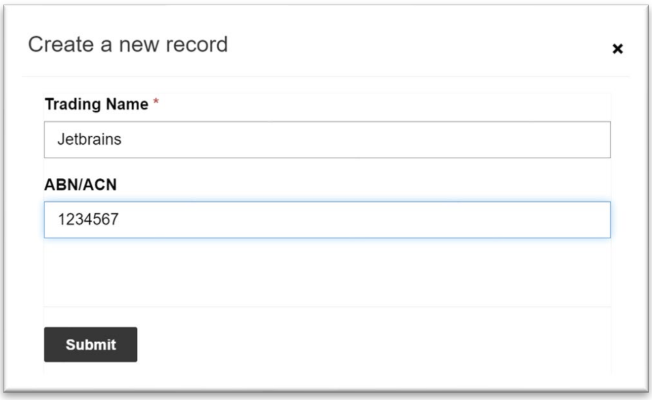
7.2 Register new client

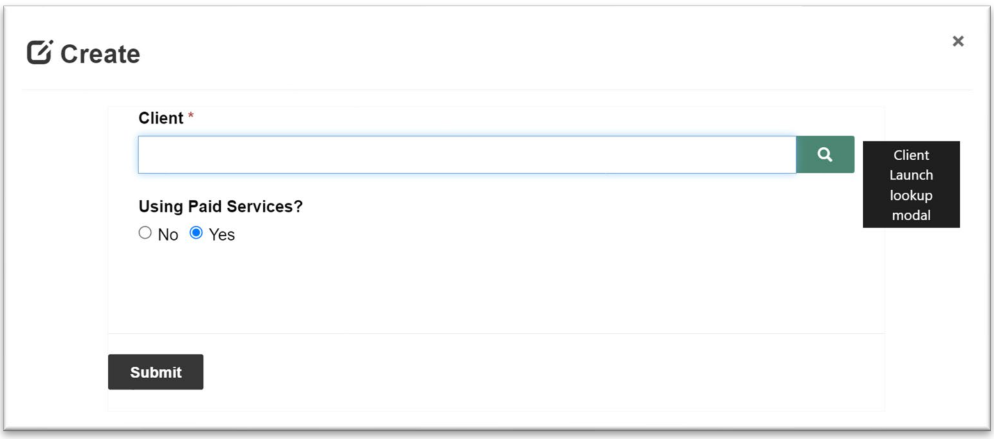
To add a client to the register, from the Clients page, click ***Create***.

To create the client:

1. Search for an existing client entry - click ***the magnifying glass icon***
   a. On the lookup records window, enter all or part of the client's name into the search field (*use asterisks * for a wildcard search for part of the name or ABN/ACN)* and press Enter or click ***Search*** (magnifying glass).
   b. If the client exists - select the checkbox and click ***Select***.
   c. If the client does not exist – click ***New***.
      i. On the create a new record window, enter the trading name and ABN/ACN of the client, then click ***Submit***.
2. If your services provided to the client are paid – select the checkbox and click ***Submit***.


Lookup records
To search on partial text, use the asterisk (*) wildcard character.
Facebook
Choose one record and click Select to continue
Client name
ABN/ACN
Facebook
New
Select
Cancel
Remove value

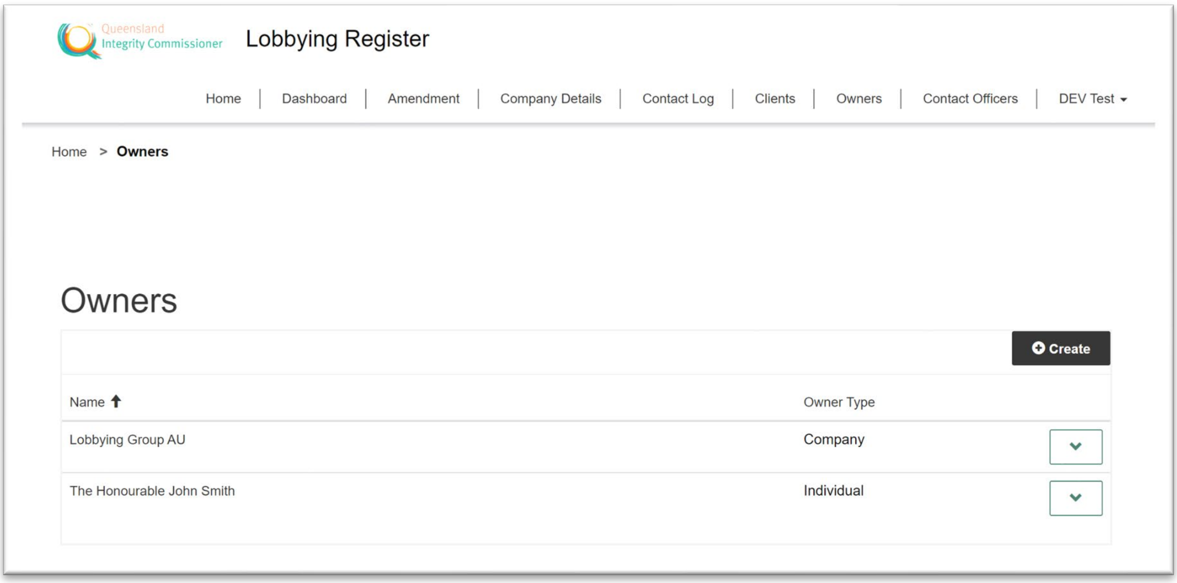

Create a new record
Trading Name *
Jetbrains
ABN/ACN
1234567
Submit


Create
Client *
Client Launch lookup modal
Using Paid Services?
No
Yes
Submit

8 Owners

8.1 View list of owners

To view the owners registered for your company, select ***Owner*** on the navigation bar, or from the **Dashboard** navigate to the Owners list.

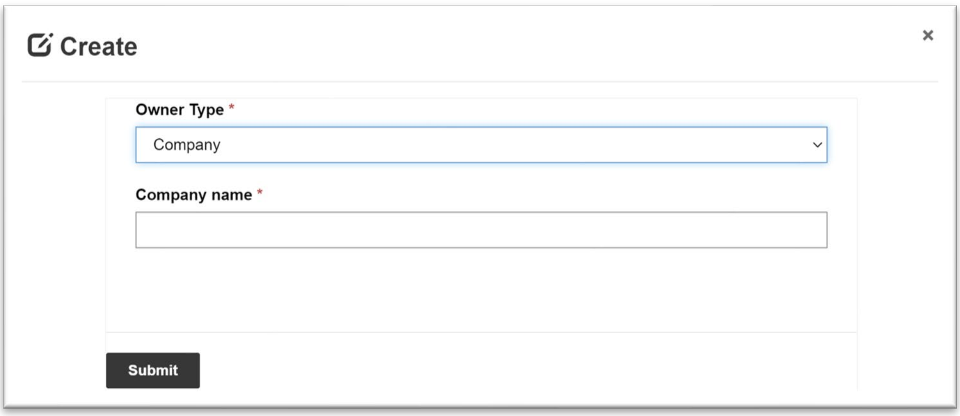


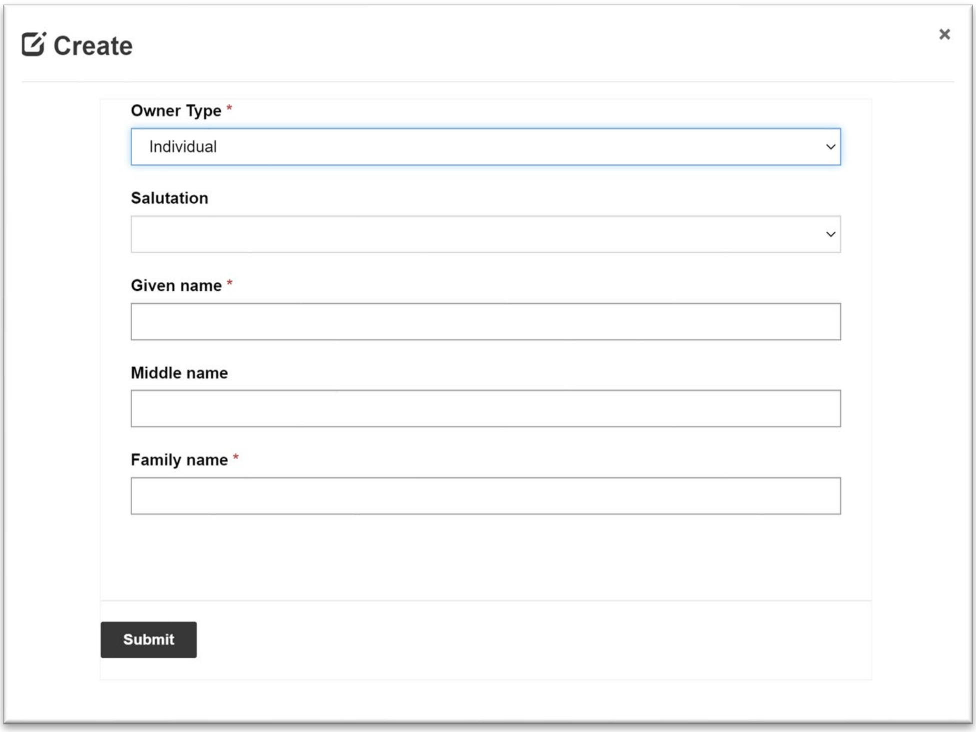
8.2 Register new owner

To add an owner to the register, from the Owners page, click ***Create***.

