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Table of Contents

- 1 Purpose and scope
- 2 Background
- 3 Jurisdiction
- 4 Community Response Procedures
 - 4.1 Good customer service
 - 4.2 Good record keeping
 - 4.3 The Community Response Telephone Hotline
 - 4.3.1 All Telephone Calls
 - 4.3.1.1 *Retrieving voice messages*
 - 4.4 The Community Response Email Service
 - 4.5 The Postal Service
 - 4.6 Facsimile (Fax)
 - 4.7 General Enquiry Calls
 - 4.8 Environmental Nuisance Complaint Calls
 - 4.8.1 Non EHP jurisdiction:
 - 4.8.2 EHP jurisdiction:
 - 4.9 Pollution Incidents
 - 4.9.1 Non EHP jurisdiction:
 - 4.9.2 EHP jurisdiction:
 - 4.9.2.1 *Minor Pollution Events:*
 - 4.9.2.2 *Medium Pollution Events:*
 - 4.9.2.3 *Major Pollution Events:*
 - 4.10 Self-reporting non-compliances
 - 4.11 Incorrectly referred compliance events
 - 4.12 Service delivery complaints
 - 4.13 Validating Customer Information
 - 4.13.1 Complaint Form (Environmental nuisance complaint and/or pollution accident allegation form)
 - 4.13.2 Odour Log Sheet
- 5 Record Keeping (Ecotrack)
 - 5.1 Creating a Complaint Report
 - 5.1.1 Completed Environmental Nuisance Complaint Forms
 - 5.1.2 Referral to Compliance Centres
 - 5.1.3 Procedure for referring to another authority
- 6 Appendices
 - 6.1 Agency Jurisdiction
 - 6.2 Pollution Risk Assessment Table and Actions

1 Purpose

This document provides background and guidance on the roles and responsibilities of the Department of Environment and Heritage Protection's Community Response Team (Community Response), formerly known as the Pollution Hotline.

2 Background

Community Response is a function of the Technical Support and Community Response (TSCR) Unit in the Environmental Services and Regulation (ESR) Division of the Department of Environment and Heritage Protection (EHP). Community Response is the central hub for communication between community (our customer) and EHP's Compliance Centres in relation to potential, probable and actual Environmental Compliance Events (ECEs). Community Response is responsible for receiving, recording, responding and, if required, referring these ECEs.

There are generally six (6) types of compliance events received by Community Response and these are listed as follows:

1. General enquiries
2. Environmental Nuisance complaints
3. Pollution incidents
4. Self-reporting (notifications of non-compliances with environmental approvals authorised by EHP)
5. Cultural heritage incidents
6. Service Delivery Complaints

The communication channels via which Community Response receives ECEs from the community are as follows:

1. The Pollution Hotline (1300 130 372)
2. The Community Response Email Service (pollutionhotline@ehp.qld.gov.au)
3. The Postal Service
4. Facsimile

3 Jurisdiction

For each ECE received, Community Response must determine the agency that has the correct jurisdiction. Having the correct jurisdiction ensures that administrative action, compliance, enforcement and, therefore, justice is achieved under the correct legislation.

To determine the correct jurisdiction and relevant agency for a compliance event please refer to the Table 6.1 in Appendices (see Agency Jurisdiction).

4 Community Response Procedures

4.1 Good customer service

Community Response can deal with customers who are stressed and being difficult to communicate with. To ensure good customer service, Community Response must communicate professionally and respond to all compliance events in a competent manner. The Community Response Team must constantly ensure that personal emotions don't get the better of them. Each new compliance event received by Community Response should be viewed as an opportunity to assist in making things right.

4.2 Good record keeping

Records tell us what, where and when something was done and why a decision was made. They also tell us who was involved and under what authority. They provide evidence of communication and actions taken and promote accountability and transparency.

Community Response is responsible for making and keeping accurate records. Good record keeping is achieved using the department's electronic database and recording system (currently Ecotrack).

4.3 The Pollution Hotline

The 24-hour Community Response telephone number is 1300 130 372 (Option 2). During business hours (between the hours of 8:30am and 5:00pm) callers who select Option 2, are routed through to the next available Community Response Officer. Callers outside of normal business hours either leave a message with the after-hours service provider (currently Vodafone), or, if the matter is urgent, are directed (by Vodafone) through to the afterhours State Incident Response Network (SIRN).

4.3.1 All Telephone Calls

1. During business hours a Community Response officer will answer all calls between 3 and 6 rings as follows, "*Good morning/afternoon, Department of Environment and Heritage Protection, [FIRST NAME] speaking, how may I help you?*"
2. If the caller is willing, the Officer handling the call is to obtain and note the caller's details including the caller's name, telephone number and address. The purpose of getting these details is to have a record of the call for both the caller and the department (see schedule 4.2 above).
3. When receiving telephone calls, the following applies:
 - Try and establish some rapport with the caller
 - Use the customer's name and speak in a clear and polite manner
 - Let the customer explain their issue and ensure that you listen carefully
 - Get all the facts and record accurate notes
 - Direct the conversation away from emotion
 - Ensure that the customer understands what you are saying e.g. 'local government' is Council, 'jurisdiction' means the right power or authority to administer justice
 - Avoid defensive reactions
 - Try and develop a solution and justify your decision making

- Get an agreement to your solution
 - Make a commitment to follow up
 - Ask the caller if there is anything else you can assist them with before thanking the person for calling
4. Where calls are complicated or are likely to go over 2 to 3 minutes, for example when transferring to another agency, then callers may be asked if they would like Community Response to call them back (especially if they are calling from a mobile phone). After hanging up the telephone, Community Response must then telephone the caller immediately back on the number that the caller has provided.

4.3.1.1 Retrieving voice messages

If all Officers are busy, the caller will be given the option of leaving a voice message or being placed on hold until the next available Officer can take the call.

Voice messages that are recorded by customers can be retrieved by using the following:

1. Lift the handset
2. Select the 'messages' button on the console (envelope icon)
3. Dial 369258 #
4. Follow the menu prompts to retrieve messages.

4.4 The Community Response Email Service

The Community Response email address is PollutionHotline@ehp.qld.gov.au.

The Community Response inbox is physically monitored by staff of Community Response between the hours of 8:30am and 5:00pm.

For each email, the type of compliance event and agency jurisdiction is determined before being completed as per this procedure.

4.5 The Postal Service

The postal address for the Community Response Team is as follows:

C/- Community Response Officer
 Technical Support and Community Response
 Department of Environment and Heritage Protection
 GPO Box 2454
 BRISBANE QLD 4001

Items (letters, complaint forms etc) are received and actioned by staff from Community Response as per this procedure.

4.6 Facsimile (Fax)

The Fax number for the Community Response Team is as follows: 07 3330 5875

Facsimile is the least common method by which the public access the services of Community Response. Nevertheless, Community Response can receive contacts via this channel. Staff from Permit and Licence Management (PaLM) monitor incoming facsimile items and provide them to Community Response where appropriate. As with emails and the postal service, items received via fax are actioned each business day.

4.7 General Enquiry Calls

A General enquiry relates to an event where a customer, such as a member of the general public or industry, requires information to be supplied to further their understanding or knowledge. Enquiries are either dealt with directly by Community Response, referred to a more appropriate business unit with EHP or are referred under the correct jurisdiction to the relevant agency.

1. The Officer is to receive the call as per schedule 4.3.1 (see above).
2. The Officer is to record all relevant information on the department's database as per schedule 5.1 (see below).

