

QUEENSLAND TREASURY

FHOG approved agent user guide

Queensland version 18

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1.0 Introduction

The purpose of the first home owner grant (FHOG) is to encourage and help home ownership by first home buyers in Queensland.

The Great Start Grant (GSG) was introduced in Queensland in September 2012. The legislation was amended to make the grant available for new homes only.

From 1 July 2016, the Great Start Grant became known as the Queensland First Home Owners' Grant.

A *new home* is a home that has not previously been occupied as a place of residence or sold as a place of residence, and may include the purchase of a substantially renovated home.

In Queensland, the first home owner grant is administered by Queensland Revenue Office (QRO) under the *First Home Owner Grant and Other Home Owner Grants Act 2000*.

This guide explains how to use the FHOG application processing system (fhogOnline), available at www.firsthome.gov.au/privatesite. These instructions are for approved agents who lodge and process Queensland FHOG applications.

2.0 Contact details for Queensland Revenue Office

- Website: qro.qld.gov.au
- Phone: 1300 300 734
- Email: fhogadmin@treasury.qld.gov.au

Use this address to:

- give us feedback on managing the grant
 - submit training requests
 - update your contact details
 - request or provide specific information relating to applications (e.g. cancelled applications, identification enquiries, general concerns)
 - ask about disqualifying arrangements, new home verification and pre-compliance documents.
- Email: fhogpayments@treasury.qld.gov.au
Use this address to notify us about returned grants. See the [instructions on returning the grant to QRO](#).

3.0 Eligibility criteria

All applicants must meet the following criteria to be eligible for the grant.

3.1 Eligible applicant

- All applicants and their spouses must not have owned a home before 1 July 2000.
- All applicants and their spouses must not have owned a home on or after 1 July 2000 in which they have also resided.
- All applicants and their spouses must not have previously received the grant.
- When applying for the grant, at least one applicant must be an Australian citizen or a permanent resident (includes holders of a special category visa).
- All applicants must be at least 18 years of age at the commencement of the eligible transaction.

- All applicants must be natural persons, not trustees or companies.
- All applicants must occupy the home as their principal place of residence for a continuous period of at least 6 months commencing within 12 months of completion of the eligible transaction.

3.2 Eligible transaction

- For new homes being purchased or built with a contract signed from 20 November 2023 to 30 June 2025, or if building a home as an owner-builder the foundations are laid from 20 November 2023 to 30 June 2025, the grant payable is \$30,000.
- For new homes being purchased or built with a contract signed from 1 July 2018 to 19 November 2023, or if building a home as an owner-builder the foundations are laid from 1 July 2018 to 19 November 2023, the grant payable is \$15,000.
- For new homes being purchased or built with the contract signed between 1 July 2016 and 30 June 2018, or if building a home as an owner-builder the laying of foundations is completed between 1 July 2016 and 30 June 2018, the amount of the grant is \$20,000.
- A cap amount of \$749,999 applies to transactions entered on or after 1 July 2016. Applicants who purchase or build a home that is worth \$750,000 or more (including contract variations) will not be eligible for the grant.

Notes:

- After 1 July 2016, an eligible applicant who enters into a transaction must use the first home owner grant application form. The Queensland application form is available from gro.qld.gov.au/forms.
- It is an offence under the First Home Owner Grant and Other Home Owner Grants Act to provide the Commissioner of State Revenue with false or misleading information, which may include transactions whereby subsequent contracts are entered into that replace original contracts entered into before 1 July 2016.

4.0 Application forms

The application forms for each jurisdiction can be printed from the state revenue office (SRO) website in each state or territory. The Queensland application form is available from gro.qld.gov.au/forms.

You must use the specific form for the appropriate jurisdiction—use the Queensland form for eligible transactions in Queensland. Refer to the transaction information to ensure the correct form is used.

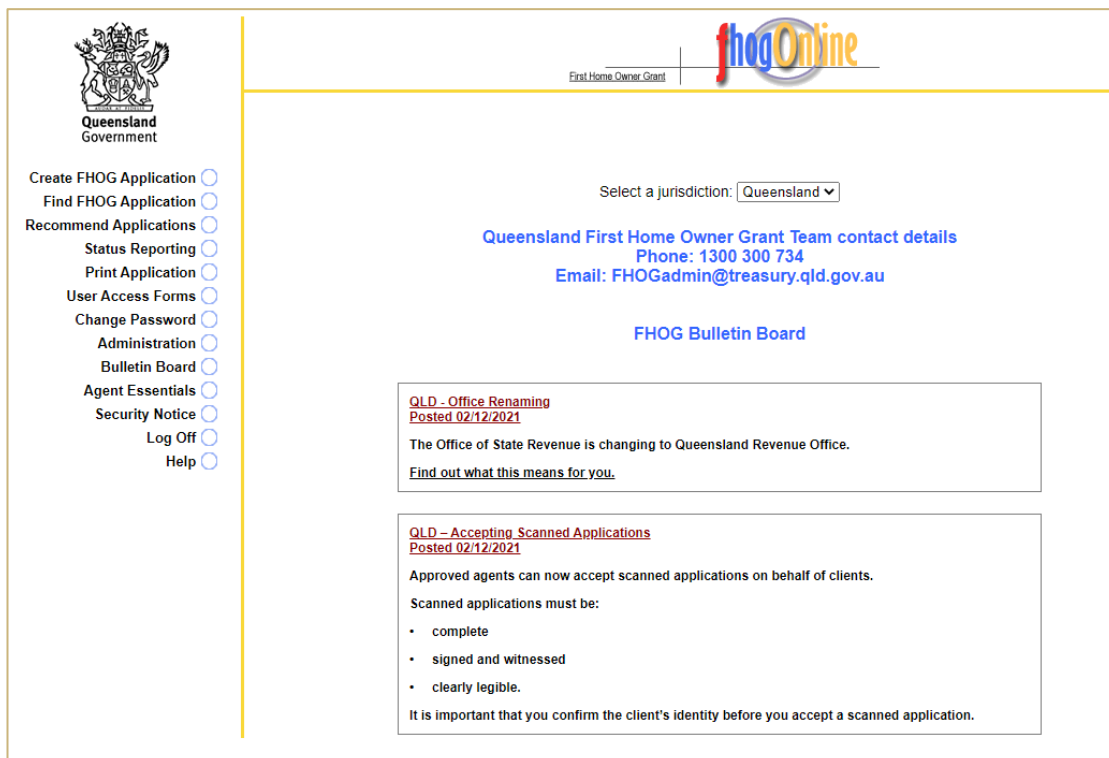
5.0 FHOG application processing system

Use [fhogOnline](#) (the national database for approved agents) to lodge FHOG applications and process grant payments.

5.1 fhogOnline functions

Navigate to various fhogOnline functions with the buttons located in the side menu at the left of the screen.

Figure 1: Side menu functions



5.2 Logging off

Do not close your internet browser without logging off fhogOnline first. If you do, you will have difficulty logging on again because fhogOnline will register that your session is still active.

To log off, navigate to the fhogOnline home page and click **Log Off** in the side menu.

5.3 User roles

The roles assigned to a user control their access in fhogOnline. These roles may differ across jurisdictions. For example, a user may have 'Supervisor' access in Queensland but 'View Only' in Western Australia.

Approved agent users:

- can display applications created within their organisation and in a jurisdiction they can access
- may be able to modify a displayed application, depending on their user role
- cannot display or process applications created by other approved agents.

User roles—a user must have at least one role

User role	Description
Process	Enables a user to create, modify and search for applications. However, a Supervisor must 'recommend' applications, unless the Automatic Recommend role has also been selected
Automatic Recommend	Applications created by a user with this role are automatically 'recommended' if they pass the initial eligibility test and all mandatory fields have been completed Note: This role cannot be selected alone—it must be selected with the Process role
Supervisor	A Supervisor can view all applications and can 'recommend' applications for approval. They also have access to the Status Reporting function
View Only	Search for and display applications only
System Administrator	Manages user access and maintains contact details for your organisation Note: For audit reasons, a System Administrator cannot be a FHOG application processor

6.0 Lodging a FHOG application

6.1 Checking for previous applications

Before entering a new application, you must search fhogOnline to ensure no other applications have already been lodged by the applicant(s). This is done using the **Find Application** function.

6.2 Application form and supporting documentation

Before creating a fhogOnline application, the application form must be completed and signed by all applicants and their spouses. We will accept the application form or annexure electronically, including the use of electronic signatures. For the application to proceed to **Recommended** status, all mandatory fields must be completed and the required supporting documentation must be held on file. The supporting documentation checklist is part of the application form and lodgement guide.

6.3 Entering the application in fhogOnline

All mandatory fields must be completed before an application can proceed to **Recommended** status.

6.3.1 Creating a new application

Open the fhogOnline home page and select the appropriate jurisdiction from the drop-down box. This is the state where the property is located. Then click **Create Application** in the side menu.

Figure 2: Create application

6.3.2 Eligibility criteria

Answer each question to reflect the applicant’s responses on the application form.

