

# QFD e-lodgement

## 1 Getting Started

### 1.1 What technical set up do I need to use e-lodgement?

You need one of the following:

- Microsoft Edge Version 134 or later
- Firefox Version 15 or later
- Google Chrome Version 22 or later
- Safari Version 5 or later.

The combination of Internet Explorer Version 9 plus Google Chrome Frame is not compatible with e-lodgement. Use one of the above suggested browsers.

A PDF program e.g. Adobe Reader (Version 9 or later) is required for viewing reports and correspondence. Adobe Reader can be downloaded free from [www.adobe.com](http://www.adobe.com). Standard **Apple** Preview function is not supported by e-lodgement.

An email account is required in order to register and receive updates about your submissions.

Mobile devices are not currently supported by e-lodgement.

**Note:** the upload speed of your internet connection will determine the time it takes to send large file attachments such as building drawings.

### 1.2 Are there guidelines on how to use e-lodgement?

User Guidelines are available at: [E-lodgement | Queensland Fire Department](#)

### 1.3 Is it mandatory to use e-lodgement?

QFR will continue to accept over-the-counter requests for Referral Agency Advice.

### 1.4 What sort of profile do I set up in e-lodgement?

E-lodgement caters for individual users and organisations. An Individual Profile caters for one person, who has dealings with QFR, has one email address, and who does not need to be linked in any way to other users of e-lodgement.

An Organisation Profile caters for organisations that have multiple users of e-lodgement, multiple offices and/or multiple email addresses for the organisation, offices and users. For an Organisation Profile, the organisation will need to nominate one of their staff to be the initial e-lodgement Administrator. This person will create the Organisation Profile in the first instance, then establish offices within that profile (if relevant) and set up all users under that Organisation Profile. Once an Organisation Profile has been established, other users within the organisation can be set up as e-lodgement Administrators.

### 1.5 Who sets up my e-lodgement profile?

If you need an Individual Profile, you will set that up yourself. If your company has, or plans to have, an Organisation Profile, a nominated e-lodgement Administrator from your company will have to add you as a user to your Organisation Profile.



**1.6 What if I set up an Individual Profile in the first instance and then wish to change to an Organisational Profile or user in an Organisational Profile?**

Once an email address has been used to set up one profile, it cannot be used again, even if the original profile or user is 'deactivated'. If this situation arises for you, please contact e-lodgement Support via [e-lodgement@qfes.qld.gov.au](mailto:e-lodgement@qfes.qld.gov.au).

**1.7 Can multiple users at the one company be in the organisation's profile at the same time? And will they be able to see the whole company's history?**

Each login is specific to the user not the company, so all users from the one company can be utilising e-lodgement at the same time. The main advantage of an organisation profile is the ability for all users within that organisation to see all applications that have been submitted through e-lodgement by other users in the organisation.

**1.8 Do I have to be a Certifier to create a profile in e-lodgement?**

Anyone is able to create a profile in e-lodgement.

**1.9 What if I forget my password?**

Within e-lodgement you can click on 'Forgot Password?' on the login screen and you will receive an email with a link to the Reset Password screen where you'll be able to enter a new password.

**Note:** For security purposes, the system prompts users to update their passwords every 60 days.

## **2 Submitting Requests**

**2.1 What sort of requests can I submit through e-lodgement?**

You can submit all types of requests that relate to the QFR Referral Agency Advice under the *Planning Act 2016*. This includes:

- Request for Meeting.
- Request for Comment on Fire Engineering Brief (FEB).
- Request for Assessment.
- Request for Inspection.
- Documentation Only Submission

**2.2 Do I still need to complete and sign a QFR request form if we use e-lodgement?**

No, the information provided in e-lodgement is sufficient. The e-lodgers details are captured at the bottom of the request for once submitted.

**2.3 Does the system have minimum mandatory data requirements for me to submit a request?**

Each request type (e.g. assessment, inspection etc) has specific minimum mandatory data requirements. E-lodgement will require entry of minimum data for the request type you are submitting.

**Note:** See DA Rules regarding information required for referral to QFR.

[www.planning.qld.gov.au/planning-framework/development-assessment/development-assessment-process/da-rules](http://www.planning.qld.gov.au/planning-framework/development-assessment/development-assessment-process/da-rules).

