

QFD e-lodgement

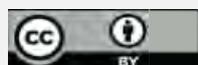
Use of e-lodgement to register, receive correspondence and submit Requests for Services regarding Building Development Application referrals to Queensland Fire and Rescue.

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 [Creative Commons Attribution 4.0 licence](#)

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: www.fire.qld.gov.au.

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

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 Adobe.com. 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: e-lodgement@qfes.qld.gov.au.

Access

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

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**:

The screenshot shows the e-lodgement portal home page. On the left, there is a 'QFD News' section with three articles: 'Billing Customer Details - August 2024', 'Queensland Fire Department - July 2024', and 'Buildings Affected by Combustible Cladding'. On the right, there is a 'Login' section with fields for 'Email Address' and 'Password', a 'Remember my login on this computer' checkbox, and 'Login' and 'Clear' buttons. A red circle highlights the 'Register as new user' link. Below the login section is a 'Need Help?' section with contact information for the e-lodgement team, including a phone number and email address.

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.

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.

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.

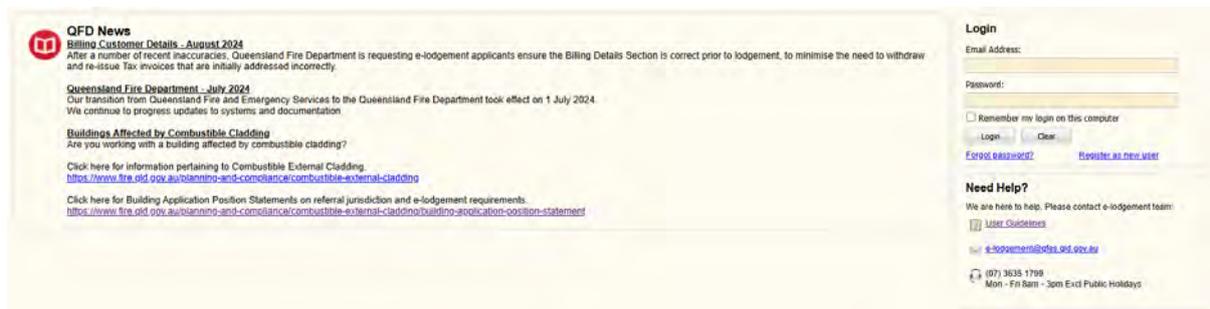
Note: If the activation email is not received (check junk email folder), contact e-lodgement Support on (07) 3635 1799 for assistance.

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

Click on **Proceed to Login**.

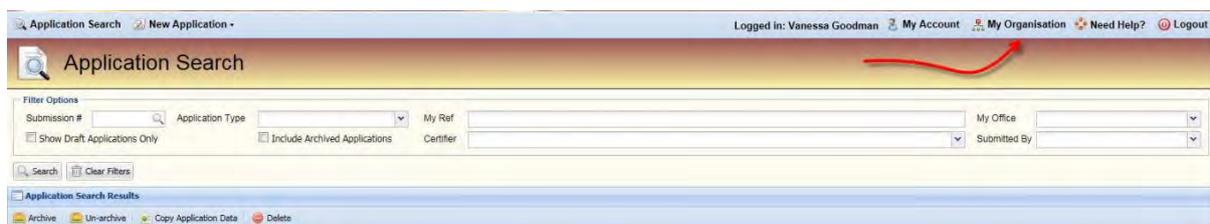


Log in to e-lodgement



The **Application Search** screen displays:

