

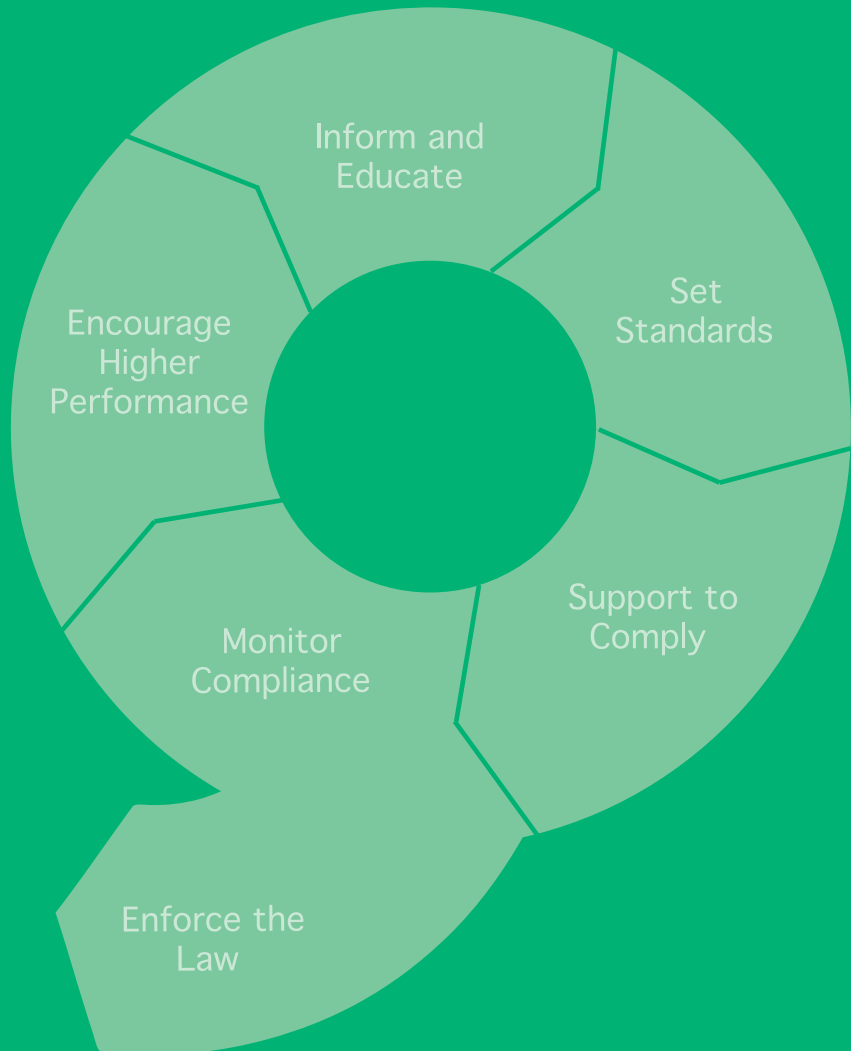
Annual Plan 2013-14

Delivering on our 5 Year Plan - Year Three

ENVIRONMENT PROTECTION AUTHORITY



EPA's operating model



Embedding our reform and taking action



Cheryl Batagol,
Chairman and
John Merritt, CEO

EPA produces an annual plan to outline our priorities, key activities and the budgeted expenditure we commit to as part of delivering our *5 Year Plan*.

We are excited about the third year of our current *5 Year Plan*. It is a year in which we will realise the benefits of most of our reforms and complete four remaining transformation initiatives. We will deliver tangible improvements by identifying and acting on priority environmental and social issues. We will consolidate our efforts and grow our knowledge to mitigate impacts in six focus areas:

- contaminated environments
- landfills
- organics
- stockpiling of materials (tyres)
- residential encroachment in industrial areas
- stormwater contamination in urban areas.

These areas are not new to EPA, but we will take a more structured and integrated approach, consistent with being a modern regulator. We will focus on specific problems and deliver shorter term, tangible improvements at priority sites or on specific issues, while working towards broader system and institutional changes over a longer period. An example of this approach is our continuing work with communities in the Brooklyn and Clayton-Dingley areas affected by odour and diminished air quality, to improve liveability and the local environment. We will learn from our experiences with these communities and be guided by our *Environmental Citizenship Strategy* to apply successful initiatives elsewhere.

In 2013-14, we will continue to deliver core regulatory business through our *Annual Compliance Plan*. We will continue to issue and manage licences and approvals, respond to planning referrals, appoint and review environmental auditors and respond to emergencies that impact the environment. Our compliance efforts, including inspections, assessments and investigations, will continue to be prioritised based on risk.

