



**Australian Government**

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**Office of the Australian Building and  
Construction Commissioner**

## **ABCC Service Charter**

**Improving workplace relations in the building  
and construction industry.**



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## About the ABCC

The Australian Building and Construction Commissioner (ABCC) was established by the *Building and Construction Industry Improvement Act 2005* (BCII Act). The ABCC commenced operations on 1 October 2005.

The ABCC seeks to improve the workplace relations framework of the building and construction industry by promoting appropriate standards of conduct, and investigating possible contraventions of relevant laws and industrial instruments, including the National Code of Practice.

The ABCC also institutes proceedings against those who contravene the law and provides advice and assistance to building industry participants.

Our goals and priorities are set out in the ABCC's Business Plan. This document can be found on the ABCC website - [www.abcc.gov.au/abcc/aboutus](http://www.abcc.gov.au/abcc/aboutus).

## About the Service Charter

This Service Charter sets out:

- the values that guide our service
- the standards of service you can expect from us
- the steps you may take if these standards are not met.

The ABCC is held accountable through the courts, Parliament and the Commonwealth Ombudsman.

## Values of the ABCC

The ABCC assists the building and construction industry by:

- being accessible, transparent, independent and fair in our dealings with the industry, suppliers, business, and governments and their agencies
- performing our role in a timely, effective, efficient and consistent manner.



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## Our service to you

We are committed to:

- providing a courteous, professional and quality service
- responding to your needs regardless of personal attributes or circumstances
- being objective and adhering to Australian Public Service guidelines on conflict of interest.

We will answer your questions and inquiries promptly and explain our decisions.

## Responsiveness

You can contact us by telephone, fax, email or in person. Our contact details, office locations and business hours are listed separately at the back of this Service Charter.

We will identify ourselves to you when you contact us. All correspondence sent to you will include a contact name and telephone number.

We will follow up telephone messages within three business days. Correspondence requiring a response will be acknowledged as soon as possible and the response will be provided within 28 days. If we cannot respond in this timeframe we will keep you informed of the progress until a response is prepared.

If we are not the appropriate organisation to assist you, we will refer you to one that is.



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## Information

You will be able to obtain guidance and information about your rights and responsibilities under the legislation we administer.

On request, we will arrange for an ABCC staff member to present this guidance and information in person.

We will provide information and guidelines in plain language. We will refer you to the Australian Government's interpreting service if a translator is required.

We will respect your rights to privacy and confidentiality.

## Complaints and feedback

The ABCC welcomes your feedback including complaints, compliments and suggestions. You can provide feedback and comment via email, letter, the ABCC website enquiry page, or by contacting our offices listed at the back of this Service Charter.

We value your right to complain. Our complaints handling process is the Australian Standard on complaints handling.

If you are dissatisfied with our service, we will resolve the issue by:

- speaking with the relevant staff member
- speaking to that staff member's supervisor.

If you are not satisfied, or if the above suggestions are not appropriate in the circumstances, you can write to the Australian Building and Construction Commissioner. The Australian Building and Construction Commissioner will respond within 14 days.



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## External Review

If you are not satisfied with the outcome of your complaint or how your complaint was managed, there are four avenues for external review available to you.

- Commonwealth Ombudsman 1300 362 072
- Privacy Commissioner 1300 363 992
- Administrative Appeals Tribunal 1300 366 700
- Human Rights and Equal Opportunity Commissioner 1300 656 419

## Review of the Service Charter

Reports on the level of our service performance, complaints and feedback are made to Government annually through the ABCC Annual Report.

## ABCC contact details

Hotline: 1800 00 33 38  
7am to 7pm, Monday – Friday (Eastern Standard Time)

### **Victoria**

Address: 553 St Kilda Road  
Melbourne 3004  
Postal Address: GPO Box 9927  
Melbourne VIC 3001  
Facsimile: 03 8509 3022

### **South Australia / Northern Territory**

Postal Address: GPO Box 9927  
Adelaide SA 5001  
Facsimile: 08 8402 9260



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**Queensland**

Postal Address: GPO Box 9927  
Brisbane QLD 4001  
Facsimile: 07 3223 1611

**Western Australia**

Postal Address: GPO Box 9927  
Perth WA 6001  
Facsimile: 08 9464 4248

**New South Wales**

Postal Address: GPO Box 9927  
Sydney NSW 2001  
Facsimile: 02 8255 6016

**Tasmania**

Address: GPO Box 9927  
Hobart TAS 7001  
Facsimile: 02 6276 9653

**Australian Capital Territory**

Address: GPO Box 9927  
Canberra ACT 2600  
Facsimile: 02 8255 6016

The information contained in this Service Charter is correct as at **1 April 2011**.  
Produced by the Office of the Australian Building and Construction Commissioner  
ABN 68 003 725 098

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