



# **Transport Standards Concessions Portal User Guide**

Version: 1.0

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# 1 Overview

The Transport Standards Concessions Portal (“the portal”) allows internal and external users of TfNSW to apply for concessions to Transport standards.

The portal aims to replace the need for manual forms as per the TS 00003 Concessions to Transport Standards suite.

**Benefits** of the portal include the following:

- standardisation of the concessions process
- aligns concessions to relevant Transport standards and projects
- improves visibility and transparency of the concessions process for stakeholders
- enables users to search and filter concessions assigned to them (My Concessions and My Endorsements)
- users can create concessions from standards metadata, which prepopulates some concession details
- notifications are received about the progress of a concession
- ability to endorse concessions as Asset Custodian (Tiers 1 and 2)
- ability to endorse concessions as Asset Steward (Tiers 3 and 4)
- develops a Transport-wide Register of Concessions to Transport Standards.

## 1.1 Registration

Registration as a **Standard User** is required to gain access to the portal's functionality. To register, complete the **Registration** steps on the Transport Standards Portal as a **Standard User**.

Use one of the following User Guides to complete registration as a **Standard User** and, if applicable, as an **Asset Steward** or **Asset Custodian**:

- Transport Standards Portal Registration (External)
- Transport Standards Portal Registration (Internal)

## 1.2 Business Objects

To apply for a concession via the portal, three key business objects are required to complete the **Apply for Concession** process as set out in Section 1.2.1 to Section 1.2.3.

## 1.2.1 Transport Standard(s)

Represents any standard managed within the *Standards Management Framework*. To determine whether a standard is published on the portal, first search for the standard by clicking here [Search Standard](#) or refer to the [Publications Register](#), which lists all publications available on the site in a csv file that is updated daily.

Note: if the Transport standard is **unavailable** on the **Transport Standards Portal**, please contact [standards@transport.nsw.gov.au](mailto:standards@transport.nsw.gov.au) for assistance.

## 1.2.2 Project Unique Number

A **Project Unique Number** is required to associate the concession with a valid Transport project to apply for a concession to a transport standard(s) via the portal. The number is specific to (unique to) the project requesting the concession.

During the **Initial Consultation**, the relevant stakeholders should establish the project for which the concession request is being raised. The number will be the Level 1 profit centre number of the project raising the concession.

*The format of the number to be entered is as follows: P.0004370*

Note: Without this, a concession **cannot** be requested.

## 1.2.3 Concessions Portal Roles

Table 1 describes each role participating in the concessions process. Each role is part of the **TS 0003.1 Concessions to Transport Standards – Part 1 Concession Process**.

**Table 1 Concessions Portal Roles**

<b>Role</b>	<b>Description</b>
Requester	Represents the person supporting the project with the end-to-end responsibility of collating and entering evidence for a concession into the concession portal
Technical SME	Represents the person within Transport who is consulted for their technical expertise (Asset-related) when a concession to a Transport Standard is requested.
Asset Steward	Represents the person who is Accountable/Responsible for endorsing the concession request (Tiers 3 and 4) Refer to TS 00003.1 for the definition of Asset Steward.
Asset Custodian	Represents the person who is Accountable/Responsible for endorsing the concession request (Tiers 1 and 2) Refer to TS 00003.1 for the definition of Asset Custodian.
Concessions Portal Admin(s)	Has full access to the concessions portal and manages support for all users.

## 1.3 Transport Concessions Portal (Entry Points)

After registering as a **Standard User**, a **Requester** can Apply for a Concession on the portal via two entry points.

### 1.3.1 Home Page

From the home page of the **Transport Standards Portal**:

Go to the Transport Standards Portal and log in using your user credentials (for external users) or through single sign-on (for TfNSW staff). For more information, see sections 1.3.1.1 and 1.3.1.2. Select the **Apply for Concession** tile visible under **Fast Track to Transport NSW** shown in Figure 1.

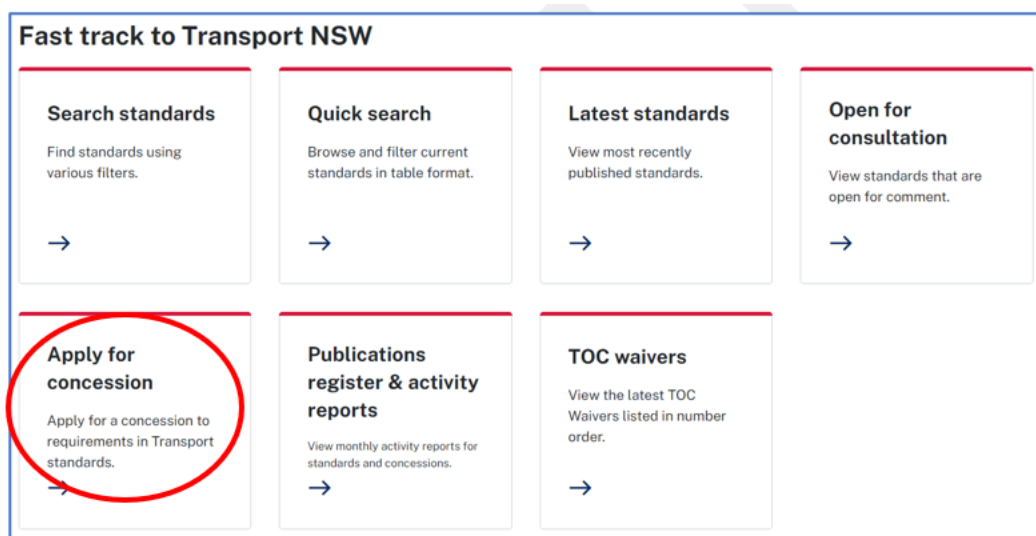


Figure 1 – Home Page (Fast Track)

#### 1.3.1.1 Logged-in user

If the **Requester** is logged in to the Transport Standards Portal, they will be taken directly to the **Concession for Transport Standards** workflow.

Follow the steps in [Section 2 Apply for a Concession](#)

#### 1.3.1.2 Not logged-in user

To **Apply for Concession**, the **Requester** must be logged in to the Transport Standards Portal.

- A Transport employee will have a single-sign-on (SSO) to the Transport Standards Portal using a Transport account. However, the employee must still be registered as a Standards User.
- An external Requester will use the two-factor authentication setup when registering for the standards portal.

## 1.3.2 Product Information Page

The second entry point into the portal to access Apply for Concession is via the product information page of any standard published on the Transport Standards Portal.

After the **Requester** searches for a standard for which a concession is required, the requester begins the Apply for Concession process via the product information screen of that standard. To access a standard's product information page:

1. From the Transport Standards Portal Home Page, the **Requester** can use either

Search for Standard, or  
Quick Search

to locate the relevant standard.

2. Click on the title of the standard to open its product information page. The **Apply for Concession** button is located below the standard publication details as seen in Figure 2 (circled in red).

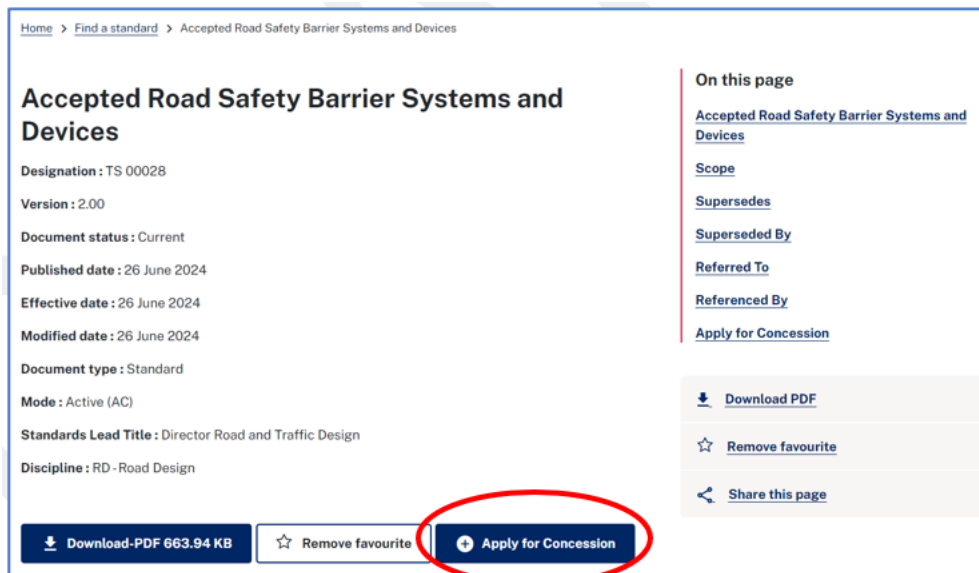


Figure 2 – Product Information Screen

3. Follow the steps in Section 2 Apply for a Concession

Note: The **Apply for Concession** button will be available only if you are a logged-in user.

## 2 Apply for a Concession

The following section lists all steps required to complete the six **Apply for a Concession** workflow steps on the portal. Table 2 sets out the portal screens and their purpose in the process.

The key to a quick turnaround for the **Endorsement** of a concession is ensuring that all **evidence** required by **decision-makers** is provided as soon as possible.

It is recommended that the Requester get familiar with the evidence required to be submitted during the Apply for Concession process. Refer to TS 00003.1 for more information and see Table 19.

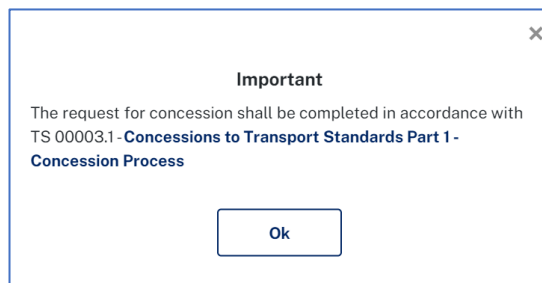
**Table 2 Transport Concessions Portal (Screens)**

Screen name	Purpose
Initial Consultation	Establish stakeholders.
Impact Assessment	Determine the risk profile.
Develop Request-1	Confirm the permanence of the concession.
Develop Request-2	Value Creation evidence
Review Concession Request	Review and share details for endorsement.
Stakeholder Consultation	Confirm and submit the concession.

### 2.1 Screen 1 – Initial Consultation

The Initial Consultation screen collects information to associate the concession request with the project request and the stakeholders required to endorse and approve a concession.

When the screen loads, the following pop-up message displays as shown in Figure 3. Click **OK** to begin.



**Figure 3 – Pop-up Message (TS 00003.1)**

#### 2.1.1 Requester Details

The **Requester** name and **Position title of the Requester** are populated automatically from the logged-in user's profile (see Figure 4).

Note: To change or update profile details, refer to the user guide “Navigating my Account”.

Figure 4 – Requester Details

## 2.1.2 Project Unique Number

This marks the first point where the Requester enters data for the concession process.

**Step 1:** Enter the **Project Unique Number** (see Figure 5).

*The format of the number to be entered is as follows: P.0004370*

Note: If the number is invalid, the concession request **cannot** continue

Therefore, the **Requestor** should use the Initial Consultation to confirm the **Project Unique Number** with other stakeholders.

Figure 5 – Project unique number

### 2.1.2.1 How to find a valid project unique number

All Project Unique Numbers are EQUIP Level 1 project numbers. As part of the initial release of the Concessions Portal, the project team sourced all P numbers from EQUIP, including active and closed, to ensure requesters can find a valid P number. A batch of non-EQUIP references have also been included as the last entries in the csv file for use in Operate & Maintain circumstances and can be used where a P number is not available.