We will contribute to the Victorian Government's commitment to reduce the regulatory burden on businesses by 25 per cent by 1 July 2014. Specifically we will reform our works approvals process and emergency discharge approvals, 'clean up to the extent practicable' decisions and auditor appointment processes. We will contribute to other Government commitments, including reducing the environmental impact of illegal dumping, and improving the health of the Yarra River and bays. We will support cross-government planning decisions and major projects to grow Victoria's economy and prosperity while maintaining liveability. Within our environment portfolio we will deliver on *Environmental Partnerships* and other commitments with the Department of Environment and Primary Industries and Sustainability Victoria - particularly those in *Getting Full Value: Victoria's Waste and Resource Recovery Policy*.

Internationally we will promote Victoria's clean tech industry and closer to home we will work with other regulators to be more efficient in our compliance work. Nationally we will continue to contribute to standardising environment protection regulation, the *National Plan for Clean Air*, as well as contribute to standards for contaminated environments, waste and water.

Internally we will embed and realise the benefits of our reform of information systems and our risk-based approach to compliance and enforcement. Our remaining reform work will ensure more efficient approvals and environmental audit processes, and we will improve our science and engineering capability and environmental assessment program. Our internal capability will be complemented by external expertise through our research and development partnerships, and targeted research projects.

We will continue to learn by doing, regularly monitoring our performance and adjusting our delivery to ensure we are on track to deliver the objectives of our *5 Year Plan*.

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Our focus - Year three, 2013-14

Our annual plan each year reflects:

- the assessment and prioritisation of environmental issues based on actual or potential impact to environmental quality and experience
- opportunities to improve environmental quality and experience
- continued initiatives from the previous year
- prioritised activities that deliver our 5 Year Plan outcomes.

EPA's strategic priorities below show what we will focus on in order to achieve our environmental outcomes; namely, clean air, safe land, less waste, healthy water and minimal disturbance from noise and odour for Victorians.

Deal with past pollution

Reduce environmental and health impacts of historical contamination

Objectives:

- improve transparency of the management of contaminated environments and their impacts
- enforce the law to ensure contaminated environments are safely managed
- support the conversion of contaminated environments to assets
- learn from the past to prevent future problems.

Tackle current environmental issues

Prevent pollution and improve efficiency of resource use

Objectives:

- tackle pollution and ensure compliance using a risk-based approach
- support planning decisions to prevent impacts
- minimise impacts of resource use¹.

Shape the environmental future

Avoid future impacts by anticipating and acting

Objectives:

- enhance the intelligence and communication of environmental quality and its drivers and impacts
- ensure science and other evidence underpins decision-making at national, state and local levels
- lead and influence strategies and standards that safeguard from future impacts.

EPA delivers these strategic priorities by working with our partners across government and with the Environment Policy Division, Department of Environment and Primary Industries (DEPI) and Sustainability Victoria (SV) in our portfolio. We contribute to the Government's long term vision for Victoria's environment expressed in *Environmental Partnerships*. We contribute to the portfolio priorities of integrated waste management, contaminated environments, resource efficiency, water quality, air quality, noise and odour and climate change (figure 1). We deliver regulatory services and programs and set standards of practice to support policy.

¹EPA supports businesses to minimise resource use through works approvals.

Figure 1. EPA contributes to all portfolio priorities

This strategic framework represents EPA, SV and those parts of DEPI that intersect with EPA and SV

A Government's Environmental Partnerships Aspirations DEPI

We have a shared responsibility to act to ensure that the environment is healthy, supports our prosperity and wellbeing, and that future generations can enjoy its benefits
 We VALUE the environment and what it has to offer
 We ACT to protect, conserve and maintain the environment
 We ENJOY the benefits of a healthy environment now and in the future

B Governments' Priorities*

Reduce pollution and improve waste management

Maintain healthy biodiversity and productive landscapes from catchment to coast

Be smarter with energy and water and prepare for the potential impacts of climate change

C Portfolio Strategic Priorities

Integrated Waste Management
 Impact of solid waste on the environment is minimised & the economic return from recovered resources is maximised

Contaminated Environments
 Legacy contaminated environments returned to productive use to contribute to growth & reduce harm to communities

Resource Efficiency
 Impact of resource use on the environment is minimised & the economic return of material & energy efficiency is maximised

Water Quality
 Water quality protected to enable healthy ecosystems & safe communities

Air Quality
 Improved air quality to reduce health burden and address hotspot areas to protect the community & environment

Noise & Odour
 Reduced community disturbances from noise & odour to improve liveability

