



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2018-0221

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	35s
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: [REDACTED]
To: [CMTEDD.FOI](#)
Subject: FOI request
Date: Friday, 24 August 2018 2:10:17 PM

Dear FOI,

[REDACTED] request the following documents under the ACT FOI provisions:

All ACT Government documentation relating to the EPA after-hours review completed by nemesis consultancy group between December 1, 2017 to current

and

Documents pertaining to the awarding of the contract for Review of After-Hours Process of ACT EPA to Nemesis Group.

regards

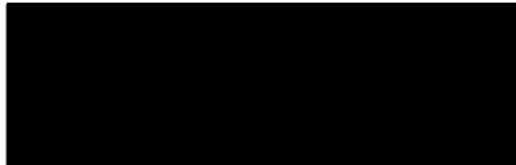
[REDACTED]

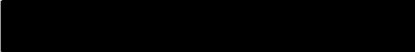


ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2018-0221



via email: 

Dear 

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 24 August 2018, in which you sought access to "all ACT Government documentation relating to the EPA after-hours review completed by nemesis consultancy group between December 1, 2017 to current".

On 11 September 2018 you amended the scope of your request to:

- Exclude any draft and final reports
- Exclude any annexures from other jurisdictions (ie NT EPA produces etc)

Please focus on conversations and emails between Nemesis and ACT Government.

Authority

I am an Information Officer appointed by the Director-General of CMTEDD under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 15 October 2018.

Third Party Consultation

In making this decision, I completed consultation in accordance with section 38 of the Act. The views of the identified third party was taken into account in making this decision.

Decision on access

Searches were completed for relevant documents and a large amount of documents were identified that fall within the scope of your request.

Please note documents deemed already in your possession (emails you are already in receipt of) have been removed from the final released documents.

prejudice the business affairs of Nemesis Consultancy Group. The information is related to pricing structures and invoices issued by Nemesis Consultancy Group that is not currently publically available and the release of such information may adversely impact the current and future business activities of Nemesis Consultancy Group. Accordingly, I have decided to withhold from release this type of information.

Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that is not in the public interest to release, while releasing the rest of the documents will ensure the intent of the Act is met and will provide you with access to the majority of information held by CMTEDD within the scope of your request.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(b) of the Act.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 17 October 2018. Your personal contact details will not be published.

You may view CMTEDD disclosure log at:

<https://www.cmtedd.act.gov.au/functions/foi/disclosure-log>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman

GPO Box 442

CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Daniel Riley', with a stylized, flowing script.

Daniel Riley
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

15 October 2018



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
	All ACT Government documentation relating to the EPA after-hours review completed by nemesis consultancy group between December 1, 2017 to current (excluding drafts, final reports and any annexures from other jurisdictions).	CMTEDDFOI2018-0221

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-73	All correspondence relating to EPA after hours review	Various	Partial	Sch 2 s2.2 (a)(ii), Sch 2 s2.2 (a)(xi)	Yes
2	72-227	Nemesis Consultancy Group 3 rd Party Consult documents	Various	Partial	Sch 2 s2.2 (a)(ii), Sch 2 s2.2 (a)(xi)	Yes
Total No of Docs						
2						

From: [Sargent, Narelle](#)
To: [Dix, Rodney](#)
Subject: After Hours EPA/Agency Rep
Date: Monday, 21 May 2018 3:21:00 PM
Attachments: [image001.png](#)

Hi Rod

Following on from this morning briefing by ^{Sch 2.2(0)} can you please advise how many time since its inception, the After Hours EPA Agency rep has been used ie how many times we have been called. Can you also advise of the payment rate for this allowance.

Thanks

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



From: [Sargent, Narelle](#)
To: [Purvis, Alison](#)
Subject: CONFIDENTIAL: EPA Report v 1.0 draft provided to client
Date: Friday, 20 April 2018 3:25:00 PM
Attachments: [EPA Report v 1.0 draft provided to client.docx](#)
[image002.png](#)

Hi Alison

Please find attached the confidential report on the Review of the EPA's After Hours Processes.  is still waiting advice from Goulburn - Mulwaree Council. This is a draft for us to provide comment one. I also mentioned that we might engage  to run a workshop to present the findings of the Report to the team, once the report is finalised and we decide on the how the recommendations are to be implemented/progressed.

I will review this this afternoon and/or over the weekend.

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0





ACT
Government

Chief Minister, Treasury and
Economic Development

[REDACTED]
Community & Public Sector Union
via email: [REDACTED]

Dear [REDACTED]

CHANGE PROPOSAL – ENVIRONMENT PROTECTION AUTHORITY AFTER-HOURS RESPONSE MODEL

I am writing to formally advise of proposed changes to the Environment Protection Authority's After-Hours Response model, as required under clause G1.2 of the *ACTPS Administrative and Related Classifications Enterprise Agreement 2013-2017* (the Agreement).

The Environment Protection Authority commissioned an independent review of its After-Hours Response model to ensure it was current, contemporary and in particular, not putting the health and safety of its workers at risk.

The scope of the Review was to:

- review of the EPA's current after-hours response model against the compliance framework (attached)
- review the Working Alone in the Field policy (attached)
- assess this model using the risk-harm approach i.e. the risk of environmental harm, Work Health and Safety (WHS) issues; and
- make recommendations to refine the EPA's current After-Hours Response model.

As such, this Review made recommendations in regards to, but not limited to:

- a) Working Alone in The Field policy
- b) Agency representative; and
- c) On-call officer and on-call back up officer function.

To allow for the proposal to be progressed, I would like to arrange a meeting to discuss the recommendations in the Review before 25 May. Please contact me to arrange a meeting to progress.

Yours sincerely

Narelle Sargent

Deputy Director Environment Protection

6 May 2018

From: [Sargent, Narelle](#)
To: [Chester, Heath](#); [Power, David](#); [Yousaf, Irfan](#); [Zhang, Jianmin](#); [Williams, Stella](#); [McIntyre, Sara](#); [Bacon, Patrick](#); [Gibb, Timothy](#); [Ryan, Peter](#); [Pearson, Luke](#); [EPAPlanningLiaison](#); [Luong, Tam](#); [Dix, Rodney](#); [Clayton, Des](#)
Cc: [Purvis, Alison](#)
Subject: Draft Report - Review of After-Hours Process of ACT EPA
Date: Wednesday, 30 May 2018 12:16:00 PM
Attachments: [EPA Review Report After Hours Complaints draft 29 May 18.docx](#)

Hi Team

Following our workshop with  on Monday 10 May, please find attached the draft Report on the Review of After-Hours Process of ACT EPA.

