PUBLIC COMMENT PORTAL HELP GUIDE FOR MEMBERS OF PUBLIC

This Guide provides an overview of the Public Comment Portal.

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1 Introduction to Public Comment Portal

The Public Comment Portal is used by Standards Australia (SA) to obtain feedback from members of the public and other interested parties on draft standards prior to publishing. This ensures that published standards incorporate valuable input from a diversity of individuals and groups across Australia.

2 How to register an account

To access the Public Comment Portal, you will first need to register an account with My SA Profile. Refer to 'My SA Profile Help Guide' for instructions on how to register an account.

3 How to access the Public Comment Portal

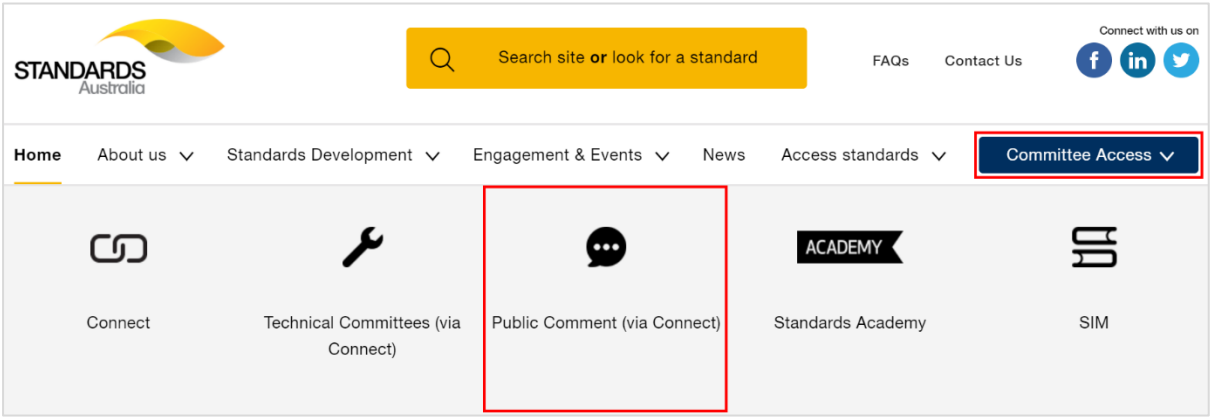
There are three ways to access the Public Comment Portal: via 'My SA Profile', through the Standards Australia website, or from within 'Connect'.

3.1 My SA Profile

In your browser, log in to My SA Profile via https://mysa.standards.org.au/. Refer to 'My SA Profile Help Guide' for login and registration instructions.

3.2 Standards Australia website

1. In your browser, navigate to www.standards.org.au.
2. Click 'Committee Access'.
3. Click 'Public Comment' (via Connect).



4. You will be directed to My SA Profile (https://mysa.standards.org.au/). Refer to 'My SA Profile Help Guide' for instructions.

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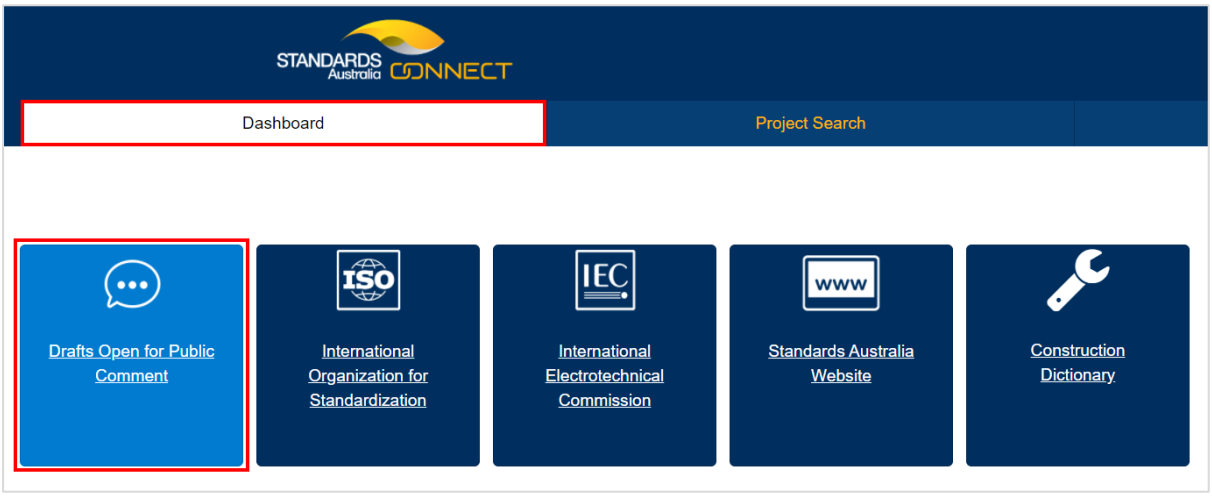
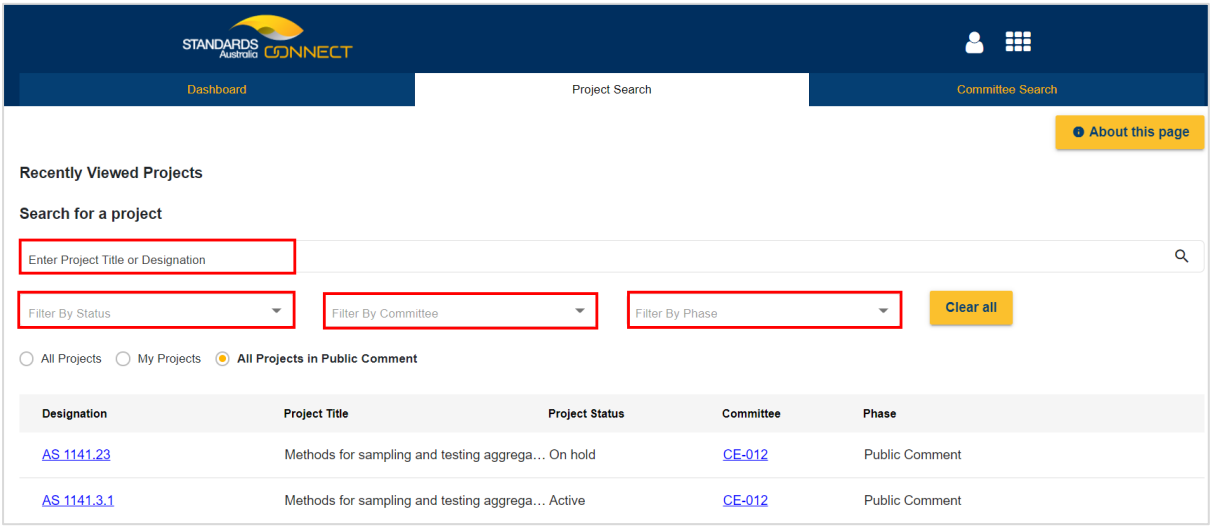
3.3 Connect

To access Connect, refer to the 'Connect Public Help Guide'.

1. From within Connect, on the Dashboard tab, click on the 'Drafts Open for Public Comment' tile.



2. To find a project open for public comment, either:
   - Use the 'Search for a project' box or Filter dropdown menu;



Or

- Click on the 'Designation' for any project in public comment from the list provided.

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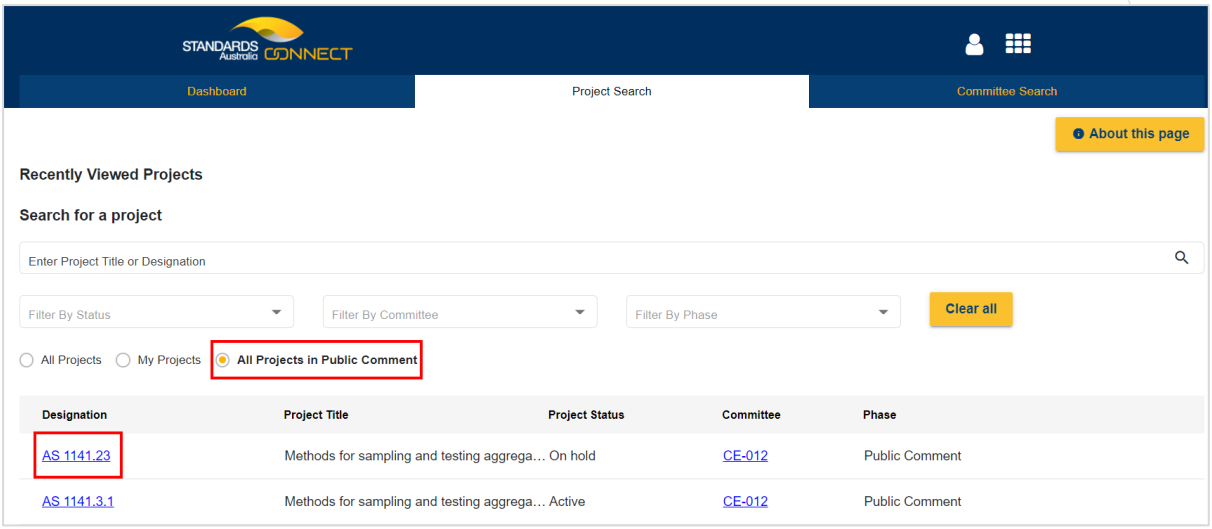
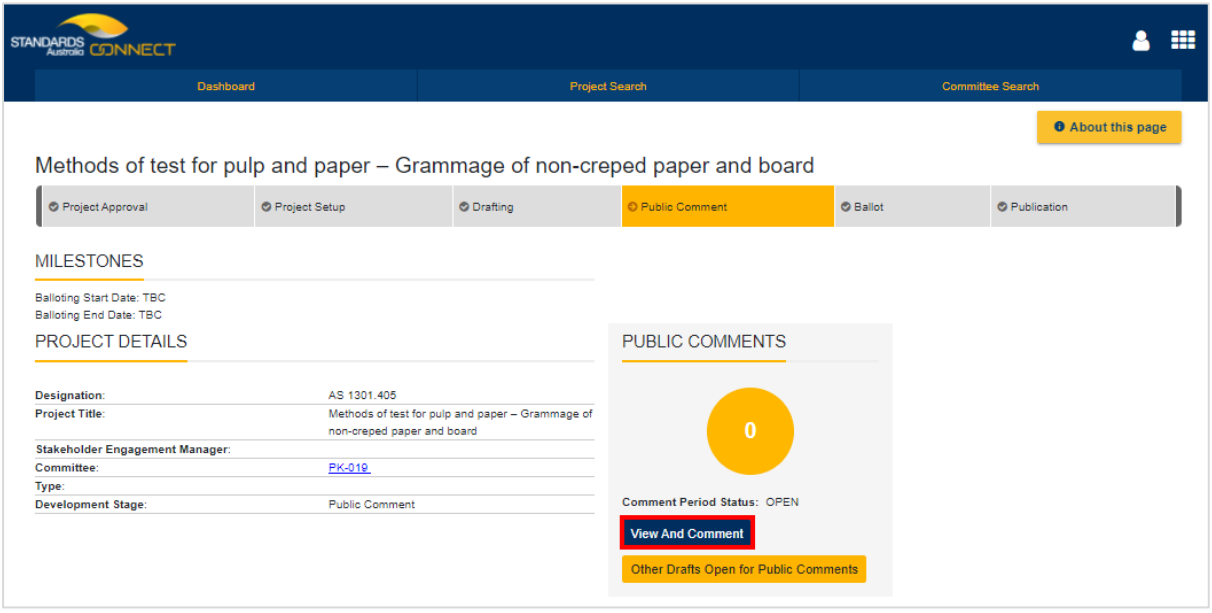


3. Click ‘View and Comment’ to go to the Public Comment Portal and submit your comments.



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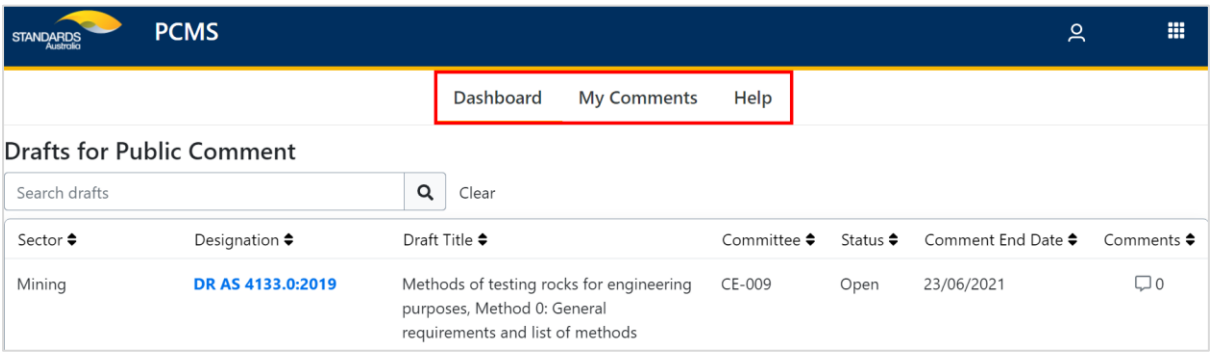
4 How to navigate the Public Comment Portal menu

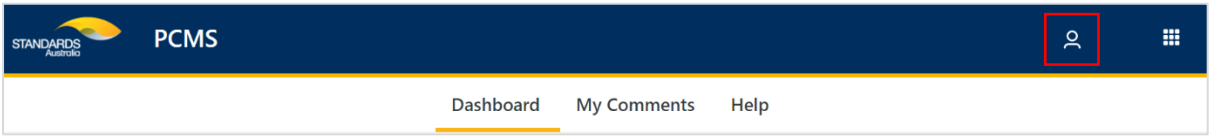
There are three main menu tabs in the Public Comment Portal: 'Dashboard', 'My Comments' and 'Help'.