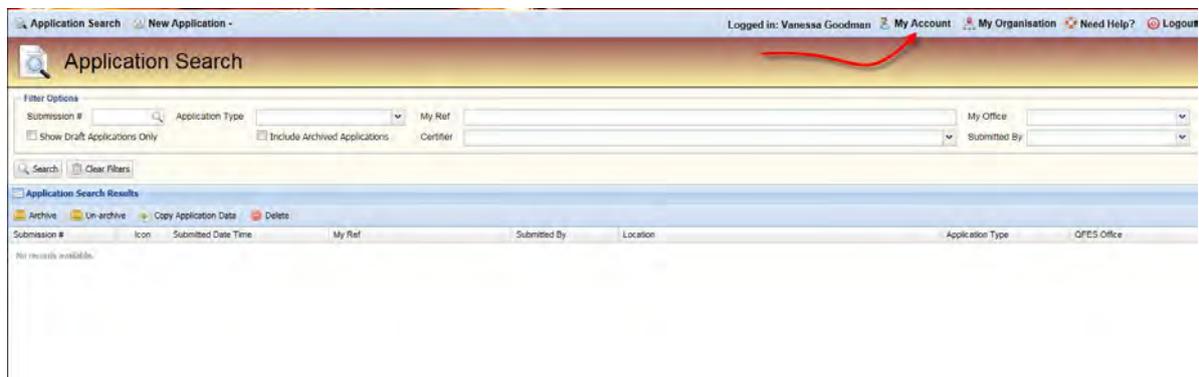
Note: An e-lodgement administrator will have an extra item in their toolbar – **My Organisation**.



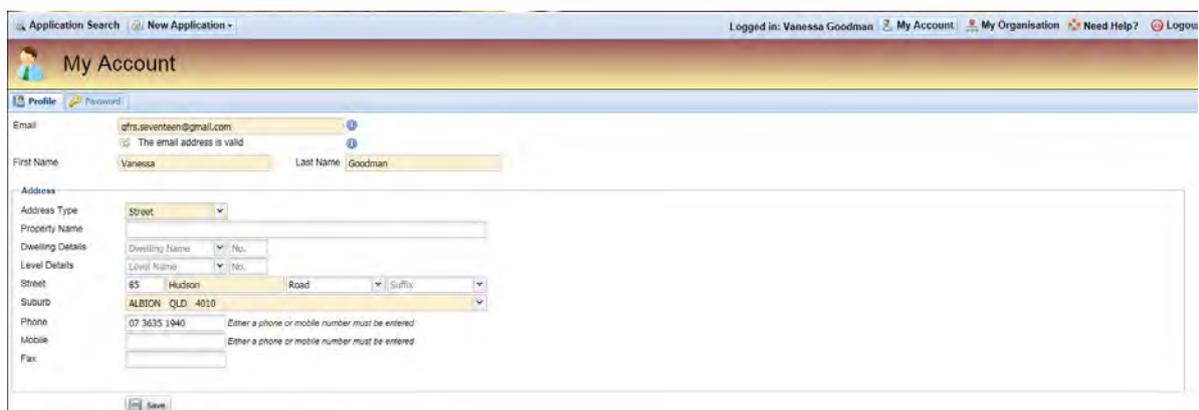
Manage account

Details can be updated using **My Account**.

From the **Application Search** screen, click on **My Account**:



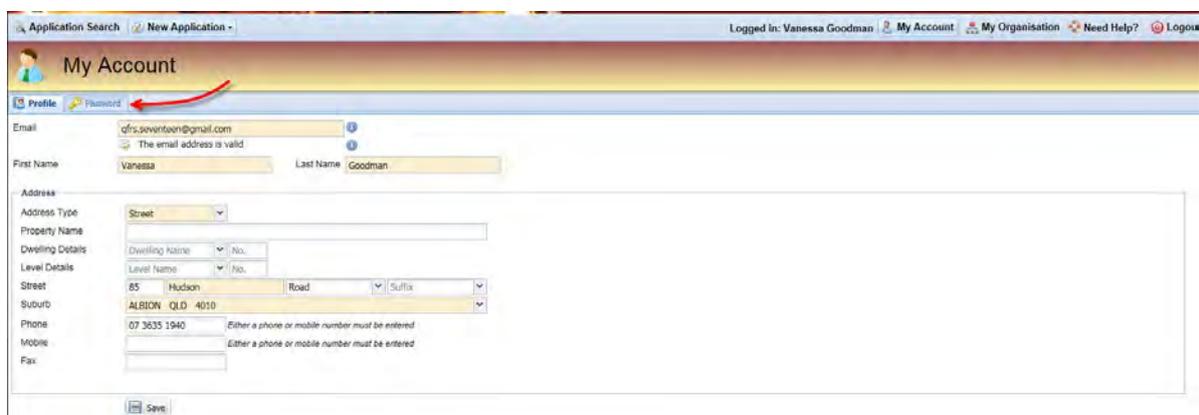
The **My Account** screen displays current profile information in the **Profile** tab:



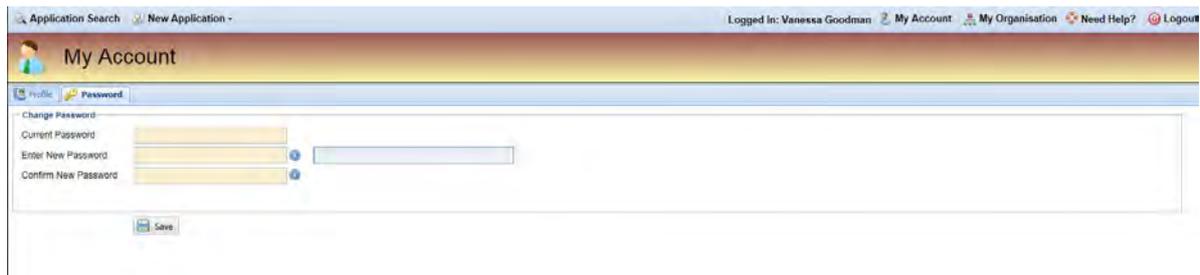
Make any required changes and click **Save**.

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:



The **Change Password** details display:

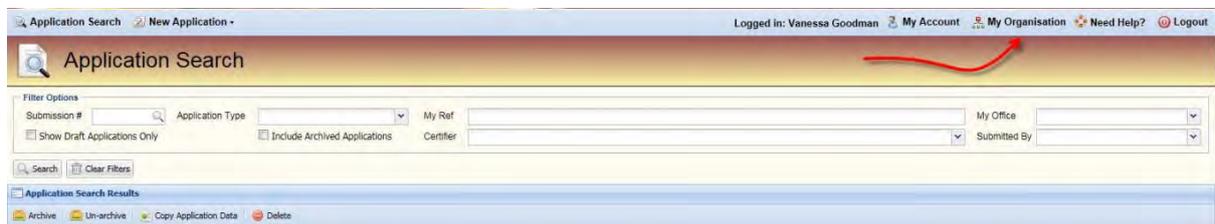


The screenshot shows the 'My Account' page with the 'Password' tab selected. The 'Change Password' section contains three input fields: 'Current Password', 'Enter New Password', and 'Confirm New Password'. A 'Save' button is located below the fields. The top navigation bar shows 'Logged in: Vanessa Goodman' and links for 'My Account', 'My Organisation', 'Need Help?', and 'Logout'.

Manage an Organisation

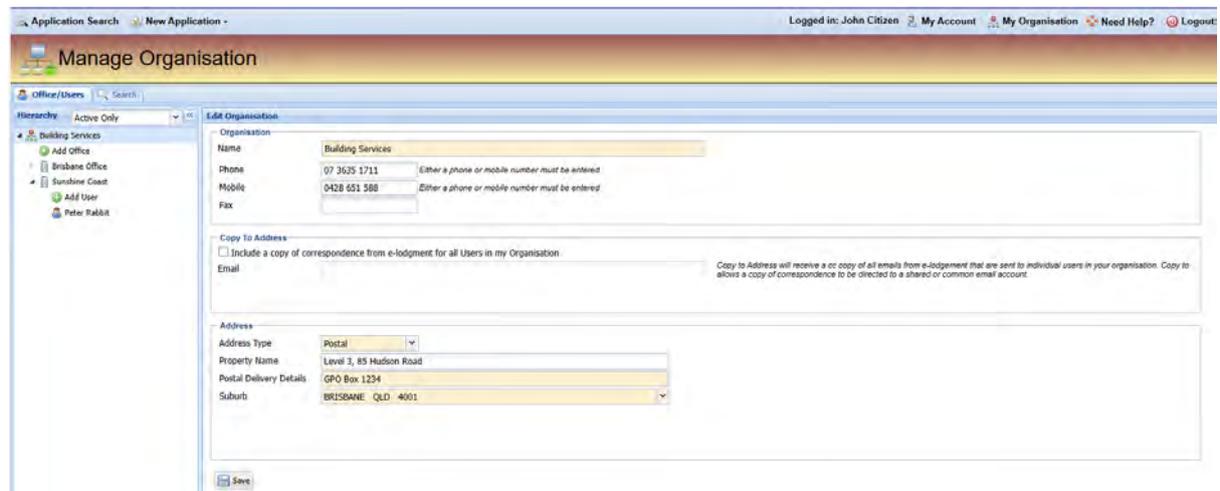
Only an e-lodgement administrator can manage the details of an organisation profile. This includes updating the organisation details and creating offices and users.