To create the owner:

1. Select the owner type: company or individual.
2. If the owner is a company, enter the company name and click ***Submit***.
3. If the owner is an individual, enter the person's name and click ***Submit***.



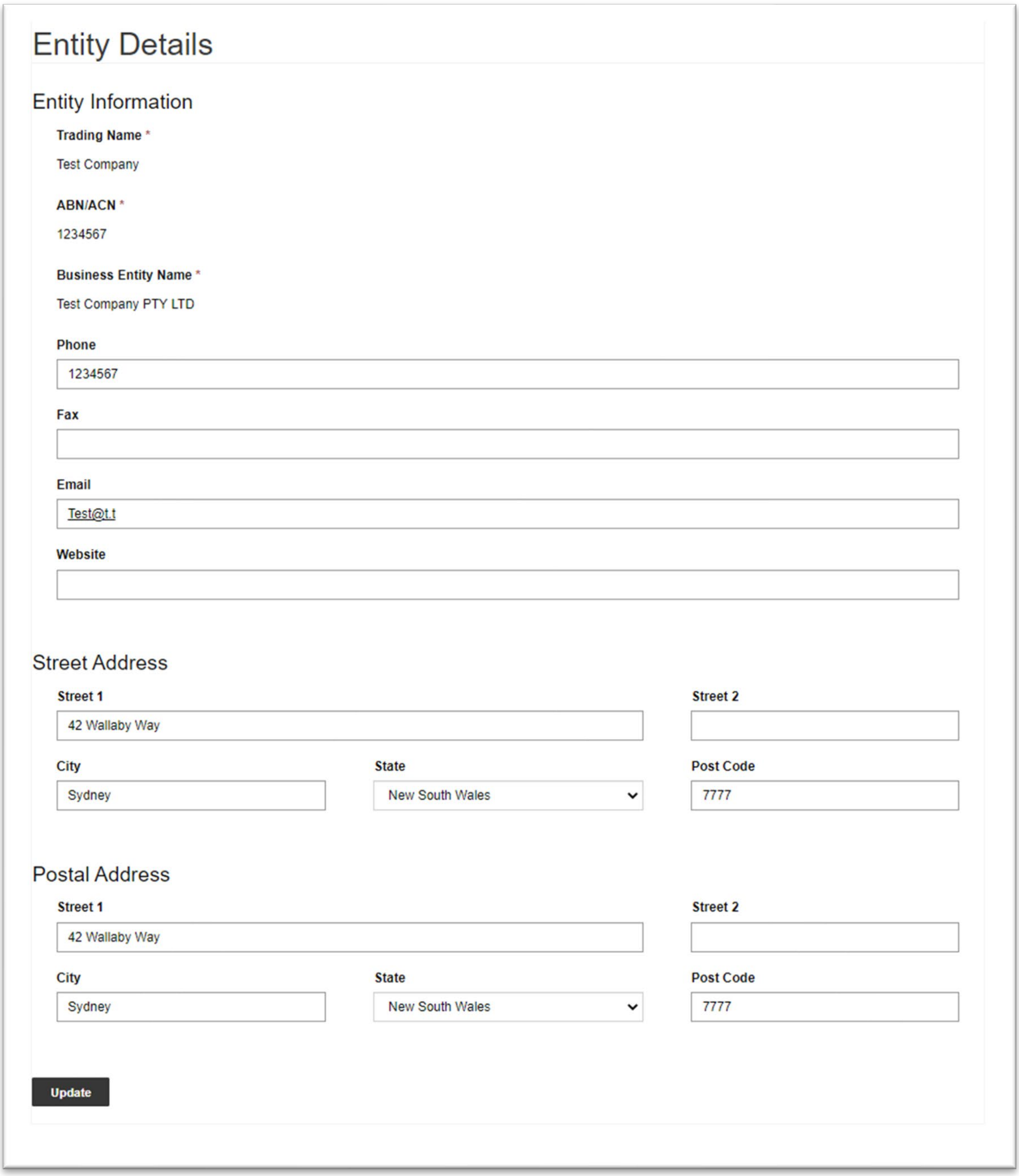

Create
Owner Type *
Individual
Salutation
Given name *
Middle name
Family name *
Submit

9 Company details

9.1 View company details

To view details registered for your company, select ***Company Details*** on the navigation bar.

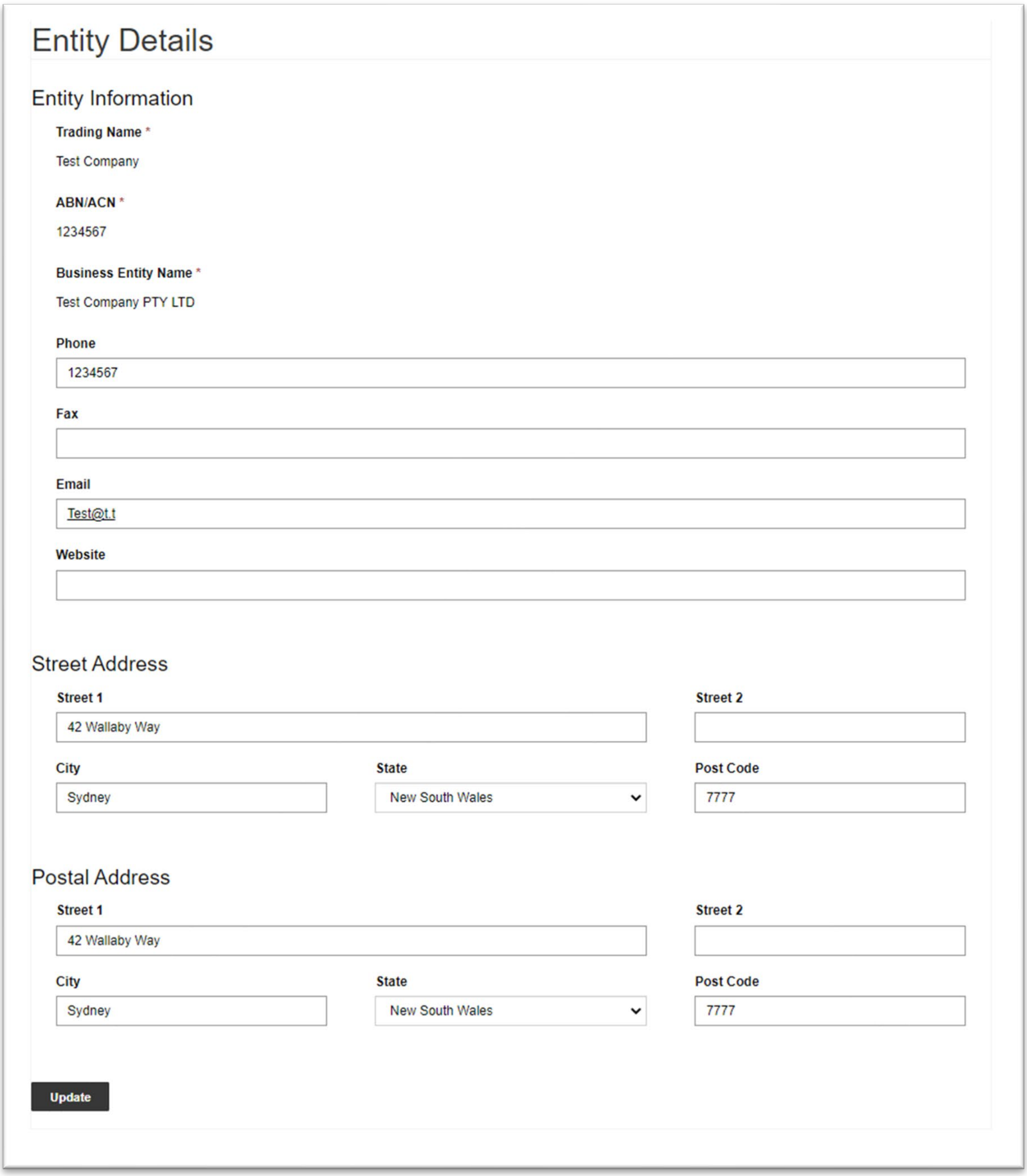
Note that only your company's trading name and ABN will appear on the public register.



