

# Sydney Airport Planning Approvals Process

## Frequently Asked Questions – External Users

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## 1. Frequently Asked Questions

### 1.1. General

#### 1.1.1. What are the planning and building approvals processes?

This is how internal and external applicants get permission from Sydney Airport and the Airport Building Controller (ABC) to build, modify or demolish any item of infrastructure on the airport campus, be it airside, landside, kerbside. The works can be anywhere at the terminal buildings, car parks, hotels, runways, retail outlets and runway aprons.

#### 1.1.2. How secure is the new planning approvals tool?

The planning approvals tool uses industry best practice security encryption protocols.

#### 1.1.3. When do I need to submit As-Built Drawings?

You only need to provide As-Built drawings if it is listed as a condition in the compliance section of your approval.

### 1.2. Setting up Access

#### 1.2.1. How can an External User account be created?

Go to our [website](#) and click on the register link. Complete the registration form and submit. Our planning approvals team will create your account and email you your registration information.

#### 1.2.2. Who will have access to this process?

The Applicant, the Airport Building Controller (ABC) and relevant Sydney Airport stakeholders from departments such as Development & Construction, Retail, Technology, Environment, Parking and Ground Transport.

### 1.3. Submitting an Application

#### 1.3.1. Why do I need to register?

Registration allows you to supply basic details to allow the Sydney Airport planning approvals team to assess your credentials and complete the system registration process. You will be kept informed via automated emails during the registration process.

#### 1.3.2. What do I need to make a pre-enquiry and/or submit an application online?

Any supporting documentation must be in soft copy format; it cannot be submitted on a USB or DVD. Supporting documentation can be zipped using WinZip or 7-Zip. Supporting documents can be submitted in formats such as pdf, dgn, txt, jpeg, bmp and all file extensions from MS Office.

#### 1.3.3. How do I find out if an approval is required, and if so, what type?

The Sydney Airport pre-application enquiry process allows you to tell us about your application and find out the recommended approach for seeking approval.

**1.3.4. I want to submit a building application to the Airport Building Controller. Has this process changed?**

No – you will still approach the [Airport Building Controller](#) and submit an application directly.

**1.3.5. Can I save an application at any time and come back to it?**

Yes. Click on the “Save” icon at the top left of the screen at any time. To resume, login and click on the link from your home page.

**1.3.6. What if I lose my connection, do I start all over again?**

Whatever information you have completed and saved will remain.

## **1.4. Support and User Guides**

**1.4.1. How do I get support?**

Call our team on 02 9667 9080 or [email us](#).

We're available Monday to Friday, from 9am – 5pm. Outside of these hours, your enquiry will be handled on the next business day.

**1.4.2. What happens if I forget my login credentials?**

You can reset your password from the login screen.

**1.4.3. Is there a user guide or manual?**

User guides are available on our website, once signed in on [InfoSyd](#) page, click on Operating at Sydney Airport -> Airport Planning Consent: User Guides.

## **1.5. Uploading Documents**

**1.5.1. Can I upload large document files to support my application?**

The planning approvals tool has a large storage capacity to allow the user to attach multiple documents in various media types e.g. .doc, pdf, .dwg, .dng, .jpeg, .xls, .ppt, .vsd etc.

If uploading documents that are more than 10GB in total, please call our team on 02 9667 9080 or [email us](#).

**1.5.2. How long will it take to upload a document?**

A 10MB document should not take you longer than a few minutes to upload, depending on your internet connection.

**1.5.3. Can I zip files?**

You can upload in both WinZip and 7-Zip formats. We request you group like document types within each zip folder e.g. only CADD, only .PDF, only .DGN etc.

**1.5.4. What is the maximum file size I can upload for an application?**

A maximum individual file size of 2GB is permitted. Upload time will be dependent on your internet connection speed.

**1.5.5. I need to upload documents greater than 10GB, what do I do?**

Please call our team on 02 9667 9080 or [email us](#).

**1.5.6. What if I don't have an internet connection? Can I submit a hard copy?**

Sydney Airport will accept online applications only.

**1.6. Different Users**

**1.6.1. What is the ABC?**

ABC refers to the Airport Building Controller, which is a government regulatory body. All applications must also be submitted to the ABC. You will be allocated an ABC reference number as part of the application process.

**1.6.2. What is an AWP?**

The Airport Works Plan (AWP) team is responsible for gathering documentation and issuing a permit to ensure contractors can come to the airport and safely complete the works associated with an application.

They become involved after an application has been approved, or is in the final stages of approval.

**1.6.3. Users receive email notifications to complete certain actions. What email address will notifications be sent to?**

You will receive notifications via the email address listed on your profile. You can change the email address for specific applications if you need to.