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Australian Government

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

Airport Building Control Online (ABCO)

User Guide - Applicants

June 2026

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1. About this guide

This guide explains how to use the Airport Building Control Online (ABCO) 2.0 portal to create, submit and manage building control applications and related requests.

What you see in ABCO can change depending on your role, your organisation link, your application access, the application type and the application status. This means that you may not see the same pages, actions, or menu items as another user, even when you are working on the same application.

This guide covers the common applicant experience, but you should always follow the on-screen options available to you in the portal.

1.1 What is ABCO?

Airport Building Control Online (ABCO) is the Australian Government's online system for managing airport building control applications at leased federal airports (excluding Mt Isa and Tennant Creek Airports).

ABCO is used to:

- create and submit applications for building and works activities
- submit exemption notifications and minor works determination requests
- upload documents and supporting information
- respond to requests for information
- track application progress and outcomes, including approvals, certificates, and financial transactions
- request application withdrawal and refund.

ABCO records and manages these activities in a single system, allowing you to interact with the Airport Building Controller (ABC) throughout the lifecycle of an application or request.

1.2 Who is this guide for?

This guide is for applicants who use ABCO to create, submit and manage applications and related requests in the portal.

It includes applicants who also act as **Organisation Administrators** and manage organisation access for other users linked to the same organisation.

2. Getting started

2.1 Accessing the ABCO portal

Existing user's profiles and applications have been brought into the new system. However, users will need to claim their existing profile by **signing up** using the same email address.

The signup process is required to setup multi-factor authentication, which is a new security requirement.

1. Go to the ABCO portal (abco.infrastructure.gov.au) and select **Sign in**.

2. Select **Sign up now** and create your account.
3. Enter a valid email address and complete the verification prompt.
4. Select **Send verification code**.
5. Enter the verification code sent to your email address and select **Verify code**.
6. Create a password.
7. Enter your given name and family name.
8. Read and accept the Privacy Notice, then select **Create**.
9. ABCO then prompts you to set up multifactor authentication.
10. Set up **multifactor authentication (MFA)** using Microsoft Authenticator.
11. Sign in and link yourself to your organisation using the organisation's **ABN**.
12. If your organisation link is **Pending Acceptance**, wait for your **Organisation Administrator** to accept it.
13. Confirm you are in the correct organisation before you start (use the organisation selector on the home page).



Welcome to Airport Building Control Online (ABCO)

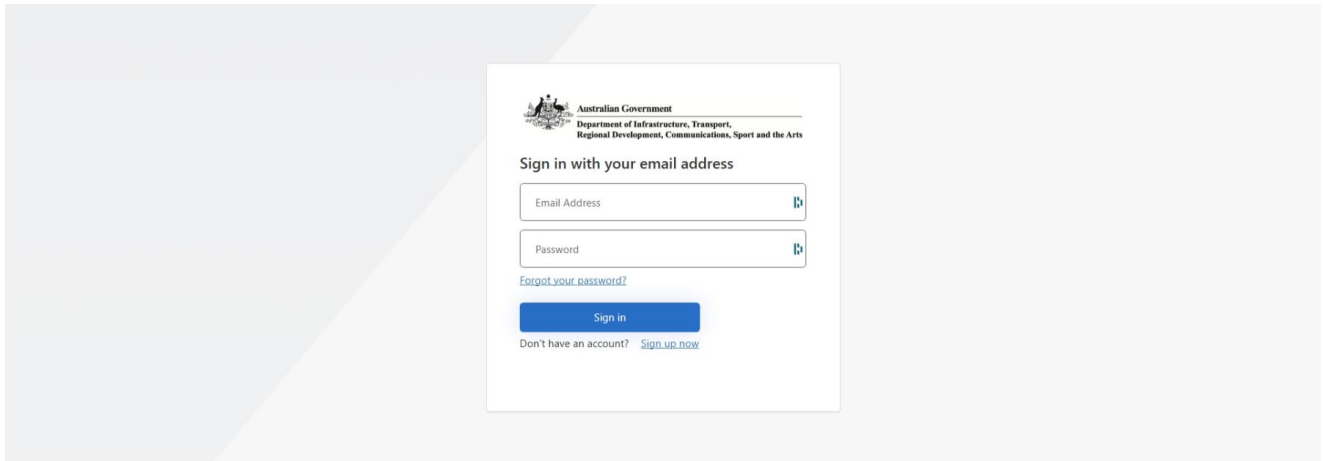
For returning users, click 'Sign in' and use 'Sign up' to claim your account, using your existing account details.

For NEW USERS, click 'Sign in' and 'Sign up' to create your account.

Microsoft multi-factor authentication app is now required to sign in/up.

For queries, please contact ABCOWhelpdesk@infrastructure.gov.au

→ Sign in



2.2 Multifactor authentication (MFA)

1. Install and open the Microsoft Authenticator app on your mobile device.
2. Select the plus icon **+** on the top menu bar.
3. In the **Add account** page, choose **Other account**.
4. Scan the QR code displayed in the portal using your Authenticator app.
 - a. Open your authenticator app
 - b. Select the **scan QR code** icon at the bottom right of the Authenticator app screen
 - c. Scan the QR code on your screen, a 6-digit code will be displayed in your authenticator app.
5. In the portal, enter the 6-digit code generated by the app.
6. Select **Verify**.

Important: ABCO requires MFA for all users to meet government security requirements. As MFA is mandatory, you cannot bypass this step or complete registration without it.

2.3 Linking to an organisation (ABN)

Applicants submit applications on behalf of an organisation. To do that, you must link your user account to the organisation using its ABN.

Airport Building Control Online

Applications | Open Items | ABCO Helpdesk

Register New User Account

User Account ✓

Link to Organisation ⌵

To submit Applications, you need to be linked to an Organisation. You can link to an Organisation now by entering the ABN below.

If you don't link to an Organisation right now, you can skip this field, enter your address details below, and click Save. You can link to an Organisation in the future from your "Edit User Account" page.

Alternatively, if you are not registering to submit Applications but are registering as an ABC, ABC Admin or AEO, please select the "I am registering as an ABC, ABC Admin, AEO or ALC" field below.

Link to Organisation

I am registering as an ABC, ABC Admin, AEO or ALC

ABN ?

ACN

Legal Name

Postal Address

Address Line 1 *

Address Line 2

Town/Suburb *

State/Territory *

Postcode *

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1. Enter the organisation's ABN without spaces. If you paste an ABN with spaces, ABCO may truncate the number because the field is limited to 12 characters.
2. Move away from the ABN field (click another field or press Tab) to run the ABN lookup.
3. Enter the organisation's address details.
4. Select **Save**.

You can only create an application after your link to at least one organisation that is active in ABCO. If your organisation link is still **Pending Acceptance**, you cannot create or submit an application for that organisation yet.

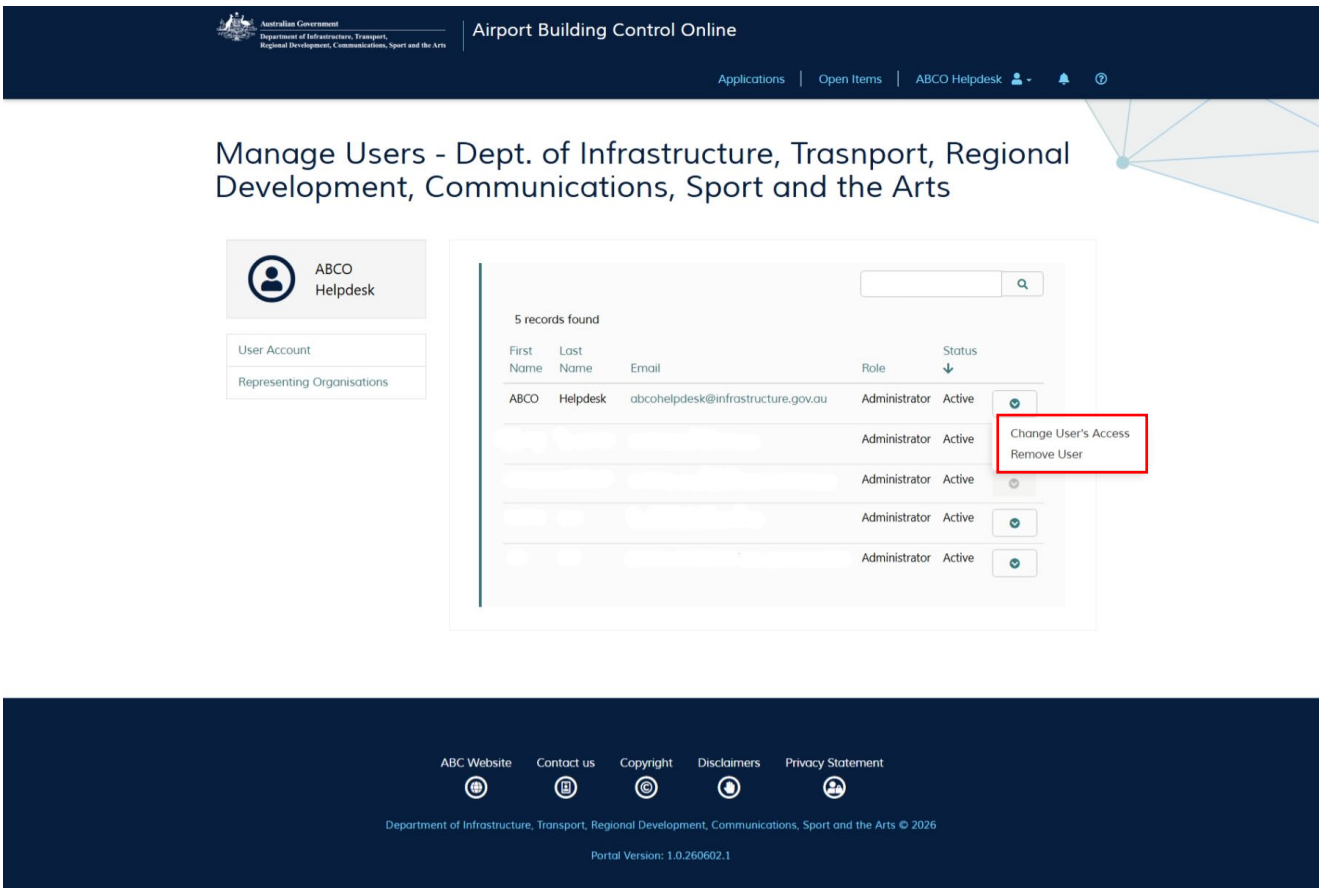
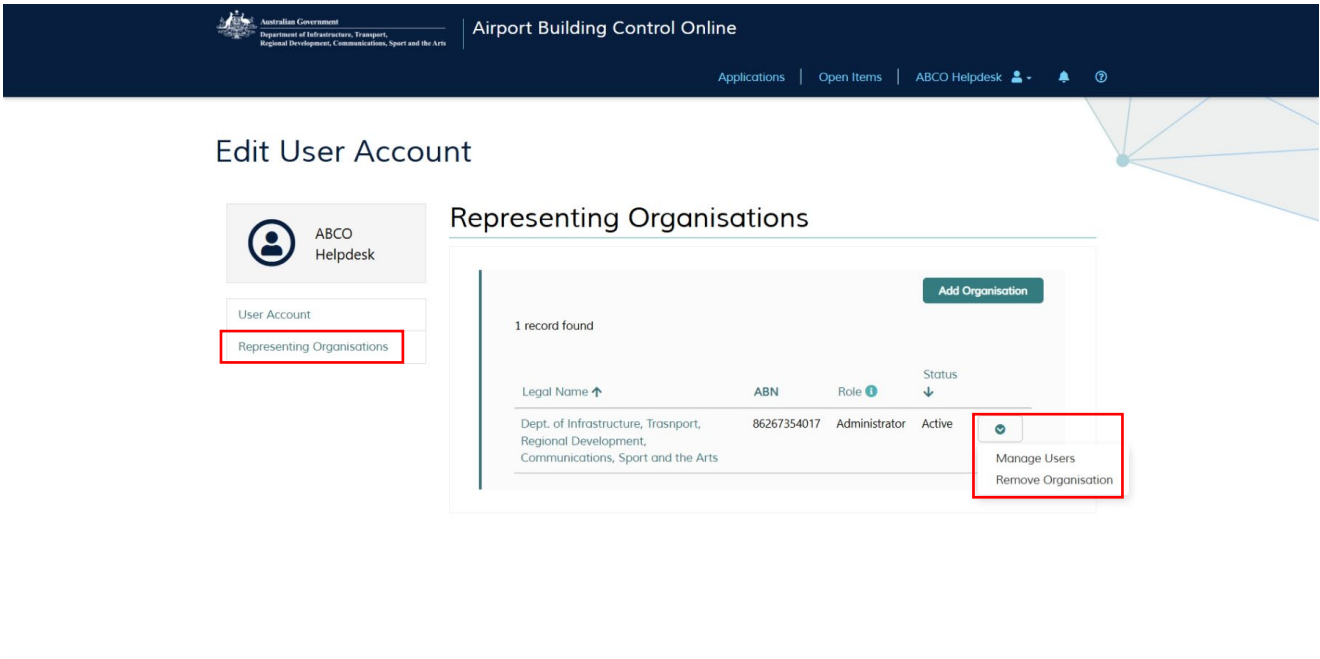
2.4 Organisation administrators

