Australian Government
Department of Infrastructure, Regional Development and Cities

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Department of Infrastructure,
Regional Development and Cities

AIRPORT BUILDING
CONTROL ONLINE

User Guide for Applicants

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Purpose

The purpose of this User Information Guide (the 'Guide') is to provide interim guidance for applicants on the functions of ABCO until the final ABCO Help Modules have been completed.

ABCO Help Modules will be available on the Department's webpage when finalised.

There are several user roles defined in ABCO. This Guide provides information for the 'Applicant' user role only. See the back of this Guide for the User Rights for this role.

ABCO assistance

For all ABCO assistance, please contact your Airport Building Control office in the first instance – see ABC Contact list.

For all other inquiries, please contact the ABCO Helpdesk on 02 6274 7977 or via email at ABCMailbox@infrastructure.gov.au.
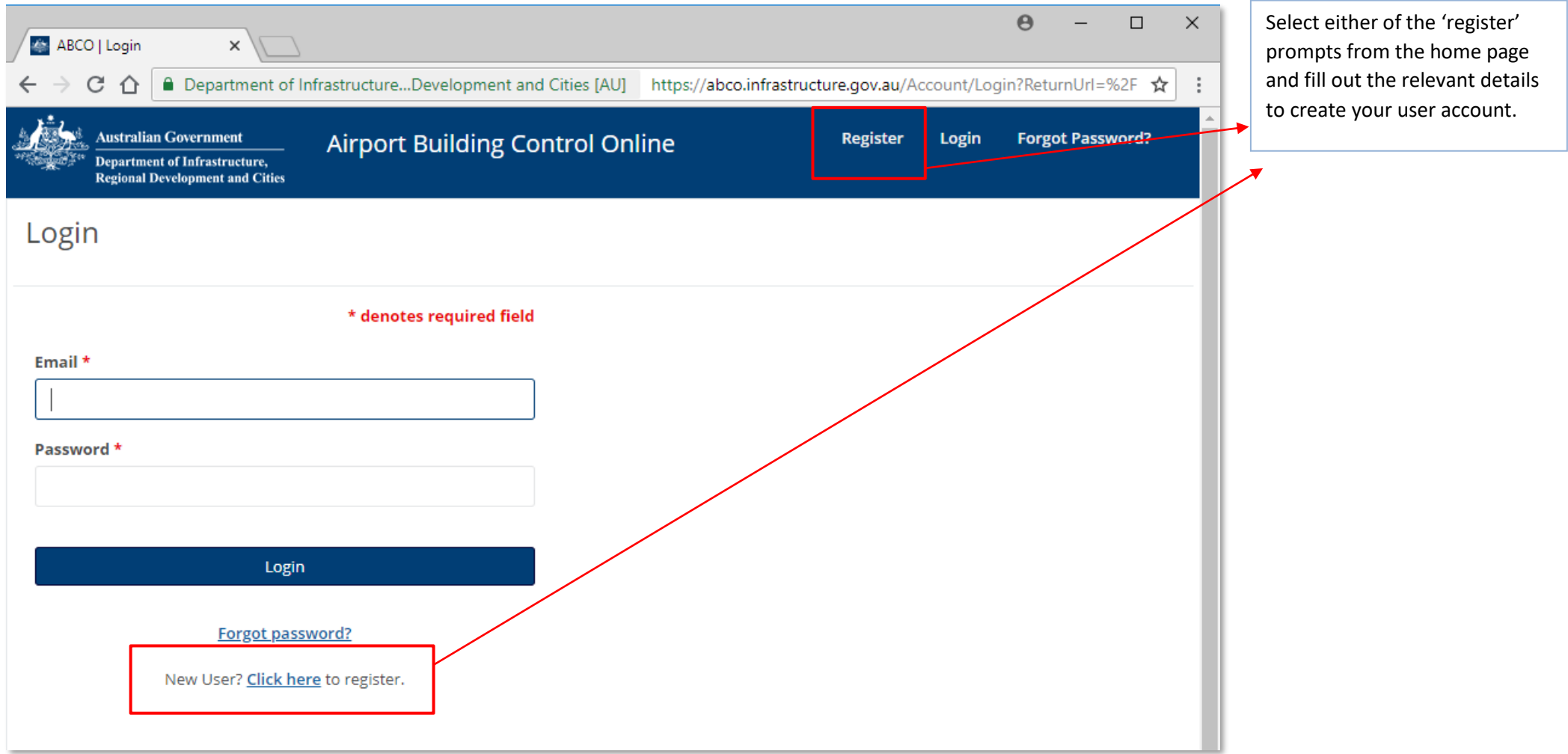
Administrative functions

Registration and account information

ABCO is a web application developed by the Department. ABCO is accessible from the Department's external website at

https://abco.infrastructure.gov.au

All users must register in ABCO before being able to use the system.

All initial ABCO registrations default to the 'Applicant' role. Once you have registered, advise the relevant Airport Building Control office so that they can assign any relevant applications to your registered user.

