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## AIRPORT BUILDING CONTROL ONLINE

# ABCO Interim User Information Guide for ALCs

# Contents

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# Purpose

The purpose of this User Information Guide (the 'Guide') is to provide interim guidance for personnel from Airport Lessee Companies on the functions of ABCO until the ABCO Help Modules have been finalised. It will also assist those users with fielding inquiries from applicants when using the system.

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' and 'ALC' user roles only. See the back of this Guide for the User Rights for both roles.

# 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. Any user who will perform the 'ALC' user role must contact AIRS (the Department) with a written request via the ABCMailbox@infrastructure.gov.au to enable user role elevation and have the applicable airport added to their profile. The ALC user role will have access to all applications at their respective airports, but cannot submit applications for that airport. A user can only perform one user role and so ALC personnel wishing to submit applications will simply register as an applicant only.

## 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

---

* denotes required field

| 1 Personal Details | 2 Organisation Details | 3 Complete |
|---|---|---|

**Title**

**First Name ***
ABC

**Last Name ***
Mailbox

**Primary Phone ***
0262747977

**Secondary Phone**

Next →

---

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.

---

* denotes required field

| 1 Personal Details | 2 Organisation Details | 3 Complete |
|---|---|---|

**ABN ***
00000000000

**ACN**

**Legal Entity Name *** ❓
ABCO Pty Ltd

**Address Line 1 ***
Level 4

**Address Line 2**
62 Northbourne Ave

**Town/Suburb ***
Canberra

**State/Territory ***
ACT ▼

**Postcode ***
0123

← Previous          Next →

---

Organisation details can be updated in this screen.

---

* denotes required field

| 1 Personal Details | 2 Organisation Details | 3 Complete |
|---|---|---|

☑ **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.

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Password updates

**\* denotes required field**

**Current Password \***

**New Password \*** ❓

**Confirm Password \***

Change Password

---

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

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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 (! @ \* - _ + = { } ? % ^ $ & # /).

# 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

Note: The ALC user role cannot submit applications, however, the role has access to all BANs for the applicable airpor



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



Different application types require different information be provided at submission.

The application can be previewed before submission.

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

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## Applicant Contact

### Location of Activity

**Airport** *

Sydney West

**Location Of Activity** * ⊙

Location Of Activity is required.

### Building Activity Description

### Building Activity Details

## Contractors

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There are mandatory fields for each application. The applicant cannot submit until information has been entered into all mandatory fields.

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**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.**

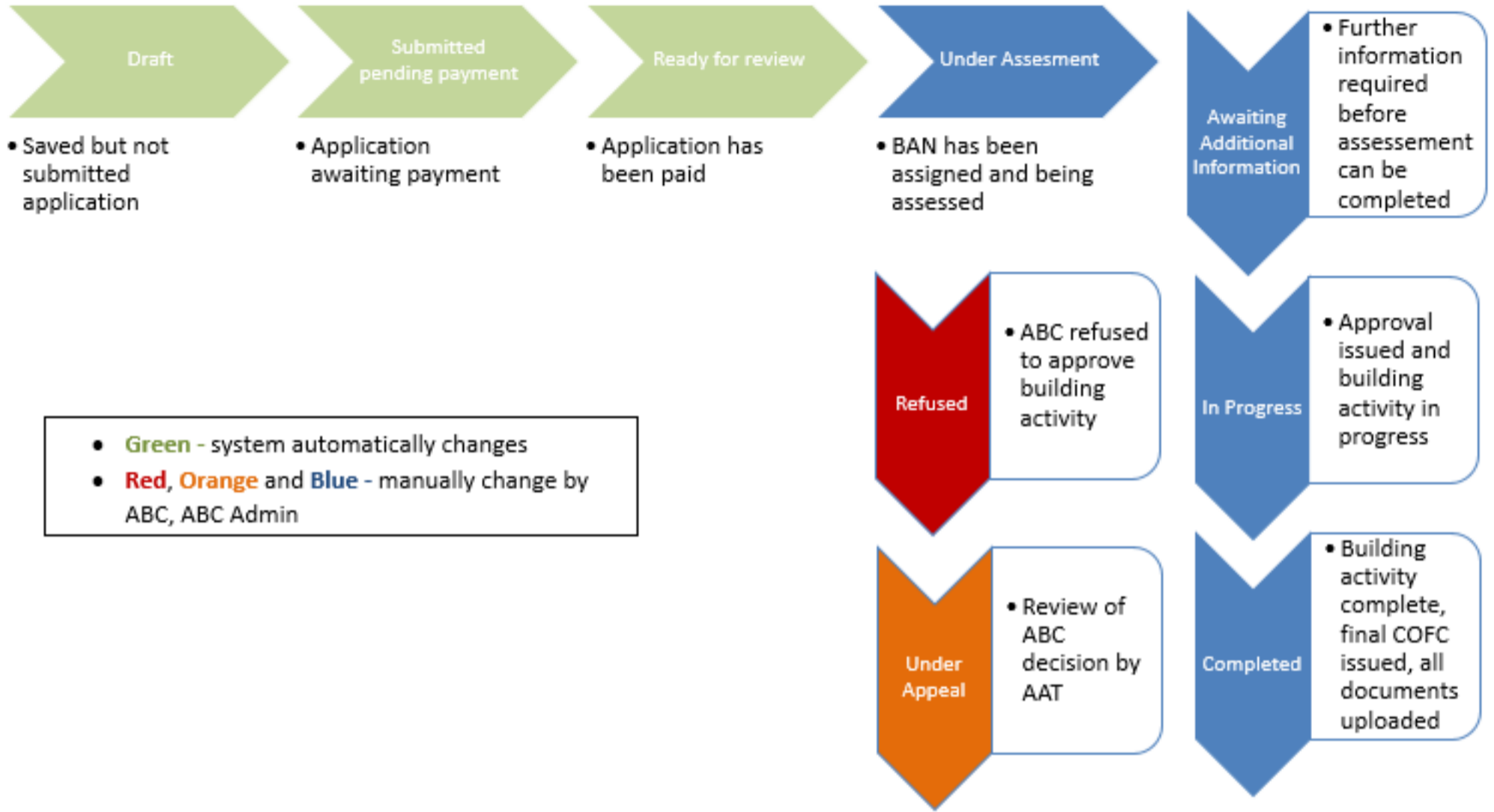If you received this email by mistake, please disregard the email.

