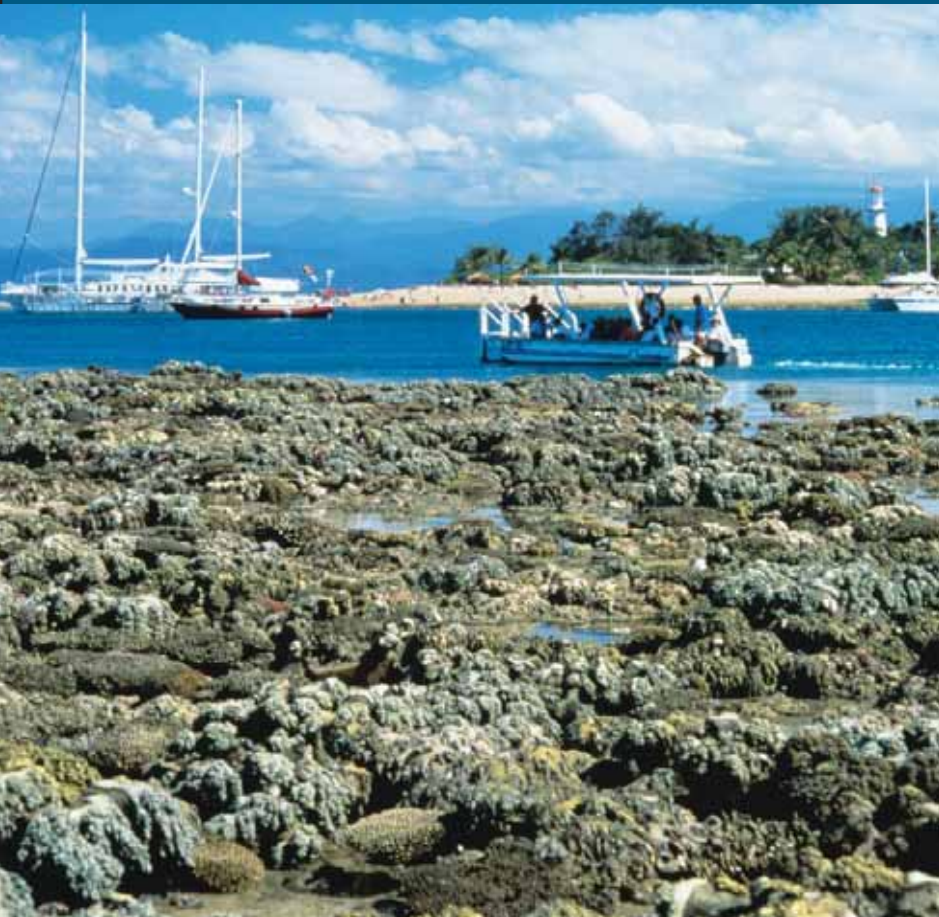




Australian Government

Great Barrier Reef
Marine Park Authority

SERVICE CHARTER 2011-2015



Working together today for a healthier Reef tomorrow



FROM THE CHAIRMAN

I am pleased to present this Service Charter for the Great Barrier Reef Marine Park Authority.

This Charter states our outcome, approach, services, clients and standards to all. It tells you how you can find out more about us and encourages you to give feedback on our performance.

The Authority's business is far ranging and our clients are diverse. However, we aim to provide the appropriate service to meet all our commitments. Our services will continue to develop as new issues arise and we will review this Charter regularly in line with these changes.

As well as providing services to our clients we collaborate with others to manage the Marine Park. Certain Authority functions are carried out in conjunction with other State and Commonwealth organisations. For example, field management of the Marine Park is managed jointly with Queensland government agencies. We also work with Traditional Owners, scientists, industries, interest groups and the broader community.

Our clients interact with us in a variety of ways—as partners, applicants, visitors and information seekers, so this Charter is necessarily broad in content.

Your comments and suggestions are welcome at any time and will be instrumental in any future reviews of this Charter.



Russell Reichelt
Chairman
May 2011

An underwater photograph of a coral reef. In the foreground, there is a large, flat, brownish coral structure. Above it, several schools of small, silver fish are swimming. The background shows more diverse coral and fish, with a slightly hazy blue water surface.

ABOUT THE GREAT BARRIER REEF MARINE PARK

The Great Barrier Reef Marine Park stretches 2300 km along the Queensland coast and covers 344 400 km². It is the largest coral reef ecosystem in the world and supports an outstanding array of plants and animals. The Marine Park supports a variety of uses, particularly tourism, fishing, recreation and shipping. It is an integral part of the lifestyles and livelihoods of communities along the Great Barrier Reef coast.

