Australian Government
Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

ABCO Quick Reference Guide for Applicants and ABCs

Refunds workflows

This guide clarifies the use of the Refund function in ABCO and the differences between the types of refunds available in the system.

Overpayments

ABCO captures 3 types of overpayments:

- Duplicate payment – The applicant pays the application fee for the same activity twice
- Incorrect amount paid – The applicant pays the incorrect amount (e.g. $1500 instead of $1200)
- Updated Estimated Value – The estimated value of the application has changed, ***and*** a different fee bracket is applicable.

How to request a Refund for overpayments

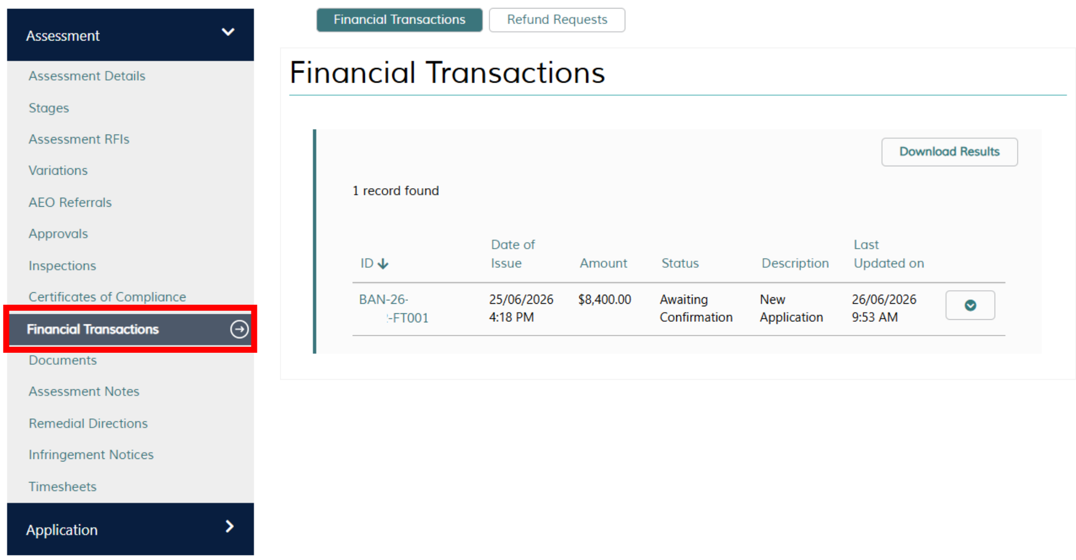
Overpayments are addressed using the **Register Overpayment** function.

Please note:

- The **Register Overpayment** function is available to ABC users only.
- Overpayment related refunds do not incur a fee of $250.