9.2 Update company details

From the company detail's view page, update your phone number, email, website URL, street address and postal address, then click ***Update***.

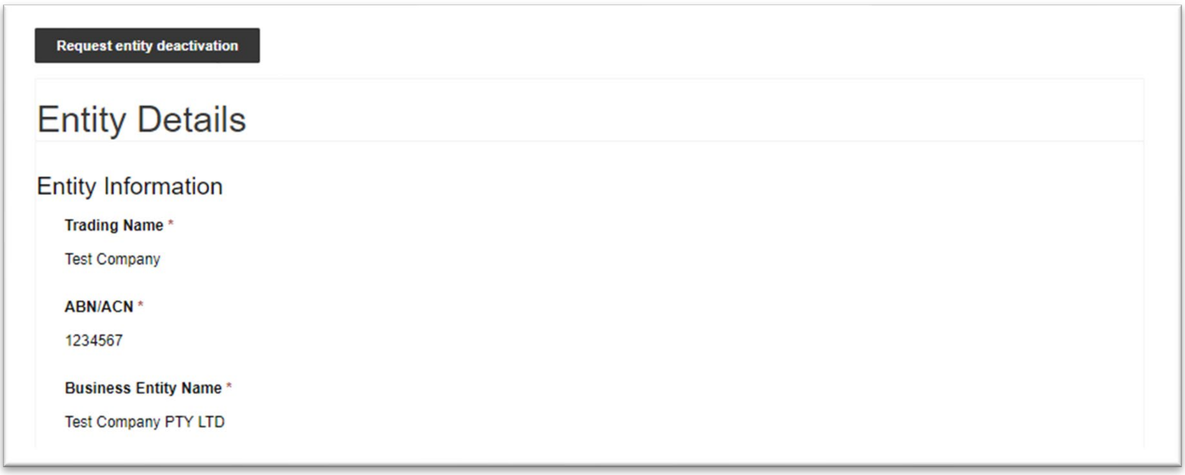
You cannot update your company's trading name or ABN/ACN through the Lobbying Register. Refer to section 13 for requesting an amendment to your company details.



9.3 Request entity deactivation

Click ***Request Entity Deactivation*** to open a page where you can request that a staff member of the Office of the QIC deactivate your company, which will remove it from the register.

You must provide a reason for the deactivation to you submit your request.

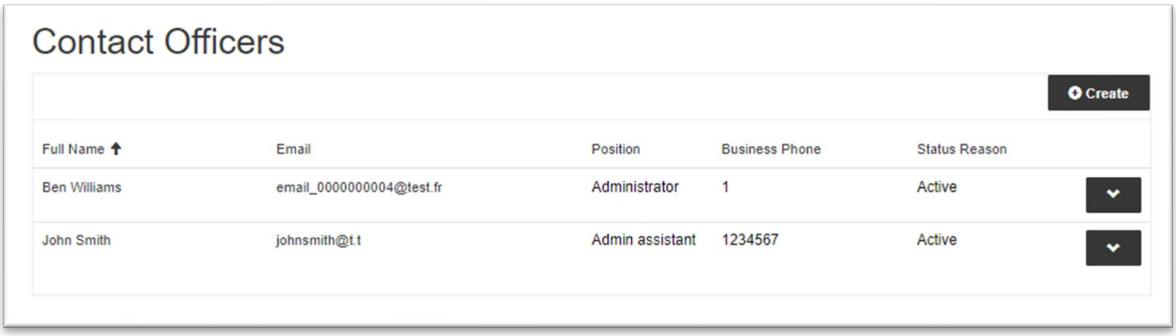


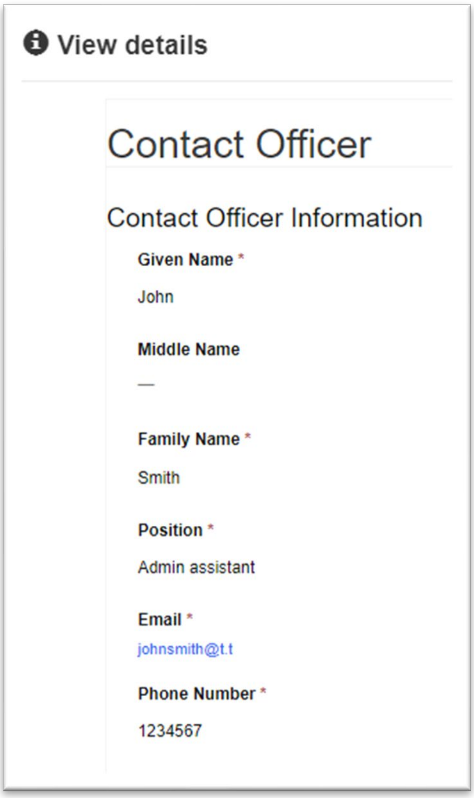
10 Contact officer

10.1 View list of contact officers

To view the contact owners registered for your company, select ***Contact Officers*** on the navigation bar, or from the **Dashboard** navigate to the Contact officer list.

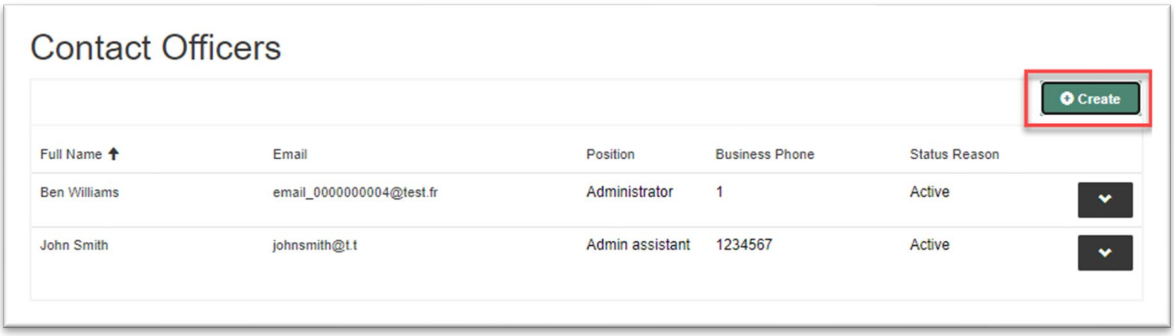
Note that the Contact Officer is the main point of contact for your company and can change the company's details in the register. Although there can be multiple contact officers per company, they must be approved by QIC administrative staff for their account to be activated.

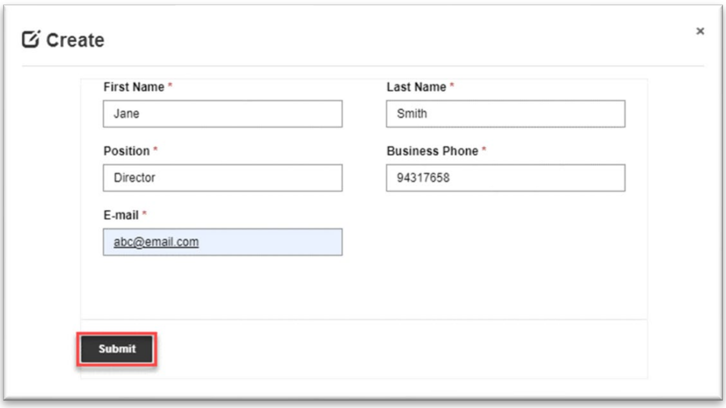




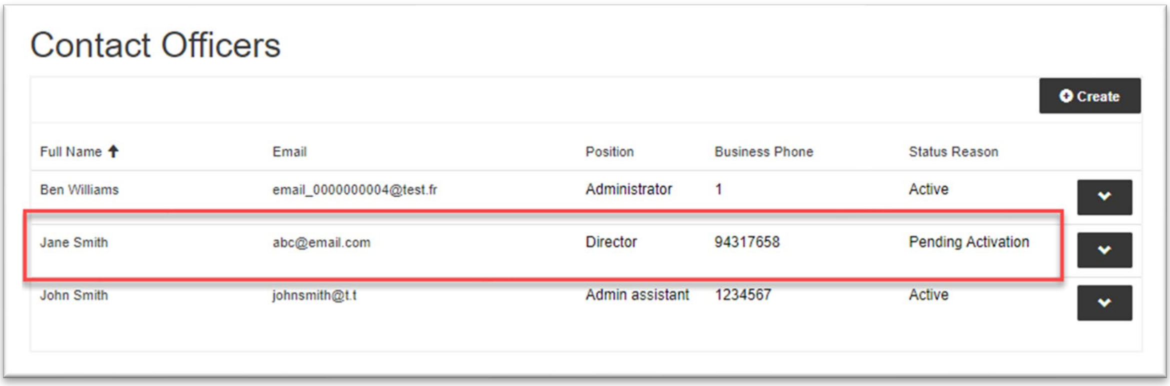
10.2 Create a new contact officer

To create a new contact officer click **Create** from the Contact Officer section on the dashboard or the contact officer page in the navigation. Enter all required details and click **Submit**





The new contact officer will be shown as pending activation until approved by QIC, at which point they will receive an invitation email to finalise their registration.