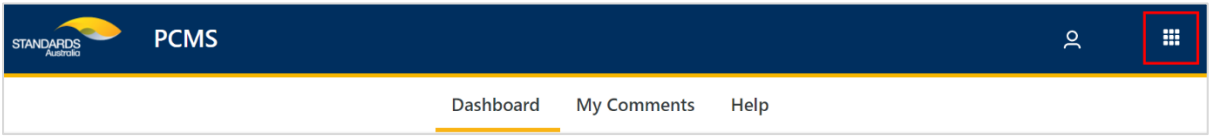
- **Dashboard**: shows all the draft standards that are currently open for public comment, sorted chronologically by comment period end-date (i.e., draft standards closing sooner appear at the top of the list).
- **My Comments**: shows all your submitted, saved, and previously resolved comments.
- **Help**: redirects you to Standards Academy where you can view training resources for the Public Comment Portal.

You also have access to: 'Profile' and 'App Launcher':

- **Profile**: allows you to view and update your personal details and account password in My SA Profile, as well as logout of the Public Comment Portal. To access Profile, click on the person icon on the right top corner of the page. Refer to 'My SA Profile Help Guide' for more information.



- **App Launcher**: allows navigation to other Standards Australia applications that you have access to, without having to sign in multiple times. To access the App Launcher, click on the 9-dotted icon on the top right corner of the page, and then select the appropriate application. Refer to 'My SA Profile Help Guide' for more information.



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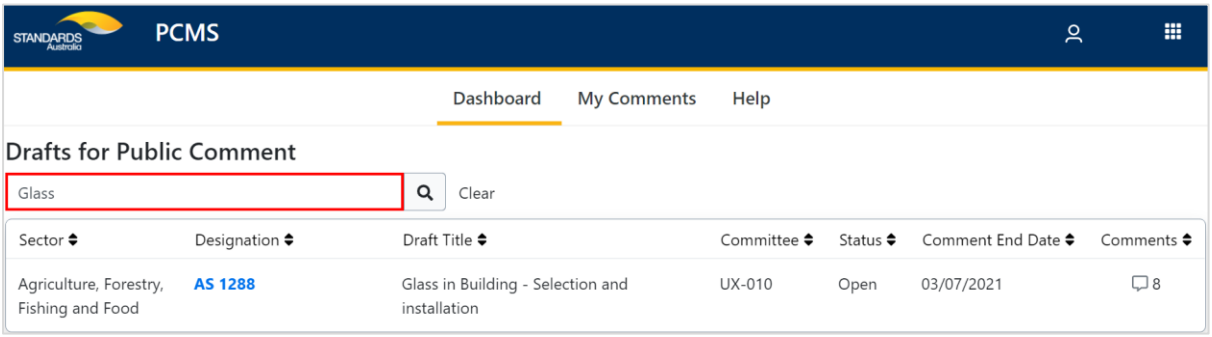
5 How find a draft standard

All draft standards currently open for public comment appear in the Public Comment Portal 'Dashboard', listed chronologically by comment period end-date (i.e., those closing sooner appear at the top of the list).

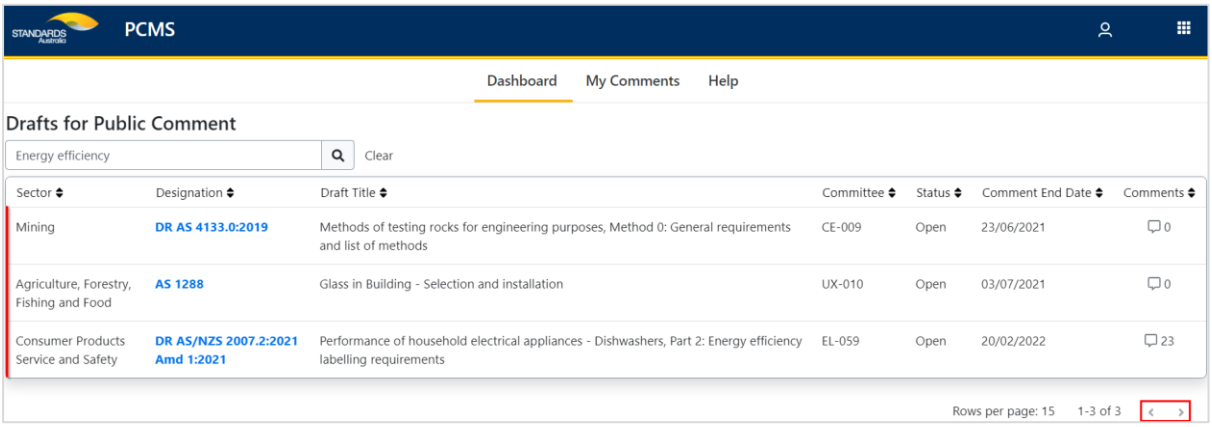
In 'Dashboard', either:

- Type a keyword into 'Search drafts' (e.g., 'glass') to display a list of all draft standards that match the search criteria.



Or

- Scan through the list of draft standards in the 'Dashboard'.
  By default, 15 are displayed per page. To view the next or previous 15 draft standards, click on the left/right arrow icons at the bottom of the 'Dashboard'.



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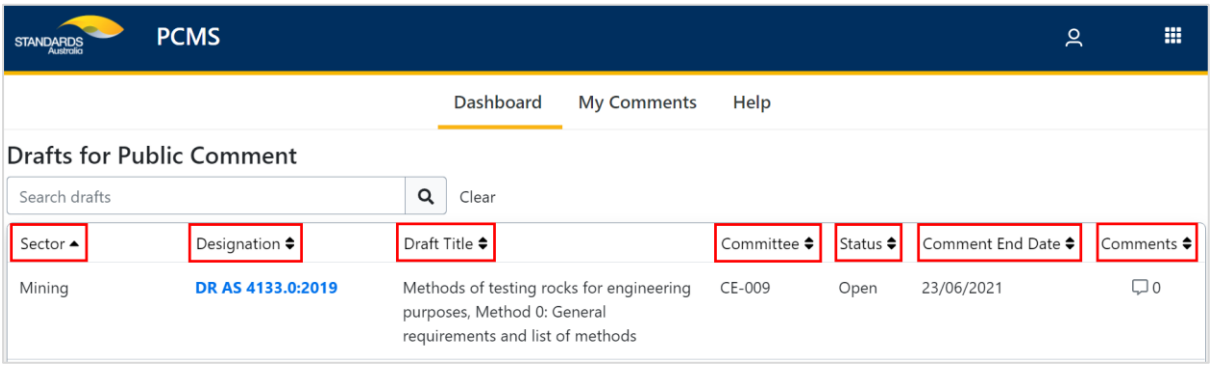
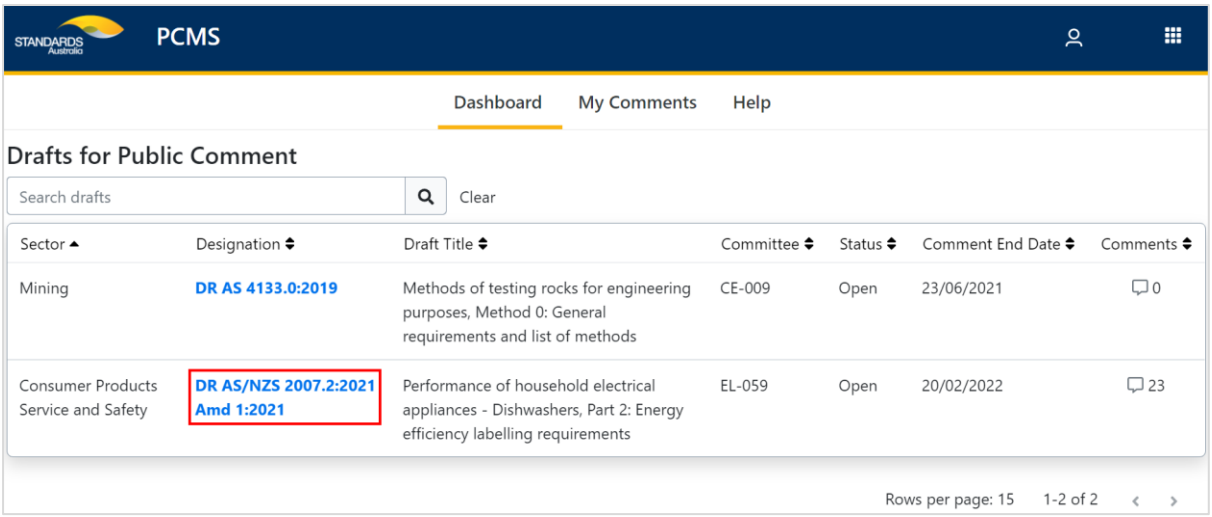
Note: Re-order the 'Dashboard' by sector, standard's designation, draft title, Committee ID, status, comment end date, or number of comments, by clicking on the 'column name'.



6 How to open a draft standard

To open a draft standard, click the relevant 'Designation'.



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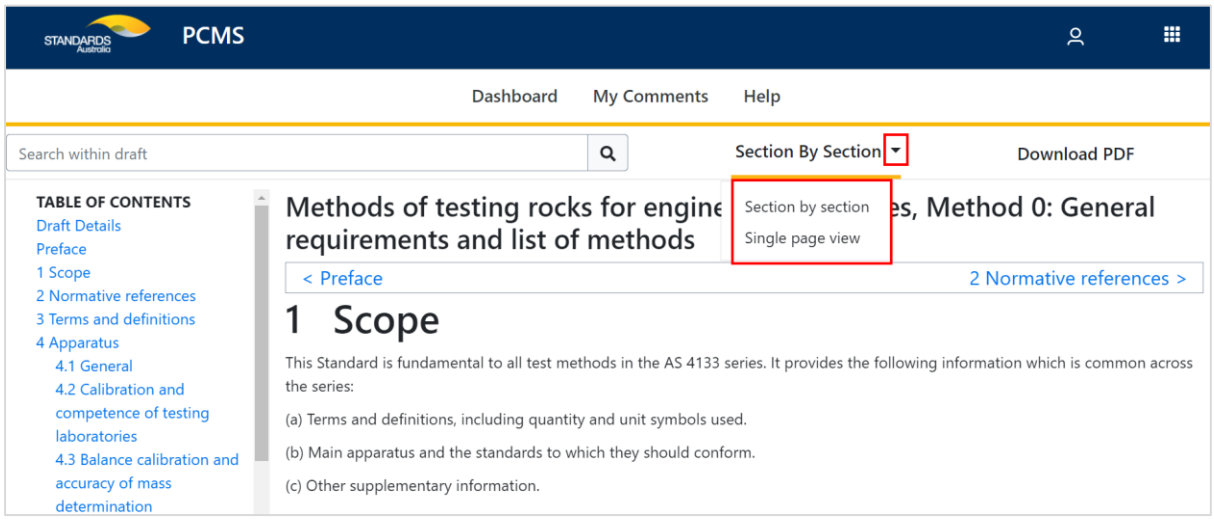
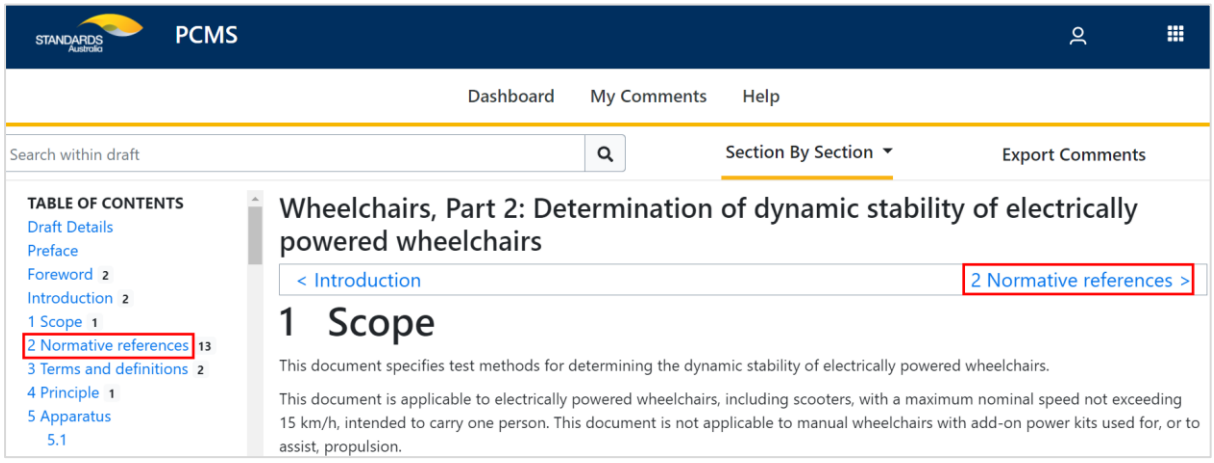
7 How to browse in a draft standard

Once you have opened the draft standard, you can choose to browse through it 'section by section' or as a 'single page view' by clicking on the drop-down menu, as below.