Organisation Administrators are applicants who manage which users can access and submit applications for an organisation linked by ABN.

To manage users:

1. Go to **Edit user account** → **Representing organisations**, then select **Manage Users** for the organisation (or select the organisation's **Legal Name** if it is a link).
2. To approve a pending request, select **Action Request**, choose **Accept**, then select a role (default is **Application Author**).

- 3. To decline a request, select **Action Request** and choose **Decline**. The user is removed from the organisation user list.
- 4. For active users, use **Change User's Access** to update their role, or **Remove User** to unlink them. You cannot change your own user row on the Manage Users page.



Note: You cannot remove yourself if you are the only Organisation Administrator for the organisation.

Note: If you are not an Organisation Administrator, your organisation link remains **Pending Acceptance** until an **Organisation Administrator** accepts it.

2.5 Managing representing organisations

You use **Representing organisations** to see which organisations you are linked to and to ask for access to another organisation. You can only create applications for organisations you have been approved for. If an organisation shows as **Pending Acceptance**, you cannot use that organisation until an **Organisation Administrator** approves your request.

1. Select your name in the top-right corner.
2. Select **Edit user account**.
3. Select **Representing organisations**.
4. Review the organisations linked to your account.
5. If you need access to another organisation, request access using the organisation's ABN.

Important: Organisation access and application access are different. Being linked to an organisation does not automatically give you access to every application for that organisation.

2.6 Manage access to applications

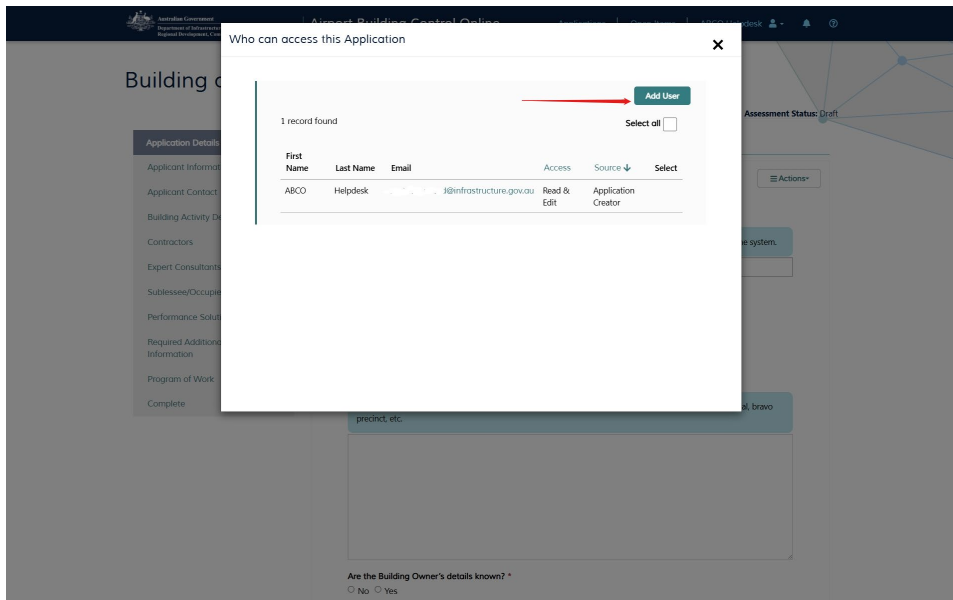
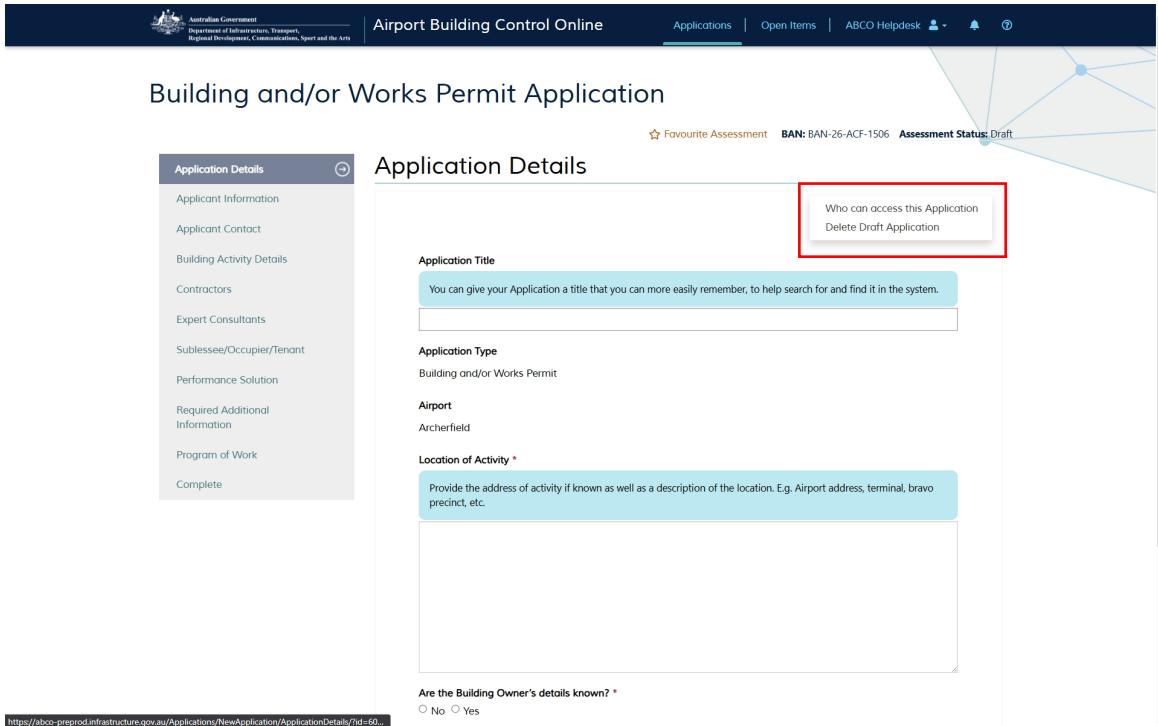
Use **Who can access this Application** to control who can view or work on a specific application.

This is a new feature in ABCO. It lets you give other users access to an application without changing the **Applicant Contact**, your organisation setup or sharing login details. All actions are recorded against the user who performs them.

The **Applicant Contact** is the user responsible for managing application-level access.

To manage access for an application:

1. Open the application.
2. Select **Who can access this Application** from the **Actions** menu. This opens a window where you can view and manage access for that application.



Add or remove users

In **Who can access this Application**, you can:

- add users who are linked to the same organisation
- remove users who no longer need access
- update access for existing users.

When you add a user, they can access the application immediately.

Access levels

Users can have different levels of access:

Read only access

You can view the application and its records but cannot make changes or respond to requests.

Read and edit access

You can update fields, upload documents, respond to requests, and complete actions available in the application, including submission.

If you can see an application but cannot complete actions, you may have read-only access.

3. Navigation basics

3.1 Applications

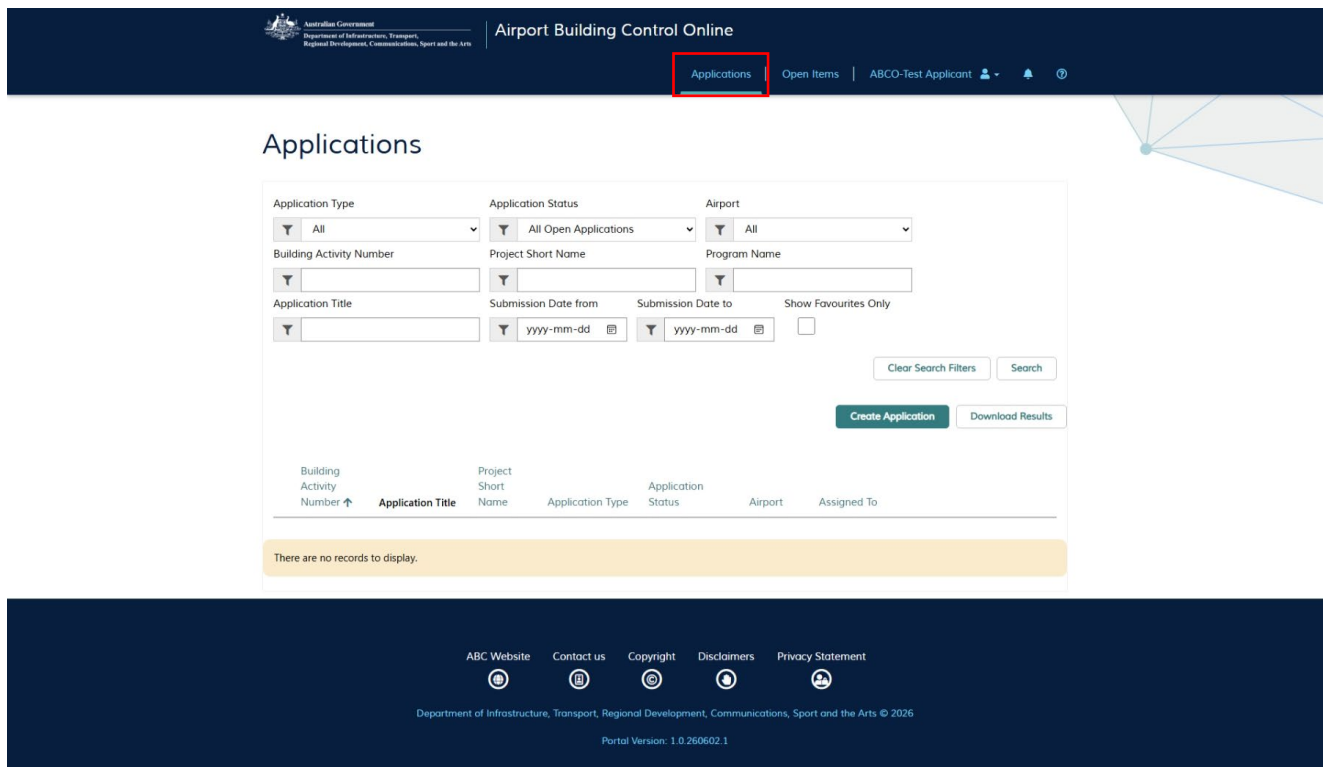
After you sign in, ABCO shows the home page (Applications).

