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Australian Government

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

Airport Building Control Online (ABCO)

User Guide – Non-Applicant Users

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 access, review and manage applications and related records.

What you see in ABCO can change depending on your role, your allowed airport or airports, the application type, the application status, and whether a feature is available to your user group. This means you may not see the same pages, actions or menu items as another user, even when you are looking at the same application.

This guide covers the common experience for non-applicant users, 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 the following non-applicant users of ABCO:

- Airport Building Controllers (ABC)
- ABC Admin
- Airport Environment Officers (AEO)
- Airport Lessee Company (ALC) users where relevant.

It is intended for users who access ABCO as part of their operational role, rather than to submit and manage applications on behalf of an applicant organisation.

2. Getting started

2.1 Accessing the ABCO portal

Existing users' 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 sign up process is required to set up 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 and follow the prompts.
11. When registering, non-applicant users must identify that they are registering as a non-applicant user and select their requested role.
12. Your request is then reviewed by the ABCO Helpdesk and actioned outside the portal.
13. **You will not receive non-applicant access until your role request has been approved and your account has been configured by the ABCO Helpdesk.**

Please note:

- All new users register first as **Applicant**. Your non-applicant role is then assigned outside the system by department staff.
- You can have more than one role. If you do, your permissions are the combined permissions of those roles.
- If your role has not been updated yet, you may be able to sign in but not see the right functions.

Welcome to Airport Building Control Online (ABCO)

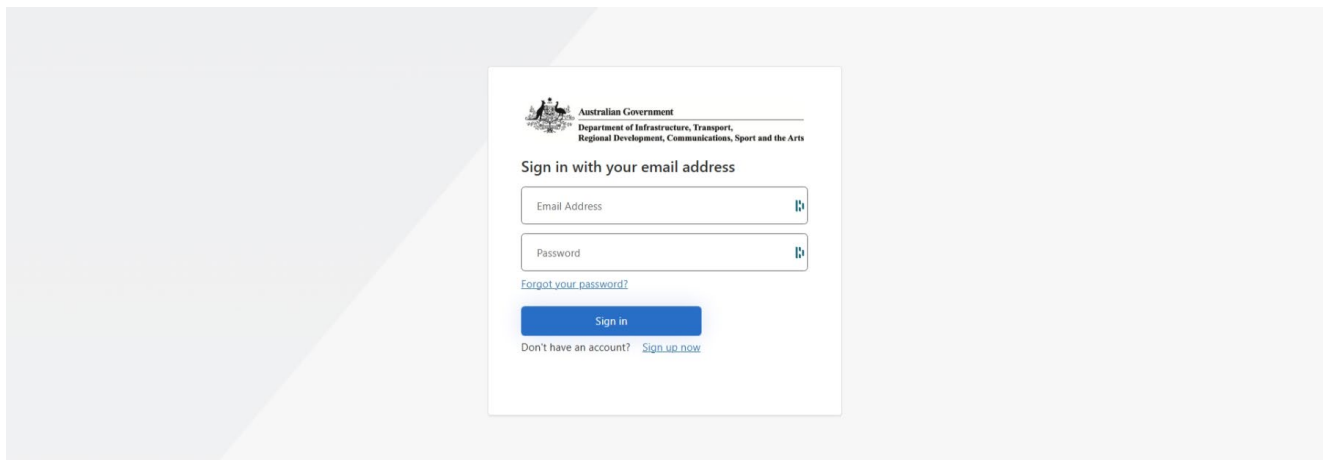
For returning users, click 'Sign in' and use 'Sign up' to claim your account, using your existing account details.

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 ABCOHelpdesk@infrastructure.gov.au

→ Sign in



The screenshot shows the sign-in page for Airport Building Control Online. At the top, it features the Australian Government logo and the department name: "Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts". Below this, the heading "Sign in with your email address" is displayed. There are two input fields: "Email Address" and "Password", each with a visibility toggle icon. A link for "Forgot your password?" is located below the password field. A blue "Sign in" button is positioned below the input fields. At the bottom, there is a link for "Don't have an account? Sign up now".

2.2 User access level

ABCO user accounts control who can access the system and what they can do.

For non-applicant users, your account determines:

- what role you have (for example, ABC, ABC Admin, AEO or ALC)
- which airport or airports you are allowed to access
- what actions you can perform in ABCO.

