

Compliance and Enforcement Review implementation: Update on progress

Information
Bulletin



Publication number 1493 August 2012

Authorised and published by EPA Victoria, 200 Victoria Street, Carlton

Since the report was publically released in February 2011, a great deal of progress has been made on implementing the recommendations of the *Compliance and Enforcement Review*.

As of July 2012, more than half of the 119 recommendations have been implemented. All recommendations are due to be completed by September 2013. For a list of all the recommendations visit [EPA's website](#).

Highlights so far

Compliance and Enforcement Policy

EPA released its [Compliance and Enforcement Policy](#) in June 2011 in response to a number of key recommendations. The Policy clearly sets EPA's approach to compliance and enforcement activity by providing a framework for EPA's decision making. As a result, EPA's actions will be more consistent and predictable.

Customer Service Charter

In response to recommendation 3.1, EPA developed a [Customer Service Charter](#) and a supporting implementation strategy. The Charter outlines what Victorians can expect from EPA including EPA's customer service promise and the guiding principles that form the basis of our customer service standards. It also outlines what you can do if you are not satisfied with our statutory decisions or the way we have managed your inquiry.

Remedial Notices Policy

A number of recommendations relate to the use of remedial notices. In response to these recommendations, EPA released its [Remedial Notices Policy](#) in October 2011. The Remedial Notices Policy provides EPA with a framework for applying notices in a consistent, constructive and effective way. This policy explains that remedial notices are not sanctions but are tools used to prevent or remedy a range of non-compliances or likely non-compliances. They are designed to be clear, easy to understand, constructive and achievable.

Authorised Officers brochure

The publication of the new [EPA Authorised Officers brochure](#) contributes to the implementation of a number of recommendations. The brochure outlines:

- what EPA is and what it does
- the role and powers of authorised officers
- the reasons for inspections
- the inspection process
- the obligations of duty-holders in relation to inspections

- what the Environment Protection Act is
- the avenue for reporting pollution
- the avenue for providing feedback or making a complaint about an authorised officer's conduct.

Enforceable Undertakings Guidelines

In response to recommendation 11.20 EPA has revised the [Enforceable Undertakings Guidelines](#). The purpose of the guidelines is to explain to Victorian businesses and the community how EPA may use enforceable undertakings as an alternative to prosecution when an alleged breach of the *Environment Protection Act 1970*, or other legislation administered by EPA, has occurred.

Authorised Officer complaints process

In response to recommendation 13.8, EPA has developed a formal internal process for managing and investigating [complaints](#) from duty-holders regarding the conduct of an EPA authorised officer.

Annual Compliance Plan

In response to recommendation 8.4, EPA has developed and released its [Annual Compliance Plan](#) (ACP) for the 2012–2013 financial year. The ACP forms a key part of informing where EPA will focus its compliance and enforcement activities every year. The purpose of the ACP is to target EPA's operational capacity to the sites, sectors and areas that pose the greatest risk to the environment.

A new and improved website

A lot of work has gone into reviewing and redesigning the [EPA website](#) so that it is now easier to navigate with information that is up-to-date, relevant and clear to businesses and the community. The new website went live in July 2012. This addresses recommendation 6.2.

Background to the review

In order to improve its effectiveness and prepare for a more challenging future, EPA commissioned an extensive independent review of its compliance and enforcement activities. The *Compliance and Enforcement Review: A Review of EPA Victoria's Approach* was publicly released in February 2011 and contained 119 recommendations.

More information is available on [EPA's website](#).

For further information

Further information on the implementation of the recommendations will be provided in EPA's *2011–12 Annual Report* which will be available on [EPA's website](#) later this year.

For additional information on the implementation of the recommendations phone EPA on 1300 372 842.