Accessing account details

The user account administrative functions are accessible from the top right hand corner of the screen. This drop down will allow you to update account details, change login information, or logout to complete the session.

To update account details select 'Update Account' from the drop down menu. A new page will appear with three separate tabs for details (see below).

Updating account details

Personal details can be amended to reflect name and phone number changes. Any changes made are not saved until 'Update' is selected on the final screen.

NOTE. The ABCO system is email-centric. Applicants are unable to modify their email address, as this is the key criteria identifying the user. If a new email address is necessary, a new registration is required.

Organisation details can be updated in this screen.

1 Personal Details	2 Organisation Details	3 Complete

* denotes required field

☑ **I consent to receiving information by way of electronic communication. Information may include decisions made by the Airport Building Controller on applications for building activity approval, certificates of compliance and minor works exemptions.**

← Previous   Update

At the final screen, select update to save any changes made in the 'Update Account' screen.

NOTE. You do not need to tick the consent field to allow the update to occur.

Password updates

* denotes required field

Current Password *

| |

New Password * ❓

Confirm Password *

Change Password

The password needs to be changed every 90 days. The system will send automatic emails warning all users prior to the password expiring (5 days before). Log in to ABCO to change your password.

The password must meet certain criteria, as per the below 'Help' information (available by clicking the question mark adjacent to the 'new password' field)

NOTE. You can only update the password once in a 24-hour period.

Help ×

Please select a password with:
- at least 8 characters (up to 100 characters),
- at least 1 uppercase character,
- at least 1 numeric character and
- either 1 lowercase character or 1 special character (! @ * - _ + = { } ? % ^ $ & # /).

It is not allowed to update password more than once in a 24-hour period.

* denotes required field

Email *

| jacklyn.carey_test1@infrastructure.gov.au   × |

New Password * ❓

Confirm Password *

| ••••••••••••• |

Reset

Building Activity Number (BAN) information

New Application

There are four application types:

1. Building and/or works Permit
   a. ABC decides what the approval type is: building permit, works permit or a combination of both building and works permits
   b. Fee payable
2. Demolition Authorisation
   a. Fee payable
3. Exemption application and notification
   a. Used for notification of exempt activities under Airports (Building Control) Regulations 1996 Regulation 2.24(1)(a) to (e) inclusive, and
   b. Used for an application for a determination of minor works by the ABC under Regulation 2.24(1)(f)
   c. No fee payable
4. Other
   a. Used for transition data – existing building activities underway but not yet complete at time of ABCO release
   b. Also used for applications to vary a Certificate of Compliance with no corresponding building approval
   c. May be a fee payable

Once the applicant has logged in to the Home page, select 'New Application'.

Different application types require different information be provided at submission. Click on the blue circle question mark for more information on 'Application Type'.

The application can be previewed before submission.

A New Application can be drafted and saved before being submitted later.

Applicant Contact

Location of Activity

Airport *

Sydney West

Location Of Activity * ⓘ

Location Of Activity is required.

Building Activity Description

Building Activity Details

Contractors

Australian Government

Department of Infrastructure, Regional Development and Cities

New ABCO Application Submitted - **BAN-18-CBR-0098**

Hello JC Applicant,

A new application for 'Building and/or Works Permit' was successfully submitted for Building Activity Number - BAN-18-CBR-0098. Click the link below to view the application.

View Application

Your next steps

1. Pay the application fee **before** assessment of your application can commence. A separate email has been sent to you with payment details.
2. Upload all supporting documentation **before** assessment of your application can be completed. Select 'View Application' then upload documents by selecting the 'Documents' menu.
3. Send General Correspondence to the Airport Building Controller confirming all documentation for the application has been uploaded. Select 'View Application' then initiate a message by selecting the 'Correspondence' menu.

Click here for more information on the building activity approval process.

Please note that you must be logged into ABC Online to view the application.

If you received this email by mistake, please disregard the email.

ABC Online System

*** This is an automatically generated email, please do not reply to this message. ***

BAN Status

- **Draft**
  - Saved but not submitted application

- **Submitted pending payment**
  - Application awaiting payment

- **Ready for review**
  - Application has been paid

- **Under Assesment**
  - BAN has been assigned and being assessed

- **Awaiting Additional Information**
  - Further information required before assessement can be completed

- **Refused**
  - ABC refused to approve building activity

- **In Progress**
  - Approval issued and building activity in progress

- **Under Appeal**
  - Review of ABC decision by AAT

- **Completed**
  - Building activity complete, final COFC issued, all documents uploaded