If your access is incorrect, please contact the ABCO Helpdesk (ABCOHelpdesk@infrastructure.gov.au).

2.3 Airport Access

Non-applicant access in ABCO is controlled through **Allowed Airports**.

- You will only see applications for the airport or airports assigned to your account
- Airport assignment is separate from role assignment. You need both
- If no airport access has been assigned, you will not be able to use ABCO as a non-applicant user.

Check your airport access

1. Select your name and open **Edit User Account**.
2. Review the **Allowed Airports** section.
3. If the airport you need is not listed, contact the ABCO Helpdesk to request an update.

2.4 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.

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, open items and notifications.

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.

If you are an ABC or ABC Admin, you can use the **Assigned to** filter. If you are a non-applicant user, you can also filter by **Archived**.

3.2 Open items

Open items are tasks or records in ABCO that need your attention or action, without opening each application one by one.

To access **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.

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Airport Building Control Online

Applications **Open Items** ABCO Helpdesk

Open Items

Airport
All

Entity Type

- ALL
- Assessment RFIs
- Certificate RFIs
- Variations
- Approval Amendments
- Approval Extensions
- Requests for Certificates
- Unpaid Payments
- Application Withdrawals
- Remedial Directions
- Infringement Notices

1 records found Refine Results:

Entity ID	Entity Type	Status	Date Submitted	Assessment due in (Days)	Application
BAN-26-CBR-1505-WTH001	Application Withdrawal	Open	03/06/2026 10:09 PM		BAN-26-CBR-1505

< 1 >

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Portal Version: 1.0.260602.1

3.3 Notifications

Notifications alert you when an action is required or when there is an important change 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.

Important: not all actions or events trigger a system notification. Not all system notifications trigger an email notification.

3.4 Returning to the home page

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

3.5 Role specific functions

The actions and editable fields depend on your role, the application type and the current application status.

Applications in end statuses such as **Withdrawn**, **Refused**, **Cancelled** and **Invalid** are mostly read-only. You can still use related pages such as Documents, Financial Transactions, Program of Work, Inspections, Remedial Directions and Infringement Notices where available.

Airport Building Controller (ABC)

The ABC role allows ABC users to:

- Assess applications
- Manage assessment activity
- See and update assessment-side fields such as project short name and assigned user

- Request additional information
- Record outcomes.

Key permissions

- Can create assessment-related records
- Can perform compliance decision actions
- Can interact with all assessment sections.

Key constraints

- Cannot alter applicant-submitted data without appropriate system pathways
- Actions are governed by Application status.

ABC Admin

The ABC Admin role allows ABC Admin users to:

- Support assessment workflows
- Manage access to Applications
- Manage administrative actions, such as update estimated values and enter application fees.

Key permissions

- Full access to Application administration functions
- Can manage users and access controls.

Key constraints

- Must operate within governance and role permissions
- Cannot bypass required workflow steps.

Airport Lessee Company (ALC)

The ALC role allows ALC users to:

- View Applications relevant to your assigned airports
- Review Application details and status
- Respond to **Requests for Information (RFIs)** where required.

Key permissions

- Read-only access to applications (where access is provided)
- Ability to respond to RFIs to support assessment.

Key constraints

- You do not create, edit, or submit applications
- You do not assess or approve applications

- Access is limited to applications made available to you through the workflow.

3.6 Assign applications

ABC and ABC Admin users can assign applications to themselves or to another ABC or ABC Admin who shares at least one **Allowed Airport**.

What assignment means

- Assignment helps ABC and ABC Admin users organise workload
- Assignment does not control whether a non-applicant user can see an application. Visibility is based on **Allowed Airport**
- An assigned application can still be visible to other ABC and ABC Admin users who have access to the same airport.

Find applications by assignment

1. Go to **Applications**.
2. Use the **Assigned to** filter to narrow the list.
3. Select **All** to ignore assignment.
4. Select **Me** to find applications assigned to you.
5. Select **Unassigned** to find applications that do not currently have an assigned ABC.
6. Select another name from the list to find applications assigned to that ABC or ABC Admin.

The applications list shows the assigned user in the **Assigned to** column. You can also review the assigned user from the application after you open it.

Important things to know

- The assignment list includes **All**, **Me**, **Unassigned**, and other ABC or ABC Admin users who share at least one allowed airport with you
- The list of names is shown in alphabetical order
- Applications can still be overdue whether they are assigned or unassigned
- If you cannot find a name in the assignment list, check whether that user shares an **Allowed Airport** with you.