ABC Online System

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

---

Once an application has been successfully submitted, the Applicant will receive an automatic notification email with details on the next steps required for the process.

---

The ALC user role/s will also receive a similar system-generated message.

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## BAN STATUS FLOW CHART



- **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

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**BAN-18-CBR-0086**

- Application
- Approvals
- Certificates
- Payments
- Documents
- Correspondence
- Assessment Notes

View

\* denotes required field

**Building Activity Details**

**Application Type \***
Building and/or Works Permit

**Airport \***
Canberra

**Date Of Submission**
05-Jun-2018

**Application Status \***
Under Assessment ▼

- Submitted Pending Payment
- Application Withdrawn
- Application Cancelled
- Ready For Review
- Under Assessment
- In Progress
- Awaiting Additional Information
- Refused
- Under Appeal
- Completed

**Estimated Cost ($)**
10,000

ABC Mailbox ▼

**ALC Consent Granted? \***
Yes ▼

**Aviation Type \***
Undetermined ▼

**Assessment Due In (Days)** ❓
24

**Variation Assessment Due In (Days)** ❓

Update BAN

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.

## Payments

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

Two payment methods: 1. credit card up to a value of $5000 or EFT for any value.

Credit card payments are processed through a direct link in ABCO to an external website.

EFT payments are made as per normal arrangements via a payee's financial institution. The payee must provide evidence that an EFT payment has been made by uploading information (e.g. remittance summary) for the BAN and notifying the ABC.

Payments can be made by third parties without the need to register in ABCO, including by credit card.

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

NOTE: the credit card option will not be available for applications where the scheduled application fee is above $5000.



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**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.

View Payment Request

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

Make Payment

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. ***

> 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.



**BAN-18-CBR-0086**

| | 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 |

> Select the Payment ID hyperlink to view



**Payment List** | Taxiway Juliet upgrade works

**BAN-18-OOL-0004**

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

**Attach EFT receipt**  📎 [1]

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

**Files**

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

Add files...    Close

**Payment Request Number** *

15695OOL0000000009

**Building Activity Description** ❓

Upgrade works

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

![Australian Government — Department of Infrastructure, Regional Development and Cities](crest)

## 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.

Both the applicant and ALC user roles can upload documents to a BAN.

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**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 accessible from 'Application', 'View Application Details, then select the section 'Required Additional Information'.