From the Applications page, you can view your applications, create a new application, check notifications, and manage your user account and linked organisations.

The applications list shows all applications you can access for the organisation currently selected.

You can filter, sort and review your applications list. You can also mark applications as favourites and use **Download Results** to download the list for your records. Filters help you narrow the list to the applications you need.

The applications list can include details such as application type, status, airport, title and other identifying information. What you see in the list depends on the selected organisation and your access to each application.



3.2 Open items

Open items are tasks or records in ABCO that need your attention or action, such as responding to a request, completing a required step, or reviewing an item that has become available.

Use **Open items** to identify work that still needs action without opening each application one by one.

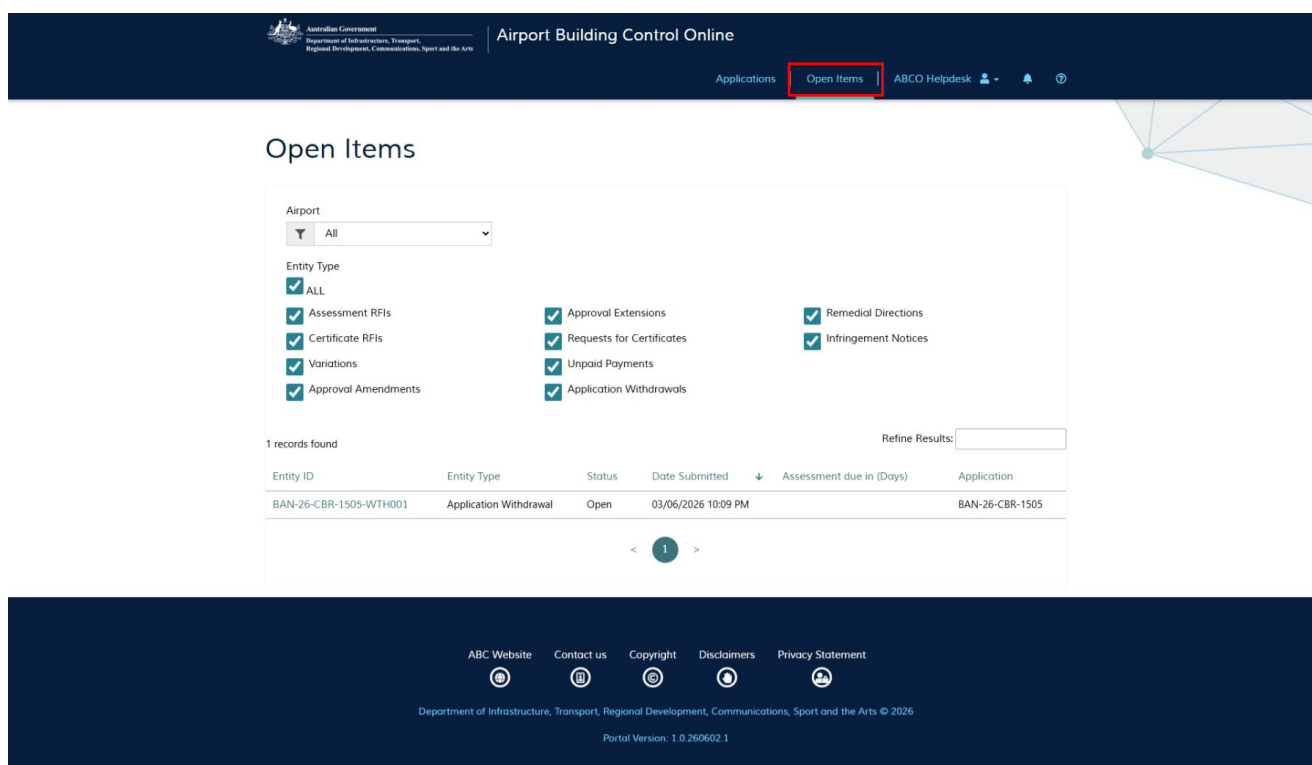
Items appear in **Open items** when:

- an action is required from you
- a request or task has been created for an application you can access
- a workflow item has moved to a status that requires applicant action.

To work with **Open items**:

1. Open the **Open items** page from the ABCO home page.
2. Review the list to identify the item that needs action.
3. Select the item to open the related application, request or record.
4. Complete the required action in the page that opens.

After you complete the action, the item is removed from **Open items**, or the status changes if another action is still required.



3.3 Notifications

Notifications alert you when an action is required or when something changes in ABCO.

The Notifications icon shows an unread count when you have unread notifications. ABCO uses notifications for both action items and information updates. A notification helps you find the related record, but the application, request or decision page remains the official record.

To access notifications:

1. Select the **Notifications** (bell) icon in the top-right corner.
2. Open the notifications list.

3. Select a notification to view its details.
4. Follow the link in the notification if action is required.

When you follow the link in a notification, ABCO opens the related page so you can review the item and complete the next step.

You can manage notifications in ABCO using the available actions:

- **Mark as read** – records that you have reviewed the notification
- **Mark as unread** – returns the notification to an unread status so it is easier to find again
- **Archive** – removes the notification from your active notification list while keeping it in your notification history.

3.4 Returning to the home page

You can return to the home page at any time by selecting **Applications** in the top navigation.

4. Create and submit an application

The overall workflow is the same for all application types, although some steps and fields vary depending on the type of application you select.

4.1 Before you start

Before you create an application, make sure your access is set up correctly in ABCO.

Your link to the organisation must be active in ABCO. If your organisation access is still **Pending Acceptance**, the portal will not let you create an application for that organisation.

4.2 Creating a new application

To create a new application:

1. From the ABCO home page, select **Create application**.
2. Select the relevant **Application type**.
3. Select the **Airport** the application relates to.
4. Select the organisation you are submitting the application for.
5. Select **Save**.
6. ABCO creates a draft application and displays the application workspace.

The screenshot shows the 'Create Application' page in the Airport Building Control Online system. The page has a dark blue header with the Australian Government logo and the text 'Airport Building Control Online'. Below the header, there are navigation links for 'Applications', 'Open Items', and 'ABCO Helpdesk'. The main content area is titled 'Create Application' and contains a form with the following sections:

- Application Type ***: A dropdown menu.
- Building and/or Works permit**: A text box containing detailed information about this permit type, including a list of activities and a note about fees.
- Demolition Authorisation**: A text box containing information about demolition activities and fees.
- Exemption Notification**: A text box containing information about minor work exemptions and fees.
- Minor Works Determination**: A text box containing information about minor works and exemptions.
- Certificate of Compliance**: A text box containing information about stand-alone applications.
- Airport ***: A dropdown menu.
- Choose the Organisation this Application is for ***: A dropdown menu.
- Save**: A green button at the bottom right of the form.

At the bottom of the page, there is a footer with links for 'ABC Website', 'Contact us', 'Copyright', 'Disclaimers', and 'Privacy Statement'.

When you create an application, you associate it with one of your linked organisations by selecting it at this step. You **cannot** change this association once the application is created.

4.3 Application workspace

When ABCO creates the application, it opens the application workspace. The left-hand menu shows the steps for that application, the main workspace shows the current step, and the application status is shown at the top of the page.

You can work through the steps in order or move between steps using the left-hand menu.

You can save a draft and return to it later. Draft applications appear on the home page for the selected organisation.

Building and/or Works Permit Application

Application Details

Application Title

You can give your Application a title that you can more easily remember, to help search for and find it in the system.

Application Type

Building and/or Works Permit

Airport

Archerfield

Location of Activity *

Provide the address of activity if known as well as a description of the location. E.g. Airport address, terminal, bravo precinct, etc.

Are the Building Owner's details known? *

No Yes

Save and Next

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4.4 Completing application steps

Each application is divided into a set of steps:

- application details
- applicant and contact information
- activity or works details
- required additional information
- Program of Work (where applicable)
- declaration and submission

The exact steps shown depend on the application type.

4.5 Saving and returning to a draft

You do not need to complete an application in one session. At any point, you can select **Save and next** to save your progress. Draft applications remain available until they are submitted or withdrawn.

If you no longer need a draft application, you can delete it while it is still in Draft status. After an application is submitted, you can no longer delete it.

4.6 Submitting an application

Once all required steps are complete:

1. Review the information entered in each step.
2. Read the declaration.

3. Select the declaration checkbox.
4. Select **Submit**.

ABCO checks the application before it accepts submission. If required information is missing, ABCO shows validation messages and highlights the step or section you need to complete. You must complete all required parts before you can submit the application.

When you submit the application for the first time, ABCO creates an application PDF. This PDF becomes part of the application record and can be viewed in ABCO.

The screenshot shows the 'Application Submitted' confirmation page on the ABCO portal. The header includes the Australian Government logo and the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts. The page title is 'Airport Building Control Online'. The main content area features a green box with the following information:

- Building Activity Number (BAN):** BAN-26-CBR-1508
- Thank you for payment.
- Payment confirmed:** 4/06/2026 1:49:20 PM
- Receipt Number:** 9000010022799537000
- You will receive notifications as your Application progresses.

The footer contains navigation links for ABC Website, Contact us, Copyright, Disclaimers, and Privacy Statement, along with the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts © 2026 and Portal Version: 1.0.260602.1.

5. Program of Work

A **Program of Work** allows you to link related applications so they can be viewed together. Programs of Work are associated with a specific **Airport**.