4. Program of Work

Programs of Work are used to group related applications together. They provide a consolidated view of work activities across one or more applications for a specific airport, but **do not** change application status, assessment process or outcomes.

ABC, ABC Admin and ALC (where access is provided) users can create a new Program of Work and link/unlink applications at any time. Only ABC or ABC Admin users can delete a Program. Deleting a Program unlinks all associated applications.

AEO users can only view Programs of Work where access is provided.

5. Request for Information (RFI)

Requests for Information (RFIs) are issued by ABC and ABC Admin users. They can be raised against an application or stage and may contain one or more request items.

ABC and ABC Admin users can create an RFI when the application status is **Under Assessment** or **Awaiting Additional Information**. If the application is **In Progress**, at least one stage must be **On Hold**, **Under Assessment** or **Awaiting Additional Information**.

When an RFI is issued:

- If the application is **Under Assessment**, it moves to **Awaiting Additional Information**
- If the RFI is linked to a stage, that stage moves to **Awaiting Additional Information**.

When an RFI is responded to:

- The application returns to **Under Assessment**
- This only occurs when there are no other open RFIs.

5.1 Create an RFI

1. Open **Assessment Requests for Information (RFI)**.
2. Select **Create RFI**.
3. If the application is staged and eligible stages exist, add the relevant stage or stages. If the application status is **In Progress**, adding at least one eligible stage is mandatory.
4. Select who the RFI will be sent to in **Send to**. The available options are **Application Contacts** and **Airport Lessee Company**.
5. Select **Add Request Item** and complete the request item.
6. For each request item, enter a **Title** and **Information Requested**. You can also link existing application documents or upload new files as supporting documentation.
7. Repeat until all request items have been added. You can edit or remove request items before submission.
8. Select **Save Draft** if you are not ready to send the RFI. Draft RFIs use a temporary draft identifier.
9. Select **Delete Draft** if you want to remove a draft RFI.
10. Select **Submit** to send the RFI. You must add at least one request item before you can submit.

5.2 Manage an RFI

1. Open the RFI from the list to review its details.
2. When an RFI is **Open**, recipients respond through the portal. Applicants with edit access can respond to RFIs sent to **Application Contacts**. ALC users can respond to RFIs sent to **Airport Leasing Company**.
3. After a response is submitted, the RFI status changes to **Responded** and the record shows the response date and responding user.

4. Use the read-only view to review each request item, the information requested, any files you attached, the recipient response, and any response files uploaded.
5. If an RFI is still **Open**, ABC and ABC Admin users can use **Cancel RFI** to cancel it. If an open RFI is cancelled and there are no other open RFIs (and no approval has been issued), the application status changes from **Awaiting Additional Information** to **Under Assessment**.

6. Variations

The **Variations** workflow is initiated by the applicant.

Create Variation is only available to applicants when:

- the applicant has **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.

When an applicant submits a **Variation**:

- If the application is **Under Assessment** or **Awaiting Additional Information**, it moves to **Pending Variation Review**
- If linked to stages, those stages also move to **Pending Variation Review**.

An ABC user with edit access to the application can:

- **Decline** the variation - the system will update the variation status to 'declined' and the application/stage status accordingly
- **Accept** the variation - the system will update the variation status to 'accepted' and calculates any applicable payments or refunds.

If the variation is in **Open** status, applicants with read & edit access are able to **cancel** the variation. The system will update the variation status to 'cancelled' and the application/stage status accordingly.

Important: if ABCO does not allow applicant to **Create a Variation** due to a status related issue, it is likely that the applicant is selecting the incorrect action. The **Approval Amendment** workflow may reflect the change that the applicant wishes to request (refer to section 9.2).

7. Assessment Notes

Assessment Notes are used to record internal assessment activity for an application and capture observations, analysis, and decisions made during the assessment process.

Assessment Notes:

- are permanent records and cannot be edited or deleted once created

- apply to the application as a whole
- are linked to a single application
- are internal records and can only be created and viewed by ABC and ABC Admin users.

ABC and ABC Admin users can create an Assessment Note when the application is in one of the following statuses:

- Under Assessment
- Awaiting Additional Information
- Pending Variation Review
- In Progress
- Completed.

8. Stages

Stages allow an application to be broken into smaller parts. An application can have zero, one or more stages.