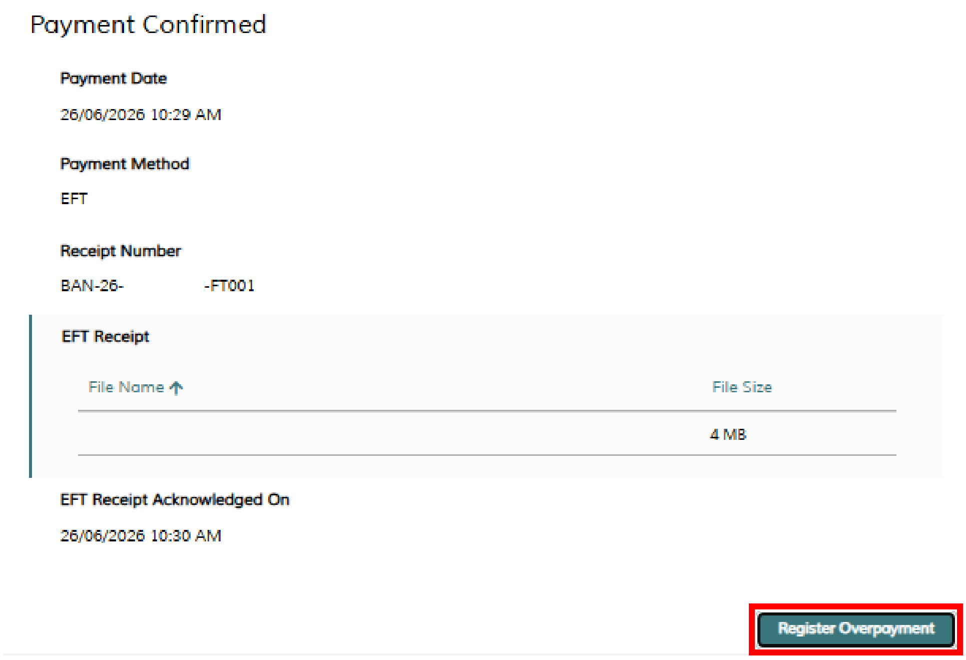
ABC's steps

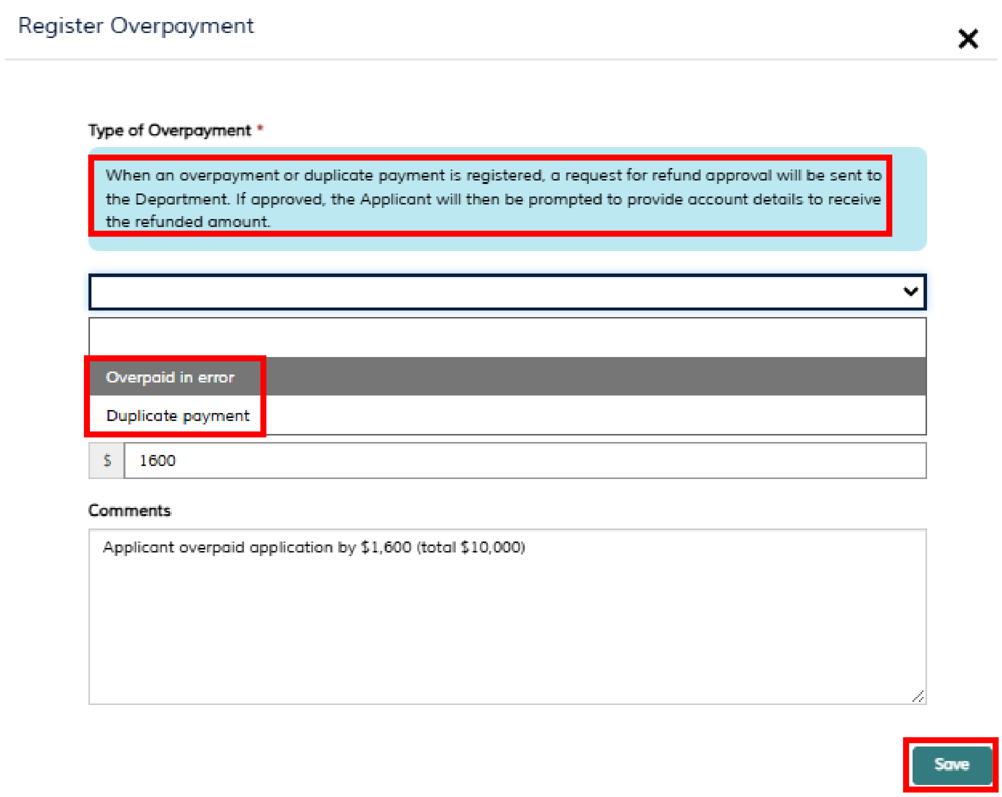
Step 1: Navigate to the **Financial Transactions** page and locate the transaction that was overpaid.



Step 2: Click **Register Overpayment** and enter the details of the overpayment. The system provides two reasons for overpayment, select the most appropriate option.

Note: Payment must have been confirmed before an overpayment can be registered.



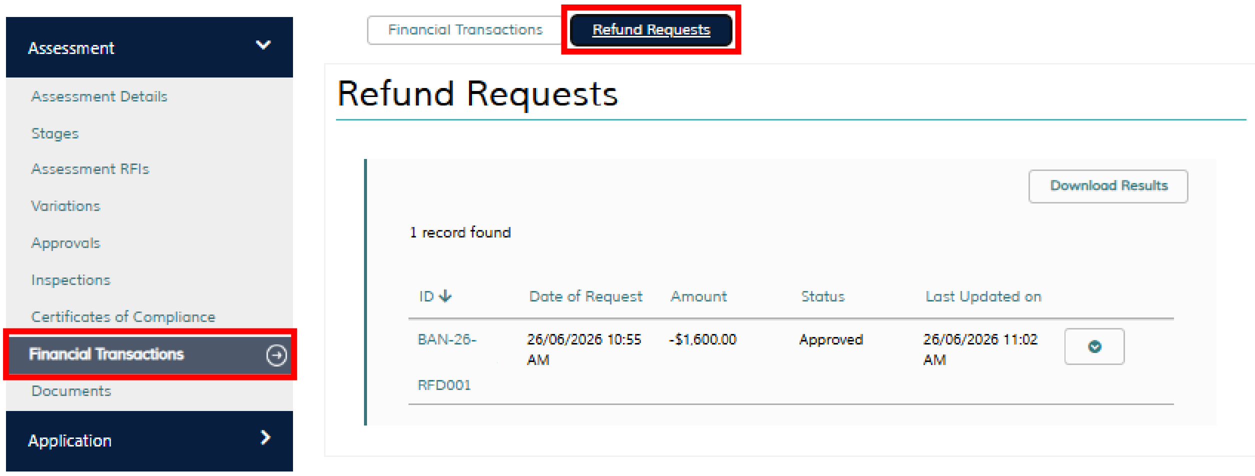


Once this step is completed, the overpayment refund request is sent to the department for approval.

