

How to report to the EPA

Information for residents who want to report pollution to the EPA. This can include air, noise, water and waste issues.

Key points

- Reports from the community can play an important role in investigating environmental pollution incidents.
- The EPA needs a certain level of detail from the community to be able to investigate an incident or issue effectively.

It is important that you collect information only if it is safe and lawful to do so.

What should I do if I see a pollution incident?

If it is not an emergency, and it is safe to do so, you should contact the source or person causing the pollution. If it is a licensed premises (with an Environment Protection Licence), they are required to have a complaints line, and may be able to take immediate action.

You should also contact the EPA Environment Line. They will be able to help you determine who is responsible. Under the *Protection of the Environment Operations Act 1997*, different government agencies or councils can be responsible for regulating different activities.

If the EPA is the responsible agency, we will be able to help you report the issue.

How do I make a report?

The best way to make a report is via our EPA Environment Line. Environment Line handles general inquiries and pollution incident reports.

What information would be helpful to report to the EPA?

There is certain information that will assist the EPA in investigating an incident or issue.

Who: your name and contact details (this can be confidential)

What: is the issue e.g. dust, noise, odour

When: what was the time and date, how long did it last? Has this happened before?

Where: the location of the incident

How: has it impacted your health or comfort, or damaged your property?

Other helpful details

- Do you have any photos, video or other evidence?
- What are the weather conditions?

Your information may not always lead to an EPA Officer going out to investigate, but the EPA uses information it receives to plan investigations and allocate resources.

For major pollution incidents call 000

For any incident that presents an immediate threat to human health or property, report it immediately to emergency services.

Where can I find more information?

More information on reporting pollution can be found on the EPA website

www.epa.nsw.gov.au.

EPA Environment Line

Phone: 131 555

Email: info@epa.nsw.gov.au



NSW Environment Protection Authority

Email: info@epa.nsw.gov.au

Website: www.epa.nsw.gov.au

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