



# Reporting and Program Management (RPM)

## Q&A summary

October 2025

### RPM Q&A summary

The following is a summary of questions asked at the state and territory and council RPM information sessions. This includes:

- [General RPM portal functionality questions](#)
- [Mapping functionality questions](#)
- [Roads to Recovery \(RTR\) questions](#)
- [Safer Local Roads and Infrastructure Program \(SLRIP\) questions](#)
- [Active Transport Fund \(ATF\) questions](#)
- [Black Spots Program questions](#)
- [General program questions](#)
- [RPM portal user access form questions.](#)

Additional questions can be sent to [RPMinfo@infrastructure.gov.au](mailto:RPMinfo@infrastructure.gov.au).

### General RPM portal functionality questions

#### Will all program information be available to all users on the RPM portal?

- This will be dependent on the program and user group
- States and territories, councils and other authorities will continue to have access to program information as per practice in the Information Management System (IMS).

#### How will information be provided, for example RTR circulars? Will communications be provided to all users?

- An RPM portal banner will provide IT updates for your awareness or action
- RPM Support teams will provide notifications on any RPM portal activities
- Program areas will continue to use current practices in providing updates. These may be direct emails, phone calls or newsletters such as the RTR circular.

**Will the organisation be able to nominate a formal contact and mailbox to receive email notifications? This feature is currently available in IMS.**

- This feature is not available in the RPM portal. Notifications will come directly from the department's program area such as the Roads to Recovery circular.

**Is there only one user type for the RPM portal or can different types of roles be provisioned in the portal?**

- There is only one type of user role in the RPM portal. This means all users within your organisation will have access to the same information.

**Will I be able to access the reporting functionality for the Black Spots Program or SLRIP (Bridges Renewal) in RPM. This was not available in IMS.**

- Council users will continue to use existing practices within their state or territory as the reporting functionality for Black Spots Program and SLRIP/ATF will not be available in RPM.

## Mapping functionality questions

**Will there be mapping functionality in the portal?**

- Yes, there is mapping functionality in the RPM portal. Within the location section of the project submission there will be 3 options to identify the location:
  - point to point mapping (for curved roads, a series of these can be used)
  - enter geospatial coordinates
  - attach a zipped file (for example, GIS shapefile, Word document, PDF)
- You will no longer have to email maps for RTR projects.

**Will we be able to input Straight Line Kilometres (SLKs)?**

- No, you will not be able to use SLKs but can use geo spatial coordinates. These can be included in the descriptions.

**Will there be user guides and demonstrations on the mapping function?**

- The use of maps will be discussed in upcoming demonstration sessions. Videos and user guides will also be available for this feature.

## Roads to Recovery questions

**For councils, will there be access to nominate projects from 1 December?**

- Yes.
- Councils and other authorities will be able to submit RTR applications from 1 December
- Councils will be able to submit Tranche 5 applications for SLRIP and Tranche 8 applications for Heavy Vehicle Rest Area (HVRA) from 1 December
- Please note, there will be a gap between IMS shutdown and the launch of RPM (20 November to 1 December 2025). If you need anything in that time speak to your program's departmental contact.

**If a RTR project started on the 1 October 2025, do we submit the project nomination in IMS or wait until 1 December when RPM is available?**

- Expenditure reporting has been opened in IMS and there is no need to wait.

**Will the RTR annual report will be available in RPM?**

- A list of historical RTR annual reports will be available on the RPM portal however the ability to view and download individual historical reports will not be available until a later date
- Should you need ongoing access to these reports, including the 23/24 Expenditure Report or the 23/24 Annual Report, please download them prior to the IMS shutdown on 20 November 2025
- The 2024-25 RTR annual report will be available to complete and download in RPM
  - Please note, this report is due submitted to the department by 31 October 2025 so funding recipients should not wait until access to RPM is available to complete this report.

**Is there any change to the audit requirements or reporting provided to state/territory audit offices?**

- There is no change to audit requirements as a result of the RPM rollout
- State and territory audit offices will be informed about the upcoming transition from IMS to RPM
- The audit offices do not have direct access to the department's systems (IMS or RPM).

## Safer Local Roads and Infrastructure Program questions

**Will recently submitted Safer Local Roads and Infrastructure Program (SLRIP) and Heavy Vehicle Rest Area Initiative (HVRA) applications made on or before 30 September transition to the RPM portal?**

- Yes.

## Active Transport Fund (ATF) questions

**Will reporting and milestone claims for active projects funded under the Active Transport Fund (ATF), be moved to RPM?**

- Yes
- Access to these projects, including progress reporting and payments will be made available to states and territories through the RPM portal from 1 December 2025.

## Black Spots Program questions

**Will the Black Spots Program quarterly claim for payment form be different in RPM?**

- The Black Spots Program Quarterly Status Report will collect the same information, but will be completed online via the portal.

**NSW councils currently submit nominations for the Federal Black Spots Program via the Transport for NSW Safer Roads Program Portal. Will this change with RPM?**

- No, this will not change

- Councils will not have access to the Black Spots Program in the RPM portal
- Councils should continue with current practices and submit Black Spots Program nominations to their state or territory government
- State and territory users will use the RPM portal to submit Black Spots Program nominations endorsed by the consultative panel in their jurisdiction, and to manage approved projects.