Please provide any corrections/comments etc..

Warm regards
Narelle

From: [Sargent, Narelle](#)
To: [Chester, Heath](#); [Power, David](#); [Yousaf, Irfan](#); [Zhang, Jianmin](#); [Williams, Stella](#); [McIntyre, Sara](#); [Bacon, Patrick](#); [Gibb, Timothy](#); [Ryan, Peter](#); [Pearson, Luke](#); [EPAPlanningLiaison](#); [Luong, Tam](#); [Dix, Rodney](#); [Clayton, Des](#)
Subject: Draft Report - Review of After-Hours Process of ACT EPA
Date: Wednesday, 30 May 2018 2:40:00 PM

Hi Team

If I can have comments/corrections by this Friday would be much appreciated.

Warm regards

Narelle

From: Sargent, Narelle
Sent: Wednesday, 30 May 2018 12:16 PM
To: Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; EPAPlanningLiaison <EPAPlanningLiaison@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Dix, Rodney <Rodney.Dix@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>
Cc: Purvis, Alison <Alison.PURVIS@act.gov.au>
Subject: Draft Report - Review of After-Hours Process of ACT EPA

Hi Team

Following our workshop with  on Monday 10 May, please find attached the draft Report on the Review of After-Hours Process of ACT EPA.

Please provide any corrections/comments etc..

Warm regards

Narelle

From: [Sargent, Narelle](#)
To: [Purvis, Alison](#)
Subject: Draft Report
Date: Wednesday, 30 May 2018 12:09:00 PM
Attachments: [EPA Review Report After Hours Complaints draft 29 May 18.docx](#)

Hi Alison

FYI – I will circulated the draft Report to the staff.

Warm regards

Narelle

From: [redacted]@nemesisconsultancy.com.au [mailto:[redacted]@nemesisconsultancy.com.au]
Sent: Tuesday, 29 May 2018 8:43 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Sch 2.2(a)(ii) [redacted]@nemesisconsultancy.com.au>
Subject: Fwd: Draft Report

Hi Narelle

I attach the draft report. I have not included the implementation schedule and will send this as a separate document. The numbering needs to be reviewed as it is not correct so don't worry about this. If you can look at this and provide comment I will then get this fixed and finalise this.

Thanks

Sch 2.2(a)(ii) [redacted]

From: [Sargent, Narelle](#)
To: [Cubin, Derise](#)
Subject: Engaging Sch 2.2(a)(ii) - Review the EPA's After-Hours Response Model [SEC=UNCLASSIFIED]
Date: Monday, 26 February 2018 5:16:00 PM
Attachments: [image001.jpg](#)
[EPA Quotation 15 Feb 18.pdf](#)

Hi Derise

I am hoping you can assist me. I provided Sch 2.2(a)(ii) with a Draft Scope of Works to Review the EPA's After-Hours Response Model and request a quote to undertake this work. Sch 2.2(a)(ii) has come back with a quote (attached) which is capped at Sch 2.2(a)(ii).

I thought you might have advice about the process to engage Sch 2.2(a)(ii).

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection Authority (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Environment Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



From: [Sargent, Narelle](#)
To: [Peffer, Dave](#); [Purvis, Alison](#)
Subject: EPA Review Report
Date: Monday, 14 May 2018 8:14:00 AM
Attachments: [EPA Review Report After Hours Complaints.pdf](#)
[Consolidated Annexures.pdf](#)
[image001.png](#)

Hi Dave and Alison

Please find attached the final Report on the Review of After Hours Process by ACT.

 will take the EPA team through this report next Monday 21 May from 10.00am – midday.

I am meeting with  and Robin to commence discussions with the Union this afternoon at 2.00pm.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



From: @nemesisconsultancy.com.au [Sch 2.2(a)(ii)]@nemesisconsultancy.com.au]

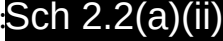
Sent: Monday, 14 May 2018 7:15 AM

To: Sargent, Narelle <Narelle.Sargent@act.gov.au>

Subject: Fwd: EPA Review Report

--

Sent from Outlook Email App for Android

----- Forwarded Message ----- From: **Sch 2.2(a)(ii)** @gmail.com
To: **Sch 2.2(a)(ii)** @nemesisconsultancy.com.au Date: Monday, 14 May 2018, 07:12am
+10:00 Subject: EPA Review Report

Good Morning Narelle

Hope you had a great weekend.

I attach the final report.

The invoice will be sent through this week.

Kind regards

From: [Sargent, Narelle](#)
To: [Hu, Bei](#)
Cc: [Leonard, Ron](#)
Subject: FW: ACT EPA Review of After-Hours Procedures - Invoice
Date: Friday, 15 June 2018 7:48:00 AM
Attachments: [image001.jpg](#)
[Invoice INV-2038.pdf](#)

Hi Bei

Please process this invoice.

Many thanks

Narelle

From: Sch 2.2(a)(ii) [REDACTED]@nemesisconsultancy.com.au]
Sent: Monday, 14 May 2018 3:36 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Sch 2.2(a)(ii) [REDACTED]@nemesisconsultancy.com.au>
Subject: ACT EPA Review of After-Hours Procedures - Invoice

Good Afternoon Ms Sargent,

Please find attached an invoice pertaining to the ACT EPA Review of After-Hours Procedures conducted by Sch 2.2(a)(ii) [REDACTED].

Kind regards,

cid:CAC766D3-9C9D-4576-81E6-E82602A1CCC9



From: [Sargent, Narelle](#)
To: [Purvis, Alison](#)
Subject: FW: EPA Review Report
Date: Monday, 14 May 2018 8:38:00 AM
Attachments: [EPA Review Report After Hours Complaints.pdf](#)
[Consolidated Annexures.pdf](#)
[image001.png](#)

Hi Alison

Just checking that it is OK to share a hard copy of the Report with Brenton.

Warm regards

Narelle

From: Sargent, Narelle
Sent: Monday, 14 May 2018 8:15 AM
To: Peffer, Dave <Dave.Peffer@act.gov.au>; Purvis, Alison <Alison.PURVIS@act.gov.au>
Subject: EPA Review Report

Hi Dave and Alison

Please find attached the final Report on the Review of After Hours Process by ACT.

Sch 2.2(a) will take the EPA team through this report next Monday 21 May from 10.00am – midday.