Climate Change
 Improved capacity to respond & adapt to a changing climate

D Key Strategic Enablers

Planning & Economic Development
 Support planning system & provide investment opportunities to reduce impacts on the environment, communities & enable businesses to effectively operate

Practical Local Action
 Strengthen community & business partnerships to enable them to share responsibility, participate & act

Extreme Event Management
 Reduced impact of major bushfires & other extreme events on people, infrastructure & the environment

Land Management
 The community benefits from effective management of Victoria's public & private land assets

Governance
 Effective, efficient & coordinated environmental policy, investment and regulation

Building Capabilities
 Improved stakeholder relationships, culture and communications to support delivery

Institutional

E Strategic Levers

Strategy & Planning
 (outlines getting from problem X to desired state Y)

1. Policy
 (sets legislative direction & guidance)

2. Service Provision
 (services provided to enable outcomes)

3. Program Delivery
 (initiatives & financial incentives to support users)

4. Regulation
 (sets enforceable standards of practice, fiscal measures & regulates against them)

4

* Three of eight priorities that will help achieve governments' aspirations

Our strategic priorities

1. Deal with past pollution

What we will do

This year EPA will continue to implement our *Contaminated Environments Strategy* and prioritise our inspections and monitoring of contaminated environments to focus on those sites posing the highest risk to human health and the environment. We will:

- continue to work with stakeholders to clarify our role and responsibilities and that of others across government and industry
- apply our Contaminated Environments Risk Ranking Assessment (CERRA) tool to assess the level of risk posed by contaminated environments, and to prioritise our inspections and reviews of contaminated site management. Through our *Annual Compliance Plan* we will inspect 130 sites with clean up or ongoing management notices that are listed on the public Priority Sites Register
- review and communicate clear and consistent principles for the application of statutory tools and approvals to allow the remediation of contaminated sites
- provide relevant stakeholders (including the community) with information about their rights and obligations, and the legal and administrative processes regarding contaminated environments
- investigate standardising management strategies based on industry type and contaminant including for underground petroleum storage systems
- maintain our publicly accessible register of contaminated sites (the Priority Sites Register)
- provide publicly accessible information about groundwater contamination and act on groundwater plumes posing an unacceptable risk
- develop and implement consistent requirements for remedial notices, and a consistent procedure for their application and follow up, including a process for the internal review of notices when requested by the recipient.

We will also:

- implement reform of the Environmental Audit System, including the reduction of time taken to make 'clean up to the extent practicable' (CUTEP) decisions and increasing the duration of auditor appointments which will both reduce red tape and costs for business
- complete site assessments and progress the management of the priority sites Merindah Park in Sandringham and Leigh Street in Footscray
- continue to provide advice to relevant stakeholders to achieve a suitable environmental management plan for the remediation of a former defence site in Maribyrnong
- continue to support good environmental outcomes as Fishermans Bend is developed.

FOCUS AREA: Contaminated Environments

Contaminated environments are a legacy of Victoria's industrial and commercial past along with lower environmental standards for much of the last century. These localised areas could potentially impact on human health and the environment in a variety of ways, depending on the type, concentration and locality of contamination, what the contaminant is, and the nature and level of exposure.

Priority Sites Register

EPA maintains a publicly accessible register of sites for which we require active management to clean up, monitor or prevent pollution of land and/or groundwater. The register is not a listing of all contaminated sites in Victoria.

Contaminated Environments Risk Ranking Assessment (CERRA)

The CERRA tool gives EPA a more strategic risk-based approach in managing contaminated land. It calculates a risk score based on the nature of the contamination activity or event, against the sensitivity and use of the receiving environment. These risk scores can be ranked, allowing us to target our resources to those sites that pose the greatest risk to human health and the environment.

How we will measure our success:

- implementation of the *Contaminated Environments Strategy* in line with milestones
- 130 inspections of known contaminated sites.

