

QFD e-lodgement

Use of e-lodgement to register, receive correspondence and submit Requests for Services regarding Building Development Application referrals to Queensland Fire and Rescue.



Contents

Overview	3
Setup	3
E-lodgement Help Desk	3
Access	3
Individual Profile	4
Password requirements	4
Organisation Profile	5
Organisation administrator	5
Organisation user	5
Log in to e-lodgement	6
Manage account	7
Manage an Organisation	8
Manage Users	9
Search for Users	9
Create a request	9
Attach documents to request	10
Validation errors	11
Submission receipt	11
Receive reports and correspondence for submissions	12
View history of submissions	12
Search for existing requests	12
Request update alerts	12
View application summary	13
Session expiration	13

© State of Queensland (Queensland Fire Department) 2025

The Queensland Government, acting through the Queensland Fire Department, supports and encourages the dissemination and exchange of publicly funded information and endorses the use of the Australian Government Open Access and Licensing Framework (AusGOAL).



All Queensland Fire Department material on this website – except the QFD logo, any material protected by a trademark, and unless otherwise noted – is licensed under a <u>Creative Commons Attribution 4.0 licence</u>

The Queensland Fire Department has undertaken reasonable enquiries to identify material owned by third parties and secure permission for its reproduction. Permission may need to be obtained from third parties to re-use their material.

Written requests relating to the copyright in this document should be addressed to Legal Services Unit, Queensland Fire Department, GPO Box 1425 Brisbane 4001.

Overview

E-lodgement is a statewide portal for lodgement of building approval requests referred to QFR as a referral agency under the *Planning Act 2016*. It is available at: <u>www.fire.qld.gov.au</u>.

See more on the referral agency process at: <u>www.qfes.qld.gov.au/buildingsafety/referral-agency-advice/Pages/default.aspx</u>.

Setup

E-lodgement use requires 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.

A PDF program is required, e.g. Adobe Reader (Version 9 or later) for viewing reports and correspondence. Adobe Reader can be downloaded free from <u>Adobe.com</u>. Note that the standard Apple Preview function is not supported by e-lodgement.

Mobile devices are not supported by e-lodgement.

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

E-lodgement Help Desk

For assistance, or to provide feedback, contact e-lodgement Help Desk on (07) 3635 1799 (Monday to Friday 8am to 3pm excluding public holidays) or by email at: <u>e-lodgement@qfes.qld.gov.au</u>.

Access

E-lodgement is available at: <u>www.fire.qld.gov.au/compliance-and-planning/referral-agency-advice/elodgement</u>.

An email address is required to create a user account. The account can be set up either as an individual profile, or within an organisation profile. An email address can be linked to only one e-lodgement user account.

From e-lodgement home page, click Register as new user:

OFD News Billing Customer Details - August 2024 After a number of recent naccuraces, Queetsing Fire Department is requesting e-lodgement applicants ensure the Billing Details Section is correct prior to lodgement, to minumise the need to withdraw and re-issue travenoises that are intuity addressed incorrectly.	Login Email Address:
Buildings Affected by Combustible Clading Buildings Affected by Combustible Clading Are you writing with a building affected by combustible clading? Claim for Market for the system of the syste	Passent:
	s-boloament@ofes.oid.ov.au

Select which user type is required: Individual user or Organisation.



Individual Profile

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 in e-lodgement. All communications are sent to the email address that is registered when the individual profile is created.

Registration is qu	uick, simple and free	
Login Details Email First Name Password Confirm Password	Lat Name	Which Registration Type? If if you are part of an organisation if a recommended that you confirm whether your appricables has of memory to establish an organisation take profile
		Individual User
Address Type Property Name Dweiling Details Level Details Street Suburb Phone Mobile Exe	Steed: V Develop Tame V No. Lovd Hann V No. Lovd Hann V No Ether a phone or mobile number must be entired Ether a phone or mobile number must be entired	 Not for users within an erganisation For single user only Your ermail address will be your users and userspectations doped through your profile will be sent to your order and doness
has		Need Help?
Re-capitcha Validation	0001 COTTON Microsoft	We are here to help. Please contact e-todgement fear Utien: Guudelines

Password requirements

- Minimum 8 characters, maximum 12 characters
- Must contain at least one numeric character
- Must contain at least one alpha character
- No spaces allowed
- E-lodgement will not force a change to password at set time intervals
- The administrator creates their own administrator password and then the passwords for individuals when setting up the accounts for users within the organisation. All passwords are to be unique and then provided to individuals in the organisation.