4.8 Environmental Nuisance Complaint Calls

Many calls received by Community Response are categorised as being Environmental Nuisance type compliance events and these include complaints of odour, noise, dust, light and minor pollution of waterways. Section 15 of the *Environmental Protection Act 1994* (The Act) defines 'environmental nuisance' and under section 98 of the *Environmental Protection Regulation* (EP Reg) environmental nuisance is generally devolved to Local Government. However, Environmental Nuisance Complaints relating to activities being conducted by the State, a local government or under an Environmental Authority issued by EHP are EHP's jurisdiction.

4.8.1 Non EHP jurisdiction:

If the ECE is an Environmental Nuisance Complaint which is not EHP jurisdiction, then the following applies:

1. The Officer is to receive the call as per schedule 4.3.1 (see above).
2. The Officer is to record all relevant information on the department's database. Record the time, date, place, issue or offence, who was involved, evidence obtained and any action to date.
3. Ensure correct jurisdiction is used (see appendices)
4. Either warm transfer the caller to the Local Government Authority (LGA), or, telephone the LGA and provide the ECE details to them. Ensure that the LGA agency provide their Customer Reference Number and take note of this.
5. Update the department's database record with the referral agency's Customer Reference Number and finalise.

4.8.2 EHP jurisdiction:

If the ECE is an Environmental Nuisance Complaint and comes under EHP jurisdiction, then the following applies:

1. The Officer is to receive the call as per schedule 4.3.1 (see above).
2. The Officer is to record all relevant information on the department's database. Record the time, date, place, issue or offence, who was involved, evidence obtained and any action to date.
3. Ensure correct jurisdiction is being used (see appendices)
4. If further information needs to be collected over a period of time, e.g. to determine the source of an odour or dust event, then Post, fax or email the standard **Environmental**

Nuisance Complaint Form and, if relevant, the **Odour or Noise Log** to the caller. In the department database, ensure that a record of the Environmental Nuisance Complaint Form being provided to the customer is kept.

5. Determine the relevant Compliance Centre for the incident (see Spreadsheet in Appendices-Combined Contact List for EHP) and send an email to the Compliance Centre's generic email address to advise that "*Community Response has received a complaint/incident report that requires referral to the Compliance Centre*". Ensure that the subject line includes the CR#; nature of the incident; source if known; location.

4.9 Pollution Incidents

1. The Officer is to receive the call as per schedule 4.3.1 (see above).
2. The Officer is to take details of the incident including the time of the incident, date, place, issue or offence, the persons involved, determine if the incident is fixed or ongoing, any evidence obtained and any action to date.
3. If the matter is an emergency or persons are injured have the caller dial 000.
4. Determine the correct jurisdiction for the incident (see Appendices – Agency Jurisdiction).

4.9.1 Non EHP jurisdiction:

5. If the jurisdiction is not EHP, either warm transfer the caller to the appropriate Local Government or State Government agency or telephone the relevant agency and provide all relevant details to them. Ensure that the agency provide their Customer Reference Number (if Local Government) and update the department's database record with this number and finalise.

4.9.2 EHP jurisdiction:

6. If the jurisdiction is EHP, the Community Response Officer is to classify the risk level of the incident as being either a **minor**, **medium** or **major** pollution incident by using the Pollution Risk Assessment Table (see Appendices).
7. The urgency of the actions required to mitigate the pollution event needs to be considered. Medium and major incidents need to be dealt with immediately. Minor incidents must be completed within forty-eight (48) hours or two (2) business days (BD) of notification.
8. Determine the relevant Compliance Centre for the incident (see Spreadsheet in Appendices-Combined Contact List for EHP) and send an email to the Compliance Centre's generic email address to advise that "*Community Response has received a complaint/incident report that requires referral to the Compliance Centre*". Ensure that the subject line includes the CR#; nature of the incident; source if known; location.

4.9.2.1 Minor Pollution Events:

- Enter a record, including all relevant details, into the department's database.
- Determine the relevant Compliance Centre for the incident (see Spreadsheet in Appendices-Combined Contact List for EHP) and send an email to the Compliance Centre's generic email address to advise that "*Community Response has received a complaint/incident report that requires referral to the Compliance Centre*". Ensure that the subject line includes the CR#; nature of the incident; source if known; location.

4.9.2.2 Medium Pollution Events:

- Telephone the details of the incident through to the Regional Manager/Manager or, if the Manager is not available, ask to speak to the next most senior Officer and advise them to alert the Manager.
- Enter a record, including all relevant details, into the department's database.
- Determine the relevant Compliance Centre for the incident (see Spreadsheet in Appendices-Combined Contact List for EHP) and send an email to the Compliance Centre's generic email address to advise that "*Community Response has received a complaint/incident report that requires referral to the Compliance Centre*". Ensure that the subject line includes the CR#; nature of the incident; source if known; location.

4.9.2.3 Major Pollution Events:

- If the incident is classified as a major, establish if human injury or fatality has occurred. If so, ensure that the caller has dialled 000 and that an ambulance is on its way to the incident location.
- Major events are to be managed by a Principal Community Response Officer.
- Telephone details of the incident to the Manager of the State Incident Response Unit (currently Mike Short, refer to SIRM Contact List in Appendices).
- Note: Major/Medium incidents associated with coal seam gas operations should be telephoned through to the Manager Environmental Services at Toowoomba Regional Office or Gladstone Regional Office, respective to location.
- Telephone the details of the incident through to the Regional Manager/Manager or, if the Manager is not available, ask to speak to the next most senior Officer and advise them to alert the Manager.
- Enter a record, including all relevant details, into the department's database.
- Determine the relevant Compliance Centre for the incident (see Spreadsheet in Appendices-Combined Contact List for EHP) and send an email to the Compliance Centre's generic email address to advise that "*Community Response has received a complaint/incident report that requires referral to the Compliance Centre*". Ensure that the subject line includes the CR#; nature of the incident; source if known; location.

4.10 Self-reporting non-compliances (notifications)

Environmental Authorities (e.g. permits and approvals) granted by the department to industry will often have special conditions that require the holder to contact the department and report when a non-compliance with the condition occurs. These should be dealt with as either an Environmental Nuisance Complaint with EHP jurisdiction or as a Pollution Incident (refer to schedule 4.8 and 4.9).

4.11 Incorrectly referred compliance events

1. Record all relevant details in the department's database and take note of the generated Customer Reference (CR) Number.
2. Refer incorrectly referred complaint details to the correct Local Government Authority or Queensland Government State agency. Ensure that the agency provides their Customer Reference Number and take note of this.

3. Update the department's database record with the referral agency Customer Reference Number and finalise.

4.12 Cultural Heritage incidents

- Enter a record, including all relevant details, into the department's database.
- Determine the relevant Compliance Centre for the incident (see Spreadsheet in Appendices-Combined Contact List for EHP) and send an email to the Compliance Centre's generic email address to advise that "*Community Response has received a complaint/incident report that requires referral to the Compliance Centre*". Ensure that the subject line includes the CR#; nature of the incident; source if known; location.

4.13 Service delivery complaints

A Service Delivery Complaint is an expression of dissatisfaction made to the department about its services, service delivery, products, decisions or actions of the department or its staff that is not resolved at the point of service. These types of complaints are not handled by Community Response.

Where a Service Delivery Complaint is received by Community Response it will be directed to:

- Emailed Service Delivery Complaints can be on forwarded to ehpcomplaints@ehp.qld.gov.au;
- Printed (and facsimile) Service Delivery Complaints can be on forwarded to Client Engagement Unit, Level 6 400 George Street, Brisbane. GPO Box, 2454, Brisbane, QLD 4001; or
- Telephone Service Delivery Complaints can be directed to either the nearest publically accessible EHP office and/or referred to <http://www.ehp.qld.gov.au/contactus/feedbackform.php?type=complaint> to access EHP's Webform.