I am meeting with [REDACTED] and Robin to commence discussions with the Union this afternoon at 2.00pm.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (Environment Protection Authority)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR
cid:image007.png@01D3AFF2.FEECBAF0



From: Sch 2.2(a) [\[REDACTED\]@nemesiconsultancy.com.au](mailto:[REDACTED]@nemesiconsultancy.com.au) Sch 2.2(a)(ii) [\[REDACTED\]@nemesiconsultancy.com.au](mailto:[REDACTED]@nemesiconsultancy.com.au)
Sent: Monday, 14 May 2018 7:15 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: Fwd: EPA Review Report

--

Sent from Outlook Email App for Android

----- Forwarded Message ----- From: Sch 2.2(a)(ii) [\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)
To: Sch 2.2(a)(ii) [\[REDACTED\]@nemesiconsultancy.com.au](mailto:[REDACTED]@nemesiconsultancy.com.au) Date: Monday, 14 May 2018, 07:12am

+10:00 Subject: EPA Review Report

Good Morning Narelle

Hope you had a great weekend.

I attach the final report.

The invoice will be sent through this week.

Kind regards

Sch 2.2.16

From: [Sargent, Narelle](#)
To: [Purvis, Alison](#)
Subject: FW: Implementation Plan
Date: Wednesday, 30 May 2018 12:13:00 PM
Attachments: [ACT EPA Implementation Plan 30 May 18.docx](#)

Hi Alison

I will review and finesse with Sch 2.2(a) when I meet with him on 4 June. I will not share with the team just yet. I have also made contact with Rohan Smith ACT Police – he was overseas.

It will then probably be the right time to meet with Dave and Emily to map out the way forward, especially the Minister appetite for change, underpinned by the risk-harm model.

Warm regards
Narelle

From: Sch 2.2(a)@nemesiconsultancy.com.au [Sch 2.2(a)(ii)@nemesiconsultancy.com.au]
Sent: Wednesday, 30 May 2018 7:44 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: Fwd: Implementation Plan

Hi Narelle

I attach the draft implementation plan for your consideration.

Kind regards

Sch 2.2(a)

From: [Sargent, Narelle](#)
To: [Purvis, Alison](#)
Subject: Quotation - Implementation of the Review of the After Hours Response Model
Date: Tuesday, 8 May 2018 8:08:00 AM
Attachments: [image001.jpg](#)
[EPA Quotation 7 May 18.pdf](#)

Hi Alison

Please find attached quotation from Sch 2.2(a)(ii) to:

1. provide training (2 hours) on the review of the EPA after hours response approach on 21 May
2. develop an implementation approach and appropriate policy for responding to afterhours matters based on the review recommendations Sch 2.2(a)(xi).

We had to reschedule workshop planned for 22 May to 21 May as Sch 2.2(a) had something come up.

I think we get Sch 2.2(a) to do the workshop and then we work out the path forward. We can engage him to develop an implementation approach and appropriate policy for responding to afterhours matters based on the review recommendations, after the workshop if required.

Warm regards
Narelle

From: Sch 2.2(a)(ii) [redacted]@nemesiconsultancy.com.au]
Sent: Monday, 7 May 2018 8:33 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Sch 2.2(a)(ii) [redacted]@nemesiconsultancy.com.au>
Subject: Quotation

Hi Narelle

I attach the quotation as requested.

Kind regards

Sch 2.2(a) [redacted]

cid:image001.jpg@01D3E642.93613E10



From: [Snowden, David](#)
To: [Sargent, Narelle](#)
Subject: Re: ADVICE to UNION - Review of ACT EPAs After Hours Response
Date: Tuesday, 10 July 2018 6:13:00 PM
Attachments: [image001.png](#)

Tks Narelle. Let's discuss at our catch up on thursday.

Cheers

D

Sent from my iPad

On 10 Jul 2018, at 5:57 pm, Sargent, Narelle <Narelle.Sargent@act.gov.au> wrote:

Hi David,

Just checking I can provide the following advice to the Union:

Following our meeting on Wednesday 4 July in response to concerns about the tender process I am advised that the Nemesis Quotation document is Commercial in Confidence. I can advise that the cost of Report was Sch 2.2(a)(ii) (GST inclusive) which is in line with the ACT Government's single select requirements.

In regards to other matters raised at the meeting, as advised these will be discussed at our Team meeting on 24 July.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 |

www.act.gov.au/accessCBR

<[image001.png](#)>

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]
Date: Thursday, 21 June 2018 8:27:00 AM

[Sch 2.2\(a\)\(ii\)](#)

Might be easier to capture in the implementation project, if that works for you.

Narelle

From: [Sch 2.2\(a\)\(ii\)](#) [@nemesiconsultancy.com.au](#)
Sent: Thursday, 21 June 2018 8:21 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi Narelle

Is there any chance I could charge some additional hours to settle this as this was not part of the initial scope as such and given all the comments and what I anticipate Robin will provide, this will take some time. I anticipate it taking a day but will only charge a flat rate of [Sch 2.2\(a\)\(ii\)](#) (GST inclusive).

Thanks for your consideration.

[Sch 2.2\(a\)\(ii\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Thursday, 21 June 2018 7:56 AM
To: [Sch 2.2\(a\)\(ii\)](#) [@nemesiconsultancy.com.au](#)
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi [Sch 2.2\(a\)\(ii\)](#)

I think Robin has done a separate one but will see how we go.

Narelle

From: [Sch 2.2\(a\)\(ii\)](#) [@nemesiconsultancy.com.au](#)
Sent: Thursday, 21 June 2018 7:52 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Thanks Narelle Peter had not added many comments and has used Rodney's document. Can we ask Robin to mark up this document as this makes it easier to review?

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>

Sent: Thursday, 21 June 2018 7:49 AM

To: Sch 2.2(a)(ii) [\[REDACTED\]@nemesisconsultancy.com.au](mailto:[REDACTED]@nemesisconsultancy.com.au)>

Subject: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi [REDACTED]

This version includes comments from Peter in addition to Rod's and Luke's.

I will send you Robin's later today when I get it.

Warm regards

Narelle

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Snowden, David](#)
To: [Sargent, Narelle](#)
Subject: Re: EBA and allowance advice [SEC=UNCLASSIFIED]
Date: Wednesday, 21 March 2018 7:11:33 PM
Attachments: [image001.png](#)

Tks Narelle. I bumped in to [redacted] in Melbourne Airport and we had a chat about what comparative juro activity.

