



QFES e-lodgement

Frequently Asked Questions



1 Getting Started & Managing Profiles

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

To use QFES e-lodgement you need one of the following:

- Internet Explorer Version 9 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 QFES e-lodgement. Use one of the above browsers instead.

You also need Adobe Reader Version 9 or later for viewing reports and correspondence. Adobe Reader can be downloaded free from Adobe.com. Note that the standard Apple Preview function is not supported by QFES e-lodgement.

You need an email account to register and receive updates about your submitted applications.

Mobile devices are not supported by QFES 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 QFES e-lodgement?

User Guidelines are available on the QFES website at www.qfes.qld.gov.au. Navigate via the Building Fire Safety Page to the Referral Agency Advice page and you will see a link to the User Guidelines. Alternatively, you can go straight to the QFES e-lodgement home page, via the red letterbox icon on the home page of QFES.

1.3 Is it mandatory to use QFES e-lodgement?

No. QFES will continue to accept referrals via email and over-the-counter.

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

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

An organisation profile caters for organisations that have multiple users of QFES 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 QFES 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 QFES 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 a profile, it cannot be used again, even if the original profile or user is 'deactivated'. If this situation arises for you, please contact QFES e-lodgement Support on (07) 3635 1799 or QFES.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?

Yes, each login is specific to the user not the company, so all users from the one company can be utilising QFES 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 requests that have been submitted through QFES e-lodgement by other users in the organisation.

1.8 Do I have to be a certifier to create a profile on QFES e-lodgement?

No, anyone can create a profile on QFES e-lodgement.

1.9 What if I forget my password?

Within QFES 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.

2 Submitting Requests

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

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

- Request for Meeting;
- Request for Comment on Fire Engineering Brief;
- Request for Assessment;
- Request for Inspection;
- Documentation Only Submission.

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

No. The information provided in the e-lodgement is sufficient.

2.3 Does the system have minimum mandatory data requirements for me to make a submission?

Each request type (e.g. assessment, inspection etc) has specific minimum mandatory data requirements. QFES e-lodgement will require entry of minimum data for the request type you are lodging before it will allow you to submit. See DA rules regarding information required for referrals to QFES.

2.4 Can I attach any type of file to my QFES e-lodgement submission?

Only certain file types can be uploaded to QFES e-lodgement. File types are listed in the system itself when you are at the **Attachments** step in QFES e-lodgement.

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 QFES to discuss that specific submission.

2.6 Can I save my submission part-way through entering it?

Yes. 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 & 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 it will be automatically deleted.

2.7 How will a Submission Number align with the QFES Job Number?

Submission numbers relate to a specific submission through QFES e-lodgement, whereas the QFES job number will still be 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 QFES Job Number.

2.8 When I make a submission, does it automatically go to the closest office?

No, you will need to select from a drop-down list which QFES Community Safety Operations (CSO) office your submission is for.

2.9 Is it compulsory to submit to the closest office?

Yes, QFES requires that the request be submitted to the CSO office that 'owns' the geographical location of the site your submission relates to, which is generally the closest office. If the site is in between two QFES CSO offices and you inadvertently select the wrong one, your submission will be reallocated by QFES 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 QFES in relation to your application, it will appear in your history in QFES 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 lodge an assessment and then require an inspection, will I have to re-type all of the data into QFES e-lodgement?

Once you have entered location, applicant and billing customer details into QFES e-lodgement, you will be able to copy that data for future submissions. If you submitted the Request for Assessment through QFES e-lodgement, you will be able to copy the details from that submission when you then submit the Request for Inspection.

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 your submission in QFES e-lodgement. If you have general questions or comments relating to your submission, contact the QFES CSO office that is managing your submission. The numbers for local CSO offices can be found on the QFES website: <https://www.qfes.qld.gov.au/buildingsafety/>

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 QFES 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 QFES e-lodgement, but you will not be able to view the details of that specific Request for Inspection from your QFES e-lodgement profile. It will have been submitted under the builder or plumber's profile.

2.14 What if an architect or building designer submits a request via QFES e-lodgement for early advice before a certifier has been engaged?

QFES will access the request and provide advice the same way as a standard referral. There will not be a certifier identified for this request. Fees will be charged as per a normal assessment. If the request is resubmitted, it is to be processed in the same way as a reassessment. Multiple Building Applications may be done prior to engaging a certifier.

2.15 Can I submit assessment requests for multiple buildings on the same site so they can be combined for invoicing purposes?

