

Community Response Team Customer Service Charter

Department of the Environment, Tourism, Science and Innovation

Our purpose

The Community Response Team manages the Pollution Hotline, a Queensland Government service for the reporting of pollution, environmental incidents, and environmental non-compliance issues.

We provide a coordinated and high-quality experience. We are straightforward in our communication so that you understand what to expect from us and what we need from you.

Our customers

The Pollution Hotline is available to the entire community including private individuals, community groups, business, industry and non-government organisations.

To allow us to help, we ask for information that is timely, accurate and complete.

How to contact us

You can contact the Pollution Hotline by:

- Phone: 1300 130 372 (option 2)
- Web form: <https://www.qld.gov.au/environment/pollution/pollution-management/reporting>
- Email: pollutionhotline@detsi.qld.gov.au

Phone enquiries

Your call to the Pollution Hotline 1300 130 272 (option 2) will be directed to the Community Response Team between 8.30am-5.00pm (AEST) on business days. Most calls are answered at that time, however occasionally you may be asked to leave a message. If you leave a message, you will receive a call back within the next business day.

More complex matters may be referred to one of the department's compliance centres for further investigation. You will be advised if that occurs, and we will give you a reference number to quote if you need to contact us later about your report.

For phone calls about matters that are not managed by the department, we aim to immediately transfer you to the correct area of the responsible organisation.

Online Environmental Reports and Pollution Hotline Email

Online Environmental Reports and emails to the pollutionhotline@detsi.qld.gov.au can be submitted at any time. A confirmation will advise that your email or report has been successfully received.

All reports are triaged to ensure that critical reports are actioned early.

In most instances, an acknowledgement will be provided within 2 – 5 business days, subject to the complexity and urgency of your report.

After hours phone calls

After hours phone calls will be answered by a staffed service that will collect your information and ask questions to understand your report.

Where your report relates to an environmental emergency (for example, a large oil spill or factory fire), your report will be escalated to the Statewide Incident Response Network, which responds immediately to matters of significant concern that cannot be left to the next business day to resolve.

Where your report does not relate to an environmental emergency, it will be allocated to the Community Response Team for review during business hours. In most instances, you will receive a call back from the Community Response Team during the next business day.

Confidentiality

We have systems in place to ensure that we protect your confidential information and handle your details in accordance with the *Information Privacy Act 2009*.

If you want to remain anonymous and you believe your report should be treated as a public interest disclosure, please follow the public interest disclosure process available at:

<https://www.detsi.qld.gov.au/contactus/feedback-forms/feedback-form-complaint>

Improvement

The Community Response Team is committed to improving the Pollution Hotline service, so we welcome your feedback. Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

We invite you to provide feedback to a Pollution Hotline operator or through the department's contact form:

<https://www.detsi.qld.gov.au/contactus>

You may also be asked at the end of the call to reflect on the service you received.

Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it.