- **Green** - system automatically changes
- **Red, Orange** and **Blue** - manually change by ABC, ABC Admin
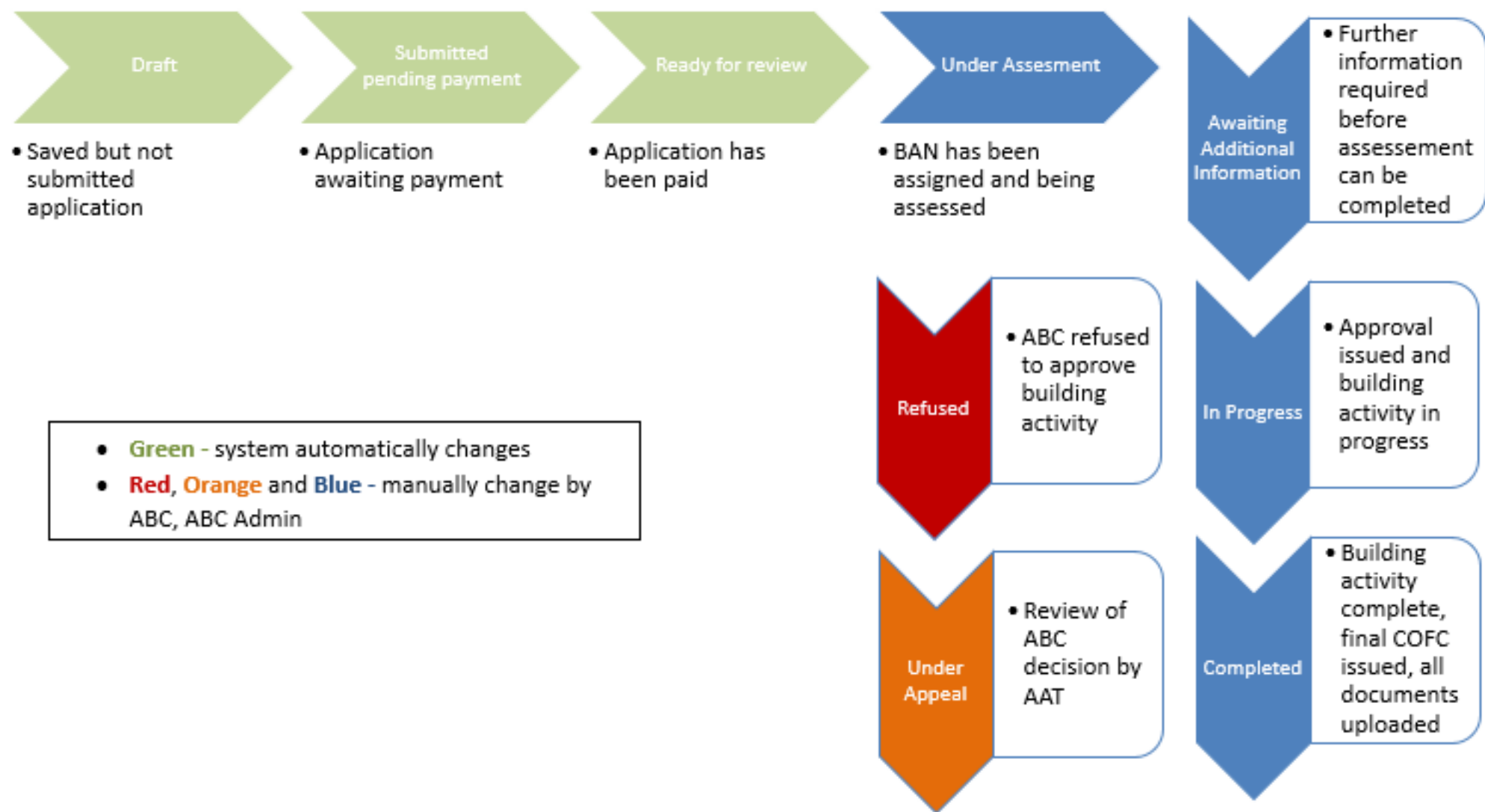
Every BAN has an application status assigned to it. Throughout the life of a building activity, the BAN status will change. This flow chart shows the statuses you are likely to see and what each one means. To view the status of your application, select 'Application' from the left side menu and 'View BAN details'.

Select 'Application', then 'View BAN Details' to view the status.

The status will be changed by the ABC office throughout the course of a building activity.

Only one person can be the contact for an application at any point in time. If the applicant contact needs to be changed, the applicant must update the information within the BAN. Where this is not possible, contact the ABC office with a formal request to change details.

📑 Application ‹	**Application Type**
✅ Approvals ‹	**Applicant Information**
🏅 Certificates ‹	**Applicant Contact**
💲 Payments ‹	Who is the application contact? ❓
☁ Documents ‹	○ Me ● Another Contact Person
✉ Correspondence ‹	**Contact Details**
	Contact Email *
	abcmailbox@infrastructure.gov. ✕
	Title First Name *

Select 'Application', then 'View Application Details' to update the Applicant Contact. Edit the Contact Email – the new email address must already be registered in ABCO.

Payments

An application for building activity approval is **not valid until** the required fee has been paid.