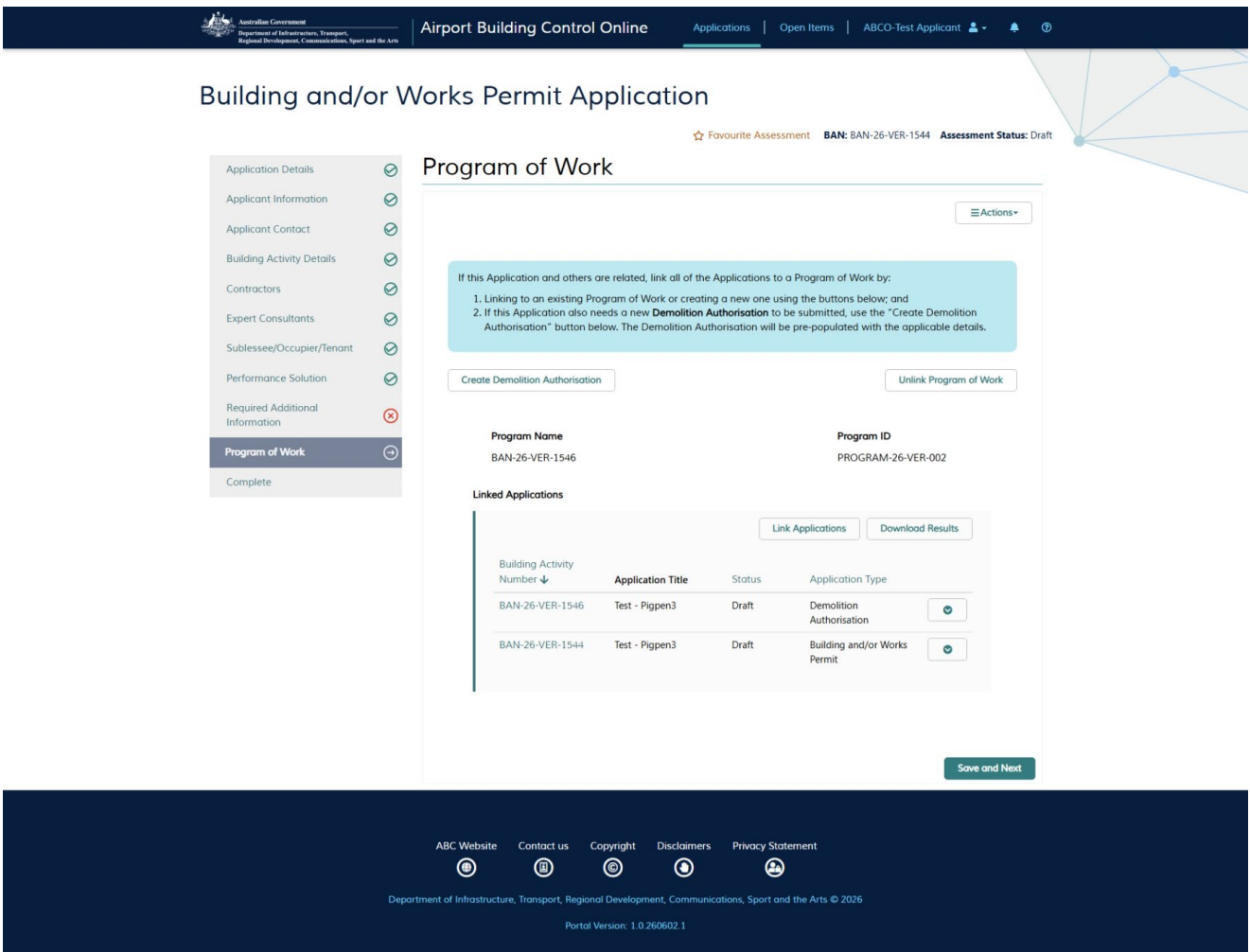
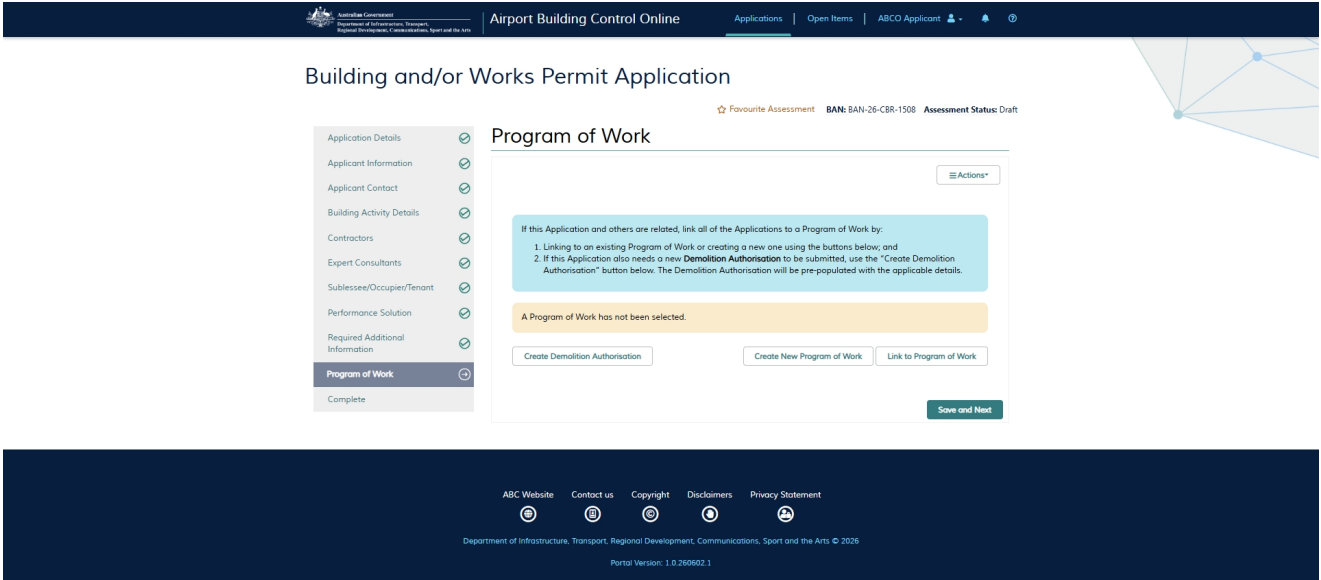
Please note, linking applications to a Program of Work does not change how applications are assessed nor assessment timeframes.

Using a Program of Work is optional. If you do not link applications, they will still be submitted and assessed in the same way as all other applications.

5.1 Create a new Program of Work

1. Open the application you wish to link.
2. Ensure you have edit access to the application.
3. In the left-hand menu, select **Program of Work**.
4. Select **Create New Program of Work**.

- In **Program Name**, enter a name (up to 50 characters). A Program of Work name must be unique within the same airport. If the name is already in use, ABCO displays a message asking you to either link to the existing Program of Work or enter a different name.
- Select **Save**.
- When created, the Program of Work is assigned a unique Program ID. For example: "PROGRAM-25-CBR-001".



5.2 Link an application to an existing Program of Work

1. Open the application you wish to link.
2. In the left-hand menu, select **Program of Work**.
3. Select **Link to Program of Work**.
4. Select the Program of Work you want to link to (search by Program ID or Program Name).
5. Select **Select** to confirm.
6. Select **Save**.

5.3 View applications linked to a Program of Work

When an application is linked to a Program of Work, the **Program of Work** page shows the Program Name and Program ID, and a list of linked applications.

1. Open an application that is linked to the Program of Work.
2. In the left-hand menu, select **Program of Work**.
3. Review the Program Name and Program ID shown.
4. In **Linked Applications**, select a Building Activity Number to open a linked application.

Note: If you have edit access, you can see **Link Applications** and **Unlink Program of Work** when those actions are available for the application. What you see depends on your access and whether the application is already linked to a Program of Work.

6. Documents

The **Application Documents** page is a central document view for the application and its related records, including documents added through RFIs, variations, approvals and other items.

Documents will appear here even if they were uploaded from another part of the application.

You can access **Application Documents** from within the application. You can view and download documents you have access to. If you have edit access, you can also upload documents from this page. You cannot change document metadata, change document access, or archive documents in the portal.

Archiving is managed by Airport Building Control and Airport Building Control Admin users. It is used for documents that are no longer needed for the current application, such as documents that have been superseded or finalised. Archived documents remain part of the application record but are not updated.

Application Documents

6 records found

File Name	File Size	Title	Document Type	Category ID	Status	Upload Date ↑	Select
		Application PDF	Application PDF	BAN-26-CBR-1505	Not Reviewed	03/06/2026 7:46 PM	<input type="checkbox"/>
		Application PDF	Application PDF	BAN-26-CBR-1505	Not Reviewed	03/06/2026 7:46 PM	<input type="checkbox"/>
		Application PDF	Application PDF	BAN-26-CBR-1505	Not Reviewed	03/06/2026 7:46 PM	<input type="checkbox"/>
		Application PDF	Application PDF	BAN-26-CBR-1505	Not Reviewed	03/06/2026 7:49 PM	<input type="checkbox"/>
		Application PDF	Application PDF	BAN-26-CBR-1505	Not Reviewed	03/06/2026 7:52 PM	<input type="checkbox"/>
		Application PDF	Application PDF	BAN-26-CBR-1505	Not Reviewed	03/06/2026 8:06 PM	<input type="checkbox"/>

What you can see and do depends on:

- the application status
- your access to the application (you must have edit access to use **Upload Documents**)
- your access to the specific document (some documents are shared with additional user groups, and others are not)
- whether the document is system-generated (system-generated documents have restrictions, for example you cannot change their metadata or access permissions in the portal).

6.1 Application documents

1. Open the relevant application.
2. In the left-hand menu, select **Application Documents**.

Use the documents list to search, filter and review documents available to you. Use **Clear Search Filters** to remove filters. Use **Download Results** to download the document list and export the current results to Excel for your records.

Application Documents

16 records found

File Name	File Size	Document Type	Category ID	Status	Upload Date	Select
File_1_1MB.pdf	1 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:33 PM	<input type="checkbox"/>
File_2_2MB.pdf	2 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:33 PM	<input type="checkbox"/>
File_3_3MB.pdf	3 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:33 PM	<input type="checkbox"/>
File_4_4MB.pdf	4 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:34 PM	<input type="checkbox"/>
File_5_5MB.pdf	5 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:35 PM	<input type="checkbox"/>
File_10_120MB.pdf	120 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:35 PM	<input type="checkbox"/>
File_6_6MB.pdf	6 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:36 PM	<input type="checkbox"/>
File_127MB.pdf	127 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:37 PM	<input type="checkbox"/>
File_7_7MB.pdf	7 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:38 PM	<input type="checkbox"/>
File_8_8MB.pdf	8 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:39 PM	<input type="checkbox"/>
File_9_9MB.pdf	9 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:39 PM	<input type="checkbox"/>
File_15_15MB.pdf	15 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:41 PM	<input type="checkbox"/>
File_25_25MB.pdf	25 MB	Required Additional Information	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 1:41 PM	<input type="checkbox"/>
BAN-26-VER-1544.pdf	296 KB	Application PDF	BAN-26-VER-1544	Not Reviewed	07/06/2026 5:00 PM	<input type="checkbox"/>
BAN-26-VER-1544-FT001.pdf	200 KB	Payment Request PDF	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 5:00 PM	<input type="checkbox"/>
File_1_1MB (1).pdf	1 MB	EFT receipt	BAN-26-VER-1544-FT001	Not Reviewed	07/06/2026 5:04 PM	<input type="checkbox"/>

Application Documents is only available when the application is not in **Draft** or **Pending Payment** status. If **Application Documents** is missing from the left-hand menu, check the application status and your access level.

