



Instructions for Call Charge Records (CCR)/Reverse Call Charge Records (RCCR) and Integrated Public Number Database IPND requests

1. A decision to request phone records is one that is not to be taken lightly. This is reflected in the fact that

(Choose one of the following)

< Group Manager, Operations>,

OR

< Executive Director, Operations Eastern>

OR

< Executive Director, Operations Central/Western>,

is the only Authorised Officer for FWBC able to approve such a request.

2. To request phone records a Fair Work Building Industry Inspector must complete:
 - a. a statement in support; and
 - b. one or both of:
 - i. a CCR and RCCR Request; and/or
 - ii. IPND Request.

Please refer to FWBC's Inspectors' Resource page for the appropriate template documents.

The Statement in Support must be authorised by the relevant State Director prior to being forwarded to either the

- Group Manager, Operations or
- Executive Director, Operations Eastern or
- Executive Director, Operations Central/Western.

3. Once approved, the signed Statement in Support must then be scanned and saved into a new folder with the INV number in DM at the following path:

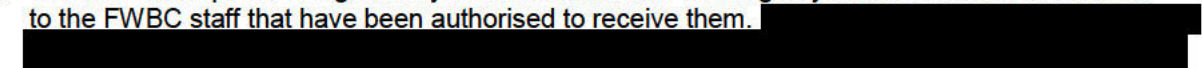


A copy of the relevant documents must also be retained on the investigation TRIM file.

4. Once signed by the relevant Executive Director, any CCR, RCCR or IPND requests are to be faxed to the numbers outlined in the templates. These numbers are currently:



5. CCR/RCCR requests are generally returned within five working days and are returned via email to the FWBC staff that have been authorised to receive them.

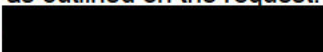





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6. Currently IPND requests are returned within five working days and are returned to the right fax number as outlined on the request. This should then be emailed to the inspector who made the request 
7. If there is any difficulty in receiving the records, the current Telstra contacts are as follows:

 - IPND requests – (03) 9632-8565 (this number may be subject to change in the near future, as the previous fax number has recently changed. You should be able to go through the CCR/RCCR number and asked to be put through.

NOTE: FWBC is unable to access SMS according to the Telecommunications (Interception and Access) Act 1979