



## Community Information Open Day

### Fact sheet 7

#### Incident and complaints reporting

The Department of Environment and Conservation (DEC) has an accessible and transparent incident and complaints handling system.

#### How do I report an incident?

DEC encourages incidents to be reported as soon as possible, before they cause significant harm to the environment. Early notification of an incident and full cooperation by an offender will often minimise harm to the environment.

If you wish to report an environmental incident, the following contacts are provided for your information:

Pollution Watch 1300 784 782

After Hours Pollution Reports 1800 018 800

Swan River Trust (08) 9278 0400

Swan River pollution line 0419 192 845

To urgently notify the appropriate organisation or if you are witnessing an incident, please use the above emergency numbers or telephone Crimestoppers on 1800 333 000 (rewards are offered for certain types of information).

For reports relating to incidents under other relevant legislation such as the Environmental Protection (Noise) Regulations 1997, please contact your regional DEC office.

#### DEC Swan Region

##### **Victoria Park Office**

Telephone: (08) 6250 8000  
Postal Address: 7 Ellam Street  
VICTORIA PARK WA 6100

##### **Kwinana Office**

Telephone: (08) 9411 1777  
Postal Address: PO Box 454  
KWINANA WA 6966

#### How do I find out about the result of an investigation?

The officer assigned to the investigation will inform the complainant and the alleged offender of the outcome of the investigative process.

#### What is DEC's approach to enforcement and prosecution?

The DEC Enforcement and Prosecution Policy (available at [www.dec.wa.gov.au](http://www.dec.wa.gov.au)) provides general guidance on how enforcement and prosecution is approached by the DEC.

Enforcement options include:

- Prosecution
- Infringement notice
- Modified Penalty Notice (EP Act)
- Statutory notices and directions
- Environmental Field Notices (EFN) (EP Act)
- Written warning
- Amendment to Licence Conditions/Permit
- Physical intervention
- Suspension or Revocation of Works Approval or Licence/Permit (EP Act)