Organisation Profile

An organisation profile caters for organisations that have multiple users, multiple offices and/or multiple email addresses for the organisation. Users within that organisation can view submissions lodged by other users in the same organisation and take action if required.

panalition Name me panalition Adress dress Type Street v	Which Registration Type? If you are part of an organisation it is recommended that you confirm whether your organisation has ar interest to establish an organisation profile
elling Details Devision Name V Ho. el Details Level Name V Ho. ext No. Nume V Ho. Surb	Not for individual users Organisation Hait bo granulationed on one by Hait bo granulationed one by Manage your organisation Manage your organisation Add multiple office locations
odgemeet Administrater all Stance Last Name sexord Stance Control Cont	 Add multiple users Share applications within your organisation Your email address will be your username
capitra Validation I fim not a robot Accurrent Accur	Need Help? We are here to help. Please contact e-lodgement hear User Suddement Reindogement/Softm.unid.over.av

Organisation administrator

One e-lodgement administrator from an organisation will be required to set up the profile and then can add individual users from the organisation. This person is responsible for the following activities:

- Completing the initial registration of the organisation profile they will be the default e-lodgement administrator;
- Creating and managing other users in the organisation (including any additional e-lodgement administrators), including advising users of the password to activate their account;
- Managing the office details of the organisation.

The original e-lodgement administrator from an organisation can be deactivated, however, there must always be one active e-lodgement administrator user in the organisation.

Organisation user

An organisation user is created within an organisation profile by an administrator. Once a user is created, they cannot register themselves as an individual in e-lodgement. Organisation users need to activate their account after they receive their activation email.

Once registration details have been entered, click **Register**. The **Registration Successful - Please check your email** screen displays:



An email will be sent to the registered email address requesting to activate the account.

Note: If the activation email is not received (check junk email folder), contact e-lodgement Support on (07) 3635 1799 for assistance.

Click on link in e-lodgement activation email to activate account.

Click on Proceed to Login.

Email Activation Successful	
ne email address of offis seventisen@gmail.com has now been activated and your account is active and ready for use.	

Log in to e-lodgement

OFD News Billing Customer Details - August 2024 After a number of fecent inaccuracies, Oueestand Fire Department is requesting e-lodgement applicants ensure the Billing Details Section is correct prior to lodgement, to minimise the need to withdraw and neisure is in window that are initially addressed incorrectly.	Email Address:
Generalizand Fire Desartment - July 2021 Our franktion from Desensitian Fire and Emripancy Services to the Desentiated Fire Department took effect on 1 July 2024. Wa continue to programs updates to systems and documentation. Buildings Affected by Combustible Cladding? Are you working with a building affected by Combustible Cladding? Click here for Information perfaming to Combustible Eldernal Cladding Click here for Information Period Statements on enferral principions and elder enformation end-compliance/combustible endernal-cladding building-speciation-costion-statement	Persenerd: Logn Doar Entrois estances: Entrois estances: Meed Help? We are here to help. Prease contact - independent team With Colonience: Statemental data usits don an Colonience: Statemental data usits don an Mon - Fin Sam - Som Exit Public Holdays

The Application Search screen displays:

Note: An e-lodgement administrator will have an extra item in their toolbar – My Organisation.

Application Search 🛛 🖉 New Application -			Logged in: Vanessa Goodman 💈 My Account	R My Organisatio	n 🔮 Need Help? 🔘 Logout
Application Search				/	
Filter Options					1.1
Submission # Application Type	×	My Ref		My Office	*
Show Draft Applications Only	Include Archived Applications	Certifier	*	Submitted By	*
Q. Search					
Application Search Results					
Archive Copy Application Data	Colete				

Manage account

Details can be updated using My Account.

From the Application Search screen, click on My Account:

Application Search 🤬 New Application -			Logged in: Vanessa Goodman 💈 My Account	My Organisatio	n 🔮 Need Help?	O Logour
Application Search			-			
Fitter Option Submission # Application Type VMy Ref Stow Draft Applications Only Triclude Archived Applications Centifier			×	My Office Submitted By		• •
🔍 Search 🖄 Clear Nors						
🗌 Application Search Results 🚍 Archive 🧮 Un archive 🔶 Copy Application Data 🥌 Delete						
Soomson # con Soomso Use (me My Her	Subnitted by	Location		skason type	Gresome	

The **My Account** screen displays current profile information in the **Profile** tab:

Application Sea	arch 😥 New Application -				Logged in: Vanessa Goodman 💈 My Account 🛛 🐥 My Organisation 🔥 Need Help?	O Logou
👔 My	Account	-	-			
Profile 🄑 Part	oword/]					
Email	ofrs.seventeen@gmail.com		0			
17	😸 The email address is valid		0			
First Name	Vanessa	Last Name	Goodman			
Address						
Address Type	Street *					
Property Name	and a second					
Dwelling Details	Dwelling Name. Mo.					
Level Details	Lovel Name Y No.					
Street	85 Hudson	Road	I Suffix	×		
Suburb	ALBION QLD 4010			19		
Phone	07 3635 1940 Either a p	hone or mobile numb	ber must be entered			
Mobile	Either a p	hone or mobile numb	ber must be entered			
Fax						
	Save.					