- **Section by section view**: This view allows you to browse the draft standard in sections or subsections separately (e.g., Scope) You can move from one section to the next by clicking on the relevant section or subsection within the 'Table of Contents' on the left-hand side of the screen, or by clicking on the section names above the current title.



Note: The section-by-section view is the default setting in the Public Comment Portal.

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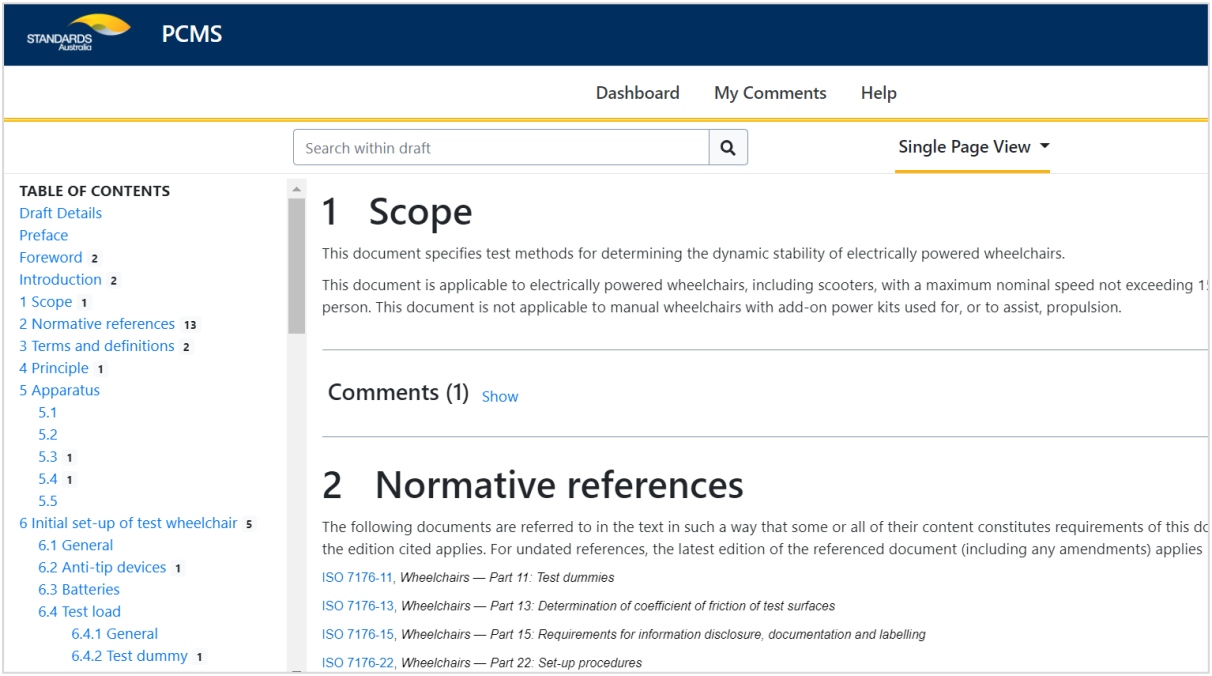
- **Single page view**: This view allows you to browse the draft standard as a single page; that is, with all sections and subsections (i.e., Preface, Scope, Normative references) on one page.

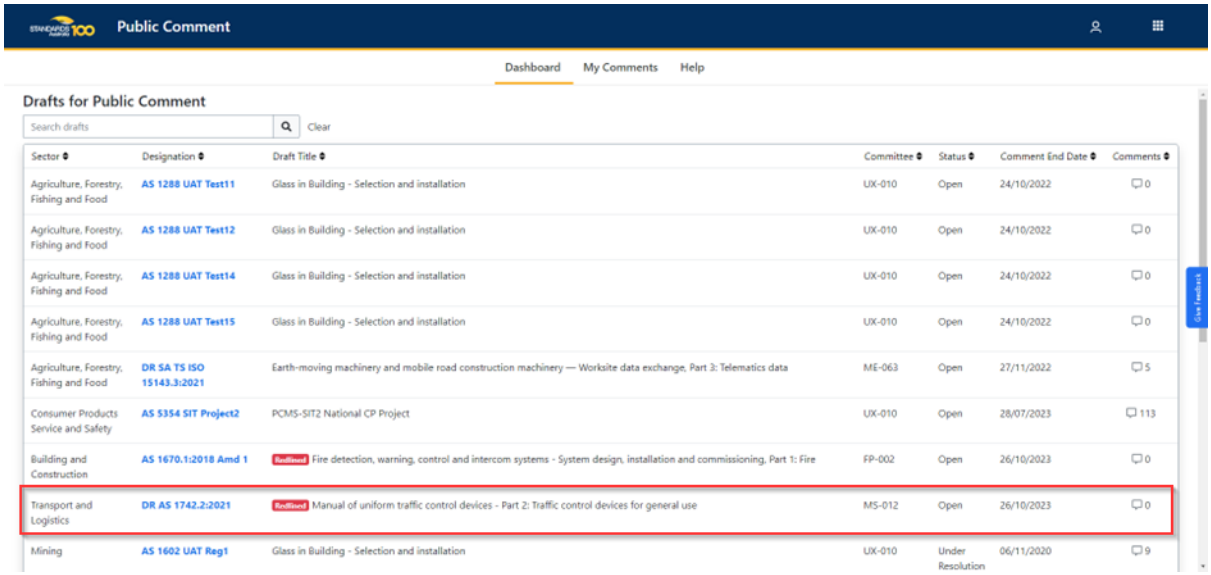


8 How to use the redline feature

The redline feature is applied to certain drafts when they are uploaded into the Public Comment Portal. The feature will enable you to see changes in the Public Comment version against the previously published version.

8.1 To view a redline version:

1. In 'Dashboard', select a draft with the 'Redlined' label (Redlined).



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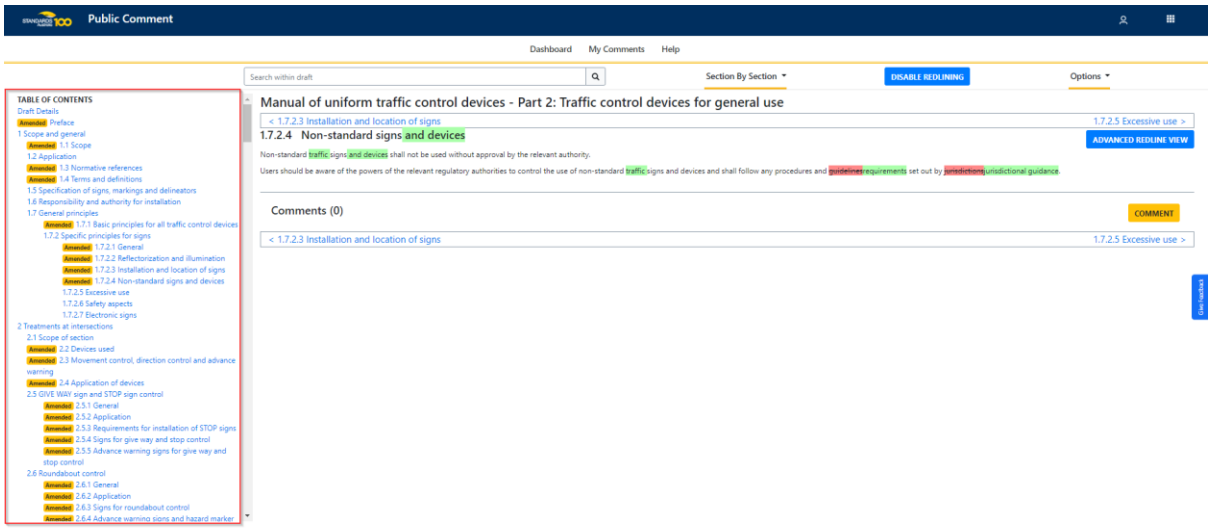
2. In the Table of Contents, when browsing the Redlined draft, rather than the number of comments on an updated clause, you will see the following labels:
   - 'Amended' label (Amended) - this section has changed since the last version of the draft;
   - 'Deleted' label (Deleted) - this section has been deleted in the latest version of the draft; and/or
   - 'Added' label (Added) - this is a new section added in the latest version of the draft.

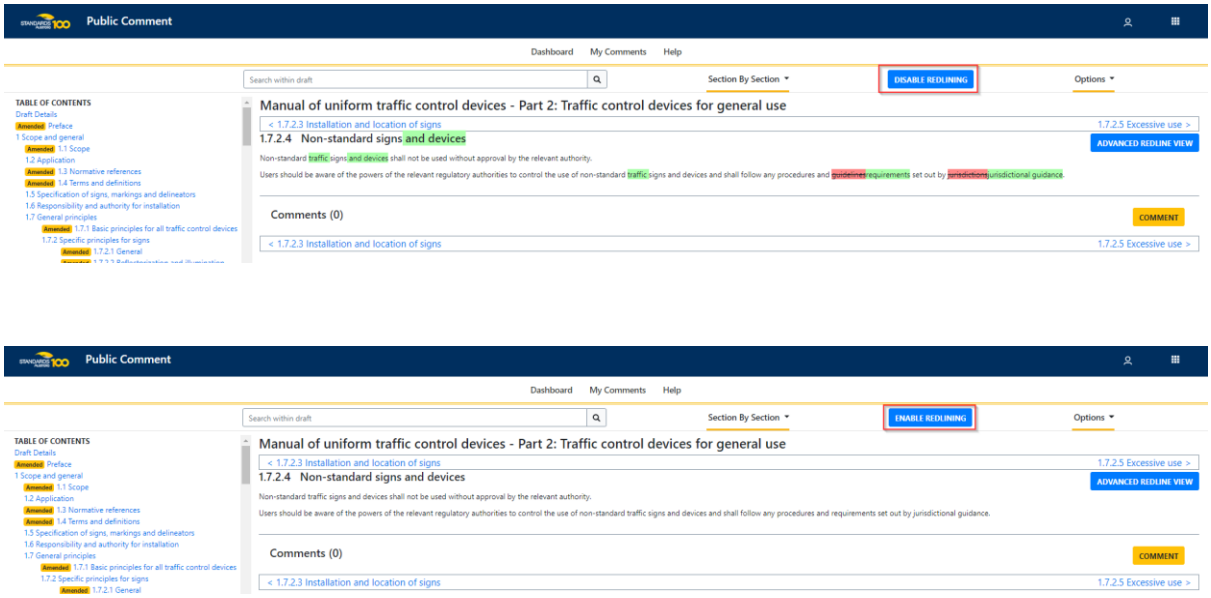
   Note: If a section does not display one of these status labels, then no change has been made to that section between draft versions.

3. Click on an 'Amended', 'Deleted' or 'Added' clause to view the redline updates.



8.2 To disable/enable a redline view:

In a 'Redlined' draft, toggle the 'Disable Redlining' and 'Enable Redlining' buttons.



