Department of **Mines, Petroleum and Exploration**

GOVERNMENT OF WESTERN AUSTRALIA

Responding to a Request for Information (RFI)

Resources Online Portal - Quick Reference Guide

What is an RFI?

An RFI is a formal request from the Environmental / Assessing Officer asking for further information or clarification to support the assessment of your Programme of Work (PoW) application.

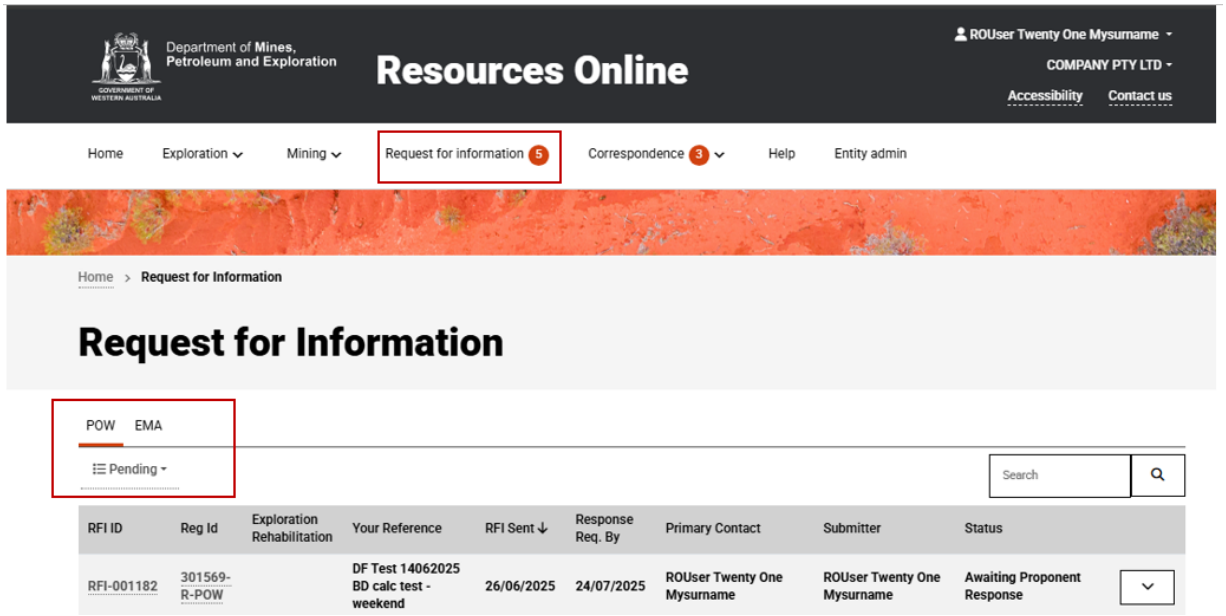
- RFIs pause the assessment clock until you respond.
- You typically have 20 days to respond before follow-up or further action may occur.

How Will I Know I Have an RFI?

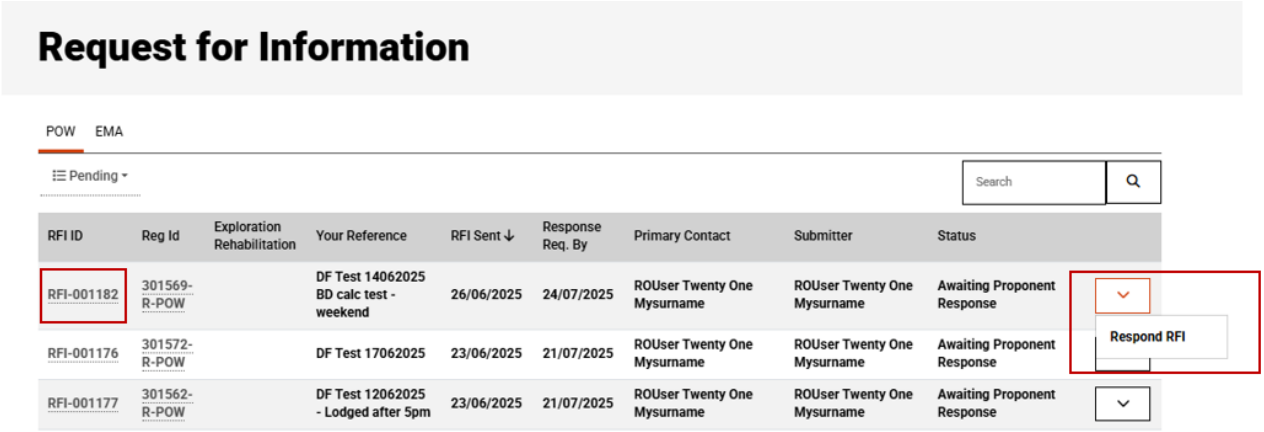
- You will receive an email notification titled **"Further Information Required."**
- In the RO portal, a red notification counter will appear on the '**Request for Information'** menu item.