Figure 3: Eligibility criteria

Create Application		
1. Is this the first time each applicant and/or their spouse will receive a First Home Owner Grant in any State or Territory of Australia?	<input type="radio"/> Yes	<input type="radio"/> No
2. Is each applicant and their <i>spouse/de facto partner</i> a person who has never owned a residential property, either jointly, separately or with some other person before 1 July 2000 in any State or Territory of Australia? NOTE: Applicants are not eligible for a grant if they or their <i>spouse/de facto partner</i> have held a <i>relevant interest</i> in residential property prior to 1 July 2000, even if they have never occupied the property.	<input type="radio"/> Yes	<input type="radio"/> No
3. Is each applicant and their <i>spouse/de facto partner</i> a person who has never occupied a residential property in which they acquired a <i>relevant interest</i> on or after 1 July 2000 in any State or Territory of Australia?	<input type="radio"/> Yes	<input type="radio"/> No
4. Is each applicant a natural person (e.g. not a company) and at least 18 years of age?	<input type="radio"/> Yes	<input type="radio"/> No
5. Is at least one applicant a permanent resident or Australian citizen?	<input type="radio"/> Yes	<input type="radio"/> No
6. Will all applicants be occupying the home as their <i>principal place of residence</i> for a continuous period of 6 months commencing within 12 months of <i>completion of the eligible transaction</i> ?	<input type="radio"/> Yes	<input type="radio"/> No
7. Has each applicant met one of the following conditions? - Entered into a contract to purchase a new home in Queensland - Entered into a contract to build a new home in Queensland - Commenced construction (i.e. laying of foundations) as an owner-builder of a home in Queensland	<input type="radio"/> Yes	<input type="radio"/> No
8. If you have entered into a contract, does this contract replace an earlier contract to purchase or build the same or a substantially similar home?	<input type="radio"/> Yes	<input type="radio"/> No

6.3.3 Addendum procedures

All applicants must complete the addendum section of the application form under section 2 'Applicant details—Disqualifying arrangements' before an application for the grant can be processed. The addendum is part of general anti-avoidance provisions to prevent misuse of the scheme.

Answer the five addendum questions as per the applicant's responses on the form.

Figure 4: Disqualifying arrangements addendum

Disqualifying Arrangements		
1. Is the new home being purchased from, or built, by a related person (e.g. a parent)? If yes, provide independent evidence of value of the new home.	<input type="radio"/> Yes	<input type="radio"/> No
2. Is the consideration for the new home less than market value of the new home?	<input type="radio"/> Yes	<input type="radio"/> No
3. Have any of the applicants received, or will they receive, financial help (directly or indirectly) to help with the transaction this application relates to? If No, also select No for questions 4 and 5. If yes, you must lodge a statutory declaration from each applicant with a comprehensive description of the financial help received or expected to be received, including details of the amounts owing or gifted and the applicant's relationship with the person providing financial help. If the financial arrangement is in writing (i.e. a loan agreement or deed), a copy of that document must be lodged.	<input type="radio"/> Yes	<input type="radio"/> No
4. Is the person or persons providing the financial help a related person to any of the applicants? If No, also select No for question 5.	<input type="radio"/> Yes	<input type="radio"/> No
5. Will the related person providing financial help live in or use the new home frequently or otherwise to a significant extent? If yes, each applicant must explain the family reasons why the related person will be residing in, or using, the home frequently or to a significant extent in the abovementioned statutory declaration.	<input type="radio"/> Yes	<input type="radio"/> No

6.4 Status and information changes for addendum

If the answer to questions 3, 4 and 5 is **Yes**, fhogOnline will automatically change the application's status to **Suspended—Pending Verification of Addendum** after pre-compliance.

The documentation listed on the form must be held on file for all questions with a 'Yes' answer.

6.4.1 Question 2 (consideration less than market value)

If the answer to question 2 is **Yes**, a market valuation must be held on file and attached to fhogOnline. Then, the answer to question 3 (financial help) will automatically default to **Yes**. You cannot change this to 'No'.

If the applicant has selected **No** on the application form, the applicant must amend the form and initial the amendment.

6.4.2 Question 3 (direct or indirect financial help)

If the answer to question 3 is **Yes**, each applicant must provide a statutory declaration that details the financial help being provided. All declarations must be held on file and attached to fhogOnline.

6.4.3 Question 4 (financial help provided by a related person)

If the answer to question 3 is **Yes** and the answer to question 4 is **No**, question 5 will automatically default to **No** and cannot be amended by the agent.

6.4.4 Question 5 (use of the property by the financial help provider)

If the answer to question 5 is **Yes**, all applicants must submit statutory declarations detailing why the related person will be residing in, or using, the home frequently or to a significant extent.

The supporting documents must be attached to fhogOnline or emailed to the processing team for QRO review and/or approval. fhogOnline will suspend the application.

6.5 Application details

These fields will be populated either when the application is created or when it is saved in fhogOnline.

Detail field	Description
UIN	Unique identification number—generated automatically when the application is saved
Jurisdiction	Selected from the fhogOnline home page
Application date	The date the application is entered into fhogOnline
Status	Pending until the application is saved
Status reason	Remains blank until the application is saved
Notes	Reflects the number of application notes that have been entered by fhogOnline users
Processing centre	Your organisation's name
Created by	Your fhogOnline user name
Application reference	Reference allocated by your office (if applicable)
Application received by	Contact officer's details (if applicable)

6.5.1 Contact applicant

Complete the contact applicant's details as per the completed application form.

Application field	Description
Title	Select from the drop-down list. If you select 'Mrs', you must complete the Name on Birth Certificate / Additional Names fields. If a married female applicant has retained her maiden name, explain this in the text box. Supporting documentation is required.
Current name	Enter current legal First, Middle and Family Names in full. Do not use initials.
Name on birth certificate / Additional names	Record all name changes (i.e. previous married names or changed by deed poll) and note the relevant documentation.

Application field	Description
	If there are multiple known previous names, separate them in the appropriate fields by a slash (/); for example, Smith/Jones. Provide an explanation in the field below the name details (e.g. marriage, deed poll).
Date of birth	Enter in the format dd/mm/yyyy . The application will automatically suspend after pre-compliance if an applicant is not 18 years or older. If the applicant has provided documentation explaining the circumstances, send copies to QRO and enter a note.
State/Territory of birth	Enter the state or territory where applicant was born.
Country of birth	Select the country from the drop-down list.
Daytime phone	Use these formats: <ul style="list-style-type: none"> • Landline: 07 1234 5678 • Landline with line extension: 07 1234 5678 ex 9100 • Mobile: 0400 123 456.
Email address	Enter the applicant's email address.

6.5.2 Contact applicant proof of ID

Select a document from the Category 1 drop-down list. Documents do not need to be certified.

If applicable, select another document from the **Additional Supporting Evidence** drop-down list. 'Other' refers to deed polls and general statutory declarations.

6.5.3 Proof of residency status

As part of the eligibility criteria for the grant, at least one applicant who will hold a relevant interest in the property must be a permanent resident or citizen of Australia at the time of making an application.

The application form outlines the type of supporting documentation we currently accept. For example, applicants born overseas must provide one of the following:

- Australian citizenship certificate
- current passport and visa.

The Department of Immigration is phasing out the use of visa labels as evidence of a passport holder's visa status. We will accept VEVO (visa entitlement verification online) verification as evidence of residence status when supplied with a current passport.

For more information, or to register to confirm a client's residency status for the grant, go to <https://immi.homeaffairs.gov.au/visas> and select **Visa conditions**.

6.5.4 Current residential address

Address field	Description
Unit/Street No.	The street number. Include a unit number if appropriate; for example, Unit 3, 25 Main Street should be entered as '3/25'
Street Name	Both the name of the street and the street type in full; for example, Grace Avenue, not Grace Ave
Suburb/Town	The suburb or town of the residential address
State	Select from the drop-down list

Address field	Description
Postcode	The postcode of the residential address

If you enter an incorrect suburb or postcode, the system will guide you to enter the correct details.

If the entered suburb and postcode do not match or are invalid, an 'Address Validation' screen will supply you with a list of alternative suburbs with matching postcodes.

If the suburb or postcode you wish to enter is not available (e.g. a newly registered suburb), we can add new suburbs and postcodes to the master file. Save the application with one of the suggested postcodes and email us with the unique identification number (UIN), applicant name and details of the suburb update required. Add an application note to fhogOnline (see [Adding application notes](#)).

6.5.5 Address for notices

Select the check box if the postal address is the same as the current residential address.

If there is a separate address for correspondence, complete the details using the formatting requirements outlined in the table above. Correspondence will be mailed to one address only.

If the address for notices is a post office box, leave the Unit/Street No. field blank and enter the box number in the Street Name field (e.g. PO Box 1234).

Ensure that this address is correct and current because the address for notices is where we will send the applicant's decision letter. The address for notices must be a registered address, recognised by Australia Post (i.e. use the street number, not the lot number).

6.5.6 Spouse or de facto partner of contact applicant

If the applicant does not have a spouse or de facto partner, select **No** from the drop-down list and continue to Property and Transaction Details.

If the applicant has a spouse or de facto partner (who may or may not have a relevant interest), select **Yes** from the drop-down list and continue to the next question.

If the spouse or de facto partner will not hold a relevant interest, select **No** from the drop-down list and complete the personal details in the same format as for the contact applicant.

If the spouse or de facto partner is also an applicant and will have a relevant interest, select **Yes** from the drop-down list and complete the personal details in the same format as for the contact applicant.

6.5.7 Spouse or de facto partner proof of ID

Select a document from the **Category 1** drop-down list. Document certification is not required from 1 January 2012.

Data field	Description
Lot No.	Use this field where a street number has not yet been allocated
Unit/Street No.	The street number. Include a unit number if appropriate; for example, Unit 3, 25 Main Street should be entered as '3/25'
Street Name	Both the name of the street and the street type in full; for example, Grace Avenue, not Grace Ave.
Suburb/Town	The suburb or town of the property
State	Select from the drop-down list
Postcode	The postcode of the property

Data field	Description
Lot No.	The lot number of the property
Plan Type	For example, SP for survey plan; RP for registered plan
Plan No.	The plan number of the lot
Title Reference	Enter this if available; otherwise, leave the field blank

If applicable, select another document from the **Select Additional Supporting Evidence** drop-down list. 'Other' refers to deed polls and general statutory declarations.

6.5.8 Purchase property details

Select the check box if the property details are the same as current residential address.

Take care when entering property information because incorrect data entry may hold up our compliance checks.