## 2.1.3 Asset Custodian

**Step 2:** Click the dropdown **Asset Custodian** list.



This will list the name and email addresses of Asset Custodians registered against projects in the portal. If the **Asset Custodian** for the project is not listed, select **Other** and enter the **Asset Custodian** name and email in the fields provided (see Figure 6).

If you do not know who the relevant **Asset Custodian** is, contact your Transport representative to provide this information.

Note: Ensure the email address is entered correctly. Otherwise, notifications will not reach the intended **Asset Custodian**.

**Figure 6 – Asset custodian**

**Step 3:** Click **Confirm Asset Custodian details**.

A popup message will appear asking the **Requestor** to Confirm the details entered (see Figure 7).

**Figure 7 – Confirm Email Address**

## 2.1.4 Asset Steward

**Step 4:** Click the dropdown **Asset Steward** list.

This will list the name and email addresses of Asset Stewards registered against projects in the portal. If the **Asset Steward** for the project is not listed, select **Other** and enter the **Asset Steward** name and email in the fields provided (see Figure 8).

If you do not know who the relevant **Asset Steward** is, contact your Transport representative to provide this information.

Note: Ensure the email address is entered correctly. Otherwise, notifications will not reach the intended **Asset Steward**.

Figure 8 – Asset steward

**Step 5:** Click **Confirm Asset Steward details**.

A popup message will appear asking the Requestor to Confirm the details entered (see Figure 9).

Figure 9 – Confirm Email Address

## 2.1.5 Service Provider Details

The Service Provider is the organisation outside of TfNSW offering and delivering a service. The Requester applies for a concession on behalf of the Service Provider. The details entered here should refer to the person responsible for the concession or acting for the person responsible for the concession within the Service Provider organisation.

**Step 6:** Enter the following information into the relevant fields:

1. **Service provider name** (name of the person responsible for the concession within the service provider organisation. This may or may not be the Requester.)
2. **Organisation** (Service Provider company name)
3. **Position title** (of the person responsible for the concession within the service provider organisation)
4. If the service provider is a **TAO provider**, use the TAO authorisation number dropdown and select the appropriate TAO provider.
5. **Email** for the service provider's name (see Figure 10).

**Service Provider Details**

Service provider name \*

Organisation \*

Position title \*

TAO authorisation number (if applicable)

Select

Email

Figure 10 – Service Provider Details

## 2.1.6 Initial Consultation Conducted?

This section captures the information relating to initial consultation, which is mandatory (see other mandatory fields in Table 4) in accordance with TS 00003.1. Evidence is required for this step in the process (see Figure 11).

Note: Initial consultation itself is completed outside of the portal and the Requestor is required to provide evidence of it after initial consultation has taken place.

**Step 7:** Once initial consultation has been completed, save the evidence (emails, meeting notes etc) ready for attaching to the concession application. Then:

1. Select **Yes** to enable the **Initial Consultation Details** fields.
2. Enter the **Date of initial consultation** (as per the evidence being uploaded).
3. Enter the details of the person(s) with whom the initial consultation was conducted. This step requires the following sub-steps to be performed.
  - a. Enter the First and Last Name of the person and Position Title
  - b. Select their role in relation to the relevant Transport Standard (Tech SME, Standards Lead etc)
  - c. Click Add to include them in the list.

Note: Repeat each of these **three steps** until all individuals consulted with (maximum of three entries) are included in the list.

4. Enter a **Concession description** that provides a high-level general description of the concession and what it applies to.

**Initial Consultation Details**  
Initial consultation conducted?\*

No

Yes

**Date of initial consultation\***

Day Month Year

**Initial consultation with**

**Name and position title \*** **Role \***

Provide details of person(s) initial consultation conducted with

Name & Title	Role	Action
<input style="width: 80%;" type="text" value="John Citizen"/>	Tech SME	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input style="width: 80%;" type="text" value="Jane Smith"/>	Standards Lead	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

**Concession description \***  
Provide a high-level general description of what the concession is about and what it applies to.

**Figure 11 – Initial consultation conducted**

**2.1.7 Interrelated Concessions**

If a concession request affects multiple standards, a concession is required for each standard affected. In this case, additional concessions are necessary and managed via the **Interrelated concessions** field. See Figure 12.

**Is there an interrelated concession(s)? \***

No

Yes

**Concession request number \***  
Enter the interrelated concession number. For multiple concessions, separate them with a comma or list the concession numbers.

**Figure 12 – Interrelated concession**

**Step 8:** If there are no interrelated concessions, select **No** and follow steps in Section 2.1.8.

If there are interrelated concessions, select **Yes** and follow steps in Section 2.1.7.1.

### 2.1.7.1 Interrelated Concessions Steps

**Step 8 (alternate option):** To enter interrelated concessions, the **Requester** undertakes the following actions **before submitting** the Concession Request.

1. Raise **the first** concession request (all screens) and **save as a draft. Do not submit.**
2. Go to **My Concessions Requests** from your user account menu on the portal (see Section 3 My Concession Requests). Use the **Copy functionality** in the Actions column within **My Concession Requests** to copy the first request. Copy it as many times as necessary, based on the number of standards you need to raise a concession against. Save each subsequent interrelated concession as a **draft**.

Note: **Do not submit** any of the copied concessions until all interrelated concessions have been populated with the required information.

Note: The **COPY** function only transfers textual content to the new concession. Any evidence attached to the original concession will need to be added to each subsequent interrelated concession request.

Note: For interrelated concessions, the evidence required for each concession may be the same. For example, the **Initial Consultation** evidence would be the same if each standard requiring a concession is noted in the consultation evidence.

3. For each (interrelated) concession, including the original concession:
  - a. Add the relevant Standard, section(s) and specific requirement(s)
  - b. Attach any evidence required for each concession not copied during the copy function

Note: Each standard may result in different impacts for various reasons and may therefore require a different **Impact Assessment**.

- c. Enter each of the interrelated concession request numbers into the Interrelated concession field into each concession record, separated by a comma. For example, see Table 3.

For additional information on using the Copy function, see [My Concession Requests / Copy Concession](#) section.

**Table 3 Interrelated field example (multiple standards)**

<b>Concession</b>	<b>Standard</b>	<b>Interrelated concession</b>
CN-00001:2024	STD-1	CN-00002:2024, CN-00003:2024, CN-00004:2024
CN-00002:2024	STD-2	CN-00001:2024, CN-00003:2024, CN-00004:2024
CN-00003:2024	STD-3	CN-00001:2024, CN-00002:2024, CN-00004:2024
CN-00004:2024	STD-4	CN-00001:2024, CN-00002:2024, CN-00003:2024

## 2.1.8 Initial Consultation Page Navigation Buttons

**Step 9:** After all fields have been completed and required evidence attached, use the navigation buttons on the bottom of the page for next steps. Options are as follows:

- Click **Cancel** to delete all of the information and return to a blank screen.
- Click **Save as draft** to save a draft of the concession to retain the data entered and create a concession number in the Transport Concessions Portal.

Note: Any saved concessions can be viewed under the My account → My concessions menu (see Section 3 My Concession Requests).

- Click **Next** to validate the information entered on the screen, save the concession, and move to the next step in the process.

## 2.1.9 Initial Consultation (screen objects)

Table 4 Screen 1 | Initial Consultation (objects)

Label	Type	Mandatory (M)/ Optional (O)	Default Value
Initial Consultation (Step 1 of 6)	Heading	N/A	As per label
Requester Details	Heading	N/A	As per label
Requester Name	Text	M	Auto-populated with the Requester's first and last name.
Position title of the Requester	Text	M	1. Auto-populated with Requesters position details 2. If position title details are not available, then the field becomes mandatory with an edit option to add the position title
Project Unique Number	Alphanumeric	M	Empty
Asset Custodian	Heading	N/A	As per label
Asset Custodian	Dropdown		Select 1. Drop down list to populate with the Asset Custodian details if any registered ACs exist.
Asset Custodian name Asset Custodian email	Free text	M	2. If no registered ACs exist, display the drop-down value as 'Other.'  A free text field to populate, and the requester can add the name and email address.
Confirm Asset Custodian details	Checkbox	M	unticked
Confirm Asset Custodian details.	Popup message with buttons	M	
Asset Steward	Heading	N/A	As per label
Asset Steward	Dropdown		Select 1. Drop down list to populate with the Asset steward details if any registered AS exist.
Asset Steward name Asset Steward email	Free text	M	2. If there are no registered AS, then display the drop-down value as 'Other.'  A free text field to populate, and the requester can add the name and email address.
Confirm Asset Steward details	Checkbox	M	unticked

Label	Type	Mandatory (M)/ Optional (O)	Default Value
Confirm Asset Steward details	Popup message with buttons	M	
Service Provider Details	Heading	N/A	As per label
Service Provider Name	Free text	M	Empty
Organisation	Free text	M	Empty
Position title	Free text	M	Empty
TAO authorisation number (if applicable)		O	Select
Email	Free text	O	Empty
Initial Consultation	Heading	N/A	As per label
Text displayed just below the above sub-heading			
Has IC been completed	Radio button	M	Empty
Date of Initial Consultation		M	
Date Month Year	Boxes with date type	M	Empty
Initial consultation was done with			
Name and job position title	Free text	M	
Role	Dropdown	M	Please Select
Add	Button		
Name & Title      Role Action			
Delete	Button		
Concession description	Free text (up to 4000 characters)	M	Empty
Initial consultation supporting evidence		M	Empty
Choose file	Button		No file chosen
Select	Button		
Delete	Button		
Interrelated Concessions	Heading	N/A	As per label
Text displayed just below the above sub-heading	Radio button	M	Empty



<b>Label</b>	<b>Type</b>	<b>Mandatory (M)/ Optional (O)</b>	<b>Default Value</b>
Concession Request number	free text	M	Empty
Buttons	Section	N/A	N/A
Cancel	Button	O	As per label
Save as Draft	Button	O	As per label
Next	Button	O	As per label

## 2.2 Screen 2 – Impact Assessment

The Impact Assessment screen captures the details of the standard and requirement(s) against which the concession is sought. It also captures the risk impact scoring and change impact scoring to determine the tier, which determines the governance to be applied to the concession. For information on specific fields see Table 5.

The Impact Assessment (Step 2 of 6) screen requires the following information to progress the concession to the next step: [Screen 3 – Develop request-1](#).

- The designation and title of the standard to which the concession request applies
- The relevant section(s) of the standard
- The clauses of specific requirement(s) subject to the concession request
- Risk impact scoring
- Change impact scoring.

### 2.2.1 Search (for Standard)

The search field is designed to allow a search of all standards contained within the Transport Standards Portal. It allows for keyword(s), document number, or description to be entered to find the relevant standard (see Figure 13).

**Step 1:** Enter search terms to find the standard requiring a request for concession.

Search by keyword, document number (designation), also known as, description etc.

