

### Moreton Bay Research Station (MBRS) Communication Program

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#### 1. Objectives

- The University of Queensland MBRS Environmental Communication Program aims to provide effective paths of communication to address environmental management issues applicable to the University internal and external stakeholders.

#### 2. Scope

The Environmental Communication Program is limited to:

- Dealing with correspondence (including licensing authorities as necessary); and
- Electronic communication
- Newsletters/Articles
- Community Interaction

##### 2.1 *Correspondence*

Correspondence may include letters, memoranda and facsimiles received by the Moreton Bay Research Station of The University of Queensland with respect to environmental issues. The correspondence may originate from either internal or external stakeholders.

##### 2.2 *Email*

The UQ Sustainability email provides a two-way environmental communication link within The University of Queensland community. The Sustainability email, handled by the Property and Facilities Division, is designed to deal with internal communication issues management. MBRS enquiries will be forwarded to the MBRS Manager for attention as necessary. The email address is: [sustainability@uq.edu.au](mailto:sustainability@uq.edu.au)

Communication may also take place through MBRS email and the email address is: [mbrs@uq.edu.au](mailto:mbrs@uq.edu.au).

##### 2.3 *Community Interaction*

With MBRS being situated in an environmentally sensitive area, regular community interaction is important. The interaction will include:

- Information sessions for visiting groups by local aboriginal leaders.

- Monthly, bimonthly or quarterly meetings between MBRS staff and the local community to inform and discuss upcoming projects.
- Research talks, Stradbroke Island Festivals and MBRS Open Days.

### **3. Managing Communications**

The MBRS Manager and his/her delegates are responsible for dealing with all communication matters with respect to environmental issues. Copies of all correspondence will be sent to the Faculty of Science – Manager Research Facilities Unit. The Manager Research Facilities Unit will be informed immediately of any issues or developments.

#### **3.1 Dealing with enquiries**

- All enquiries shall be dealt with upon checking the correspondence and email. Any MBRS enquiries through the UQ Sustainability email will be forwarded to the MBRS Manager for attention.

#### **3.2 Dealing with Feedbacks**

Feedbacks through correspondence or interaction may require further action and may involve other operations of The University of Queensland. The following actions will be taken:

##### **3.2.1 MBRS and the School and Centres**

If feedbacks are issues concerning MBRS and/or other Schools/Centres:

- MBRS Manager will investigate possible actions. Any serious issues or actions will be taken only after consultation with the Manager Research Facilities Unit;
- Message will be passed to Heads of School/Centre or their managers; and
- The message originator will be advised of the actions taken.
- Inform Manager Research Facilities Unit, and Manager MBRS of ‘issues’.

##### **3.2.2 Visiting Groups**

If feedback are issues concerning visiting groups:

- MBRS Manager will investigate possible actions;
- Message will be passed to appropriate person responsible for group;
- The message originator will be advised of the actions taken; and
- Inform Manager, MBRS and Manager Research Facilities Unit of ‘issues’.

##### **3.2.3 Property and Facilities Division (ISO-9001)**

If feedback requires corrective and or preventive actions by the Property and Facilities Division:

- Feedback will be dealt with by the Property and Facilities Division Quality System Procedure (ISO-9001) for the Administration, Feedback/Corrective and Preventive Action Systems {see Work Instruction PF-SG/W27.0};
- Work orders will be raised through the Works Control Centre.
- The message originator will be advised of the action taken.

### **3.3 Dealing with Complaints**

- The MBRS Manager is responsible for dealing with all environmental complaints at the Research Station;
- The MBRS Manager will investigate the complaints and take the necessary actions. Any serious issues or actions will be taken only after consultation with the Manager Research Facilities Unit;
- The MBRS Manager, on behalf of The University of Queensland, is not obliged to investigate unjustified complaints that are frivolous and vexing in nature.
- Inform Manager, MBRS and Manager Research Facilities Unit of 'issues'.

### **3.4 Dealing with Non-compliance**

- The Environmental Engineer and MBRS Manager shall investigate all issues regarding possible non-compliance;
- If non-compliance is found with respect to environmental licensing conditions, the Environmental Engineer (on behalf of The University of Queensland) has a duty to disclose the non-compliance to the Queensland Environmental Protection Agency; and
- The Environmental Engineer shall liaise with the Sustainability Steering Committee on Environmental Management Planning with respect to any environmental non-compliance issue.