Make any required changes and click **Save**.

Note: If the email address is changed, a new activation link will be sent to the email address.

If a password requires changing, click on Password tab:

Application Se	arch 😥 New Application -				Logged in: Vanessa Goodman 🤱 My Account 🚓 My Organisation 🔅 Need Hel	p? 🔘 Logo
Profile Profile						
Email	ofrs.seventeen@gmail.com		0			
First Name	Vanessa	Last Name	Goodman			
Address						
Address Type	Street 👻					
Property Name						
Dwelling Details	Dweiling Name 📍 No.					
Level Details	Level Name Y No.	1				
Street	85 Hudson	Road	Y Suffix	*		
Suburb	ALBION QLD 4010			Y		
Phone	07 3635 1940 Either a p	hone or mobile num	ber must be entered			
Mobile	Either a p	hone or mobile num	ber must be entered			
Fax						
-	(E2)					
	and and					

The Change Password details display:

My Account				
C nolle Pessword				
Change Password Current Password Enter New Password Confirm New Password	0			
E Save				

Manage an Organisation

Only an e-lodgement administrator can manage the details of an organisation profile. This includes updating the organisation details and creating offices and users.

From the Application Search screen click on My Organisation:

Application Search 🛛 New Application -			Logged in: Vanessa Goodman 💈 My Account	Standard My Organisation	Need Help?	O Logout
Application Search			-			
Filter Options Submission # Show Draft Applications Only	Include Archived Applications	My Ref	×	My Office Submitted By		*
Clear Filters Clear Filters Application Search Results Archive Copy Application Data	Delete					

Application Search 🧼 New Appli	ication +		Logged in: John Citizen 💈 My Account 🕺 My Organisation 😵 Need Help? 🥹 Loge
💂 Manage Organ	nisation		
A Office/Users			
Hierarchy Active Only + 0	Edit Organisation		
. Building Services	Organisation		
Add Office	Name	Building Services	
Enisbane Office	Phone	07 3635 1711 Either a phone or mobile number must be entered	
· Sunshine Coast	Mobile	0428 651 588 Either a phone or mobile number must be entered	
C Pater Pater	Filx		
-	L		
	Copy To Address		
	Email	respondence from e-loogment for all Users in my Organisation	Copy to Address will receive a cc copy of all emails from e-lodgement that are sent to individual users in your organisation. Copy to
			allows a copy of correspondence to be directed to a shared or common email account.
	Address		
	Address Type	Postal	
	Property Name	Level 3, 85 Hudson Road	
	Postal Delivery Details	GPO Box 1234	
	Suburb	BRISBANE QLD 4001 *	
	Save		
	TEL SALE		

The Manage Organisation screen displays the offices and users within the organisation profile :

Note: An office can be changed to active or inactive by clicking on the buttons at the bottom of the screen after a new office is created. If **Inactivate Office** is selected it will prevent the emailing of any reports or correspondence to the **Copy to Address**. The office will also be hidden from the normal tree view of offices in the **Hierarchy** pane.



Manage Users

An organisation may have as many users of e-lodgement as required. To edit the details for users, and make them active or inactive, select the **Add User** or the select an existing user to edit.

Application Search 🛛 New Applic	ation -				Logged in: John Citizen	2 My Account	A My Organisation	Need Help?	O Logour
Anage Organ	isation								
Soffice/Users									
Hierarchy Active Only Y	Edit Organisation User								
Budden Servere Sources Sources Sources Sources Sources Sources Sources Sources Sources Sources	Organisation Name Office Email Prist Name Phone Mobile Fax Administrator	Building Services Sunshine Coast peterrabbit@hpw. 2 The email add Peter 07 4122 0325 0409 594 489	gd gou au reas is valid Ether a phone or mobile numbe Ether a phone or mobile numbe o administer the organisation	e Rabbt er must be entered					
	Change Password Password Confirm Password	Allows the users	password to be changed						

Note: A new user must be notified of the password created for them so that they can successfully activate their e-lodgement account. A user may be changed from active or inactive by clicking on the buttons that display at the bottom of the screen after the user is created:



Inactivating a user will prevent the emailing of any reports and correspondence from QFR relating to any submission lodged via e-lodgement to this user. The user will also be hidden from the normal tree view of users within the offices in the **Hierarchy** pane.