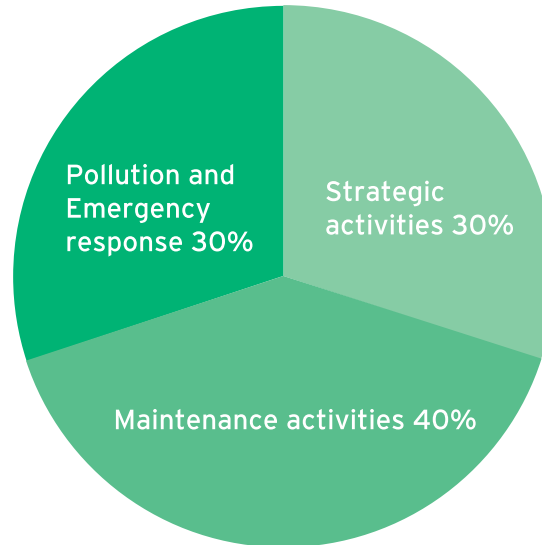
2. Tackle current environmental issues

A. TACKLE POLLUTION AND ENSURE COMPLIANCE USING A RISK-BASED APPROACH

What we will do

EPA's *Annual Compliance Plan (ACP)* outlines the focus of our compliance and enforcement activities for the year ahead. It also sets public targets that are reported on quarterly. A summary of the 2013-14 ACP is presented below.

Through the ACP we respond to the highest risk pollution reports and target sites, sectors and areas that pose the greatest risk to the environment. To accomplish this, the total number of inspections and desktop assessments will be split as per the figure on the right.



Definitions

1. Strategic activities: we undertake proactive compliance work that deals with more complex and long term issues based on statewide or regional operational strategies or programs. This includes our environmental focus areas that are highlighted throughout this plan, and locally significant issues and sites.
2. Maintenance activities: we inspect sites known to us, where there has been a statutory permission, approval, exemption or direction issued. These include licences, remedial notices, statutory approvals and regulatory programs.
3. Pollution and emergency response: EPA responds to reports, including emergency events, assessed to be of high risk to public health or the environment. Reports come from the public, businesses and other government and non-government organisations.

STRATEGIC ACTIVITIES

Strategic activities include proactive compliance work that deals with more complex and long term issues, such as our six focus areas of **contaminated environments, landfills, residential encroachment in industrial areas, stockpiling of materials, stormwater contamination in urban areas and organics**. Strategic activities also include issues or sites of statewide or regional significance that require targeted attention beyond our routine maintenance work.

Strategic: Statewide strategies and programs

In 2013-14, EPA will implement a number of strategies and programs including the following:

- The **illegal dumping of waste, including stockpiling**, harms the environment, creates a hazard to neighbouring residents and financially undermines legitimate licensed waste operators who dispose of waste legally. EPA has an Illegal Dumping Strike Force program to identify, investigate and prosecute businesses or individuals that participate in large scale and systematic illegal dumping activities. In 2013-14, the Strike Force will focus on the construction and demolition industry, tyre disposal and skip-bin businesses, and will continue to respond to community reports of illegal dumping of waste.
- The **surface finishing industry** uses a range of processes to alter the surface of an object to enhance its appearance or change its functional properties. The processes commonly require chemicals and heavy metals that if not managed or disposed of correctly, can pollute the air or waterways and be hazardous to human health and the environment. In 2013-14, EPA will continue to work with this sector to ensure members understand and meet their compliance obligations.
- Small licensed **sewage treatment plants** are used in areas that are not serviced by a sewerage system. In some instances the incorrect use of these facilities can result in the contamination of local water supplies and land, as well as pollute downstream waterways and harm aquatic life. In 2013-14, EPA will continue to inspect and provide guidance to businesses that operate these facilities to ensure they are being used appropriately.

FOCUS AREA: Stockpiling of materials (tyres)

Materials may be stockpiled as part of legitimate resource recovery processes, usually because at a given time there is an oversupply of a particular material in the market. However stockpiling may also be a means by which a few operators illegally dump waste to avoid the costs of legitimately disposing of it, despite being paid to do so. Action is needed where stockpiles pose a danger to human health or the environment, or where they are simply a means of avoiding the costs of proper waste disposal.

In 2013-14, EPA will focus on the stockpiling of tyres, which if abandoned or inappropriately managed, can catch fire and pose a significant health risk and contaminate the local environment.

FOCUS AREA:

Stormwater contamination in urban areas

Contaminants in stormwater, and flows into streams, can result in poor water quality that impacts swimming in the bay and aquatic life. Contaminants and inappropriate flows come from sewage overflow, illegal connections, failing infrastructure and rainwater washing wastes from roads, footpaths and other impermeable surfaces into waterways.

In 2013-14, EPA will continue to play its regulatory role to minimise practices such as poor bunding and chemical storage, improper waste disposal

and inappropriate stormwater management that pollutes waterways. We will work with Melbourne Water, Centre for Aquatic Pollution Identification and Management (CAPIM) and local councils to identify hotspots and alleged sources, and enforce compliance when required. This is one way we will contribute to the Government's *Cleaner Yarra River and Port Phillip Bay Action Plan* designed to deliver cleaner and healthier rivers and bays.