When stages are used, assessments, documents and decisions can be managed at the stage level. Additionally, each stage has its own status, which controls what actions are available for each stage.

As far as approvals is concerned, if an approval is issued at stage level, and the application is **Under Assessment** or **Awaiting Additional Information**, the application status changes to **In Progress**. If an approval has already been issued and the application is **In Progress**, actions taken at stage level do not change the overall application status.

Please note, the following items apply at application level only:

- Assessment Notes
- Certificates of Compliance
- Financial transactions
- Application withdrawal and cancellation.

Role	Create / Manage	View	Take actions
ABC	Yes	Yes	Yes
ABC Admin	Yes	Yes	Yes
AEO	No	Yes (where access provided)	Limited
ALC	No	Yes (where access provided)	Limited
Applicant	No	Yes	Limited

9. Approvals

Approvals are issued by ABC user roles and represent the outcome of assessment.

9.1 How to issue an approval (ABC user role)

Before you start

- You must have edit access to the application
- The **Approvals** page is available only when the application is not in **Draft** or **Pending Payment**
- You can create an approval when the application status is **Under Assessment**, **Awaiting Additional Information** or **In Progress**
- For staged applications, eligible stages must be **Under Assessment**, **Awaiting Additional Information** or **Approved**.

Issue an approval

1. On the **Approvals** page, select **Create Approval**.
2. Select the **Approval Type**. The available values depend on the application type.
3. If another issued approval of the same type exists, you can use **Import Data?** to pre-populate the draft. If not, ABCO pre-populates the draft from the application.
4. Select **Save** to create the draft approval. ABCO assigns an approval ID and opens the new approval page.
5. When you are ready to issue the approval, complete all fields. The fields shown depend on the approval type.
6. If the application is staged, use **Does this Approval apply to specific Stages?** to select the relevant stage or stages. Stage-based approvals are optional.
7. Use **Save** or **Save and Next** to save your progress as you complete the draft.
8. Review the **Summary** section to preview how the approval will appear before you issue it.
9. If you are an **ABC** with edit access, select **Issue Approval** from the summary section when it becomes available.
10. If ABCO asks you to confirm issue, review the message carefully. If there are open RFIs, ABCO warns that they will be cancelled automatically if you proceed.
11. After issue, the approval status changes from **Draft** to **Issued**, the system records who issued it and when, and a PDF is generated.
12. Use **Delete Draft Approval** if you need to remove a draft instead of issuing it.

What happens after issue

- If the approval is issued against the whole application, the application status changes as follows:
 - Building and/or Works Permit or Demolition Authorisation: **In Progress**
 - Minor Works Determination: **Completed**
- If the approval is issued against specific stages, the selected stage statuses become **Approved**. If no stage had previously been approved, the application status also changes to **In Progress**
- When an approval is issued, any open RFIs linked to the application or selected stages are automatically cancelled

- Once issued, the approval cannot be edited (changes must be managed through the available system processes), and a PDF record is generated.

View approvals

1. Open the application.
2. Select **Approvals** in the left-hand menu.
3. Leave **List** set to **Approvals** to review the approvals list.
4. The list shows **ID, Date of Approval, Type** and **Status**.
5. ABC and ABC Admin users can see draft approvals. Other users can see only approvals that are not draft.
6. Select an approval row to open it.
7. Use **Download Results** if you need an export of the list.

Important things to know

- Approvals have these statuses in the portal: **Draft, Issued, Superseded** and **Revoked**. Deleted drafts are not visible in the portal
- You cannot issue an approval if the application or selected stages have open variations that would block issue
- Only authorised roles can create and issue Approvals
- Status changes occur automatically
- If the person listed in the approval has not consented to electronic communication, ABCO displays a message telling you to provide a hard copy of the generated PDF.

9.2 Approval amendments and extensions

Applicants create approval amendments and approval extensions. ABC and ABC Admin users can review these records in ABCO, but they do not create them.

Open approval amendments and extensions

1. Open the application.
2. Select **Approvals** in the left-hand menu.
3. Use the **List** option to switch between **Approvals, Approval Amendments** and **Approval Extensions**.
4. Select the relevant row to open the amendment or extension record.
5. Use **Download Results** if you need an export of the current list.