- 2.4 Can I attach any type of file to my e-lodgement submission?**  
Only certain file types can be uploaded to e-lodgement. File types are listed in the system itself when you are at the 'Attachments' step.
- 2.5 Will I have a reference or record of my submission?**  
When you submit a request, you will be provided with a Submission Number that you can quote if you need to contact QFR.
- 2.6 Can I save my submission part-way through entering it?**  
Once you commence a new submission, you can save the data you have entered at any time prior to submitting your request. You can also Save and Close the submission and it will be saved as a draft that will be held in your account for a period of 30 days. After that time will be automatically deleted.
- 2.7 How will a Submission Number align with the QFR Job Number?**  
Submission numbers relate to a specific submission through e-lodgement, whereas QFR Job numbers are used for the job as a whole. You may have multiple submission numbers (Request for Assessment, Request for Inspection etc) that relate to the one Job Number.
- 2.8 When I submit a request, does it automatically go to the closest office?**  
No, you will need to select from a drop-down list which QFR Community Safety Operations office your submission is for.
- 2.9 Is it compulsory to submit to the closest office?**  
Yes, QFR requires that the request be submitted to the Community Safety Operations office that is closest to the site of the building. If the site is in between two QFR CSO offices and you inadvertently select the wrong one, your request will be reallocated to the correct office when it is processed.
- 2.10 Will I receive status updates on my submissions?**  
Whenever a report or correspondence is generated by QFR in relation to your submission, it will appear in the history of your e-lodgement. The person who physically submitted the request, plus other nominated parties (such as certifier, applicant, and general organisation or office email address) will also be emailed a copy of the report or correspondence.
- 2.11 After I submit a Request for Assessment and then require an Inspection, will I have to re-type all of the data into e-lodgement?**  
Once you have entered location, applicant and billing customer details into e-lodgement you will be able to copy that data for future submissions.
- 2.12 Who do I contact about changes to my submission after it has been submitted and accepted?**  
You will be able to electronically submit additional documentation relating to a submission. If you have general questions or comments relating to your submission, contact the relevant QFR CSO office. The numbers for local CSO Offices can be found at: [www.fire.qld.gov.au/compliance-and-planning](http://www.fire.qld.gov.au/compliance-and-planning).

**2.13 What if a different person or organisation submits a Request for Inspection for my job?**

For you to be able to see all information relating to a job in your e-lodgement history, you (or another user from your organisation) will have to submit all requests relating to that job. A third party (e.g. builder or plumber) can submit a Request for Inspection via e-lodgement, but you will not be able to view the details of that specific Request for Inspection from your e-lodgement profile, as it will have been submitted under their profile.

**2.14 Can I submit assessment requests for multiple buildings on the same site requesting that they be combined for invoicing purposes?**

The Multiple Building Application (MBA) process is available with e-lodgement. You must submit each assessment request separately, and on the final step of the application wizard select the 'This Application is part of a Multiple Building Application' checkbox.

**2.15 What are the requirements for my applications to meet the MBA criteria?**

You must submit more than one assessment application and they must all meet the following requirements:

1. Be lodged on the same day; and
2. Are for the same site; and
3. Have the same billing customer; and
4. Have the same Development Approval for Building Work number; and
5. Have the same Nature of Request

Marinas, Temporary Structures, Change of Classification/Use, Special Structures, Referral Agency Response or Request for Comment on FEB/FER cannot form part of an MBA.

Any requests submitted as an MBA, which do not meet the above requirements will not be accepted.

**2.16 What is the Documentation Only Submission criteria?**

A detailed explanation of Documentation Only Submission requirements and QFR Scope Reduction Initiative are located at: [www.fire.qld.gov.au/compliance-and-planning/referral-agency-advice/scope-reduction-initiative](http://www.fire.qld.gov.au/compliance-and-planning/referral-agency-advice/scope-reduction-initiative).

Documentation Only Submissions are for:

1. Building works involving only fire hydrant coverage via single street hydrant;
2. Building works involving particular Alternative Solutions;
3. Building works involving particular fit-outs;
4. Building works involving free-standing shade structures;
5. Building works where only fire hydrant coverage is via a single feed hydrant for a marina.

**2.17 What documents am I required to attach to my submission to make it complete?**

The following table may assist you when submitting your request. The list is indicative only and outlines the minimum documentation required to complete a referral. Any additional documentation relating specifically to your submission can also be submitted.