FOCUS AREA:

Organics

Organic material, including food and garden waste, makes up more than 60 per cent of all materials in landfill. As it breaks down it can produce offensive odours, emit greenhouse gas and, in poorly managed landfills, lead to groundwater contamination and vermin. A variety of alternative approaches to dispose (e.g. dispersing as a soil enhancer on agricultural land) and process the material are being explored. Our current knowledge of the scale and location of organics disposal and processing activities is limited. Some of the approaches used to process organic waste, if poorly designed and managed, or through inadequate separation distances, can contaminate the surrounding environment. Local communities can also be affected by odour and litter.

The Victorian Government's policy *Getting Full Value: the Victorian Waste and Resource Recovery Policy*, prioritises actions to minimise the environmental impacts of food and organic

waste while supporting the development of cost-effective ways of diverting untreated organic material from landfill. In 2013-14, EPA will contribute to the waste policy by establishing a baseline understanding of current practices and investigating the environmental and health impacts of priority types of waste. We will work with local governments and industry to redevelop guidelines for composting facilities. The guidelines will outline how the *Environment Protection Act 1970* and associated policies and regulations are applied to organics processing and treatment. They will outline minimum standards and expectations for organic facilities in line with best practice management techniques for organic materials. We will consider a range of approaches currently being used, including the application of organics to land, state of the art vessel waste disposal and energy recovery units.

Strategic: Regional projects

EPA has six regions, each of which identifies environmental issues of significance or high risk, habitually non-compliant sites that require attention. Our regional staff engage with operators, co-regulators and the community, and proactively monitor these issues and sites,

enforcing compliance when required. In 2013-14, we will continue to implement solutions to regionally significant issues or sites. This includes our ongoing commitment to businesses and communities in the Brooklyn and Clayton-Dingley areas to reduce odour and enhance air quality.

MAINTENANCE ACTIVITIES

Maintenance: Licenses

- EPA will inspect all licenced sites at least once by June 2015 and look for evidence of compliance. In 2013-14, we will inspect 300 licenced sites and gather evidence on operators' performance and management systems to determine how often they will be inspected in the future.
- We will review all Annual Performance Statements and conduct 50 detailed assessments, including 20 field-based audits.

Licenses

Licensed sites are those that, due to the risks posed by their activities, need our permission to operate. Licences allow businesses to discharge waste into the environment under strict conditions.

Inspections

The majority of licensed sites to be inspected have been selected using EPA's Licence Operator Risk Assessment (LORA) model. We use the LORA model to transparently and consistently prioritise inspections where there is the highest risk of non-compliance and the greatest risk of harm to health or the environment. An operator with a low risk rating requires fewer visits, while a higher risk rating indicates we need to manage the site more closely.

Annual Performance Statements (APS)

Licence holders are required to publicly submit an APS outlining their performance against their licence conditions.

Maintenance: Remedial notices

- In 2013-14, EPA will assess compliance against remedial notices, ensure the original risk or harm is remedied and any ongoing risks are controlled.

Maintenance: Statutory approvals and regulatory programs

- In 2013-14, EPA will assess all approvals that relate to the construction of new, or modification of existing, facilities.
- We will assess all temporary or emergency discharge approvals and inspect those we deem high risk.
- We will do desktop assessments of the majority of our regulatory programs and use the initial findings to prioritise inspections and further detailed assessments. We will focus on:
 - sites listed on the national pollutant inventory
 - transporters of prescribed industrial waste
 - receivers of waste and their collection of landfill levies on that waste
 - vehicles emitting smoke or producing excessive noise
 - ships with domestic ballast water.

Remedial notices

These are written statutory directions that requires the recipient to undertake works or activities as detailed in the notice. They are commonly issued to abate pollution or to clean up sites.

Statutory approvals

Certain commercial or industrial activities require EPA's approval prior to the building of equipment or facilities, discharging of wastes to the environment (even in emergency situations) or handling of certain chemicals or wastes. These activities can present a risk to the environment or the public so conditions are set and compliance is closely monitored.

Regulatory programs

EPA oversees various programs and regulations, some on behalf of other jurisdictions, to ensure businesses and individuals appropriately manage waste so as not to impact the environment.

Maintenance: Management of closed landfills

- In 2013-14, EPA will continue a coordinated program to investigate the management of closed landfills that were previously licensed. We will:
 - inspect and review the performance of 30 closed landfills that were previously licensed
 - inspect other closed landfills on a risk basis or where time-bound compliance with a remedial notice is due.