WHO WE ARE

The Great Barrier Reef Marine Park Authority (GBRMPA) is an Australian Government statutory authority. The GBRMPA reports to the Australian Government Minister responsible for the Environment and the *Great Barrier Reef Marine Park Act 1975*. The GBRMPA advises the Minister on the control, care and development of the Great Barrier Reef Marine Park.

Our headquarters are in Townsville and our staff work from Cape York to the southern Great Barrier Reef and also in Canberra.

WHAT WE DO

The agency's primary role is best conceptualised through the outcome we aim to achieve:

- The long-term protection, ecologically sustainable use, understanding and enjoyment of the Great Barrier Reef for all Australians and the international community, through the care and development of the Marine Park.

OUR VALUES

In addition to the Australian Public Service Values and Code of Conduct, we value our people and endeavour to:

- Lead by example and strive for excellence
- Work collaboratively, be receptive and communicate openly with each other, stakeholders and the community to achieve results
- Respond professionally to, and respect the needs and aspirations of the community and our stakeholders
- Be a high performing organisation with systems that support our people and our decisions
- Show respect, trust, honesty, accountability and integrity in our conduct - we encourage debate, but we speak with one voice
- Display innovation and objectivity in our decision making.

We strive to incorporate these values in all dealing with our clients.

OUR APPROACH

To manage the Great Barrier Reef Marine Park, we:

- Protect the values of the Great Barrier Reef Marine Park and Great Barrier Reef World Heritage Area using an ecosystem-based management approach and manage activities so that they are ecologically sustainable.
- Promote ecologically sustainable use of the Marine Park and the coast and catchments adjacent to the Great Barrier Reef.
- Use the best available science, knowledge and information to support environmental policy, regulation and conservation outcomes.
- Actively engage and recognise that understanding and working constructively with others is essential in achieving our outcome.
- Provide information and education programs to raise awareness and to encourage behaviour change within the community that will help protect the Great Barrier Reef.
- Respect Traditional Owner culture, and recognise their cultural connections to sea country within the Marine Park.
- Work collaboratively with many different organisations and groups to manage the Marine Park including Queensland Government agencies, other Australian Government agencies, Traditional Owners, scientists, industries, interest groups and the broader community.
- Ensure we have expertise and field experience regarding issues of concern to the Marine Park and its stakeholders.
- Use a risk management approach to managing the Marine Park.





OUR CLIENTS

Our clients include anyone who we provide a service to, works with us in delivering results or who has an interest in what we do. They include:

- The Commonwealth Minister responsible for the Environment
- Commonwealth, State and Local governments and agencies
- research institutions
- Traditional Owners
- educational organisations (primary, secondary, tertiary)
- environmental Non-Government Organisations
- industry and community representative bodies
- people and organisations responsible for managing Australia's natural resources and
- the wider Australian and international community.

Our clients seek widely differing services and outcomes which include:

- consultation as part of the development or review of policies and programs
- approvals or permits under legislation we administer
- developing partnerships for particular initiatives or programs
- obtaining information for organisations or personal use,
- management arrangements that support ecologically sustainable use in the Marine Park, and
- enjoying and experiencing the Marine Park we manage.

The GBRMPA has established the following advisory committees to assist in the management of particular issues in Marine Park locations and operational programs.

- four Reef Advisory Committees: Catchment and Coastal; Ecosystem; Indigenous; and Tourism and Recreation. A key role for these committees is to advise the GBRMPA in relation to actions that can be taken to address the risks to the Great Barrier Reef identified in the *Great Barrier Reef Outlook Report 2009*.
- 11 Local Marine Advisory Committees in operation in regional centres adjacent to the Great Barrier Reef between Cooktown and Gladstone. These committees provide advice to the GBRMPA, other government agencies and organisations on marine and coastal issues and specific activities that affect the Great Barrier Reef in the local regions.

OUR AVAILABILITY

We are contactable by phone during normal office hours (8:30am-5:00pm) and by fax, e-mail, letter or completion of an online form at our internet site.

We will respond in a timely fashion when answering your requests or queries.

We will continue to improve access and service in recognition of the particular needs of our diverse client base including in accordance with the principles of the National Disability Strategy and via intelligent web portals as appropriate.

If we are unable to provide you with the information or the service that you need, we will try to refer you to an appropriate contact point in another agency or organisation.

Contact details for our central office in Townsville are as follows:

Great Barrier Reef Marine Park Authority
2-68 Flinders Street
TOWNSVILLE QLD 4810
Phone: 07 4750 0700 (Switchboard)
Fax: 07 4772 6093
Toll-free: 1800 990 177
Email: info@gbrmpa.gov.au
Website: www.gbrmpa.gov.au

Or you can write to us at the following address:

Great Barrier Reef Marine Park Authority
PO Box 1379
TOWNSVILLE QLD 4810

Also, we have regional offices in Cairns, Mackay and Rockhampton and an office in Canberra. Please feel free to visit your local office within business hours (8:30am-5:00pm local time).

