



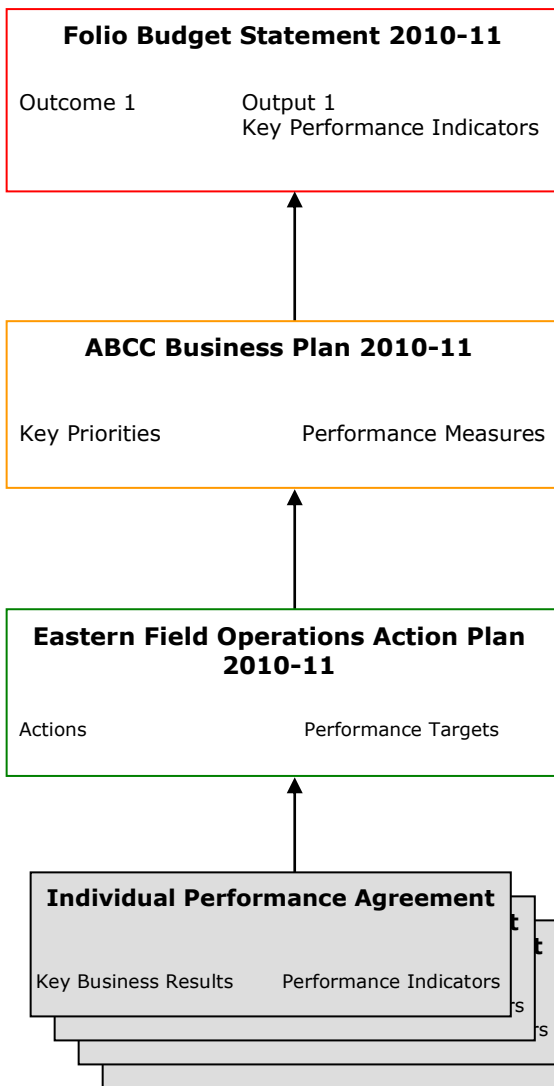
Australian Government

Office of the Australian Building and Construction Commissioner

Eastern Field Operations Action Plan – 2010/2011

Purpose: This Action Plan has been developed 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 end of 2010/2011 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 Industrial 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.



Eastern Field Operations Action Plan – 2010/2011

	Key Priorities*	Actions	Performance Targets	Responsibility
Law Enforcement	1. Investigate suspected contraventions of the BCII Act, FW Act, IC Act, National Code, Collective Agreements, and awards	1.a. Initiate and investigate alleged or suspected contraventions	1.a.(i) 100% of enquiry-level matters to be resolved/upgraded within three working days. <hr/> 1.a.(ii) 100% of preliminary investigation matters to be resolved/upgraded within 30 days. <hr/> 1.a.(iii) 100% of investigations to be completed/referred within 6 months.	Team Leaders Investigators <hr/> Team Leaders Investigators <hr/> Team Leaders Investigators
	2. Institute proceedings against industry participants contravening the relevant Acts, agreements, orders and awards	2.a. Ensure briefs of evidence are complete, investigations have been thorough and impartial, and all relevant enquiries have been conducted. <hr/> 2.b. Maintain awareness of the status of matters that have been referred to internal or external legal, or that are currently before courts.	2.a.(i) Quality assurance role to be provided by Team Leaders. Feedback from internal and external stakeholders and external counsel. <hr/> 2.b.(i) Timely and accurate reporting of investigation and proceedings progress through regular AIMS entries.	Team Leaders Investigators <hr/> Team Leaders Investigators
	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. <hr/> 3.a.(ii) Follow up to obtain outcome of referral	Regional Director Team Leaders <hr/> Investigators
	Key Priorities*	Actions	Performance Targets	Responsibility

Promote Standards

4. Monitor and promote compliance with the BCII Act, WR Act and IC Act.

4.a Inform and educate participants

4.a.(i) Implementation of site visit strategy and policy including new focus on contact with subcontractors identified in strategy.

Regional Director
Team Leaders

4.a.(ii) Undertaking site visits and related activities in accordance with site visit plan and identified strategies.

Team Leaders

4.a.(iii) Development and deliverance of strategies for greater contact with subcontractors including mail contact, business visits and involvement in trade shows & expos.