From the **Application Search** screen click on **My Organisation**:



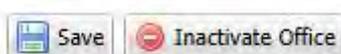
The screenshot shows the 'Application Search' page. A red arrow points to the 'My Organisation' link in the top navigation bar. The page includes filter options for 'Submission #', 'Application Type', 'My Ref', and 'Submitted By'. There are also checkboxes for 'Show Draft Applications Only' and 'Include Archived Applications'. A 'Search' button and 'Clear Filters' link are present. Below the filters, there are buttons for 'Archive', 'Un-archive', 'Copy Application Data', and 'Delete'.

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



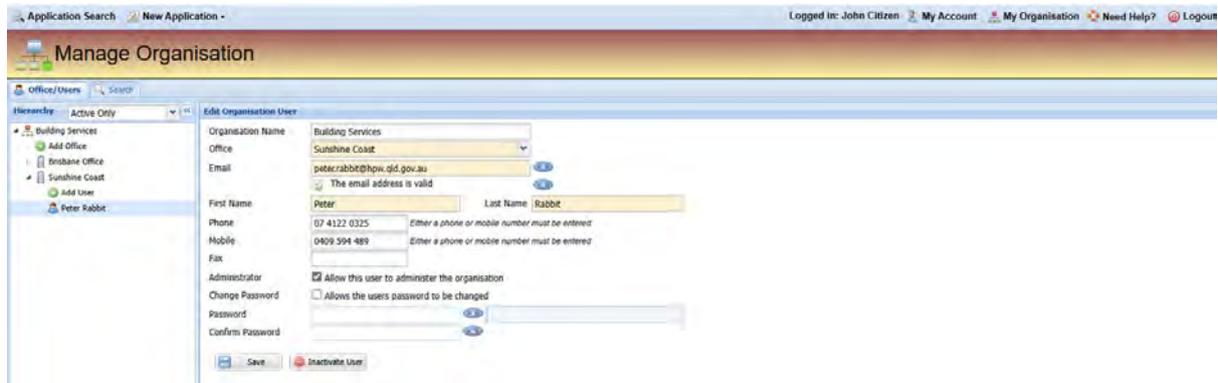
The screenshot shows the 'Manage Organisation' page. The 'Edit Organisation' form is displayed, showing fields for 'Name', 'Phone', 'Mobile', and 'Fax'. The 'Name' field is filled with 'Building Services'. Below the contact information, there is a 'Copy to Address' section with a checkbox and an 'Email' field. The 'Address' section includes fields for 'Address Type', 'Property Name', 'Postal Delivery Details', and 'Suburb'. The 'Address Type' is set to 'Postal', 'Property Name' is 'Level 3, 85 Hudson Road', 'Postal Delivery Details' is 'GPO Box 1234', and 'Suburb' is 'BRISBANE QLD 4001'. A 'Save' button is located at the bottom of the form. The left sidebar shows a 'Hierarchy' pane with a tree view of offices and users.

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.



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.