Two payment methods are available:

1. Credit card – up to a value of $5000 or
2. EFT – for any value

Credit card payments are processed through a direct link in ABCO to an external website. ABCO will send a notification to the ABC and the Application Contact if a credit card payment is declined.

EFT payments are made as per normal arrangements via a payee's financial institution.

You **must** do the following to provide evidence of EFT payment:
1. Quote the 'Payment Request Number' on all EFT payments
2. Upload the remittance advice for the BAN in the 'Attach EFT receipt' in the 'Payment Details' page

Once an application is successfully submitted, you will receive an auto notification with information regarding payment – see example below.

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Department of Infrastructure, Regional Development and Cities

New ABCO Payment Request Issued - BAN-18-SWZ-0013

Hello DP Applicant,

A new payment request for the amount of $3,600 has been issued for Building Activity Number - BAN-18-SWZ-0013 for Sydney West airport. Click the link below to view the payment request.

<u>View Payment Request</u>

Additionally, click the link below to make the full payment by credit card.

<u>Make Payment</u>

Please note, the assessment will not commence until the fee payment is made in full AND confirmation of an EFT payment is uploaded in ABC Online.

Please note that you must be logged into ABC Online to view the payment request.

If you received this email by mistake, please disregard the email.

ABC Online System

*** This is an automatically generated email, please do not reply to this message. ***

BAN-18-CBR-0086

	Application	<
	Approvals	<
	Certificates	<
$	Payments	∨
	View Payments	
	Request Payment	
	Save Refund	

Request Payment   **Save Refund**

Payment Id	Amount ($)	Payment Status	Date of Issue/Record	Last Updated On
+ 18-CBR-0000001143	1,000	Unpaid	12-Jun-2018	12-Jun-2018
+ 18-CBR-0000001100	450	Paid	05-Jun-2018	05-Jun-2018

> A payment request is auto-generated and can be accessed by the hyperlink in the email message above.

> Alternatively, the payment request can be viewed from within the BAN through the 'Payments' menu on the left.

Payment List | Taxiway Juliet upgrade works

BAN-18-OOL-0004

	Application	<
	Approvals	<
	Certificates	<
$	Payments	∨
	View Payments	

Payment Id	Amount ($)
+ 18-OOL-0000000009	2,400

> Select the Payment ID hyperlink to view.

Attach EFT receipt 📎 [1]

Files

📄 Payment-18-OOL-0000000009.pdf **(28 Jun 2018)**

Add files...   Close

Click on the paperclip icon to access the payment request PDF.

Payment Request Number *

15695OOL0000000009

Building Activity Description ❓

Upgrade works

Payment List | Taxiway upgrade

BAN-18-CBR-0086

📋 Application ‹
✔ Approvals ‹
🎖 Certificates ‹
💲 Payments ⌄
   View Payments
   Request Payment
   Save Refund

Request Payment   Save Refund

📊

Payment Id	Amount ($)	Payment Status	Date of Issue/Record	Last Updated On	↕
➕ 18-CBR-0000001156	(500)	Refund Issued	13-Jun-2018	13-Jun-2018	
➕ 18-CBR-0000001143	1,000	Paid	12-Jun-2018	13-Jun-2018	
➕ 18-CBR-0000001100	450	Paid	05-Jun-2018	05-Jun-2018	

To attach supporting documentation to a payment, select the relevant payment ID under the 'View Payments' section.

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Airport Building Control Online

Home   Applications ⌄   👤 JC Applicant ⌄   ❓

Payment Details | Taxiway upgrade

BAN-18-CBR-0086

📋 Application ‹
✔ Approvals ‹
🎖 Certificates ‹
💲 Payments ‹
☁ Documents ‹
✉ Correspondence ‹

Attach EFT receipt 📎 [2]

Files

📄 Payment-18-CBR-0000001170.pdf **(20 Jun 2018)**
📄 ABCOOverview.doc **(20 Jun 2018)**

Add files...   Close

Payment Details

Date of Issue *   **Payment Request Number** *
20-Jun-2018   15751CBR0000001170

Reason For Payment * ❓   **Building Activity Description** ❓
Testing Upload   Taxiway Extension - Test Data

Payment Status

Payment Status *
Unpaid

Payment Methods

Please note, assessment of the application will not commence untill fee payment is made in full AND confirmation of an EFT payment is uploaded in ABC Online.

Payment Methods: ❓

EFT: Please ensure the Payment Request Number is quoted on all EFT payments AND a copy of the payment receipt/remittance advice is uploaded in ABC Online.

     Payment Request Number: 15751CBR0000001170

     BSB: 092009

Select the upload/download files icon (paperclip) at the top right hand side of the screen.

Once the pop-up screen opens, select the 'Add files' button at the bottom of the screen. This will allow you to select and attach payment information to the payment/refund.

NOTE. Once you have attached remittance advice, you MUST inform the ABC office by sending a General Correspondence to ensure they are aware of payment and to allow them to update the status accordingly. The system **does not** currently notify the ABC if a payment request is attached.