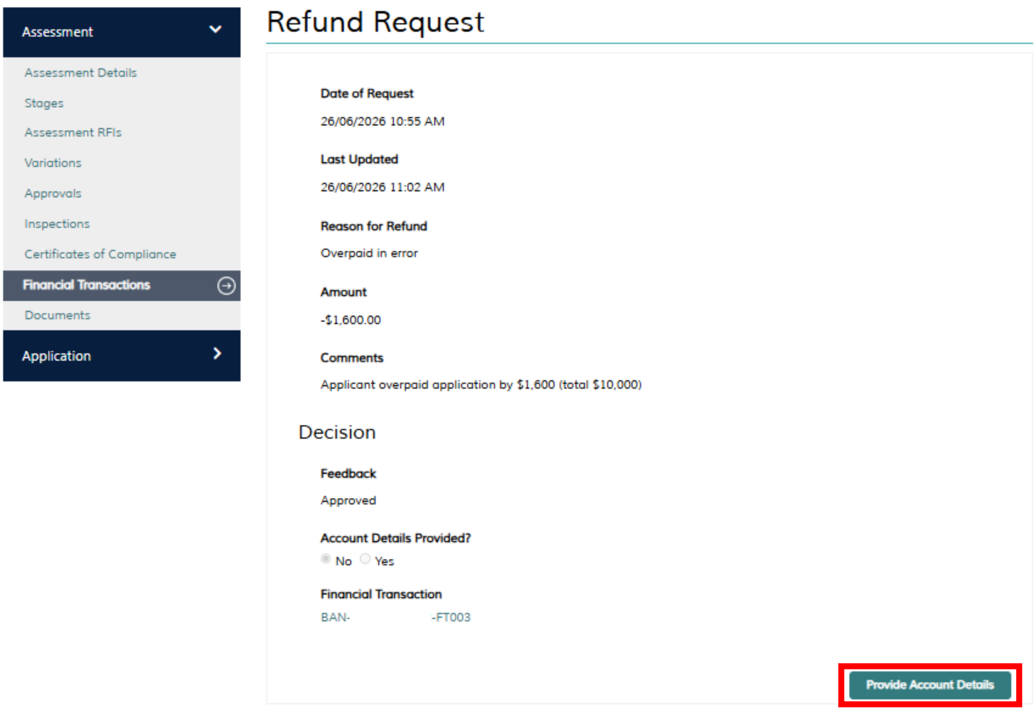
The applicant will be notified once approved and will be prompted to provide their bank account details via ABCO, following these steps:

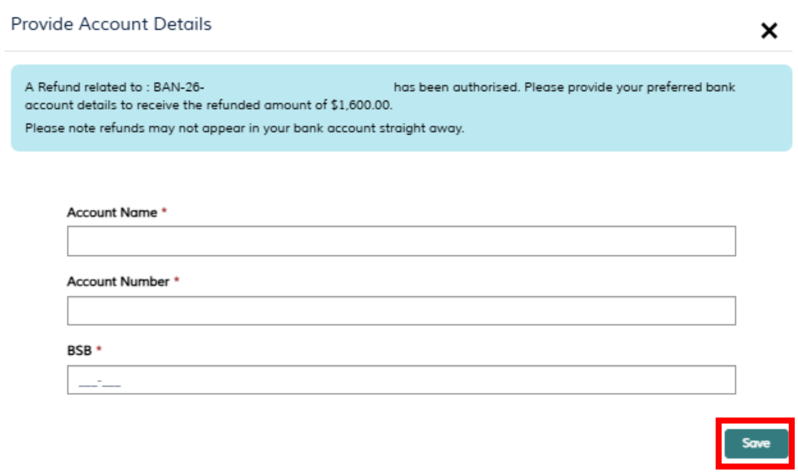
Applicant's steps

Step 1: Navigate to the **Financial Transactions** page, click the **Refund Requests** tab.



Step 2: Click into the refund request for the overpayment and click **Provide Account Details**, complete and **Save**. Once saved the refund will be processed and sent to the nominated account in due course (please note, the financial transaction is handled by the department separately – as such, allow a few days for processing and bank transfer).