Cheers
David

Sent from my iPhone

On 21 Mar 2018, at 5:47 pm, Sargent, Narelle <Narelle.Sargent@act.gov.au> wrote:

Hi David

FYI – Information for the work [redacted] is doing. It is interesting to note that the back-up after hours is not in the EBA.

Warm regards
Narelle

From: Phipps, Leighton
Sent: Wednesday, 21 March 2018 3:13 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Medved, Sophie <Sophie.Medved@act.gov.au>
Subject: RE: EBA and allowance advice [SEC=UNCLASSIFIED]

Hi Narelle,

On call allowances are calculated as follows:

- a) ten percent of the employee's hourly rate of pay for each hour of on-call Monday to Friday;
- b) fifteen percent of the employee's hourly rate of pay for each hour of on-call on Saturday and Sunday;
- c) twenty percent of the employee's hourly rate of pay for each hour of on-call on public holidays and accrued days off.

We are not aware of 'back up duty' allowance, and this may be another term for on-call used at EPA. I confirmed with Leighton that this is not in the EBA

In terms of overtime payment, the minimum payment if they are on on-call will be three hours or one hour accordingly (one hour where they are able to complete the duty at home for example).

C9.10 Where an employee on an on call or close call situation as provided for in clause C14 or clause C15, the minimum payment for overtime will be three hours or one hour in accordance with subclauses C14.6 or C15.8 or C14.10 or C15.12 respectively.

In terms of calculating the overtime, the rate of payment is as follows:

C9.13 Overtime payment rates for overtime worked on any day from Monday to Saturday

inclusive, are:

Time and a Half

Annual Pay $\times 12/313 \times 3/2 \times 1/76$

for the first three hours worked on a day/shift; and

Double Time

Annual Pay $\times 12/313 \times 2/1 \times 1/76$

for any further overtime worked on that day/shift.

Sunday Rate of Payment

C9.14 An employee who works overtime on a Sunday will be paid a rate of double time at the employee's ordinary hourly rate of pay for all time worked.

Public Holiday Rate of Payment

C9.15 An employee who works overtime on a public holiday or on a substituted public holiday as defined in clause F10 of this Agreement will be paid a total rate of double time and a half at the employee's ordinary hourly rate of pay for all time worked.

We are not aware of an 'EPA Agency Representative Allowance' and could not locate this in the Agreement. Is there another term that this is known as or an employee who has previously received a similar allowance?

I hope this all makes sense, let me know if you need clarification. If you want specific \$ amounts for each relevant Technical Officer classification, please let me know and I can request this from Shared Services Payroll.

Regards

Leighton Phipps | Senior HR Advisor | **Phone: 02 6207 3394**

Chief Minister Treasury & Economic Development Directorate | **ACT Government**

Level 2, Canberra Nara Centre | Corner Constitution Avenue & London Circuit

From: Sargent, Narelle

Sent: Monday, 19 March 2018 6:03 PM

To: Phipps, Leighton <Leighton.Phipps@act.gov.au>

Cc: Medved, Sophie <Sophie.Medved@act.gov.au>

Subject: EBA and allowance advice

Hi Leighton

Following my phone message, I am seeking advice about EPAs EBA, in particular the on-call duty officer and the back-up duty officer.

Also can you advise me the following:

- <!--[if !supportLists]-->1. <!--[endif]-->On-call duty officer allowance and then OT payment (I am assuming that 1 and 2 are the same)
- <!--[if !supportLists]-->2. <!--[endif]-->Back-up duty officer allowance and OT payment
- <!--[if !supportLists]-->3. <!--[endif]-->EPA Agency Representative allowance.

Please call me on my mobile if you have any questions.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 |

www.act.gov.au/accessCBR

[<image001.png>](#)

From: [Sargent, Narelle](#)
To: [Cubin, Derise](#)
Subject: RE: Engaging **Sch 2.2(a)(ii)** - Review the EPA's After-Hours Response Model [SEC=UNCLASSIFIED]
Date: Monday, 26 February 2018 6:14:00 PM
Attachments: [image001.jpg](#)

Hi Derise

Advice much appreciated. I have verbal approval from David so will liaise with Margie about process for engaging.

How is the Conference going?

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection Authority (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Environment Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>
Access Canberra logo



From: Cubin, Derise
Sent: Monday, 26 February 2018 5:46 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Engaging **Sch 2.2(a)(ii)** - Review the EPA's After-Hours Response Model [SEC=UNCLASSIFIED]

Hi Narelle

Good question , I think the best thing to do (well what I plan to do ☺) is get the OK from David and then liaise with Margie (Margaret McKay) about the process for engaging him.

I would think a formal response back confirming the quote and the scope of works should suffice and then asking him to invoice Access Canberra (and Margie should also be able to give you a cost code , that it can be invoiced against) ... but it would be best to check with Margie first

Hope that helps

Derise

From: Sargent, Narelle
Sent: Monday, 26 February 2018 5:17 PM
To: Cubin, Derise <Derise.Cubin@act.gov.au>
Subject: Engaging **Sch 2.2(a)(ii)** - Review the EPA's After-Hours Response Model

[SEC=UNCLASSIFIED]

Hi Derise

I am hoping you can assist me. I provided [REDACTED] with a Draft Scope of Works to Review the EPA's After-Hours Response Model and request a quote to undertake this work [REDACTED] has come back with a quote (attached) which is capped at [REDACTED] Sch 2.2(a)(xi).

I thought you might have advice about the process to engage [REDACTED] Sch 2.2(a)

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection Authority (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Environment Protection | Access Canberra | ACT Government

GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



From: [McKay, Margaret](#)
To: [Sargent, Narelle](#)
Subject: RE: Engaging Sch 2.2(a)(ii) - Review the EPA's After-Hours Response Model [SEC=UNCLASSIFIED]
Date: Wednesday, 28 February 2018 2:10:57 PM
Attachments: [image001.jpg](#)

Hi Narelle

As this is a simple procurement <\$25k, you can go ahead and engage Nemesis Consultancy Group by accepting the quote (in an email is fine).

You have \$75k in financial delegations to commit expenditure, subject to having the budget to pay for the services.

As EPA is currently over-budget, I will interpret David's authorisation as authority for you to proceed (any opportunities to save on expenses for the rest of the year would be appreciated). From March (Feb YTD) you will receive financial reports and a face to face meeting with a finance manager to assist you in managing your budget.