Search for Users

isation			
Sauch Car			
	First Nome Las	Name Office	Institive
	Fed None	Last	Last Name Office

Note: To return a list of all users in an organisation, leave Find User field blank, and click Search.

Create a request

On the Application Search page, select the drop-down arrow next to New Application:

Application Search	New Application -				Logged in: John Citizen 🔮 My A	ccount 🤮 My Organisa	ntion 🔅 Need Help?	() Logout
Applica	Meeting Request for Comment on FEB/FER Assessment or Reassessment		_				-	
Filter Options	Inspection	in the Dat				No Office		10
Submission #	Documentation Only Submission	T NY KU				Pry Unice		. (7)
Show Draft Applicatio	ns Only L Include Archive	d Applications Certifier				 Submitted By 		×
C. Search								
Application Search Resu	dis .							
🚘 Archive 🗧 Un-archiv	e 💉 Copy Application Data 🤤 Delete	Update Hy Ref						
Colorisation #	Annual Statement State State	the short i	A REAL PROPERTY AND	(A second se		Contractory Winst	000 000	

Select the type of application to open New Application Wizard:

Application Search	2. How Reputerston •	Disci to e Jodger Seasc	ł.				Logged in: John Citizen 🧵	My fierouni	🛃 Му Отанталон	Need Help?	
New	Application	for Assessmer	t or Reas	sessment							
Steps	Location										
Location Applicant and Billing	My Ref										
Assessment Details Attachments	Submit to QFR Office	(Palact the clonest office to the	rite address)			Y QFR Job No					
Submit	Location Details Site Name Business Name Structure Name Dweiling Details Level Details Street Suburb Lot Plan Details	Dwelling Hame Y No. Level Name Y No. No. Name	Type	Suffa	2 2						
	Lot Number P No records available	fan Type	Plan	1				Pansh	Cour	thγ	

The wizard steps can be completed in any order; however, system validation will check that all mandatory fields have been completed.

Note: Draft submissions will be held in the e-lodger's account for a period of **30** days and then automatically deleted.

Attach documents to request

Click **Upload** on the **Attachments** pane. The **Upload Document** dialogue box displays:

Document Type	~
File Name	Browse
and the second second second second	
Multiple file upload is not suppor one step.	tea by your browser. A zip file can be used to load multiple files in

Select a **Document Type** from the drop-down list.

Click Browse to select a document from your PC.

If uploading only one document, click **Add**. To upload more than one document, click **Add & New** and repeat steps 2–4.

an Application Search	Wew Application +		Logged in: Vanessa Goodman 🐰 Wy Ancount 🔮 Wy Drgantaution 😵 Need Help? 🔘 Loge
New	Application for Assess	ment or Reassessment	
No Steps	Attachments		
1. Location	😴 Upload 🎐 Download 🌽 Edit 🥥	Delete	
2. Applicant and Billing	D Icon Document Type	File Hame	File Size (MD)
3 Assessment Details	Drawings - For Assessment	15760_06A - CIVIL PLAN pot	12
4. Attachments	Drawings - For Assessment	15760_02F - FLOOR PLAN pdf	281
p. ouomii	Drawings - For Assessment	15760_03D - ELEVATIONS.pdf	0.57
	Drawings - For Assessment	15760_07A - SEWER.pdf	10
	Drawings - For Assessment	15760_06A - FOOTINGS pdf	0.0
	Drawings - For Assessment	15760_09A - STRUCTURAL FRAMING pdf	0.76
	E Drawings - For Assessment	15760_10A - STRUCTURAL DETAILS.pdf	0.67
	E Drawings - For Assessment	15760_11A - PANELS.pdf	0.00
1			

Only certain file types can be uploaded to e-lodgement. Hover mouse over the **Acceptable File Type** icon on the **Upload Document** screen, to display list:

Document Type						*
File Name					Browse.	
INDICIDIO INC	1 2 1 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2					
one step.	e Types	@ Add & New	0	Add	8	Cancel

Validation errors

Mandatory information not entered in the new or draft application wizard, will cause display of the following information on the screen:

- The Validation Errors screen outlines in detail each field error.
- The **Steps** that have validation errors display in red.
- The Validation Errors button displays at the bottom of the screen to re-display the Validation Errors screen.



Submission receipt

The **Submission Receipt** message displays:

Submission Receipt
S00052730
Your application has been successfully submitted.
ОК

Note: The submission number is used to search for this application in the **Application Search** screen. The submission number will appear on correspondence from QFR in relation to this application. This is not the QFR Job Number.