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8.3 To change the display of the redline updates:

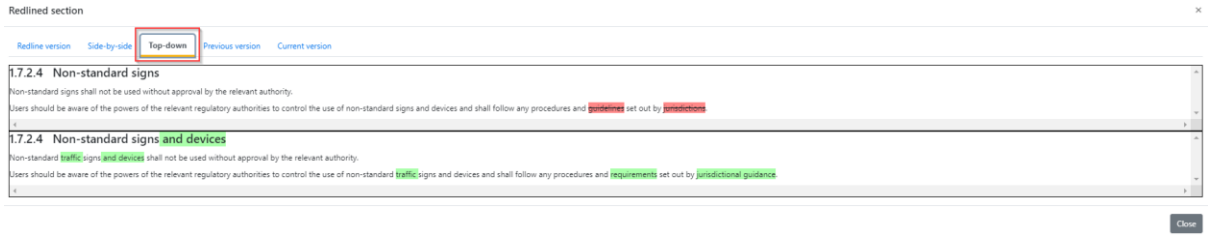
There are several viewing options for displaying the redline updates.

1. In a 'Redlined' draft, click the 'Advanced Redline View' button.

2. Choose a viewing option from the 'Redlined section' screen.
   The 'Redline version' is the default option. The new and deleted text is displayed within the section.

3. Select 'Side-by-side' to change the viewing option.
   The new and deleted text is displayed separately in two side-by-side versions of the section; one side displays the deleted text, and the other side displays the added text.

4. Select 'Top-down' to change the viewing option.
   The new and deleted text is displayed separately in two versions of the section one above the other. In the example, the top version displays the deleted text, and the bottom version displays the added text.



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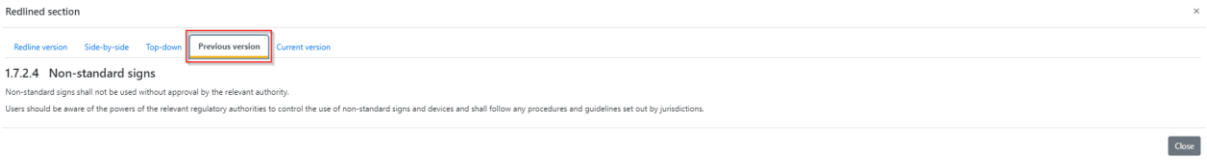
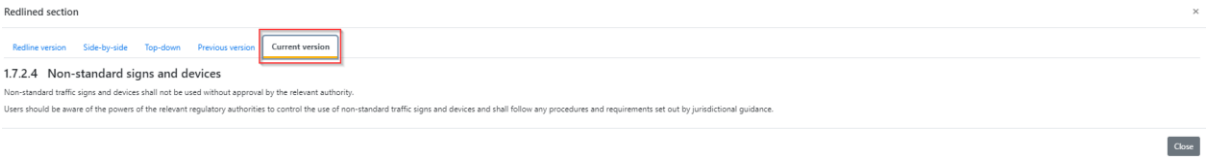
5. Select ‘Previous version’ to change the viewing option.
   No changes are highlighted in this view.



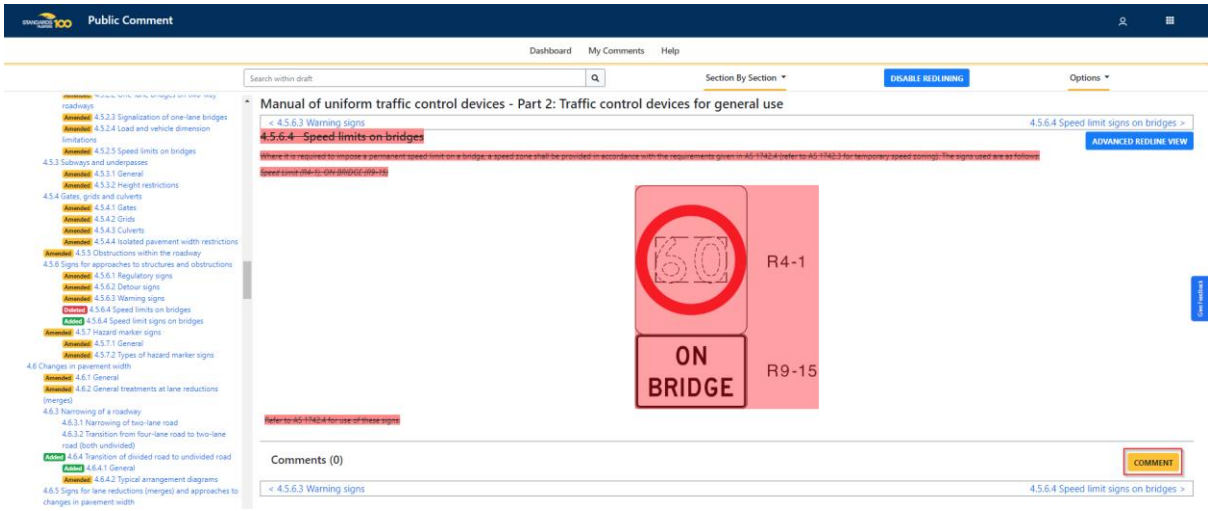
6. Select ‘Current version’ to change the viewing option.
   No changes are highlighted in this view.



7. Click ‘Close’ to return to the Redline draft view.

8.4 To comment in a redline version:

1. Select a section from the Table of Contents.
2. Click the ‘Comment’ button.



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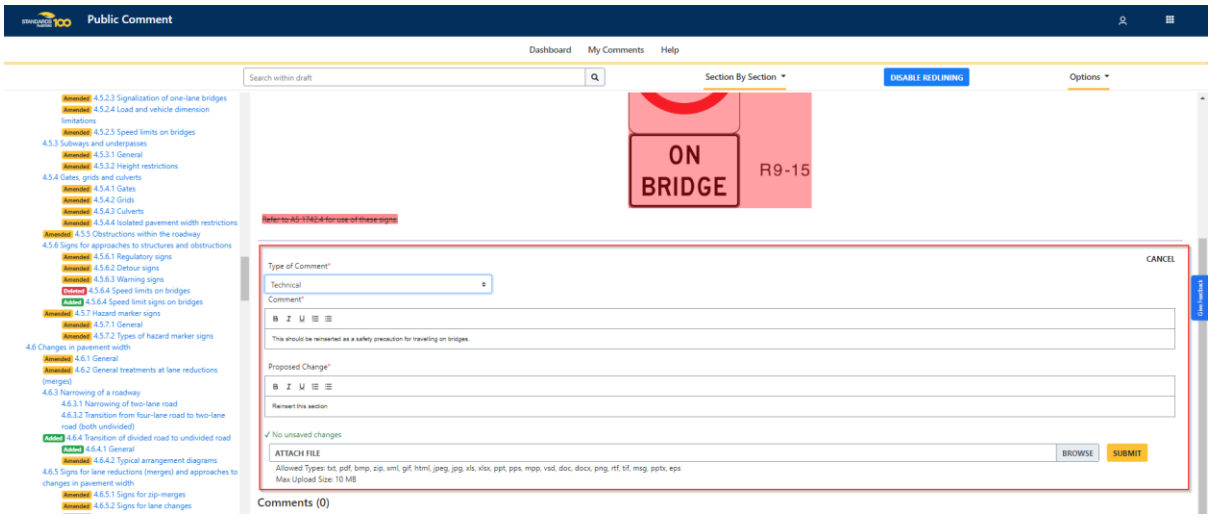
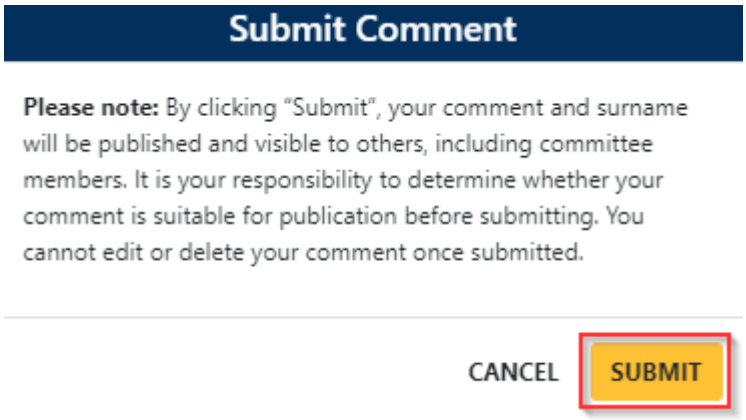
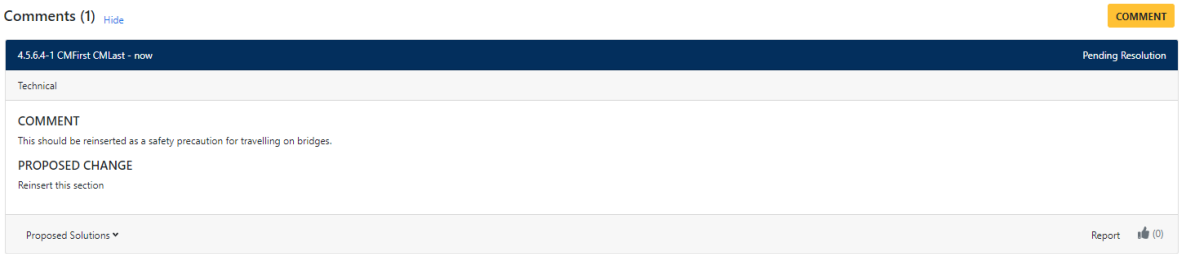
3. Enter your comment by selecting a 'Type of Comment' and if applicable, enter a 'Proposed Change'.



4. Click 'Submit'.
   A pop up is displayed.



5. Click 'Submit' to confirm your change.
   Your comment is added to the section.



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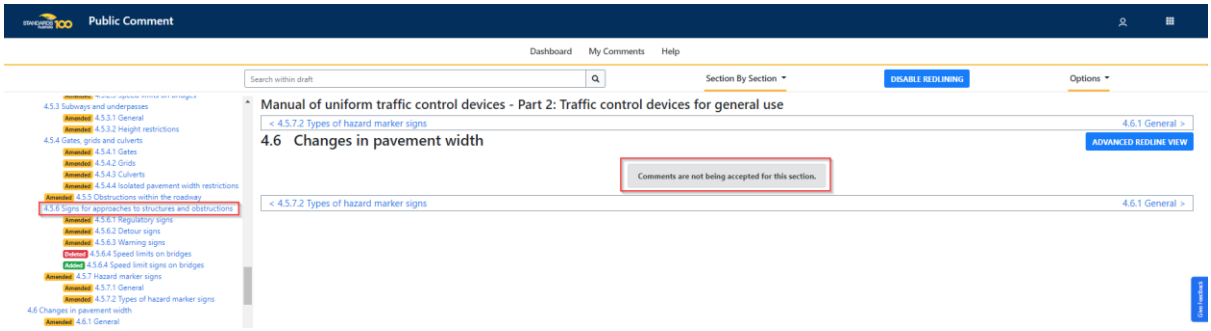
Note: On certain Redlined drafts, comments may only be submitted on updated sections. In these drafts, sections that do contain the 'Amended', 'Deleted' or 'Added' labels will not include the ability to submit comments.

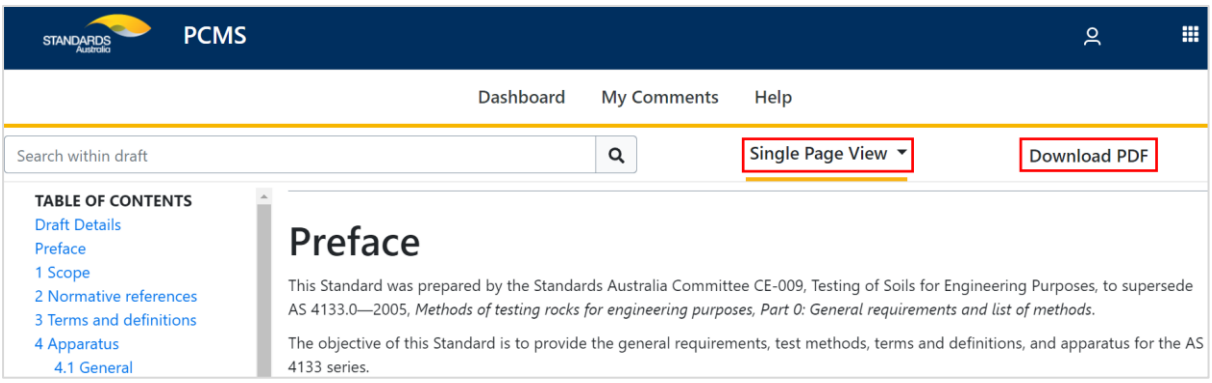


9 How to download a draft standard

You can download a watermarked PDF copy of a draft standard to read offline. To do this:

Within the draft standard:

1. Select 'Single Page View' from the drop-down menu.
2. Click 'Download PDF'. This will download a watermarked PDF copy of the draft standard to your local computer drive.