Where to Find Your RFI

1. Log in to the **Resources Online** portal.
2. Click **Request for Information** in the top menu.
3. In the **POW tab**, check the filter below the tab title:
   - By default, the filter is set to **Pending**, which shows RFIs that still need your response.
   - If you want to review RFIs you have already sent and been reviewed by the assessing officer, switch the filter to **Completed.**

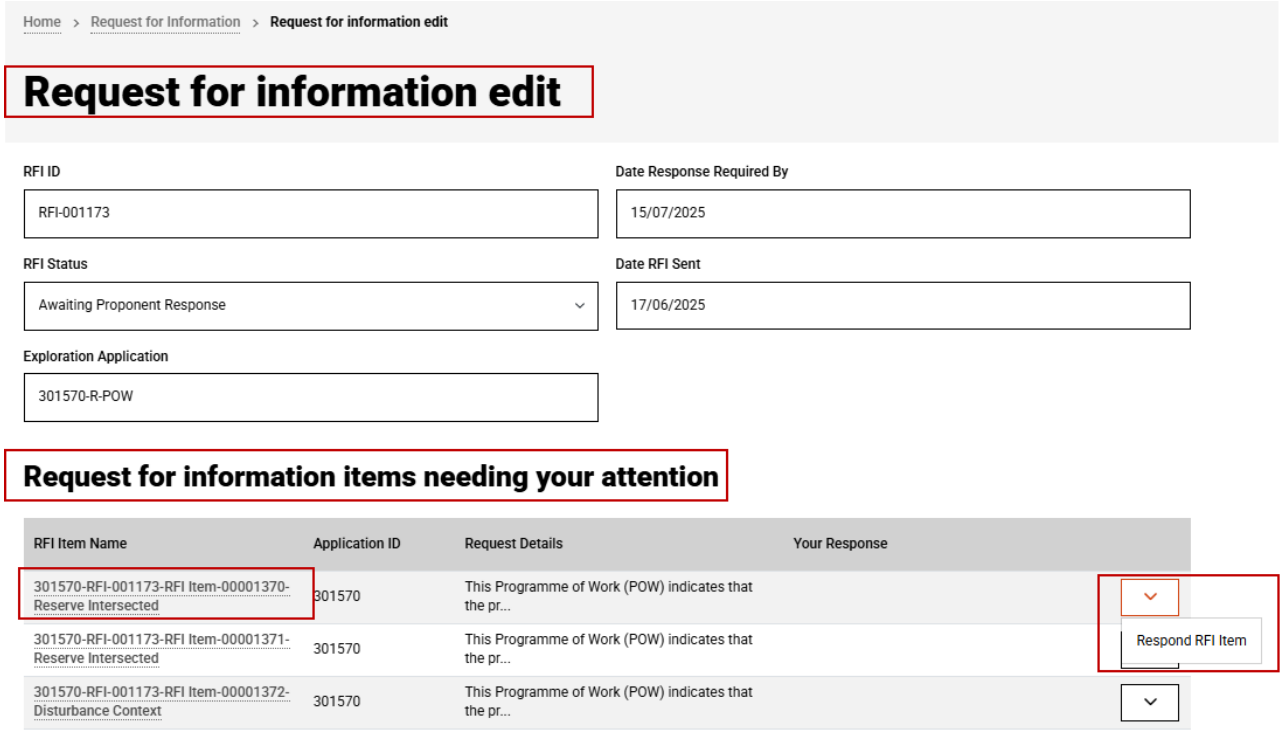


4. Locate the RFI in the list.
5. To open the **Request for information edit page** for your selected RFI:
   - Click the **RFI ID hyperlink** directly, or
   - Click the **down arrow** next to your RFI, then select **Respond RFI**.