Invalid applications

ABCO captures 3 types of invalid applications:

- Incorrect application type – The applicant lodged the wrong application type (e.g. lodged as Building or Works Permit and the activity is exempt)
- Incorrect airport – The applicant selected the wrong airport when lodging the application
- Duplicate application – The applicant lodged a duplicate application for the same activity.

How to request a Refund for invalid applications

Applications are invalidated using the **Invalidate Application** function.

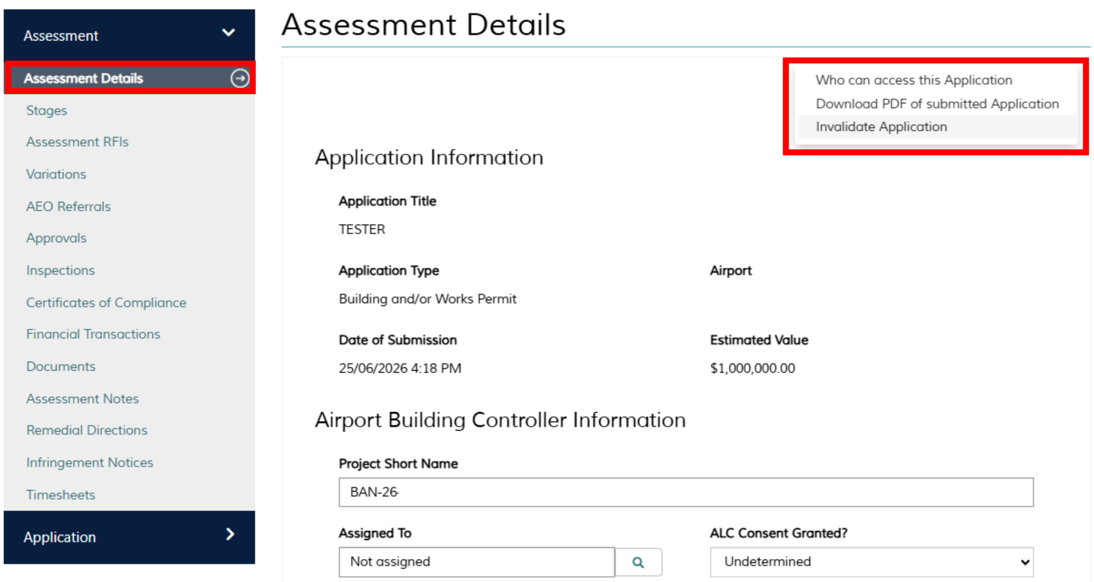
The system shows the invalidated application refund workflow only once the application fee has been paid.

Please note:

- The **Invalidate Application** function is available to ABC users only
- Invalid application related refunds do not incur a fee of $250.

ABC's steps

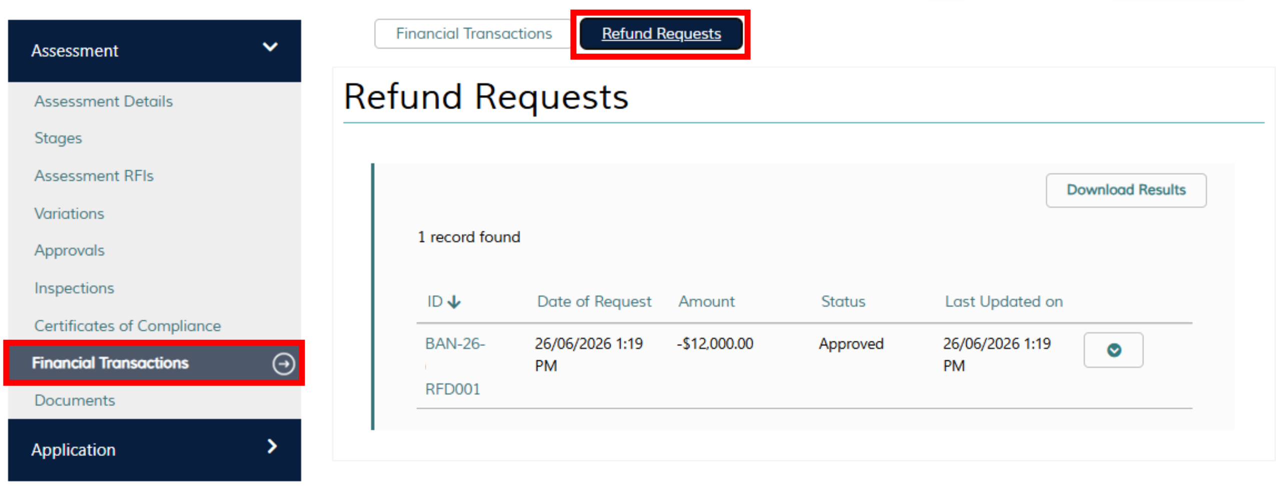
Step 1: Navigate to the **Assessment Details** page, click **Actions** and select **Invalidate Application**. The payment must be confirmed for this workflow to commence.