Figure 5: Purchase property details example

Lot No.			
Unit/Street No.	Street Name		
3	River Road		
Suburb/Town	State	Postcode	
BRISBANE	QLD	4000	
Local Government Area	Regional		
	No		
Lot No.	Plan Type	Plan No.	Title Reference (if available)
15	RP	77326	50407270

Purchase Property	<input type="checkbox"/> Same as Current Residential Address			
	Lot No.			
	<input type="text"/> (only use if Street No. is not allocated)			
	Unit/Street No.	Street Name		
	<input type="text"/> 3	<input type="text"/> RIVER ROAD		
	Suburb/Town	State	Postcode	
	<input type="text"/> BRISBANE	QLD <input type="text"/>	<input type="text"/> 4000	
Local Government Area	Regional			
<input type="text"/> BRISBANE (C)	<input type="text"/> No			
Lot No.	Plan Type	Plan No.	Title Reference (if available)	
<input type="text"/> 15	<input type="text"/> RP	<input type="text"/> 77326	<input type="text"/> 50407270	
Back to top				

6.5.9 Transaction and valuation details

Complete the transaction and valuation details section. Note that the **Cap Exemption** section does not apply to Queensland applications for the grant.

Data field	Description
Type of Transaction	Select from the drop-down list: <ul style="list-style-type: none"> Contract to build New home Off the plan Owner-builder
Purchase or Construction Price	<p>Contract to build: Enter the consideration for the building work as indicated in the comprehensive home building contract.</p> <p>New home or Off the plan: Enter the consideration to purchase the home as indicated in the contract to purchase the home.</p> <p>Owner-builder: Enter the consideration paid by the owner-builder to build the home, as evidenced by the cost summary annexure.</p>
Unencumbered Value	<p>Contract to build: Enter the unencumbered value of the land as at the date of the contract (see 'Valuation Type' for explanation).</p> <p>New home or Off the plan: Enter the unencumbered value only if the purchase was from a related person. The value must be substantiated by an acceptable valuation. Leave blank if not purchased from a related person.</p> <p>Owner-builder: Enter the unencumbered value of the land as at the date the foundations were laid (see 'Valuation Type' for explanation).</p>
Cap Value	<p>This is an automated field. If the value in this field is \$1 million or more with a transaction date between 1 January and 30 March 2010, the application will be deemed ineligible for the grant.</p> <p>If the value in this field is \$750,000 or more with a transaction date on or after 31 March 2010, the application will be deemed ineligible for the grant.</p>
Cap Exemption Section	This section does not apply to Queensland applications for the grant.
Property Valuation Supplied?	Select Yes or No . Valuations are not required for new homes and off-the-plan homes if the vendor is not a related person to the purchaser/applicant. Valuations are required in all other instances.
Valuation Type	<p>The valuation type is set by the type of transaction. Keep a copy with the application to evidence the 'Purchase Price or Construction Price' and 'Unencumbered Value'.</p> <p>Contract to build: Evidence must reflect the unencumbered value of the land as at the contract date (i.e. before the home is constructed). The consideration under the building contract is added to this value and displays in the 'Cap value' field to see if it exceeds the cap amount. Acceptable evidence of value for a contract to build includes:</p> <ul style="list-style-type: none"> independent third-party valuation or market appraisal of land stamped contract to purchase land (if dutiable value displayed) stamped Form 1 Transfer of land (if dutiable value displayed). <p>Evidence of value cannot be dated more than 12 months before the date of the contract to build.</p>

Data field	Description
	<p>New home or Off the plan: Evidence must reflect the improved value of the property (i.e. the house and the land). The greater of the 'Purchase or Construction Price' or 'Unencumbered Value' field is automatically displayed in the 'Cap value' field to see if it exceeds the cap amount. Acceptable evidence for these transaction types includes:</p> <ul style="list-style-type: none"> independent third-party valuation or market appraisal of the home stamped contract to purchase the home (if dutiable value displayed) stamped Form 1 Transfer (if dutiable value displayed). <p>Evidence of value cannot be dated more than 12 months from the date of the contract to purchase the home.</p> <p>Owner-builder: Evidence must reflect the unencumbered value of the land as at the date the foundations are laid. The consideration to construct the home is added to this value and displays in the 'Cap value' field to see if it exceeds the cap amount. Acceptable evidence of value for a contract to build includes:</p> <ul style="list-style-type: none"> independent third-party valuation or market appraisal of land stamped contract to purchase land (if dutiable value displayed) stamped Form 1 Transfer of land (if dutiable value displayed). <p>Evidence of value cannot be dated more than 12 months before the date of the contract to build</p>

6.5.10 Documentation

Data field	Description
Document Evidence Sighted?	Select from drop-down list. You must select Yes for the application to proceed to the next stage of processing.
Supporting Documents Held?	Select from drop-down list. You must select Yes for the application to proceed to the next stage of processing.
Transaction Type Evidence	Select from the drop-down list. If Other is selected, specify in the adjacent blank field; e.g. Transfer, Form 21.
Name of Person Sighting Evidence	Enter the name of the authorised fhogOnline user who sighted the evidence. An authorised member of the approved agent must sight the original or the copy of all documentary evidence.
Application Complete Date	Enter this date once all information has been entered and all required documentation has been lodged.

6.5.11 Settlement details

Data field	Description
Payment Eligibility Date (PED)	Enter the date of settlement for contracts to purchase or the date of first progress payment to the builder (not deposits) for contracts to build.

Data field	Description
	Applications that have been saved without a PED will have a status reason of Approved—PED Required. The application status will remain as Approved, and payment will be held until the settlement date is entered in the PED field. Note: Only enter the settlement date or first progress payment date once it is confirmed. Otherwise, leave blank.
Contract Date	Owner-builders: Leave blank. All other transaction types: Enter the date the contract was executed (signed by all parties).
Construction Commencement Date	Enter the construction commencement date for a contract to build, owner-builder or off-the-plan transactions.
Construction Completion Date	Enter the construction completion date for all transaction types.

6.5.12 Payment details

Data field	Description
Payment Method	EFT is automatically selected
Payment Amount	The grant amount to be paid
Pay FI	Selected by default
FI Reference Number	Enter the reference number of the approved agent, if applicable
Payment Date	Automatically updates once the payment has been made
Bank Account	Defaults to the approved agent's account details
Date Payment Made	Automatically updates once the payment has been made
Reference Number	Automatically updates once the payment has been made
Amount Paid	Automatically updates once the payment has been made

6.5.13 Optional question for persons of Aboriginal or Torres Strait Islander origin

Select either **No** or **Yes** from the drop-down list in accordance with what the applicant(s) has selected on the application form. Leave blank if this question has not been answered.

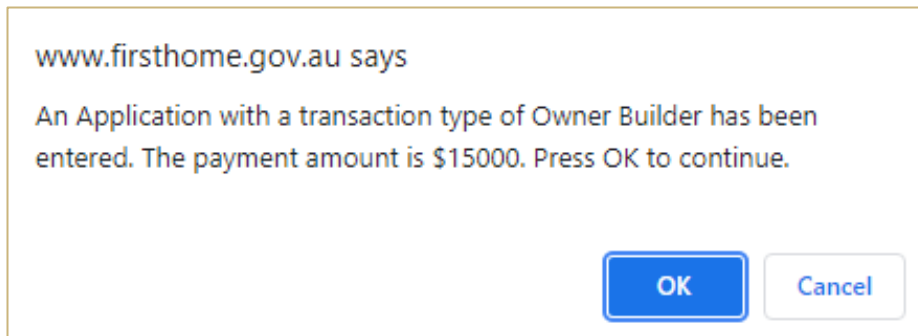
6.5.14 Addendum/Disqualifying arrangements

Select either **Yes** or **No** in accordance with what the applicant(s) has selected on the addendum. Refer to the [Addendum procedures](#) if the applicant has answered Yes to any of the addendum questions.

6.6 Saving the application

Click **Save Application** in the side menu.

A dialog box will display. Check to ensure you have selected the correct transaction type and that the payment amount is correct.

Figure 6: Checking the dialog box

Select **OK** to save, or **Cancel** to return to the data screens and make corrections. The unique identification number (UIN) is created when the application is saved.

If an application is Suspended—Pending Verification of Addendum, the required documents must be sent to us via email, or attached to fhogOnline.

Figure 7: Suspended—Pending Verification of Addendum

Application Details	UIN 2250490	Jurisdiction Queensland	Application Date 07/12/2021
	Status Suspended	Status Reason Pending Verification of Contract	Notes 0

Once we have reviewed the supporting documentation, the application status will change to either **Approved** or **Rejected**, or additional information may be requested. We may request copies of certain documents to help determine the applicant's eligibility.

7.0 New home verification

An application for the purchase of a new home will require the contract to purchase, vendor statement and the final inspection certificate or certificate of occupancy to be emailed to the processing team or attached online for QRO verification.

Vendor statements are required to be from the vendor listed on the contract of sale. Applications will not proceed until this verification has been completed. This documentation should be obtained before lodging in fhogOnline.

8.0 Attachments

Select **Attachments** to:

- attach files to FHOG applications
- upload new files
- give each attachment a descriptive name
- view a list of attachments.

It is not to be used for uploading scanned application forms.

This facility is located at the bottom of fhogOnline applications, after the addendum. The attachment facility will appear after an application has been saved and a UIN has been created.

You will only be able to view the attached files if you have the appropriate software installed on your computer (e.g. Adobe Reader is needed to view PDF files). The facility will only accept PDF and JPG files, and the maximum file size is 20MB.