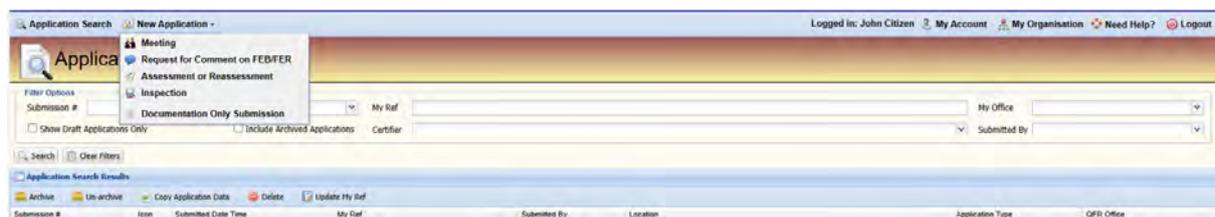
Search for Users



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**:



Select the type of application to open **New Application Wizard**:

The screenshot shows the 'Location' step of the application wizard. It contains several input fields and a table for Lot Plan Details. The 'Lot Plan Details' table is currently empty, with a note stating 'No records available.'

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:

The 'Upload Document' dialog box includes a 'Document Type' dropdown menu, a 'File Name' text box with a 'Browse...' button, a warning icon and message: 'Multiple file upload is not supported by your browser. A zip file can be used to load multiple files in one step.', and an 'Acceptable File Types' icon with a red arrow pointing to it. At the bottom are buttons for 'Add & New', 'Add', and 'Cancel'.

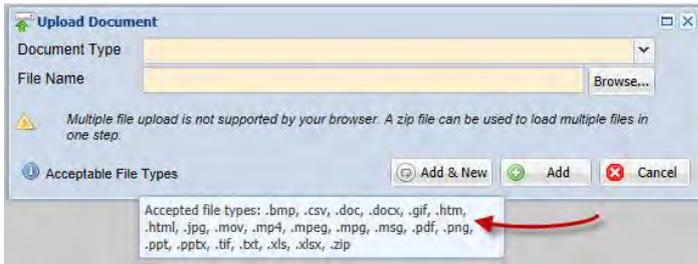
Select a **Document Type** from the drop-down list.

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.

Icon	Document Type	File Name	File Size (MB)
	Drawings - For Assessment	15760_05A - CIVIL PLAN.pdf	1.2
	Drawings - For Assessment	15760_02F - FLOOR PLAN.pdf	0.61
	Drawings - For Assessment	15760_03D - ELEVATIONS.pdf	0.57
	Drawings - For Assessment	15760_07A - SEWER.pdf	1.0
	Drawings - For Assessment	15760_05A - FOOTINGS.pdf	0.80
	Drawings - For Assessment	15760_05A - STRUCTURAL FRAMING.pdf	0.76
	Drawings - For Assessment	15760_10A - STRUCTURAL DETAILS.pdf	0.87
	Drawings - For Assessment	15760_11A - PANELS.pdf	0.66