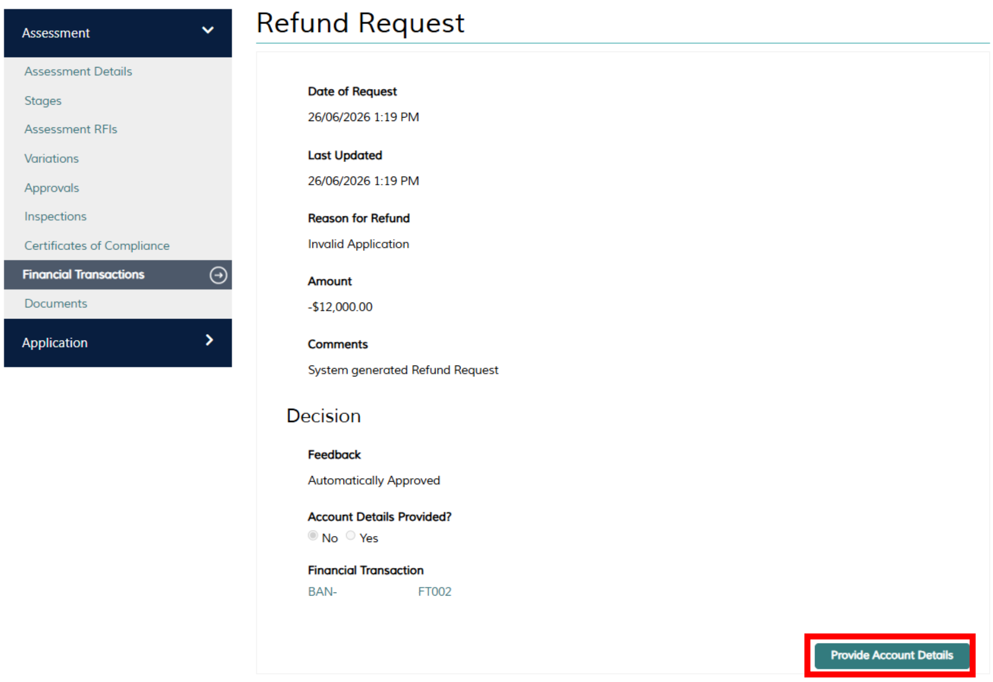
Once this step is completed, the refund request will automatically be approved. The applicant will be notified and will be prompted to provide their bank account details via ABCO, following these steps:

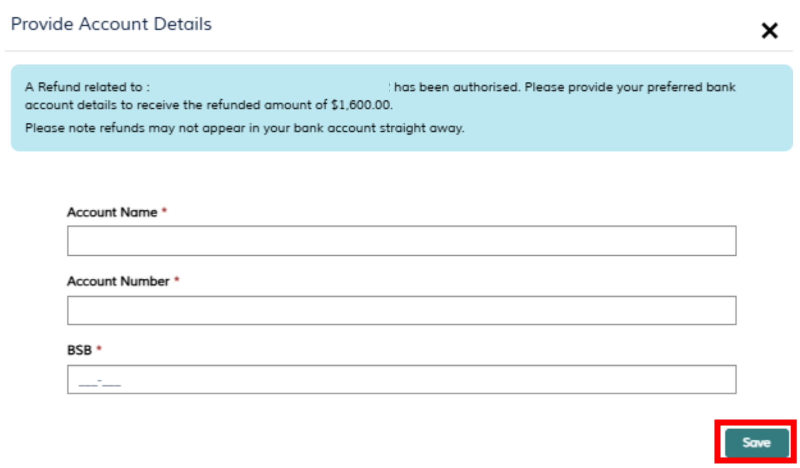
Applicant's steps

Step 1: Navigate to the **Financial Transactions** page, click the **Refund Requests** tab.



Step 2: Click into the refund request and click **Provide Account Details**, complete and **Save**. Once saved, the refund will be processed and sent to your nominated account in due course (please note, the financial transaction is handled by the department separately – as such, allow a few days for processing and bank transfer).





Withdrawals

An applicant can withdraw an application any time <u>before</u> the ABC has made a decision on the application. Reasons for withdrawal include:

- Works not proceeding – The applicant has decided not to go ahead with the application.

How to request a refund for withdrawal

Applications are withdrawn using the **Withdraw Application** function.