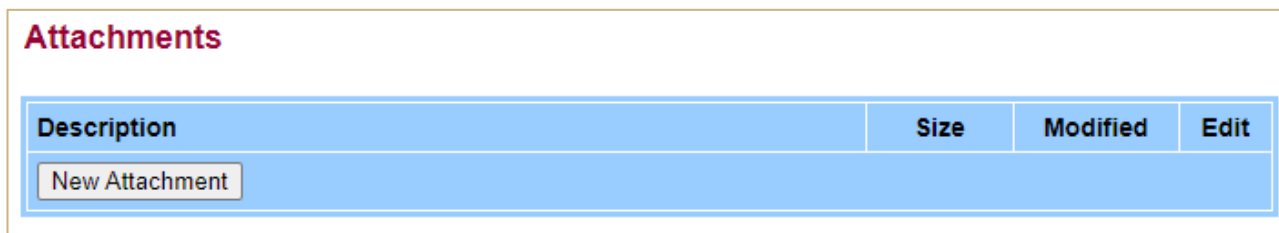
Please flag for audit if you require us to review documents (see [Flagging an application for audit](#)).

8.1 Uploading an attachment to an application

Once the application has been saved, scroll to the Attachments section at the bottom of the application.

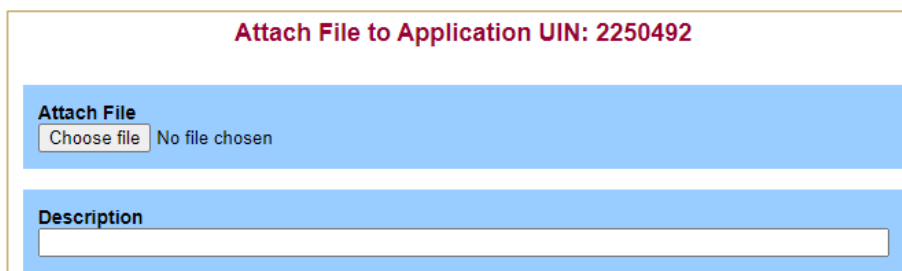
Click **New Attachment**.

Figure 8: Attachments section



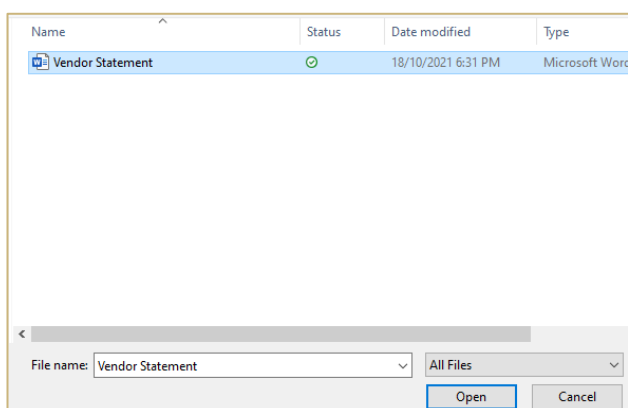
The **Attach File to Application UIN** screen will be displayed. Click **Browse**.

Figure 9: Attach File to Application UIN



From the pop-up box that appears, select the file to be attached. Click **Open**.

Figure 10: Selecting a file to be attached





Enter a description for the file that has been attached and then click **Save**.

Figure 11: Entering description and uploading a file

The uploaded file will appear in the Attachments section, along with a description, its size and the date it was modified.

Figure 12: Attachment section showing uploaded file

Attachments

Description	Size	Modified	Edit
 Vendor Statement	92 KB	07/12/2021	



Note: After uploading an attachment, add a note and flag for audit (see [Flagging an application for audit](#)).

8.2 Viewing attachments

To view an attachment, click the icon on the left of the file description.

Figure 13: Selecting an attachment to open

Attachments



Description	Size	Modified	Edit
 applicant declaration	19 KB	04/01/2010	

Click **Open** on the pop-up box. The attachment will open if you have the appropriate software installed on your computer (e.g. Microsoft Word to open a .doc or .docx file).

8.3 Deleting attachments


To delete an attachment, click the icon in the **Edit** column on the right of the file description.

Figure 14: Selecting an attachment to delete


Attachments			
Description	Size	Modified	Edit
 applicant declaration	19 KB	04/01/2010	
<input type="button" value="New Attachment"/>			

The **Edit Attachment for Application UIN** screen will be displayed. Click **Delete**.

Figure 15: Deleting an attachment



First Home Owner Grant




Edit Attachment for Application UIN 2250492

Save

Delete

Close

Help

File Name	Size	Type
 Vendor Statement.docx	92 KB	docx

Uploaded By
ASHLEE FINNIGAN

Date
07/12/2021

Description


A prompt will then appear. Select **OK** to delete the attachment.

9.0 Adding applicants to an application


Any number of applicants can be added at any time before the application is approved.

To add an applicant, click **Add Applicant** located at the top left of the **Modify Application for UIN** screen.

Figure 16: Add Applicant button



First Home Owner Grant



Modify Application for UIN 2250492

Save Application

Add Applicant

Application Notes

Close

Application History

Help

1. Is this the first time each applicant and/or their spouse will receive a First Home Owner Grant in any State or Territory of Australia?

2. Is **each** applicant and their *spouse/de facto partner* a person who has **never owned** residential property, either jointly, separately or with some other person **before 1 July 20** in any State or Territory of Australia?

NOTE: Applicants are not eligible for a grant if they or their *spouse/de facto partner* have held a *relevant interest* in residential property prior to 1 July 2000, even if they have never occupied the property.

Complete the applicant details, proof of ID, current residential address, spouse or de facto partner details and spouse or de facto proof of ID sections (as you did for the contact applicant).

Figure 17: Add Applicant screen

The screenshot shows the 'Add Applicant' screen. On the left is the Queensland Government logo and three buttons: 'Save Applicant', 'Close', and 'Help'. The main content area is titled 'Add Applicant Name for Application UIN 2250492'. Below this title is a form for 'Applicant' details. The form includes a 'Title' dropdown menu, and three input fields for 'First Name', 'Middle Names', and 'Family'. Below these fields is a note: 'Name on Birth Certificate / Additional Names (if different from First Name, Middle Names, Family)'. The 'fhogOnline' logo is visible in the top right corner.

Once the details are completed, click **Save Applicant** located at the top left of the **Add Applicant** screen.

If more applicants need to be added to the fhogOnline application, repeat the above process.

10.0 Deleting applicants from an application

Applicants, other than the contact applicant, can be deleted at any time before the application is approved.

Find the application in fhogOnline by entering the UIN (see [Searching for an application](#)).

Scroll down to **Other Applicants** at the bottom of the page and select the name of the applicant you wish to delete. The applicant's details will then appear.

Click the name you need to delete under **Other Applicants**.

Figure 18: Selecting a non-contact applicant to delete

The screenshot shows the 'Other Applicants' section. On the left, there are two links: 'Back to top' and 'Optional Question'. The main area is a table of applicant details. The table has columns for 'Payment Date', 'Bank Account', 'Date Payment Made', 'Reference Number', and 'Amount Paid'. Below the table is an 'Optional Question' section with a dropdown menu: 'Are any of the applicants Aboriginal or Torres Strait Islander?'. At the bottom, the name 'JOHN MICHAEL CITIZEN' is listed under the 'Other Applicants' heading.

Click **Delete Applicant** located at the top left of the **Modify Applicant Name for Application UIN** screen.

Figure 19: Deleting an applicant

A prompt will then appear. Select **OK**, and the details for this additional applicant will be deleted.

The **Modify Application for UIN** screen will then display without the additional applicant.

10.1 Changing a spouse from applicant to non-applicant

If you need to change the spouse of the contact applicant from an applicant to a non-applicant, scroll down to the Spouse / De Facto Partner of Contact Applicant section and select **No** from the drop-down list for the question: Will the spouse / de facto partner have a relevant interest? Then save the application.

Figure 20: Changing an applicant spouse to a non-applicant spouse

11.0 Searching for an application

You can search using one or more of the following criteria: application UIN, jurisdiction, applicant name, residential address, property address and other details.

Click **Find Application** located at the top left of the fhogOnline home page.

Figure 21: Finding an application

Complete as many of the fields below that are relevant to search for an application or an applicant.

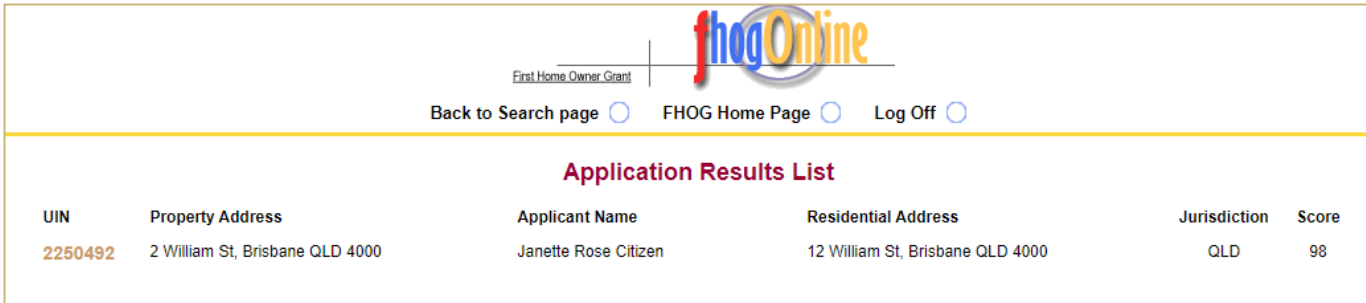
Search field	Description
Quick Search	Enter the UIN for the application and select the appropriate jurisdiction from the drop-down list. If the search is successful, the application details will be displayed.
Search Width	Narrow is selected by default.
Applicant Details	Enter the current legal first, middle and family name and/or the date of birth of one of the applicants.
Residential Address	Enter fields with the applicant's residential address information.
Property Address	Enter fields with the FHOG/GSG property address information.
Other Details	<p>Received By is the contact officer's information.</p> <p>Application Reference is the reference given by your office (if applicable).</p> <p>FI Reference Number is the reference number of the approved agent (if applicable).</p> <p>Bank Account is the account that the grant was paid into.</p>

Figure 22: Application search fields

After you have entered the search criteria, click **Search** located at the top left of the **Application Search Facility** screen. All applications that reflect the criteria will be displayed in UIN order.