The screenshot shows the 'Impact Assessment (Step 2 of 6)' screen. At the top, there is a breadcrumb trail: 'Home > New Concession Request'. Below this, the page title is 'Impact Assessment ( Step 2 of 6 )'. The main heading is 'Impact Assessment'. Below the heading, there are two lines of text: 'Concession request number: CN 03912:2024' and 'Project unique number: P:0056530 | Project title: Repair Program Warringah'. A light blue information box contains an 'i' icon and the text: 'Transport Standard (1 Standard per concession) If you cannot find the Standard, contact Standards team at [standards@transport.nsw.gov.au](mailto:standards@transport.nsw.gov.au), for assistance.' Below this is a 'Search \*' section with the instruction 'Search by keyword, document number, also known as, description etc.' and a search input field with a magnifying glass icon. At the bottom, there are four buttons: 'Back', 'Cancel', 'Save as Draft', and 'Next'.

Figure 13 – Search (Standard)

Click the magnifying glass. All standards that match the search value are displayed in the search result window.

Select the standard and click **Confirm** button at the bottom of the search window.

The **Designation**, **Title**, and **Version number** of the standard selected populate the screen, as shown in Figure 14.

## 2.2.2 Section(s) and Clause(s) of the Standard

**Step 2:** For each concession, a standard and its specific section(s) and requirements/clause(s) have to be entered to for the evidence in subsequent steps of the **Apply for Concession** to refer back to.

1. Enter the **section(s)** related to the concession

Provide the specific section against which concession is sought. For multiple sections, separate the section numbers with a comma or list the sections.

2. Enter the **clause(s)** related to the concession

State the specific requirements against which the concession is sought. For multiple requirements, separate the clauses with a comma or list the requirements.

**Note:** A concession can be requested against only one standard. If a concession affects more than one standard, multiple concession requests need to be submitted (one request for each standard).

Home > New Concession Request

Impact Assessment ( Step 2 of 6 )

**Impact Assessment**  
 Concession request number: CN 03912:2024  
 Project unique number: P:0056530 | Project title: Repair Program Warringah

**Transport Standard (1 Standard per concession)**  
 If you cannot find the Standard, contact Standards team at [standards@transport.nsw.gov.au](mailto:standards@transport.nsw.gov.au), for assistance.

**Search \***  
 Search by keyword, document number, also known as, description etc.

TS 02811.07

**Designation:** TS 02811.07  
**Title:** "M" Alkalinity of Water  
**Version:** 0.00

**Section(s) \***  
 Provide the specific section against which concession is sought. For multiple sections, separate the section numbers with a comma or list the sections.

**Clause(s) \***  
 State the requirement against which concession is sought. For multiple requirements, separate the requirements with a comma or list the requirements.

This section determines the concession tier based on the risk and change impacts of the proposed concession. A brief justification statement is required for each selection. For more information refer to TS 00003.1 - [Concessions to Transport Standards Part 1 - Concessions Process](#).

**Figure 14 – Section(s) and Clause(s)**

## 2.2.3 Impact Assessment

The Impact Assessment for a concession is carried out to determine the tier based on which the governance is applied.

The impact assessment can be undertaken in two ways.

Impact assessment is carried out in the portal using **Risk and Change Impact Scoring**. This is currently the default tiering tool for standards that are not Road Design.

A TERM-based tiering tool is also being trialled using TS 00003.4 *Concessions to Transport Standards – Part 4 Concession Tier Tool*. Currently when Road Design standards are selected as the relevant standard in the portal, the option to use the portal’s Risk and Change Impact scoring function closes and the **Requester** can use the TS 00003.4 TERM-based tiering tool to determine the overall tier.

### 2.2.3.1 Risk and Change Impact Scoring (Non-Road Design standards)

**Step 3:** All levels and justifications are entered directly into the fields provided, and the concession tier is calculated from the selections made. The dropdown for each field provides high, medium, and low options. See Figure 15 and Figure 16.

Risk Impact Scoring	Change Impact Scoring
<p><b>RC1: Level of compliance with standards *</b>  <b>Low:</b> Partial noncompliance with a standard.  <b>Medium:</b> Substantial noncompliance with a standard.  <b>High:</b> Complete noncompliance with a standard.</p> <p>Low</p> <p>Justification *</p>	<p><b>CC1: Aggregation of concessions *</b>  <b>Low:</b> Single independent concession.  <b>Medium:</b> Multiple independent concessions.  <b>High:</b> Multiple interdependent concessions.</p> <p>Low</p> <p>Justification *</p>
<p><b>RC2: Safety impact *</b>  <b>Low:</b> No increase in residual safety risk(s).  <b>Medium:</b> No increase in residual safety risk(s) with additional administrative controls.  <b>High:</b> Increase in residual safety risk(s).</p> <p>Low</p> <p>Justification *</p>	<p><b>CC2: Precedence / novelty *</b>  <b>Low:</b> Proposed solution used previously by Transport for NSW in previous concession.  <b>Medium:</b> Proposed solution used previously in Australian transport industry.  <b>High:</b> Proposed solution not previously used in Australian transport industry.</p> <p>Low</p> <p>Justification *</p>
<p><b>RC3: Complexity of solution *</b>  <b>Low:</b> No impact on other systems, disciplines or projects.  <b>Medium:</b> Some impact on other systems, disciplines or projects.  <b>High:</b> Significant impact on other systems, disciplines or projects.</p> <p>Low</p> <p>Justification *</p>	<p><b>CC3: Impact on asset management outcomes *</b>  <b>Low:</b> Low impact to asset management outcomes across whole-of-life (e.g. additional costs &lt; \$1M).  <b>Medium:</b> Medium impact to asset management outcomes across whole-of-life (e.g. additional costs &gt; \$1M and &lt; \$50M).  <b>High:</b> High impact to asset management outcomes across whole-of-life (e.g. additional costs &gt; \$50M).</p> <p>Low</p> <p>Justification *</p>

Figure 15 – Risk and Change Impact Scoring (non-TERM) Assessment

The screenshot shows a form with three main sections:

- Risk Impact \***: A dropdown menu with "Negligible" selected.
- Change Impact \***: A dropdown menu with "Level 4" selected.
- Concession tier \***: A dropdown menu with "Tier 5" selected.

Below these fields is a section titled "Attestation of compliance with applicable laws, regulations and statutory licenses\*" with a warning message: "A concession to laws, regulations and statutory licences cannot be granted using this process. A concession that does not comply with all applicable laws, regulations and statutory licences is deemed to be Tier 1 and is escalated to the EMG for noting and reporting to NSW Treasury." Below this is a checked checkbox with the text "The proposed concession complies with applicable laws, regulations and statutory licenses."

Figure 16 – Calculation tier

### 2.2.3.2 TERM-based Tiering (currently limited to Road Design standards)

**Step 3 (alternate option):** All standards under the Road Design discipline currently use the TS 00003 to calculate the tier. The **Requester** completes the spreadsheet outside the portal and **attaches the evidence** via the provided button by doing the following:

1. **Download** a copy of TS 00003.4 from the Transport Standards Portal
2. Complete the spreadsheet for Road design discipline as per instructions within the spreadsheet
3. **Save and Rename**, including the relevant concession number and tier
4. Upload the file using the button **Choose file** (see Figure 17)

The screenshot shows a box titled "TERM-based tiering tool \*" containing the following text: "Concessions tiering tool based on TERM shall be attached. Emails, attachments of type (.xlsx and .csv), (.docx), (.pdf), (.zip), (.dwg and .dgn) can be used. Files greater than 30MB size cannot be uploaded." Below this text is a button labeled "Choose file".

Figure 17 – TERM-based tiering tool

**Step 4:** Click **Next** to validate the information entered on the screen, save the concession, and move to the next step in the process.

## 2.2.4 Impact Assessment (screen objects)

Table 5 Screen 2 | Impact Assessment (objects)

Label	Type	Mandatory (M)/ Optional (O)	Default Value
Impact Assessment (Step 2 of 6)	Header		
Concession Request number	Text	M	Auto populated with request number in sequential order.  Format to be followed - CN XXXXX:YYYY where 1st five digits are in sequence order while the last 4 digits are of the year
Project Unique number	Text	M	Auto populated with project number (starting with P.) from the previous screen.
Project Title	Text	M	Auto populated with project title from the previous screen.
Transport Standard (1 Standard per Concession)	Header		
	Search box	M	1. Empty - If navigated via the Home Screen  2. Preselected Standard details - if navigated via the Standards Product Information screen (field is greyed out)
	Delete button	O	
	Display fields (Auto populated)	M	Selected Standard details
Regional Location	Dropdown	M	Select
Section (s)	Free text	M	Empty
Clause (s)	Free text	M	Empty
Tiering Tool Methodology	Text		

<b>Label</b>	<b>Type</b>	<b>Mandatory (M)/ Optional (O)</b>	<b>Default Value</b>
TERM tiering tool Term Assessment Existing tiering tool system	Radio button	M	Empty
Yes No	Pop up message	M	Pop-up message with 'Yes' and 'No' buttons
TERM-based tiering tool		M	
Choose file	Button		No file chosen
Select	Button		
Risk Impact Scoring	Section		
RC1: Level of compliance with standards	Dropdown	M	Low
Justification	Free text	M	Empty
RC2: Safety Impact	dropdown	M	Low
Justification	Free text	M	Empty
RC3: Complexity of solution	dropdown	M	Low
Justification	Free text	M	Empty
Risk Impact	dropdown	M	Auto-populated value based on the above selections
Change Impact Scoring	Header		
CC1: Aggregation of concessions	Dropdown	M	Low
Justification	Free text	M	Empty
CC2: Precedence/Novelty	Dropdown	M	Low
Justification	Free text	M	Empty
CC3: Impact on asset management outcomes	Dropdown	M	Low
Justification	Free text	M	Empty
Change Impact	dropdown	M	Auto-populated value based on the above selections
Concession Tier	Drop down (auto- populated)	M	Tier 1

<b>Label</b>	<b>Type</b>	<b>Mandatory (M)/ Optional (O)</b>	<b>Default Value</b>
Attestation of compliance with applicable laws, regulations and statutory licenses	Checkbox	M	
Buttons	Section		
Back	Button	O	
Cancel	Button	O	
Save as Draft	Button	O	
Next	Button	O	



## 2.3 Screen 3 – Develop Request-1

The Develop Request-1 screen requires the following information to progress the concession to the next step (Develop Request-2):

- Concession type
- Proposed solution
- Request justification
- Other options identified
- Whole-of-life statement

For more information on specific fields see Table 6.

### 2.3.1 Concession Type

**Step 1:** Select the Concession type as either Permanent or Temporary. This selection is mandatory.

If the **Requester** selects the **Temporary Concession** option, the screen includes additional fields for the Requester to complete. These steps are (see Figure 18):

1. Select **Temporary** from the list of options.
2. Enter the **Start date** of the temporary concession.
3. Enter the **End date** of the temporary concession.

The requested date for the temporary concession is the system's auto-populated date when the draft concession is first created.

**Start date \***  
Temporary concessions are valid for a maximum of 24 months only.

Day    Month    Year

**End date \***  
Temporary concessions are valid for a maximum of 24 months only.

Day    Month    Year

**Requested date**

Day    Month    Year

**Figure 18 – Temporary Concession (fields)**

## 2.3.2 Proposed Solution and Request Justification

**Step 2:** The **Requester** enters the proposed solution as per the initial consultation and justification for the request.

1. Enter the **Proposed solution** (see Figure 19).
2. Specify the proposed alternative solution that will apply in place of the relevant standard requirement. This field is mandatory.