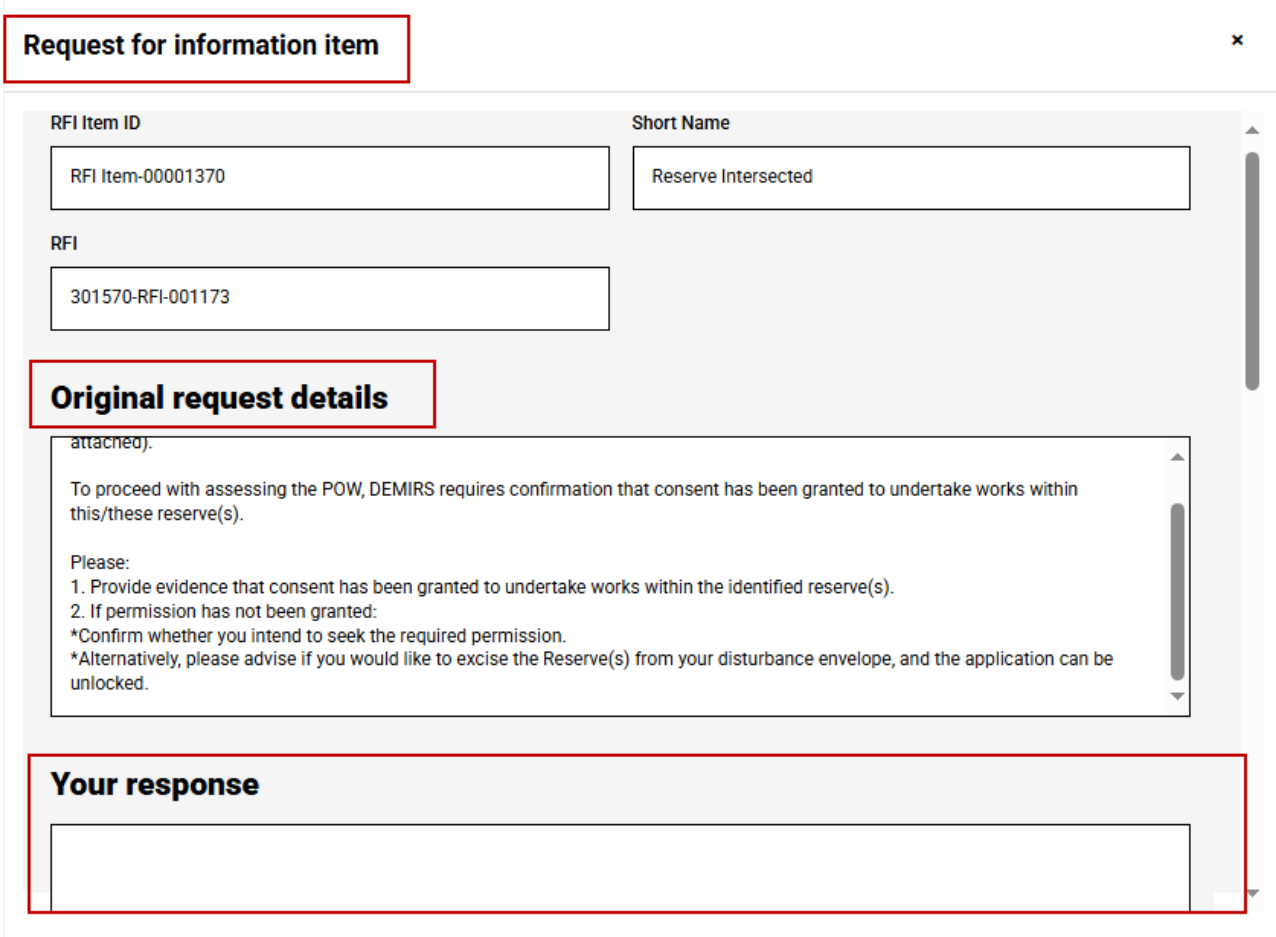


Responding to RFI Items (Preferred Method)

1. On the **Request for information edit page**, scroll to **'Request for information items needing your attention'**.
2. To open the pop-up window for an individual **Request for information item**, you can either:
   - Click the **RFI Item Name hyperlink** directly, or
   - Click the **down arrow** next to your RFI item and select **Respond RFI Item**.

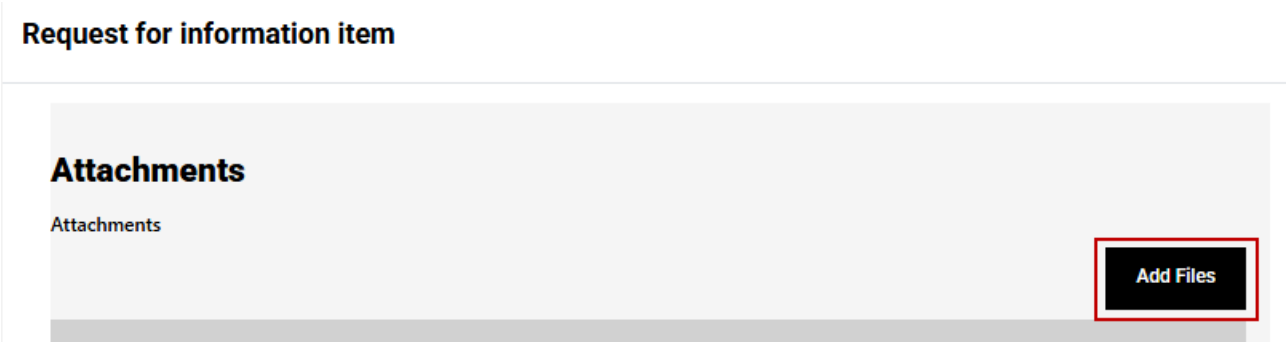


3. In the **Request for information item pop-up** window:
   a) Review the Original request details.
   b) Enter your response in the **Your response** field.