Review approval amendments

1. Set **List** to **Approval Amendments** to review amendment requests linked to the application.
2. For an ABC user to be able to respond, the Approval amendment must be in **Open** status.
3. Draft amendments are visible only to applicants, ABCs and ABC Admins with access to the application.

4. You can also review amendments from the **Approval Amendments for this Approval** section on the relevant approval.
5. Select **Accept Amendment** to approve the request
6. Select **Decline Amendment** to refuse the request.

Review and decide approval extensions

1. Set **List** to **Approval Extensions** to review extension requests linked to the application.
2. Draft extensions are visible only to applicants, ABCs and ABC Admins with access to the application.
3. Open an extension record to review the current and proposed effective-until dates.
4. If you need to record comments before deciding, enter them in **Feedback** (optional, up to 5,000 characters).
5. Select **Accept Extension** to approve the request or **Decline Extension** to refuse it.

Important things to know – approval extensions

- For approval extensions, the visible statuses are **Open, Accepted, Declined** and **Cancelled**
- You can accept an extension only if all associated approvals are **Issued**. For application-level approvals, the application must be **In Progress**. For stage-linked approvals, all related stages must be **Approved**
- When you accept an extension, ABCO updates the approval effective-until date, records the extension decision, and generates updated approval PDFs.

10. Certificates of Compliance (CoC)

For a **Certificate of Compliance** to be issued by an ABC user, an applicant user must submit a **Request for Certificate of Compliance**.

Open certificate requests

1. Open the application.
2. Select **Certificates of Compliance** in the left-hand menu.
3. Use the list view to open **Requests for Certificates of Compliance**.
4. The list shows **ID, Date Requested, Certificate Type** and **Status**.
5. The list also shows **Assessment Due In (Days)** for requests with status **Open**.
6. Draft requests are not visible in this list.
7. Select a request row to open it.
8. Use **Download Results** if you need an export of the list.

Create a Certificate RFI

1. If the request status is **Open**, you can select **Create Certificate RFI** if you have edit access.
When a Certificate RFI is issued:

2. the Certificate request moves to **Awaiting Additional Information**

When a response is submitted:

3. the Certificate request returns to assessment.

Decline the request

1. If the request status is **Open** or **Awaiting Additional Information**, an **ABC** with edit access can select **Decline Request** where the request is not system managed.
2. Feedback is optional. If the request is declined, its status changes to **Declined**.

Issue a certificate

1. If the request status is **Open**, an **ABC** or **ABC Admin** with edit access can select **Create Certificate**, provided no draft certificate is already linked to the request and the request is not system managed.
2. If payment is required for the request, **ABCO** opens the estimated hours step before creating the certificate. The related request can move to **Pending Payment** until payment is confirmed. This applies only in the fee conditions defined for standalone Certificate of Compliance applications.
3. **ABCO** opens the **Create Certificate of Compliance** page and creates the certificate in **Draft** status.
4. Select the **Certificate Type**. The available values are **Occupancy** and **Use**.
5. If the certificate supersedes or amends an existing certificate, use the certificate selection controls to choose the issued certificate or certificates that will be superseded or amended.
6. Complete the certificate sections shown on the page. The exact sections depend on the certificate type and whether the certificate is linked to a request.
7. Use **Save** or **Save and Next** to save your progress as you complete the draft.
8. If you need to remove the draft instead of issuing it, use **Delete Draft Certificate**.
9. Review the draft certificate and complete all mandatory fields before issue.
10. If you are an **ABC** with edit access, select **Issue Certificate** when it becomes available.
11. Review any confirmation message shown before issue.
12. After issue, the certificate status changes from **Draft** to **Issued**, the system records who issued it and when, and a certificate PDF is generated.
13. If the certificate was created from a Request for Certificate of Compliance, the related request status changes to **Accepted**.
14. If the certificate supersedes another certificate, the superseded certificate status updates accordingly.

Important things to know

- Request statuses in the portal include **Open**, **Pending Payment**, **Awaiting Additional Information**, **Accepted**, **Withdrawn** and **Declined**. Draft requests exist but are not shown in the request list
- The request clock applies only while the request status is **Open**. The clock stops when the request changes to another status and restarts or resumes according to the certificate request rules
- **Decline Request** is not available for system-managed requests
- Declining a request deletes any associated **Draft** certificate. Linked Certificate RFIs in **Draft** status are deleted, and linked Certificate RFIs in **Open** status are cancelled

- **Create Certificate RFI** and **Create Certificate** are not available for system-managed requests
- ABC Admins can create draft certificates, but only an ABC can issue the certificate
- If a request moves to **Accepted**, that means a Certificate of Compliance has been issued in response to it.