Only the contact applicant's name is displayed. Select the UIN you want to display.

Figure 23: Application results list



UIN	Property Address	Applicant Name	Residential Address	Jurisdiction	Score
2250492	2 William St, Brisbane QLD 4000	Janette Rose Citizen	12 William St, Brisbane QLD 4000	QLD	98

To perform another search, select **Back to Search page**.

12.0 Changing application details

Only users with the Process role can change existing application details.

You can modify an application if the status is:

- Pending
- Recommended
- Approved.

If the application is in **Approved** status, you can modify any of the following details without changing the status:

- payment eligibility date or occupancy date
- applicant's or spouse's title field (Dr, Mr, Mrs, etc.)
- residential address or postal address (address for notices) of any applicant.

However, if the application is in **Approved** status and any other details are modified, the application status will change back to **Recommended—Pending Approval**.

You cannot modify applications with the following statuses:

- Rejected
- Paid
- Approved—Awaiting Payment
- Suspended
- Funds Returned
- Recovered
- Cancelled.

Contact us if an application needs to be amended and you cannot make the changes.

13.0 Matching applications

When a new application is saved, personal details on the application are compared to personal details of all persons on existing FHOG/GSG applications. This comparison is done for all applicants and non-applicant spouses, and the comparison is done independently for both current and original names.

13.1 Exact match

An exact match is found if the personal details for any applicant match the personal details of an existing applicant. The personal details matched are:

- first, middle and family names (either current or original)
- date of birth
- country of birth.

If an exact match is found with an application that is **Paid** or **Approved—Awaiting Payment**, the new application is **Rejected—Ineligible (Match Found)**.

If an exact match is found with an application that is active and not yet **Paid** or **Approved—Awaiting Payment**, all matching applications are **Suspended—Match Found, Requires Manual Processing**.

If the matched applications have been entered by the same approved agent, users with a Process role and above are able to reactivate a chosen application (see [Reactivating an application](#)). To view the matched application lodged by the same approved agent, click **View Linked Applications** on the left-hand side of the screen.

If any of the matching applications belong to another institution or have been suspended by us, the application may only be reactivated by a QRO officer. You must confirm which application is proceeding and either:

- request we cancel your application (if the applicant is no longer proceeding with your organisation)
or
- request we reactivate your application (if the applicant is proceeding with finance through your organisation).

Note: Approved agents may only reactivate applications with a status of **Suspended—Match Found, Requires Manual Processing** when all the matching applications belong to the same approved agent.

13.2 Similar match

A similar match is found if the personal details for any applicant match the personal details of an applicant on an existing application that is not yet **Paid** or **Approved—Awaiting Payment**. The personal details matched are:

- family name (either current or original)
- date of birth.

If a similar match is found, the two applications appear on a report that is viewed and maintained by QRO. The report cannot be viewed by approved agents.

If an approved agent enters an application that is a similar or exact match to an existing application, a message (**Similar Match for Application UIN** or **Exact Match for Application UIN**) will appear after saving the application, and a list of matching applications will display. When personal details are changed in an existing application, the same matching process is run as for a new application.

Note: The UIN will not be displayed if another approved agent has created the matching application.

14.0 Other fhogOnline functions

14.1 Status reporting

Unlike the Application Search Facility, which searches on applicant details, the Application Status Search Facility enables you to search for an application based on the:

- approximate date it was lodged
- logon ID of the person who entered it into fhogOnline
- current status
- jurisdiction for the application.

You can also use this facility to display a list of all applications with a particular status and status reason for your organisation; for example, all applications that are currently **Suspended—Undergoing Pre-Comp Check**.

Only users with the Supervisor role can perform searches. Before searching for applications by status, you need:

- the approximate date the application was lodged
- the status type you wish to search.

Figure 24: Status reporting

The screenshot shows the fhogOnline interface. On the left is the Queensland Government logo and a navigation menu with radio buttons for: Create FHOG Application, Find FHOG Application, Recommend Applications, Status Reporting, Print Application, User Access Forms, Change Password, Administration, Bulletin Board, Agent Essentials, Security Notice, Log Off, and Help. The main content area includes the fhogOnline logo, a 'First Home Owner Grant' label, a 'Select a jurisdiction: Queensland' dropdown menu, contact details for the Queensland First Home Owner Grant Team (Phone: 1300 300 734, Email: FHOGadmin@treasury.qld.gov.au), and a link to the FHOG Bulletin Board. A notice box at the bottom right states: 'QLD - Office Renaming Posted 02/12/2021. The Office of State Revenue is changing to Queensland Revenue Office. Find out what this means for you.'

Follow these steps to search applications by status:

1. From the fhogOnline home page, click **Status Reporting**. The **Application Status Search Facility** screen is displayed.
2. Complete one or more of the following fields. You must complete at least one field.
 - **Application Date.** Enter a date (dd/mm/yyyy) or date range. The search will display all applications within that range that match the rest of the criteria.
 - **Payment Eligibility Date Range.** Enter a date (dd/mm/yyyy) or date range. The search will display all applications within that range that match the rest of the criteria.
 - **Logon ID.** Enter a logon ID to display the applications processed by that person, or leave blank for all.
 - **Application Status.** Select a status from the drop-down list, or leave blank to display all.
 - **Status Reason.** Select a status reason from the drop-down list, or leave blank to display all.
 - **Status Date Range.** Enter a date (dd/mm/yyyy) or date range. The search will display all applications within that range that match the rest of the criteria.

- **Jurisdiction.** Select a jurisdiction from the drop-down list, or leave blank to display all. (Depending on your access level, you may not have access to more than one jurisdiction.)
 - **Transaction Type.** Select the transaction type from the drop-down list.
 - **Payment Amount Range.** Enter a date (dd/mm/yyyy) or date range. The search will display all applications within that range that match the rest of the criteria.
 - **Received By.** Enter the reference from the front page of the application form.
 - **Application Reference.** Enter the reference as advised.
 - **FI Reference Number.** Enter the reference number as advised.
 - **Bank Account.** Select the bank account from the drop-down list.
3. Select one of the following ‘Sort By’ buttons:
- **Application UIN**—sorts the list in ascending UIN order
 - **Application Status**—sorts the list by status
 - **Application Status Reason**—sorts the list by status reason
 - **Status Date**—sorts the list by status date
 - **Jurisdiction**—sorts the list by jurisdiction
 - **Eligibility Date**—sorts the list by payment eligibility date.
4. Click **Search**. The Application Status Report is displayed, listing all applications that fall within the selected criteria.
5. To print the report, click the **Print** button on your browser.
6. To display an application or open an application for modification, click the **UIN** of the application.

Figure 25: Application Status Search Facility

The screenshot shows the 'Application Status Search Facility' interface. On the left, there is a navigation menu with buttons for 'Search' (highlighted with a red box), 'Export to Excel', 'Clear', 'FHOG Home Page', 'Log Off', and 'Help'. The main search area contains several input fields: 'Application Date' (with an 'OR' option), 'Application Date Range', 'Payment Date Range', 'Payment Eligibility Date Range', 'Logon ID', 'Application Status' (dropdown), 'Status Reason' (dropdown), 'Status Date Range', 'Jurisdiction' (dropdown), 'Purchase Property Suburb', 'Purchase Property Postcode', 'Transaction Type' (dropdown), 'Payment Amount Range', 'Received By', 'Application Reference', 'FI Reference Number', and 'Bank Account' (dropdown). Below the search fields is a 'Sort By' section with radio buttons for 'Application UIN', 'Application Status', 'Application Status Reason', 'Status Date', 'Jurisdiction', and 'Eligibility Date'.

Figure 26: Example report for ‘Funds Returned’ status

Application Status Report										
UIN	Status	Status Reason	Status Date	Applicant Contact Name	Suburb	Postcode	Financial Organisation	Ref. No.	Offset Amt (\$)	Balance Amt (\$)
11112	Funds Returned	Cancelled NFA	08/11/2000	JOHN EXAMPLE SMITH	BEERWAH	4519	COUNTRY WIDE CO-OPERATIVE HOUSING SOCIETY		0	7000
11113	Funds Returned	Cancelled NFA	13/11/2000	GEORGE EXAMPLE GREEN	LOCKROSE	4342	WESTPAC BANKING CORPORATION	SN-0894239	0	4400
11114	Funds Returned	Cancelled NFA	04/12/2000	STEVEN EXAMPLE BROWN	ASPLEY	4034	AUSTRALIA AND NEW ZEALAND BANKING GROUP LTD	JACK	0	7000
	Funds Returned	Cancelled NFA	04/12/2000	MARK EXAMPLE WHITE						

14.2 Recommending an application

If your user roles are Process and Automatic Recommend, an application that has passed the eligibility test will automatically have a status of Recommended—Pending Approval (see [User roles](#)).

If your user role is Process only, the application will change from Pending to Suspended with a status reason of Requires Authority to Recommend once the application is completed and has passed the initial eligibility test. A user with the Supervisor role must then recommend it for approval.

Follow these steps to recommend an application for approval:

1. From the fhogOnline home page, select **Recommend Applications**.

You can recommend all applications individually or simultaneously.

2. **Individually.** There are two ways to recommend an application individually:
 - a. If you want to check the details of the application, click the UIN of the application you wish to recommend. The **Modify Application for UIN** screen is displayed.
 - If the application is acceptable, click Recommend Application for Approval.
 - The fhogOnline home page will display with the message: Application UIN # has been successfully recommended for approval.
 - b. If you do not want to check the details of the application, click **Yes** under the Recommend heading and then click **Save**.

The following message appears: The selected application has been successfully recommended.

Click **Cancel** and **Exit** to return to the fhogOnline home page.