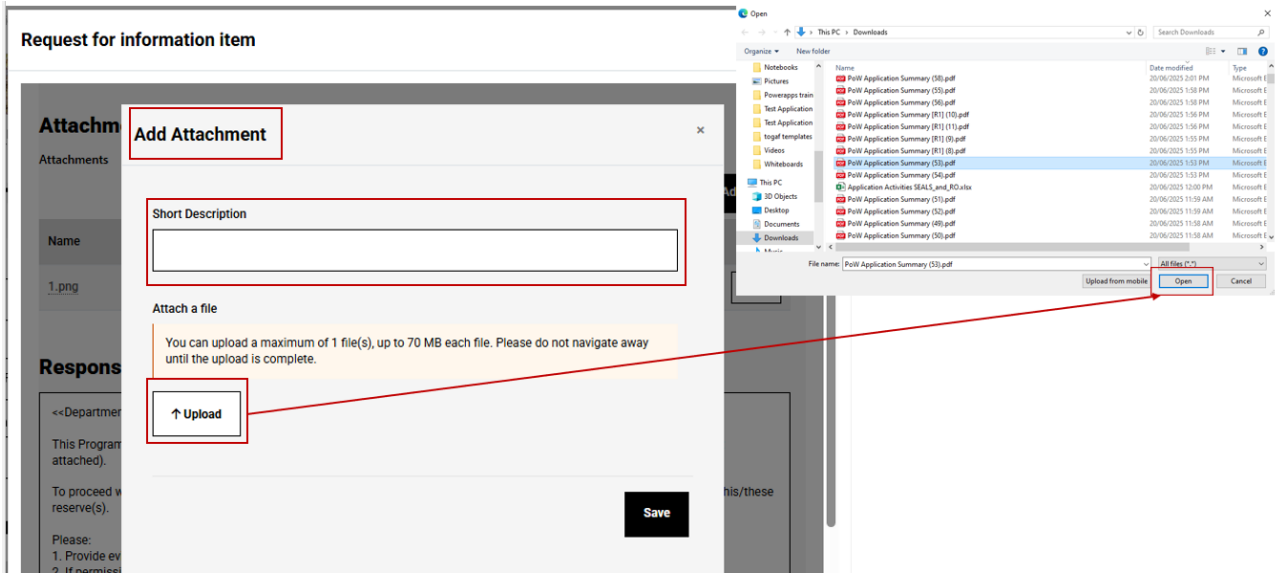


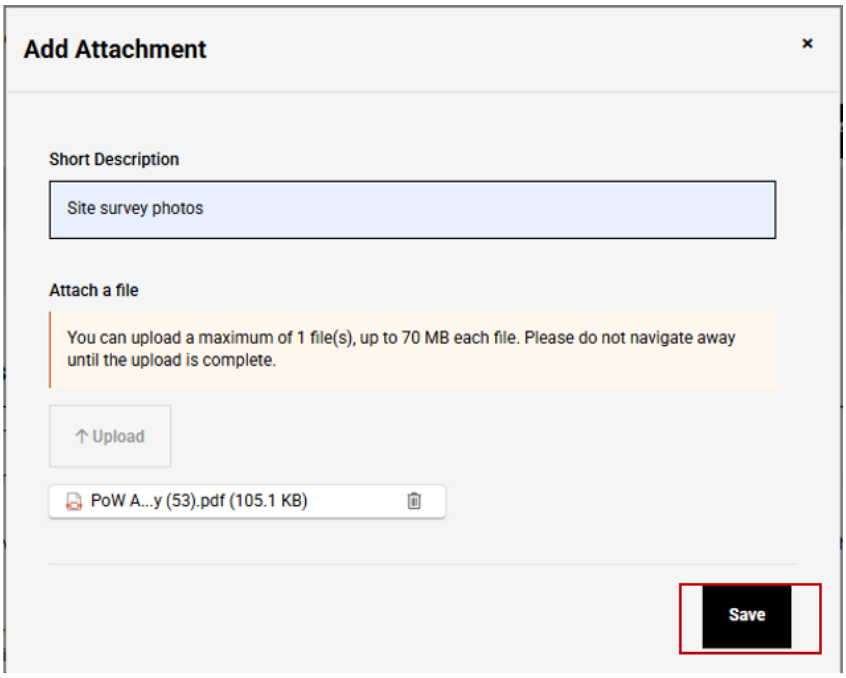
c) To add an attachment:

- Click the **Add Files** button.