Notes:

(a) Downloading a PDF copy of the draft standard is for offline reading purposes only. Do not distribute the PDF to anyone else.
(b) To make a comment on the draft standard, you will need to log in to the Public Comment Portal and make a comment. Comments cannot be saved to your downloaded PDF copy.
(c) Only the proposed draft is available for download as a PDF and not a redline version.
(d) The download function for adoptions (both identical and modified) will be disabled, as copyright restrictions do not allow the download of International Standards for the Public Comment portal.

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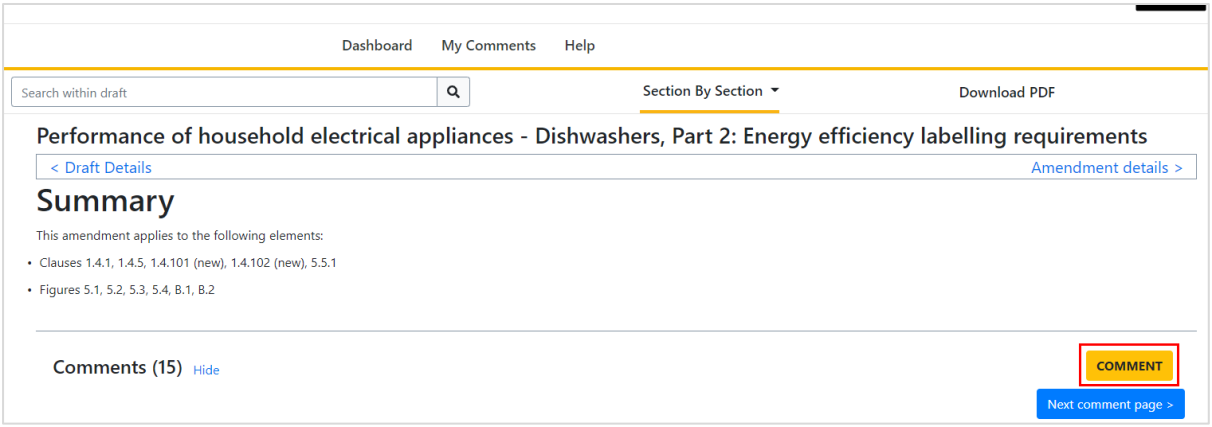
10 How to create and submit a comment

To create and submit a comment, perform the following steps:

1. Click 'Comment' at the bottom of the relevant section or subsection.
   Note: The Comment button is accessible in both 'section by section' and 'single page view'.



2. Select the 'type of comment' from the drop-down menu: 'General', 'Editorial' or 'Technical'.
3. Enter a 'comment' in the text box provided.
   Note: This is a mandatory field.
4. Enter a 'proposed change' in the text box provided.
   Note: This is a mandatory 'field.
5. Upload and attach a document to support your comment, if applicable, by clicking on 'Browse'. The following file formats are accepted for upload: .pdf, .bmp, .zip, .xml, .gif, .html,.jpeg, .xls, .xlsx, .ppt, .pps, .mpp, .vsd, .doc, .docx, .png, .eps, .rtf, .tif, .txt, and .msg.

   Note: 10 MB is the maximum file upload size. If you wish to upload a file larger than 10MB, the file must be zipped first.

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6. Click 'Submit' to submit your comment for the relevant section or subsection.
   Once submitted, your comment will appear below the section or subsection text, and will be displayed to everyone, including other members of the public, Standards Australia staff and relevant parties. The submitted comment will also appear under 'Submitted' in the 'My Comments' tab in the main Public Comment Portal menu.

Notes:

(a) Once submitted, your comment cannot be edited or deleted by anyone.
(b) The 'Submit' button will become unavailable at midnight AEST on the comment end-date. No one will be able to comment on the draft standard after this date.
(c) 'Auto-save comments' is active so any comments are automatically saved.

11 How to view your comment history

The 'My Comments' tab is where you can view all your saved, submitted and resolved comments.

11.1 To view your comment history:

1. Click 'My Comments'.
2. Click to open:
   - **All Comments**: all your saved, submitted, and resolved comments.
   - **Saved as Draft**: all your saved, but not yet submitted, comments.
   - **Submitted**: all comments you have previously submitted to Standards Australia.
   - **Resolved**: comments that have been reviewed and resolved by Standards Australia.

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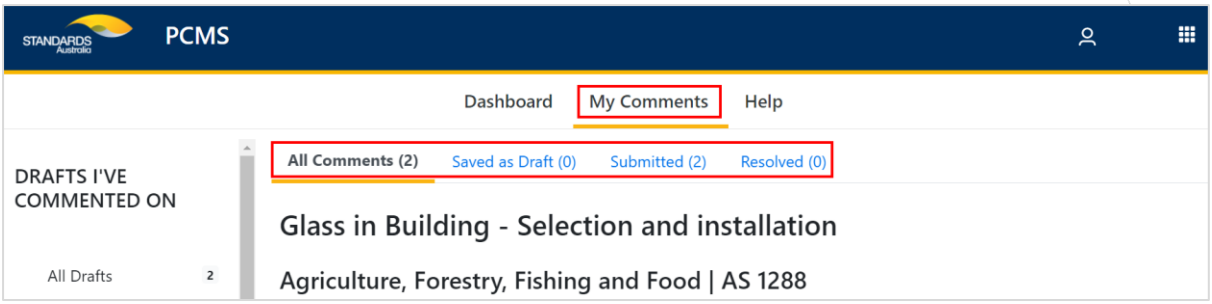

11.2 To view your comment history for a specific draft standard:

1. Click the draft standard under 'Drafts I've Commented On' on the left-hand side of the page.
2. Click on 'All Comments', 'Saved as Draft', 'Submitted', or 'Resolved' as relevant.

12 How to edit, submit and delete a 'saved' comment

1. Click 'My Comments'.
2. Select the relevant draft standard from 'Drafts I've Commented On', on the left-hand side of the page.

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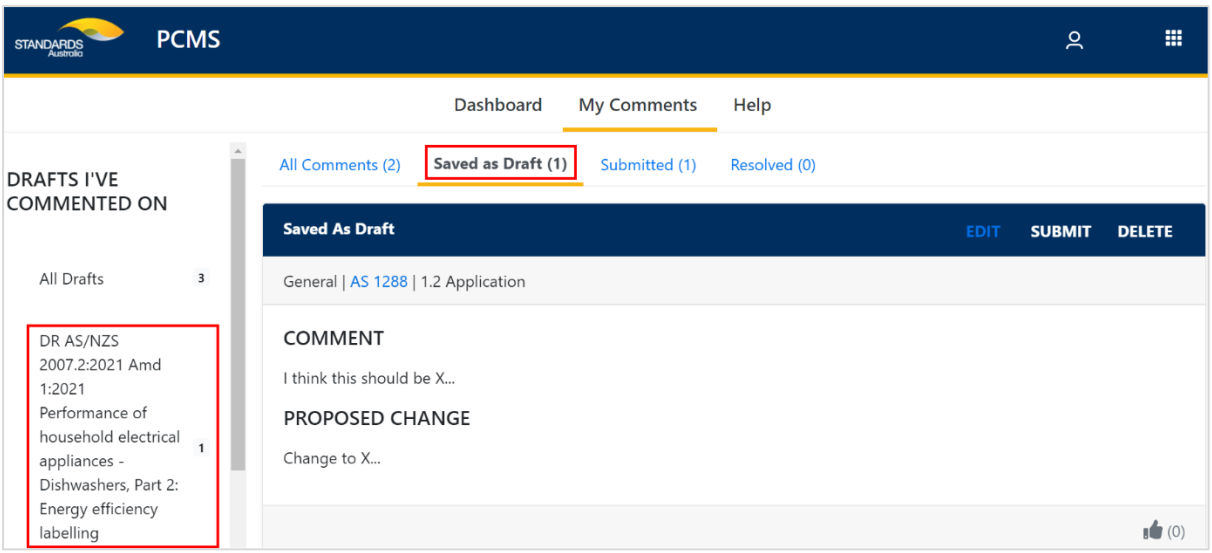
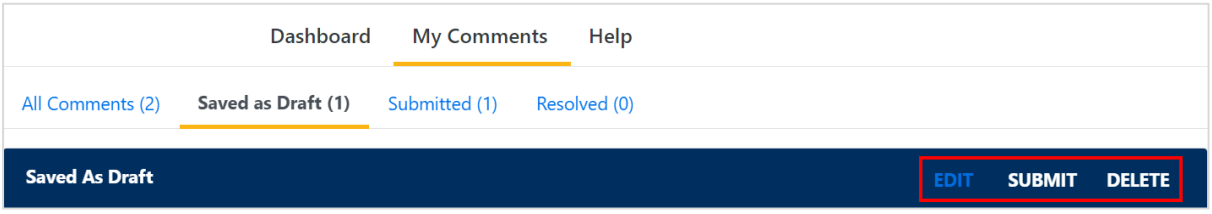
3. Click 'Saved as Draft' to display your saved (but not yet submitted) comment/s for that draft.



4. You can edit, submit, or delete your saved comment/s by clicking on the relevant option in the header, as below. Be careful, deleting a saved comment will delete the comment permanently from the Public Comment Portal and will no longer be accessible by you or anyone else.



Once you have submitted a saved comment, your comment will be added to the relevant section or subsection of the draft standard. It will also be moved to 'Submitted' under the 'My Comments' tab.

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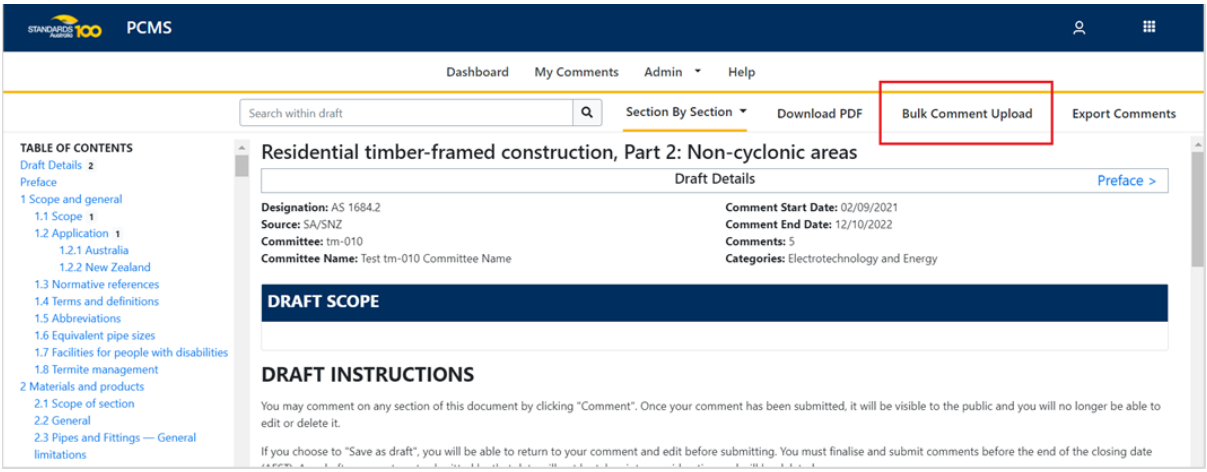
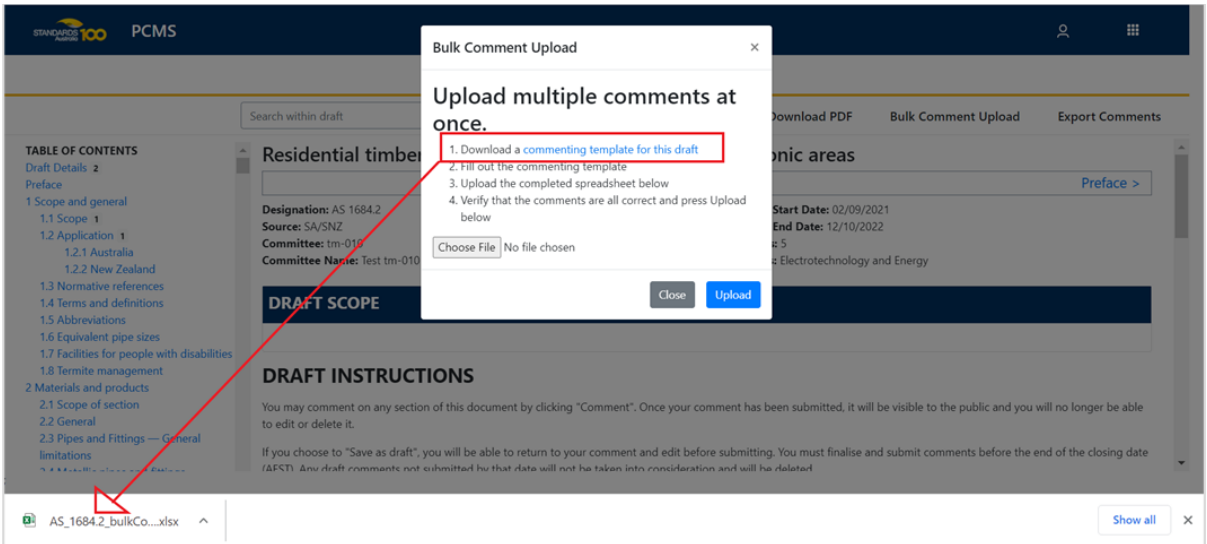
13 How to upload comments in bulk

13.1 To download the commenting template spreadsheet:

1. Click on 'Bulk Comment Upload'.
   A pop up is displayed.



2. From the 'Bulk Comment Upload' pop up, select '1. Download a commenting template for this draft'.
   An Excel spreadsheet will download.
   Note: This commenting template spreadsheet is specifically tailored to the Standard upon which you are commenting.