Once you have selected the appropriate files, select 'Start upload'.

NOTE. If you close the screen before uploading, the files will not be saved.

Once an upload is complete, documents will appear in the document list with upload date.

Once payment has been made and the payment status updated, the ABC assessment can commence.

Upload and View Documents

It is important for applicants to note that the ABC cannot complete an assessment and issue an approval without reviewing all the required documentation.

BAN-18-OOL-0004

📋 Application ⌄

    View BAN Details

    View Application Details

    Withdraw Application

    Request Variation

Application Type

Application Type * ❓

Building and/or Works Permit

> The list of required documents is included in the application form.
>
> Go to:
> 1. 'Application'
> 2. 'View Application Details,
> 3. 'Required Additional Information'

Required Additional Information ⌄

You must upload all supporting documentation **before** assessment of your application can be completed. You can start uploading documents once you have submitted your application.

Supporting documents for the application may include, but not limited to the following:

Master plan statement	If there is a final master plan/airport plan for the airport, a statement describing how the proposed building activity is consistent with the plan.
MDP consistency statement	If the proposed activity is part of a major airport development (within the meaning of section 89 of the Airports Act 1996), a statement describing how the proposed building activity is consistent with the approved major development plan for the airport, or any exemption declared under paragraph 90(1)(d) of the Act.
ALC environment conditions	If any environmental conditions have been imposed by the airport-lessee company either in the contract specifications, or as part of the development application, or in any other format, a copy of these must be included.
Property protection statement	A statement setting out the precautions to be taken to protect property at the airport arising from the building activity.
Investigation reports	Reports for the purposes of geotechnical investigations; hazardous materials including asbestos and/or the requirements in accordance with the PFAS National Environmental Management Plan
Demolition expert certificate	Any certificate given by an expert in demolition procedures, approving the structural elements of the demolition plan.
ALC consent	Consent issued by the airport lessee company declaring that the proposed building activity is consistent with the final master plan or approved major development plan for the airport.
Persons protection statement	A statement setting out the precautions to be taken to protect persons using the airport while the proposed building activity is going on, from injury arising from the building activity.
Clean-up/site rehab statement	A statement setting out the proposed arrangements for clean-up and rehabilitation of the site of the proposed building activity.
CEMP	Construction Environmental Management Plan for construction works involving new buildings or additions to existing buildings; civil works; works that result in ground disturbance; works that involve a risk of water, air or noise pollution; demolition works; works involving removal of hazardous materials.
Demolition plan	Demolition plan.
Demolition standards	Nomination of the relevant Australian standards to which the demolition work will comply.
Demolition work method statement	Demolition work method statement.
Stages for inspection	Details of the progress stages that it is proposed will be the inspection stages (for the purposes of regulation 2.17(1)(h)).

NOTE: All files uploaded to the BAN are stored in the 'Documents' section.

BAN-18-OOL-0004

📋 Application ‹

✓ Approvals ‹

👤 Certificates ‹

$ Payments ‹

☁ Documents ⌄

    View Documents

✉ Correspondence ‹

File Name

Stage
All ▾

Document Type
All ▾

Upload Date
to

File Size (Kb)
to

20 50 100

Upload Search

> To commence a document upload, access the BAN and select 'Documents' from the left hand menu, then select 'Upload'.

Upload Reference Documents

✕

3 files are selected for uploading...

	Title	Size	
📄	ALC Consent for testing.pdf	610.93 KB	✖
📄	Drawing 2.pdf	408.91 KB	✖
📄	Upload doc.pdf	258.60 KB	✖

Add files...   Start upload   Close

Select 'Add Files' and choose the documents to upload.

Once all desired documents selected, click 'Start Upload'.

	Title	Size	
📄	ALC Consent for testing.pdf	610.93 KB	✔
📄	Drawing 2.pdf	408.91 KB	✔
📄	Upload doc.pdf	258.60 KB	✔

Once successfully uploaded, the red circle will change to green and the documents should appear on the documents list after a few moments.

The ABC will automatically receive a system notification that documents have been uploaded to the BAN.

NOTE: the user may select up to 20 files and/or files up to 499MB for a single upload. Zip files may also be uploaded for convenience. Certain file types are not acceptable (e.g. .EXE files). A system error message will be displayed where invalid file types are attempted to be uploaded.

BAN-18-CBR-0086

- 📋 Application ‹
- ✅ Approvals ‹
- 🎖 Certificates ‹
- 💲 Payments ‹
- ☁ Documents ⌄
  - View Documents
- ✉ Correspondence ‹
- ✏ Assessment Notes ‹

Title

File Name

Stage

All ▾

Review Status

All ▾

Document Type

All ▾

Document Category

Reference Document ▾

Upload Date

[ ] to [ ]

File Size (KB)

[ ] to [ ]

| 20 | 50 | 100 |

Upload   Search

Title	Document Category	Document Type	Review Status	Stage	File Size	Uploaded ↓

No Results Found

The documents can be filtered by the displayed fields at the top of the page.