4.14 Validating Customer Information

4.14.1 Complaint Form (Environmental nuisance complaint and/or pollution accident allegation form)

A person calling about a nuisance matter may be willing to complete a formal complaint form. It is not a regulatory requirement to complete a formal complaint form; however, EHP would encourage such forms to be completed, particularly where there is uncertainty about the source or extent of the nuisance. The completion of such forms will ensure the required details are available for the Compliance Centre officer/s to begin investigation of the complaint efficiently. This efficiency will be of benefit to both the Agency and the customer making the complaint.

Make sure the status in Ecotrack is set to "Complaint Form Sent" and that a Community Response office is set as the Responsible Officer.

Where it is known that the call is in regard to a matter that is the jurisdiction of another authority, e.g. Local Government, the caller should be encouraged to speak directly with that authority by warm transferring them and not request to complete a complaint form.

4.14.2 Odour/Noise Log Sheets

Odour/Noise Log Sheets provide a record of information collected at the complainant's premises, by the complainant, over time. Fields on the sheet used to record data include the date, timeframe of nuisance, intensity, description, wind direction and cloud cover.

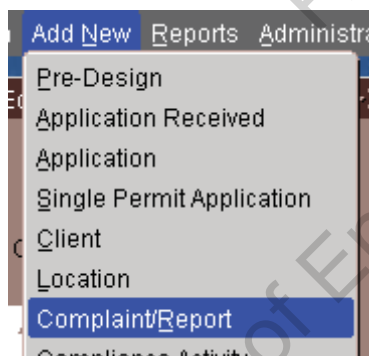
4.14.3 Completed Environmental Nuisance Complaint Forms

1. Create an ECOTRACK record of the complaint
2. Scan posted file or use Adobe Pro to enter Ecotrack details into PDF file and then email the environmental nuisance complaint form/EHP online complaint form to the respective Manager and contacts of the relevant Regional Office as per Home SharePoint Combined Contacts List.
3. Post the original completed environmental nuisance complaint form/EHP online complaint form to the Manager of the EHP regional Office closest to the geographic location of the incident.
4. Refer to \ISU\Procedures\Current\Pollution\Procedures\Pollution Hotline Mailbox Management file for examples in setting out a Pollution Hotline email.

5 Record Keeping (Ecotrack)

5.1 Creating a Complaint Report (CR)

1. Open Ecotrack and click on 'Add New' to open the screen
2. Click on 'Complaint_Report'



3. Search to determine if the complainant (Person/Organisation making complaint) is already recorded in ECOTRACK as a contact: Ecotrack manual (hint: existing EA holders can be searched for at <http://www.ehp.qld.gov.au/licences-permits/suitable-operators/index.php>)
 - a. If yes, select the name and click add
 - b. If no, add the complainant into ECOTRACK as a new contact
4. Search to determine if the alleged source (Person/Organisation who is responsible for causing the incident to occur) details are already recorded in ECOTRACK as a source: Ecotrack manual (hint: existing EA holders can be searched for at <http://www.ehp.qld.gov.au/licences-permits/suitable-operators/index.php>)
 - a. If yes, select the source and click add
 - b. If no, add the source into ECOTRACK as a source
5. Search to determine if the location (Geographic Location of where the incident is occurring-existing Ecotrack location record or unique location required to be added to Ecotrack) is already recorded in ECOTRACK: Ecotrack manual (hint: locations for existing

EAs can be found by searching the EA number on Ecotrack and selecting the Location Activity tab.

- a. If yes, select the location and click add
- b. If no, add the location into ECOTRACK as a new location
6. Complete the following sections of the Complaint Report:
 - a. Type (select the relevant type from the dropdown list box in ECOTRACK)
 - b. Nature (select the relevant nature from the dropdown list box)
 - c. Status (select option 'Received' from the dropdown list box)
 - d. Origin (Select the relevant origin from the dropdown list box)
 - e. Notification method (select the relevant notification method from the dropdown list box)
 - f. Project manager (identify the correct regional office then input the name of the regional manager in the project manager field and then press the "tab" button on the keyboard. The names of the regional managers are maintained in a contact list by the CSC (See the Pollution Hotline email address table)
 - g. Enter a succinct description of the incident in the free text 'Description' field
 - h. Event Dates and times (enter the dates and times relevant for the duration of the pollution incident)
 - i. Received Time (time of receipt of the telephone call or email)
 - j. If relevant tick the "ongoing" checkbox

7. Click on the "save" button and write the CR number in the "Complaint Ref (CR)" section of the Pollution Message or Pollution Email template

8. Attach any relevant documents, e.g. notifications, complaint form, log sheets to the CR as "Integrated Documents". Note that when attaching an Integrated Document the name of

the document cannot contain characters which are not letters or characters and there is a maximum number of characters the name can contain

Complaint/Report Details(1)

Complaint/Report Ref: CR64767 ☐ Priority/Sensitive

Complainant 1

Ref	Name	Address
400482	ANONYMOUS COMPLAINANT - USE THIS ONE	ANONYMOUS ADDRESS

Alleged Source

Ref	Name	Address
612597	Unknown Source	

Incident Location 1

Name	Risk Level	Compliance Level
UNKNOWN--USE THIS ONE!!!!		

Type: Incident
Nature: Water : Chem/Oil/Fuel
Received Date: 06-NOV-2014
Receiving Officer: EVERETT, David
Receiving Office: Community Response
Status: Finalised
Origin: Public
Notification Method: Telephone call - business hours
Project Manager: EVERETT, David
Responsible Office: Community Response

Description Vehicles Admin Work Requests Enforcement Measure Appeal/Review Related Complaints/Reports

Event On/From Date: Event On/From Time: Received Time: 02:00 PM
Event To Date: Event To Time: ☐ Ongoing ☐ Print Related Permits

Description

Complaint about oil from 60 to 70 wrecked cars in neighbours land entering nearby creek. Only details complainant provided was his first name which was sch4p

Volume of Sewage Released (KL):

Bottom toolbar icons: Save, Print, Run (circled in red), Backup, Notes, and others.

- Complete a Runsheet by completing the Action Type; Referral To; Action; Time Spent; Outcome; and Date Completed fields.

Running Sheet Detail(1)

Source Ref: CR64767

Action Source Ref:

Date Commenced: 11-FEB-2015 ☐ First Action

Officer Involved: EVERETT, David

Responsible Office: Community Response

Action Type:

Inspection Type:

Enforcement Measure Type:

Referral To:

Action:

Time Spent Hours:

Time Spent Minutes:

Outcome:

Outcome Description:

Due Date:

Date Completed:

BRINGUP

6 Appendices

6.1 Agency Jurisdiction

Department of Environment and Heritage Protection (EHP) <ul style="list-style-type: none"> Environmental harm that is serious or material harm, e.g. fish kills >50 fish Incidents which take place on State Government land, which occur during a state project or which are caused by activities carried out by the State or local government. Incidents where an environmentally relevant activity (ERA) has been authorised (licensed) by EHP. Waste - transport and disposal State schools Major contamination to waterways or air (that causes serious or material environmental harm) Contaminated Land Waste (regulated waste transport, regulated waste disposal, contaminated land) 	Local Council <ul style="list-style-type: none"> ERAs not authorised by EHP Residential/small business noise (inc barking dogs) Asbestos and lead paint removal by home renovators; Storm water drains Less than 50 fish deaths Minor water contamination (including contaminants on roads/stormwater) Residential building works Jet skis Church bells Private schools Air conditioners unless EHP licences the industry Dust, air particles, powder, scatter, sift, ashes, cinders, dirt, dust bunnies, earth, filth, flakes, fragments, gildings, granules, grime, grit, ground, lint, loess, powder, refuse, sand, smut, soil, soot (UNLESS industry licensed by EHP) Waste dumping Mosquito control Clean-up of dead fish and algae on beaches Beach closures Taking of sand from beach
Department of National Parks, Recreation, Sport and Racing (DNPRSR) <ul style="list-style-type: none"> Beach closures Taking sand from beach Littering in National Parks 	Queensland Health <ul style="list-style-type: none"> Smell from butcher shops – (Food Act 2006) Asbestos related complaints that cause immediate threat to human health
Workplace Health & Safety <ul style="list-style-type: none"> Asbestos issues from workplaces 	Liquor Licensing <ul style="list-style-type: none"> Noise from licensed premises
Queensland Police <ul style="list-style-type: none"> Noise from gatherings of people Community welfare complaints 	Department of Justice and Attorney General – Body Corporate and Community Management <ul style="list-style-type: none"> Building Unit Body corporate related complaints (e.g. noise from air conditioning)
Department of Agriculture, Fishery & Forestry <ul style="list-style-type: none"> Diseased (fungal infections and sick) or injured fish Fish by-catches Spray drift from farms 	Department of Transport & Main Roads <ul style="list-style-type: none"> Issues on main roads Motor vehicle air pollution
Maritime Safety Queensland <ul style="list-style-type: none"> Sewage or fuel/oil from a vessel 	

6.2 Pollution Risk Assessment Table and Actions

Category	Incident examples	Action
Major	Biological incident Radiological incident Oil spill to land >5,000L Oil spill to water >1,000L Toxic compounds (e.g. pesticides) >100kg Hazardous materials to land >1,000kg Hazardous materials to water >250kg Contaminated firewater >5,000L Gas / vapour releases	Community Response immediately telephones Incident Response Unit (Mike Short) Community Response updates EcoTrack generate CR number upload email
Medium	Oil spill to land <5,000L Oil spill to water <1,000L Toxic compounds (e.g. pesticides) <100kg Hazardous materials to land <1,000kg Hazardous materials to water <250kg Contaminated firewater <5,000L Fish death >50 Sewage spill (any to water or >5,000L to land) Asbestos Chemical spray drift Waste - dumping, transport or disposal Animal carcass disposal (non-disease)	Community Response check jurisdiction and legislation. Non-EHP, Community Response refer to Agency via warm transfer EHP jurisdiction, Community Response telephones and emails detail to duty Community Response Officer Community Response updates EcoTrack (EHP jurisdiction) generate CR number upload email
Minor	Fish death <50 Sewage spill (<5,000L to land) Sediment offences Litter offences Nuisance - noise, dust, odour, smoke, light	Community Response check jurisdiction and legislation Non-EHP, Community Response refer to Agency via warm transfer EHP jurisdiction, unless received as a Medium complaint, send Complaint Form. Alternatively email details to appropriate Regional Manager and follow Medium activation procedure.

NOTE: Emergency calls and incident notifications outside of business hours that are made by the Emergency Services/Police/Local Council or other government agencies as medium to major risk level are received by Vodafone Hutchison Australia and then immediately notified by text/mobile to the 'on-call' SIRN officer. (SIRN = State Incident Response Network)

Procedures for Pollution Hotline – 1034

Version 1.6

Pollution Hotline Incident Reports & Enquiries

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Version History

Version	Date	Author	Description of Changes
1.0	19 August 2011	Mark Franco	Release of current procedure
1.1	13 February 2013	Mark Franco	Updated after review by Principal Advisor Incident Management Gary Kane and updated to reference new Sharepoint Pollution Register
1.2	1 August 2013	Wendy Moffat	Updated after content review by SAO & AO, CSI/Registry Team
1.3	13 February 2014	Wendy Moffat	Removed reference to Pollution Register and included reference to the Environmental Nuisance Complaint Register where applicable. Included Pollution Mailbox Management Instructions Included Pollution Hotline Incident Questionnaire
1.4	19 February 2014	Wendy Moffat	Added explanation of Complainant; Alleged Source & Location
1.5	4 March 2014	Wendy Moffat	Remove reference to Running Sheet Lists Highlight references to EPIRBs in blue (information refers to actions after hours Hutchinsons would provide)
1.6	17 April 2014	Wendy Moffat	Included Fish Kill details of incident to be cc'd to fishkills@qld.gov.au

Approvals

Name	Role and Title	Date	Signature
Mark Franco	Principal Operations Officer	25 February 2013	M. Franco
Mark Franco	Principal Operations Officer	TBA	
Wendy Moffat	Senior Administration Officer	13 February 2014	<div style="border: 1px solid black; padding: 5px;">sch4p4(6) Personal information</div>

Wendy Moffat	Senior Administration Officer	19 February 2014	sch4p4(6) Personal information
Wendy Moffat	Senior Administration Officer	4 March 2014	
Wendy Moffat	Senior Administration Officer	17 April 2014	

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Table of Contents

Definitions	5
1 Background.....	7
2 Jurisdiction.....	7
3 Pollution Procedures.....	8
3.1 Telephone Calls	8
3.2 Pollution Incidents.....	9
3.2.1 Minor Pollution Incidents	9
3.2.2 Medium Pollution Incidents	9
3.2.3 Major Pollution Incidents	10
3.3 Voice Messages.....	10
3.4 After Hour Calls.....	11
3.4.1 Medium or major incident after hours emails	11
3.4.2 Minor incident after hours emails	12
3.5 Emails, facsimiles and Australia Post mail	12
3.6 ECOTRACK	13
3.6.1 Creating a Complaint Report.....	13
3.6.2 Completed Environmental Nuisance Complaint Forms	14
4 Appendices	16
4.1 Agency Jurisdiction	16
4.2 Interactive Voice Response and Vodafone Messaging Scripts.....	17
4.3 Pollution Risk Assessment Table and Actions.....	20

Definitions

Term	Meaning
Agent	A CSI Officer logged into the CISCO Desktop Agent interface and handling calls routed to that Officer
AO	Administration Officer
PO	Pollution Officer
CISCO Desktop Agent Software	The agent interface for the CISCO Unified Contact Centre Enterprise software application. Agents log into the desktop agent and then receive routed calls
CISCO Unified Contact Centre Enterprise	The software application used to manage the PaLM telephone call system
CSI	Customer Services Inquiry team in Environmental Regulatory Support
DODO	An historical unsupported Access database previously maintained by PaLM to record pollution & complaint calls. Held as an historical repository of archived Pollution Hotline reports. Replaced by the SharePoint Pollution Register in March 2013.
ECOTRACK	Agency supported Oracle database for recording Pollution Incidents generating a CR reference
EHP	Department of Environment and Heritage Protection
ENCR	SharePoint Environmental Nuisance Complaint Register created in February 2014 for the recording of environmental complaints and incorrectly referred environmental complaints.
ERPS	Environmental Regulatory Practice & Support within Environmental Performance and Coordination, EHP
ERS	Environmental Regulatory Support
ESO	Environmental Support Officer
IRU	Incident Response Unit. Responds to business hours pollution incidents

