

### Heron Island Research Station (HIRS) Communication Program

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#### 1. Objectives

- The University of Queensland HIRS 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 Heron Island 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*

Unigreen email provides a two-way environmental communication link within The University of Queensland community. The Unigreen email, handled by the Property and Facilities Division, is designed to deal with internal communication issues management. HIRS enquiries will be forwarded to the HIRS Manager for attention as necessary. The Unigreen email address is:

[unigreen@pf.uq.edu.au](mailto:unigreen@pf.uq.edu.au)

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

## **2.3 Newsletters/Articles**

Relevant Centre for Marine Studies newsletters may be distributed to HIRS stakeholders. It may include details on groups who will be coming to HIRS, upcoming projects, local activities and talks to ensure that all stakeholders are aware of current and upcoming activities that may impact on the local community.

## **2.4 Community Interaction**

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

- Meetings between HIRS staff and the local community to inform and discuss upcoming projects as required.

## **3. Managing Communications**

The HIRS 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 CMS director. The CMS director 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 HIRS enquiries through the Unigreen email will be forwarded to the HIRS 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 HIRS and the School and Centres**

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

- HIRS Manager will investigate possible actions. Any serious issues or actions will be taken only after consultation with the CMS director;
- Message will be passed to Heads of School/Centre or their managers; and
- The message originator will be advised of the actions taken.
- Inform Director, HIRS and Centres for Marine Studies of 'issues'.

#### **3.2.2 Visiting Groups**

If feedback are issues concerning visiting groups:

- HIRS Manager will investigate possible actions;
- Message will be passed to appropriate person responsible for group; and
- The message originator will be advised of the actions taken.
- Inform Director, HIRS and Centres for Marine Studies 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 file g:\clerical\uniquial\admin\feedbk.pro};
- 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 HIRS Manager is responsible for dealing with all environmental complaints at the Research Station;
- The HIRS Manager will investigate the complaints and take the necessary actions. Any serious issues or actions will be taken only after consultation with the CMS director;
- The HIRS Manager, on behalf of The University of Queensland, is not obliged to investigate unjustified complaints that are frivolous and vexing in nature.
- Inform Director, HIRS and the Centre for Marine Studies of 'issues'.

### 3.4 *Dealing with Non-compliance*

- The Environmental Engineer and HIRS 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 Environmental Management Committee on Environmental Management Planning with respect to any environmental non-compliance issue.