Generally we don't prepare Purchase orders, but we can arrange one if required.

Please create a folder in objective under EPA / Procurement / < \$25k and file your records there.

Any invoices you receive directly from Nemesis should be forwarded to

AccessCanberraFinance@act.gov.au and we will arrange coding etc.

Happy to assist if you require any further information.

Margie

Margaret McKay | Deputy Director | Finance and Budgets

Phone: 02 6205 8695 | Email: margaret.mckay@act.gov.au

Access Canberra | ACT Government

GPO Box 158, Canberra City ACT 2601 | www.act.gov.au/accessCBR

From: Sargent, Narelle

Sent: Wednesday, 28 February 2018 12:17 PM

To: McKay, Margaret <Margaret.McKay@act.gov.au>

Subject: Engaging Sch 2.2(a)(ii) - Review the EPA's After-Hours Response Model [SEC=UNCLASSIFIED]

Hi Margie

As discussed, I provided [REDACTED], a consultant, with a Draft Scope of Works to Review the EPA's After-Hours Response Model and requested a quote to undertake this work. [REDACTED] has come back with a quote (attached) which is capped at [REDACTED].

David S has approved this work. Can you advice about the process to engage [REDACTED].

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Environment Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



From: [Cubin, Derise](#)
To: [Sargent, Narelle](#)
Subject: RE: Engaging Sch 2.2(a)(ii) - Review the EPA's After-Hours Response Model [SEC=UNCLASSIFIED]
Date: Monday, 26 February 2018 5:45:57 PM
Attachments: [image001.jpg](#)

Hi Narelle

Good question , I think the best thing to do (well what I plan to do ☺) is get the OK from David and then liaise with Margie (Margaret McKay) about the process for engaging him.

I would think a formal response back confirming the quote and the scope of works should suffice and then asking him to invoice Access Canberra (and Margie should also be able to give you a cost code , that it can be invoiced against) ... but it would be best to check with Margie first

Hope that helps

Derise

From: Sargent, Narelle
Sent: Monday, 26 February 2018 5:17 PM
To: Cubin, Derise <Derise.Cubin@act.gov.au>
Subject: Engaging Sch 2.2(a)(ii) - Review the EPA's After-Hours Response Model [SEC=UNCLASSIFIED]

Hi Derise

I am hoping you can assist me. I provided [REDACTED] with a Draft Scope of Works to Review the EPA's After-Hours Response Model and request a quote to undertake this work [REDACTED] has come back with a quote (attached) which is capped at [REDACTED].

I thought you might have advice about the process to engage [REDACTED]

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection Authority (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Environment Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



From: [Leonard, Ron](#)
To: [Sargent, Narelle](#)
Subject: RE: Expected Expense - 2018-2019 Budget - Implementation of the Review of the After Hours Response Model [SEC=UNCLASSIFIED]
Date: Tuesday, 8 May 2018 4:51:32 PM
Attachments: [image002.png](#)
[image003.jpg](#)

Thanks Narelle

From: Sargent, Narelle
Sent: Tuesday, 8 May 2018 3:25 PM
To: Leonard, Ron <Ron.Leonard@act.gov.au>
Subject: Expected Expense - 2018-2019 Budget - Implementation of the Review of the After Hours Response Model

Hi Ron

An expected expense for EPA in the 2018-2019 budget Sch 2.2(a)(xi) to develop an implementation approach and appropriate policy for responding to after-hours matters based on the review recommendations.

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (Environment Protection Authority)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR
cid:image007.png@01D3AFF2.FEECBAF0



From: Purvis, Alison
Sent: Tuesday, 8 May 2018 11:28 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Quotation - Implementation of the Review of the After Hours Response Model

Thanks Narelle

I am happy for you to accept the quote.

Could you talk to Krystal about covering the training component of this from the training fund this year please? The rest we will come in 18/19. Could you let Ron know of that expected expense and that I have asked that we make provision for it in the EPA budget next financial year.

Kind regards
Alison

From: Sargent, Narelle
Sent: Tuesday, 8 May 2018 8:09 AM
To: Purvis, Alison <Alison.PURVIS@act.gov.au>
Subject: Quotation - Implementation of the Review of the After Hours Response Model

Hi Alison

Please find attached quotation from Sch 2.2(a)(ii) to:

1. provide training (2 hours) on the review of the EPA after hours response approach on 21 May
2. develop an implementation approach and appropriate policy for responding to afterhours matters based on the review recommendations Sch 2.2(a)(xi).

We had to reschedule workshop planned for 22 May to 21 May as Sch 2.2(a) had something come up.

I think we get Sch 2.2(i) to do the workshop and then we work our the path forward. We can engage him to develop an implementation approach and appropriate policy for responding to afterhours matters based on the review recommendations, after the workshop if required.

Warm regards
Narelle

From: Sch 2.2(a)(ii) <[redacted]@nemesiconsultancy.com.au>
Sent: Monday, 7 May 2018 8:33 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Sch 2.2(a)(ii) <[redacted]@nemesiconsultancy.com.au>
Subject: Quotation

Hi Narelle

I attach the quotation as requested.

Kind regards

Sch 2.2(i)

cid:image001.jpg@01D3E642.93613E10





ACT
Government

Chief Minister, Treasury and
Economic Development

Scope of Works

Review of the Environment Protection Authority's After-hours Response Model

Draft 12 February 2018



Background

The Environment Protection Authority (EPA) is established under the *Environment Protection Act 1997* (the Act). As a statutory position, the EPA is responsible for the administration of the Act.

The EPA's administrative functions include meeting objectives to:

- protect and enhance the quality of the environment; and
- prevent environmental degradation and risk of harm to human health.

In achieving the objectives of the Act, the EPA responds to complaints and incidents.

Incidents

Environmental incidents are unforeseen events which present an immediate threat to the environment such as toxic fumes resulting in air pollution or a large spill which may pollute a waterway. The EPA provides an immediate response to pollution incidents. This is coordinated by the EPA Primary On-call Officer in line with risk management procedures described in the Working Alone In the Field Policy.

Complaints

The majority of complaints are related to noise. The EPA manages the following noise complaints:

- residential premises such as air conditioners, power tools, loud music, air conditioners, pool pumps, etc.
- commercial premises - ventilation, air conditioning, refrigeration
- public activities such as sporting facilities e.g. baseball, triathlons etc., usually due to PA systems
- industrial sites

In the ACT the EPA provides both the Council and State Government functions. The responsible agency for noise complaints in the ACT is at Attachment A.