Documents	Application Type
	<b>Assessment Application</b>
Drawings – For Assessment	Required with all requests
PBDB/FEB/FER Documentation	Required with all Performance Solution requests
Unwanted Alarm Guidelines	Required with all requests where detection system is to be monitored
Form 15's	Recommended with all requests to assist with assessment process
	<b>After Assessment Stage</b>
Decision Notice	Required before the inspection request can be processed
	<b>Inspection Application</b>
Form 71	Recommended with all requests where hydrants and/or sprinklers included
Form 16's	Recommended with all requests (where applicable) to assist with inspection process
Block Plans	Recommended with all submissions (where hydrant, sprinkler or detection systems are installed or modified) to assist with inspection process
	<b>After Inspection Stage</b>
Certificate of Occupancy	Required within 5 days of being issued
Drawings – As Constructed	Required with Certificate of Occupancy for all submissions
List of Fire Safety Installations	Required with Certificate of Occupancy for all submissions
	<b>Documentation Only Submissions</b>
PBDB/FEB/FER Documentation	Required (where applicable) with all submissions
Unwanted Alarm Guidelines	Required (where applicable) with all submissions
Form 15's	Recommended (where applicable) with all submissions
Decision Notice	Required with all submissions
Form 71	Required with all submissions where hydrants are flow tested for compliance
Form 16's	Recommended (where applicable) with all submissions
Certificate of Occupancy	Required with all submissions
Drawings – As Constructed	Required with all submissions
List of Fire Safety Installations	Required with all submissions

**Note:** Not all of the listed documents are required at the time of the original submission. Additional documents can be submitted using the 'Submit Additional Documents' functionality.

### 3 Managing Submissions

#### 3.1 Will I be able to see the submissions that other people in my organisation have submitted?

An organisation profile will show all jobs that users within your organisation's profile have submitted via e-lodgement.

#### 3.2 What if I need to send an amended drawing or other document (e.g. Certificate of Occupancy) regarding my application?

The 'Submit Additional Documentation' function has been developed for this purpose. This will allow for a full history of all correspondence and documentation to be retained in your e-lodgement profile.

### **3.3 Who do I contact to follow up the status of my submission?**

For any questions or comments relating to your submission, contact the relevant QFR Community Safety Operations (CSO) office that is managing your request.

### **3.4 Can I see another organisation or individual's submissions that have been lodged through e-lodgement?**

There is security within e-lodgement that restricts users with an individual, or organisation profile, from seeing the submissions in another individual, or organisation, profile.

### **3.5 Can I see the history of submissions that I, or my organisation, has lodged via e-lodgement?**

If you have an individual profile, you will be able to see the history of submissions you have submitted via e-lodgement. If you are a user within an organisation profile, you will be able to see the history of applications submitted by all users within your organisation profile.

## **4 Receiving QFR Correspondence and Reports**

### **4.1 How will reports be sent to me?**

On completion of a report (e.g. Assessment Report or Inspection Report), you will receive an email notification with the report attached. The report will also be available in e-lodgement against the relevant submission number in your organisation or individual profile (whichever you have set up).

### **4.2 Will I need an e-lodgement profile to receive correspondence?**

All correspondence and reports relating to applications submitted via e-lodgement will be available to be viewed in your profile. In addition to this, an email with the correspondence or report attached will be sent to the following:

1. The email address attached to the profile of the user who submitted the application via e-lodgement; and
2. Any nominated email address that has been included in the 'Copy To Address' section; and
3. The certifier and applicant, provided that the email address details have been included in the original submission.

## **5 Fees and Invoicing**

### **5.1 Can I calculate the fees applicable to the submission?**

A fee calculator is available at: [www.fire.qld.gov.au/compliance-and-planning/referral-agency-advice](http://www.fire.qld.gov.au/compliance-and-planning/referral-agency-advice).

### **5.2 Is a signature required from the Billing Customer?**

When you submit your request, you will be required to accept the 'Terms and Conditions', which includes acknowledgement that you have the Billing Customer's authority for QFR to invoice them accordingly. To assist you in ensuring the billing customer is aware of QFR Terms and Conditions, a PDF document is available for you to send to them. This document can be downloaded from within e-lodgement when you are submitting a request and accepting the Terms and Conditions. You can also download a copy from the QFD website at: [www.fire.qld.gov.au/sites/default/files/2024-07/terms-and-conditions.pdf](http://www.fire.qld.gov.au/sites/default/files/2024-07/terms-and-conditions.pdf).