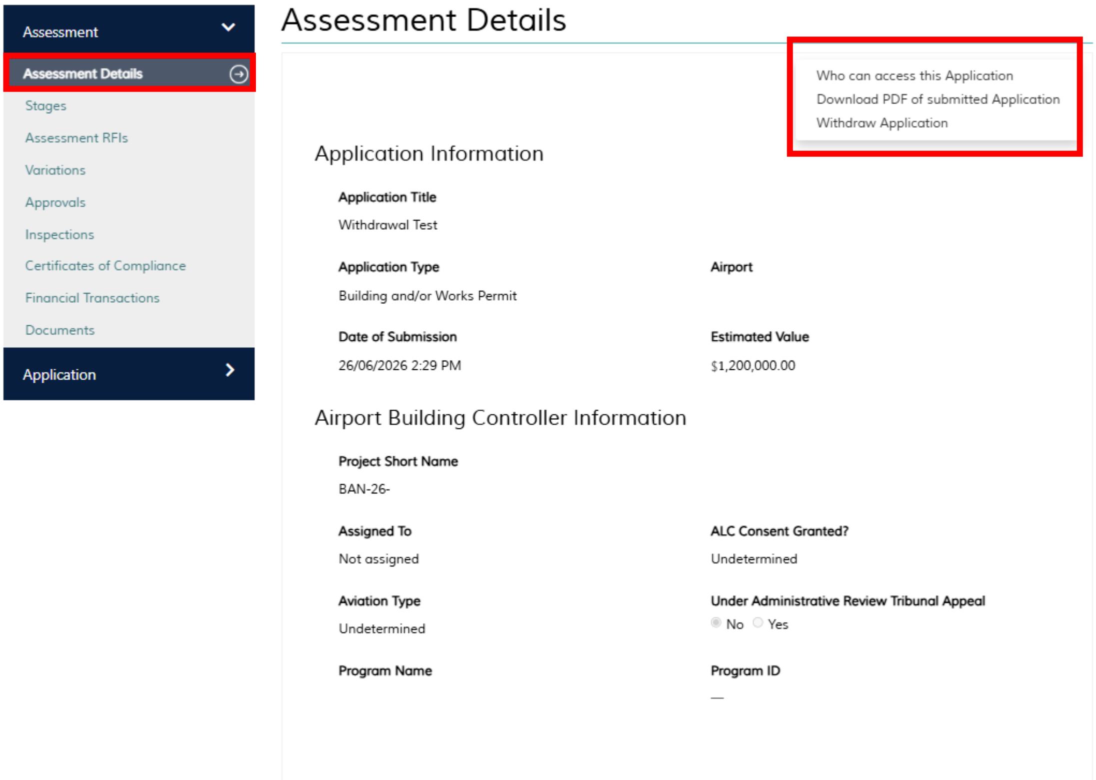
The system shows the withdraw application refund workflow only once the application fee has been paid.

Please note:

- The **Withdraw Application** function is available to applicant users only
- <u>Withdrawing an application incurs a $250 withdrawal fee, consistent with section 20 of the Airports (Building Control) Regulations 2025.</u>

Applicant's steps – part 1

Step 1: Navigate to the **Application Assessment** page, click **Actions** and select **Withdraw Application**. In the **Comments** field enter the reason for your request and click **Save**.