**Proposed solution \***  
Specify the proposed alternative solution that will apply in the place of the relevant TfNSW standard requirement

**Figure 19 – Proposed solution (field)**

3. Enter the **Request justification** (see Figure 20).

Specify why the requirement is not reasonably practicable or how the proposed alternative solution provides a better outcome to TfNSW than a compliant solution.

**Request justification \***  
Specify why the requirement is not reasonably practicable to be met or how the proposed alternative solution provides a better outcome to TfNSW than a compliant solution

**Figure 20 – Request justification (field)**

4. Enter **Other options identified (if relevant)** (see Figure 21).

Specify other options identified and why the proposed alternative is best suited and others excluded. This field is optional.

**Other options identified (if relevant)**  
Specify other alternative solutions identified and why the proposed alternative is best suited and others excluded

**Figure 21 – Other options (field)**

### 2.3.3 Whole-of-life Statement

**Step 3:** Enter the **Whole-of-life statement** (see Figure 22). This field is mandatory.

**Figure 22 – Whole-of-life statement (field)**

**Step 4:** Click **Next** to validate the information entered on the screen, save the concession, and move to the next step in the process.

### 2.3.4 Develop Request-1 (screen objects)

**Table 6 Screen 3 | Develop request-1 (objects)**

Label	Type	Mandatory (M) / Optional (O)	Default Value
Develop Request - 1 (Step 3 of 6)	Heading	N/A	As per label
Concession Request number	Text	M	Auto populated with request number in sequential order.
Project Unique number	Text	M	Auto populated with project number (starting with P.) from the previous screen.
Project Title	Text	M	Auto populated with project title from the previous screen.
Concession Type	Heading	N/A	As per label
Permanent Temporary	Radio button	M	Empty
Start Date	Heading	N/A	As per label
Date Month Year	Boxes with date type	M	Empty
End Date	Heading	N/A	As per label
Date Month Year	Boxes with date type	M	Empty
Requested Date	Heading	N/A	As per label
Day Month Year	Boxes with date type	M	Auto-populate the system date by default
Proposed Solution	Free text	M	Empty

<b>Label</b>	<b>Type</b>	<b>Mandatory (M) / Optional (O)</b>	<b>Default Value</b>
Request Justification	Free text	M	Empty
Other options identified (if relevant)	Free text	O	Empty
Whole-of-life statement	Free text	M	Empty
Back	Button	O	As per label
Cancel	Button	O	As per label
Save as Draft	Button	O	As per label
Next	Button	O	As per label

## 2.4 Screen 4 – Develop Request-2

The Develop Request-2 screen captures information for value creation, whole-of-life costs, hazard log/risk, safety, and other supporting evidence. To see more information on what is mandatory see Table 7 and Table 8.

Financial benefits are not available for a tier 5 concession see the table below for more details on what is mandatory and optional.

### 2.4.1 Financial Benefits (Tiers 1 – 4)

**Step 1:** This screen provides functionality to upload a whole-of-life cost assessment, enter the benefit in the evaluation, the length of time the benefit covers, and the category of financial value in the statement (see Figure 23). This information is mandatory for Tiers 1 – 4 but will not be displayed for Tier 5.

After preparing the supporting evidence for the whole-of-life cost assessment, attach the supporting evidence for whole-of-life cost assessment using the **Choose file** button.

**Financial Benefits**

**Whole-of-life cost assessment\***  
Specify filename and attach document with email to standards

**Whole-of-life cost benefit(\$)**  
Where the value is only from financial value creation, the whole-of-life cost benefit is the same as financial value creation. Where value is from both financial value creation and non-financial value creation, the whole-of-life cost benefit is the financial value plus the equivalent dollar value of the non-financial value.  
**Enter only numbers up to two decimal places. Do not enter comma(,), dollar sign(\$), or text.**

**Benefit life(years)**  
Refer to the Value Creation Toolkit

**Financial value category**

Not Applicable

**Annualised value creation(\$)**  
Calculated as whole-of-life cost benefit divided by the benefit life.  
**Enter only numbers up to two decimal places. Do not enter comma(,), dollar sign(\$), or text.**

Figure 23 – Develop Request 2 – Financial Benefits

### 2.4.2 Non-Financial Benefits (Tiers 1 – 5)

**Step 2:** The Non-Financial Benefits section on the Develop Request-2 screen captures information for non-financial benefits. This section is not mandatory, but where benefit levels are selected the justification field becomes mandatory for that benefit. See Figure 24. If the Requester chooses to complete this section:

1. Select the benefit level for each Non-Financial Benefit.

2. Enter a justification for the benefit level of each non-financial benefit.

<b>Safety</b>
Low <span style="float: right;">▼</span>
<b>Justification *</b>
Something
<b>Resilience</b>
Low <span style="float: right;">▼</span>
<b>Justification *</b>
Something
<b>Reliability</b>
Low <span style="float: right;">▼</span>
<b>Justification *</b>
Something

<b>Environment</b>
Low <span style="float: right;">▼</span>
<b>Justification *</b>
Something
<b>Customer</b>
Low <span style="float: right;">▼</span>
<b>Justification *</b>
Something
<b>Operations</b>
Low <span style="float: right;">▼</span>
<b>Justification *</b>
Something
<b>Strategic</b>
Low <span style="float: right;">▼</span>
<b>Justification *</b>
Something

Figure 24 – Non-Financial Benefits

### 2.4.3 Safety Risk Statement and Hazard Log/Risk Assessment

**Step 3:** The Safety Risk Statement is a mandatory element (see Figure 25). The **Requester** is required to:

1. Enter the **Safety risk statement** (mandatory)
2. Enter any **Additional comments** (optional).

**Step 4:** The **Hazard Log/Risk Assessment** is a mandatory element. The **Requester** is required to:

1. Prepare the log and risk assessment evidence files outside of the portal
2. Click Choose file to upload relevant files. Multiple files can be uploaded, one at a time.

**Figure 25 – Safety Risk Statement and Hazard Log/Risk Assessment**

### 2.4.4 Safety Assurance Report and Other Supporting Evidences

**Step 5:** Final remaining fields in this screen (see Figure 26) are optional in some tiers. The Requestor can upload other documents in support of the concession request, such as Safety Assurance Report and other supporting evidence.

**Figure 26 – Safety Assurance & Supporting Evidence**

**Step 6:** Click **Next** to validate the information entered on the screen, save the concession, and move to the next step in the process.

## 2.4.5 Develop request-2 (Tier 5) (screen objects)

**Table 7 Screen 4 | Develop request-2 (Tier 5) (objects)**

Label	Type	Mandatory (M) / Optional (O)	Default Value
Develop Request - 2 (Step 4 of 6)	Heading	N/A	As per label
Concession Request number	Text	M	Auto populated with request number in sequential order.
Project Unique number	Text	M	Auto populated with project number (starting with P.) from the previous screen.
Project Title	Text	M	Auto populated with project title from the previous screen.
Non-Financial Benefits	Heading	N/A	As per label
Safety	Dropdown	O	Not Applicable
Justification	Free text	O / M	Empty
Resilience	Dropdown	O	Not Applicable
Justification	Free text	O / M	Empty
Reliability	Dropdown	O	Not Applicable
Justification	Free text	O / M	Empty
Environment	Dropdown	O	Not Applicable
Justification	Free text	O / M	Empty
Customer	Dropdown	O	Not Applicable
Justification	Free text	O / M	Empty
Operations	Dropdown	O	Not Applicable
Justification	Free text	O / M	Empty
Strategic	Dropdown	O	Not Applicable
Justification	Free text	O / M	Empty
Safety Risk Statement	Free text	M	Empty
Additional comments	Free text	O	
Other supporting evidence	Section		
Choose file	Button	O	



Label	Type	Mandatory (M) / Optional (O)	Default Value
Select	Button	O	
Buttons	Section		
Back	Button	O	
Cancel	Button	O	
Save as Draft	Button	O	
Next	Button	O	

## 2.4.6 Develop request-2 (Tier 1, 2, 3, 4) (screen objects)

Table 8 Screen 4 | Develop request-2 (Tier 1, 2, 3, 4) (objects)

Label	Type	Mandatory (M) / Optional (O)	Default Value
Develop Request - 2 (Step 4 of 6)	Header		
Concession Request number	Text	M	Auto populated with request number in sequential order.
Project Unique number	Text	M	Auto populated with project number (starting with P.) from the previous screen.
Project Title	Text	M	Auto populated with project title from the previous screen.
Financial Benefits (optional)	Header		
Whole-of-life cost assessment	Header		
Choose file	Button	M	No file chosen
Select	Button		
Whole-of-Life Cost Benefit (\$)	Free text field	O	Empty
Benefit Life (Years)	Boxes with date type Date Month Year	O	Empty
Financial Value Category	Drop down list	O	
Annualised Value Creation (\$)	Free text field	O	Empty

<b>Label</b>	<b>Type</b>	<b>Mandatory (M) / Optional (O)</b>	<b>Default Value</b>
Non-Financial Benefits	Header		
Safety	Dropdown	O	Not Applicable
Justification	Free text	M	Empty
Resilience	Dropdown	O	Not Applicable
Justification	Free text	M	Empty
Reliability	Dropdown	O	Not Applicable
Justification	Free text	M	Empty
Environment	Dropdown	O	Not Applicable
Justification	Free text	M	Empty
Customer	Dropdown	O	Not Applicable
Justification	Free text	M	Empty
Operations	Dropdown	O	Not Applicable
Justification	Free text	M	Empty
Strategic	Dropdown	O	Not Applicable
Justification	Free text	M	Empty
Safety Risk Statement	Free text	M	Empty
Additional comments	Free text	O	Empty
Hazard log/risk assessment	Header		Hazard log/risk assessment must conform to TERM formatting.
Specify filename and attach document with email to standards	Text		
Choose file	Button	M	No file chosen
Select	Button		
Safety assurance report	Header		
Specify the filename and attach the document with an email to standards.	Text		
Choose file	Button	M	No file chosen

<b>Label</b>	<b>Type</b>	<b>Mandatory (M) / Optional (O)</b>	<b>Default Value</b>
Select	Button		
Other supporting evidence	Header		
Choose file	Button	O	
Select	Button		
Buttons	Section		
Back	Button	O	
Cancel	Button	O	
Save as Draft	Button	O	
Next	Button	O	

## 2.5 Screen 5 – Review Concession Request

The Review Concession Request screen provides a view of the complete Concession Request for the **Requester**. The Requester can review the concession details entered, return to any section, and edit it to make changes if necessary, before sharing the draft by email with the stakeholders to agree on the final details of the Concession request before it is submitted. At this point, the Stakeholder Consultation is to be completed outside the Portal. See Section 2.6 for further information and Table 9 for what field are mandatory.

### 2.5.1 Review Concession Display

**Step 1:** Click **Email Draft Request** to generate an email with a PDF attachment of the concession request (see Figure 27).

**Figure 27 – Review Concession Request (screen)**

**Step 2:** Review the draft request and commence stakeholder consultation.

1. The portal-generated email with a PDF attachment of the draft concession request will automatically be sent to your email address from sender Concessions Admin.
2. Circulate the draft concession request among relevant stakeholders.

**Step 3:** Click **Next** to validate the information entered on the screen, save the concession, and move to the next step in the process.