The EPA also responds to other complaints such as minor spills and air pollution from back yard burning.

Other Jurisdictions

In State jurisdictions, the management of the residential premises, commercial premises and public activities is the responsibility of the local Council.

The management of Industrial Noise is a shared responsibility based on whether the premises is licenced or not.



Current Situation

The EPA provides an after-hours service to respond to complaints and incidents. The majority of complaints are neighbour noise such as loud music and air conditioners, or air pollution such as wood smoke or burning off.

Access Canberra recently introduced a Complaint Records Management (CRM) system to manage complaints and incidents. The Complaints Manage Team (CMT) operates Monday to Friday during business hours. Complaints received out of hours and from weekends are passed to the CMT on the next business day. Complaints are triaged based on the Standard Operating Procedures (attached).

The EPA responds to a large number of noise and other minor complaints after-hours. This service utilises a large amount of resources in terms of overtime, travel and exposing staff to an increasing level of risk. The following staff are available for out of hours response to pollution incidents:

- EPA Primary On-call Officer
- EPA Back-up On-call Officer
- EPA Agency Representative

The EPA Primary On-call Officer provides an immediate response service to attend pollution incidents as per the *Working Alone in the Field Policy*. The role of the EPA Primary On-call Officer at an incident is typically to make observations, monitor pollution and coordinate pollution containment measures. Note that the EPA Primary On-call Officer does not physically control or remove pollution themselves, this task is performed by EPA requesting other agencies to install physical measures to contain pollution or by EPA requesting activity managers to cease making pollution. The EPA Primary On-call Officer may call upon the EPA Back-up On-call Officer for personal safety or assistance with attending out of hour pollution incidents.

The EPA Agency Representative is available as an additional support service (usually via telephone) if the EPA Primary On-call Officer requires guidance for unusual or complicated matters or if there is likely to be external communication that needs to be managed (e.g. media communications or dialogue with other ACT, NSW or Commonwealth agencies). The EPA Agency Representative may be called upon to physically attend pollution incidents of significant environmental interest. The EPA Agency Representative will also attend Emergency Services Agency headquarters at Fairbairn when the Emergency Coordination Centre (ECC) is activated.

The after-hours management of complaints and incidents needs to be reviewed to ensure that the EPA provides the most efficient and effective response, based on a risk harm approach and mindful of officer safety.



Scope of Works

The scope of works is to:

- review the EPA's current After-Hours Response model
- review this model against the compliance model (attached)
- assess this model using the risk-harm approach ie the risk of environmental harm
- make recommendations to refine the EPA's current After-Hours Response model.

The specific tasks include, but are not limited to:

1. reviewing the after-hours response systems for:
 - councils which surround the ACT being: Queanbeyan-Palerang Regional Council; Yass Shire Council and Goulburn City Council
 - the Northern Territory
 - similar sized regional centres/cities in Australia such as Bankstown and Central Coast
2. review the CMT procedures for responding to after-hours complaints and incidents that are the responsibility of the EPA
3. review contemporary risk-harm approaches and make recommendations to the EPA's After-Hours Response Model.
4. make any other recommendations for improvements/changes to the EPA's After-Hours Response Model.



ATTACHMENT A: NOISE SOURCES

**Regulated by the EPA, contact through Access Canberra 13
22 81 (24hrs)**

Noise source	Conditions
Garden maintenance*(use of lawnmowers and other garden equipment)	7 am-8 pm Monday to Saturday 8 am-8 pm Sunday and Public Holidays
Maintenance or repair work*(use of power tools, etc.)	7 am-8 pm Monday to Saturday 8 am-8 pm Sunday and Public Holidays Noise exceeding the standard may only be emitted for up to 40 hours in any 8 week period.
New Year's Eve Parties	6 pm 31 December-12.30 am 1 January Any noise emitted does not exceed 60dB(A) at the lease boundary.
Warming up of motor vehicle engines	May exceed the standard for no longer than 5 minutes except if the vehicle's operating manual specifies a longer period.
Building work in residential areas	Completed in less than 2 weeks 7 am-8 pm Monday to Saturday 8 am-8 pm Sunday and Public Holidays Completed in more than 2 weeks 7 am-6 pm Monday to Saturday No noise exceeding the standard permitted on Sundays and Public Holidays
Building work in industrial, city and town centre areas**	6 am-8 pm Monday to Sunday and Public Holidays
Garbage collection in residential areas	7 am-10 pm
Commercial garbage collection in**: Industrial areas City and Town Centres Manuka and Kingston Group Centres Other Group Centres	Anytime 2 am-10 pm 5 am-10 pm 6 am-10 pm
Any other noise sources not included in the above, but excluding those listed below.***	Monday to Saturday - 7am to 10pm 45dB(A) Monday to Saturday - 10pm to 7am 35dB(A) Sunday and Public Holidays - 8am to 10pm 45dB(A) Sunday and Public Holidays - 10pm to 7am 35dB(A)

**Any equipment used must be maintained and operated according to the manufacturer's specifications.*

***Please note that if a residence borders non-residential land (e.g. a residential block adjacent to local shops), or if it is located on non-residential land, different noise standards may apply for certain activities*

****Applicable noise standards at the lease boundary of residential properties. If a property is located on non-residential land, different noise standards may apply.*

Source of Noise	Authority	Contact Number
People	Australian Federal Police	(02) 6256 7777
Animal	Domestic Animal Services	13 22 81
Aircraft (including hot air balloons)	Air Services Australia	1800 802 584
Cars (traffic)	Transport Canberra and City Services	13 22 81
Patron Noise from Licensed Venue	Access Canberra	13 22 81