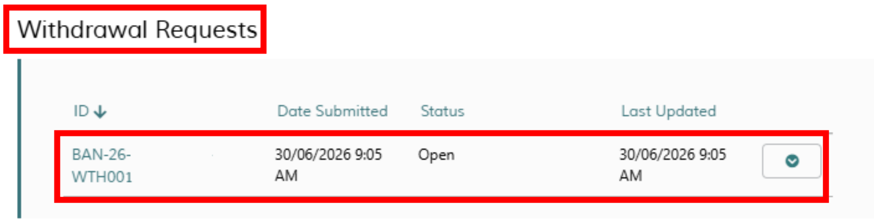


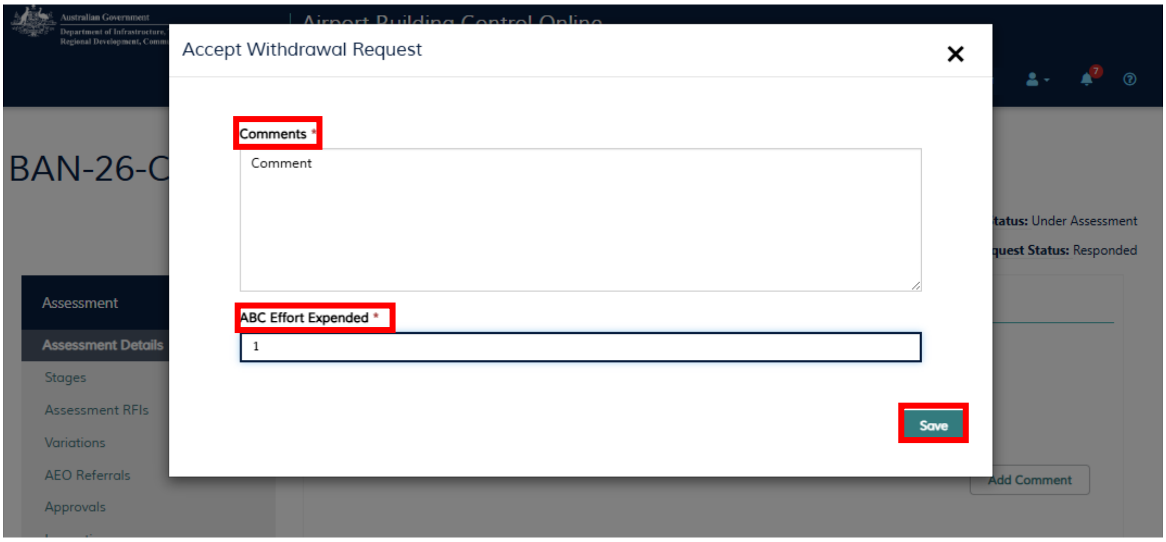
Once this step is completed, the refund request is sent to the ABC for approval.

No further action is required until the withdrawal request is approved.

ABC's steps – part 1

Step 1: Navigate to the **Assessment Details** page, click into the relevant withdrawal request and click **Accept Withdrawal Request**. Complete the Comment and ABC Effort Expended fields and click **Save**.

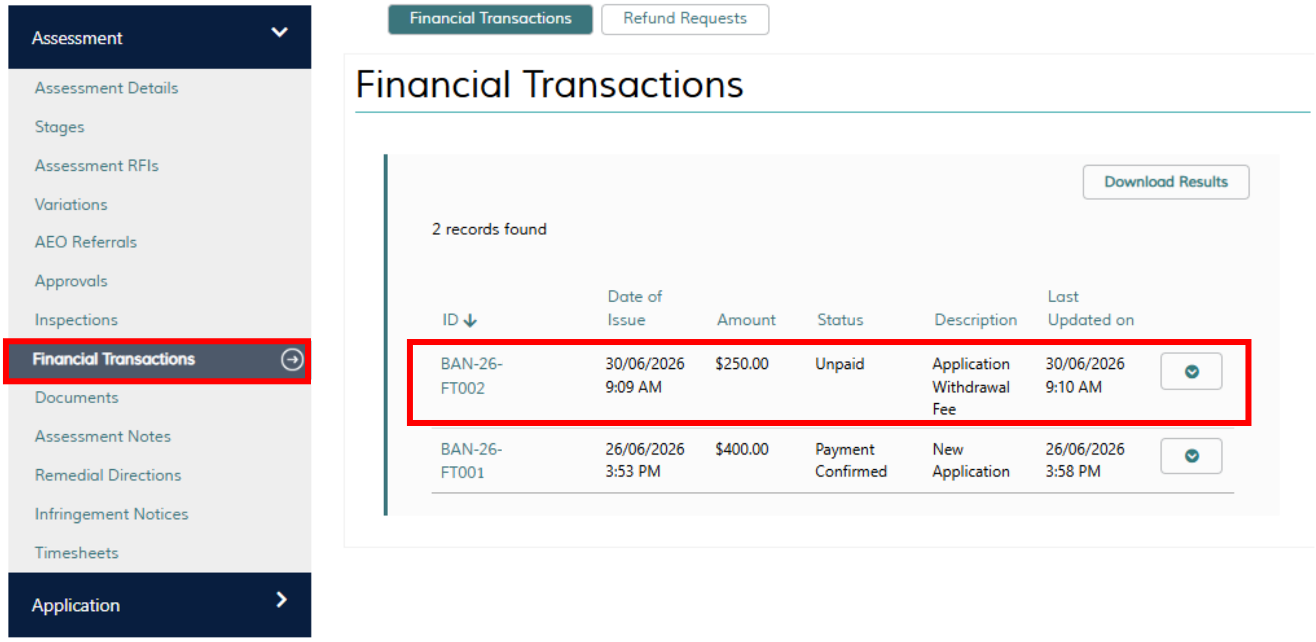




Once this step is completed, the system will generate a $250 withdrawal fee and notify the applicant. <u>The applicant must pay the fee before the refund request is progressed.</u>

Applicant's steps – part 2

Step 1: Once notified of the approval, navigate to the **Financial Transactions** page, click into the transaction marked **Application Withdrawal Fee,** and pay the fee. The $250 fee can be paid by credit card or EFT.