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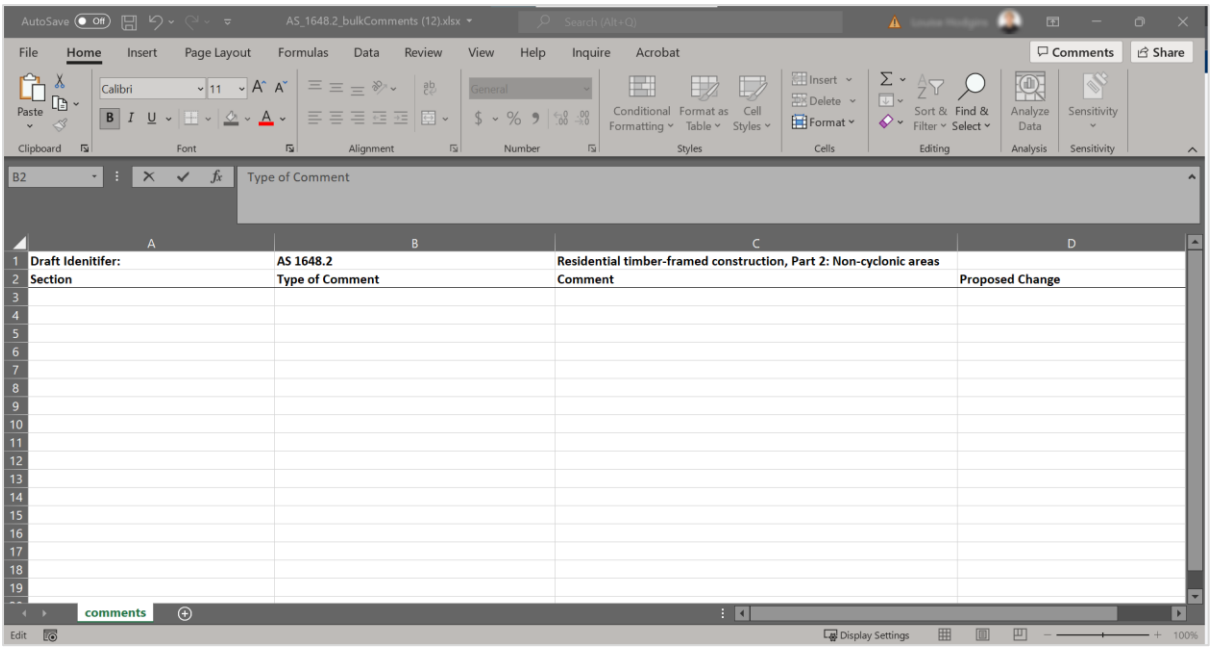
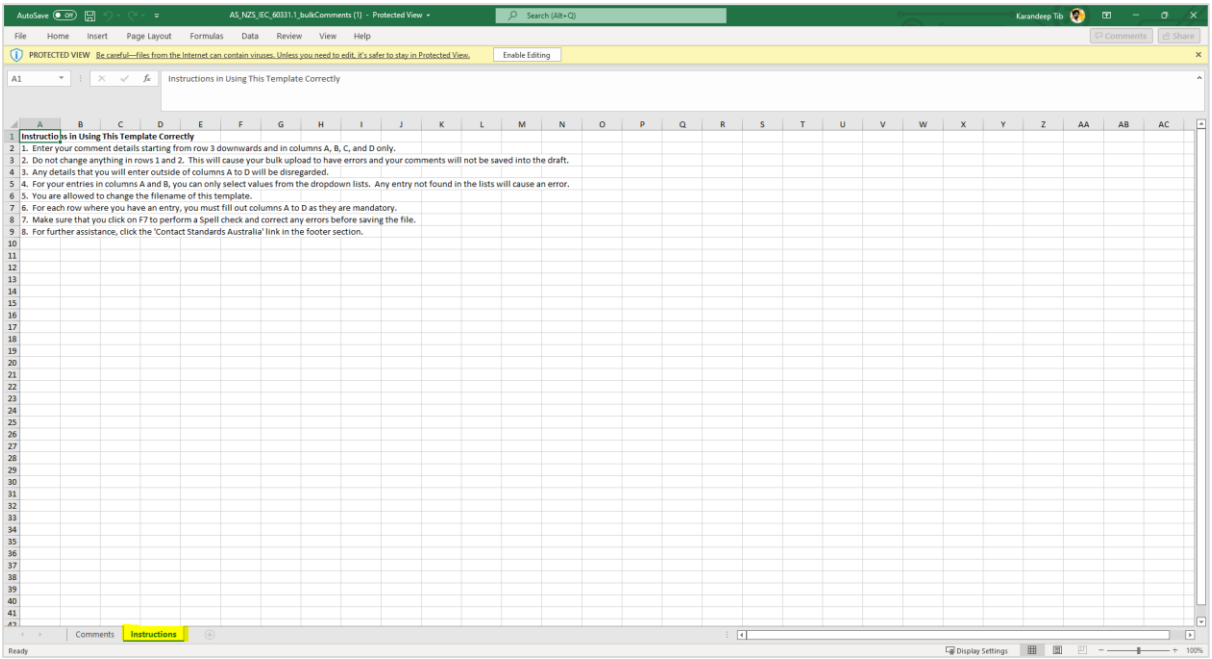
3. Click the Excel template spreadsheet to open.



Note: There is an 'Instructions' tab in the Excel template spreadsheet. This provides guidance on how to correctly fill out the form.



13.2 To enter and save comments:

1. If required, click ‘Enable Editing’.

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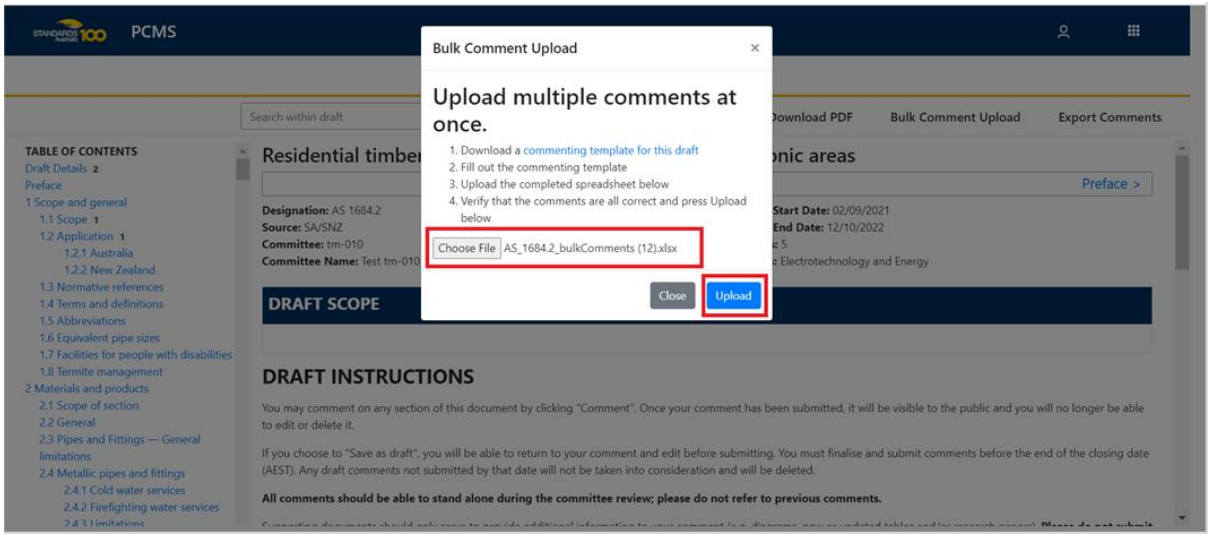
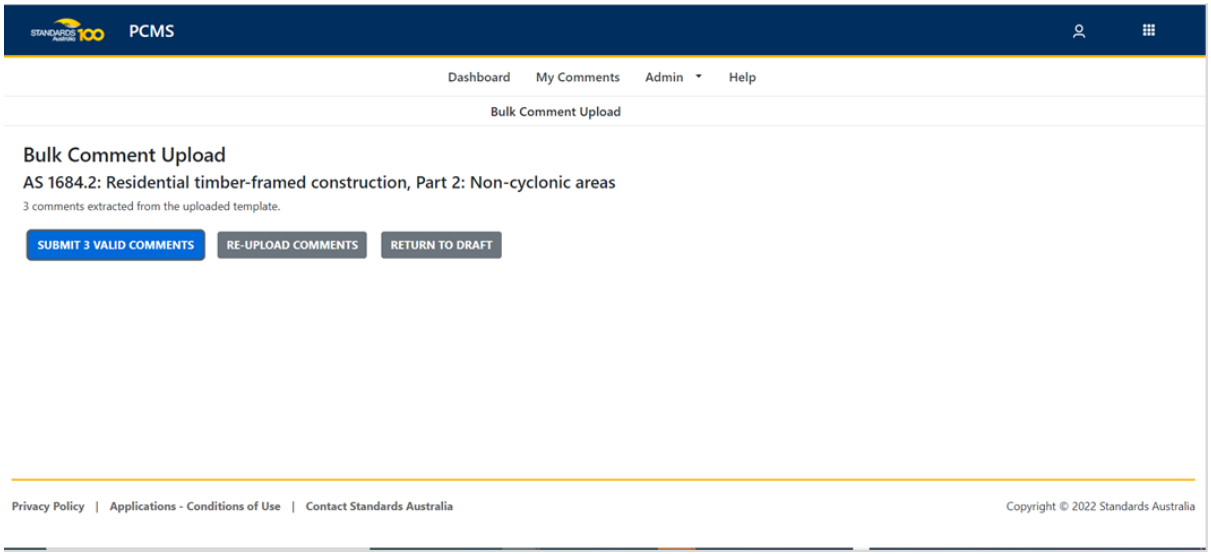
2. Select from the drop-down lists and type in the comment details.
   Notes:
   (a) One complete row corresponds to one comment on the Public Comment draft.
   (b) The 'Section' and 'Type of Comment' cells in the template contain pre-populated drop down lists.
   Select a value from the list.
   (c) The 'Comment' and 'Proposed Change' cells are free text.
3. Save the Excel commenting template onto your computer.

13.3 To upload the commenting template spreadsheet:

1. From the 'Bulk Comment Upload' pop up, click 'Choose file'.
2. Navigate to and select the saved Excel commenting template on your computer.
3. Click 'Upload'.