Team Leaders
Investigators

4.b. Provide advice and assistance regarding rights and obligations through a variety of information mechanisms

4.b.(i) Satisfaction of Industry participants in terms of timeliness, accuracy and responsiveness to queries

Team Leaders
Investigators

4.b.(ii) Generate presentations as a result of site visits, phone enquiries, business visits and mail contact with subcontractors.

Team Leaders
Investigators

4.c. Disseminate information and hold ongoing discussions about the BCII Act, WR Act, IC Act and the National Code to participants

4.c.(i) Number of information kits distributed

Team Leaders
Investigators

4.c.(ii) Number of presentations conducted.

Team Leaders
Investigators

4.d. Ensure the benefits of National Code compliance is included in site visits and presentations.

4.d.(i) National Code of compliance content is included in site visits and presentations.

Team Leaders
Investigators

4.e. Promote the benefits of reform to industry participants

4.e.(i) Industry reform content is included in site visits and presentations.

Regional Director
Team Leaders
Investigators

4.e.(ii) Quality assurance of presentation material. Code consulted on content.

Regional Director
Team Leaders
Investigators

		4.f. Maintain and enhance relationships with building industry participants	4.f.(i) Regular contact with building industry participants and other stakeholders. Explore opportunities for networking and communicating with stakeholders.	Regional Director Team Leaders Investigators
		4.g. Conduct joint investigations/code activities where appropriate	4.g.(i) Ensure harmonisation of activities to avoid duplication/repetition. 4.g.(ii) Periodic joint activities with a focus on site visits in metro and regional centres.	Regional Director Team Leaders Investigators

	Key Priorities*	Actions	Performance Targets	Responsibility
Manage the business functions	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. 5b(ii) Mentor buddies allocated to new investigators	All Team Leaders
		5.c. Abide by the ABCC Service Charter and Culture Statement	5.c.(i) Compliance with the ABCC Service Charter and Culture Statement	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 through via Team Leader and Regional Director ASAP	All
			6.a.(ii) No staff security issues	All
			6.a.(iii) New staff are inducted and trained in required security procedures	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.b.(iii) No information security issues	All
		6.c. Ensure that ABCC assets are maintained appropriately	6.c.(i) Electronic equipment is accounted for and maintained in working order – faults are reported and necessary repairs arranged.	All
			6.c.(ii) Portable electronic items removed from ABCC premises remain in the safe care of ABCC officer or stored in car safe when not in use	All
			7.a. Ensure AIMS entries are correct and up-to-date	7.a.(i) Accurate, timely entries on AIMS that comply with requirements from Ops Support
7. Effectively and accurately reporting ABCC operational activities	7.b. Ensure high degree of data integrity in AIMS.	Quality assurance role to be provided by Team Leaders. Regular and ongoing scrutiny of entries for accuracy, completeness and data integrity	Team Leaders Investigators	

Support Our People	Key Priorities*	Actions	Performance Targets	Responsibility
	8. 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. Identify opportunities for skills enhancement and provide fair and equitable opportunity to participate</p> <hr/> <p>7.c. Implement and maintain secondment opportunities with other agencies, including the Fair Work Ombudsman.</p> <hr/> <p>7.d. Recognise and reward performance through feedback and other mechanisms</p> <hr/> <p>7.e. 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) Secondment opportunities implemented</p> <hr/> <p>7.d.(i) Improved results in staff satisfaction survey</p> <p>7.d.(ii) Nominations of staff for internal awards as appropriate</p> <hr/> <p>7.e.(i) Open and effective team and management 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</p> <hr/> <p>Regional Director Team Leaders</p> <p>Regional Director Team Leaders</p> <hr/> <p>Regional Director Team Leaders</p>

	Key Priorities*	Actions	Performance Targets	Responsibility
Support Our People	9. 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 8.a.(ii) No workplace incidents or injuries 8.a.(iii) Safety issues identified during periodic OH&S inspections are immediately remedied.	All Regional OH&S Rep
		8.b. Ensure all Operations staff have completed OH&S induction training.	8.b (i) All Operations staff trained	Team Leaders
		8.c. Ensure emergency evacuation procedures are up-to-date and practiced	8.c.(i) Up-to-date and accessible evacuation procedures.	Regional Director Regional OH&S Rep Team Leaders
		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
		8.e. Ensure risk-assessments are included in operational planning where appropriate	8.e.(i) Risk assessments included in operational planning where appropriate.	Team Leaders