Access Canberra Complaint Triage, Assessment and Prioritisation Thresholds

Access Canberra Risk Categories	Action by Access Canberra	Priority Response Timeframes
Risk Category 1 Conduct or incident: - Causing death - Causing an actual risk to life - Causing serious injury or illness - Posing serious risk of harm to member/s of the ACT community or environment - Involving large scale pollution or contamination that poses an actual risk to the environment of the ACT - Involving systemic non compliance with legislation - Causing major structural failure or total loss of property - Posing serious risks to property - Causing financial loss above \$250,000	Access Canberra will immediately refer the complaint to the line area responsible for treatment	Access Canberra will deploy resources to the scene of the reported incident within 2 hours of notification
Risk Category 2 Conduct or incident: - Involving dangerous substances - Involving a breach of legislation that poses a serious risk to the ACT community - Involving non compliance with obligations when performing a licensed activity - Involving a vulnerable person/s in the context of the WWVP scheme - Causing significant financial loss from \$50,000 - \$250,000	Access Canberra will refer the complaint to the Regulatory Complaint Assessment Committee (RCAC) to determine the appropriate case prioritisation and treatment for regulatory complaints	Access Canberra will allocate to the line area responsible for the treatment of the issue within 2 business days from the date of RCAC assessment
Risk Category 3 Conduct or incident: - Occurring In the workplace that pose a minor risk - Involving a breach of legislation that poses a risk to members of the ACT community - Involving Access Canberra's service delivery function - Causing moderate financial loss from \$100 - \$50,000	Access Canberra will engage with the parties involved in the regulatory complaint to conciliate a suitable outcome; Service complaints will be assessed against any existing performance indicators and guidelines prior to escalating to the line area manager	Access Canberra will contact the customer within 5 business days from the time the regulatory complaint is submitted; Service delivery complaints will be escalated to the responsible line area manager within 5 business days from the time the complaint is submitted to Access Canberra
Risk Category 4 - Conduct or incident involving a breach of legislation that poses a minor potential risk to members of the ACT community - A complaint that contains inconsistent information and - A complaint that is assessed as frivolous/vexatious - No evidence to support allegation/s outlined in a complaint - Financial loss up to \$100	Access Canberra is unlikely to treat individual complaints within this risk category; Data and information is collected for analysis to identify trends and systemic issues	Access Canberra will advise the customer of the results of its assessment of the complaint within 10 business days from the time the complaint is submitted
Risk Category 5 - Matters reported to Access Canberra for information only - Not within the regulatory or administrative jurisdiction of Access Canberra - Conduct occurred some time ago – ceased prior to complaint being reported to Access Canberra - Little or no financial implication	Complaint data recorded for information and statistical purposes only	Automated response is sent to the client upon the complaint being submitted to Access Canberra

Project Plan

Attach any additional & supporting information to this document

Project Name:	Project Review of After Hours EPA Model
Project Number:	2018/JS/02
Project Manager:	Nemesis Consultancy Sch 2.2(a)(ii)
Project Owner:	Narelle Sargent, Deputy Director, EPA

Type of project/program: <i>Eg Budget Initiative, Government Commitment, Parliamentary Agreement, Election Commitment, legislative requirements, capital works, ICT, operational etc</i>	Review current business practices.
Public Commitment (Yes/No) – <i>If yes please provide details</i>	Not required.
Project/program description <i>Use this space to briefly describe, in 4 or 5 lines, your idea and the outcome (result) you are hoping it will achieve.</i>	The project objective is to review current business practices to improve the regulatory response, use resources more efficiently and effectively, reduce overtime costs and reduce WHS risks through responding to after hour callouts as a standard business process.
Drivers: <i>Briefly describe the broad community, industry, technology, business and/or organisational drivers that have inspired your idea?</i>	The drivers for this project are to: • assist operational staff carry out their regulatory roles • ensure operational staff meet and apply legislative requirements during their role • embed the risk-based approach in the assessment and response to afterhours complaints, and • ensure the EPA approach is consistent with the available resources in the EPA and the regulatory approach of the EPA and Access Canberra and other regulators conducting similar duties. The confidentiality of this review is important given the potential impact on work practices and staff overtime.
Project Justification: <i>What was the business need that the project needs to address? How will the project impact Business Operations? Will outcomes be seen in the short term/longer term? Will the project result in Business Improvement?</i>	The review of these practices will improve the regulatory approach of the EPA and assist it to further focus on key compliance areas.
Objectives: <i>What will this project achieve?</i>	The project will develop an approach which can be used by the EPA and may have application to other areas of Access Canberra.
Deliverables: <i>What are the outputs the project will produce to meet its objectives? What are the primary benefits to be realised from the delivery of this project?</i>	The deliverables are the preparation of a response which assesses the current EPA approach, the approach of other similar regulators and makes recommendations for future practices.
Scope Inclusions:	Scope of Works The scope of works is to: • review the EPA's current After-Hours Response model • review this model against the compliance model (attached)

	• assess this model using the risk-harm approach i.e. the risk of environmental harm • make recommendations to refine the EPA's current After-Hours Response model. The specific tasks include, but are not limited to: 1. reviewing the after-hours response systems for: • councils which surround the ACT being: Queanbeyan-Palerang Regional Council; Yass Shire Council and Goulburn City Council • the Northern Territory • similar sized regional centres/cities in Australia such as Bankstown and Central Coast 2. review the CMT procedures for responding to after-hours complaints and incidents that are the responsibility of the EPA 3. review contemporary risk-harm approaches and make recommendations to the EPA's After-Hours Response Model. 4. make any other recommendations for improvements/changes to the EPA's After-Hours Response Model.
Scope Exclusions: <i>What are you not delivering as part of this project? If there are components not being delivered will this impact the success of the project?</i>	• This is limited to after hour matters. • It will focus mainly on noise complaints which are a large part of the volume complaints however also focus on other environmental complaints such as spills.
Assumptions: <i>What assumptions are you making about this project?</i>	Nil assumptions at this time. The data to be relied on will be that available from the CRM for the past 6 months. It has been determined the level of data is sufficient for the project.
Constraints: <i>What restrictions may limit the project achieving its objectives?</i>	• Nil at this time.
Identify Key Stakeholders: <i>List internal and external stakeholders to this project. That is, those areas and people who will be involved in, or impacted by the project</i>	• EPA Senior Management • EPA Staff • ACT Government • ACT Public • Other agencies i.e. AFP who also respond to noise incidents
Triple Bottom Line (TBL) Assessment: <i>If a policy project, provide details on the application of the TBL. ie an assessment of economic, social and the environment?</i>	Not relevant.
Strategic Alignment and Impact/Value Criteria: <i>You may choose several criteria in each section.</i>	Improve operations of relevant areas
Strategic Plan	☐ Promote and protect rights and interests
	☐ Provide an accessible justice system
	☐ Provide effective regulation and enforcement
	☐ Support a safe and resilient community
	☐ Provide sustainable emergency services
ACT PS Values and Behaviours	☐ Respect
	☐ Integrity
	☐ Collaboration