Post closure landfills and pollution abatement notices

Many chronic impacts of landfills occur long after the landfill has closed. While these impacts can be mitigated by good design and operation, best practice rehabilitation and long term aftercare will minimise the potential of any detrimental impacts. A pollution abatement notice may be issued to ensure rehabilitation works are progressing, landfill gas and leachate are being managed and monitored and that stormwater controls are in place.

FOCUS AREA: Landfills

While disposal of materials to landfill is the least preferred management option for waste, landfills remain an important part of Victoria's waste management infrastructure. Their location, design, construction and management has led to a range of environmental impacts.

One aspect of the landfills issue that EPA will deal with in 2013-14 is landfills exempt from licensing. These are often small operations for which there has been no formal guidance

on their siting and operation. We will develop guidelines for the siting, design, management, rehabilitation and aftercare of these landfills. The guidelines will be the basis of future compliance work. We will also establish and implement appropriate standards in licences and notice conditions to deal with key risks including leachate management

POLLUTION AND EMERGENCY RESPONSE

EPA will respond to the highest risk pollution reports based on transparent criteria of the risk to the environment and human health, and the likelihood of EPA attendance detecting non-compliance and resolving the problem.

Pollution and emergency response

The community has a vital role in reporting pollution and environmental hazards to EPA and we are committed to ensuring reports are responded to that identify significant pollution risk.

To ensure our resources are allocated to high risk reports, we use transparent criteria to manage the almost 10,000 calls we receive each year.

How we will measure our success:

- 52 remedial notices for illegal dumping issued
- improvement in air quality in Brooklyn
- all licensed sites in the Clayton-Dingley area inspected for compliance and notices issued when non-compliance is detected
- 300 licensed sites inspected
- all Annual Performance Statements reviewed with a detailed assessment of 50
- 90 per cent of notices complied with by their due date or escalated in line with our Compliance and Enforcement Policy
- 30 closed landfills (that were formerly licensed) inspected
- 95 per cent of 'immediate attend' rated reports will be inspected.

B. SUPPORT PLANNING AND DEVELOPMENT DECISIONS TO PREVENT IMPACTS

Good land use planning contributes to our vision of a healthy, liveable and prosperous Victoria. EPA has environmental expertise that can help other planners elsewhere in government to understand the risks associated with planning and development decisions. We make recommendations that highlight any environmental impacts or risks that are likely to occur, recommend solutions to address them and provide information on best practice techniques for environmental protection.

FOCUS AREA:

Residential encroachment in industrial areas

Increasing urban development in Victoria is leading to residential areas being built closer to existing industry. This can result in noise, dust, gases and odour impacting the health and amenity of the local community. It can also affect the viability of industry, including some facilities that cannot be easily relocated or upgraded.

In 2013-14, we will work with relevant agencies to identify industrial sites at risk of encroachment and develop action plans to protect the sites and future residents.

To continue to implement EPA's planning strategy, we will:

- support planners by providing appropriate advice and guidance
- develop, publish and implement a risk-based approach to planning decisions
- better focus on proactive strategic planning
- actively engage strategic planners in government and industry to highlight technical environmental risks in land use planning and development decisions
- work with the whole of Victorian government to better integrate environmental protection in the planning system.

How we will measure our success:

- implementation of the planning strategy in lines with milestones
- planners increasingly satisfied with and understand EPA guidance.

3. Shape the environmental future

What we will do

EPA shapes the environmental future by leading the review and development of standards and approaches to regulation to deal with existing and emerging environmental issues. We also work with other regulators, government agencies, scientists and researchers to determine priority areas for action and provide our expertise to legislative areas of environment protection.

In 2013-14 we will:

- implement joint EPA and Department of Environment and Primary Industries recommendations for a new statutory policy framework
- continue to set clear standards by reviewing, improving and publishing our advice and guidance to stakeholders who interpret and use the statutory policy framework
- implement our reform of the approvals process to reduce the time taken to accept an application for assessment and to assess a works approval application
- contribute to better waste management in Victoria:
 - implement our regulatory commitments within *Getting Full Value: Victoria's Waste and Resource Recovery Policy*
 - develop clear standards and expectations for organics processing and disposal
 - publish guidelines to clarify standards for energy from waste facilities
- improve water quality:
 - implement commitments under the *Cleaner Yarra River and Port Phillip Bay Action Plan*, including developing a one-stop-shop for water quality information and revised stormwater and dredging standards
 - partner in a review of the Waters of Victoria State Environment Protection Policy (SEPP) and support the Gippsland Lakes Environment Strategy
 - support development and implementation of a Victorian Government portfolio strategy for onsite wastewater management
- improve standards for contaminated land management:
 - work with the Department of Environment and Primary Industries and the Department of Transport, Planning and Local Infrastructure on policy settings for contaminated land
 - aid implementation of standards under the Contaminated Land National Environment Protection Measure in Victoria
 - confirm EPA's position on the offsite management of contaminated soils