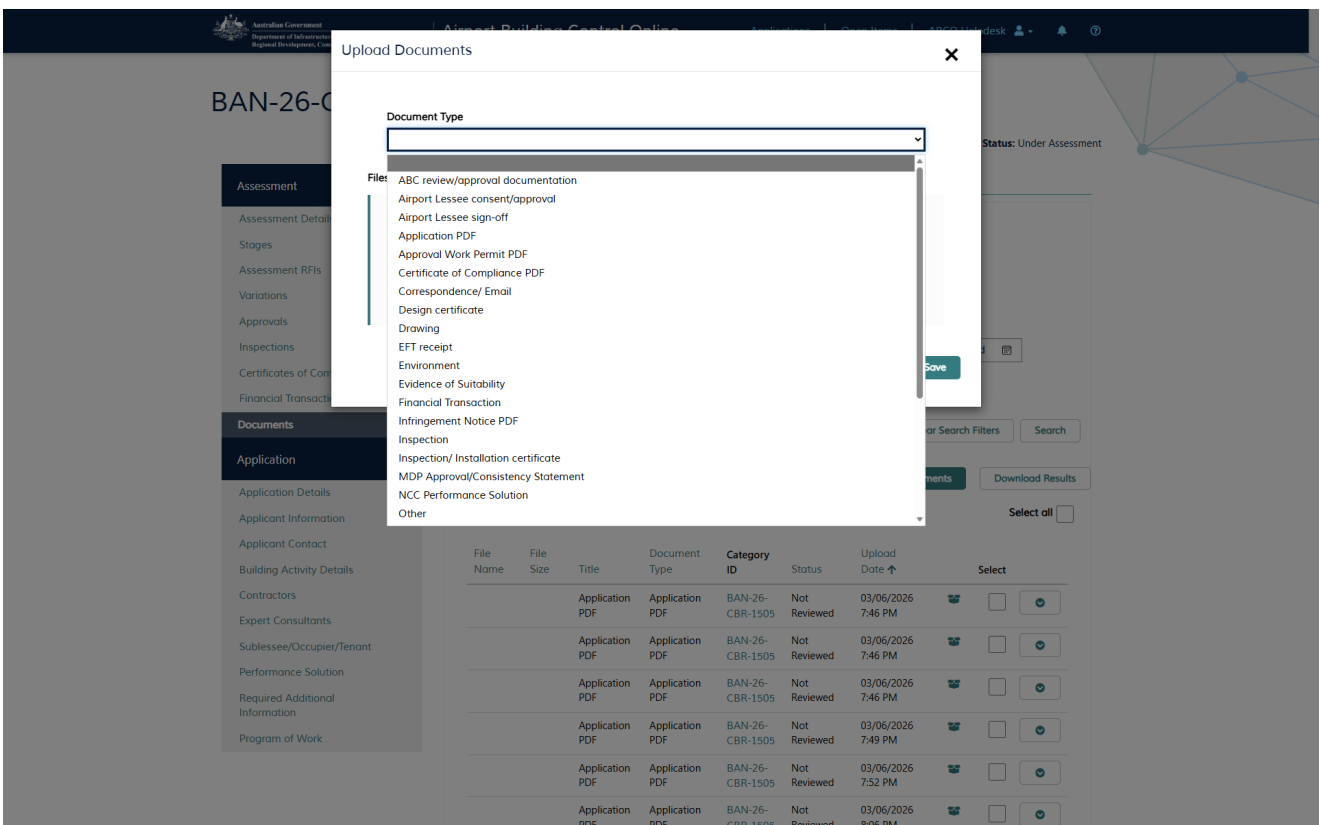
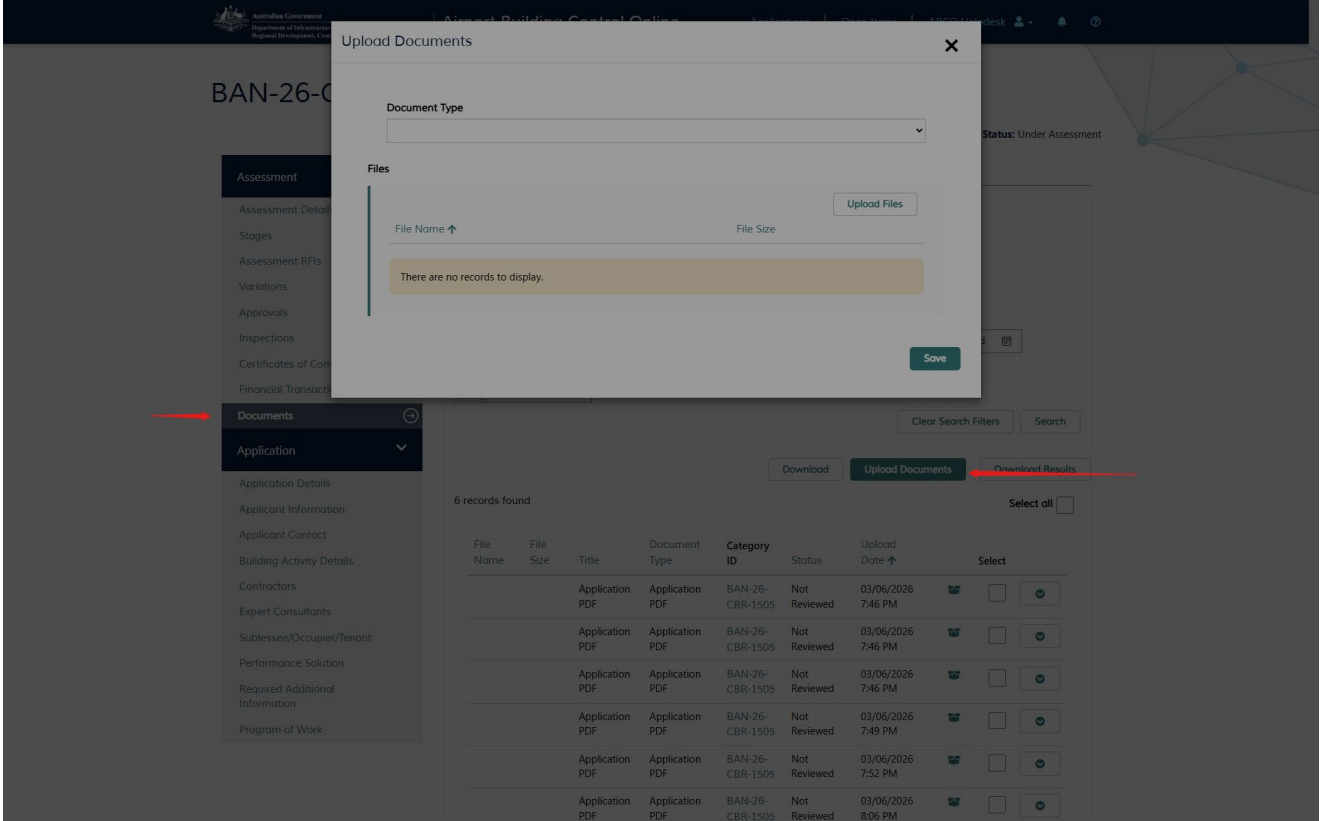
6.2 Upload documents

1. Open the relevant application.
2. In the left-hand menu, select **Application Documents**.
3. Select **Upload Documents**.
4. (Optional) Select a **Document Type**.
5. Select **Upload Files** and choose the file(s) you want to upload.
6. Select **Save**.

Important: If you are an applicant, you must have edit access to the application to use **Upload Documents**. If you only have read access, you can view and download documents you have access to, but you cannot upload from this page.

Note: Document Type is optional. The list is defined by ABCO reference data and is displayed alphabetically.

If your file is too large: Try reducing the file size (for example, compress images in PDFs, save drawings with reduced resolution, or split large documents into smaller parts) and upload again.



You can upload multiple files in a single upload.

- If a file is larger than the maximum allowed, ABCO blocks the upload and shows an error message (for example, “File size is more than the maximum allowed limit of xx mb”)
- If a file type is restricted, ABCO blocks the upload and shows an error message listing the restricted file types
- Uploaded files are virus scanned. If a virus is detected, ABCO blocks the upload and shows an error message
- Duplicate file names are allowed across the application record. ABCO appends “(1)”, “(2)”, “(3)”, and so on, to duplicate file names.

6.3 Download documents

1. Open the relevant application.
2. In the left-hand menu, select **Application Documents**.
3. Select one or more documents from the documents list.
4. Select **Download**.

Note: You can select more than one document and download them in a single action.

6.4 Document behaviour after submission

After you submit an application, document behaviour changes depending on whether a document is system-generated or uploaded, its status, and your access. This affects what you can do with a document, such as viewing, uploading or making changes.

The **Application Documents** page also displays system-generated PDF documents, such as application PDFs, approvals, certificates, payment requests, remedial directions and infringement notices. System-generated documents are created by ABCO and are read-only in the portal.

Some actions are not available for system-generated documents, such as changing access or archiving. Archiving and changing access permissions is managed by **ABC** and **ABC Admin** users.

Note: If **View Document Metadata** or **Who can access this Document** is not available, the document is likely system-generated.

7. After you submit an application

After you submit an application:

- the application status updates
- most application details become read-only
- additional sections can appear in the left-hand menu (for example, **Financial Transactions**, **Assessment RFIs**, **Approvals**)
- if a fee applies, ABCO displays payment options.

7.1 Payments

Some application types require payment of a fee. If a fee applies, ABCO displays payment options after you submit the application.

ABCO records each payable amount (or refunds, where applicable) as a separate financial transaction, displayed in **Financial Transactions**.

To complete payment

1. Open the submitted application.
2. Go to the payment section that ABCO displays after submission.
3. Select the payment method shown (**Credit card** or **EFT**).
4. If available, select **Download payment request** and save the document for your records.
5. If you select **EFT**, follow the on-screen instructions to upload your receipt or remittance advice.
6. Select **Save** (or the equivalent action shown) to submit the payment information.

Important: If payment is required, assessment does not start until payment is recorded/verified in ABCO.

7.2 View financial transactions

You can view fee payments and other financial transactions in **Financial Transactions**.

1. Open the relevant application.
2. In the left-hand menu, select **Financial Transactions**.
3. Review the transactions list shown for the application.
4. Open a financial transaction to review its details, including the amount, status, and any available actions.

The screenshot displays the 'Airport Building Control Online' portal. The top navigation bar includes 'Applications', 'Open Items', and 'ABCO Helpdesk'. The main header shows 'BAN-26-CBR-1505 Application' with 'Assessment Status: Under Assessment'. A left-hand menu is open, with 'Financial Transactions' selected and highlighted by a red arrow. The main content area is titled 'Financial Transactions' and shows '1 record found'. A table lists the transaction details:

ID	Date of Issue	Amount	Status	Description	Last Updated on
BAN-26-CBR-1505-FT001	03/06/2026 7:46 PM	\$1,275.00	Payment Confirmed	New Application	03/06/2026 9:17 PM

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Airport Building Control Online

Applications | Open Items | ABCO Helpdesk

BAN-26-CBR-1505 Application

☆ Favourite Assessment BAN: BAN-26-CBR-1505 Assessment Status: Under Assessment

Financial Transactions Refund Requests

Assessment

- Assessment Details
- Stages
- Assessment RFIs
- Variations
- Approvals
- Inspections
- Certificates of Compliance
- Financial Transactions**
- Documents
- Application

Financial Transactions

Download Results

1 record found

ID	Date of Issue	Amount	Status	Description	Last Updated on
BAN-26-CBR-1505-FT001	03/06/2026 7:46 PM	\$1,275.00	Payment Confirmed	New Application	03/06/2026 10:17 PM

View Financial Transaction

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Airport Building Control Online

Applications | Open Items | ABCO Helpdesk

BAN-26-CBR-1505 Application

☆ Favourite Assessment BAN: BAN-26-CBR-1505 Assessment Status: Under Assessment

Financial Transaction ID: BAN-26-CBR-1505-FT001 Financial Transaction Status: Payment Confirmed

Assessment

- Assessment Details
- Stages
- Assessment RFIs
- Variations
- Approvals
- Inspections
- Certificates of Compliance
- Financial Transactions**
- Documents
- Application

Financial Transaction

Download PDF

Description
New Application

Amount
\$1,275.00

Date of Issue
03/06/2026 7:46 PM

Payment for
Application BAN-26-CBR-1505

Description	Amount	Fee Type
New Application Fee	\$1,275.00	Application Fee

Payment Confirmed

Payment Date
03/06/2026 7:49 PM

Payment Method
Credit Card

Receipt Number
9000010022664054000

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Portal Version: 1.0.260602.1

The screenshot shows the ABCO interface for application BAN-26-CBR-1505. The top navigation bar includes 'Applications', 'Open Items', and 'ABCO Helpdesk'. The left-hand menu is open, with 'Assessment' selected. The 'Refund Requests' tab is active, and a red arrow points to it. The main content area shows a table with columns for ID, Date of Request, Amount, Status, and Last Updated on. A message states 'There are no records to display.'