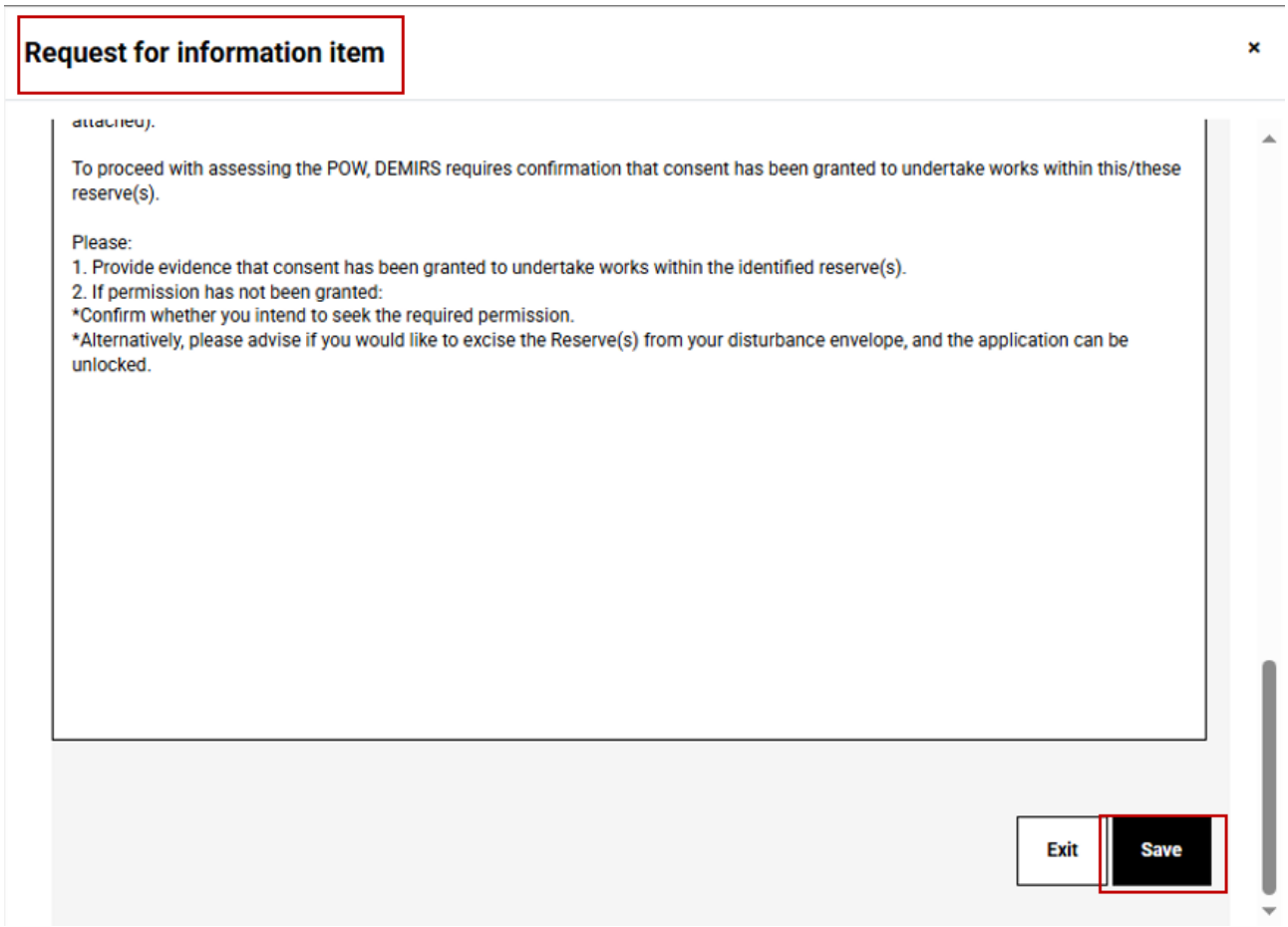


- In the **Add Attachments pop-up window**:
  - Enter a **Short Description** for the attachment.
  - Click the **Upload** button.
  - Select your file from the file explorer pop-up and click **Open**.
  - Click **Save** to attach the file and close the pop-up window.
  - Repeat these steps to add additional attachments.

