

# Site Visits Protocol

for

Office of the Australian Building and  
Construction Commissioner



**Australian Government**

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Construction Commissioner**

## SITE VISITS PROTOCOL

Before undertaking a site visit, investigators should:

### Assess the Site Visit

- Investigators to complete 'Pre-site Visit Assessment where a known or likely risk to the ABCC inspector may occur.
- If serving a notice, taking a statement or interviewing a client, identify if this can be done by arrangement at some other location.
- Consider the site itself. Are there any known or suspected safety concerns which investigators should take into consideration prior to undertaking the visit?
- What is the purpose of the visit, will investigators simply be visiting the front office or is there a need to enter the work areas on that site?

### Involve Team Leader

- Discuss proposed site visit with their Team leader and obtain prior approval from Team Leader.
- A minimum of two investigators will take part in all site visits.
- Team leaders should receive feedback and conduct site visit de-briefing as soon as practicable after the site visit to ensure any issues are recorded and acted upon.

### Be Prepared

- Investigators must have attended and completed the appropriate OH&S course and then carry with them a current Safety Induction Course Card.
- ABCC Investigators must take with them and wear when required the appropriate Personal Protective Equipment (PPE).
- Investigators must identify themselves and produce ABCC Inspectors identity card upon arrival at site.
- Investigators need to know that if a person hinders, obstructs, intimidates or resists an Investigator performing his or her official duties, he/she may be guilty of an offence under Section 149.1 of the *Commonwealth Criminal Code Act 1995*. Penalty: Imprisonment for 2 years.  
If necessary, an Investigator may consider warning a person of the Code. But care should be taken if this might inflame a situation.
- Plan an exit strategy before visiting a site. If safety is or could be compromised, immediately retreat from the situation. If prevented or unable to retreat, call the police on 000.



## POST-SITE VISIT PROTOCOL

### No incident (Proactive and Reactive Visits)

Where there were no incidents or staff safety issues noted, the post-visit evaluation will be debriefed at the discretion of the Team Leader.

### Incident or staff safety issue (Proactive and Reactive Visits)

Where an incident occurs during a site visit, an operational debriefing session will be conducted as soon as practicable afterwards.

The operational debrief aims to:

- Identify the cause of the incident.
- Identify the effect of the incident.
- Identify any information to assist learning outcomes from the incident.

The operational debrief involves:

- The staff that attended the site visit
- The Team Leader (in the event that the Team Leader is involved – an independent Team Leader or the State Director).

### Operational Debrief process

1. The team member(s) involved should notify their Team Leader or State Director immediately after the incident has occurred.
2. The team member(s) or their Team Leader should write a Minute detailing the events of the incident and complete a Security Incident Report and OHS Incident Report as soon as possible within a maximum 24 hour period.
3. These documents will be saved to Document Manager, and the team member(s) will email them to:
  - Team Leader
  - National HR Manager Judy Dans, Case Manager Judy Costanzo or Karen De Leon; and
  - Agency Security Advisor Chris Cahill.
4. The team leader will notify the State Director and Group Manager Operations.
5. HR will arrange a meeting with the team member(s) involved and detail support services available. In the first instance the Employee Assistance Program is available to provide support. Other support options are considered on a case by case need.
6. The State Director will advise the team member(s) directly of any action that the ABCC is taking as a result of the incident.
7. HR and Team Leader will follow-up with the team member(s) following the initial meeting to ensure the team member(s) needs are being met, and if further support is required.

### Referrals to other agencies (State or Federal Police)

Whereby a criminal offence(s) is identified the State Director and/or Group Manager Operations will be responsible for ensuring the matter is referred to the relevant investigation agency. This referral is to be made in accordance with policy and procedure guidelines.

If the team member is required to attend the Police Station to report an incident they should be accompanied by a Team Leader or State Director.

The State Director should update the team member on the results of the referral.