10.3 Update contact officer details

A contact officer can only change their own information from the Profile page. Refer to section 11 for more information.

To update your other contact officer details for your company contact the Office of the QIC.

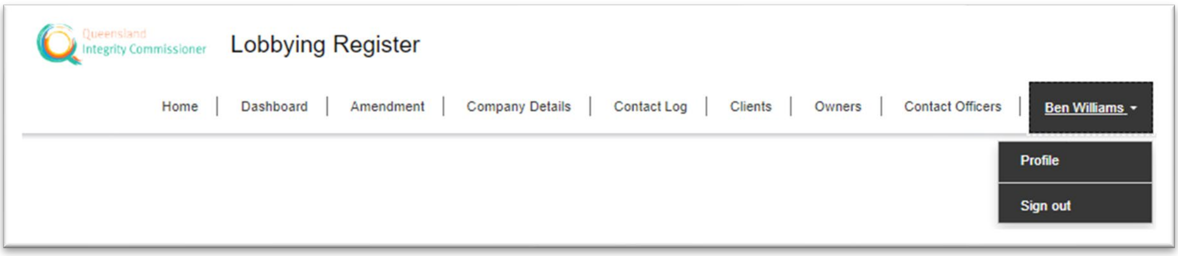
11 My profile

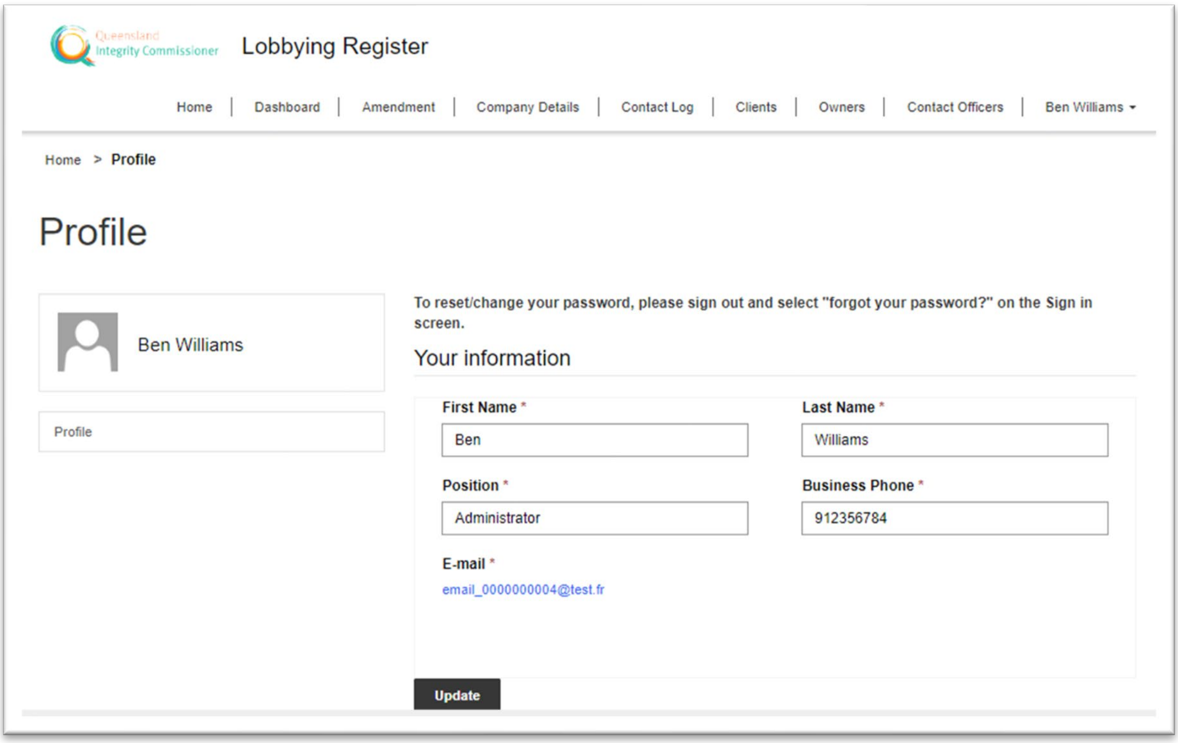
To view your account, select your name on the navigation bar and select my profile.

To change your password, select ***Forgot your password?*** on the Sign In page.

Update your name, position or phone number and click ***Update***.

To update your email address, contact the Office of the QIC.

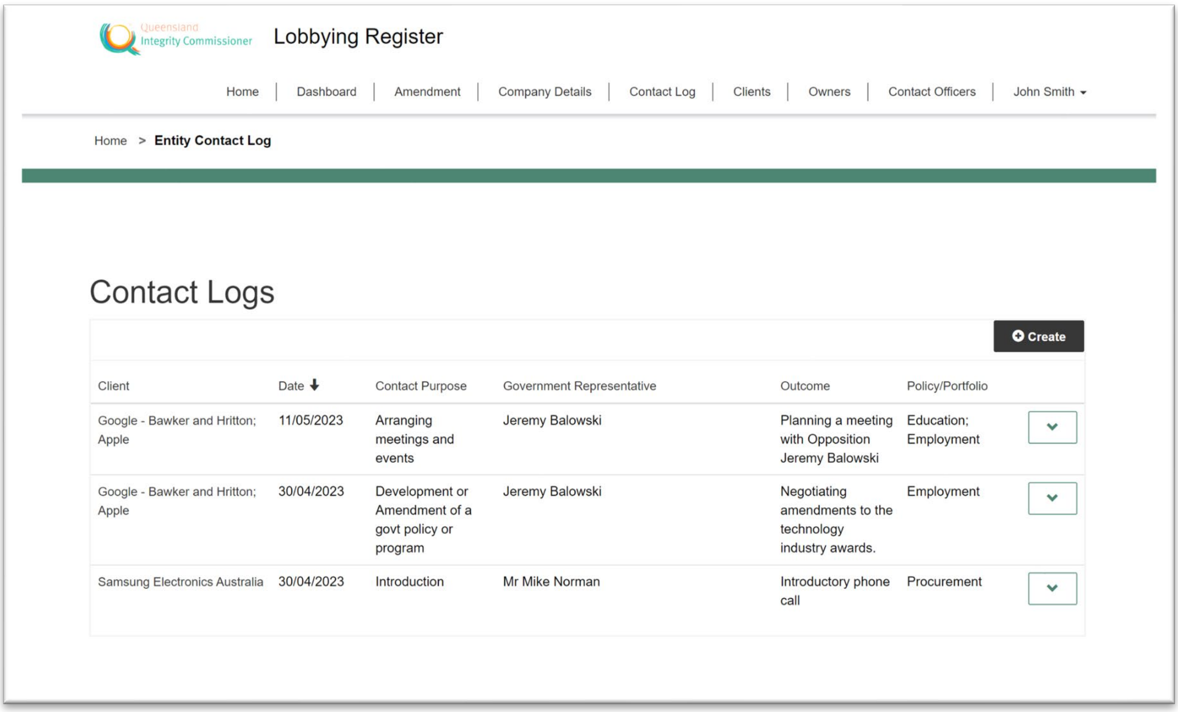




12 Contact Log (Register of Contact with government or opposition representatives)

12.1 View contact log

To view the contact log for your company, select ***Contact Log*** on the navigation bar, or from the **Dashboard** navigate to the Contact log list.



12.2 Register contact

You are required to enter details about your companies lobbying contact with government or opposition representatives.

The Lobbyists' Code of Conduct requires the details of each month's meetings to be entered and submitted by the 15th of the following month.