3. **Simultaneously.** To recommend all applications simultaneously, click **Recommend All**.

The following message appears: The selected applications have been successfully recommended.

Figure 27: Recommending applications

		UIN	Applicant Name	Date Suspended	Suspended By	Recommend	
						Yes	No
Save	<input type="radio"/>	1511111	JOHN EXAMPLE	19/05/2011	ALLAN SMITH	<input type="radio"/>	<input checked="" type="radio"/>
Recommend All	<input type="radio"/>	1522222	GEORGE EXAMPLE	19/05/2011	ALLAN SMITH	<input type="radio"/>	<input checked="" type="radio"/>
Close	<input type="radio"/>	1533333	LUKE EXAMPLE	19/05/2011	ALLAN SMITH	<input type="radio"/>	<input checked="" type="radio"/>
Help	<input type="radio"/>	1544444	PETE EXAMPLE	19/05/2011	ALLAN SMITH	<input type="radio"/>	<input checked="" type="radio"/>

After recommending an application, the next scheduled batch job will change the status to **Suspended—Pre-comp Check Required** for us to complete the compliance checks.

If no previous ownership is found, the application will proceed to **Approved** status the following day.

14.3 Cancelling an application

Before cancelling an application so that the grant will not be paid, you need to have the following:

- notification from the applicant that they wish to withdraw the application
- confirmation the purchase is not proceeding with your organisation
- the UIN.

Note: You can only cancel an application lodged in the jurisdiction you selected on the fhogOnline home page.

Follow these steps to cancel an application:

1. Open the application.
2. Enter application notes explaining why the application is being cancelled (see [Adding application notes](#)).
3. From the **Display/Modify Application for UIN** screen, click **Cancel Application**.

The new application status will automatically change to **Cancelled**, with the application status reason **Application Withdrawn**.

Note: You cannot manually set the application status reason.

The following message appears: Application UIN # has been successfully cancelled.

Applications that have been cancelled manually can be reactivated if needed.

Figure 28: Cancelling an application

Modify Application for UIN 1323335	
<ul style="list-style-type: none"> Save Application <input type="radio"/> Add Applicant <input type="radio"/> Application Notes <input type="radio"/> Close <input type="radio"/> <li style="border: 2px solid red; padding: 2px;">Cancel Application <input type="radio"/> Suspend Application <input type="radio"/> Application History <input type="radio"/> Help <input type="radio"/> 	<p>1. Is this the first time each applicant and/or their <i>spouse/de facto partner</i> will receive a grant under the <i>First Home Owner Grant Act 2000</i> in any State or Territory of Australia?</p> <p>2. Is each applicant and their <i>spouse/de facto partner</i> a person who has never owned a residential property, either jointly, separately or with some other person before 1 July 2000 in any State or Territory of Australia?</p> <p>NOTE: Applicants are not eligible for a grant if they or their <i>spouse/de facto partner</i> have had a <i>relevant interest</i> in residential property prior to 1 July 2000, even if they have never occupied the property.</p> <p>3. Is each applicant and their <i>spouse/de facto partner</i> a person who has never occupied a residential property in which they acquired a <i>relevant interest</i> on or after 1 July 2000 in any State or Territory of Australia?</p>

14.4 Suspending an application

You can manually suspend an application. Suspended applications cannot be approved or paid.

Applications entered by a user with the Process role only will be suspended automatically because the user does not have the authority to Recommend (see [User roles](#)).

Follow these steps to suspend an application:

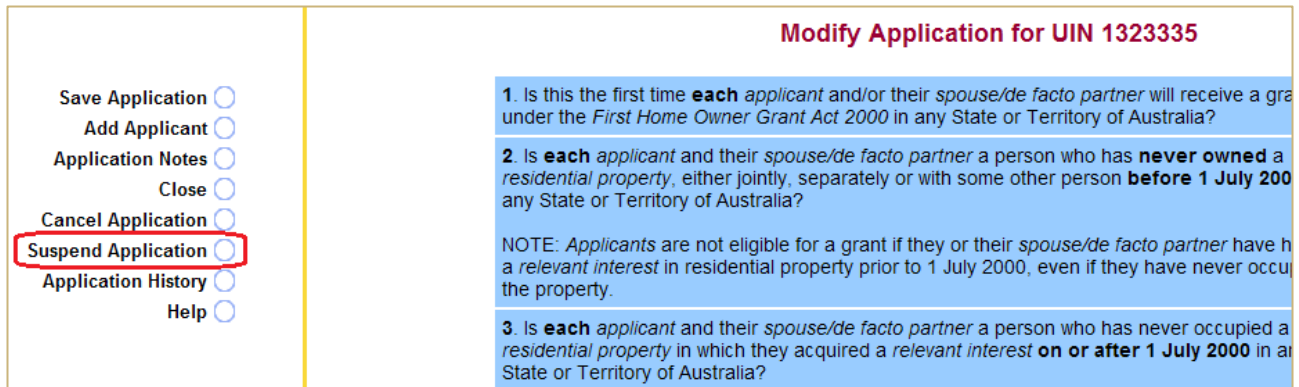
1. Open the application.
2. Enter application notes explaining why the application is being suspended (see [Adding application notes](#)).
3. From the **Display/Modify Application for UIN** screen, click **Suspend Application**.

The application is automatically updated to reflect the new application status **Suspended** and the application status reason **Pending Verification**.

Note: You cannot manually set the application status reason.

The following message appears: Application UIN # has been successfully suspended.

Figure 29: Suspending an application



The application will not be paid while it is suspended. You must follow up on any outstanding requirements and reactivate the application for it to continue (see [Reactivating an application](#)). Alternatively, you may cancel the application (see [Cancelling an application](#)).

14.5 Reactivating an application

Applications that have been cancelled or manually suspended can be reactivated if needed.

Your user role determines if you can reactivate an application (see [User roles](#)).

An application can be reactivated for the following reasons:

- application was manually cancelled with a status reason of **Application Withdrawn**
- application was manually suspended with a status reason of **Pending Verification**
- application was suspended with a status reason of **Match Found, Requires Manual Processing** (only if matched applications have been entered by the same approved agent—see [Matching applications](#)). If the application is valid it may now be recommended for payment.

Follow these steps to reactivate an application:

1. Open the application.
2. Enter application notes explaining why the application is being reactivated (see [Adding application notes](#)).
3. From the **Display/Modify Application for UIN** screen, click **Reactivate Application**.

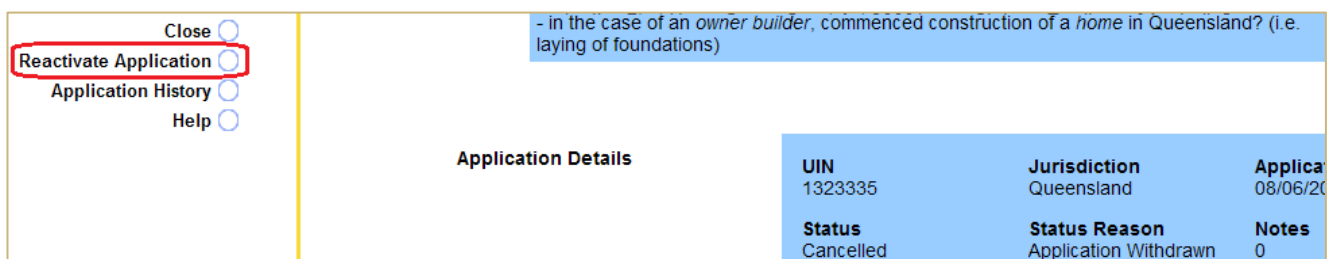
The application status and the application status reason will automatically revert to what they were originally; for example, Pending—Application Entered.

Note: You cannot manually set the application status reason.

The following message appears: Application UIN # has been successfully reactivated.

Once the application has been reactivated, it may be progressed.

Figure 30: Reactivating an application



14.6 Adding application notes

After an application has been saved and allocated a UIN, the Application Notes function will appear in the side menu. Application notes help approved agents and QRO communicate with each other about an application. An unlimited number of notes can be entered using this function.

Your notes to us should provide comprehensive details if information from a source document is being relied on to complete an application.

Figure 31: Application notes

Modify Application for UIN 1323307	
1. Is this the first time each applicant and/or their spouse/de facto partner will receive a grant under the <i>First Home Owner Grant Act 2000</i> in any State or Territory of Australia?	<input checked="" type="radio"/> Yes <input type="radio"/> No
2. Is each applicant and their spouse/de facto partner a person who has never owned a residential property, either jointly, separately or with some other person before 1 July 2000 in any State or Territory of Australia?	<input checked="" type="radio"/> Yes <input type="radio"/> No
NOTE: Applicants are not eligible for a grant if they or their spouse/de facto partner have held a <i>relevant interest</i> in residential property prior to 1 July 2000, even if they have never occupied the property.	
3. Is each applicant and their spouse/de facto partner a person who has never occupied a residential property in which they acquired a <i>relevant interest</i> on or after 1 July 2000 in	<input checked="" type="radio"/> Yes <input type="radio"/> No

Follow these steps to add application notes:

1. Open the application.
2. From the **Display/Modify Application for UIN** screen, click **Application Notes**. The **Application Notes for UIN** screen will be displayed.
3. Enter your notes in the **New Note** section.

You do not need to enter your name or the date because this information is included when the note is saved.

4. Click **Save**. You will return to the **Display/Modify Application for UIN** screen, which is now updated to show the number of notes attached to the application.
5. Click **Close** to exit the application.

Figure 32: Adding application notes

14.7 Flagging an application for audit

You should flag an application for audit when you believe QRO needs to investigate further; for example:

- a customer has provided false or misleading information
- a customer has taken out an investment home loan

- there are two people on the mortgage who you believe may be in a de facto relationship, but only one of them is listed on the FHOG application and will be on the title of the home.