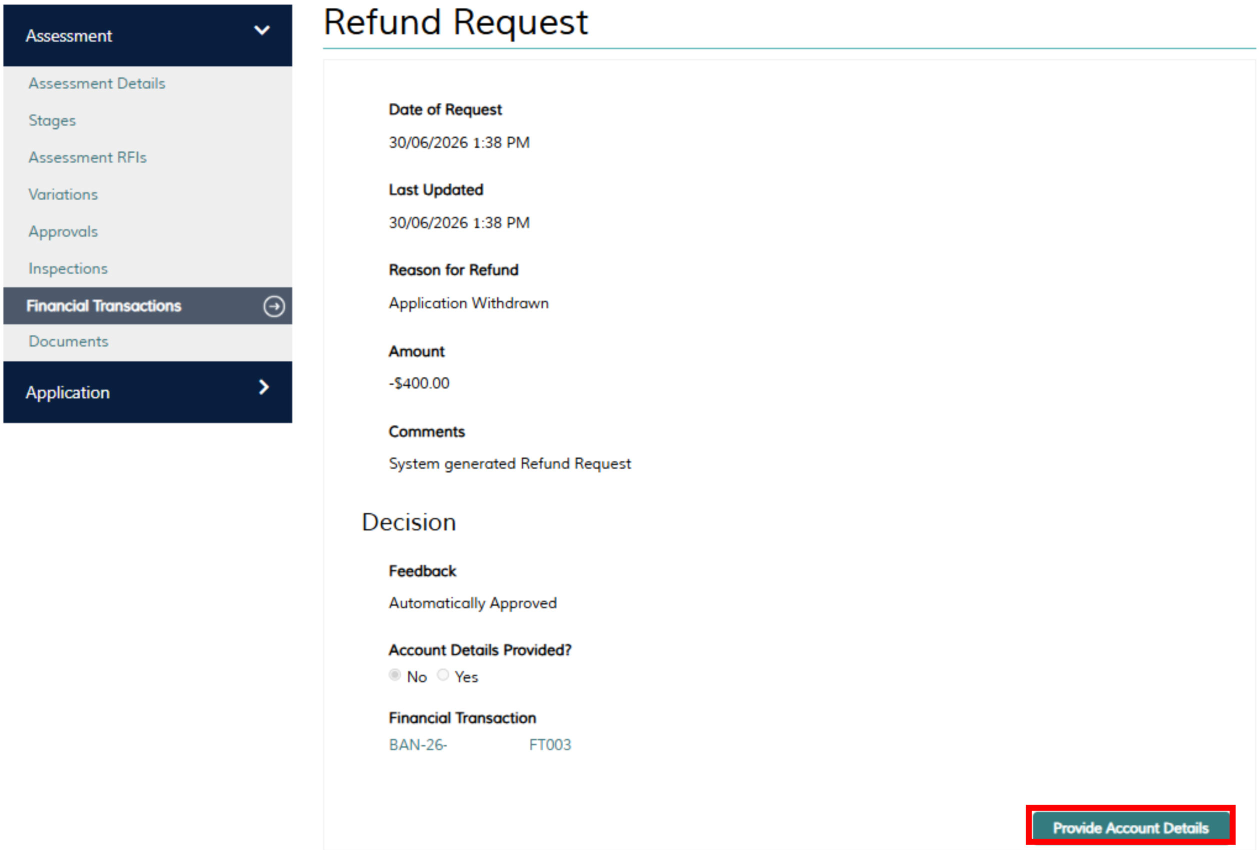
ABC's steps – part 2

Step 1: Once payment is made, navigate to the **Financial Transactions** page, click into the relevant withdrawal fee and accept the payment advice. This will trigger the refund request (please note, this step is required only for EFT payments; credit card payments will automatically trigger the refund workflow).

No further action is required of the ABC.

Applicant's steps – part 3

Step 1: Click into the refund request and click **Provide Account Details**, complete and **Save**. Once saved the refund will be processed and sent to your nominated account in due course (please note, the financial transaction is handled by the department separately – as such, allow a few days for processing and bank transfer).


Assessment
Assessment Details
Stages
Assessment RFIs
Variations
Approvals
Inspections
Financial Transactions
Documents
Application
Refund Request
Date of Request
30/06/2026 1:38 PM
Last Updated
30/06/2026 1:38 PM
Reason for Refund
Application Withdrawn
Amount
-$400.00
Comments
System generated Refund Request
Decision
Feedback
Automatically Approved
Account Details Provided?
No Yes
Financial Transaction
BAN-26- FT003
Provide Account Details