IVR	Interactive Voice Response which prompts callers to the Pollution Hotline number to select from a range of pre-recorded options
Minor, Medium and Major Pollution Incidents	Risk assessment categories for pollution incidents based on an assessment matrix (see appendices)
PaLM	Permit and Licence Management within Environmental Regulatory Support
Pollution Contact List	An Excel spreadsheet saved to the PaLM SharePoint site under Pollution tab and maintained by the SAO
Pollution Hotline	A 1300 number providing a 24 hour response so that government agencies, companies and individuals can report pollution incidents
Pollution Incident	A pollution incident reported to PaLM via the Pollution Hotline
Pollution SharePoint Register	An historical SharePoint register to record pollution & complaint calls. Held as an historical repository of archived Pollution Hotline reports for Environmental Nuisance Complaints and Pollution Incidents. Replaced by the SharePoint Environmental Nuisance Complaint Register in February 2014 for the recording of environmental complaints and incorrectly referred environmental complaints.
SAO	Senior Administration Officer
SIRN	State Incident Response Network. SIRN respond to after hour pollution incidents escalated by Vodafone messaging. Part of SIRN's responsibilities includes coordinating EHP's state-wide response to major pollution incidents.
Vodafone Messaging	Vodafone Hutchison Australia's after hours Telephone Answering Service
Warm transfer	When a telephone call is transferred to another party and the transferor: <ul style="list-style-type: none"> i. waits until the other party picks up the call ii. provides a summary of the caller's enquiry iii. transfers the caller to the other party

1 Background

The Department of Environment and Heritage Protection (EHP) receives and responds to pollution relevant enquiries including:

1. General enquiry calls
2. Environmental Nuisance complaints
3. Pollution incident notifications
4. Incorrectly referred environmental complaints

The primary communication channel for pollution enquiries is a 24 hour telephone number (1300 130 372 Option 2). Other communication channels include:

1. A Pollution Hotline email address.
2. Enquiries made via Australia Post.
3. Enquiries made via facsimile (07) 3330 5875.

During business hours, telephone calls to the 1300 number are handled by Officers (Cisco Agents) within Permit and Licence Management (PaLM), Environmental Regulatory Support. PaLM business hours are 8:30am to 5:00pm. If all Agents are busy the caller is placed on hold and attended to by the next available Agent. Whilst on hold the caller is given the option of leaving a voice message. Voice messages are then handled by the next available Agent (Select Messages on phone console, dial 12345#, and listen to menu recording to retrieve messages).

Between 8:30am and 4:30pm pollution incident calls are handled by the Pollution Officer (PO). In addition, PaLM maintains a roster of Officers who respond to pollution calls between 4:30pm and 5:00pm.

2 Jurisdiction

Local Government

From 1 January 2009 responsibility for the following incident types was devolved to local government authorities:

1. Environmental Nuisance complaints including:
 - a. Noise (e.g. air-conditioners, commercial noise, construction or demolition noise)
 - b. Air (e.g. odours, dust from both private and commercial construction or demolition sites)
 - c. Fish deaths less than 50
 - d. Land (any form of contamination to the land such as oil or chemical spills or heavy metal contaminants)Note: ERAs registered with EHP require investigation by EHP Regional staff for non-compliance.
2. Minor contaminants to waterways including stormwater drains, e.g. paint, algae
3. ERAs devolved to LGAs as a result of Green Tape effective 31/3/2013. Note: A number of these previously devolved ERAs have now devolved back to EHP, check EHP Regulation for reference.

Department of Environment and Heritage Protection

EHP respond to incident types:

1. Waste (regulated waste transport, regulated waste disposal, contaminated land)
2. Medium & Major contaminants to waterways and air

3. Incidents which take place on State Government land, during a state project or on premises where an environmentally relevant activity has been licensed by EHP.

Other Queensland Government Agencies

Some incidents are handled by other Queensland Government agencies. See the appendices that include a table which sets out the responsible agency by major incident type.

3 Pollution Procedures

3.1 Telephone Calls

Callers to the 1300 130 372 number are prompted to select from a range of options (see appendices). During business hours callers who select the Pollution Hotline Option 2, are routed through to the next available CSI agent.

All Telephone Calls

1. If the agent is not the SAO or PO (or rostered Officer if after 4:30pm) transfer the call to the PO or rostered Officer
2. The Officer handling the call:
 - a. Asks the caller for the location and source of the incident and who is responsible for the incident occurring.
 - b. Enters this information into Ecotrack if an Incident or SharePoint Environmental Nuisance Complaint Register if an environmental complaint.
 - c. Classifies Incidents or properly made Environmental Complaints within Ecotrack as an alleged compliance activity, environmental nuisance complaint, pollution incident call.

General Enquiry Call

3. Answer the enquiry or take steps to find out and convey the answer to the caller where possible.
4. Enter a record of the call in the Environmental Nuisance Complaint Register if action has been taken or if considered cautious action.

Environmental Nuisance Complaint

5. Non EHP jurisdiction:
 - a. Receive details of EHP Environmental Nuisance Complaints in the Home SharePoint Environmental Nuisance Complaint Register.
 - b. Refer incorrectly referred complaint details to the relevant Local Government Authority or Queensland Government State agency and receive Customer Reference to update and complete Home SharePoint Environmental Nuisance Complaint Register.
 - c. Follow up Customer with LGA or Other Agency Customer Reference if required for Customer enquiry closure.
6. EHP jurisdiction:
 - d. Post, fax or email the standard Environmental Nuisance Complaint form to the caller.
 - e. Enter a record of the call in the Home SharePoint Environmental Nuisance Complaint Register.

3.2 Pollution Incidents

The Officer responding to the pollution call:

1. Takes details of the incident and then classifies the risk level of the incident as minor, medium or major using the Pollution Risk Assessment Table.
2. Completes procedures based on the classified risk level, e.g. Who needs to be contacted.
3. Note that major/medium incidents associated with coal seam gas operations should be telephoned through to the Manager Environmental Services at Toowoomba Regional Office or Gladstone Regional Office, respective to location, in addition to the following steps:

PLEASE NOTE:

All Pollution Hotline Officers are required to monitor the Pollution Hotline Mailbox between the hours of 4.30pm-5.00pm and process any Pollution Incident emails received that require urgent attention.

3.2.1 Minor Pollution Incidents

1. Non EHP jurisdiction:
 - a. Warm transfer to the appropriate Local Government or State Government Agency.
 - b. Enter a record into the Home SharePoint Environmental Nuisance Complaint Register (ENCR).
2. EHP jurisdiction:
 - a. Enter Pollution Incidents of properly made Environmental Nuisance Complaints Ecotrack as a complaint report.
 - b. If not an Incident or properly made Environmental Nuisance Complaint, enter details of the details of an environmental complaint in the ENCR.
 - c. Email details of the incident, including the ECOTRACK CR number, 'To' the Manager & 'Cc' all other contacts of the EHP Regional Office closest to the geographic location of the incident. Refer to the Home SharePoint Combined Contacts List, Pollution EHP Regional Contacts tab.
 - d. Additional to these EHP contacts, if the incident relates to 'Fish Kills' Cc to fishkills@qld.gov.au

DISITIA maintain a database for fish kills which includes the following information:

- Date fish kill occurred
- Location fish kill occurred
- Species involved
- How many fish dead
- Likely cause of death
- Comments
- Reports (attachments)

3.2.2 Medium Pollution Incidents

1. Non EHP jurisdiction:
 - a. Warm transfer to the appropriate Local Government or State Government Agency.
 - b. Enter a record into the Home SharePoint Environmental Nuisance Complaint Register (ENCR).
2. EHP jurisdiction:
 - a. Telephone details of the incident to the Regional Manager/Manager of the EHP Regional Office closest to the geographic location of the incident. If the Manager is not available then ask to speak to the next most senior Officer or the Senior Environmental Services Officer, advising them to alert the Manager. Then:

- i. Enter a record into ECOTRACK
- ii. Email details of the incident, including the ECOTRACK CR number, 'To' the Manager & 'Cc' all other contacts of the EHP Regional Office closest to the geographic location of the incident. Refer to the Home SharePoint Combined Contacts List, Pollution EHP Regional Contacts tab. Cc the email to the Deputy Director General, Executive Director for that Region, Executive Director Environmental Performance and Coordination and the Regional Manager.
- iii. Additional to these EHP contacts, if the incident relates to 'Fish Kills' Cc to fishkills@qld.gov.au