Cairns

Cape York and Far Northern
(Port Douglas to Mission Beach) Regions
Level 2, Orchid Plaza
58 Lake Street, CAIRNS
PO Box 6091
CAIRNS QLD 4870
Phone: 07 4057 0700
Fax: 07 4051 9866
Email: cape.york.region@gbrmpa.gov.au
far.northern.region@gbrmpa.gov.au

Mackay

Central Region
2nd floor, 43 River Street, MACKAY
PO Box 94
MACKAY QLD 4740
Phone: 07 4951 3454
Fax: 07 4951 3487
Email: central.region@gbrmpa.gov.au

Rockhampton

Southern Region
130 Victoria Parade, ROCKHAMPTON
PO Box 301
ROCKHAMPTON QLD 4700
Phone: 07 4921 4055
Fax: 07 4921 4034
Email: southern.region@gbrmpa.gov.au

Canberra

Ground Floor, John Gorton Building
Environment Entrance
King Edward Tce, PARKES ACT
GPO Box 791
CANBERRA ACT 2601
Phone: 02 6274 1922
Fax: 02 6274 1509
Email: canberra@gbrmpa.gov.au



OUR AGENCY-WIDE SERVICE STANDARDS

We will:

- Provide the most accurate, up to date information available to us where this information is not sensitive or classified.
- Be respectful and sensitive to your needs and respond in a culturally sensitive way.
- Answer phone calls promptly during normal office hours and identify ourselves
- Reply to correspondence within 20 working days of receipt or, if we can not answer within that time, send you an acknowledgement and let you know when you can expect a reply, and
- Respond promptly to requests for publications, reference material, fact sheets or other printed information.

Note some timeframes may differ depending on the nature of the service provided (e.g. Freedom of Information, permit application assessments, environmental management charge). Contact the GBRMPA if you require more detail about these services.

When developing policy we will, wherever possible:

- Consult widely to make sure that the views of industry, environmental, and cultural organisations, Traditional Owners, interested members of the community and other government agencies are properly considered, and
- Provide reasonable time for comment on policy proposals.

When we are carrying out our legislative responsibilities, we will:

- Administer provisions lawfully, fairly and objectively, and
- Provide up to date and accurate information about the relevant legislation to clarify your, and our, obligations.

IMPROVING OUR SERVICES

We aim to be a best practice, proactive organisation and deliver information using the most up-to-date technology. Assessing how well we perform against our standards will help us achieve this goal.

We will assess our performance through:

- the responses of the public and key stakeholders to our information strategies, management strategies and products
- surveys of key clients and users of our products and services, and
- monitoring and evaluating our services against our standards.

HOW YOU CAN HELP

You can help us to meet our standards by:

- giving us sufficient and accurate information for us to provide the service you require
- providing feedback and comments on the services we provide
- treating our staff courteously
- leaving a clear and concise message if your telephone call is answered by voicemail and our staff will return your call as soon as possible to answer your query.

REPORTING FRAUD

Staff or members of the public who suspect or have knowledge of fraudulent activity relating to the GBRMPA's business, or any other illegal activity, may contact the Director, Legal Services, by phone on 07 4750 0700 or in writing to the address given below.

Director, Legal Services
Great Barrier Reef Marine Park Authority
PO Box 1379
TOWNSVILLE QLD 4810
Fax: 07 4772 6093

FEEDBACK ON OUR SERVICE

Your feedback on our performance can help us improve our standards of service. If you have any general comments, suggestions for improvement or complaints, please let us know by completing the form at the agency's website at: http://www.gbrmpa.gov.au/corp_site/about_us/feedback.

If you have specific feedback, are dissatisfied or have concerns about our day-to-day services, please raise this with the staff member concerned or their supervisor. We will try to resolve the problem immediately.

If you make a complaint we will:

- ensure the matter is dealt with by a senior officer who is independent of the matter being addressed
- inform you of who is dealing with your concern
- investigate the matter thoroughly and expediently, and
- reply within 20 working days, or inform you of progress in resolving your complaint.

If you remain dissatisfied with how we handle your complaint, please contact:

Office of the Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601
Phone: 02 6276 0111
Toll-free: 1300 362 072
Fax: 02 6249 7829
Email: ombudsman@ombudsman.gov.au

REVIEW OF THIS SERVICE CHARTER

This charter will be reviewed after the publication of the next Great Barrier Reef Outlook Report in 2014.



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