11. AEO Referrals

An AEO Referral is a workflow initiated by ABC/ABC Admin users with access to the associated application to request environmental input on an application.

An AEO Referral is always linked to one application; an application can have multiple referrals, including multiple **open** referrals at the same time.

11.1 Referral lifecycle

AEO Referrals move through defined statuses:

- **Draft** – the referral has been created but not issued
- **Open** – the referral is available for review and comment
- **Responded** – an AEO has provided input
- **Closed** – the referral is finalised
- **Cancelled** – the referral is no longer required.

11.2 Creating and issuing a referral (ABC/ABC Admin users)

- Referrals are created by an ABC or ABC Admin
- When submitted, the referral becomes active and available to AEO users
- AEO referrals are found within the application record, under the **AEO Referrals** section.

11.3 Responding to a referral (AEO users)

Before you start

- Referral pages are available only when the application is not in **Draft** or **Pending Payment**
- You must have access to the application through your allowed airport
- Your available actions depend on the type of referral and your role.

Respond to an AEO referral

1. Open the application.
2. Select **AEO Referrals** in the left-hand menu.
3. Review the list of referrals. The list shows **ID**, **Date Created**, **Date Last Updated** and **Status**.
4. Select the referral row to open it.

5. Review the referral details and any supporting documentation.
6. If the referral status is **Open** or **Responded**, use **Add Comment** to provide your response.
7. Enter mandatory **Comments**. You can also link documents from the application or upload files as supporting documentation.
8. Select **Save**.
9. When an AEO user saves a comment, the referral status changes to **Responded**.
10. Once finalised, ABC/ABC Admin users update the status to **Closed**.

Important things to know

- Applicants do not interact with AEO Referrals
- AEO users do not submit a separate referral decision in the portal. They add comments to the referral record created by ABC/ABC Admin users
- For AEO referrals, comments are read-only after they are saved and cannot be edited or deleted
- ALC users can view AEO Referrals where access is provided.

12. Inspections

Inspections is available only when the application is not in **Draft** or **Pending Payment**.

ABC and ABC Admin users can create inspections, but only ABC users can complete an inspection.

View Inspections

1. Open the application.
2. Select **Inspections** in the left-hand menu.
3. Review the list of inspections linked to the application.
4. The list shows **ID**, **Title**, **Date** and **Status**.
5. Use **Download Results** if you need an export of the current list.
6. Select a row or use **View Inspection** to open an inspection.

Create an inspection

1. On the **Inspections** page, select **Create Inspection**.
2. ABCO creates the inspection in **Draft** status and assigns the next inspection ID for the application.
3. Enter the mandatory fields: **Title** and **Reason**.
4. The available **Reason** values are **Inspection Stage**, **Certificate of Compliance**, **Safety** and **Compliance**.
5. If needed, enter the **Date** and **Location**.
6. If the application is staged, use **Does this Inspection apply to specific Stages?** to link the relevant stage or stages.
7. If needed, link the inspection to specific approvals or specific certificates using the selection tables shown on the page.

8. Select **Save** to keep the inspection as a draft.
9. If you are an **ABC** or **ABC Admin** with edit access, you can update a draft inspection and select **Save**.
10. Use **Delete Draft** if you need to remove the draft completely.
11. Use **Cancel Inspection** if the inspection should not proceed. Enter an optional **Reason for Cancellation** and save.
12. If you are an **ABC**, use **Complete Inspection** when the inspection record is ready to be finalised.
13. After completion, the inspection status changes to **Completed**.

After an inspection is completed

- Applicants with **Read & Edit** access can use **Respond to Inspection Outcome** when the inspection is **Completed** and no previous response exists
- ABC and ABC Admin users can continue to update **Inspection Outcome Comments** and **Supporting Documentation** after completion
- No other applicant or non-applicant editing is supported after completion.

Important things to know

- Inspection statuses in the portal are **Draft**, **Completed** and **Cancelled**. Deleted inspections are not visible in the portal
- Draft inspections are visible only to **ABC** and **ABC Admin** users. Completed and cancelled inspections are visible to all users with access to the application
- Completed inspections cannot be reopened, cancelled or deleted in ABCO. **ABC Admin** users cannot complete an inspection
- If the inspection reason is **Certificate of Compliance**, the specific approvals selection is hidden
- After completion, applicant responses are limited to one response to the inspection outcome
- ALC and AEO users can view inspections where access is provided.