Receive reports and correspondence for submissions

When report or correspondence is generated by QFR, it will display in the **Application Summary** screen in the **History** tab.

If QFR has been supplied a valid email address for the following, an email will also be sent to these recipients with the report or correspondence as an attachment:

- Person who submitted the request (any person who has registered for e-lodgement, for example, the person responsible for lodging requests in your office)
- The applicant (for example, the developer)
- The certifier
- If registered as an organisation and have elected to copy all reports and correspondence from QFR that are received by users within an organisation or office to another email address, a copy will also be sent to that email address.

View history of submissions

View existing attachments to a request and submit additional documents as required.

Access requests

- Only requests submitted through e-lodgement can be viewed in e-lodgement
- An individual profile user can access all their submissions since they registered with e-lodgement
- A user within an organisation profile can access all submissions associated with that organisation.

Search for existing requests

The **Application Search** screen opens on login, with user history displaying. Apply filters in order to narrow the search and find the submission to view.

N. The							
Submission #	Application Type		✓ My Ref			My Office	~
Show Draft Applicati	ons Only	Include Archived Applicat	tions Certifier			Submitted By	*
🔍 Search 📋 Clear Filter	s))						
Application Search Res	ults						
🚔 Archive 🛛 🥥 Un-archi	e 🧳 Copy Application Dat	ta 🤤 Delete 🛛 🔯 Updati	e My Ref				
Submission #	Icon Submitted Date	e Time	My Ref	Submitted By	Location	Application Type	QFR Office
S00052657	14-Feb-2025 1	0.53 AM	Goodna Special School Stage 2	Paul Corser	65 Queen Street GOODNA QLD 4300	Inspection	Toowoomba
500052613	11-Feb-2025 4	50 PM		Yan Lu	3745 Pacific Highway SLACKS CREEK QLD 4127	Assessment	Beenleigh
C000050000	11-Feb-2025 1	1:05 AM	Mackay Base Hospital	Paul Corser	475 Bridge Road WEST MACKAY QLD 4740	Inspection	Mackay
500052002							

Request update alerts

When QFR updates a request it will be highlighted in red in the Application Search screen:

Application Search			_	-
Filter Optiona				
Submission # Q Application Type * My Ref			My Office	<u>ب</u>
Show Draft Applications Only			Submitted By	*
C Search Cear Filters				
Application Search Results				
🚘 Archive 🚔 Dn-archive 💌 Copy Application Data 📮 Delete [] Update My Ref				
Submission # Icon Submitted Date Time My Ref	Submitted By	Location	Application Type	OFR Office
S66052657 14-Feb-2025 10-53 AM Goodna Special Scinel Sta	ige 2 Pace Conter	65 Queens Street GOODINA GLD 4300	Impection	Technotomba
500052613 11-Feb-2025 4 50 PM	Yan Lu	3745 Pacific Highway SLACKS CREEK QLD 4127	Assessment	Beenleigh
500052602 11-Feb-2025 11:05 AM Mackay Base Hospital	Paul Corser	475 Bridge Road WEST MACKAY QLD 4740	inspection	Mackay
500052574 10-Feb-2025 7.51 AM QSAC Wentern Grandstand	e Paul Corper	Kessella Road NATHAN QLD 4111	Assessment	Brinbane

Double-click the 'request' to view it, the red highlight will be removed.

View application summary

Locate the request to be viewed and double-click it in the **Application Search Results** pane. It will open in the **Application Summary** screen, in the **History** tab:

View the **History**, documents submitted with the initial request, and Additional Documents under **Attachments** and **Submit Additional Documents**.

Application Sur	nmary			
Submission Details Submission # 500052657 Application for Inspection	subr	nitied to QFR Toowoomba	office at 14-Feb 2023 10:53 AM	guoting QFR Job Number [24:05324
My Ref Goodna Special School Stage 2	Applican	Hutchinson Builders	Location 65 Qu	een Street, GOODNA QLD 4300
Mistory	dittional Docum	ents		
Submitted Date Time	Icon	Event	Description	Submission # 😝 Rej
14-Feb-2025 12:00 AM		Application Submitted	2 attached file(s)	\$98052657
19-Feb-2025-63-15 PM		Correspondence Received	Continuation of Inspection	

Note: Change the sort order of the list by clicking on most column headings. This symbol displays:



Session expiration

If two hours of inactivity in e-lodgement is detected, the system will log out automatically. Any unsaved data will be lost. The following message displays:



Note: Uploading documents into e-lodgement is considered system activity.