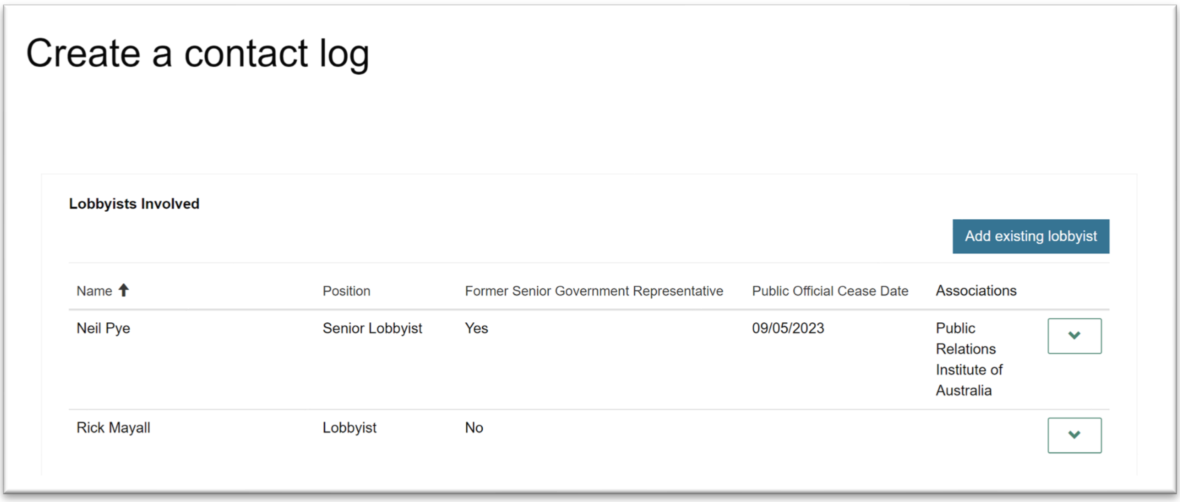
The following details are required:

- the lobbyists present or involved in the contact
- whether the contact complies with the Lobbyists Code of Conduct
- the date of the contact
- the mode of the contact, eg. phone, email, face-to-face:
  - if the mode of contact selected is 'Other' – further details are required
- the clients represented in the contact
- the government or opposition representative
- at least one policy/portfolio area
- the purpose of the contact:
  - if the purpose of contact selected is 'Other', further details are required
- specific details about the contact.

Note that the publicly available details will appear in the Lobbying register on the Queensland Integrity Commissioner's website.

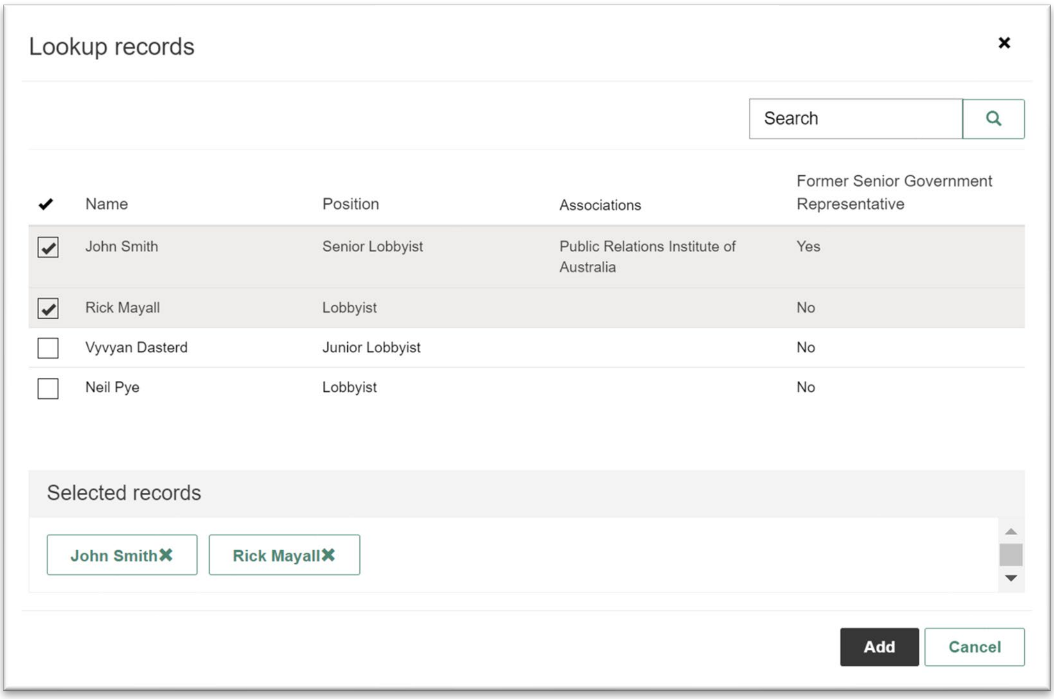
On the contact log, click ***Create***.

Click ***Add existing lobbyist*** to add each lobbyist present or involved in the contact.



On the lookup records window for lobbyists, choose the lobbyists by selecting the ***checkbox***. Once the lobbyists have been selected, click ***Add***.

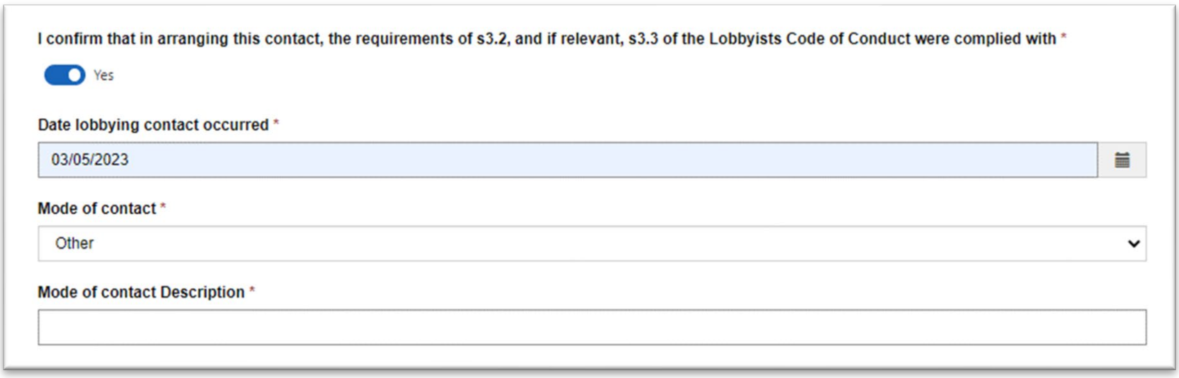
Note that at least one lobbyist must be selected.



Confirm compliance with the requirements by moving the slider to ***Yes***.

Enter the date the lobbying occurred or use the calendar picker to select the ***date***.

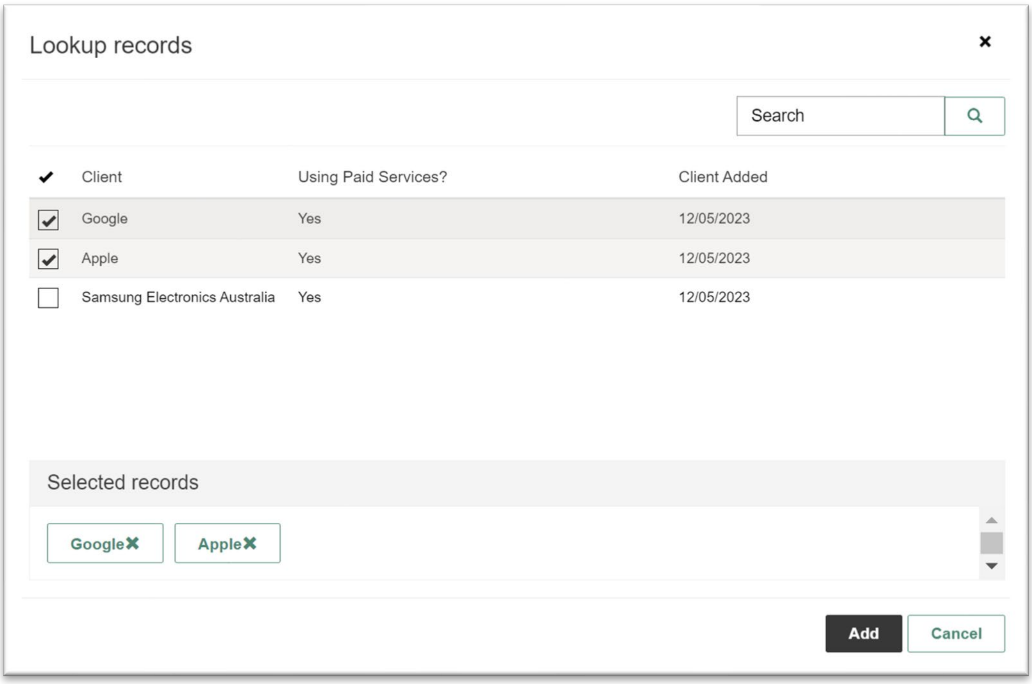
Select the Mode of contact from the ***dropdown***. If the mode of contact selected is ‘Other’, then enter further details.



Click ***Add client*** to add each client of the lobbyist.

On the lookup records window for clients, choose the clients that were represented by selecting the checkbox.
Once the clients have been selected, click ***Add Client***.

Note that at least one client must be selected.

