



Our New Business Model

Building excellence in customer service

As part of putting our regulatory strategy into practice, EHP is changing the way we operate to give customers and the community a better service.

Our business model

- Applications will be assessed and decided in one of our specialised business centres, each focussing on a particular sector—minerals mining, coal mining, petroleum and gas, industry and development and macropods.
- Environmental impact assessment will continue to be provided from a business centre based in Brisbane.
- There will be a compliance team in each of our 15 offices around the state. These teams will respond to incidents and complaints, visit high-risk sites to check on business’s environmental performance and help licence holders to understand their environmental obligations.
- A customer service centre located in Brisbane will deal with customer enquiries and information requests, receive complaints and provide quick response to environmental incidents.

Our business model ensures that the issues that pose the greatest environmental risk will be dealt with quickly and consistently by skilled staff at each centre.

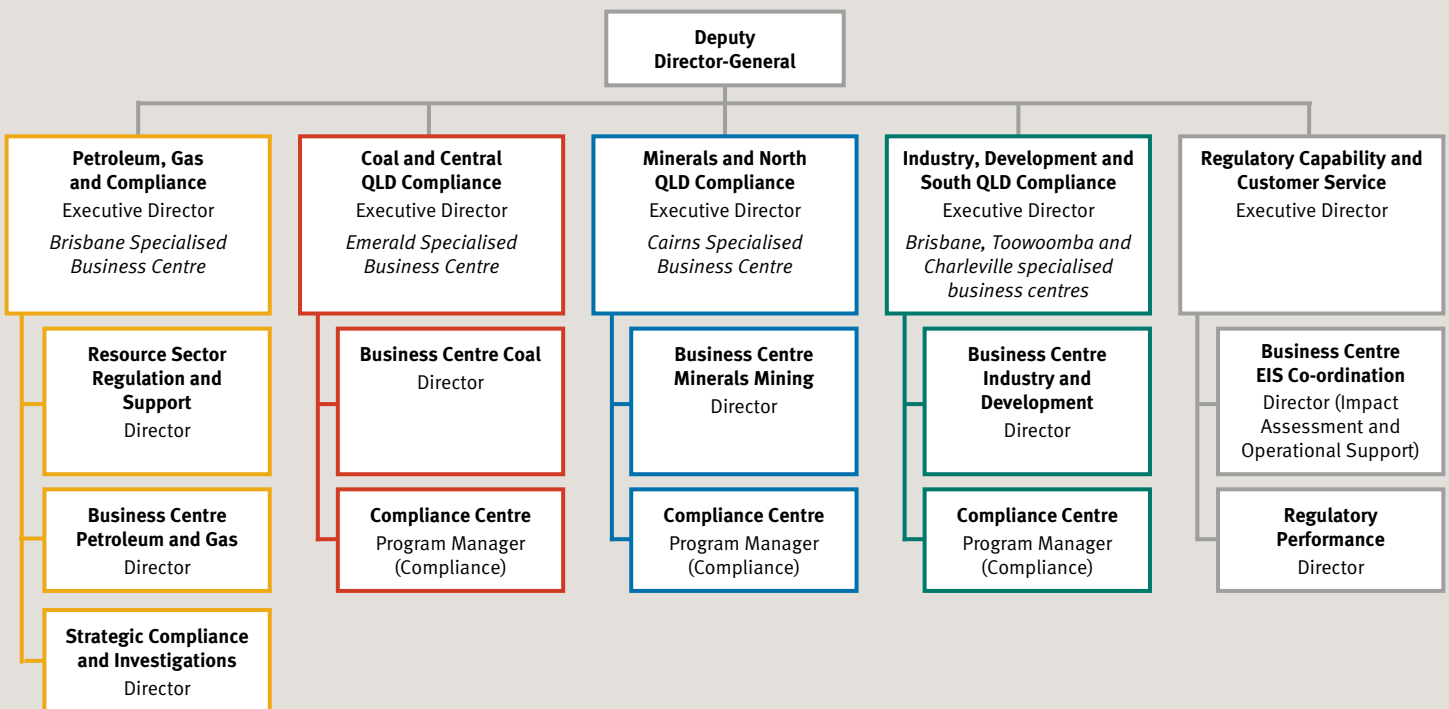


The benefits:

- Specialised business centres
 - ✓ Simple and fast application process
 - ✓ Consistent decisions made across each sector
 - ✓ Building expertise in dealing with high risk issues
 - ✓ Simpler customer access and support by skilled staff to provide outcome-focused approvals
- Compliance centres
 - ✓ Consistent and fair enforcement decisions across and between sectors
 - ✓ Increased compliance capability available across the state
 - ✓ Systems that can collect and analyse data to determine which businesses are not meeting the outcomes on their licence



Each business centre will be responsible for assessments for all of the upstream and downstream activities for their sector—from extracting the resource through refining to export from a port. Customers will benefit from the depth of knowledge and experience that staff in each business centre have.



Our structure complements our new business model, with clear accountabilities for ensuring the high performance of both our assessment and compliance functions.

To find out more, visit our website at www.ehp.qld.gov.au and look for our 'Regulatory Strategy'.