- improve air quality:
 - work nationally to set standards for the *National Plan for Clean Air*
 - understand the impact of human exposure to planned burns
 - establish regulations to minimise the impact of motor vehicle air emissions (and noise and fuel quality) on Victorians and the environment
- reduce the impact of noise on communities:
 - quantify the health burden from environmental noise
 - commence reviewing the Noise State Environment Protection Policy (SEPP)
- conduct an inventory of mercury in air, freshwater and marine environments in the Latrobe Valley.

How we will measure our success:

- EPA's expertise and information shapes the direction of state and national policy in identified areas.
- publication of clear standards and expectations for organics processing and disposal
- publication of guidelines to clarify standards for energy from waste facilities
- publication of enhanced water quality information, revised stormwater and dredging standards.

Our corporate capabilities

At EPA we are in year three of our transformation into a modern regulator and we continue to invest in our people by working towards and maintaining a strong culture, systems and governance. These underpin our ability to deliver the objectives of our *5 Year Plan* and, ultimately, long term outcomes for Victoria's environment.

Exercise our regulatory powers

EPA continues to build on a solid regulatory base established by implementing the recommendations of the 2010-11 *Compliance and Enforcement Review*. This includes continued support of our Authorised Officers to confidently and transparently interact with duty holders, and to use the most appropriate regulatory tools to consistently apply our regulatory powers.

We will continue to improve our compliance and enforcement policies and procedures, including implementing an internal quality assurance program. This will ensure our actions are consistent and to the highest standard.

We will continue to deliver an Authorised Officer complaints process to transparently respond to our stakeholders' concerns, and use this process to continuously improve our approach to compliance and enforcement.

We will continue to monitor how effectively we have implemented the recommendations of the *Compliance and Enforcement Review* to ensure we sustain their benefits.

Apply our knowledge and authority

In 2013-14, we will implement the third stage of EPA's Science and Engineering Capability Reform including the following foundational work:

- develop and implement a framework to guide investment, development, prioritisation and review of environmental assessment programs in air, water, land, noise and odour
- improve access to the engineering capabilities applied to EPA's business needs
- build our deep data and business intelligence capability.

The result will be an improved capability to source, synthesise and communicate our findings in science and engineering.

EPA will also continue to implement a collaborative research and development program with our research partners to support the priority evidence needs of businesses. This will be complemented by improvements to the way we manage environmental information and our continued knowledge acquisition program.

Build strong partnerships

In 2013-14, we will continue to work with the community, businesses and other organisations which all have a duty to protect the environment. EPA will:

- continue to implement our *Engagement Policy* and *Environmental Citizenship Strategy* to build capability in our own organisation, and encourage greater participation in environmental protection and pro-environmental behaviour in our stakeholders
- continue to implement our local government program that focuses on improving how we engage with and support local governments to achieve the best environmental outcomes
- learn from and share our experiences with our co-regulators and look for opportunities to deliver joint efficiencies in our compliance and enforcement activities
- continue to implement our industry engagement programs with support from our Business Reference Group and Water Industry Reference Group
- continue to engage with the community through our Community Reference Group and regional community engagement forums
- as a modern regulator, maintain our commitment to receive feedback on our performance through our social research program. The findings will be used to improve our regulatory activities.

EPA will continue to improve our customer service charter that commits us, amongst other things to:

- provide consistent and predictable service
- provide regular updates on enquiries and requests
- explain our decisions, processes and actions clearly.

We will provide clear messages and publications that inform the Victorian community, businesses and other organisations about our environment and what we can all do to protect and improve it.

Transform to an effective organisation

In 2013-14, we will provide our people with opportunities to learn, develop and recognise their achievements. We want our staff to feel empowered and to contribute to our commitments in 2013-14 and our *5 Year Plan*.

We will find opportunities to improve our internal processes and manage our facilities and systems. We will embed and realise the benefits of our new information systems, while working to ensure our information is relevant, up to date, reliable, accessible and used.

We will focus on embedding risk management and good governance practices into our everyday work, and will continue to implement our long term financial plan so our people invest wisely and we provide value for money services to Victoria's community.

How we will measure our success:

- increase in confidence, knowledge and support reported by field staff to apply their regulatory function
- increase in confidence reported by staff and target audiences that EPA decisions reflect the use of evidence and knowledge
- increase in the percentage of government, strategic stakeholders and environmental partners that report purposeful collaboration and engagement in delivering mutually beneficial outcomes.