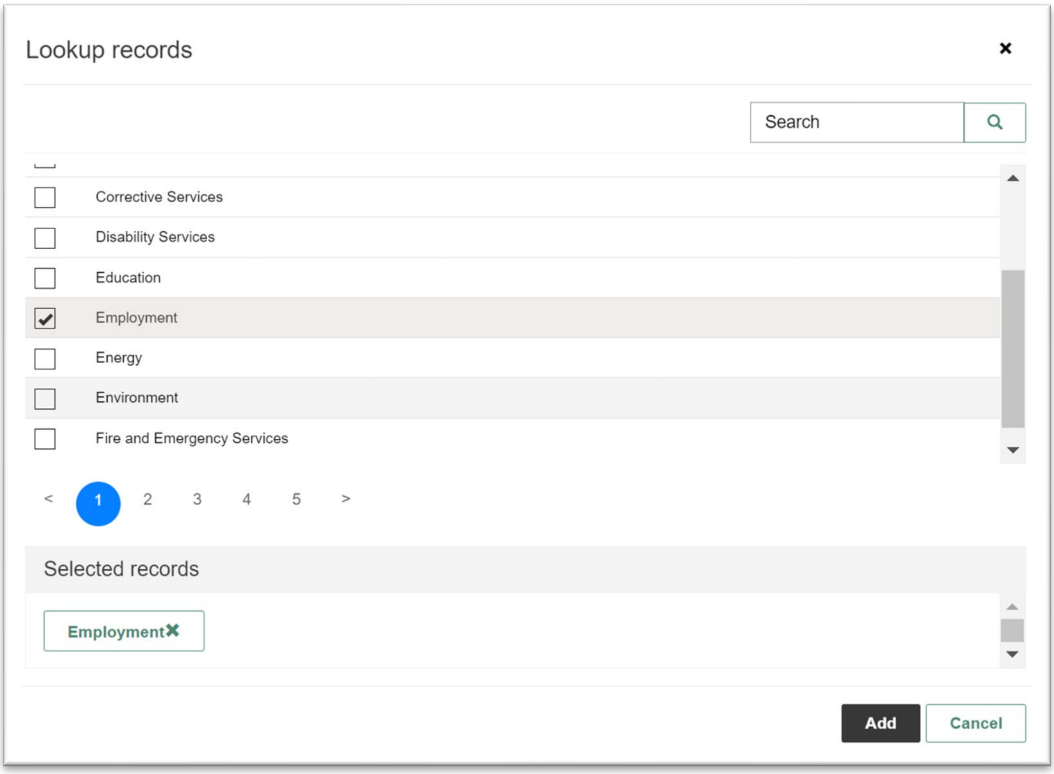


Enter details of the government or opposition representative.

Click ***Add Portfolio Area*** to add each relevant policy/portfolio area for the contact.

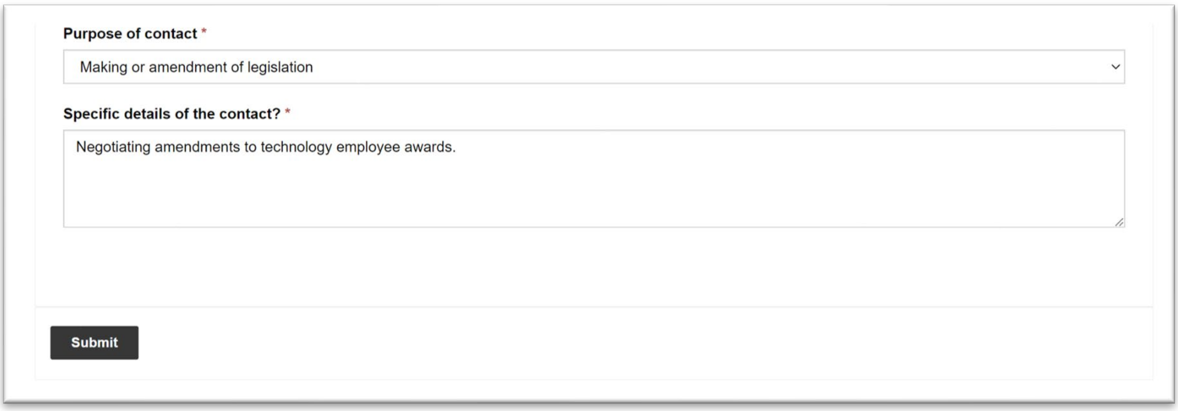
On the lookup records window for portfolios, choose the portfolios by selecting the ***checkbox***. Once the portfolios have been selected, click ***Add***.

Note that at least one portfolio must be selected.



Select the Purpose of contact from the ***dropdown***. If the purpose of contact selected is 'Other', then enter further details.

Enter the specific details of the contact and click ***Submit***.



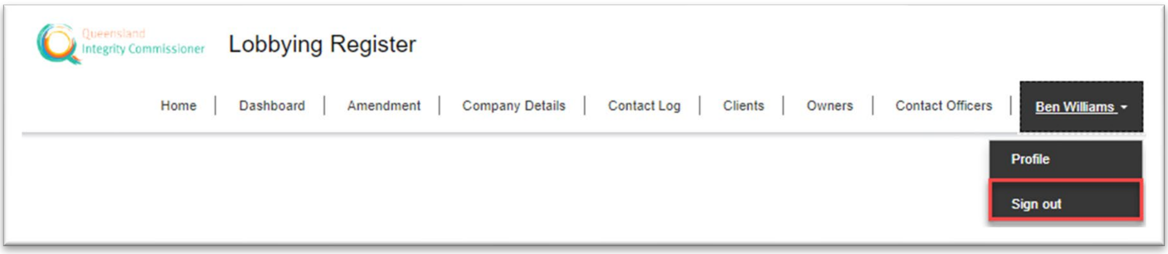
You cannot update your contact log entries through the Lobbying Register. Refer to section 13 for requesting an amendment to your contact log entry.

12.3 View published contact log

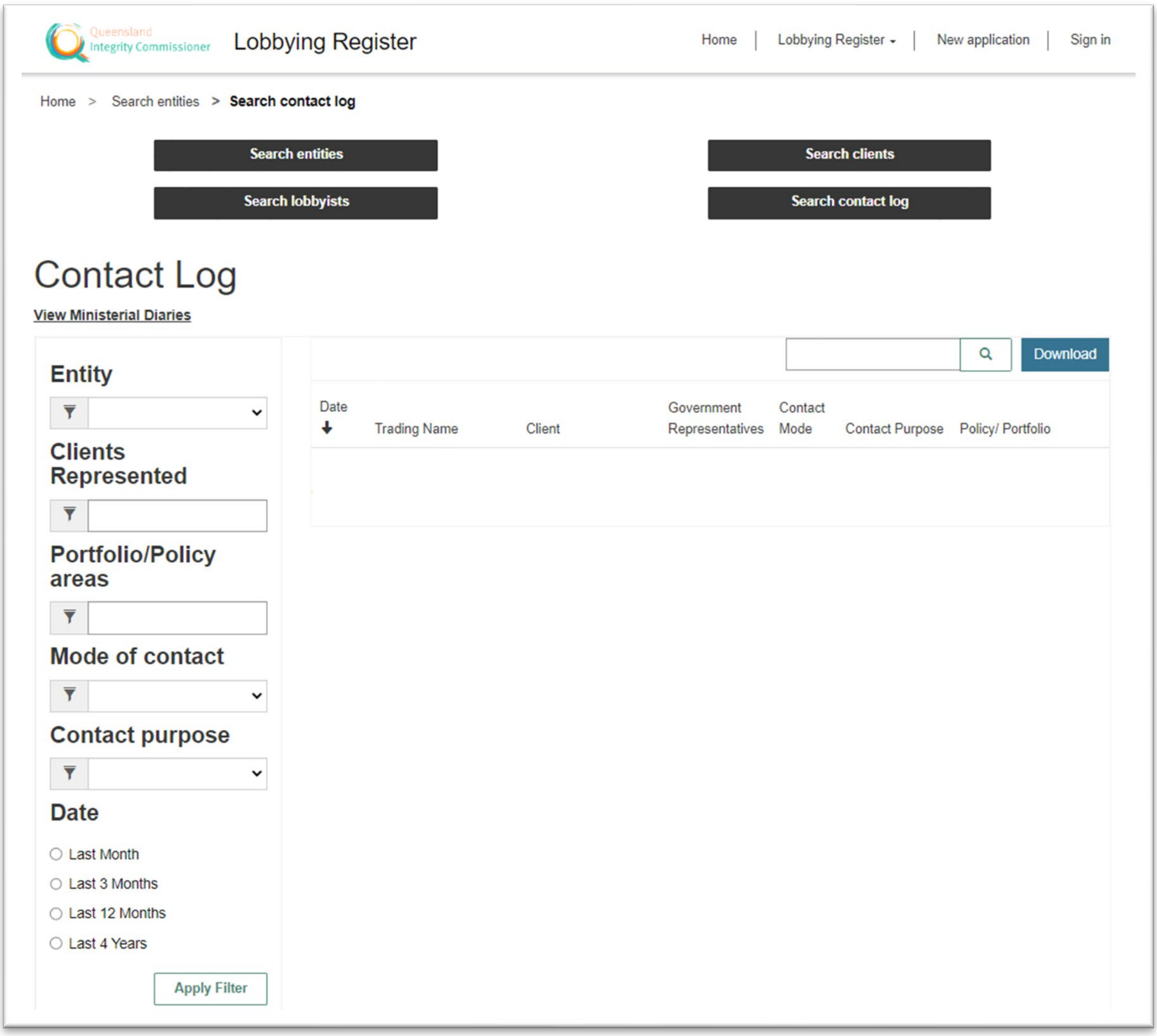
Publicly available details of the contact log will appear in the Lobbying register on the Queensland Integrity Commissioner's website.