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**Required Additional Information** ⌄

You must upload all supporting documentation <u>before</u> 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 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. |
| Site plan | A copy of the site/location plan for the proposed building activity, including a description of the proposed development resulting from the building activity. |
| Property protection statement | A statement setting out the precautions to be taken to protect property at the airport arising from the building activity. |
| Building plan | The Building Plan must: identify the class or classes, under the Building Code, of the building proposed to be built; describe, in accordance with Part C1 of the Code the proposed type of construction of the building; show the dimensions of all parts of the building including the footings; include a section plan of the building at the level of each floor, at an appropriate and legible scale; depict each elevation of the building at an appropriate and legible scale; depict designed provision of fire safety measures in the building; give details of the construction materials proposed to be used for the building; provide for periodic inspections (under regulation 2.17(1)(h), by setting out each "design and construct" stage for the project, or by otherwise specifying the progress stages that is proposed will be the inspection stages if the proposed building activity is the alteration or repair of an existing building, the building plan must be marked in such a way as to distinguish the proposed alteration or repair from the existing building. |
| Building specification | Specification for the proposed building activity must: describe in detail the type of construction and construction materials for the proposed building; describe in detail the proposed methods of drainage, sewerage, water supply and gas supply (if any) state whether it is intended to use in the building any second- hand material that could adversely affect the structural integrity of the building or have any other adverse safety consequence. |
| Design certification | Design certification from an appropriately qualified and registered practitioner to certify provisions for the health, safety or amenity of persons, for example fire resistance, fire protection, lighting and ventilation, air conditioning, disposal of refuse, sewerage and drainage, telecommunications services, electrical services, civil works. The certification must nominate the relevant standards to which the works will comply. |
| Investigation reports | Reports for the purposes of geotechnical investigations; hazardous materials including asbestos and/or the requirements in accordance with the Guidelines for Environmental Management (GEM-002) for PFAS. |
| Works structural certification | Certification for the structural elements of the works 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. |

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

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**BAN-18-OOL-0004**

| | |
|---|---|
| 📋 Application ‹ | **File Name** |
| ✔ Approvals ‹ | |
| 🎖 Certificates ‹ | **Stage**  **Document Type**  **Upload Date** |
| $ Payments ‹ | All ▾  All ▾  to |
| ☁ Documents ˅ | **File Size (Kb)** |
| View Documents | to |
| ✉ Correspondence ‹ | 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.

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**BAN-18-CBR-0086**

- Application
- Approvals
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- Documents
  - View Documents
- Correspondence
- Assessment Notes

**Title**

**File Name**

| Stage | Review Status | Document Type |
|---|---|---|
| All | All | All |

| Document Category | Upload Date | File Size (KB) |
|---|---|---|
| Reference Document | to | 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.
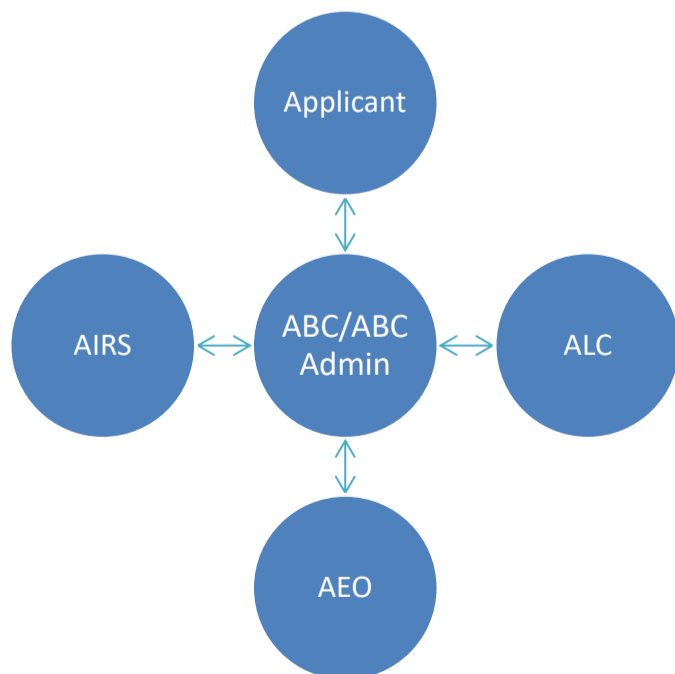


ABCs and ABC admin staff are able to correspond with all users; however, other users may only send correspondence directly to ABC staff in ABCO.

## Approvals

Once the ABC has issued an approval/authorisation/determination of minor works for an exemption, both the applicant and ALC user role 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

**Files**

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

**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

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.

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