

# What to expect during an inspection

Always call 000 if it is an emergency



**EPA Enviro Line 131 555**  
**info@epa.nsw.gov.au**  
**24 hours**  
**7 days a week**

At the NSW Environment Protection Authority (EPA) we want business, government and individuals to comply with environment protection legislation in NSW. EPA officers can inspect businesses and premises, provide guidance and advice on how to comply with the law, and enforce the law.

## Why is the EPA visiting your premises?



**An EPA officer may be visiting you to:**

- follow up on a report or a complaint
- make sure you are complying with environmental requirements
- respond to an environmental incident.

## What to expect during the visit?



**The EPA officer will:**

- identify themselves
- explain the purpose of the visit and their authority to enter a site

- listen to you and acknowledge your views
- treat you fairly and with respect and explain your rights
- explain the next steps after the visit.

## You can assist by...



- treating all EPA officers with respect
- providing assistance to the EPA officer
- not intentionally concealing anything relevant to the visit.

## The EPA officer may:

- take notes, photographs and samples
- provide advice on issues that may require your attention and follow-up
- ask you to provide information.

## What happens next?



Simple matters will be resolved quickly, more complex inspections may take more time. We will advise you how long we think it will take and we will provide you with an update within four weeks.

We may send our request via a call, an email or a letter, or we may issue a legal notice.

You can get in touch with the EPA contact officer leading the inspection at any time, for an update or to ask questions.

We will inform you of the outcome.

**Your contact today, EPA officer** \_\_\_\_\_

**Notes** \_\_\_\_\_  
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