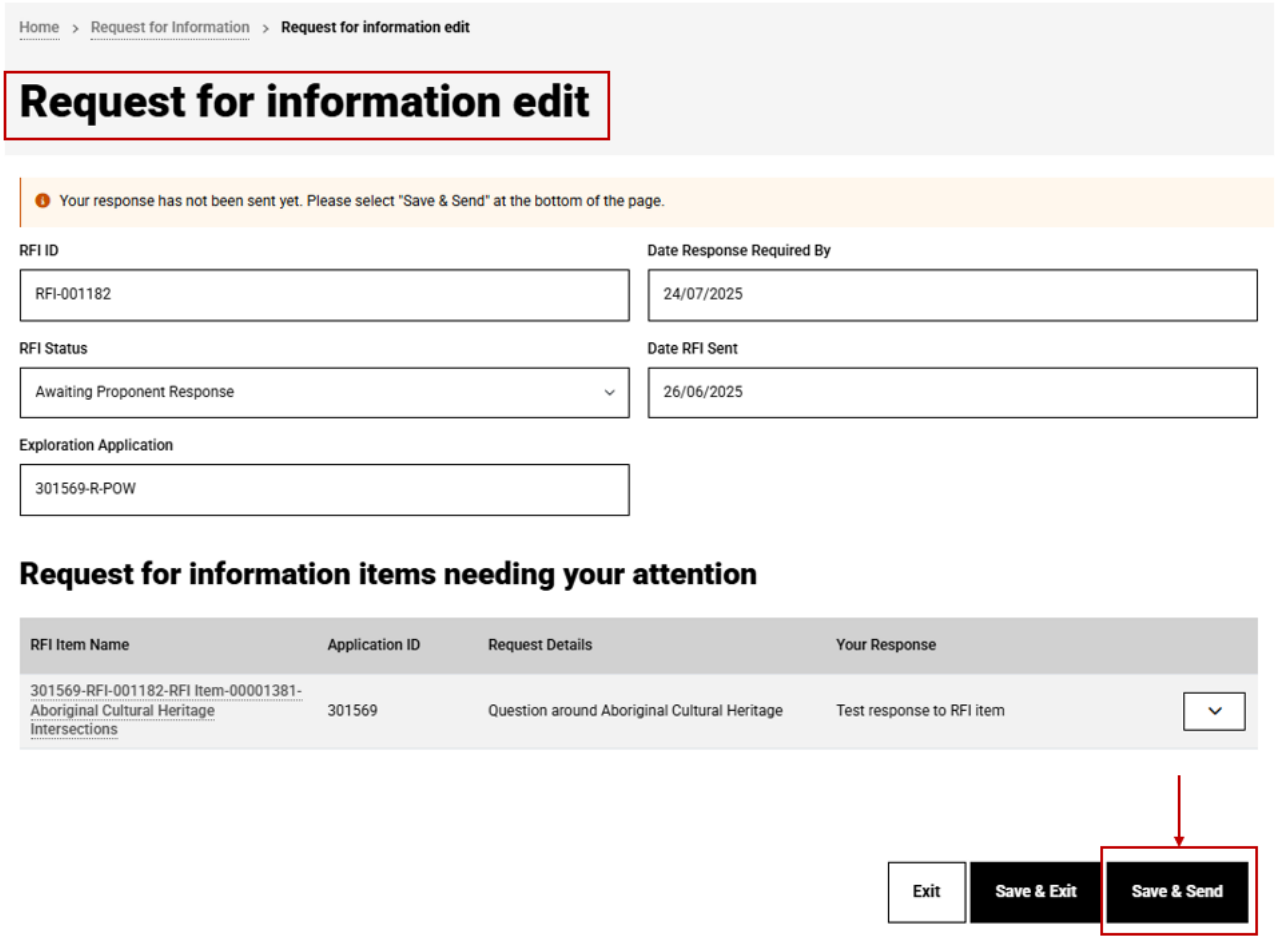




4. Click **Save** to save your **Request for information item** response and attachments and close the pop-up window.



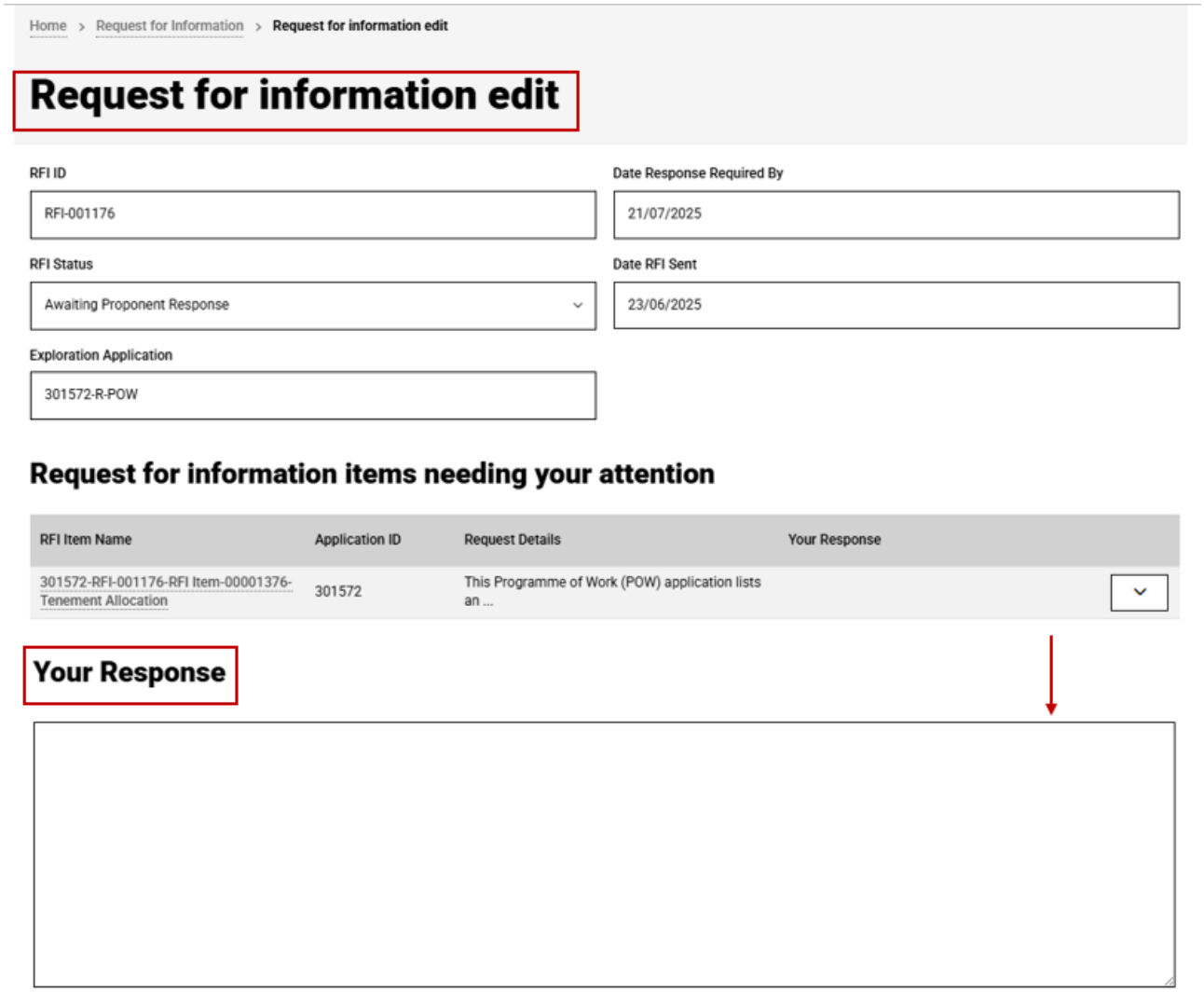
5. Repeat steps 2 to 3 for each **Request for information item**.
6. Click **Save & Send** to submit the full **Request for information** response.



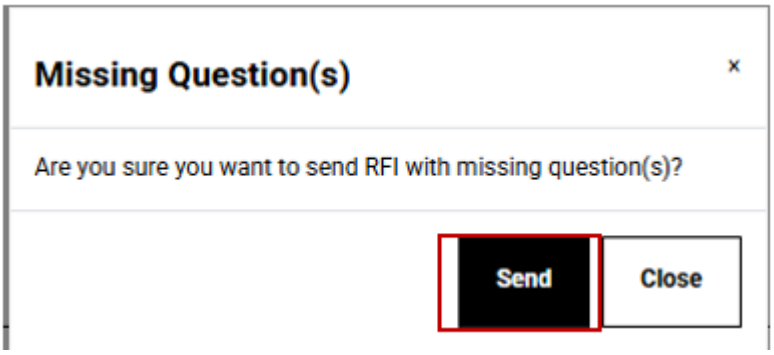
⚠ **Important:**
If you respond to the RFI items but do not click **Save & Send** on the **Request for information edit page**, you will see the warning:
"Your response has not been sent yet. Please select 'Save & Send' at the bottom of the page."

Responding Without RFI Item-Level Detail (Less Preferred)

1. Scroll to the **Your Response** section on the **Request for information edit page**.



2. Enter your overall response and upload attachments if needed (use the same steps for adding attachments as described in the item-level response section).
3. Click **Save & Send**.
4. When **Request for Information items** do not have responses, the system will display a confirmation pop-up with the warning message:



5. Click **Send** in the pop-up to confirm and proceed with submitting your RFI response.

⚠ **Note:** This method will not create a transcript of responses for individual RFI items.