## 2.5.2 Develop request-2 (Tier 1, 2, 3, 4) (screen objects)

Table 9 Screen 5 | Review concession request (objects)

Label	Type	Mandatory (M) / Optional (O)	Default Value
Review concession request (Step 5 of 6)	Header	N/A	As per label
Concession Request number	Text	M	Auto populated with request number in sequential order.
Project Unique number	Text	M	Auto populated with project number (starting with P.) from the previous screen.
Project Title	Text	M	Auto populated with project title from the previous screen.
Expand all Collapse all	List	N/A	All sections will be in expanded form by default.
Initial Consultation	Section	N/A	Contains initial consultation information
Edit	Button	M	Edit
Impact Assessment	Section	N/A	Contains impact assessment information
Edit	Button	N/A	Edit
Develop Request 1	Section	N/A	Contains develop request-1 information
Edit	Button	N/A	Edit
Develop Request 2	Section	N/A	Contains develop request-2 information
Edit	Button	N/A	Edit
Buttons	Section	N/A	N/A
Back	Button	O	N/A
Cancel	Button	O	N/A
Email Draft Request	Button	N/A	Edit
Next	Button	N/A	Edit

## 2.6 Screen 6 – Stakeholder Consultation

After each stakeholder for the concession request has reviewed the concession pdf and supplied updates (if applicable), the Requester updates any changes to the concession and proceeds to submit the concession request. To see more information on what fields are mandatory see Table 9. The Stakeholder Consultation screen captures the following information to progress to concession submission:

- Stakeholder consultation completed
- Stakeholder consultation details

### 2.6.1 Attach Stakeholder Engagement Records

**Step 1:** After **Stakeholder Consultation** has been completed, the **Requester** collates any relevant documentation into an appropriate file type and prepares the **consultation** evidence (see Figure 28). This might include consultation email replies (or minutes from meetings) uploaded as PDF files. Mandatory actions are to:

1. Select **Yes** to indicate Stakeholder consultation has been completed.
2. Use the **Choose file** button to select and upload relevant PDF files, one at a time.

Home > New Concession Request

Stakeholder Consultation (Step 6 of 6)

### Stakeholder Consultation

Concession Request number: CN 03912:2024

Project Unique number: P:0056530 | Project Title: Repair Program Warringah

Stakeholder consultation completed? \*

No

Yes

### Stakeholder consultation details

Stakeholder engagement records (specify filenames and attach documents with email to standards)

Provide stakeholder engagement details.  
Attach stakeholder engagement emails as pdf.

Choose file

Step 6 Stakeholder Consultation Evidence.pdf

Back Cancel Save as Draft Submit

Figure 28 – Stakeholder Consultation

**Step 2:** Click **Next** to validate the information entered on the screen, save the concession, and move to the next step in the process.

## 2.6.2 Stakeholder Consultation (screen objects)

Table 10 Screen 6 | Stakeholder Consultation (objects)

Label	Type	Mandatory (M) / Optional (O)	Default Value
Stakeholder Consultation (Step 6 of 6)	Label	N/A	As per label
Concession Request number	Text	M	Auto populated with request number in sequential order.
Project Unique number	Text	M	Auto populated with project number (starting with P.) from the previous screen.
Project Title	Text	M	Auto populated with project title from the previous screen.
Stakeholder consultation completed?	Checkbox	M	Empty
Stakeholder consultation details	Heading	N/A	As per label
Stakeholder engagement records	Heading	N/A	As per label
Choose file	Button	M	No file chosen
Endorser Details	Heading	N/A	As per label
Asset Steward Asset Custodian	Text	M	As per tier selected
Buttons	Section	N/A	N/A
Back	Button	O	Back
Cancel	Button	O	Cancel
Save as draft	Button	O	Save as draft
Submit	Button	M	Submit

### 3 My Concession Requests

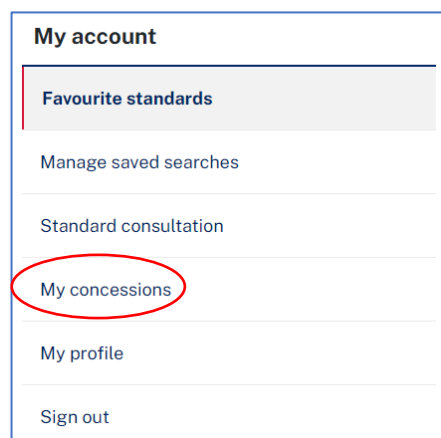
The My Concession Requests screen displays the user's list of concession requests with the following information:

- **Concession number:** A number assigned by the system that represents the concession request in the following form, where '#' represents a digit  
CN #####:YEAR e.g. CN 00124:2024
- **Project title:** A concession title is given that corresponds to the project number entered
- **Concession Type:** Permanent or Temporary
- **Concession status:** Refer to Table 12 for various statuses
- **Created on:** Date concession request was created (not granted)
- **Concession outcome:** Whether the request is completed, rejected or in progress
- **Action:** Allows user to select certain actions based on the request status
- **Notice of Concession:** If the concession is granted or rejected the notice will be available for download.

This screen also allows the users to search concessions based on the filters available. Refer to Section 3.1 and Table 14 for more information.

To open My Concession Requests, click on My Account and select My Concessions from the list (see Figure 29).

Note: if there are no concession requests for the Requester, the list item My concessions will not appear. The **My Concession Requests** screen displays a list of concessions requested as seen in Figure 30.



**Figure 29 – My Account View**



### 3.1 Concession Requests (filters)

The **My Concession Requests** screen provides filtering functionality for the list of concession requests available as seen in Figure 30. The possible filters can be seen in Table 11.

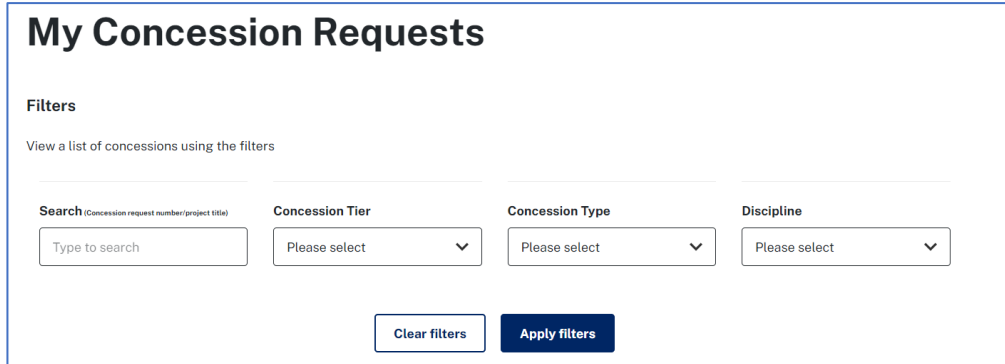


Figure 30 – My Concession Requests (filters)

Table 11 - My Concession Requests (filters)

Filter	Type	Description
Search	Free text	Enables <b>Requester</b> to search the list of concessions using a <b>concession number</b> or <b>project title</b>
Concession Tier	Dropdown	Select one of the entries to filter the list of concession requests. <ul style="list-style-type: none"> <li>• Tier 1</li> <li>• Tier 2</li> <li>• Tier 3</li> <li>• Tier 4</li> <li>• Tier 5</li> </ul>
Concession Type	Dropdown	Select one of the entries to filter the list of concession requests. <ul style="list-style-type: none"> <li>• Permanent</li> <li>• Temporary</li> </ul>
Discipline	Dropdown	Select one of the entries to filter the list of concession requests.

### 3.2 My Concession Requests (functionality)

The list of **My Concession Requests** includes a field **Action** to complete specific tasks seen in Figure 31.

A concession request’s Stage (see Table 12), determines the options available in the **Action** list.

Home > My Account > My Concessions

## My Concession Requests

**Filters**

View a list of concessions using the filters

Search (Concession request number/project title)

Concession Tier

Concession Type

Discipline

The following is a list of concessions you requested. Click the Concession Request Number to view the concession request.

Concession Request Number	Project Title	Concession Type	Concession Status	Created On	Concession Outcome	Action	Notice of Concession
<a href="#">CN 05212:2024</a>	METRO WEST	Permanent	Concession Draft	24/06/2024 11:29 AM	In Progress	<input type="text" value="Sele"/>	
<a href="#">CN 04619:2024</a>	Repair Program Warringah	Permanent	Concession Draft	15/06/2024 2:31 PM	In Progress	<input type="text" value="Sele"/>	

**Figure 31 – My Concession Requests (screen)**

**Table 12 My Concession Requests (list)**

Column Name	Type	Function
Concession Request Number	Hyperlink	Opens the concession in edit mode to continue developing the concession.
Project Title	Text	Description of the project selected for the concession request.
Concession Type	Text	Permanent or Temporary
Concession Status	Text	It provides visibility of the current stage of the concession request. <ul style="list-style-type: none"> <li>Concession Draft</li> <li>Endorsement In Progress</li> <li>Develop Concession Notice</li> <li>Develop Concession Notice – More Information Required</li> <li>Concession Technical Review</li> <li>Concession Technical Review – More Information Required</li> <li>Concession Approval</li> <li>Concession Approval – More Information Required</li> <li>Complete</li> </ul>
Created On	Text	Date the concession request was created.

Column Name	Type	Function
Concession Outcome	Text	Displays the concession outcome <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Rejected</li> <li>• Completed</li> </ul>
Action	Dropdown	Provides Requester with options to Action the concession in the list. <ul style="list-style-type: none"> <li>• Copy</li> <li>• Withdraw</li> <li>• Submit</li> <li>• Respond More Information Required</li> </ul> See Table 13 My Concession Requests (action)

### 3.3 My Concession Requests (functionality)

The list of **My Concession Requests** includes a field **Action** to complete specific tasks.

Depending on what stage a concession is, determines the options available in the **Action** list as seen in Table 13.

**Table 13 My Concession Requests (action)**

Action	Functional Description	Availability
Edit	Opens the concession in edit mode to continue developing the concession. Only a concession not yet submitted can use this function.	Concession Status <ul style="list-style-type: none"> <li>• Concession Draft</li> </ul>
Delete	Enables the <b>Requester</b> to delete a concession that has not yet been submitted.	Concession Status <ul style="list-style-type: none"> <li>• Concession Draft</li> </ul>
Copy	This enables the <b>Requester</b> to copy an existing concession as duplicates of the selected concession. Note: all supporting evidence uploaded as an artefact will <b>not</b> be included in the new concession.	Concession Status <ul style="list-style-type: none"> <li>• Concession Draft</li> <li>• After Submit</li> </ul>
Withdraw	At any point in the request for concession process, the Requester can withdraw the concession.	Concession Status <ul style="list-style-type: none"> <li>• Concession Draft</li> <li>• After Submit</li> <li>• Request for Information</li> </ul>
View and Respond to Feedback	After the concession is submitted, the <b>Approver</b> can set the concession to <b>More Information Required</b> for the <b>Requestor</b> to provide additional information.	Concession Status <ul style="list-style-type: none"> <li>• Request for Information</li> </ul>

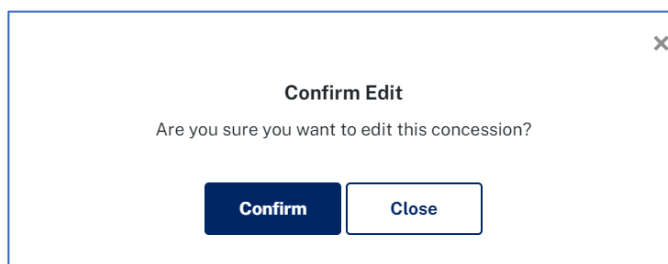
### 3.3.1 Edit Concession

**Edit** concession opens the concession in edit mode.

It is recommended that all evidence required for a concession is provided before submitting the concession request. Once a request is submitted for endorsement, it cannot be edited by the **Requester** unless returned for more information.

