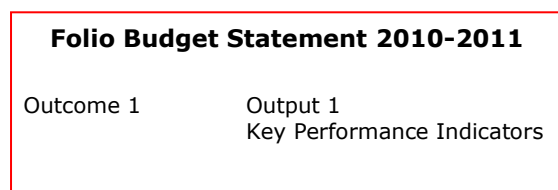


# Central/West Field Operations Action Plan – 2010/2011

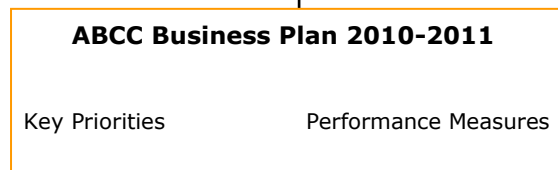
**Purpose:** This Action Plan is designed to provide guidance, clarify expectations, and assign responsibility for organisational performance in the ABCC to appropriate individuals. This Action Plan remains current for this financial year and should be renewed prior to the 2011/2012 financial year.

**Hierarchy:** In the hierarchy of organisational planning documents, the Action Plan sits as follows:



**The Portfolio Budget Statement** provides for a single Outcome and single Output for the ABCC.

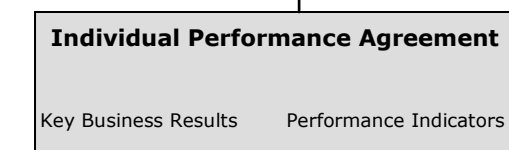
*Outcome 1:* Workplace Relations laws are enforced in building and construction industry workplaces



**The ABCC Business Plan** identifies the role of the ABCC as: promoting appropriate standards of conduct; instituting proceedings against those who contravene the law; investigating possible contraventions of relevant laws, the National Code of Practice and industrial instruments; and providing advice and assistance to building industry participants. The ABCC Business Plan aligns with the PBS.



**This Action Plan** identifies specific measures and targets for performance, assigns responsibility for performance, and is designed to meet or exceed the organisations performance measures. The Action Plan aligns with the ABCC Business Plan.



**Individual Performance Agreements** should align with the Action Plan.



## Central/West Field Operations Action Plan – 2010/2011

	<b>Key Priorities*</b>	<b>Actions</b>	<b>Performance Targets</b>	<b>Responsibility</b>
<b>Law Enforcement</b>	1. Investigate suspected contraventions of the BCII Act, the FW Act, the IC Act, National Code, Agreements, Awards and FWA orders	1.a. Initiate and investigate alleged or suspected contraventions	<p>1.a.(i) 100% of enquiry-level matters to be resolved/upgraded within three working days.</p> <p>1.a.(ii) 100% of preliminary investigation matters to be resolved/upgraded within 30 days.</p> <p>1.a.(iii) 100% of investigations to be completed/referred within 6 months.</p> <p>1.a.(iv) Status reports of investigations are provided at 4 month intervals from date of incident report.</p>	<p>Team Leaders Investigators</p> <p>Team Leaders Investigators</p> <p>Team Leaders Investigators</p>
	2. Institute proceedings against industry participants contravening the relevant Acts, agreements, orders and awards	<p>2.a. Ensure briefs of evidence are complete, investigations have been thorough and impartial, and all relevant enquiries have been conducted.</p> <hr/> <p>2.b. Maintain awareness of the status of matters that have been referred to internal or external legal, or that are currently before courts.</p>	<p>2.a.(i) Quality assurance role to be provided by Team Leaders. Feedback from internal and external stakeholders and external counsel.</p> <hr/> <p>2.b.(i) Timely and accurate reporting of investigation and proceedings progress through regular AIMS entries.</p>	<p>Team Leaders Investigators</p> <hr/> <p>Team Leaders Investigators</p>

	3. Refer matters beyond the ABCC jurisdiction to relevant agencies	3.a. Where breaches of laws outside the ABCC jurisdiction have been detected or are suspected, ensure these matters are referred to the appropriate agencies and Operations Support is notified.	3.a.(i) Quality assurance role conducted by RD & Team Leader as part of the case finalisation process, or as deemed necessary. Operations Support is notified.	Regional Director Team Leaders
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	<b>Key Priorities*</b>	<b>Actions</b>	<b>Performance Targets</b>	<b>Responsibility</b>
<b>Promote Standards</b>	4. Monitor and promote compliance with the BCII Act, FW Act and IC Act.	4.a Inform and educate participants	4.a.(i) Prepare monthly site visit schedule 4.a.(ii) Undertake site visits in accordance with site visit schedule.	Regional Director Team Leaders  Team Leaders Investigators
		4.b. Provide advice and assistance regarding rights and obligations through a variety of information mechanisms	4.b.(i) Responsiveness to industry participant queries 4.b.(ii) Generate presentations as a result of site visits and phone enquiries.	Team Leaders Investigators  Team Leaders Investigators
		4.c. Disseminate information and hold ongoing discussions about the BCII Act, FW Act, IC Act and the National Code to participants	4.c.(i) Information kits distributed to 100% of site visits/presentations 4.c.(ii) 100% of presentations requested are conducted.	Team Leaders Investigators  Team Leaders Investigators
		4.d. Promote the benefits of reform to industry participants	4.d.(i) Industry reform content is included in 100% of site visits and presentations.	Team Leaders
		4.e. Maintain and enhance relationships with building industry participants	4.e.(i) Regular contact with building industry participants and other stakeholders	Team Leaders Investigators
				All