Saving a Draft

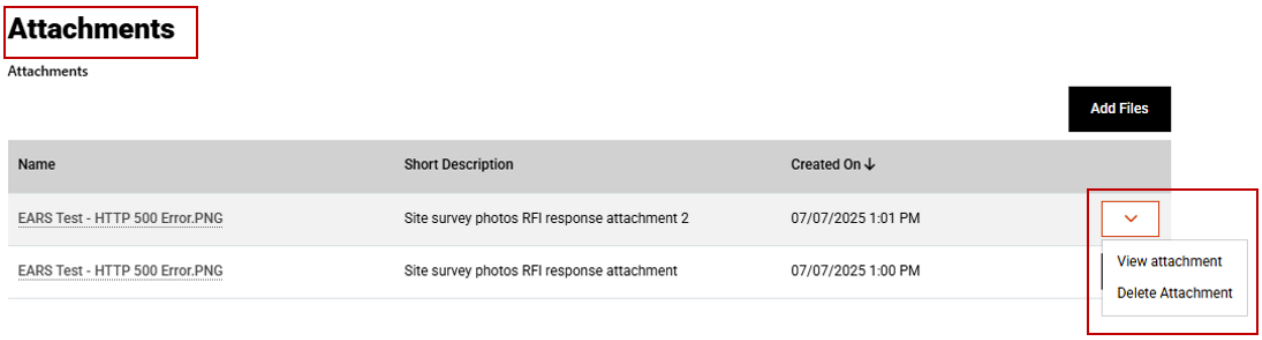
- On the **Request for information edit page**, click **Save & Exit** anytime to save your progress on the full RFI without submitting.
- When working on individual **Request for information items**, click **Save** in the item pop-up window to save your response and attachments for that item.
- To continue editing later, go to the **Request for Information** option in the top menu, then navigate to the **POW tab** with the **Pending** filter, and reopen your saved RFI.

Reviewed or Returned RFIs

- When an RFI is returned, a notification flag will appear again on the **Request for Information** option in the top menu. Navigate to the **POW tab** with the **Pending** filter to find the returned RFI.
- Department comments may appear in two places:
  - In the **Department Comments** section if you provided an overall response at the RFI level, or
  - In the **Response Details/History** section of each RFI item if you responded to individual items.
- Follow the same response steps to revise your responses and resubmit.

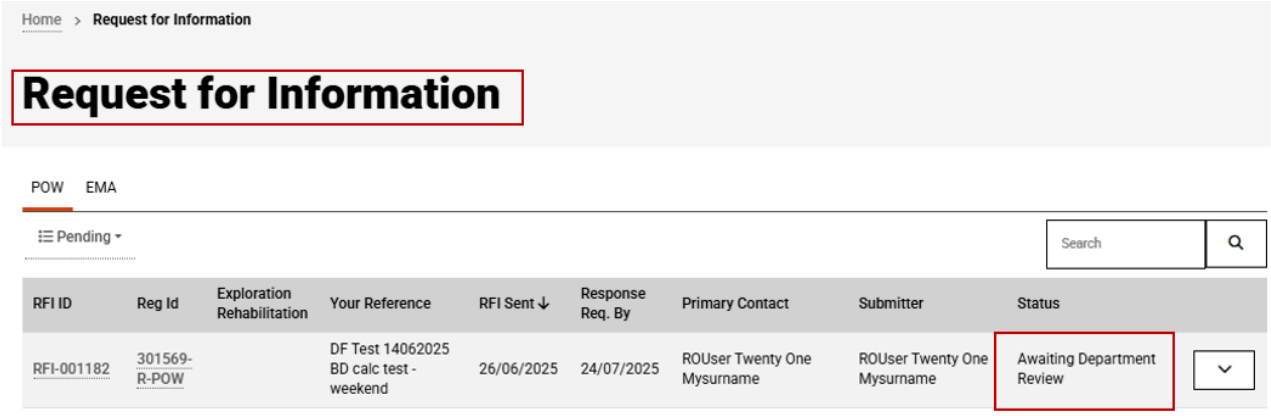
Managing Attachments

- You can upload one file at a time to either an individual **RFI item** or the overall **RFI response**.
- After uploading, each file will appear in a list where you can **view or delete attachments** as needed.
- To add multiple files, simply repeat the attachment process for each additional file.



After Submitting

- The **RFI status** will update to **'Awaiting Department Review'** once you submit your response.



- The **red notification counter** on the **Request for Information menu** will disappear after your response has been successfully submitted.
- Your submitted responses and attachments will be available for review in:
  - The **Request for Information** option in the top menu, **POW tab** using the **Pending** or **Completed** filter, depending on the RFI's status or
  - The **Application Details page** > **Request for Information section** for your application.
  - To access this section:
    - In the portal, click **Applications** in the top menu and select **Overview**.
    - Find your application in the list or type its ID in the **Search box**.
    - Click the **Application ID hyperlink** to open the Application Details page.
    - Scroll to the **Request for Information for the application** section.

Version	Date	Notes
1.0	07.07.2025	Initial release