Yes. The Multiple Building Application process applies with QFES e-lodgement. You must submit each assessment request separately, and on the final step of the wizard, select the **This Application is part of a Multiple Building Application** checkbox.

Note: You can use the **Copy Application Data** function when submitting multiple applications. Refer to the QFES e-lodgement User Guidelines.

2.16 What are the requirements for my submissions to meet the Multiple Building Application criteria?

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

- Be lodged on the same day; and
- Are for the same site; and
- Have the same billing customer; and
- Have the same Development Approval for Building Work number; and
- Have the same Nature of Request.

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

Any requests submitted as Multiple Building Applications that do not meet the above requirements will not be accepted.

2.17 What is the Documentation Only Submission criteria?

A detailed explanation of Documentation Only Submission requirements and QFES Scope Reduction Initiative are located at <https://www.qfes.qld.gov.au/buildingsafety/sri.asp>.

Documentation Only Submissions are for:

- Building works involving only fire hydrant coverage via single street hydrant; or
- Building works involving particular performance solutions; or
- Building works involving particular fit-outs; or
- Building works involving free-standing shade structures; or
- Building works where only fire hydrant coverage is via a single feed hydrant for a marina.

2.18 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 an Assessment/Reassessment, Inspection or Documentation Only Submission. Any additional documentation relating specifically to your submission can also be submitted.

Documents	Request Type
	Assessment Request
Drawings – For Assessment	Required with all requests
FEB/FER Documentation	Required with all performance solution requests
Unwanted Alarm Guidelines	Required with all requests where a detection system is to be monitored
Form 15	Recommended with all requests to assist with assessment process
	After Assessment Stage
Decision Notice	Required before the inspection request can be processed
	Inspection Request
Form 71	Recommended with all requests where hydrants and/or sprinklers included
Form 16	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
	After Inspection Stage
Certificate of Classification	Required within 5 days of it being issued
Drawings – As Constructed	Required with Certificate of Classification for all submissions
List of Fire Safety Installations	Required with Certificate of Classification for all submissions
	Documentation Only Submissions
FEB/FER Documentation	Required (where applicable) with all submissions
Unwanted Alarm Guidelines	Required (where applicable) with all submissions
Form 15	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	Recommended (where applicable) with all submissions
Certificate of Classification	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 to be submitted at the time of the original submission. Additional documents can be submitted using the **Submit Additional Documents** functionality.

3 Managing Applications

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

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

3.2 What if I wish to send an amended drawing or other document (e.g. Certificate of Classification) to QFES regarding my submission?

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 QFES 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 BAO or the QFES CSO office that is managing your submission.

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

No. There is security within QFES e-lodgement that restricts users with an individual or organisation profile from seeing the submissions in another individual or organisation's profile.

3.5 Can I see the history of submissions that I (or my organisation) have lodged via QFES e-lodgement?

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

4 Receiving QFES Correspondence and Reports

4.1 How will reports be sent to me?

You will receive an email notification with the report attached. The report will also be available in QFES e-lodgement against the relevant job in your organisation or individual profile (whichever you have set up).

4.2 Will I need a QFES e-lodgement profile to receive correspondence?

All correspondence and reports relating to submissions 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 request via QFES e-lodgement; and
2. Any nominated email address that has been included in the 'Copy To Address' section; and
3. The certifier and/or applicant, provided that these email address details have been included in the original submission

Note: Applicant and certifier email addresses are not validated, so please ensure details provided are accurate to avoid missed correspondence.

5 Fees and Invoicing

5.1 How can I calculate QFES fees?

There is a QFES Referral Agency Advice Fee Calculator on the QFES website (www.qfes.qld.gov.au). Navigate via the Building Fire Safety page to the Referral Agency Advice page. You will also find on this page an explanatory document that outlines QFES fees and charges for various natures of building approvals as specified by legislation.

5.2 Do I need to provide a signature from the billing customer?

No. When you submit your request, you will be required to accept the QFES Terms and Conditions, which includes acknowledgement that you have the billing customer's authority for QFES to invoice them accordingly. To assist you in ensuring the billing customer is aware of the QFES Terms and Conditions, a PDF document is available for you to send to them. This document can be downloaded from within QFES e-lodgement when you are submitting a request and accepting the Terms and Conditions. You can also download a copy from the QFES website (www.qfes.qld.gov.au). Navigate via the Building Fire Safety page to the Referral Agency Advice page.