To edit a previously saved concession, follow these steps.

1. Login to the Standards Portal
2. Click on **My account**, and select **My concessions** from the list
3. Search for the concession to be **edited** from the list
4. Under the header **Action** of the list, click on the dropdown and select the **Edit** option
5. The **Confirm Edit** pop-up box will appear (see Figure 32).



**Figure 32 – Confirm Edit**

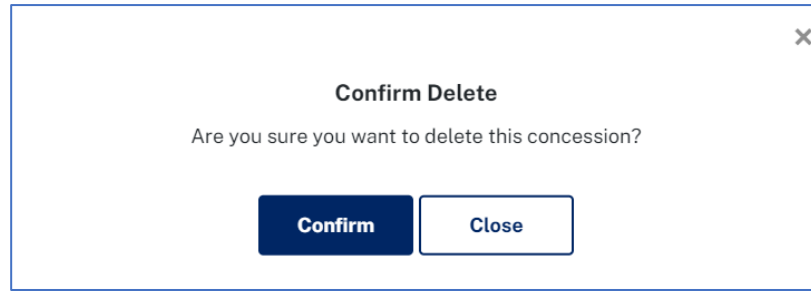
1. The concession request will open at the **Initial Consultation (Step 1 of 6)** screen.
2. Make the changes required following the instructions from **Section 2 Applying for a Concession**.

### 3.3.2 Delete Concession

The **Delete** concession option deletes a draft of the concession. This option is available only before the Requester has submitted the request for endorsement.

To edit a previously saved concession, follow these steps.

1. Login to the Standards Portal
2. Click on **My account**, and select **My concessions** from the list
3. Search for the concession to be **deleted** from the list
4. Under the header **Action** of the list, click on the dropdown and select the **Delete** option
5. The **Confirm Edit** pop-up box will appear (see Figure 33).



**Figure 33 – Confirm Edit**

Note: Once a concession request is deleted it disappears from the My Concessions list and cannot be recovered.

### 3.3.3 Copy Concession

The **Copy** function enables the **Requester** to reuse a previously created concession. It is used primarily when additional concession requests are required for **Interrelated Concessions**.

Note: The new concession **will not** include any previously attached evidence.

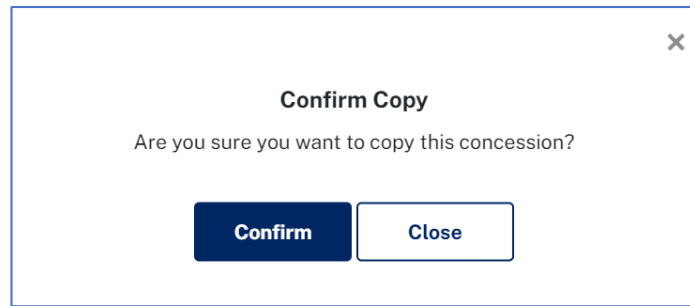
The following is a list of concessions you requested. Click the Concession Request Number to view the concession request.

Concession Request Number	Project Title	Concession Type	Concession Status	Created On	Concession Outcome	Action	Notice of Concession
<a href="#">CN 04329:2024</a>	PSU HORNSBY-BEROWRA SS 66KV 829 FDR	Permanent	Endorsement In Progress	6/06/2024 2:47 PM	In Progress	Select <input type="button" value="v"/>	
<a href="#">CN 04266:2024</a>	Repair Program Warringah	Permanent	Endorsement In Progress	3/06/2024 12:10 PM	In Progress	Select <input type="button" value="v"/>	
<a href="#">CN 04263:2024</a>	METRO WEST	Temporary	Complete	1/06/2024 10:42 AM	Rejected	Select <input type="button" value="v"/>	<a href="#">Download</a>
<a href="#">CN 04229:2024</a>	Repair Program Warringah		Concession Draft	27/05/2024 3:44 PM	In Progress	Select <input type="button" value="v"/>	
<a href="#">CN 04191:2024</a>	Repair Program Warringah	Permanent	Concession Draft	23/05/2024 2:46 PM	In Progress	Select <input type="button" value="v"/>	
<a href="#">CN 03912:2024</a>	Repair Program Warringah	Permanent	Develop Concession Notice	12/05/2024 7:07 PM	In Progress	Select <input type="button" value="v"/>	

**Figure 34 – Copy Concession**

To copy a previously saved concession, follow these steps.

1. Login to the Standards Portal
2. Click on **My account**, and select **My concessions** from the list
3. Filter for the concession to be copied
4. Under the header **Action** of the list, click on the dropdown and select the **Copy** option
5. The **Confirm Copy** pop-up box will appear (see Figure 35).



**Figure 35 – Confirm Copy**

1. Click **Confirm** to copy the concession to a new concession or click **Close** to return to the list of **My concessions**
2. A copy of the existing concession will appear in edit mode, allowing the **Requester** to change any field that requires updating to match the details of the new concession.
3. Continue through the six screens of **Apply for Concession**, remembering that any previously attached evidence will no longer be connected and is to be sourced as required for the new concession being added.

### 3.3.4 Withdraw Concession

The **Withdraw** function enables the **Requester** to withdraw a concession that is no longer required for consideration (see Figure 36).

Note: All withdrawn concessions remain available for Requesters to review or copy if a future concession request is raised in its place.

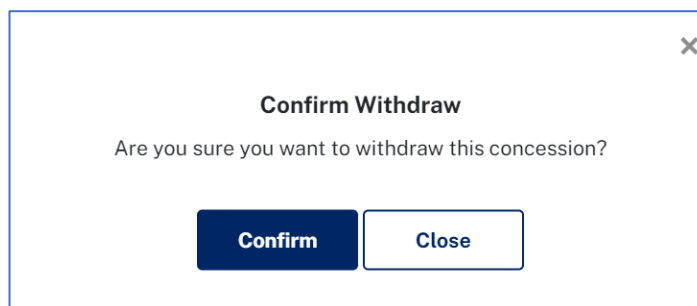
The following is a list of concessions you requested. Click the Concession Request Number to view the concession request.

Concession Request Number	Project Title	Concession Type	Concession Status	Created On	Concession Outcome	Action	Notice of Concession
<a href="#">CN 04619:2024</a>	Repair Program Warringah	Permanent	Concession Draft	15/06/2024 2:31 PM	In Progress	Sele ▾	
<a href="#">CN 04329:2024</a>	PSU HORNSBY-BEROWRA SS 66KV 829 FDR	Permanent	Endorsement In Progress	6/06/2024 2:47 PM	In Progress	Sele ▾	
<a href="#">CN 04266:2024</a>	Repair Program Warringah	Permanent	Endorsement In Progress	3/06/2024 12:10 PM	In Progress	Sele ▾	
<a href="#">CN 04263:2024</a>	METRO WEST	Temporary	Complete	1/06/2024 10:42 AM	Rejected	Sele ▾	<a href="#">Download</a>
<a href="#">CN 04229:2024</a>	Repair Program Warringah		Concession Draft	27/05/2024 3:44 PM	In Progress	Sele ▾	
<a href="#">CN 04191:2024</a>	Repair Program Warringah	Permanent	Concession Draft	23/05/2024 2:46 PM	In Progress	Sele ▾	
<a href="#">CN 03912:2024</a>	Repair Program Warringah	Permanent	Develop Concession Notice	12/05/2024 7:07 PM	In Progress	Sele ▾	
<a href="#">CN 03909:2024</a>	MR660 Avoca St Randwick		Concession Draft	10/05/2024 4:37 PM	In Progress	Sele ▾ Select Edit Delete Copy Withdraw	

**Figure 36 – Withdraw Concession**

To **withdraw** a submitted concession, follow these steps.

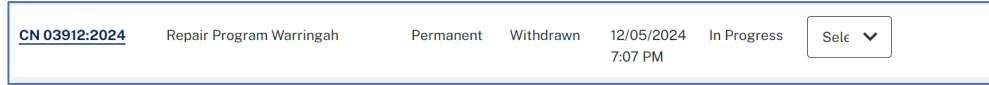
1. Login to the Standards Portal
2. Click on **My account**, and select **My Concessions** from the list
3. Search for the concession to be **withdrawn** from the list (see Figure 36)
4. Under the header **Action** of the list, click on the dropdown and select the **Withdraw** option
5. The **Confirm Withdraw** pop-up box will appear (see Figure 37).



**Figure 37 – Confirm Withdraw**

6. Click **Confirm** to withdraw the concession or click **Close** to return to the list of **My concessions**
7. The Concession Status will be set as **withdrawn** (see Figure 38), and the list of **My concessions** will be updated. The concession will remain on the list to enable the

**Requester** to use the **Copy** function if a concession becomes necessary. The Concession Outcome will remain at In Progress, as it cannot be changed to Granted or Rejected in this instance.



**Figure 38 – Concession Status (Withdrawn)**

### 3.4 My Concession Requests (screen objects)

**Table 14 My Concession Requests (objects)**

Label	Type	Mandatory (M) / Optional (O)	Default Value
My Concession Requests	Heading	N/A	As per label
Filters	Heading	N/A	As per label
Search	Dropdown	O	Empty
Concession Tier	Dropdown	O	Empty
Concession Type	Dropdown	O	Empty
Discipline	Dropdown	O	Empty
Clear Filters	Button	O	Empty
Apply Filters	Button	O	Empty
Concession List	List	N/A	List of concessions
Concession request number	Text	N/A	N/A
Project title	Text	N/A	Empty
Concession Type	Text	N/A	Empty
Concession Status	Text	N/A	Empty
Created On	Date	N/A	Empty
Concession Outcome	Text	N/A	Empty
Action	Dropdown	N/A	Empty
Notice of Concession	PDF download	N/A	Empty



## 3.5 Respond to More Information Required

After a **Requester** submits a **Request for Concession**, the **Endorser** may require additional information during the Endorsement stage, or the **Technical SME** may require additional information during any of the approval process stages to clarify a concession request.

When an **Endorser** or **Technical SME** requests additional information, the **Requester** receives an email to provide further information.

To provide additional information:

1. Login to the Transport Standards Portal.
2. Click on **My account**, and select **My concessions** from the list.
3. Navigate to the concession request requiring additional information. The Concession Status will be displayed as **More Information Required** during the **Endorsement** stage
4. Similarly, when the Technical SME requires more information from the **Requester**, the Concession Status will display as **Develop Concession Notice – More information required**.
5. Under the header **Action** of the list, click on the dropdown and select the option **View and Respond to Feedback**.
6. The concession will open to the following screen (see Figure 39).

Figure 39 – View and respond to feedback (screen)

7. The **Requester** can view the comments from the **Endorser** (during the Endorsement stage) or **Technical SME** (during the Develop Concession Notice stage) under the **Feedback/response history** section and has the following two options to respond.
  - Respond and Submit (See Section 3.4.1 for instructions)
  - Proceed to Edit (See Sections 3.4.2 and 3.4.3 for instructions)

### 3.5.1 Respond to feedback (comment only)

The **Endorser** or the **Technical SME** may require clarification in the form of a comment. Therefore, the **Requester** enters the information in the **Comments** field and clicks the **Respond and Submit** button.