To view the published information, you need to sign out of the Lobbying register.

To sign out, select your name on the navigation bar and select ***sign out***.



Navigate to the Search contact log page of the register.

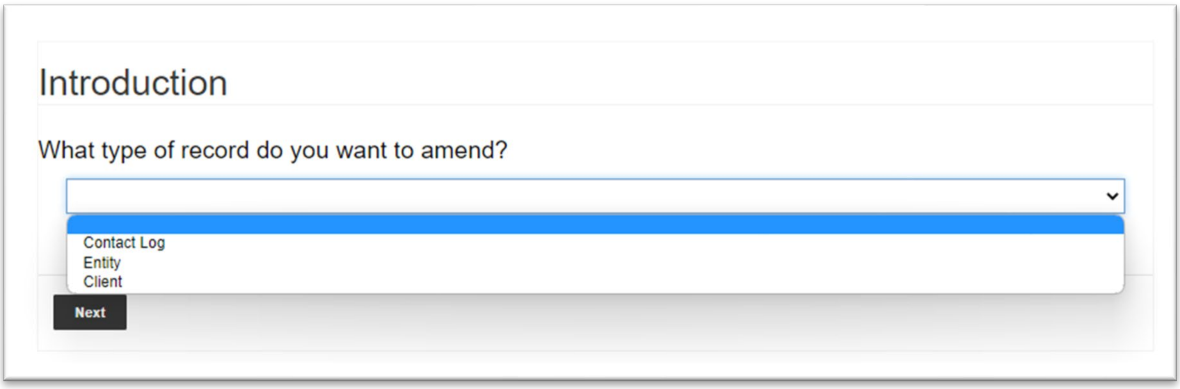


13 Amendments

Contact logs, client names or ABN/ACN numbers and company information such as business name or trading name are not editable by a contact officer. Instead, a contact officer may submit an amendment to be reviewed by Office of the QIC and if approved, the change will be made in the register.

To submit an amendment, select ***Amendment*** from the navigation bar.

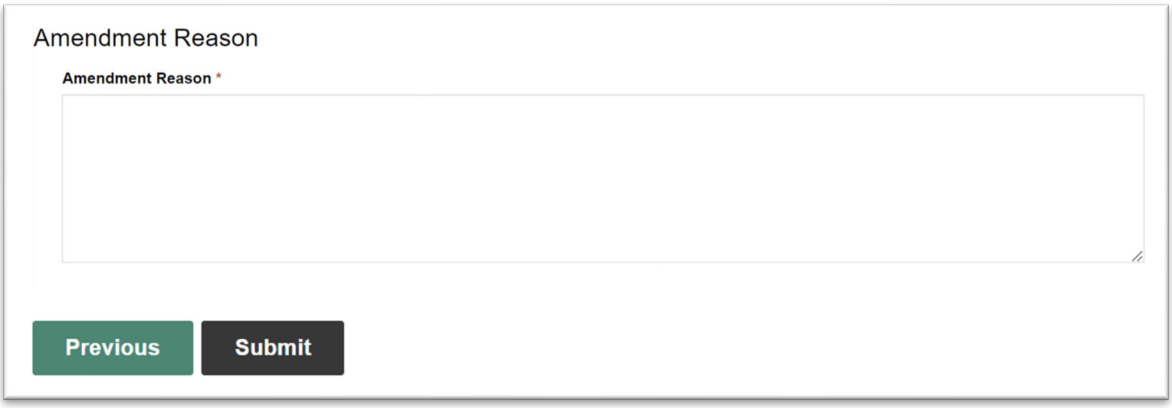
Select the type of record to be amended from the ***dropdown***.



If you selected Contact log, refer to section 13.1.

If you selected Entity, refer to section 13.2.

Enter details for the amendment reason and click ***Submit***.



Click ***Previous*** to update any details.

Your amendment has been submitted and will be reviewed by a QIC administrator. If further information is required a QIC administrator will be in contact.

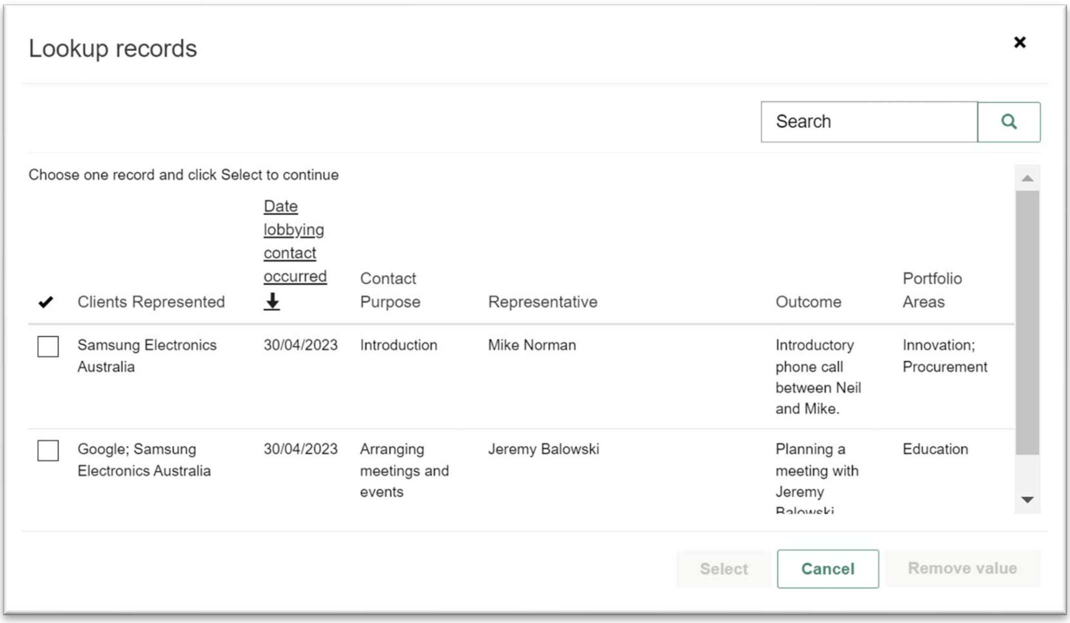
A confirmation email will be sent with further details.