NOTE. Select 'view documents' to upload new documents.

Correspondence
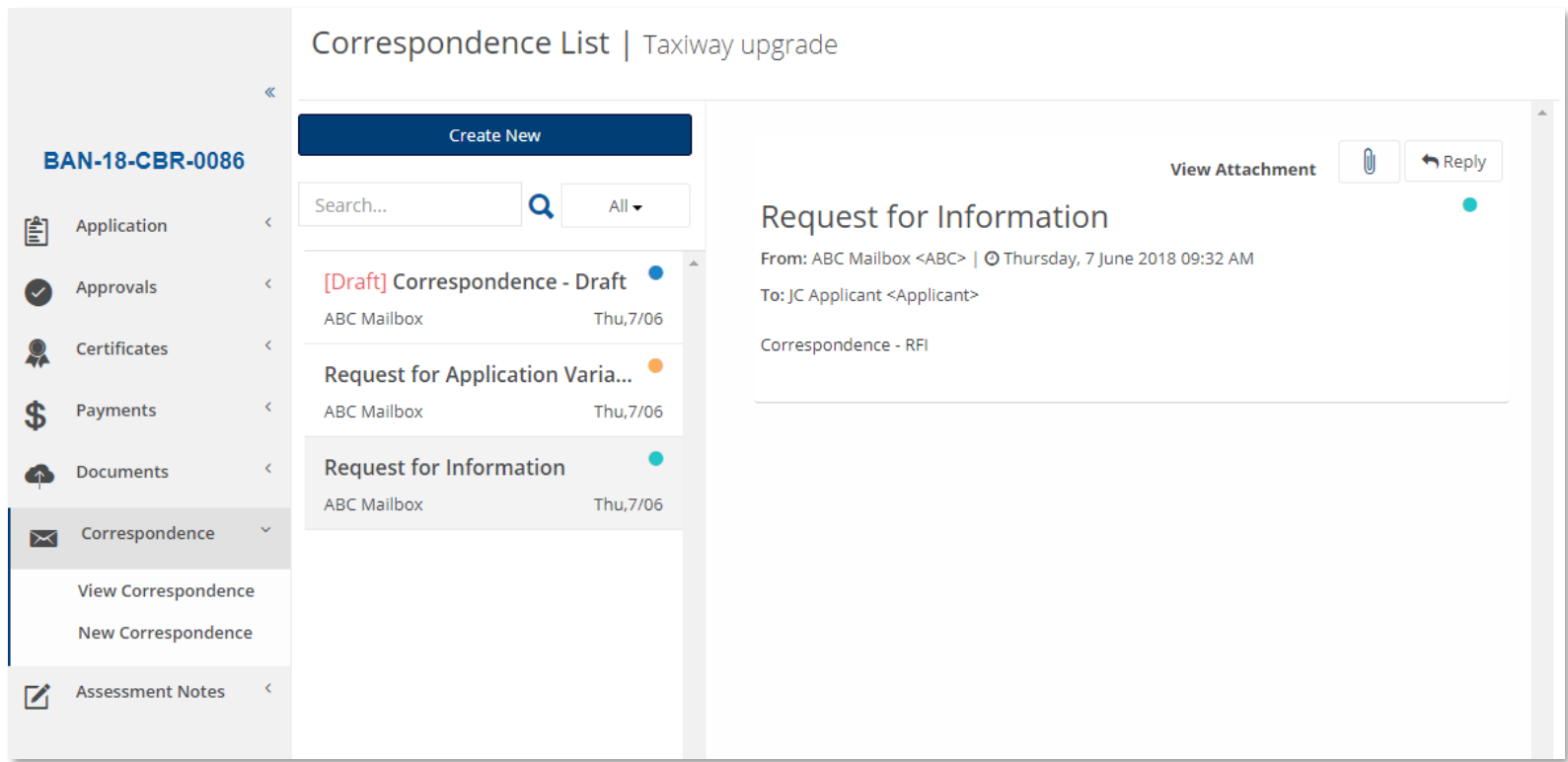
The 'Correspondence' tab allows you to draft and send, view or reply to all correspondence.

NOTE. Correspondence has a maximum text of 50,000 characters (4-6 pages).

The sender may also attach documents to a correspondence through the 'Attach File' paper clip when drafting.