### 3.5.2 Respond to feedback (edit request during Endorsement stage)

The more information required step may require the **Requester** to change the **Request for Concession** on a specific screen.

To update the concession request during the **Endorsement** stage:

1. Click the **Proceed to Edit** button and the **Concession Review** Screen will appear.
2. The **Requester** navigates to the relevant section by clicking the **Edit** button that requires updating and makes the change to the **Request for Concession**.

Note: The **Requester** must click the Next button until the end of the concession and then click the **Submit** button again. See Section 3.4.4 for instructions.

### 3.5.3 Respond to feedback (edit request during Develop Concession notice stage)

During the **Develop concession notice – More information** stage, the **Technical SME** may require additional information or supporting documents to process the concession.

All fields except the following (in **Develop Request - 2** screen) are locked for editing by the **Requester** once the concession moves from the **Endorsement** stage to **Develop concession notice** stage:

- **Additional comments**
- **Other supporting evidences**

To provide additional information during the **Develop concession notice – More information** stage:

1. Click the **Proceed to Edit** button and the **Concession Review** Screen will appear.

2. The **Requestor** navigates to the Develop Request – 2 screen by clicking the **Edit** button and provides more information in the **Additional comments** field. If required, additional documents can be attached in the **Other supporting evidences** field.

Note: The **Requester** must click the Next button until the end of the concession and then click the **Submit** button again. See Section 3.4.4 for instructions.

### 3.5.4 Submit request after more information step

1. After updating the concession request, the **Requester** will return to the **View and respond to feedback** screen.
2. The **Requester** then enters a message into the **Comments** field to confirm what was updated within the concession request. See Figure 40 below.

Figure 40 – View and respond (post-edit)

3. After clicking the button **Submit** the system will display a popup asking the **Requester** to confirm the submission of the comment back to the Endorser or Technical SME, depending on the stage (see Figure 41).

Figure 41 – Confirm Submit

4. When the concession is submitted, the requester will receive an email to notify that the concession is submitted with an attachment of the request as a PDF.

If the concession is at Endorsement stage, the **Endorser** will receive an email, and the **Concessions For Endorsement** screen will update the concession in the list with an updated Concession Status.

If the concession is at Develop concession notice stage, the Technical SME will receive an email to action the request and will appear in the Technical SME’s queue in the Concessions Workshop.

### 3.6 Respond to Request for Information (screen objects)

**Table 15 View and respond to feedback (objects)**

Label	Type	Mandatory (M) / Optional (O)	Default Value
View and respond to feedback	Label	N/A	As per label
Comments	Free text	M	Empty
Buttons	Section	N/A	Not displayed
Cancel	Button	O	Cancel
Respond and Submit	Button	O	Respond and Submit
Proceed to Edit	Button	O	Proceed to Edit

## 4 My Endorsements

The **Concessions For Endorsement** screen provides the **Asset Stewards** and **Asset Custodians** with a list of all concessions for the projects for which they have been nominated.

The **Asset Steward** or **Asset Custodian** can endorse concessions depending on the concession tier and stage.

### 4.1 Concessions For Endorsement (filters)

Note: Instructions for accessing and using the **My Account** menu in the Transport Standards Portal User Guide – Navigating (My Account) user guide are located under the **User Guide** tab at the top of the screen.

To open **Concessions For Endorsement**, click on **My Account** and select **My Endorsements** from the list (see Figure 42).

Note: If the endorser does not have concession requests to endorse, the list item **My Endorsements** does not appear.

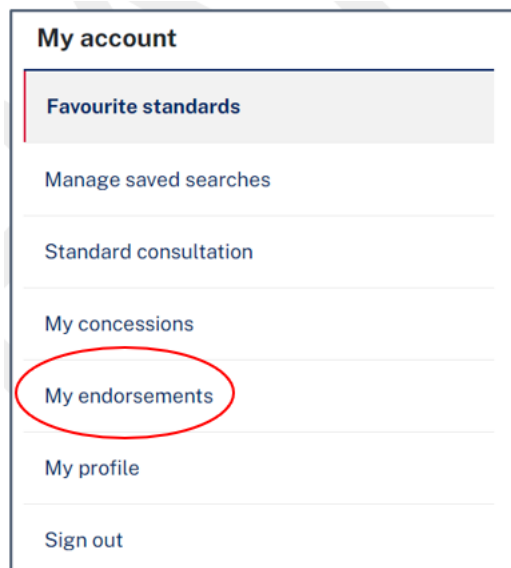


Figure 42 – My account / My endorsements

## 4.2 Concessions For Endorsement (functionality)

The list of **Concessions For Endorsement** includes a field **Action** to complete specific tasks.

A concession’s stage determines the options available in the **Action** list detailed in both Figure 43 and Table 16.

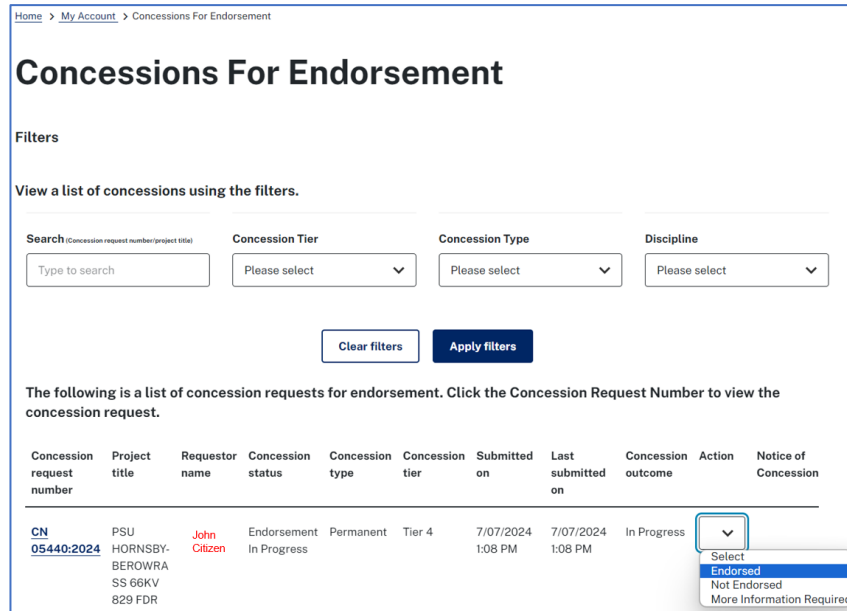


Figure 43 – Concessions for Endorsement (Screen)

Table 16 My Concession Requests (action)

Action	Functional Description	Availability
Endorsed	Enables the <b>Endorser</b> to set the concession request to <b>Endorsed</b>	Concession Status <ul style="list-style-type: none"> <li>Concession Endorsement</li> </ul>
Not Endorsed	Enables the <b>Endorser</b> to set the concession request to <b>Not Endorsed</b>	Concession Status <ul style="list-style-type: none"> <li>Concession Endorsement</li> </ul>
Request Further Information	This enables the <b>Endorser</b> to request further information from the <b>Requester</b> .	Concession Status <ul style="list-style-type: none"> <li>Concession Endorsement</li> </ul>

**Table 17 Concessions for Endorsement (list)**

<b>Column Name</b>	<b>Type</b>	<b>Function</b>
Concession Request Number	Hyperlink	Opens the concession in edit mode to continue developing the concession.
Project Title	Text	Description of the Project selected for the concession request.
Requester name	Text	Displays the name of the <b>Requester</b>
Concession Status	Text	It provides visibility of the current stage of the concession request. <ul style="list-style-type: none"> <li>• Concession Draft</li> <li>• Endorsement In Progress</li> <li>• Develop Concession Notice</li> <li>• Develop Concession Notice – More Information Required</li> <li>• Concession Technical Review</li> <li>• Concession Technical Review – More Information Required</li> <li>• Concession Approval</li> <li>• Concession Approval – More Information Required</li> <li>• Complete.</li> </ul>
Concession Type	Text	Permanent or Temporary
Concession Tier	Text	Displays the Concession Tier
Submitted On	Date	Date the concession request was created.
Last Submitted On	Date	Date the concession request was last submitted on.
Concession Outcome	Text	Displays the concession outcome <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Rejected</li> <li>• Completed</li> </ul>
Action	Dropdown	Provides <b>Requester</b> with options to Action the concession in the list. <ul style="list-style-type: none"> <li>• Endorsed</li> <li>• Not Endorsed</li> <li>• More Information Required</li> </ul>
Notice of Concession	Hyperlink	Link to the corresponding Notice of Concession

## 4.2.1 Endorsed

To Endorse a **Request for Concession**, the Endorser must follow these steps.

1. Login to the Standards Portal
2. Click on **My account**, and select **My Endorsements** from the list
3. Search for the concession to be **endorsed** from the list
4. Under the header **Action**, click on the dropdown list and select the **Endorsed** option
5. The concession request will open on the **Concession Details** screen (see Figure 44).

The screenshot shows the 'Concession Details' page. At the top, there is a breadcrumb trail: Home > My Concessions > Concession Details. Below this, the title 'Concession Details' is displayed. Key information includes 'Concession request number: CN 05440:2024' and 'Project unique number: P.0086793 | Project title: PSU HORNSBY-BEROWRA SS 66KV 829 FDR'. There are links for 'Expand all' and 'Collapse all'. A list of stages is shown with dropdown arrows: Initial Consultation, Impact Assessment, Develop Request - 1, Develop Request - 2, Stakeholder Consultation, and Feedback History. The 'Endorsement' section is highlighted in dark blue and contains three radio button options: 'Endorsed' (selected), 'Not endorsed', and 'More information required'. Below the options is a 'Comments \*' field with a text area containing the text 'As per consultation this concession request is endorsed'. At the bottom, there are three buttons: 'Cancel', 'Save', and 'Submit'.

**Figure 44 – Concessions Details (Endorsed)**

6. Ensure the option for **Endorsed** is selected and enter a comment in the **Comments** field.
7. Click the **Submit** button to complete the **Endorsed** transaction.
8. The **Confirm Endorsed** pop-up box will appear.
9. Click **Confirm** to complete the transaction or **Close** to cancel (see Figure 45).



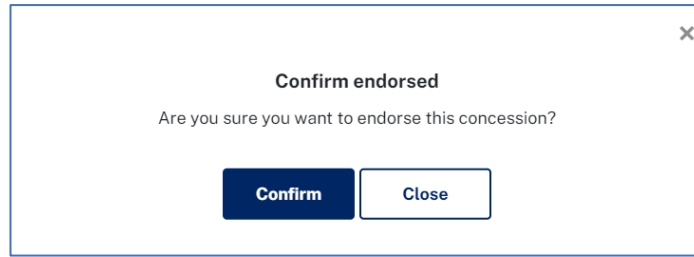


Figure 45 – Confirm endorsed (pop-up)

## 4.2.2 Not Endorsed

To set the Request for Concession as **Not Endorsed**, the **Endorser** must follow these steps (see Figure 46).