DISITIA maintain a database for fish kills which includes the following information:

- Date fish kill occurred
- Location fish kill occurred
- Species involved
- How many fish dead
- Likely cause of death
- Comments
- Reports (attachments)

3.2.3 Major Pollution Incidents

1. Listen to information being relayed.
2. If Emergency, advise Complainant to call 000.
3. Establish if human injury or fatality has occurred.
4. Gather information.
5. Immediately telephone details of the incident to the Regional Manager of the EHP Regional Office closest to the geographic location of the incident.
6. Within business Hours - telephone details of the incident to the Manager of the State Incident Response Unit¹ (Currently Gary Kane, refer to SIRN Contact List).
7. Enter a record into ECOTRACK.
8. Email details of the incident, including the ECOTRACK CR number, 'To' the Manager & 'Cc' all other contacts of the EHP Regional Office closest to the geographic location of the incident. Refer to the Home SharePoint Combined Contacts List, Pollution EHP Regional Contacts tab. Cc the email to the Deputy Director General, Executive Director for that Region, Executive Director Environmental Performance and Coordination and the Regional Manager.
9. Additional to these EHP contacts, if the incident relates to 'Fish Kills' Cc to fishkills@qld.gov.au

DISITIA maintain a database for fish kills which includes the following information:

- Date fish kill occurred
- Location fish kill occurred
- Species involved
- How many fish dead
- Likely cause of death
- Comments
- Reports (attachments)

3.3 Voice Messages

If an Agent is not available to take the call, callers to the telephone Pollution Hotline are placed on hold and given the option of leaving a voice message. A red light flashes on all logged in Agents' handsets when a voice message has been left. The next available Agent accesses the voice message inbox:

¹ After business hour calls are directed to Vodafone Messaging. See scrip in appendix

1. Lift the handset.
2. Select Message on the phone console.
3. Dial 12345#.
4. Following the menu prompts to listen to the message.
5. Record the message details and forward the details to a PO or rostered Officer if after 4:30pm for action.
6. Follow the prompts to delete the message.

3.4 After Hour Calls

Outside business hours the 1300 number prompts callers to select from a range of options. Callers who select the Pollution Hotline Option 2, hear a pre-recorded message advising:

1. *'To call back in business hours if the call is not about an emergency pollution incident.*

Callers who stay on the line are put through to a Vodafone messaging operator.'

The Vodafone operator follows a script (see appendix). The operator:

1. *Records a message for every call received and emails summary details to the Pollution Hotline email address.*
2. *If the caller is from a State Government Agency or private industry; calling about a Temporary Emissions Licence (TELS) or if the call is in relation to an EPIRB incident the Vodafone operator:*
 - a. *Pages and then sends a Short Message Service (SMS) to the manager of the State Incident Response Unit.*
 - b. *Sends a SMS message to the mobile telephone number of the on-call SIRN Officer requesting confirmation that the SMS has been received.*
 - i. *If no response is received after five minutes – rings the mobile telephone number of the on-call SIRN Officer.*
 - ii. *If the mobile is not answered – leaves a detailed voicemail message requesting confirmation that the message has been received.*
 - iii. *If no confirmation has been received after five minutes – rings the mobile telephone number of the alternate SIRN On-Call Officer.*
 1. *If the mobile of the alternate SIRN on-call Officer is not answered – pages and rings the mobile telephone number of the Manager Incident Response Unit stating "No response 3-Paging to take no further action".*
 - c. *Takes no further action.*

The next business day, the PO checks emails sent by Vodafone to the Pollution Hotline mailbox address. If the subject line of the email includes the word escalated or if the email was sent to a SIRN Officer then the email is classified as a medium or major incident, otherwise the email is classified as a minor incident, and requires further action be taken by the PO.

3.4.1 Medium or major incident after hours emails

1. Forward the email to the on-call SIRN Officer asking if they want the incident entered into Ecotrack.
2. If the SIRN Officer advises no, take no further action.
3. If the SIRN Officer advises yes:
 - a. Enter a record into Ecotrack.

4. Email details of the incident, including the Ecotrack CR number, 'To' the Manager & 'Cc' all other contacts of the EHP Regional Office closest to the geographic location of the incident. Refer to the Home SharePoint Combined Contacts List, Pollution EHP Regional Contacts tab. Cc the email to the Deputy Director General, Executive Director for that Region, Executive Director Environmental Performance and Coordination and the Regional Manager.

3.4.2 Minor incident after hours emails

1. Contact the caller to determine which Agency has jurisdiction over the incident and then follow the procedures set out in the preceding section of this procedures document entitled Minor Pollution Incidents.

3.5 Emails, facsimiles and Australia Post mail

The PO checks the Pollution Hotline Mailbox each business day for new emails. Incoming facsimiles and mail are forwarded to the Officer managing the Pollution Hotline Mailbox.

1. The PO reads through the information provided and contacts the sender if insufficient information is available to identify the location and source of the incident and who is responsible for the incident occurring.
2. The PO classifies the correspondence as either a general enquiry, nuisance complaint or pollution incident call:

General Enquiry Call

3. Respond to the enquiry or take steps to find out and convey the answer to the writer. If this is not possible then:
 - a. Forward the correspondence to the Officer able to answer the enquiry
4. Enter a record of the correspondence in the ENCR.

Environmental Nuisance Complaint

5. Non EHP jurisdiction:
 - a. Contact the writer and advise them of the Agency to which the legislative jurisdiction applies. Ask the writer if they wish the correspondence to be forwarded to the relevant Local Government or State Government Agency:
 - i. If yes, forward the correspondence to the relevant Local Government or State Government Agency.
 - ii. If no, provide the writer with the contact details for the relevant Local Government or State Government Agency.
6. Enter a record of the correspondence in the ENCR.
7. EHP jurisdiction:
 - a. Note: if the writer has completed the EHP online complaint form, they are not required to complete the Environmental Nuisance Complaint form. The online complaint form is treated the same as a completed Environmental Nuisance Complaint form (see proceeding section of these procedures document **Completed Environmental Nuisance Complaint Forms**).
 - b. Post, fax or email the standard Environmental Nuisance Complaint form to the writer.
 - c. Enter a record of the correspondence in the ENCR.
 - d. If the writer wishes to remain anonymous then the PO determines if the incident is related to a EHP licensed activity. If yes, the PO forwards the correspondence to the Manager and contacts of the relevant Regional Office as per Home SharePoint Combined Contacts List.

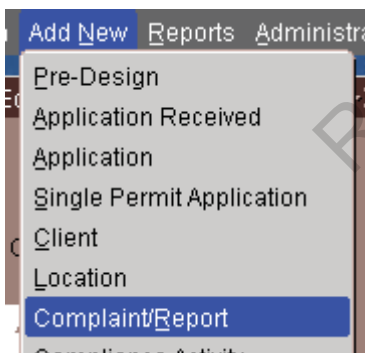
Pollution Incidents

8. Non EHP jurisdiction:
 - a. Contact the writer and advise them of the Government Agency that has jurisdictional responsibility for the incident. Ask the writer if they wish the correspondence to be forwarded to the relevant Local Government or State Government Agency:
 - i. If yes, forward the correspondence to the relevant Local Government or State Government Agency.
 - ii. If no, provide the writer with the contact details for the relevant Local Government or State Government Agency.
 - b. Enter a record of the correspondence in the ENCR.
9. EHP jurisdiction:
 - a. Classify EHP jurisdiction incidents as minor, medium or major incidents and then apply the procedures for that category of incident (see preceding section of this procedures document entitled Pollution Incidents).