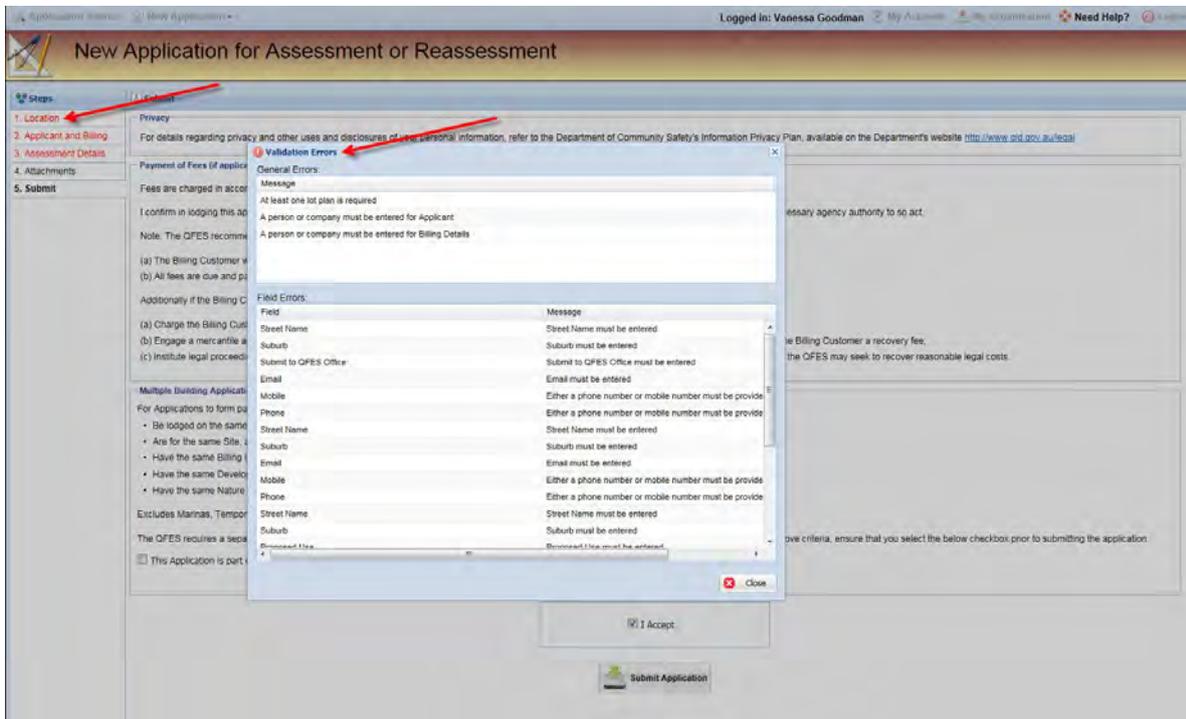
Only certain file types can be uploaded to e-lodgement. Hover mouse over the **Acceptable File Type** icon on the **Upload Document** screen, to display list:



Validation errors

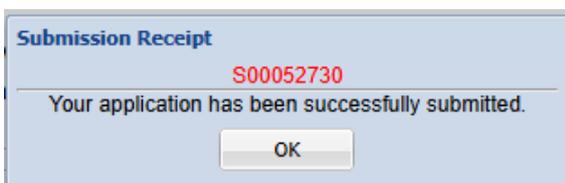
Mandatory information not entered in the new or draft application wizard, will cause display of the following information on the screen:

- 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:



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.



Submission #	Submitted Date Time	My Ref	Submitted By	Location	Application Type	QFR Office
S00052657	14-Feb-2025 10:53 AM	Goodna Special School Stage 2	Paul Corser	65 Queen Street GOODNA QLD 4306	Inspection	Toowoomba
S00052613	11-Feb-2025 4:50 PM		Yan Lu	3745 Pacific Highway SLACKS CREEK QLD 4127	Assessment	Beeleigh
S00052602	11-Feb-2025 11:05 AM	Mackay Base Hospital	Paul Corser	475 Bridge Road WEST MACKAY QLD 4740	Inspection	Mackay
S00052574	10-Feb-2025 7:51 AM	OSAC Western Grandstand	Paul Corser	Kessells Road NATHAN QLD 4111	Assessment	Brisbane

Request update alerts

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



Submission #	Submitted Date Time	My Ref	Submitted By	Location	Application Type	QFR Office
S00052657	14-Feb-2025 10:53 AM	Goodna Special School Stage 2	Paul Corser	65 Queen Street GOODNA QLD 4306	Inspection	Toowoomba
S00052613	11-Feb-2025 4:50 PM		Yan Lu	3745 Pacific Highway SLACKS CREEK QLD 4127	Assessment	Beeleigh
S00052602	11-Feb-2025 11:05 AM	Mackay Base Hospital	Paul Corser	475 Bridge Road WEST MACKAY QLD 4740	Inspection	Mackay
S00052574	10-Feb-2025 7:51 AM	OSAC Western Grandstand	Paul Corser	Kessells Road NATHAN QLD 4111	Assessment	Brisbane

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**.



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.