4. On the 'Bulk Comment Upload' screen, select 'Submit # Valid Comments' to complete the upload.



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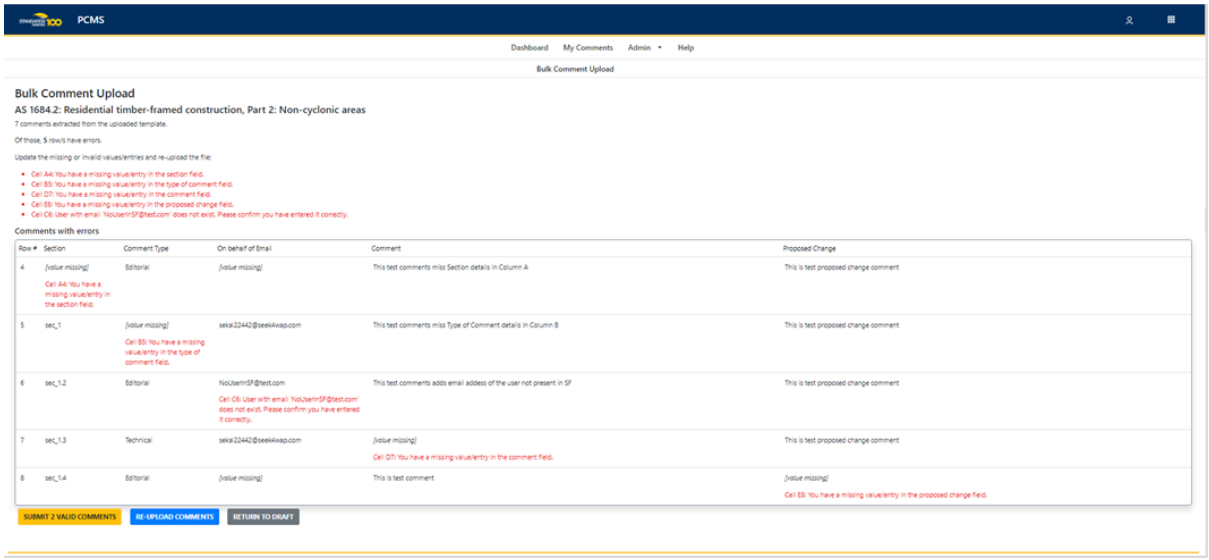
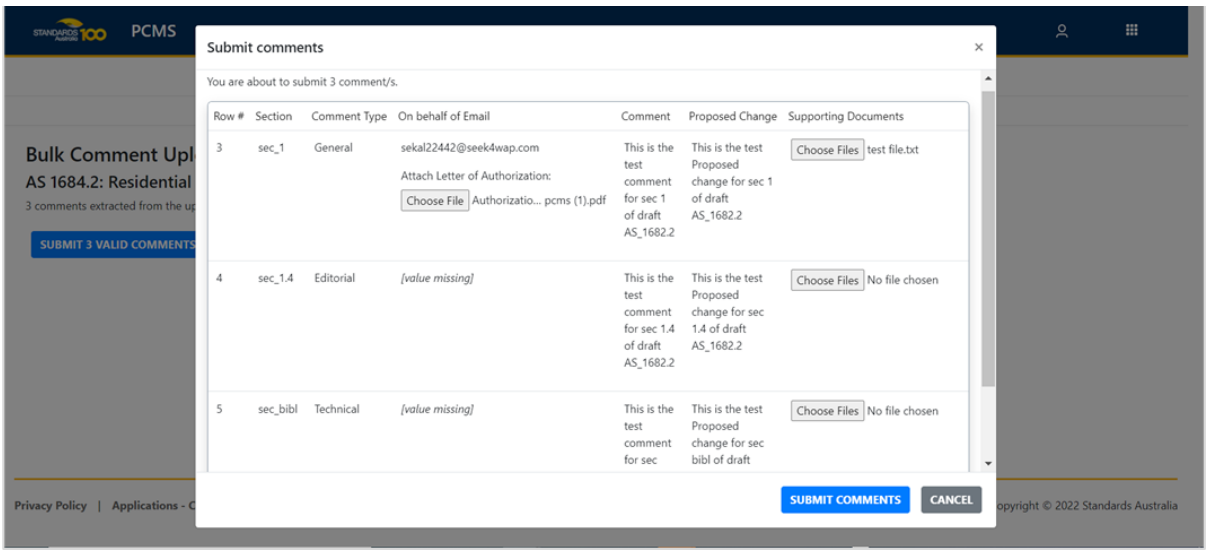
13.4 To re-upload the commenting template spreadsheet:

Where you have uploaded your comments and errors have been found or you want to amend a comment, follow these steps:

1. On the 'Bulk Comment Upload' screen, you can choose to 'Submit # valid comments' or 'Re-upload Comments'.
2. If errors are found, they are listed in red. These will need to be fixed and the commenting template re-uploaded.



3. You can, however, submit any valid comments before fixing the invalid comments.
4. Click 'Submit # Valid Comments'.



5. The 'Submit Comments' screen will prompt you to submit the valid comments, but will ignore the invalid comments.
6. To fix the invalid comments and re-upload the template, open the saved Excel commenting template on your computer.

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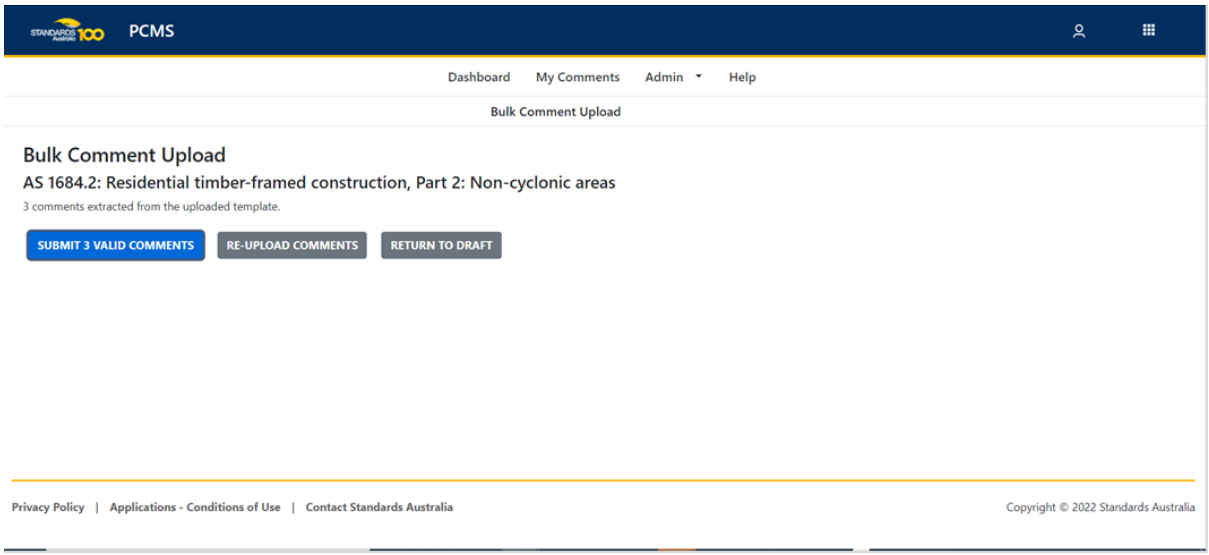
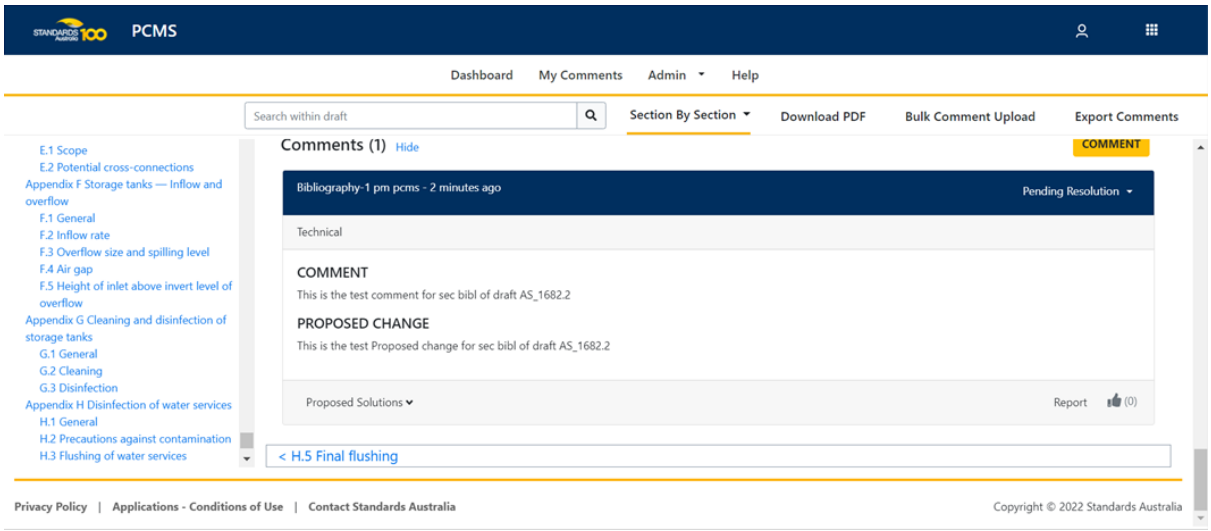
7. Re-select from the drop-down lists or re-enter the comment text and save to your computer.
8. On the 'Bulk Comment Upload' screen, select 'Re-upload Comments' to complete the upload.



9. The comments are successfully uploaded.



13.5 To add supporting documents:

It is not mandatory to add supporting documentation to your comments, however, if you wish to, follow these steps:

1. On the 'Bulk Comment Upload' screen, select 'Submit # Valid Comments'.
2. The 'Submit Comments' screen will prompt you to submit the valid comments, and will allow you to 'Choose Files' under 'Supporting Documents'.

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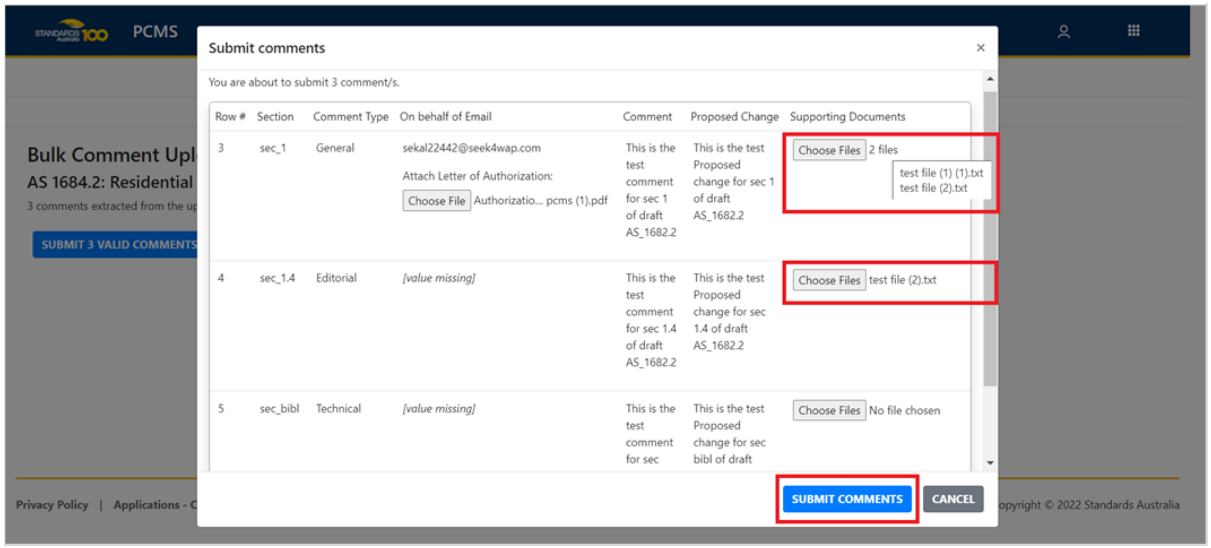
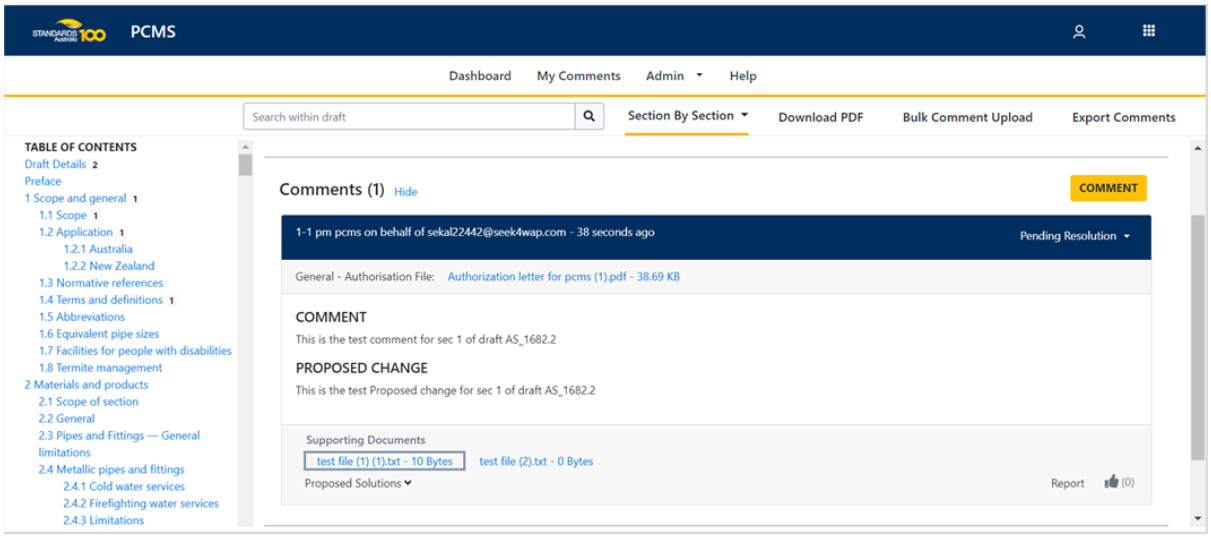
3. You can attach multiple supporting documents by selecting more than one file to upload.