3.6 ECOTRACK

3.6.1 Creating a Complaint Report

1. Open Ecotrack and click on 'Add New' to open the screen
2. Click on 'Complaint_Report'



3. Search to determine if the complainant (Person/Organisation making complaint) is already recorded in ECOTRACK as a contact: Ecotrack manual
 - a. If yes, select the name and click add
 - b. If no, add the complainant into ECOTRACK as a new contact
4. Search to determine if the alleged source (Person/Organisation who is responsible for causing the incident to occur) details are already recorded in ECOTRACK as a source: Ecotrack manual
 - a. If yes, select the source and click add
 - b. If no, add the source into ECOTRACK as a source
5. Search to determine if the location (Geographic Location of where the incident is occurring-existing Ecotrack location record or unique location required to be added to Ecotrack) is already recorded in ECOTRACK Ecotrack manual
 - a. If yes, select the location and click add
 - b. If no, add the location into ECOTRACK as a new location
6. Complete the following sections of the Complaint Report:
 - a. Type (select the relevant type from the dropdown list box in ECOTRACK)
 - b. Nature (select the relevant nature from the dropdown list box)

- c. Status (select option 'Received' from the dropdown list box)
- d. Origin (Select the relevant origin from the dropdown list box)
- e. Notification method (select the relevant notification method from the dropdown list box)
- f. Project manager (identify the correct regional office then input the name of the regional manager in the project manager field and then press the "tab" button on the keyboard. The names of the regional managers are maintained in a contact list by the CSC (See the Pollution Hotline email address table)
- g. Enter a succinct description of the incident in the free text 'Description' field
- h. Event Date (date the pollution incident occurred)
- i. Received Time (time of receipt of the telephone call or email)
- j. Tick the "ongoing" checkbox

7. Click on the "save" button and write the CR number in the "Complaint Ref (CR)" section of the Pollution Message or Pollution Email template

3.6.2 Completed Environmental Nuisance Complaint Forms

Environmental Nuisance Complaint forms are posted to callers for them to complete and return to PaLM. On receipt of the completed form or if the initial correspondence is an EHP online complaint form:

1. Create an ECOTRACK record of the complaint
2. Scan posted file or use Adobe Pro to enter Ecotrack details into PDF file and then email the environmental nuisance complaint form/EHP online complaint form to the respective Manager and contacts of the relevant Regional Office as per Home SharePoint Combined Contacts List.

3. Post the original completed environmental nuisance complaint form/EHP online compliant form to the Manager of the EHP regional Office closest to the geographic location of the incident.
4. Refer to [\ISU\Procedures\Current\Pollution\Procedures\Pollution Hotline Mailbox Management](#) file for examples in setting out a Pollution Hotline email.

Released by

Department of Environment and Heritage Protection
under Right to Information Act 2009

4 Appendices

4.1 Agency Jurisdiction

EHP	Local Council
<ul style="list-style-type: none"> State land State building Any industry licensed by EHP More than 50 fish deaths Waste - transport and disposal State schools Major contamination to waterways or air Contaminated Land 	<ul style="list-style-type: none"> Residential/small business noise Storm water drains Less than 50 fish deaths Minor water contamination Residential building works Jet skis Church bells Private schools Air conditioners unless EHP licences the industry Dust, air particles, powder, scatter, sift, ashes, cinders, dirt, dust bunnies, earth, filth, flakes, fragments, gildings, granules, grime, grit, ground, lint, loess, powder, refuse, sand, smut, soil, soot (UNLESS industry licensed by EHP) Waste Dumping
Department of National Parks, Recreation, Sport and Racing (DNPRSR)	Queensland Health
<ul style="list-style-type: none"> Beach closures Taking sand from beach Littering in National Parks 	<ul style="list-style-type: none"> Smell from butcher shops – (<i>Food Act 2006</i>) Asbestos related complaints that cause immediate threat to human health
Workplace Health & Safety	Liquor Licensing
<ul style="list-style-type: none"> Asbestos issues from workplaces 	<ul style="list-style-type: none"> Noise from licensed premises
Queensland Police	Department of Justice and Attorney General – Body Corporate and Community Management
<ul style="list-style-type: none"> Noise from gatherings of people Community welfare complaints 	<ul style="list-style-type: none"> Building Unit Body corporate related complaints (e.g. noise from air conditioning)
Department of Agriculture, Fishery & Forestry	Department of Transport & Main Roads
<ul style="list-style-type: none"> Fungi on fish Spray drift from farms <p>Maritime Safety Queensland</p> <ul style="list-style-type: none"> Sewerage or fuel/oil in the harbour 	<ul style="list-style-type: none"> Issues on main roads Motor vehicle air pollution

4.2 Interactive Voice Response and Vodafone Messaging Scripts

DEPARTMENT OF ENVIRONMENT AND HERITAGE PROTECTION (EHP)

HOTLINE ARRANGEMENTS FOR EMERGENCY POLLUTION MATTERS

(Commenced 22 December 2004 – current as at 12 December 2012)

All Hotline Calls – 1300 130 372	
EHP - Welcome & Options Menu [recorded message]	<p>Welcome to the Queensland Government</p> <p>If your call is related to a medical emergency or bushfire please hang up and dial 000.</p> <ul style="list-style-type: none"> For all wildlife incidents, including crocodiles, cassowaries, mahogany gliders, flying foxes, koalas, snakes or birds press 1 For reporting a pollution incidents an emergency pollution incidents, including fish deaths press 2 To report illegal activities occurring in Moreton Bay Marine Park press 3 For icenses for activities relating to native plants and animals, development applications and environmentally relevant activities, mining activities press 4 For camping permits, organised activities in a national park or forest, connect with nature activities in South East Queensland press 5 For all other enquiries press zero <p>To repeat this menu press the star button</p>
Pollution Calls – Business Hours (8.30am to 5.00pm Mon to Fri)	
Paging Service - Unanswered calls	<p>If PaLM does not answer the phone in 20 seconds, the call will be re-routed to the Vodafone Messaging Paging Service. The Paging Service will take a message, and email this to PollutionHotline@ehp.qld.gov.au.</p>
Emergency Pollution Calls – After Hours	
Paging Service - Welcome & Options Menu [recorded message]	<p>“This Department of Environment and Heritage Protection after hours service is only for reporting emergency pollution incidents.</p> <p>If the matter you are calling about is not a genuine emergency and you do not want an operator to take your message, please call EHP during business hours.</p> <p>Thankyou for calling.”.</p>
Paging Service - Script	<ol style="list-style-type: none"> “Good Morning/Afternoon/Evening, you’ve reached EHP’s after hours service for reporting emergency pollution incidents.” <ol style="list-style-type: none"> “Do you represent a government agency or local government”. If yes, then ask which government agency or local government they are from; OR “Do you represent a private company or a government owned corporation (such as a water utility or a port authority), which has responsibilities for a pollution incident”. If yes, then ask which organisation they are from; OR Are you calling regarding an EPIRB registered to EHP; OR Are you calling regarding an application for a Temporary Emission Licence (TEL) If from: Queensland Fire and Rescue Service or Queensland Police or Biosecurity Queensland advise: “I’ll forward the information you have provided to EHP, and an officer will contact you shortly.” If from: another government agency or local government or a private company or a government owned corporation, then ask - “Do you consider this an emergency pollution matter that a EHP officer needs to immediately attend to or deal with - such as a major oil or chemical spill or fire; air pollution fallout; animal disease outbreak; fish kill; or sewage spill?” <ol style="list-style-type: none"> IF YES:

	<p>"I'll send your message to a EHP officer, who will contact you shortly".</p> <p>b. IF NO: "I'll forward the information you have provided to EHP, and an officer will contact you on the next working day."</p> <p>5. IF THE PERSON ADVISES THEY ARE CALLING REGARDING AN EPIRB REGISTERED TO EHP "I will forward you message to a EHP officer who will contact you shortly. If you have not heard from a EHP officer within 20 minutes please contact one of the backup numbers on the EPIRB registration."</p> <p>6. If the person advises they are calling regarding Temporary Emissions Licence (TEL) "I will forward your message to an EHP officer who will contact you shortly to provide details of how an application can be made".</p> <p>7. IF NEITHER 3, 4, 5 or 6 ABOVE ARE RELEVANT: "Do you consider the incident to be an emergency to warrant attendance of emergency services?"</p> <p>a. IF YES: "It's suggested you phone 000." (Note: A detailed message should still be taken as outlined below).</p> <p>b. IF NO: "I'll forward the information you have provided to EHP, and an officer will contact you on the next working day".</p>
Paging Service - Records	<p>The Paging Service records a message for every call it receives and emails it to the EHP Script Managers (<i>gary.kane@ehp.qld.gov.au</i>; <i>michael.short@ehp.qld.gov.au</i>; <i>nigel.holmes@ehp.qld.gov.au</i>), where they are filed and collated for reporting purposes. Calls fall into 3 categories:</p> <ul style="list-style-type: none"> • calls where a detailed message is taken (as outlined below). • calls where the caller is advised to phone 000 and a detailed message is taken . • calls where the caller does not leave a message. <p>The Paging Service will obtain the following information from the caller to generate a detailed message:</p> <ul style="list-style-type: none"> • Name of the caller • Name of the organisation for whom the caller works and on whose behalf they are calling • Phone contact details – business and mobile as relevant • Incident Details • Incident Location

Paging Service - Responses

confirmation

number -

1300 551 166

Messages to be escalated to SIRN Officer:

(i.e. emergency pollution incidents reported by a government agency or local government OR a private company or a government owned corporation (such as a water utility or a port authority), which has responsibilities for a pollution incident OR a message relating to a EHP registered EPIRB OR relating to a Temporary Emissions Licence (TEL).

1. Take a detailed message:
 - Email the SIRN Officer and PollutionHotline@ehp.qld.gov.au and EHP Script Managers (gary.kane@ehp.qld.gov.au; michael.short@ehp.qld.gov.au; nigel.holmes@ehp.qld.gov.au).
 - SMS the SIRN Officer, with detailed message, requesting confirmation that message received.
 - Page and SMS the Manager, Incident Response Unit on Pager Number [sch4p4(6) Personal i] and mobile number [sch4p4(6) Personal i]
2. If no response in 5 minutes, ring SIRN Officer.
If no answer, leave detailed voicemail and request confirmation that message received.
3. If no confirmation 5 minutes later, ring ALTERNATE SIRN Officer.
4. If no answer, phone the Manager, Incident Response Unit [sch4p4(6) Personal i]
5. If no answer, page and SMS the Manager, Incident Response Unit on Pager Number [sch4p4(6) Personal i] and mobile number [sch4p4(6) Personal i] stating "No response 3-Paging to take no further action".
6. Take no further action.

Messages to receive next working day response:

Email PollutionHotline@ehp.qld.gov.au.

☐ SIRN Officer TASKS— next working day:

1. If SIRN Officer confirmed message – SIRN Officer to email appropriate EHP District contacts with message attached detailing actions taken and noting if further action is required.
2. If Alternate SIRN Officer confirmed message instead – SIRN Officer to forward email to ALTERNATE SIRN Officer to undertake task 1.

Contact Details for SIRN Officers

SIRN officers to receive SMS Monday morning to confirm they are oncall for that week – followed by an email to SIRN officer and EHP Script Managers (gary.kane@ehp.qld.gov.au; michael.short@ehp.qld.gov.au; nigel.holmes@ehp.qld.gov.au)

David Everett – [sch4p4(6) Personal i]	David Drew – [sch4p4(6) Personal i]
Michael Short – [sch4p4(6) Personal i]	Mark Cavicchiolo – [sch4p4(6) Personal i]
Gary Kane – [sch4p4(6) Personal i]	Damon Cheyne – [sch4p4(6) Personal i]
Nigel Holmes – [sch4p4(6) Personal i]	Phil Steer – [sch4p4(6) Personal i]
David Darvall – [sch4p4(6) Personal i]	

Email address format example: gary.kane@ehp.qld.gov.au

4.3 Pollution Risk Assessment Table and Actions

Category	Incident examples	Action
Major	<p>Biological incident</p> <p>Radiological incident</p> <p>Oil spill to land >5,000L</p> <p>Oil spill to water >1,000L</p> <p>Toxic compounds (e.g. pesticides) >100kg</p> <p>Hazardous materials to land >1,000kg</p> <p>Hazardous materials to water >250kg</p> <p>Contaminated firewater >5,000L</p> <p>Gas / vapour releases</p>	<ul style="list-style-type: none"> • PaLM immediately telephones Regional Manager • Business Hours: PaLM telephones the manager of the Incident Response Unit • After business hours: Vodafone Messaging telephones SIRN on-call officer. SIRN verifies information with caller and telephones SIRN Manager • EHP jurisdiction, PaLM emails detail to appropriate Regional Manager • PaLM updates EcoTrack (EHP jurisdiction) generate CR number upload email • Non-EHP jurisdiction, PaLM email details to appropriate Regional Manager • PaLM Update EcoTrack (Non-EHP jurisdiction) at Regional Manager's request and uploads email confirmation) • PaLM emails Deputy Director General (Dean Ellwood) • PaLM emails EPC Executive Director (Glen Brown) • PaLM emails Enforcement Services Director (Kelli Ready)
Medium	<p>Oil spill to land <5,000L</p> <p>Oil spill to water <1,000L</p> <p>Toxic compounds (e.g. pesticides) <100kg</p> <p>Hazardous materials to land <1,000kg</p> <p>Hazardous materials to water <250kg</p> <p>Contaminated firewater <5,000L</p> <p>Fish death >50</p> <p>Sewage spill (any to water or >5,000L to land)</p> <p>Asbestos</p> <p>Chemical spray drift</p> <p>Waste - dumping, transport or disposal</p> <p>Animal carcass disposal (non-disease)</p>	<ul style="list-style-type: none"> • PaLM check jurisdiction and legislation. • Non-EHP, PaLM refer to Agency via warm transfer • EHP jurisdiction, PaLM telephones and emails detail to appropriate Regional Manager • PaLM updates EcoTrack (EHP jurisdiction) generate CR number upload email • Non-EHP jurisdiction, PaLM email details to appropriate Regional Manager • PaLM Update EcoTrack (Non-EHP jurisdiction) at Regional Manager's request and uploads email confirmation) • Email EPC Executive Director (Glen Brown) • Email Director Enforcement Services (Kelli Ready)
Minor	<p>Fish death <50</p> <p>Sewage spill (<5,000L to land)</p> <p>Sediment offences</p> <p>Litter offences</p> <p>Nuisance - noise, dust, odour, smoke, light</p>	<ul style="list-style-type: none"> • PaLM check jurisdiction and legislation • Non-EHP, PaLM refer to Agency via warm transfer • EHP jurisdiction, unless received as a Medium complaint, send Complaint Form. Alternatively email details to appropriate Regional Manager and follow Medium activation procedure.

NOTE: Emergency calls and incident notifications outside of business hours that are made by the Emergency Services/Police/Local Council or other government agencies as medium to major risk level are received by Vodafone Hutchison Australia and then immediately notified by text/mobile to the 'on-call' SIRN officer.
(SIRN = State Incident Response Network)