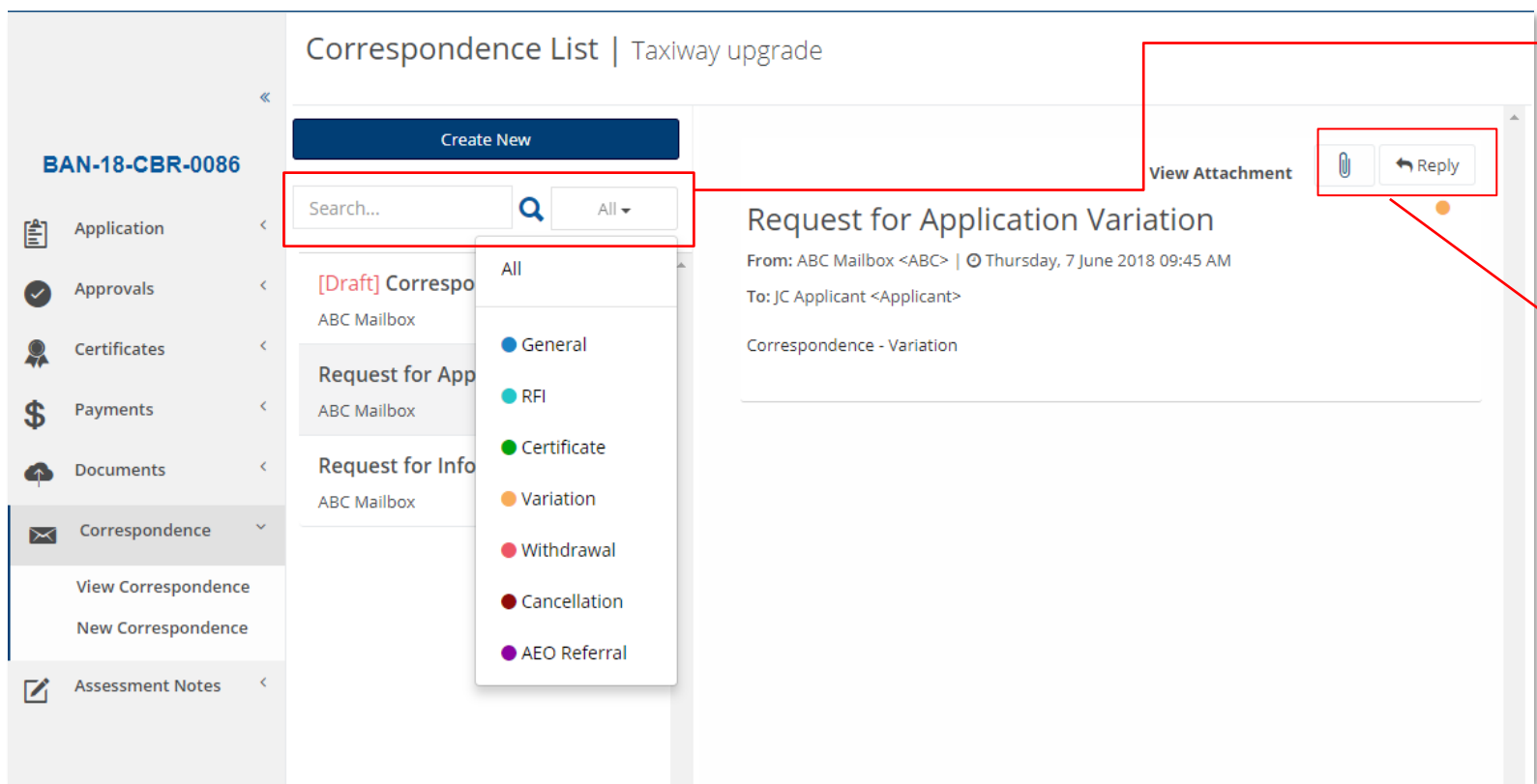Correspondence can be filtered using key words, or sorted according to category using the search fields at the top of the page.

Reply to correspondence or view any further attachments using the buttons within the message.

NOTE: ABCO correspondence is ABC centric. The diagram below represents how ABCO manages correspondence for the various user roles.
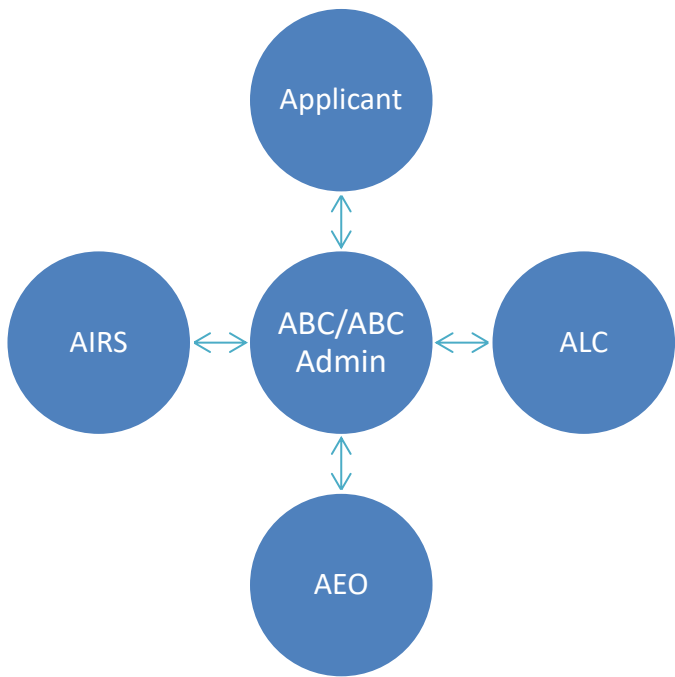
ABCs and ABC admin staff are able to correspond with all users; however, other users may only send correspondence directly to ABC staff in ABCO.