Follow these steps to flag an application for audit:

- Open the application.
- From the **Display/Modify Application for UIN** screen, click **Application Notes**. The **Application Notes for UIN** screen will be displayed.
- Enter relevant notes in the **New Note** section.
- Select **Yes** from the **Audit Required** drop-down box.
- Select the appropriate reason from the **Audit Reason** drop-down box.
- Click **Save**. You will be returned to the **Display/Modify Application for UIN** screen, which will be updated with the words 'Audit Required' in large red letters at the top of the application.
- Click **Close** to exit the application.

We will maintain your confidentiality to protect your organisation's relationship with your client. We do not disclose to an applicant why an audit was conducted.

Figure 33: Flagging an application for audit

Use the Audit Required function only for situations described in the Audit Reason drop-down box. Do not flag an application for audit when faxing an addendum document to us or when the wrong amount has been paid. In these situations, email fhogadmin@treasury.qld.gov.au.

14.8 Viewing application history

Application history provides the following information:

- name of the person who entered the application
- date and time the application was modified
- status and status reason.

You need the UIN, name or address details of one of the applicants in order to view the history.

Figure 34: Application history

Follow these steps to view application history:

1. Open the application.
2. From the **Display/Modify Application for UIN** screen, click **Application History**.
3. The details of the processing history include the date and time the application was modified, the status and status reason, the person who modified the application and the approved agent they belong to.
4. Click **Close**. You will be returned to the **Display/Modify Application for UIN** screen.
5. Click **Close** to exit the application.

Figure 35: Viewing the application history

Date Modified	Time Modified	Status	Status Reason	Modified By	Financial Organisation
01/04/2022	14:31:03	Pending	Application Entered		COMMONWEALTH BANK OF AUSTRALIA
06/04/2022	08:58:48	Recommended	Pending Approval		COMMONWEALTH BANK OF AUSTRALIA
06/04/2022	16:01:02	Suspended	Pre-comp Check Required	BATCH	
07/04/2022	09:08:59	Suspended	Pending Verification of New Home	JOY BRACKSTONE	QUEENSLAND REVENUE OFFICE
07/04/2022	09:57:13	Approved			QUEENSLAND REVENUE OFFICE
07/04/2022	16:31:03	Approved	Awaiting Payment	BATCH	
08/04/2022	06:58:51	Paid		BATCH	

15.0 Returning the grant to Queensland Revenue Office

The grant can be returned by electronic funds transfer (EFT). When returning the grant, you must email fhogpayments@treasury.qld.gov.au and include the:

- UIN
- applicant's name
- date returned
- reason for returning the grant.

Funds should not be held for more than 28 days. If settlement has not occurred by 28 days from the original settlement or payment eligibility date, you must return the grant unless an extension has been requested and granted (see [Extension to hold grant](#)).

The grant must be returned if the:

- settlement has been deferred
- applicant is no longer proceeding through your organisation
- loan is not proceeding.

Monitor the payment eligibility date to ensure payment is not made unnecessarily. For example, if the applicant withdraws their application or their loan is declined, cancel the application (or ask us to do so). Cancelling the application stops the grant payment from being made (see [Cancelling an application](#)).

Follow these steps to return the grant and ensure that EFT funds can be processed in a timely manner and allocated correctly.

1. Check that the application is a Queensland application. We can only process repayments for Queensland applications.
2. Enter application notes into fhogOnline before returning the funds. Your notes must include:
 - the reason the funds are being returned (e.g. settlement delayed or cancelled)
 - the date that the funds will be returned via EFT.

3. Each EFT transaction must include information in the Reference Field. This field must contain one of the following:
 - UIN of the application
 - family names of applicants.

Because the reference field can only hold up to 18 characters, enter the data as **UIN 1234567** or **Jones** (for one applicant) and **Jones/Smith** (for two or more applicants).

4. QRO's bank account details are:
 - BSB: 064-013
 - Account No: 10007619
 - Account name: Queensland Treasury Administered Account
5. Email fhogpayments@treasury.qld.gov.au with the following information:
 - application UIN
 - applicant names
 - reason for return of funds (i.e. settlement delayed or cancelled).

Failure to follow the correct procedures may result in the EFT payment being misallocated. This will lead to substantial delays in the repayment of the grant should you require the funds at a later date.

Figure 36: Advising QRO that funds have been returned

If the application is not proceeding, the application status will be **Funds Returned—Cancelled NFA**. If settlement has been deferred, the application status will initially be **Funds Returned—Settlement Deferred** (see [Repaying the grant](#)).

16.0 Extension to hold grant

If settlement has not occurred within 28 days from the original settlement or payment eligibility date, you can request an extension. Only users with Supervisor access can request an extension to hold the grant.

Figure 37: Extension to hold grant

<ul style="list-style-type: none"> Funds Return <input type="radio"/> Funds Recovery <input type="radio"/> Payment Failed <input type="radio"/> Additional Payment <input type="radio"/> Application History <input type="radio"/> Extension to Hold Grant <input type="radio"/> Objections and Appeals <input type="radio"/> Data Fix <input type="radio"/> Help <input type="radio"/> 	<p>6. Will all <i>applicants</i> be occupying the <i>home</i> as their <i>principal place of residence</i> for a continuous period of 6 months commencing within 12 months of <i>completion of the eligible transaction</i>? Yes</p> <hr/> <p>7. Has each <i>applicant</i> on or after 1 July 2000, either: Yes</p> <ul style="list-style-type: none"> - entered into a contract for the purchase of a <i>home</i> in Queensland OR - entered into a contract to have a <i>home</i> built in Queensland OR - in the case of an <i>owner builder</i>, commenced construction of a <i>home</i> in Queensland? (i.e. laying of foundations) 												
<p>Application Details</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">UIN</td> <td style="width: 25%;">1311443</td> <td style="width: 25%;">Jurisdiction</td> <td style="width: 25%;">Queensland</td> </tr> <tr> <td>Application Date</td> <td>23/12/2008</td> <td>Status</td> <td>Paid</td> </tr> <tr> <td>Status Reason</td> <td></td> <td>Notes</td> <td>0</td> </tr> </table>		UIN	1311443	Jurisdiction	Queensland	Application Date	23/12/2008	Status	Paid	Status Reason		Notes	0
UIN	1311443	Jurisdiction	Queensland										
Application Date	23/12/2008	Status	Paid										
Status Reason		Notes	0										

Follow these steps to request an extension:

1. Open the application.
2. From the **Display/Modify Application for UIN** screen, click **Extension to Hold Grant**.
3. Enter the new settlement date in the **New Settlement Date** field.
4. Click **Save**. A pop-up message should appear: Extension to Hold Grant has been processed successfully.
5. Click **OK**. You will be returned to the **Display/Modify Application for UIN** screen.
6. Click **Close** to exit the application.

Figure 38: Requesting an extension to hold the grant

Extension to Hold Grant for UIN 1452018

Save

Close

Help

UIN 1452018	Jurisdiction QLD	Application Date 27/04/2009
Processing Centre BANK OF WESTERN AUSTRALIA LTD		
Contact Applicant Yasmin Lea Reid		
Payment Eligibility Date 08/05/2009	Payment Date 28/04/2009	

Request for Extension

Requests for an extension to retain the First Home Owner Grant can be made by a Participating Agent under Schedule 2 cl 2.4(b) of the Deed of Arrangement.

If settlement does not occur, the grant should be immediately returned to the Revenue Office.

To request an extension, enter the new expected Settlement Date below.

Request Date	Request Status
New Settlement Date <input style="width: 100%;" type="text"/>	Total Days Requested
Requested By	

Check the status of your application to see if your request for an extension has been approved or denied. The application notes are automatically updated.

16.1 Withdrawing an extension to hold grant

This facility is only available if the Request Status is **Pending**.

You can withdraw an extension to hold the grant if:

- the settlement is going to occur within 28 days from the original settlement or payment eligibility date or
- the request for an extension was entered in error.

Only users with Supervisor access can withdraw an extension to hold the grant.

Follow these steps to withdraw an extension to hold grant:

1. Open the application.
2. From the **Display/Modify Application for UIN** screen, click **Extension to Hold Grant**.
3. Click **Withdraw Request**. A pop-up prompt will appear: Are you sure you want to withdraw your request for an extension to hold the grant?

- Click **OK**. (If you wish to retain your request to hold the grant and return to the Extension to Hold Grant screen, click **Cancel**.)

A pop-up message will appear: Extension to Hold Grant has been withdrawn successfully.

- Click **OK**.
- Click **Close** to exit the application.

Figure 39: Withdrawing an extension to hold the grant

Extension to Hold Grant for UIN 1308829		
UIN 1308829	Jurisdiction QLD	Application Date 22/12/2008
Processing Centre COMMONWEALTH BANK OF AUSTRALIA		
Contact Applicant Nigel Richard Walker		
Payment Eligibility Date 13/01/2009	Payment Date 02/01/2009	
Request for Extension Requests for an extension to retain the First Home Owner Grant can be made by a Participating Agent under Schedule 2 cl 2.4(b) of the Deed of Arrangement. If settlement does not occur, the grant should be immediately returned to the Revenue Office. To request an extension, enter the new expected Settlement Date below.		

17.0 Repaying the grant

Grants can be repaid to your bank account after funds have been returned to QRO. This can occur once a settlement date has been established for applications that have a status of **Funds Returned—Settlement Deferred**. Only users with Supervisor access can repay the grant.

