DIRECTIVE

OFFICE OF THE QUEENSLAND Integrity Commissioner

Queensland Integrity Commissioner's Directive — Registered lobbyists to only use official business channels when undertaking lobbying activities

Directive: 03/26 (version 1.2) **Effective date: 01/12/2026**

Purpose

This directive requires registered lobbyists (lobbyists) to only use official business channels when undertaking lobbying activities.

Who must comply with this directive?

All registered lobbyists in Queensland.

What is an 'official business channel'?

An official business channel means a communication method designated for a government representative's or Opposition representative's (a representative's) professional or work-related interactions. This includes:

- a representative's work email address
- a representative's work phone number
- another platform that a representative expressly authorises a lobbyist to contact them on
- the Queensland Government contact portal, for requesting a meeting with a Minister or an Assistant Minister and/or their office.

> *Note: Registered lobbyists are required to make all requests to meet with a Queensland Government Minister or Assistant Minister or their staff in writing to the relevant Chief of Staff (see section 3.6 of the Queensland Ministerial Handbook). This is done by going to The Queensland Cabinet and Ministerial Directory to request a meeting with the relevant Minister or Assistant Minister (click the Minister's or Assistant Minister's name/profile and use the 'Contact as a Lobbyist' tab/form at the bottom of the page).*

Unless the relevant representative has expressly authorised the lobbyist, an official business channel **does not include**:

- a representative's personal/private email address or phone number
- social media platforms including LinkedIn.

Note: Representatives may also have relevant obligations, and lobbyists should have regard to these as per paragraph 15 of the Queensland Registered Lobbyists Code of Conduct. For example, Queensland Government Ministers and Assistant Ministers and their staff are prohibited from using private email accounts for ministerial portfolio-related business and must conduct all such business through their ministerial email accounts (see section 2 of the Queensland Ministerial Handbook).

EFFECTIVE 01.12.2026

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What do lobbyists need to do?

Lobbyists:

- must use official business channels when undertaking a lobbying activity
- must not contact a representative outside of official business channels when undertaking a lobbying activity.

Authority

This directive is made by the Queensland Integrity Commissioner under section 57(1) (a) and (c) of the *Integrity Act 2009*. Compliance with this directive is mandatory for all registered lobbyists. Failure to comply with a directive is a ground for taking regulatory action, for example, issuing a compliance notice under section 66F of the *Integrity Act 2009* or imposing sanctions including suspension and cancellation of registration under section 66H of the *Integrity Act 2009*.

Definitions

The table below provides definitions for special terms used in this directive. Other terms used in this directive have the meaning provided in the *Integrity Act 2009* (see section 41 and Schedule 2).

Term	Definition
Queensland Government contact portal	A facility in The Queensland Cabinet and Ministerial Directory that provides lobbyists with a form for requesting a meeting with a Minister or Assistant Minister (or their office). *Note: A form is provided for each Minister and Assistant Minister, accessible via the Minister's or Assistant Minister's name/profile and the 'Contact as a Lobbyist' tab at the bottom of the page.*

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