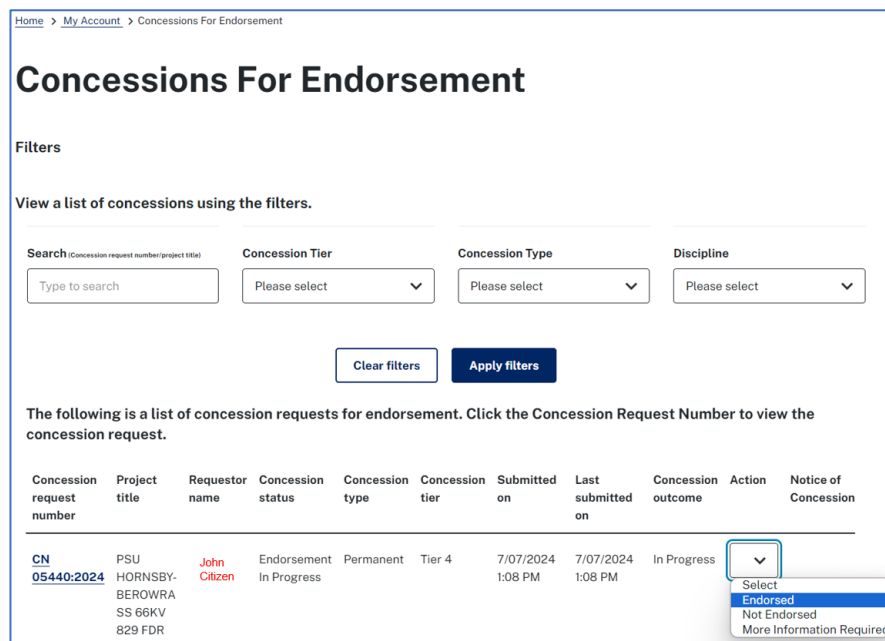


Figure 46 – Concessions Endorsement (Not Endorsed)

1. Login to the Standards Portal
2. Click on **My account**, and select **My Endorsements** from the list
3. Search for the concession to be **endorsed** from the list
4. Under the header **Action**, click on the dropdown list and select the **Not Endorsed** option.
5. The concession request will open on the **Concession Details** screen as seen in Figure 47.

Home > My Concessions > Concession Details

## Concession Details

Concession request number: CN 05440:2024

Project unique number: P.0086793 | Project title: PSU HORNSBY-BEROWRA SS 66KV 829 FDR

[Expand all](#) [Collapse all](#)

- Initial Consultation ▼
- Impact Assessment ▼
- Develop Request - 1 ▼
- Develop Request - 2 ▼
- Stakeholder Consultation ▼
- Feedback History ▼
- Endorsement** ▲

Endorsed  
 Not endorsed  
 More information required

Comments \*

As per consultation this concession request is endorsed

**Figure 47 – Endorsement (Not Endorsed)**

6. Ensure the option for **Not Endorsed** is selected and enter a comment in the **Comments** field.
7. Click the **Submit** button to complete the **Not Endorsed** transaction.
8. The **Confirm Not Endorsed** pop-up box will appear.
9. Click **Confirm** to complete the transaction or **Close** to cancel screen as seen in Figure 48.

✕

Confirm not endorsed

Are you sure you want to not endorse this concession?

**Figure 48 – Confirm Not Endorsed (pop-up)**

### 4.2.3 More Information Required

If the Endorser requires further information from the **Requester**, the following steps are required (see Figure 49).

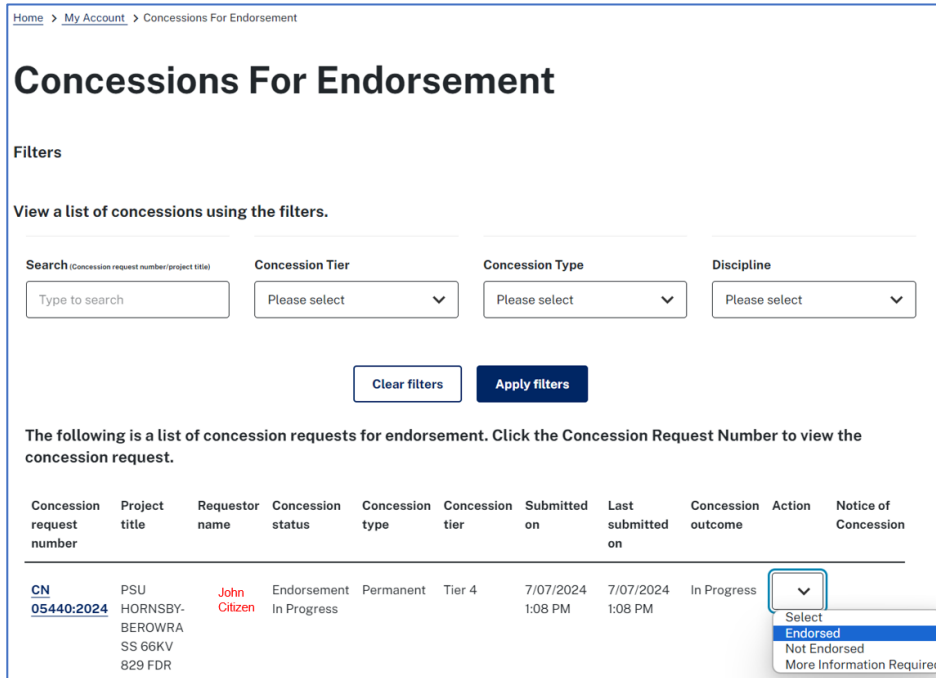


Figure 49 – Concessions Endorsement (More Information Required)

1. Login to the Standards Portal
2. Click on **My account**, and select **My Endorsements** from the list
3. Search for the concession that requires **More Information** from the list
4. Under the header **Action**, click on the dropdown list and select the **More Information Required** option
5. The **More Information Required** pop-up box will appear.
6. Ensure the option for **More Information Required** is selected, and a comment is entered in the **Comments** field (see Figure 50).

Home > My Concessions > Concession Details

## Concession Details

Concession request number: CN 05440:2024

Project unique number: P.0086793 | Project title: PSU HORNSBY-BEROWRA SS 66KV 829 FDR

[Expand all](#) [Collapse all](#)

- Initial Consultation ▼
- Impact Assessment ▼
- Develop Request - 1 ▼
- Develop Request - 2 ▼
- Stakeholder Consultation ▼
- Feedback History ▼
- Endorsement** ▲

Endorsed  
 Not endorsed  
 More information required

Comments \*

As per consultation this concession request is endorsed

**Figure 50 – Endorsement (More information required)**

7. Click **Submit** to confirm the **More Information Required** transaction
8. The **Confirm More Information Required** pop-up box will appear.
9. Click **Confirm** to complete the transaction or **Close** to cancel (see Figure 51).

×

**Confirm more information required**

Are you sure you want to ask for more information about this concession?

**Figure 51 – Confirm More Information Required (pop-up)**

## 4.2.4 Feedback and History

After completing the **Endorsed** transaction, the Concessions Details screen will refresh, and the **Feedback History** section will be displayed (see Figure 52).

The **Feedback and History** section displays all transactions processed during the **Request for Information** cycle(s).

This section displays the **name** of the logged-in user who entered the comment, the **comment date**, and the **comment** entered.

Home > My Concessions > Concession Details

### Concession Details

Concession request number: CN 05440:2024

Project unique number: P.0086793 | Project title: PSU HORNSBY-BEROWRA SS 66KV 829 FDR

[Expand all](#) [Collapse all](#)

- Initial Consultation ▼
- Impact Assessment ▼
- Develop Request - 1 ▼
- Develop Request - 2 ▼
- Stakeholder Consultation ▼
- Feedback History** ▲

**Action response history**

**John Citizen** - 7/7/2024, 2:43:10 PM

As per consultation this concession request is endorsed

---

**Jane Smith** - 7/7/2024, 1:07:50 PM

Return of comment after Concession Edit

---

**John Citizen** - 7/7/2024, 10:34:05 AM

More Information Required

---

**Figure 52 – Concession Details (Feedback History)**

## 4.3 Concessions For Endorsement (screen objects)

Table 18 Concessions For Endorsement (objects)

Label	Type	Mandatory (M) / Optional (O)	Default Value
Concessions for Endorsement	Heading	N/A	As per label
Filters	Heading	N/A	As per label
Search	Dropdown	O	Empty
Concession Tier	Dropdown	O	Empty
Concession Type	Dropdown	O	Empty
Discipline	Dropdown	O	Empty
Clear Filters	Button	O	Empty
Apply Filters	Button	O	Empty
Concession List	List	N/A	List of concessions
Concession request number	Text	N/A	N/A
Project title	Text	N/A	Empty
Concession Type	Text	N/A	Empty
Concession Status	Text	N/A	Empty
Created On	Date	N/A	Empty
Concession Outcome	Text	N/A	Empty
Action	Dropdown	N/A	Empty
Notice of Concession	PDF download	N/A	Empty

## Appendix A Evidence

### A.1 Concessions Portal (attachments)

Concessions Portal Evidence offering attachments for a concession are listed in the table below.

**Table 19 Concessions Evidence (Attachment by tier)**

Tier	Evidence
1 and 2	Safety risk statement Whole-of-life statement Whole-of-life cost assessment Hazard log/risk assessment Stakeholder consultation records Safety assurance report Evidence of Asset Custodian Endorsement
3 and 4	Safety risk statement Whole-of-life statement Whole-of-life cost assessment Hazard log/risk assessment Stakeholder consultation records Evidence of Asset Steward Endorsement
5	Safety risk statement Whole-of-life statement

**Table 20 Concessions Evidence (Attachment by screen)**

Step	Screen	Evidence Type	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
1	Initial Consultation	Minutes, Emails etc.	M	M	M	M	M
2	Impact Assessment	Tiering Tool	M	M	M	M	M
2	Impact Assessment	Term - Tiering Tool	O	O	O	O	O
4	Develop Request-2	Whole-of-life cost assessment		M	M	M	M
4	Develop Request-2	Hazard log/risk assessment		M	M	M	M
4	Develop Request-2	Safety assurance report		M	M	M	M
4	Develop Request-2	Other supporting evidences	O	O	O	O	O
6	Develop Request-2	Stakeholder consultation records	M	M	M	M	M

## Appendix B Portal Support

### B.1 What if I need assistance?

If you have technical difficulties at any stage with a concession request,

Please email [standards@transport.nsw.gov.au](mailto:standards@transport.nsw.gov.au) or complete the Standards Portal feedback form under “Contact us” as seen in Figure 53.

Home > Contact Us

## Contact us

Send the standards team any questions, comments or concerns about asset standards or request an extension of consultation period by completing the form below.

Required fields are marked with an \*

**What is your message about? \***

Select ▼

**Message (Please provide specific details) \***

Type here

Character count message

**First name \***

**Last name \***

**Email address \***

**Organisation name**

I have read the [Terms and conditions](#) and the [Privacy policy](#) \*

**Submit**

Figure 53 – Contact us (screen)



## Document information

**Owner:** [Position title, branch, division]

**Mode:** [Active / Buses / Heavy rail / Light rail / Maritime / Multimodal / Rapid transit / Roads]

**Discipline:** [Asset management / CAD / Civil / Competency / Configuration control / Corridor infrastructure / Electrical / Environmental services / Fleet / Human factors / Multidiscipline / Rolling stock / Security / Signals and control systems / Stations and buildings / Systems engineering / TAO / Telecommunications / Track]

## Document history

Revision	Effective date	Summary of changes
1.0	September 2024	Issue 1