Figure 40: Repay grant

Repay Grant	Do each applicant and their spouse/de facto partner a person who has never occupied a residential property, either jointly, separately or with some other person before 1 July 2000 in any State or Territory of Australia?	Yes
	NOTE: Applicants are not eligible for a grant if they or their spouse/de facto partner have held a relevant interest in residential property prior to 1 July 2000, even if they have never occupied the property.	
	3. Is each applicant and their spouse/de facto partner a person who has never occupied a residential property in which they acquired a relevant interest on or after 1 July 2000 in any State or Territory of Australia?	Yes
	4. Is each applicant a natural person (e.g. not a company) and at least 18 years of age?	Yes
	5. Is at least one applicant a permanent resident or Australian citizen?	Yes
	6. Will all applicants be occupying the home as their principal place of residence for a continuous period of 6 months commencing within 12 months of completion of the eligible transaction?	Yes
	7. Has each applicant on or after 1 July 2000, either:	
	- entered into a contract for the purchase of a home in Queensland OR	
	- entered into a contract to have a home built in Queensland OR	Yes
	- in the case of an owner builder, commenced construction of a home in Queensland? (i.e. laying of foundations)	
Application Details	UIN 1259049	Jurisdiction Queensland
	Application Date 27/10/2008	
	Status Funds Returned	Status Reason Settlement Deferred
	Notes 1	

Follow these steps to repay the grant:

- Open the application.

2. From the **Display/Modify Application for UIN** screen, click **Repay Grant**.
3. Enter the payment eligibility date in the **Payment Eligibility Date (PED)** field.
4. Click **Save**. You will be returned to the **Display/Modify Application for UIN** screen, and the status of the application will automatically change to **Approved**.
5. Click **Close** to exit the application.

Note: The grant can only be paid and returned twice. After this, the grant will require a manual payment and this can take up to 10 business days for the funds to be in the nominated account. It is imperative that agents only add the PED once confirmation of funds is required because this will elevate the issue of funds not being available when the applicant requires them.

18.0 Changing your password

You need to be logged into fhogOnline before you can change your password.

Follow these steps to change your password:

1. On the fhogOnline home page, click **Change Password**.
2. Enter your existing password.
3. Enter the new password.
4. Enter the new password again to confirm.
5. Click **Save**. You will be returned to the fhogOnline home page and the following message will appear: Your password has been successfully changed.

Passwords must:

- be at least 10 characters long
- be a mix of upper and lower case letters, and numeric and special characters
- differ from old passwords by at least three characters
- not contain logon ID or name.

Figure 41: Changing your password



Change Password

Old Password

New Password

Confirm New Password

Password Rules

1. The new password must be between 10 and 100 characters.
2. The new password must be a mix of upper case, lower case, numeric and special characters (at least 3 out of 4).
3. The new password must differ from the old password by at least three characters.
4. The new password must not contain your logon ID or name.

19.0 Application status and status reason codes

Each application is given a status in fhogOnline. This status indicates the application's current position in the processing flow and what is required to progress the application to the next stage.

Status	Status reason
Approved	<ul style="list-style-type: none"> Blank Compliance checks have been completed and the application has been approved Application Entered All information has been entered. The application has been recommended to QRO for consideration PED Required An application needs a payment eligibility date (PED) entered to trigger payment Objection Upheld QRO has overridden a rejected application as a result of an objection or an appeal Awaiting Payment An application has been selected for payment (payment takes up to 48 hours) Additional Payment Entered An additional payment has been added to a previous application that has already been paid the base grant. The extra payment will be made in the next payment run Awaiting Additional Payment An additional payment, for an application that has already been paid the base grant, has been selected for payment
Cancelled	<ul style="list-style-type: none"> Application Withdrawn The application was cancelled by a user, either at the request of the applicant or because changed circumstances require a new application to be lodged Inactivity The application has been inactive for over 12 months. These applications are then cancelled automatically by fhogOnline Linked Application Processed The application has been cancelled because another application for the same applicant has been processed
Funds Returned	<ul style="list-style-type: none"> Settlement Deferred The grant has been returned because settlement has been deferred Cancelled NFA The grant has been returned because the application is not proceeding (i.e. no further action)
Paid	<ul style="list-style-type: none"> Blank The grant payment has been made
Pending	<ul style="list-style-type: none"> Application Entered <ul style="list-style-type: none"> The application has been saved, but more information is needed for approval The Document Evidence Sighted field has not been updated to 'Yes'

Status	Status reason
Recommended	<ul style="list-style-type: none"> • Pending Approval <ul style="list-style-type: none"> – A user with the Automatic Recommend role has completed all the information – An application completed by a Process user has been manually recommended by a user with the Supervisor role – A QRO officer has overridden a rejected application
Recovered	<ul style="list-style-type: none"> • Blank The application has had funds recovered
Rejected (Rejections are identified by QRO, and rejection letters are issued directly to the applicant.)	<ul style="list-style-type: none"> • Ineligible <ul style="list-style-type: none"> – The applicant answered ‘No’ to one or more of the eligibility criteria questions – The contract date is more than 12 months before the application creation date (i.e. application is outside the application period) • Ineligible—Match Found The application has been rejected because another application with the exact same applicant has been paid • Ineligible—Failed Compliance Check The application has undergone further pre-compliance checking, and the applicant has been deemed ineligible • Ineligible—Exceeds Cap The application has exceeded the cap restrictions. fhogOnline uses the contract date and the value or purchase price to assess eligibility • Duplicate Address The current residential address for notices or the purchase property address was entered or modified, and an exact match was found with another application that is Paid or Approved—Awaiting Payment • Objection Lodged An objection has been lodged • Objection Denied The objection has been denied • Appeal Lodged An appeal has been lodged • Appeal Denied The appeal has been denied
Suspended	<ul style="list-style-type: none"> • Requires Authority to Recommend A user with the Process only role has completed all the required information for approval • Match Found, Requires Manual Processing <ul style="list-style-type: none"> – The application was entered or modified and an exact match was found with another application that is neither Paid nor Approved—Awaiting Payment. Both applications are automatically suspended – The application was manually linked to one or more similar applications. All the linked applications are suspended • Pending Verification by SRO The application has been suspended pending further investigation by QRO

Status	Status reason
	<ul style="list-style-type: none"> Pre-comp Check Required In Queensland, all applications undergo compliance checking Undergoing Pre-comp Check The application was selected for further investigation. A letter will be sent to the applicants regarding the matter Payment Failed The payment did not go through Applicant Underage One of the applicants was under the age of 18 at commencement of the eligible transaction. QRO will investigate further Pending Verification of Addendum A disqualifying arrangement may exist. QRO will investigate further (see Addendum procedures) Pending verification of a new home Supporting documents for the new home are required to be attached or emailed to the processing team for verification before the application can proceed to approved

20.0 Glossary

This glossary contains all the terms you need when using fhogOnline. General terms are noted here but they can be spelled or capitalised in different ways.

Term	Definition
Applicant	A person who, on completion of the purchase of the property or construction of a home, will be the owner
Application date	The date the application was created in fhogOnline. The date defaults to the current date on the Create Application screen
Approved agent	An organisation that is approved by QRO to process FHOG applications
Cap amount	<p>The amount which, if exceeded, will result in an applicant being ineligible for the grant</p> <ul style="list-style-type: none"> No cap amount applies for transactions entered from 1 July 2000 to 31 December 2009 A cap amount of \$999,999.99 applies to transactions entered on or after 1 January 2010 and on or before 30 March 2010 A cap amount of \$749,999.99 applies to transactions entered on or after 31 March 2010
Consideration	The purchase price for a new home or the price for construction of the home
Contact applicant	The first applicant entered into the fhogOnline application form. All correspondence relating to the application is sent to this applicant on behalf of all applicants
Contract to build	Where an owner enters into a comprehensive home building contract with a registered builder, who commences and completes construction to the point where the home is ready for occupation

Term	Definition
Eligible transaction	An eligible transaction is one of the following: <ul style="list-style-type: none"> • a contract of sale to purchase a home • a contract to build a home • construction of a home as an owner-builder
Established home	A home that is already built and suitable for occupancy
Evidence	The following evidence must be submitted with this application before the grant will be paid: <ul style="list-style-type: none"> • proof of Australian citizenship or permanent residency (of at least one applicant) • if purchasing a new home, or a home off the plan, a copy of the signed and dated contract of sale • if building a home, a copy of the signed and dated building contract, and proof of first progress payment • if the applicant is an owner-builder, proof of commencement of construction (i.e. laying of foundations)
Exact match	For applicants on two or more different applications to be an exact match the following applicant fields must all match exactly: <ul style="list-style-type: none"> • family, middle and first name (either current or original) • date of birth • country of birth
Lot no.	The lot number for the parcel on which the home is situated
Matching applications	Two applications are said to be matching if at least one applicant's details match another application. There are two levels of matching for applicants: exact match and similar match. See these definitions in the glossary for more details
Natural person	A person who is not a trustee or a company or corporation
New home	A home that has not been previously occupied or sold as a place of residence
QRO	Queensland Revenue Office
Owner-builder	An owner of land who builds a home, or has a home built, on the land without entering into a comprehensive home building contract
PED	The payment eligibility date. This is the date of settlement for contracts to purchase or the date of first progress payment to the builder (not deposits) for contracts to build
Plan no.	The plan number for the parcel of land on which the home is situated (e.g. RP1234 or BUP5678)
Relevant interest	Any interest in a home—including an estate in fee simple, a life estate, a leasehold interest from the Crown, etc. Contact QRO for more information on relevant interest
Similar match	A match between two persons (applicants or spouses) on different applications where neither of the applications in question have yet been paid or approved for payment, and the following applicant or spouse fields match exactly: <ul style="list-style-type: none"> • family name (either current or original) • date of birth

Term	Definition
Spouse	The person to whom the applicant is married or cohabiting with as a couple, on a genuine domestic basis for at least two years
SRO	A state revenue office
UIN	The unique identification number of the application. The UIN is allocated to an application by fhogOnline when the application is created. The UIN cannot be altered by a fhogOnline user
User role	A user can have one or more user roles, which control their access to fhogOnline. They can also have a different combination of roles in different jurisdictions



Queensland
Government