13. Financials

Financials record and manage all financial activity linked to an application, including fees, payments and refunds.

13.1 Financial transactions

Before you start

- **Financial Transactions** is available only when the application is not in **Draft** or **Pending Payment**
- You must have access to the application.

View Financial Transactions

1. Open the application.
2. Select **Financial Transactions** in the left-hand menu.

3. Use the **List** toggle to switch between **Financial Transactions** and **Refund Requests**.
4. Review the **Financial Transactions** or **Refund Requests** list, including the **ID, amount, date** and **status**, then open the relevant record.
5. Select a row to open the transaction or refund request.
6. Use **Download Results** if you need an export of the current list.
7. If the transaction status is **Payment Confirmed**, review the **Payment Confirmed** section for the payment date, payment method, receipt number and any EFT receipt documents.

Confirm an EFT receipt

1. Open the financial transaction with status **Awaiting Confirmation**.
2. Select **Confirm EFT receipt**.
3. Review the uploaded EFT receipt files in the modal window.
4. In **EFT Receipt Decision**, select either **EFT receipt confirmed** or **Update Financial Transaction back to 'Unpaid'**.
5. If you select **EFT receipt confirmed**, enter the **Payment Date** and **Receipt Number**.
6. Select **Save**.
7. If the receipt is confirmed, the transaction status changes to **Payment Confirmed**. If the receipt is refused, the transaction status changes back to **Unpaid**.

Register an overpayment

1. Open a financial transaction with status **Payment Confirmed**.
2. If you are an ABC, select **Register Overpayment**.
3. Select the **Type of Overpayment** as **Overpaid in error** or **Duplicate payment**.
4. Enter the **Overpaid Amount**.
5. Add comments if needed.
6. Select **Submit**.
7. ABCO creates a refund request and the related overpayment workflow records.

Important things to know

- Financial records are system-generated
- Financial transaction statuses are **Unpaid, Awaiting Confirmation, Payment Confirmed, Cancelled** and **Declined**
- Financial transactions are controlled by the system
- When an EFT receipt is confirmed, ABCO re-evaluates the application or related record status and updates it if needed.

14. Remedial Directions & Infringement Notices

14.1 Remedial Directions

- Each **Remedial Direction** is linked to one application
- An application can have multiple **Remedial Directions**.

Before you start

- **Remedial Directions** is available only when the application is not in **Draft** or **Pending Payment**
- ABC and ABC Admin users can create remedial directions, but only an **ABC** can issue, cancel or close a remedial direction.

View Remedial Directions

1. Open the application.
2. Select **Remedial Directions** in the left-hand menu.
3. Review the list of remedial directions linked to the application.
4. Use **Download Results** if you need an export of the current list.
5. Select a row to open the remedial direction.

Create and issue a remedial direction

1. On the **Remedial Directions** page, select **Create Remedial Direction**.
2. On the first step, select the mandatory *Airports Act 1996* section as **Section 103** or **Section 109**.
3. Select the mandatory **Type of Direction**. The available options depend on the section you selected.
4. Select **Save** to create the draft remedial direction and move to the next step.
5. Complete the mandatory details: **Recipient, Title, Address of Activity, Description of Works, Reason, Required Actions** and **Signature Block**.
6. If the recipient is not the applicant, complete the additional recipient details such as **ABN, Legal Name** and postal address.
7. If needed, link supporting documentation or upload new files.
8. If the application is staged, you can link relevant stages. You can also link approvals, certificates, inspections or infringement notices where the page allows it.
9. Select **Save Draft** to keep working later.
10. Use **Delete Draft** if you need to remove the draft completely.
11. If you are an **ABC**, select **Submit** to issue the remedial direction when the draft is complete.
12. After issue, the remedial direction status changes from **Draft** to **Issued**, the system records the issued date and issuing user, assigns the final remedial direction ID, and generates a PDF.
13. If the remedial direction is issued to the applicant, an applicant with **Read & Edit** access can use **Respond to Remedial Direction** while the status is **Issued**.
14. After the applicant responds, the remedial direction status changes to **Responded**.