If you conduct any correspondence with other users outside of ABCO and deem it important to the file, you can upload this as a document.

Approvals

Once the ABC has issued an approval/authorisation/determination of minor works for an exemption, the applicant will receive system notification and can view the approval in ABCO.

Approvals can be viewed by selecting 'Approvals' on the left side menu within a BAN.

Selecting 'View Approvals' will display the list of issued approvals.

The approval content can be viewed on the page after selecting the Approval ID, and the PDF version can be viewed through the 'View Approval' paper clip.

Certificates of Compliance (CofC)

Request for Certificate of Compliance | Taxiway upgrade

BAN-18-CBR-0086

- Application
- Approvals
- Certificates
  - View Certificates
  - Request Certificate
- Payments
- Documents
- Correspondence

Attach File 📎

Certificate Type *

To *

Select Recipients

Message *

Save As Draft | Delete Draft | Send

> Applicants request a CofC under 'Certificates' for the applicable BAN.

Certificate List | Vimy Ave Building and car park

BAN-18-ADL-0017

- Application
- Approvals
- Certificates
  - View Certificates
  - Request Certificate

Certificate ID	Certificate Name	Date of Issue	Certificate Stage	Certificate Type	Certificate Status
+ 18-ADL-0000000201	Stage 1 - Ground level only	05-Jun-2018	1	Occupancy	Issued

> To view issued CofCs, select 'Certificates' on the left menu, then 'View Certificates' and select the Certificate ID.

Certificate Details | Vimy Ave Building and car park

View Certificate 📎 1

Certificate Type

Certificate Type *
Occupancy

Building Activity Number
BAN-18-ADL-0017

Certificate Name
Stage 1 - Ground level only

Certificate Stage
1

Issued By
DP ABC

Files

📄 CertificateOfCompliance-18-ADL....pdf   (5 Jun 2018)

Close

> As for Approvals, the CofC content can be viewed on the page after selecting the Certificate ID, and the PDF version can be viewed through the 'View Approval' paper clip.

User Rights Matrix

Function/Rule	Permitted?
SUBMITTING AN APPLICATION	
Can lodge new application	Y
Can be an application contact	Y
Can preview an application	Y
Can save a draft application	Y
Can view draft application	Y
Can view submitted application	Y
MAKE A PAYMENT (CC AND EFT)	
Update a payment request manually on the ABCO external site	N
Make a payment from the ABCO system	Y
MANAGE LOGIN DETAILS AND PROFILE	
Log into ABCO external site	Y
Retrieve steps to reset password from the ABCO external site	Y
Reset password on the ABCO external site	Y
Update password on the ABCO external site	Y
Update account details on the ABCO external site	Y
DOCUMENT UPLOAD	
Document(s) upload	Y
View Documents	Y
Search/Sort Documents Record	Y
Delete Documents (Prior to Submission)	Y
Make documents available for all other users to view	N
Export Search Results	Y
APPROVALS	
Issue Approval	N
Save a Draft Approval	N
View Approval	Y
GENERAL CORRESPONDENCE	
Sending Correspondence	Y
Receives Correspondence	Y
CERTIFICATES OF COMPLIANCE	
Request for a Certificate	Y
Issue Certificate	N
Save a Draft Certificate	N
View Certificate	Y
ABCO HOME SCREEN	
Search for all applications for airport(s) that the user is assigned to	N
View applications that are related to user	Y
View applications that the user is the application contact	Y
Ability to search	Y

ABC Online V.1.0.1 Release Notes

2 November 2018

New functionality - sharing of documents in bulk

ABCs can now share documents in bulk by navigating to the 'Documents' tab, selecting documents to be shared and clicking the 'Action' button to 'Share' or 'Unshare'.

View retention

User views such as a filtered Application list are now retained until the user logs out.

Notifications to ABC/ABC Admin when a remittance advice is attached

ABCO now sends email notifications to assigned ABC/ABC Admin users when the Applicant attaches an EFT receipt in the 'Payment Details' screen.

Declined credit card payments

ABCO will now send a notification to the ABC and the Application Contact when a credit card payment is declined.

File download from Chrome browsers

This release fixes the issue where users were unable to download documents with 'illegal' characters (such as "&") using Google Chrome browser.

Uploaded files staying in 'Draft'

This release fixes the issue where the status of uploaded files remained 'Draft' after application submission.

Other fixes and improvements

- Fixed issue with two 'update' buttons when updating a user account.
- Airport Infrastructure Regulation Section user types are now able to view assessment notes and payments.
- Improved text clarity in the 'Required Additional Information' tab in 'Application Details' screen.
- Fixed issue where some uploaded files stayed in 'draft' after application submission.