Environmental outcomes start with us

In 2013-14, EPA will maintain our reduced environmental impacts. The targets below show our commitment to do this.

AREA	TARGET
Greenhouse gases.	Reduce overall greenhouse gas emissions by 5%
Stationary energy.	Reduce overall stationary energy consumption by 5% Maintain our 5.5 star National Australian Built Environment Rating System (NABERS) energy rating at our head office in Carlton
Waste.	Maintain our 5 star NABERS waste rating at our head office in Carlton Reduce current levels of waste to landfill by 5%
Paper.	Reduce paper use to 6 reams per full time employee

Our accountability to government

EPA will be accountable to achieving the following measures in 2013-14.

	2013-14
Quantity	
Environmental condition research reports issued, improvement tools, guidelines, policies, systems and plans completed and issued (number).	54
Increase in EPA notices issued for illegal dumping of waste (number).	52
Quality	
EPA prosecutions are successful, and the conditions in enforceable undertakings (entered into under the <i>Environment Protection Act 1970</i>) deliver programs designed to improve the environmental performance of the offender, benefit local environments and the community and provide industry-wide improvement.	90%
Land audits submitted by EPA appointed auditors reviewed to ensure compliance with statutory requirements and guidelines.	90%
Notices complied with by due date or escalated in line with <i>Compliance and Enforcement Policy</i> .	90%
Timeliness	
When a pollution incident is reported to EPA, followup contact is requested and the reporter receives this within three working days.	75%
Works approvals and licences completed within required statutory timelines.	96%

As part of the Victorian Government's commitment to reduce the regulatory burden on businesses by 25 per cent by 1 July 2014, EPA will achieve the following targets in 2013-14.

	2013-14
Works approvals	
Average time taken from the receipt of a draft works approval application to the acceptance of an application for assessment (that is, the pre-application period)	Reduce from an average of five weeks in 2012-13 ²
Percentage of proposals relating to works exempt from the requirement to prepare a works approval	Approximately 20% ³
Average time taken from the acceptance of an application for assessment of a works approval to a decision (that is, during the statutory period, under section 19B of the <i>Environment Protection Act 1970</i>)	3 months ⁴
Emergency approvals	
Number of emergency approvals issued under section 30A of the <i>Environment Protection Act 1970</i>	45 ⁵
Clean up to the extent practicable (CUTEP) decisions	
Average time taken by EPA for a CUTEP decision following submission/ notification from an environmental auditor	Reduce by 60% to 56 days ⁶
Percentage of CUTEP decisions exempt from approval by EPA (that is, decision made by the auditor)	10%
Environmental auditor appointments	
Percentage of appointed auditors on longer appointment periods (that is, decrease the frequency of re-appointments)	Increase to 20% ⁷

² The average time for 2012-13 is published in EPA's 2012-13 Annual Report.

³ This will be achieved through application of the grounds for exemptions under the *Environment Protection Act 1970* and the *Environment Protection (Scheduled Premises and Exemptions) Regulations 2007*

⁴ This represents a reduction by 20 per cent, compared to the average time in 2011-12, which was 3.8 months.

⁵ Reduce by a minimum of 20 per cent, compared to the average number over the five years from 2008-09 to 2012-13. Major upset conditions and unforeseen events will continue to require an emergency approval.

⁶ Compared to 135 days in 2010-11

⁷ Compared to 8 per cent in 2011-12.

Our financial performance

EPA's (operational) 2013-14 financial performance statement (budget) is as follows.

	\$M
Revenue	
Municipal and industrial landfill levy distribution	29.7
Prescribed industrial waste levies	17.0
Specific project/initiative funding	7.9
Fees, fines, licence levy	5.2
Other	12.5
Total revenue	72.3
Operating expenditure	
Employee costs (salaries and wages)	36.1
Agency staff/panel fees	3.1
Contracted services and consultants	6.1
Grants	1.3
Other	19.2
Total operating expenditure	65.8
Surplus before depreciation	6.5
Depreciation	4.8
Net surplus	1.7

Further information

For further information on EPA's *Annual Plan 2013-14* or the *5 Year Plan* contact EPA on 1300 EPA VIC (1300 372 842).

EPA is part of the Victorian Government's environment portfolio.



EPA Victoria
Level 3, 200 Victoria Street, Carlton, Victoria 3053
GPO Box 4395, Melbourne, Victoria 3001
T: 1300 EPA VIC F: 03 9695 2610 www.epa.vic.gov.au