8. Requests for Information

Assessment RFIs (request for information) are issued by ABCs. When an **Assessment RFI** is issued:

- you receive an **action** notification telling you additional information is required
- the application status changes to **Awaiting Additional Information**.

To view the **Assessment RFI**:

1. Open the relevant application.
2. In the left-hand menu, select **Assessment RFIs**.
3. In the list, select the RFI **ID** link to open it.

ABCO assigns an RFI ID when an ABC submits the RFI. The ID uses the application's Building Activity Number (BAN) plus an RFI counter, for example BAN-24-XYZ-005-RFI001. Applicants can see this ID in the **Assessment RFIs** list and within the RFI.

Note: What you see depends on your access and the RFI status. If the RFI is **Open** and you have **read & edit** access to the application, ABCO opens the **Respond to RFI** page. If you have read-only access, ABCO opens the **View RFI** page.

8.1 Respond to an assessment RFI

To respond to an RFI sent to applicants, you must have **read & edit** access to the application:

1. Open the application and select **Assessment RFIs**.
2. Select the RFI **ID** link to open the RFI.
3. In the list of request items, select the request item **Title** to open **Respond to Request Item**.
4. Enter your response in the response field.

5. If needed, upload supporting files for the request item.
6. Select **Save** to save your response for that request item.
7. Repeat steps 3–6 until all request items show as responded.
8. Select **Submit** to submit your RFI response.

Important: Selecting **Save** only saves your response for a request item. Your response is not sent to the ABC until you select **Submit** for the overall RFI.

After you submit an RFI response:

- the RFI status changes to **Responded**
- ABCO records the date and time the response was submitted
- ABCO notifies the ABC that your response has been submitted
- if there are no other **Open** assessment RFIs for the application, ABCO changes the application status from **Awaiting Additional Information** back to **Under Assessment** after you submit your response
- files uploaded as part of an RFI response are also available from **Application Documents**.

9. Variations

The **Variations** page is available from within an application, left-hand menu.

To create a **Variation**:

1. Open the relevant application.
2. In the left-hand menu, select **Variations**.
3. Select **Create Variation**.
4. On the **Create Variation** page, complete the fields shown, including **Description of Variation** and the updated values. You can also upload optional supporting documents.
5. Select **Save Draft** if you want to save and return later. ABCO displays a temporary draft identifier in the format **DRAFT-VAR-DDMMYYYY-HHMMSS**.
6. Select **Delete Draft** to remove a draft variation. ABCO asks you to confirm before deleting.
7. Select **Submit** to send the variation to the ABC for review.

Create Variation is only available when:

- you are an applicant with **read & edit** access to the application
- the application type is **Building and/or Works Permit, Demolition Authorisation** or **Certificate of Compliance**
- there is no other variation with a status of **Open** for the application
- the application status is **Under Assessment** or **Awaiting Additional Information**, or
- the application status is **In Progress** and the application has one or more stages with a stage status of **On Hold, Under Assessment** or **Awaiting Additional Information**. If the application status is **In Progress**, selecting the affected stage or stages is mandatory.

After you submit a variation:

- ABCO creates the variation, or moves it from **Draft**, and sets the variation status to **Open**
- ABCO assigns a Variation ID using your application's Building Activity Number (BAN) plus a counter, for example BAN-24-XYZ-005-VAR001
- if the application status is **Under Assessment** or **Awaiting Additional Information**, ABCO changes the application status to **Pending Variation Review** after you submit the variation
- if the variation applies to one or more stages, ABCO changes those stage statuses to **Pending Variation Review** after you submit the variation

You can view submitted variations from the **Variations** page within the application.

10. Approvals

When an approval is issued:

- you receive a notification
- you can open the approval from the link in the notification
- you can open the application and select **Approvals** in the left-hand menu
- ABCO changes the application or stage status based on the approval.

An approval is final - After it is issued, you can only view or download it. If changes are needed, you can submit a variation or use the amendment or extension options shown when you open the application.

To view an **Approval**:

1. Open the relevant application.
2. In the left-hand menu, select **Approvals**.
3. In **List**, select what you want to view: **Approvals**, **Approval Amendments** or **Approval Extensions**.
4. Select the relevant approval row (by **ID**) to open.
5. If you wish to download the approval, open the approval you want to download.
6. Select **Download PDF**.

Note: ABCO only shows approvals after they have been issued.

Note: If there is more than one PDF for the approval, ABCO displays a list so you can download each PDF.

10.1 Approval amendments

Create Approval Amendment is only available on an issued approval when:

- the approval status is **Issued**
- the approval type is **Works Permit**, **Building Permit** or **Demolition Authorisation**
- you are an applicant with **edit** access to the associated application
- there are no approval amendments for the same approval with a status of **Open** or **Pending Payment**
- the approval's 'effective until date' is on or after today (including any extensions)

- if the approval applies to the whole application - the application status is **In Progress**
- if the approval applies to specific stages - all stages related to the approval have a stage status of **Approved**.

To create an **Approval Amendment**:

1. Open the relevant application and select **Approvals**.
2. Open the issued approval you want to amend.
3. In the **Approval Amendments** section, select **Create Approval Amendment**.
4. Complete the fields shown, including **Description of Amendment** and any updated values requested.
5. If needed, upload files in **Supporting Documentation**.
6. Select **Save Draft** to come back later or select **Submit** to submit the amendment request.
7. If ABCO prompts for payment, follow the on-screen steps to complete payment.

Important: **Save Draft** saves your amendment request but does not send it to the ABC. Your request is only sent when you select **Submit**.

Approval Amendment Statuses

- **Draft** – you have saved a draft amendment but not submitted it yet
- **Pending Payment** – you submitted the amendment and payment is required before it can proceed
- **Open** – payment has been completed and the amendment is ready for ABC assessment
- **Accepted** or **Declined** – the ABC has made a decision on the amendment
- **Cancelled** – you cancelled the amendment.

To cancel an Approval amendment

1. Open the application and select **Approvals**.
2. In **List**, select **Approval Amendments**.
3. Open the relevant amendment.
4. Select **Cancel Approval Amendment** (only available when the amendment status is **Pending Payment** or **Open**).
5. In the confirmation message, select **Confirm**.

Note: When you cancel an approval amendment, any unpaid financial transactions linked to the amendment are also cancelled.

10.2 Approval extensions

Create Approval Extension is only available on an issued approval when:

- the approval status is **Issued**
- the approval type is **Works Permit, Building Permit** or **Demolition Authorisation**
- you are an applicant with **edit** access to the associated application
- there are no approval extensions for the same approval with a status of **Draft** or **Open**
- the approval has not exceeded the allowed number of accepted extensions

- the approval’s ‘effective until date’ is on or after today (including any previously accepted extensions)
- if the approval applies to the whole application - the application status is **In Progress**
- if the approval applies to specific stages - all stages related to the approval have a stage status of **Approved**.

To create an **Approval Extension**:

1. Open the relevant application and select **Approvals**.
2. Open the issued approval you want to extend.
3. In the **Approval Extensions** section, select **Create Approval Extension**.
4. Complete the fields shown and select **Save Draft** or **Submit**.

Important: **Save Draft** saves your extension request but does not send it to the ABC. Your request is only sent when you select **Submit**.

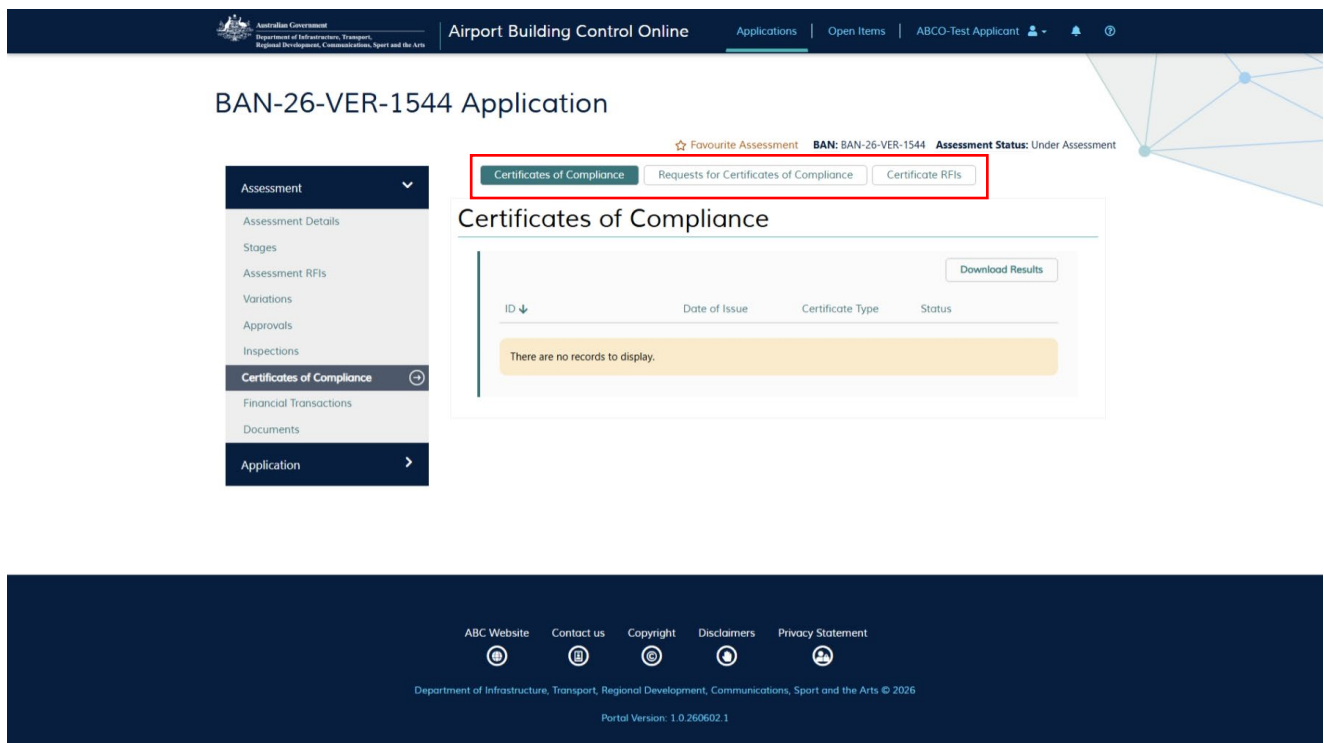
Approval Extension Statuses

- **Draft** – you have saved a draft extension but not submitted it yet
- **Open** – you submitted the extension and it is ready for ABC assessment
- **Accepted** or **Declined** – the ABC has made a decision on the extension.