13.1 Amendment to Contact log

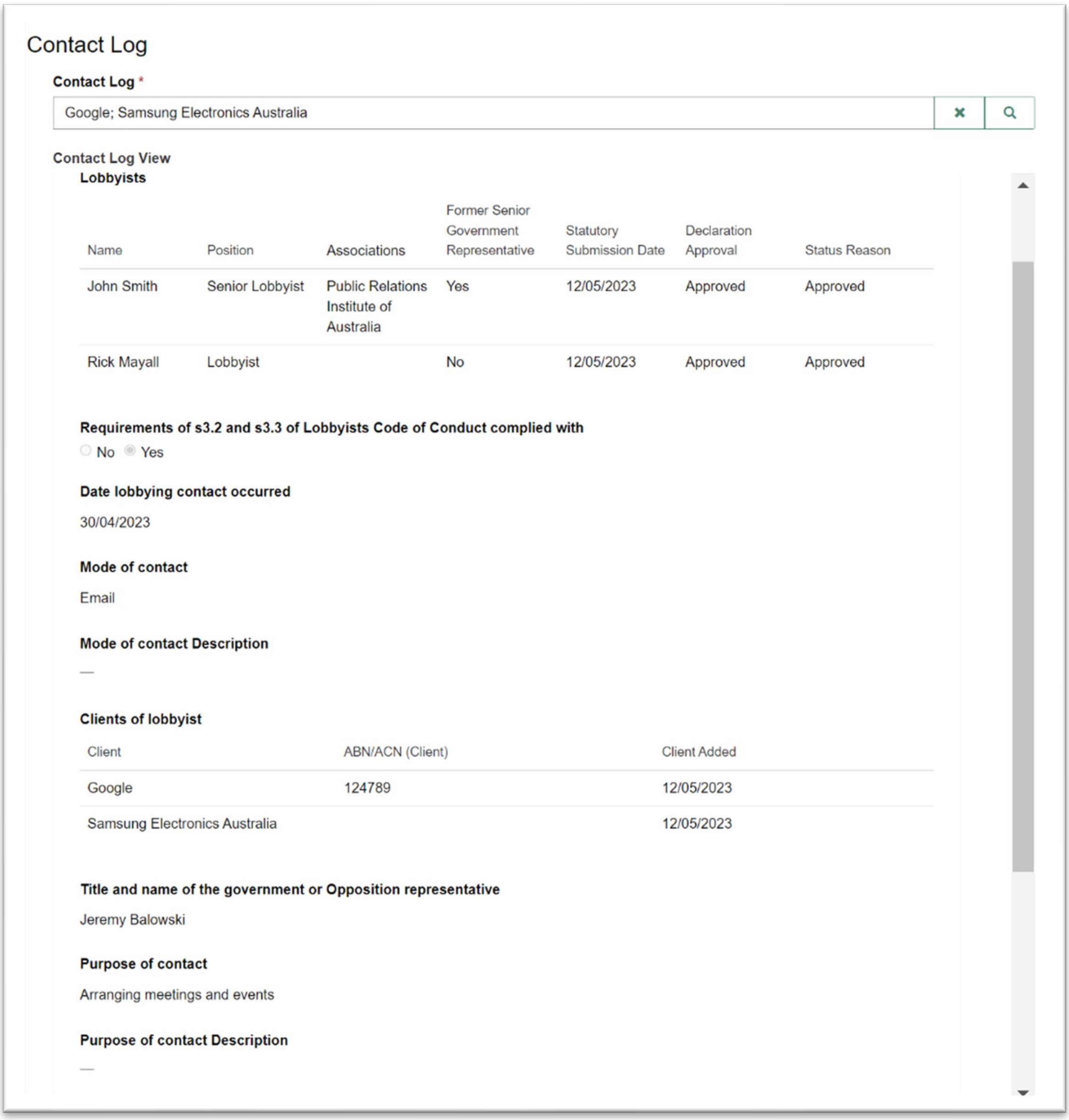
Click ***Search*** 🔍 (magnifying glass) to find the record to amend.

On the lookup records window for contact logs, choose the entry by selecting the ***checkbox***. Once the entry has been selected, click ***Select***.

Note that at only one contact log entry can be selected.



View the current information in the 'Contact Log View' and scroll down to the window to update details.



Contact Log

Contact Log *

Google; Samsung Electronics Australia

Contact Log View

Lobbyists

Name	Position	Associations	Former Senior Government Representative	Statutory Submission Date	Declaration Approval	Status Reason
John Smith	Senior Lobbyist	Public Relations Institute of Australia	Yes	12/05/2023	Approved	Approved
Rick Mayall	Lobbyist		No	12/05/2023	Approved	Approved

Requirements of s3.2 and s3.3 of Lobbyists Code of Conduct complied with

No Yes

Date lobbying contact occurred

30/04/2023

Mode of contact

Email

Mode of contact Description

—

Clients of lobbyist

Client	ABN/ACN (Client)	Client Added
Google	124789	12/05/2023
Samsung Electronics Australia		12/05/2023

Title and name of the government or Opposition representative

Jeremy Balowski

Purpose of contact

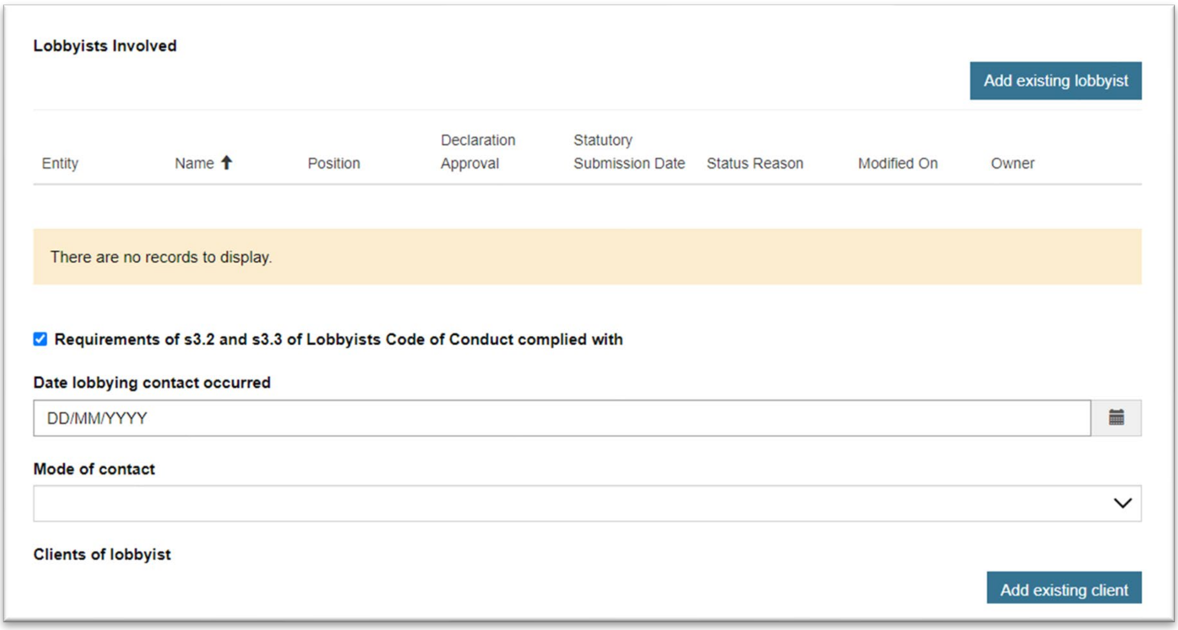
Arranging meetings and events

Purpose of contact Description

—

Enter details for the fields that need to be amended, leaving the rest blank.

Refer to section 12.2 for further information on completing the contact log entry.



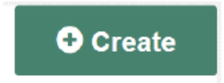
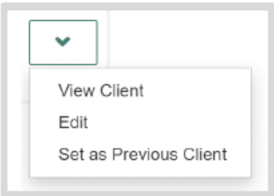
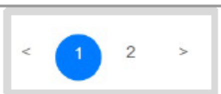
13.2 Amendment to Entity

View the current information in the 'Entity View'.

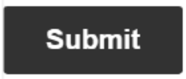
Enter details for the fields that need to be amended, leaving the rest blank.

14 Appendix – Lobbyist register icons and functions

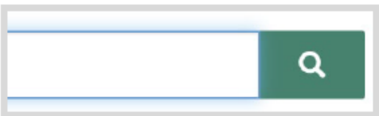
Table functions

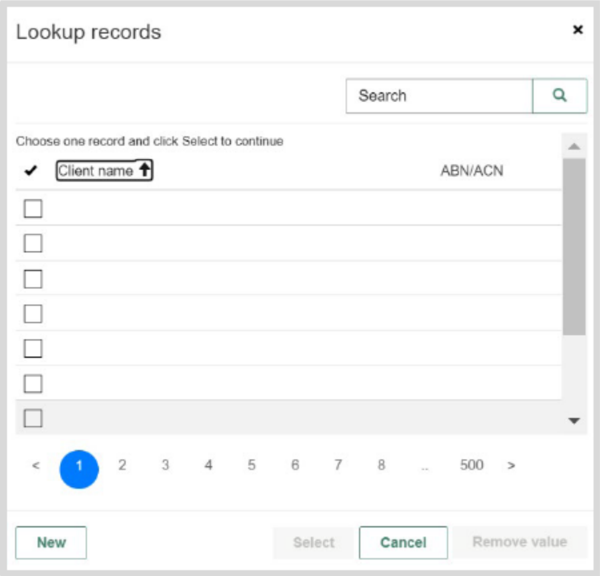
Icon	Name	Purpose
	Create Button	Creates a new record for the table displayed.
	Dropdown menu	To provide more options for the table displayed.
	Page selection	To navigate through a table of information with more than 10 records.

Record functions

Icon	Name	Purpose
	Submit	The Submit button commits the record to the application. If the record is a new one then it creates the entry in the application, and if it's an existing one then it saves it.
	Cancel	The Cancel button stops the editing or creation of a record.

Lookup functions

Icon	Name	Purpose
	Lookup button (click on magnifying glass)	Click this button to open the lookup dialog box.
	Search box	Use the search box to find your data.

	Lookup records dialogue box	This is the box that will pop up when selecting a lookup field.
	Selected record example	Click the checkbox to select or deselect a record.
	New record button	Click this if the data you want to enter is not already present in the system.
	Select record button	Click this to choose the selected record to populate the field.