**When a Quarterly Status Report for the Black Spots Program is submitted in IMS, the system does not calculate an expected payment amount, meaning state and territory users must wait for a determination report to see the payment amount. Will this be different in RPM?**

- State and territory users will complete Black Spots Program Quarterly Status Reports using an online form that replaces the current IMS downloadable spreadsheet
- The online report includes specific data formats, and entered data will be validated. Any errors will be flagged when saving the form. Once these errors are resolved, the report can be submitted and will become read-only
- Once a report has been successfully uploaded, the expected payment amount will be visible. This amount may be different to the final amount paid if any manual adjustments are needed
- The department will continue to send determination reports once a payment has been approved by the Delegate in the system.

**Are the Black Spots Program projects in the RPM portal only related to federal projects?**

- Yes
- The Black Spots Program module in RPM is for the administration of projects approved and funded under the Federal Black Spots Program
- It is accessible by the state and territory users that manage administration of these projects.

## General program questions

**How will project signage be managed?**

- There is no change to current requirements or process for project signage
- Signage must be erected as soon as possible, prior to the commencement of construction. Please refer to the [Building Australia Signage Guidelines](#).

## RPM portal user access form questions

**Do existing RPM users need to complete a new RPM portal user access form? Will the new programs being transitioned to RPM such as Roads to Recovery (RTR), the Black Spots Program, etc just be added to existing access?**

- Users that already have access to RPM will continue to have access, including the newly transitioned programs such as RTR and Black Spots Program, added to RPM from 1 December 2025.

**Do IMS users need to complete an RPM portal user access form?**

- Yes. All new RPM portal users need to complete a [RPM portal user access form](#)
- Submit them to [rpmsupport@infrastructure.gov.au](mailto:rpmsupport@infrastructure.gov.au) by 7 November to ensure you have access by 1 December 2025.

**I submitted a RPM portal application in 2020, do I need to do it again?**

- Yes, as both the requirements and the form have changed.

**Does the RPM portal user access form have to be printed and completely manually, or can it be completely as an adobe form?**

- The form is structured to be printed and filled in, however it can be filled in digitally if you have the appropriate software (for example, Adobe Acrobat Reader).

**Can we use e-signatures on the RPM portal access form?**

- Digital signatures or e-signatures can be used.

**Section 2 of the RPM portal access form requests an Organisation's Primary Contact Name. Does this need to be the Council's General Manager?**

- Your organisation's primary contact should be the person who can handle any departmental queries related to RPM
- This may be your CEO or General Manager, or the person responsible for the management of all council projects captured in RPM.

**Can a role or group mailbox be provided as the work email address to log onto RPM?**

- No
- The professional work email address should be individual, not shared or based on a generic group or title. The email address provided will be the RPM portal user's name
- Example email address that is accepted - [firstname.lastname@council.state.gov.au](mailto:firstname.lastname@council.state.gov.au)
- Example email address that is not accepted - ceo@council.state.gov.au.

**Our work emails only use the first letter of first name in email address, for example t.cooke@...will this be accepted?**

- Yes, as long as it has the council/state details, for example @xshire.nsw.gov.au

**How do we nominate the verification officer?**

- The verifying officer does not need to be registered with the department
- The verification officer is someone within your organisation who is authorised to verify your identity, for example, HR managers, CEO, general managers, payroll officers.

**Are there any requirements for the Organisation's Verification Officer?**

- They must be authorised to verify your identity or have sighted the applicant's identity documents and confirmed their identity

- Applicants cannot verify their own identity.

**What happens to copies of identity documents provided?**

- The department does not need copies of your identity documents as part of the RPM portal application process
- The department does not hold onto personal identifying documents. Any documents previously provided have been deleted
- Verification officers may be required to view these documents as part of verifying your identity.

**Does the 'Authorised Person' need to be registered with the department to sign the RPM portal user access form?**

- No, the Authorised Person does not need to be registered with the department. As long as they are registered with your organisation as the authorising delegate they can authorise applications.

**Who is the 'Authorised Person' on the RPM portal user access form?**

- The 'Authorised Person' must be a CEO, General Manager or another senior officer of the organisation
- Applicants cannot authorise their own access. If you are usually the Authorised Person in your organisation, you need to find another senior officer to perform this role on your behalf.

**Can the RPM portal user access form be emailed to existing IMS users?**

- The [RPM portal user access form](#) link is included in all notifications, and reminders will be sent to those that have not submitted their applications.

**Where can we access the RPM portal user access form?**

- The [RPM portal user access form](#) is available on the [RPM website](#).

**When will we know if there's any queries on the access forms submitted?**

- A confirmation email will be sent to acknowledge receipt of your RPM portal user access form
- We are working through the applications and will contact any applicant if there are queries on their application.

**When should we expect to receive login information to the new RPM portal?**

## OFFICIAL

- A week prior to launch (1 December 2025)
- You will receive:
  - RPM portal link
  - Password set up instructions
  - Multi Factor Authentication instructions.

## OFFICIAL