11. Certificates of Compliance

The **Certificates of Compliance** page includes:

- **Certificates of Compliance**
- **Requests for Certificates of Compliance**
- **Certificate RFIs.**



11.1 Request a Certificate of Compliance

On the **Requests for Certificates of Compliance** list, **Create Request** is only available when:

- you are an applicant with **read & edit** access to the application
- the application type is **Building and/or Works Permit** or **Certificate of Compliance**
- the application status is **In Progress** or **Completed**.

To create a **Certificate of Compliance** request:

1. Open the application and select **Certificates of Compliance**.
2. Open the **Requests for Certificates of Compliance** list.
3. Select **Create Request**.
4. Completed relevant fields:
 - **Certificate Type** (mandatory) - select whether the certificate being requested is for building **Occupancy** or **Use**.
 - **Description of Request** (mandatory, maximum 5,000 characters) - for Building and/or Works Permit applications, ABCO pre-populates this with the application's building activity description. You can edit the text before saving.
 - **Supporting Documentation** (optional) - upload any documents that support demonstration of compliance. Universal file upload rules apply (see Chapter 8).
5. Select **Save Draft** to save and return later. ABCO assigns a temporary identifier in the format DRAFT-RC-DDMMYYYY-HHMMSS. **Important: Save Draft** saves your request but does not send it to the ABC. Your request is only sent when you select **Submit**.
6. Select **Delete Draft** to remove a draft request. Deleted draft requests are not visible in the portal.
7. Select **Submit** to submit the request. On submission, ABCO assigns a request identifier based on your Building Activity Number (BAN) plus a counter, for example BAN-XX-XXX-0001-RC001 and sets the request status to **Open**.

Requests for Certificates of Compliance Statuses

- **Draft** – you saved the request but have not submitted it yet
- **Open** – the request has been submitted and is ready for assessment, or has returned to **Open** after payment is confirmed or certificate RFIs are responded to or cancelled
- **Pending Payment** – a fee applies to the request, and payment must be confirmed before it can proceed
- **Awaiting Additional Information** – an ABC has raised a **certificate RFI** against the request and your response is required
- **Accepted** – a certificate has been issued in response to the request
- **Withdrawn** – the request was withdrawn
- **Declined** – the request was declined by an ABC.

11.2 Withdraw a request for Certificate of Compliance

Withdraw Request is only available when:

- you are an applicant with **edit** access to the application
- the request status is **Open** or **Awaiting Additional Information**.

To withdraw a **Requests for Certificates of Compliance**:

1. Open the application and select **Certificates of Compliance**.
2. Open the **Requests for Certificates of Compliance** list and open the request.
3. Select **Withdraw Request**.
4. In the confirmation message, select **Confirm**.

Note: When you withdraw a request, ABCO sets the request status to **Withdrawn** and then cleans up related draft items. Any associated draft certificates with a status of **Draft** or **Pending Payment** are deleted. Any related certificate RFIs are deleted if still in **Draft** or cancelled if **Open**.

11.3 View Certificates of Compliance

1. Open the application and select **Certificates of Compliance**.
2. Open the **Certificates of Compliance** list.
3. Select a certificate **ID** to open it.
4. Select **Download PDF** to download the issued certificate.

Note: You only see certificates that are not in **Draft** or **Pending Payment** status.

11.4 Certificate Request for Information

When a **Certificate RFI** (request for information) is issued by the ABC, ABCO sets the Certificate of Compliance request status to **Awaiting Additional Information** and sends a notification to the relevant recipients.

If the **Certificate RFI** was sent to applicants, you must be an applicant with **read & edit** access to the associated application to respond.

When you select a **Certificate RFI ID**, ABCO may open either **Respond to Certificate RFI** or **View Certificate RFI**. You can only respond when the certificate RFI has been sent to you and your access level allows a response. If not, ABCO opens the certificate RFI in view-only mode.

To respond to a **Certificate RFI**:

1. Open the application and select **Certificates of Compliance**.
2. Open the **Certificate RFIs** list.
3. Select the **Certificate RFI ID** to open it.
4. In the list of request items, select a request item **Title** to open **Respond to Request Item**.
5. Enter your response in **Comments** and upload any supporting files if needed, then select **Save**.
6. Repeat steps 4–5 until all request items show as responded.
7. Select **Submit** to submit your overall response.

If you can't submit: If any request items have not been responded to, ABCO displays the message: "Please provide a response to all requested information before submitting".

After you submit, ABCO changes the certificate RFI status to **Responded** and records the response date and time. If there are no other **Open** certificate RFIs for the same request, ABCO changes the certificate request status from **Awaiting Additional Information** back to **Open**.

12. Inspections

Inspections are created by an ABC to document inspection events related to an application. You can view inspections in ABCO, but they are generally read-only. ABCO shows **Respond to Inspection Outcome** only when you have **read & edit** access, the inspection status is **Completed**, and no response has already been recorded.

To view **Inspections**:

1. Open the relevant application.
2. In the left-hand menu, select **Inspections**.
3. The **Inspections** page lists all inspections associated with the application that you have permission to view. ABCO assigns an Inspection ID when the ABC/ABC Admin creates the inspection. The ID uses the application's Building Activity Number (BAN) plus an inspection counter, for example BAN-25-CBR-1049-1001. The list is sorted by **Date** with the newest inspection first.
4. Select the inspection **ID** link to open it.

12.1 Respond to an inspection outcome

ABCO only shows **Respond to Inspection Outcome** when:

- you are an applicant with **read & edit** access to the application
- the inspection status is **Completed**
- no response has already been recorded for that inspection.

To **Respond to Inspection Outcome**:

1. Open the application and select **Inspections**.
2. Open the relevant inspection (by ID).
3. Select **Respond to Inspection Outcome**.
4. In **Comments**, enter your response (mandatory, maximum 5,000 characters).
5. Select **Save**.

After you save your response, ABCO records the response date and time and the user who responded. Your response is then displayed in the inspection record as read-only.

13. Withdrawal and refunds

The withdrawal of an application occurs via a workflow, which must be initiated by the applicant. You first submit a **Withdrawal Request**. If the request is accepted, ABCO creates a withdrawal fee. If a refund is required, ABCO automatically creates a refund request.

13.1 Withdraw an application

The **Withdraw Application** action is only available when:

- you are an applicant with **edit** access to the application
- the application status is **Under Assessment, Awaiting Additional Information** or **Pending Variation Review**
- there is no other withdrawal request for the application in **Open, Responded, Accepted - Pending Payment** or **Closed** status.

Important: ABCO can block withdrawal if financial items must be resolved first. For example, this can happen if:

- a recalculated application fee must be applied
- there is an unpaid financial transaction awaiting processing
- there is an unprocessed refund.

If ABCO blocks the withdrawal, follow the prompt and check **Financial Transactions** for the application.

To submit a **Withdraw Application** request:

1. Open the relevant application.
2. Select **Actions**, then select **Withdraw Application**.
3. In **Comments**, enter the reason for your request (mandatory, maximum 5,000 characters).
4. Select **Save**.

Note: When you save, ABCO creates a **Withdrawal Request** with a status of **Open** and assigns an ID based on your Building Activity Number (BAN), for example BAN-24-ACF-0001-WTH001.

Withdraw Application requests statuses

- **Open** – your Withdrawal Request has been submitted
- **Responded** – an **ABC** or **ABC Admin** user has added a comment to the request
- **Accepted - Pending Payment** – the ABC has accepted the Withdrawal Request and ABCO has generated a withdrawal fee that must be paid before the request can be finalised
- **Closed** – the withdrawal fee has been paid and confirmed
- **Cancelled** – you cancelled the Withdrawal Request before it was accepted

If the Withdrawal Request is **Open** or **Responded**, and you have **edit** access, you can add a comment.

Note: Comments are read-only once added. You cannot edit or delete them.

When you add a comment as an applicant, ABCO changes the **Withdraw Application** request status back to **Open**.

13.2 Cancel a Withdrawal Request

Cancel Withdrawal Request is only available when:

- the Withdrawal Request status is **Open** or **Responded**
- you have **edit** access to the application.

To Cancel Withdrawal Request:

1. Open the Withdrawal Request.
2. Select **Cancel Withdrawal Request**.
3. In **Comments**, enter your cancellation comments (mandatory, maximum 5,000 characters).
4. Select **Save**.

13.3 Withdrawal fees and payment

Once an ABC accepts your **Withdrawal Request**, ABCO creates a **withdrawal fee** as a financial transaction. While the **Withdrawal Request** is **Accepted - Pending Payment**, you must pay the withdrawal fee before the request can be finalised.

To view and pay the withdrawal fee (if generated):

1. Open the application.
2. In the left-hand menu, select **Financial Transactions**.
3. In **List**, keep **Financial Transactions** selected.
4. Open the relevant financial transaction (by **ID**) and follow the on-screen payment instructions.

Note: Once the withdrawal fee is paid and confirmed, the **Withdrawal Request** status changes to **Closed**. If a refund is required, ABCO automatically creates a refund request. You can view the refund request under **Financial Transactions**.

13.4 Refund requests

If a refund is required, ABCO automatically creates a refund request.

To view a **Refund Request**:

1. Open the application.
2. Select **Financial Transactions**.
3. In **List**, select **Refund Requests**.
4. Open a refund request (by **ID**). ABCO assigns a Refund Request ID based on your Building Activity Number (BAN), for example BAN-25-CMD-0793-RFD001.

Refund Requests statuses

- **Open** – the refund request is awaiting an internal decision
- **Approved** – the refund request is approved and ready for you to provide bank account details, if required
- **Declined** – the refund request was declined.

On the **Refund Request** page, **Provide Account Details** is only available when:

- you are an applicant with **read & edit** access to the application
- the refund request status is **Approved**
- the related refund financial transaction is **Unpaid**
- **Account Details Provided?** is **No**.

To Provide Account Details:

1. Open the refund request.
2. Select **Provide Account Details**.
3. Enter **Account Name**, **Account Number** and **BSB**.
4. Select **Save**.
5. After you save, ABCO records that account details have been provided and sends the details for processing. Refunds may not appear in your bank account straight away.

14. Remedial directions and infringement notices

If a **Remedial Direction** or **Infringement Notice** has been issued for the application, ABCO shows **Remedial Directions** and/or **Infringement Notices** in the left-hand menu.

14.1 Remedial Directions

Remedial Directions are created by an ABC and issued against an application.

A **Remedial Direction** has defined statuses, such as **Issued** and **Responded**.

To view a Remedial Direction:

1. Open the relevant application.
2. In the left-hand menu, select **Remedial Directions**.
3. Select the Remedial Direction **ID** to open it.
4. To download a copy, select **Download PDF**.

You can respond to a **Remedial Direction** only when:

- you are an applicant with **read & edit** access to the application
- the **Remedial Direction** status is **Issued**
- the **Remedial Direction** was issued to the applicant.