4. Click 'Submit Comments' to complete the upload.



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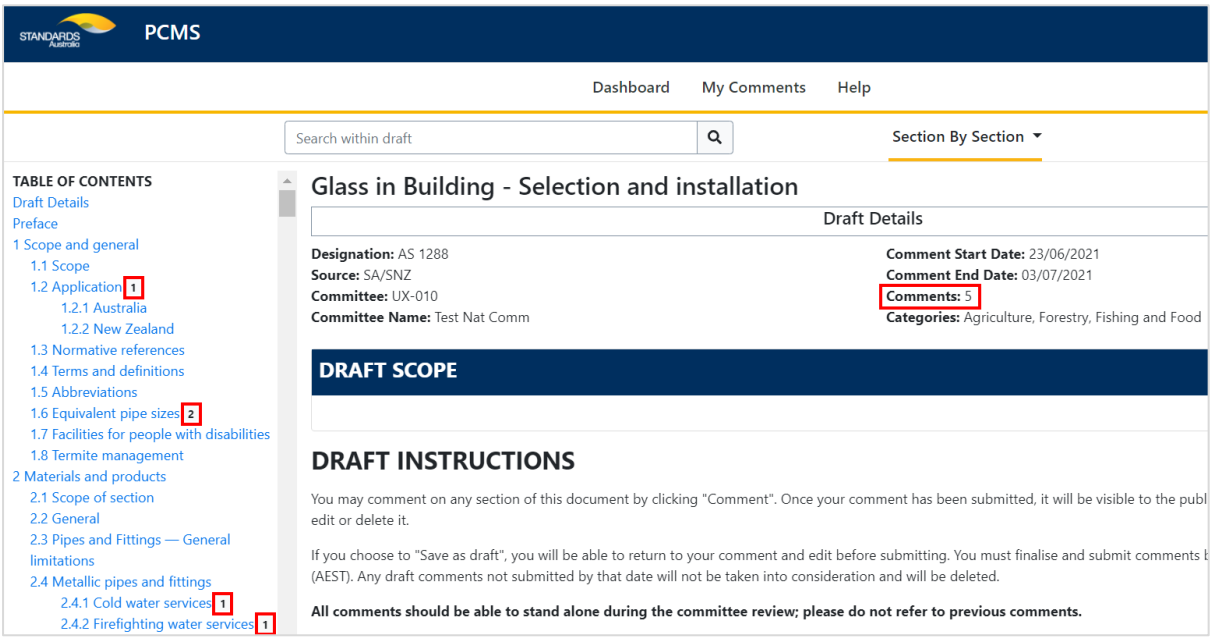
14 Comment transparency

When you submit a comment, your comment will be displayed to everyone, including other members of the public, Committee Members, and Standards Australia staff and relevant parties.

Users can view the number of comments received to-date on a draft standard by looking at the 'Table of Contents' on the left-hand side of the screen. For example, in the below screenshot, there are 5 comments listed for this draft standard.



To view a comment, click on the relevant section in the 'Table of Contents'. If a section does not include a number, it means that currently no comments have been made on that section.

Comments will appear immediately below the section or subsection text on the draft standard, ordered by date and time of submission, with the most recent comment appearing first. Comments submitted by Standards Australia will always appear first.

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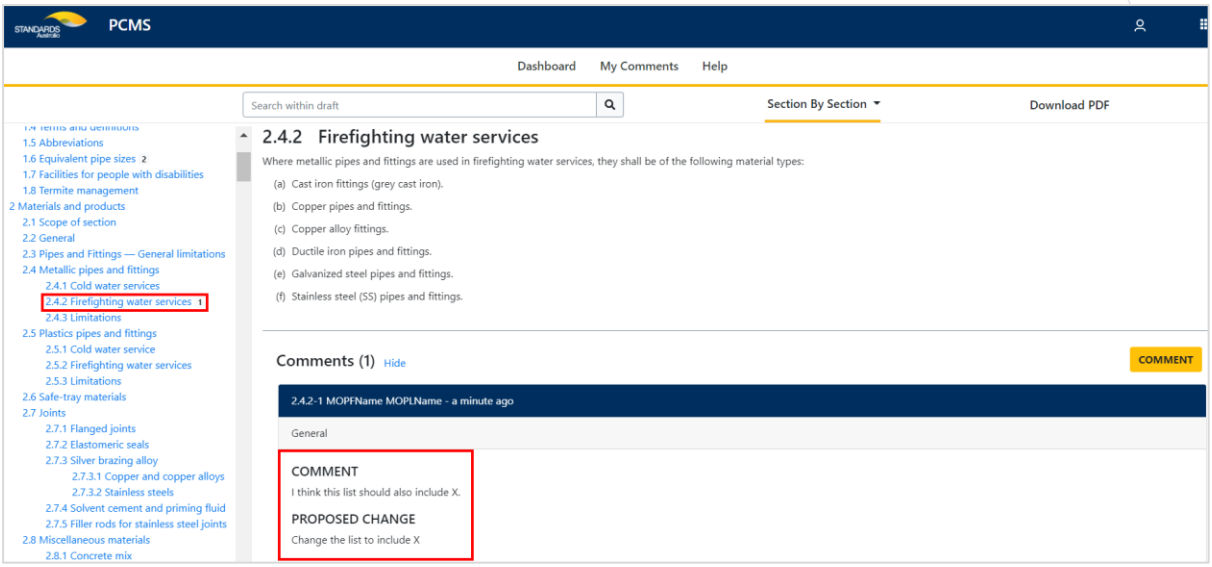
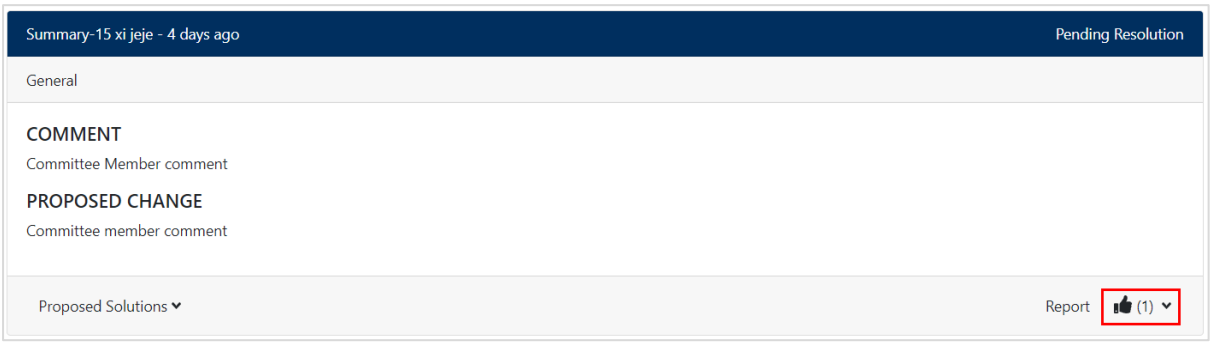


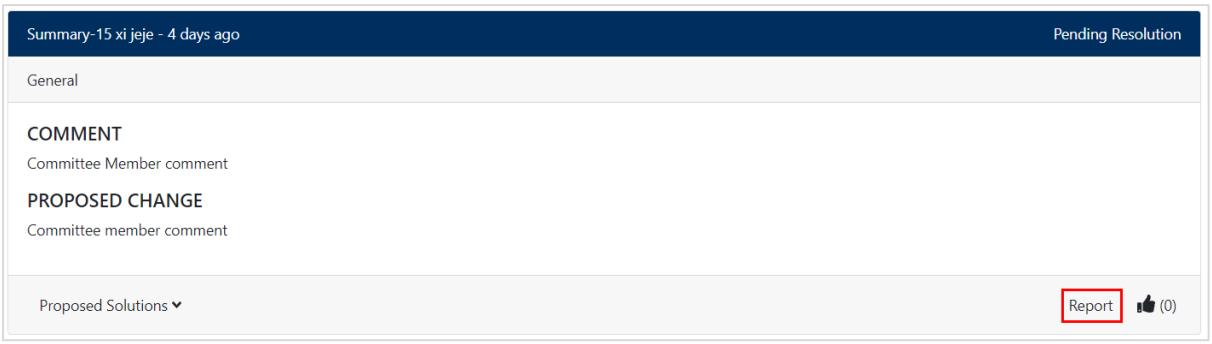
By default, five comments will appear per page. To view all comments, click 'Show More'.

15 How to endorse or report a comment

You can endorse a comment by clicking on the 'Like' ( ) icon next to the comment. This shows your agreement with a comment without the need to duplicate the comment.



If you find that a comment is offensive or a copyright infringement, you can report the comment by clicking on 'Report' next to the comment.



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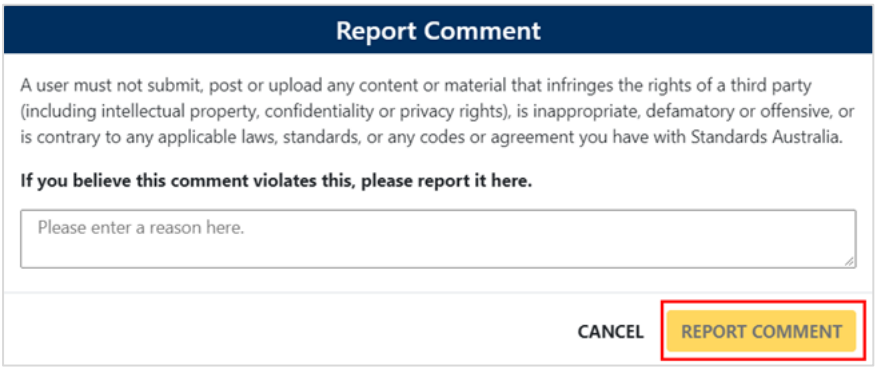
You will be required to provide a reason for your report. A notification will then go to Standards Australia for review and action.



Note: Reporting on a comment should not be used to show your disagreement with a comment. If you have a different viewpoint to a comment, please make your own comment, with supporting reasons, by clicking 'Comment' below the section or subsection in the draft standard.

16 Resolution of comments

After the public comment period has concluded for a draft standard, all submitted, endorsed, and reported comments – including your own and anyone else who commented - will be carefully reviewed by the relevant Committee. Please be patient, this may take some time.

Comments will then be marked as 'accepted', 'accepted with modifications', 'rejected', or 'for future consideration'. Your comment will then be marked as 'resolved' in the Public Comment Portal, and you will be notified by email of your comment outcome.

You will also receive an email notification if you reported a comment, or if your comment was reported by someone else.

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DOCUMENT HISTORY

Date	Author	Amendment details
21/09/2020	Process Improvement Analyst	v 0.1 New Guide for Public Commenting on Public Commenting Management System
29/07/2021	Policy Writer	v 0.2 Updates to Public Commenting Management System Guide
21/04/2022	Policy Manager	v0.3 Updated with Bulk Comment Upload section
25/11/2022	Policy Manager	v1.0 Updated version number and added Redline section. Change of title to Public Comment Portal.
26/06/2023	Policy Manager	V1.0.1 Updated links
16/10/2023	Policy Writer	V1.0.2 Fixed links to GU 210 My SA Profile Help Guide

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