	<b>Key Priorities*</b>	<b>Actions</b>	<b>Performance Targets</b>	<b>Responsibility</b>
<b>Manage the business functions</b>	5. Provide ethical, accountable and efficient management of financial resources	5.a. Ensure understanding of and compliance with financial regulations and ABCC policies and procedures.	5.a.(i) Compliance with financial regulations and ABCC policies and procedures.	All
		5.b. Ensure new staff are inducted and appropriately trained. Consult with HR to ensure training is undertaken.	5.b.(i) All new staff undertake induction training and are appropriately trained.	All
		5.c. Abide by the ABCC Service Charter and Culture Statement	5.c.(i) Compliance with the ABCC Service Charter	All
		5.d. Adhere to the APS Code of Conduct and APS Values	5.d.(i) Ensure behaviours and actions comply with the APS Code of Conduct and APS Values	All
	6. Establish and maintain a secure workplace environment that protects ABCC staff, information and assets	6.a. Ensure staff are aware of personal security measures and practices	6.a.(i) 100% of security issues are reported asap and acted upon.	All
			6.a.(ii) Internal security agenda maintained	All
		6.b. Ensure that security and privacy of information is maintained	6.b.(i) Clear desk policy adhered to at all times	All
			6.b.(ii) Sensitive information (both electronic and hard copy) is transported and handled in accordance with the ABCC Security Policies and Procedures Manual	All
6.c. Ensure that ABCC assets are maintained appropriately	6.b.(iii) Portable laptop hard drives cleansed after use.	All		
	6.c.(i) Electronic equipment is maintained and is in working order prior to being returned to store	All		
		6.c.(ii) Portable electronic items removed from ABCC premises remain in the care of the ABCC officer or stored in car safe when not in use	All	

<b>Support Our People</b>	<b>Key Priorities*</b>	<b>Actions</b>	<b>Performance Targets</b>	<b>Responsibility</b>
	7. Enable a performance culture within the ABCC	<p>7.a. Ensure skills gaps are identified and addressed through training and development plans in individual performance agreements</p> <hr/> <p>7.b.(i) Identify opportunities for skills enhancement and provide fair and equitable opportunity to participate</p> <p>7.b.(ii) Manage staff against broadbanding requirements.</p> <hr/> <p>7.c. Recognise and reward performance through feedback and other mechanisms</p> <hr/> <p>7.d. Encourage staff to contribute to improving the way they work</p>	<p>7.a.(i) Improved capability in staff</p> <p>7.a.(ii) Individual development needs addressed in performance agreements</p> <hr/> <p>7.b.(i) Staff given equitable access to development opportunities</p> <p>7.b.(ii) Improved staff satisfaction survey results</p> <hr/> <p>7.c.(i) Improved results in staff satisfaction survey</p> <hr/> <p>7.d.(i) Effective team communications</p>	<p>Regional Director Team Leaders</p> <p>Regional Director Team Leaders</p> <hr/> <p>Regional Director Team Leaders</p> <p>Regional Director Team Leaders</p> <hr/> <p>Regional Director Team Leaders</p> <hr/> <p>Regional Director Team Leaders</p>

	<b>Key Priorities*</b>	<b>Actions</b>	<b>Performance Targets</b>	<b>Responsibility</b>
<b>Support Our People</b>	8. Uphold safety in the workplace and actively commit to injury prevention and management	8.a. Recognise workplace hazards and address them expeditiously	8.a.(i) All workplace incidents or injuries are reported asap	All Regional OH&S Rep
			8.a.(ii) Safety issues identified during periodic OH&S inspections are immediately remedied.	
			8.b (i) All Operations staff trained	
		8.b. Ensure all Operations staff have completed OH&S induction training.		Team Leaders
		8.c. Ensure emergency evacuation procedures are up-to-date and practiced	8.c.(i) Up-to-date and accessible evacuation procedures.	
	8.d. Ensure appointment of fire wardens, floor wardens, health and safety representatives and first aid officers.	8.d.(i) Appointment of appropriate staff who maintain qualifications.	Regional Director Regional OH&S Rep Team Leaders	
	8.e. Ensure risk-assessments are included in operational planning where appropriate	8.e.(i) Risk assessments included in operational planning where appropriate.	Regional Director	
			Team Leaders	