To respond to a Remedial Direction:

1. Open the application and select **Remedial Directions**.
2. Open the relevant Remedial Direction (by **ID**).
3. Select **Respond to Remedial Direction**.
4. In **Comments**, enter your response (mandatory, maximum 5,000 characters).
5. (Optional) Add **Supporting Documentation**.
6. Select **Save**.

Note: After you save, ABCO changes the **Remedial Direction** status to **Responded** and records the date, time and user who responded. Your response is then shown in the **Remedial Direction** under **Response to Remedial Direction** as read-only.

14.2 Infringement notices

Infringement Notices are created by an ABC and issued against an application.

An **Infringement Notice** has defined statuses, such as **Issued**, **Closed** and **Withdrawn**.

To view an **Infringement Notice**:

1. Open the relevant application.
2. In the left-hand menu, select **Infringement Notices**.
3. Select the Infringement Notice **ID** to open it.
4. To download a copy, select **Download PDF**.

Note: Closing or withdrawing an **Infringement Notice** is handled by the ABC in ABCO.

15. Troubleshooting

I can't sign in even though my email and password are correct. What should I do?

ABCO requires multi-factor authentication (MFA) for all users. If you cannot complete MFA, for example because you no longer have access to your authenticator app, you cannot sign in. Try setting up Microsoft Authenticator again and signing in again.

I'm not receiving a verification code. What should I do?

Check that you are using the correct sign-in method. If you are registering, make sure you entered the correct email address and check your junk or spam folder for the email verification code.

The QR code won't scan, or the account doesn't appear in my authenticator app. What should I do?

Retry the MFA setup step and make sure your device camera permissions are enabled for the authenticator app. If the issue continues, restart the setup process and try again.

My account has been deactivated. What should I do?

If you have not used your ABCO account for 90 days, it is automatically deactivated. Contact the ABCO Helpdesk to restore your access.

Why does my organisation access say Pending Acceptance?

An **Organisation Administrator** must accept your request before you can create or manage applications for that organisation. If you do not know who your Organisation Administrator is, ask within your organisation in the first instance.

I linked the wrong ABN. What should I do?

Open **Edit user account** → **Representing organisations** and request access to the correct ABN. If you need an incorrect link removed, ask an Organisation Administrator to unlink it.

I can't see the organisation I need to submit for. What should I do?

You must be linked to the organisation by ABN. Go to **Edit user account** → **Representing organisations** and request access or ask your **Organisation Administrator** to approve your request.

If you are linked to more than one organisation, use the organisation selector to switch between them. Changing organisations refreshes the applications list that you see but does not move or duplicate applications.

How do I know who the Applicant Contact is?

Open the application and select **Who can access this Application**. This shows the users who have access to the application, including the **Applicant Contact**.

I can see an application, but I can't respond, upload or create requests. Why?

You have read-only access. For actions such as responding to RFIs, creating variations or providing bank details, you generally need **read & edit** access. Ask the **Applicant Contact** to update your access.

I can't find where to pay. What should I do?

If a fee applies, the payment section will appear after submission. If you cannot see a payment option, check the application status and the left-hand menu for **Financial Transactions**.

I submitted EFT details, but nothing changed. What should I do?

After you upload a receipt or remittance advice, the transaction may remain pending until it is processed. Check **Financial Transactions** for updates.

If a transaction shows **Awaiting Confirmation**, ABCO has not yet confirmed the payment. This can happen after EFT while the receipt or remittance advice is being processed. Check **Financial Transactions** again later for the updated status.

Why can't I respond to the RFI?

If the RFI is **Open** but you only have read access to the application, ABCO shows **View RFI** instead of **Respond to RFI**. Ask the **Applicant Contact** to give you **read & edit** access.

Why can't I edit a field anymore?

ABCO makes some fields read-only as the application moves through its lifecycle.

Why can't I see the Program of Work I expect?

For applicants, ABCO only lists Programs of Work for an airport where you have access (read or edit) to at least one application already linked to that Program of Work. If you cannot see a Program of Work, ask the **Applicant Contact** for an application in that Program of Work to give you access to the application (using **Who can access this Application**). Then return and try again.

Why can't I link this application to a Program of Work?

You must have edit access to the application to link it to a Program of Work. If you only have read access, ask the **Applicant Contact** to update your access using **Who can access this Application**.

Why can't I see Create New Program of Work or Link Program of Work?

These buttons are only shown when the application is not already linked to a Program of Work.

Why is Unlink Program of Work missing?

Unlink Program of Work is only shown when the application is linked to a Program of Work and you have edit access.

What happens when I unlink a Program of Work?

ABCO unlinks the application from the Program of Work. If the Program of Work has no other linked applications, ABCO deletes the Program of Work.

Why can't I rename a Program of Work?

Only ABC and ABC Admin users can change a Program of Work name after it is created.

Why is the Program of Work read-only?

After you submit an application, most fields become read-only. What you can change in **Program of Work** depends on the application status, your access, and whether the portal still allows that action for the application. If you cannot change how the application is linked in the portal, contact the relevant ABC.

Why is Create New Program of Work missing?

This option is only available when the application is not already linked to a Program of Work, and the portal allows creation for that application. If you cannot find it, check the **Program of Work** step within the application.

Why can't I see Application Documents?

Application Documents is only available when the application is not in Draft or Pending Payment status. If it is missing from the left-hand menu, check the application status and your access level. If it is still missing, check you are in the correct organisation and that you have access to the application.

Why can't I upload documents?

If you are an applicant, you must have edit access to the application to use **Upload Documents**. If you only have read access, ask the **Applicant Contact** to update your application access (see **Who can access this Application**).

Why does this page open as View instead of Respond?

If you can only view a record and cannot respond, this usually means that you have read-only access, the item was not sent to you, or the item is not in a status that allows a response.

Upload failed because the file is too large. What should I do?

ABCO enforces a maximum upload size per file (120 MB). If the file exceeds the limit, ABCO blocks the upload and shows an on-screen message.

Upload failed because the file type is restricted. What should I do?

If the file type is restricted, ABCO blocks the upload and shows a message listing the restricted file types. Try converting the file to an allowed format.

Upload failed because a virus was detected. What should I do?

ABCO virus scans uploaded files. If a virus is detected, the upload is blocked. Check the file with your IT support and retry with a clean copy.

I uploaded a file, but I can't find it. What should I do?

Refresh the page and check **Application Documents**. Documents uploaded against RFIs, variations, certificates, approvals and financial transactions are also shown there.

Why does my file name include “(1)”?

ABCO allows duplicate file names across an application. When the same file name is uploaded more than once, ABCO appends “(1)”, “(2)”, and so on.

I uploaded a file, but I can't see it. What should I do?

Refresh the page and re-run the search if you are using filters. If you uploaded the file from an RFI, variation or another page, check **Application Documents** (it includes documents from linked items).

Why can't I archive or change document details?

Archiving and editing document metadata or access is available to ABC and ABC Admin users. You can view and download documents you have access to as an applicant.

Why can't I respond to the RFI?

If the RFI is **Open** but you only have read access to the application, ABCO shows **View RFI** instead of **Respond to RFI**. Ask the **Applicant Contact** to give you **read & edit** access (see **Who can access this Application**).

Why does the application still show “Awaiting Additional Information”?

The status remains until all **Open** RFIs are responded. Check the **Assessment RFIs** list for more than one RFI.

I uploaded files in my response, but I can't find them. What should I do?

Open the RFI and check the request item you responded to. You can also check **Application Documents**, which includes documents uploaded against RFIs linked to the application.

Why can't I see Variations in the left-hand menu?

Variations is only available when the application is not in **Draft** or **Pending Payment** status. If it is missing from the left-hand menu, check the application status and your access level.

Why is Create Variation missing?

Create Variation only appears for applicants with **read & edit** access, for supported application types, and when there is no other variation with a status of **Open** for the application. It is also limited to certain application types and stage statuses.

Why can't I see draft variations?

Draft variations are only displayed to applicants with access to the application, and to ABC and ABC Admin users. If you have read-only access, you cannot create or manage drafts.

If you can't create an approval amendment

ABCO can block you from creating an approval amendment if a recalculated application fee or another unpaid transaction must be processed first.

For example, you may see one of these messages:

- “A recalculated Application Fee needs to be applied to this Application. Please contact your Airport Building Controller for more information”.
- “There is an unpaid Financial Transaction relating to the recalculated Application Fee for this Application (please see the Financial Transactions page for more information). This Financial Transaction must be processed first before an Approval Amendment can be created”.

- “There is an unprocessed Refund for this Application (please see the Financial Transactions page for more information). This Refund must be processed first before an Approval Amendment can be created”.

Why can't I download the approval PDF?

Download PDF is only shown when one or more PDFs have been created for the approval.

Why is Create Approval Amendment or Create Approval Extension missing?

These options only appear for issued approvals, for certain approval types, when you have edit access, and when there are no conflicting open requests. They can also be blocked by unpaid or unprocessed transactions that must be resolved first.

Why can't I see Create Request for a Certificate of Compliance?

Create Request only appears for applicants with **read & edit** access when the application status is **In Progress** or **Completed**, and the application type is **Building and/or Works Permit** or **Certificate of Compliance**.

Why can't I withdraw the Certificate of Compliance request?

Withdraw Request is only available when the request status is **Open** or **Awaiting Additional Information**, and you have edit access to the application.

Why can't I respond to a Certificate of Compliance RFI?

If the certificate RFI was sent to applicants, you must have **read & edit** access to the application to respond. If you have read-only access, ask the **Applicant Contact** to update your access.

Why can't I respond to an inspection outcome?

Respond to Inspection Outcome is only available when the inspection status is **Completed**, you have **read & edit** access to the application, and no response has been recorded yet for that inspection.

Why can't I see Withdraw Application?

The action is only available to applicants with **edit** access when the application status is **Under Assessment**, **Awaiting Additional Information** or **Pending Variation Review**, and there is no other withdrawal request already in progress.

Why can't I cancel my Withdrawal Request?

Cancel Withdrawal Request is only available when the **Withdrawal Request** status is **Open** or **Responded**, and you have **edit** access.

Why can't I see a Refund Request?

If a refund is required, ABCO automatically creates a refund request and shows it under **Financial Transactions**. If no refund request is listed, a refund may not be required for that application yet, or the related process may not have reached the refund stage.

Why can't I see Provide Account Details?

The button is only available when the refund request status is **Approved**, the related refund financial transaction is **Unpaid**, and you have **read & edit** access to the application.

Why can't I respond to a Remedial Direction?

Respond to Remedial Direction is only available when you have **read & edit** access, the **Remedial Direction** status is **Issued**, and it was issued to the applicant.

Why is there a Remedial Direction banner at the top of my application?

ABCO shows the banner when there is a **Remedial Direction** with a status of **Issued** or **Responded**.

Many left-hand menu items are missing. What should I do?

Many pages only appear after an application is submitted. Some also depend on payment, access, application type, or whether an item exists for that application.

Missing list download/export options. What should I do?

If a list download or export option is missing, first check whether the page shows that action for your current record type, status and access level. If the page normally includes filters, clear any filters and refresh the page before trying again.

16. Further assistance

If you need further assistance using the portal, contact the **ABCO Helpdesk**.

If your question is related to what is required for your specific building control circumstances, contact the relevant ABC.

ABCO Helpdesk - ABCOHelpdesk@infrastructure.gov.au

Document control

Version	Release date	Reason for update
1.0	11 June 2026	Initial release of document