

Service Charter



The Environment Protection Authority (EPA) is South Australia's independent environment protection regulator. We protect, restore and enhance the environment through the risk-based regulation of pollution, waste, noise and radiation.

We work closely with the community, industry and government to protect our unique natural environment while supporting economic growth and improving wellbeing.

We are committed to providing high quality services to the South Australian community and will do this by:

- providing timely, accurate and responsive services
- being open, honest and helpful in meeting your needs
- treating you fairly, with courtesy and respect
- keeping you regularly informed of environmental issues that may impact you
- attracting and developing knowledgeable and competent staff.

Our service standards

We will:

- provide a 24/7 pollution reporting service
- provide a 24/7 environmental emergency response service
- respond immediately to an environmental emergency incident
- take action on enquiries and incident reports within 3 days
- comply with statutory timeframes in licensing and referred environmental assessments
- keep an up-to-date website with relevant information for the community and licensees.

We will monitor our performance against our standards so we can check how we are doing.

Meeting your expectations

We will keep you informed when longer timeframes are needed to respond or resolve a complex issue.

When matters are beyond our scope, we will assist you to find someone to help you.

You can help us by:

- providing us with clear, accurate information
- providing us with feedback
- being open, honest and respectful in your dealings with us.

Giving feedback

We value your feedback about our services as it helps us to understand what is important to you and where we need to improve.

We welcome your feedback through the [online feedback form](#) on our website or by contacting us.

Contact us

Office: 211 Victoria Square, Adelaide, SA 5000

Postal: GPO Box 2607 Adelaide, SA 5001

Telephone: 08 8204 2004

Freecall: 1800 623 445 (non-metropolitan only)

epainfo@sa.gov.au

www.epa.sa.gov.au



@SA_EPA