Close or cancel the remedial direction

- If you are an **ABC**, you can use **Close Remedial Direction** when the status is **Issued** or **Responded**. Select the required **Outcome** as **Resolved** or **Unresolved**, add comments if needed, and save
- If you are an **ABC**, you can use **Cancel Remedial Direction** when the status is **Issued** or **Responded**. Enter the mandatory reason for cancellation and save.

Important things to know

- Draft remedial directions are visible only to **ABC** and **ABC Admin** users
- **Withdraw** is not supported for remedial directions. The available end actions are **Close** and **Cancel**
- Only applicants can respond in the portal, and only when the remedial direction is issued to an applicant recipient type and the applicant has **Read & Edit** access
- **ABC Admin** users cannot issue, close or cancel a remedial direction
- ALC and AEO users can view **Remedial Directions** where access is provided.

14.2 Infringement Notices

- Each **Infringement Notice** is linked to one application
- An application can have multiple **Infringement Notices**
- **Infringement Notices** are independent from Remedial Directions but can be linked where required
- They appear under the **Remedial Directions** and **Infringement Notices** sections.

Before you start

- **Infringement Notices** is available only when the application is not in **Draft** or **Pending Payment**
- **ABC** and **ABC Admin** users can create infringement notices. Only an **ABC** can issue, withdraw or close an infringement notice.

View Infringement Notices

1. Open the application.
2. Select **Infringement Notices** in the left-hand menu.
3. Review the list of infringement notices linked to the application.
4. The list shows **ID**, **Date Created**, **Date Last Updated** and **Status**.
5. Use **Download Results** if you need an export of the current list.
6. Select a row to open the infringement notice.

Create and issue an infringement notice

1. On the **Infringement Notices** page, select **Create Infringement Notice**.
2. Select the mandatory **Recipient of Infringement Notice** as **Applicant** or **Other**.
3. If the recipient is **Other**, complete the mandatory recipient details: **ABN**, **Legal Name**, **Address Line 1**, **Town/Suburb**, **State/Territory** and **Postcode**.
4. Complete the **Attention of** details: **First Name**, **Last Name**, **Email** and **Phone**.

5. Complete the infringement notice details: **Contravention Dates, Contravened Legislation, Details, Penalty Payable** and **Signature Block**.
6. If needed, upload or link **Supporting Documentation**.
7. If needed, link one or more **Related Remedial Directions** for the same application.
8. Select **Save Draft** to keep working later. Draft notices use a temporary draft ID.
9. Use **Delete Draft** if you need to remove the draft completely.
10. If you are an **ABC**, select **Submit** to issue the infringement notice when the draft is complete.
11. After issue, the notice status changes from **Draft** to **Issued**, the system records the issued date and issuing user, assigns the final infringement notice ID, and generates a PDF.
12. After issue, applicants and AEO users can view the notice in ABCO, but they cannot respond to it in the portal.
13. After issue, you can update only **Supporting Documentation** and **Related Remedial Directions**.

Withdraw or close the notice

- If you are an **ABC**, use **Withdraw Infringement Notice** when the notice status is **Issued**. Enter mandatory **Comments** and save
- If you are an **ABC**, use **Close Infringement Notice** when the notice status is **Issued**. Select mandatory **Is Paid** as **Yes** or **No**, add comments if needed, and save.

Important things to know

- Draft infringement notices are visible only to **ABC** and **ABC Admin** users
- Infringement notices can be linked only to related remedial directions. They cannot be linked to approvals or inspections
- **ABC Admin** users cannot issue, withdraw or close an infringement notice
- ALC and AEO users can view **Infringement Notices** where access is provided.

15. Timesheets

Recording time

- Time is recorded as a Timesheet Item
- Each item includes activity, task, date worked, and hours worked
- Items may be linked to an application where required
- Time can be entered progressively during the reporting period.

Submitting time

- Items are submitted from Draft to Submitted
- Submitted items are reviewed by a Timesheet Delegate
- Items can be unsubmitted before review to allow editing.

Review and acknowledgement

- A Timesheet Delegate reviews submitted items
- Items can be acknowledged or rejected
- Acknowledged items are submitted to the department.

Editing and validation

- Items can only be edited in Draft or Rejected status
- Hours worked must be valid and greater than zero
- A user cannot record more than 24 hours in a single day.

Timesheet periods

- Timesheets are grouped into reporting periods
- Items are submitted and acknowledged within each period.