	☐ Innovation		
Other – please specify	☐		
What are the consequences of not proceeding with the proposed initiative?	The current process will continue which may be impacting on the function and performance of the EPA as well as increasing salary and vehicle costs due to the regular after-hours response to complaints.		
Milestones: <i>The key project stages in the order they are expected to be reached</i>	Refer to Attachment One.		
Key Performance Indicators <i>(measurable indicators to determine the quality of project)</i>	The successful completion of the requested scope.		
Funding: <i>Provide a high-level estimate of the budget of the project, and whether any procurement activities will be required.</i>	Item:	Estimate Based On:	Estimate Cost (\$):
Resources: <i>Provide a high-level estimate of the total staffing requirements and levels (if possible).</i>	Sch 2.2(a)(ii).		
Governance: <i>What are your reporting requirements? (eg to whom and how often?) Provide details of any Committees, Boards, Review Boards, Reference Groups that may be part of the governance structure of the project.</i>	Sch 2.2(a)(ii) is to report to Narelle Sargent. It is proposed an update be provided fortnightly on the project status.		
Risks: <i>As a guide, consider the following risk categories:</i>	The identified risks for the project are outlined in the following table.		
Government priority - Low/moderate/high Government priority Financial exposure - minimum/moderate/very significant exposure of public funds Citizens – low/moderate/large impact on small/moderate/large number of citizens Market – minimal/moderate impact/significant impact (negative or positive) on private/public sector. Stakeholders – very low stakeholder arrangement/no opposition of stakeholders expected; Stakeholders Low/Moderate/Large Impact on small/moderate/large number of citizens Market	Risk	Likelihood	Consequence
	Project not completed in allocated timeframe	Possible	Moderate
	Proposed recommendations not assist the EPA perform their function	Unlikely	Major
	Business areas not provide adequate and timely feedback and support	Possible	Major
	Unable to obtain assistance from	Unlikely	Moderate
			Treatment
			Discussion with relevant parties to determine how to meet required timeframe or extend project
			Appropriate procedures should be developed using the expertise of all parties involved with the project
			Seek assistance of Project Sponsor as required
			Seek assistance of Project

	other regulatory agencies			Sponsor as required	
--	---------------------------	--	--	---------------------	--

Approval Process			
Position	Name	Signature	Date
Project Manager			
Executive Director			
Deputy Director-General			

Environment Protection based complaints / data
1 July 2017 to 31 May 2018:

1. Total number of EPA related complaints to Access Canberra - *Incidents* (logged via Complaints Management Team).

- **1910**

2. Number of noise complaints to Access Canberra - *Incidents* (logged via Complaints Management Team).

- **1568**

Please note CMT is unable to report on any complaints that are raised with EPA (or any line area) and not logged in CRM.

3. Number of noise complaints that get a letter (i.e. first complaint).

- **Unable to retrieve – CRM does not capture this data.**

4. Number of complaints referred to EPA (cases).

- **223***

**a case may include more than one complaint*

5. Number of noise complaints referred to EPA (cases).

- **123***

**a case may include more than one complaint*

6. Number of individuals who have made more than one complaint, how many complaints they have made and about what (could categories 1-5, 5-10 etc.).

- **Unable to retrieve - CX Support may be able to extract this data.**

7. Number of individuals who have made more than one noise complaint, category of noise complaint and how many complaints they have made (could categories 1-5, 5-10 etc.).

- **Unable to retrieve - CX Support may be able to extract this data.**

8. Number of complaints about the same premises/event.

- **223***

*This figure is based off the same criteria as question 4. Cases are based on an individual premise / event / client, therefore the number of complaints about an individual matches the total number of cases referred to EPA.

9. Number of complaints about parties (if able to get) otherwise amplified music.

- **Categories – Amplified, PA Systems and People – 991.**

10. Categories of **ALL** complaints received regarding EPA - *Incidents* (graph or pie chart):

- | | |
|---|--|
| • Air Pollution Dust - 62 | • Noise Construction – 284 |
| • Air Pollution Odour - 63 | • Noise Garden work – 26 |
| • Air Pollution Smoke - 90 | • Noise Gym Equipment – 8 |
| • Authorised Activity - 1 | • Noise Mechanical plants and equipment – 51 |
| • Burn-offs – 15 | • Noise PA System - 55 |
| • Dirt on Road – 7 | • Noise people – 66 |
| • Hazardous materials – 12 | • Noise Vehicles – 70 |
| • Illegal dumping – 10 | • Noise Waste collection – 15 |
| • Illegal fishing – 10 | • Pesticides – 2 |
| • Land contamination – 1 | • Sediment and erosion control – 7 |
| • Light Pollution – 26 | • Tree protection – 1 |
| • Noise Air-conditioner/Fan/Heater - 97 | • Waterways pollution drains – 28 |
| • Noise Alarms – 26 | • Waterways pollution lakes – 4 |
| • Noise Amplified – 870 | • Waterways pollution sewerage – 3 |

See Diagram 1.

11. When EPA responds to all complaints i.e. business hours vs after hours (after houses being before 8.30am and after 5.30pm and on weekends).

- **Unable to retrieve - CX Support may be able to extract this data.**

12. When EPA responds to noise complaints i.e. business hours vs after hours (after houses being before 8.30am and after 5.30pm and on weekends).

- **Unable to retrieve - CX Support may be able to extract this data.**

CATEGORIES OF EPA COMPLAINTS RECEIVED BY CMT

- | | |
|---------------------------------|--|
| ■ Air Pollution Dust - 62 | ■ Air Pollution Odour - 63 |
| ■ Air Pollution Smoke - 90 | ■ Authorised Activity - 1 |
| ■ Burnoffs - 15 | ■ Dirt on Road - 7 |
| ■ Hazardous materials - 12 | ■ Illegal dumping - 10 |
| ■ Illegal fishing - 10 | ■ Land contamination - 1 |
| ■ Light Pollution - 26 | ■ Noise Air-conditioner/Fan/Heater - 97 |
| ■ Noise Alarms - 26 | ■ Noise Amplified - 870 |
| ■ Noise Construction - 284 | ■ Noise Garden work - 26 |
| ■ Noise Gym Equipment - 8 | ■ Noise Mechanical plants and equipment - 51 |
| ■ Noise PA System - 55 | ■ Noise people - 66 |
| ■ Noise Vehicles - 70 | ■ Noise Waste collection - 15 |
| ■ Pesticides - 2 | ■ Sediment and erosion control - 7 |
| ■ Tree protection - 1 | ■ Waterways pollution drains - 28 |
| ■ Waterways pollution lakes - 4 | ■ Waterways pollution sewerage - 3 |

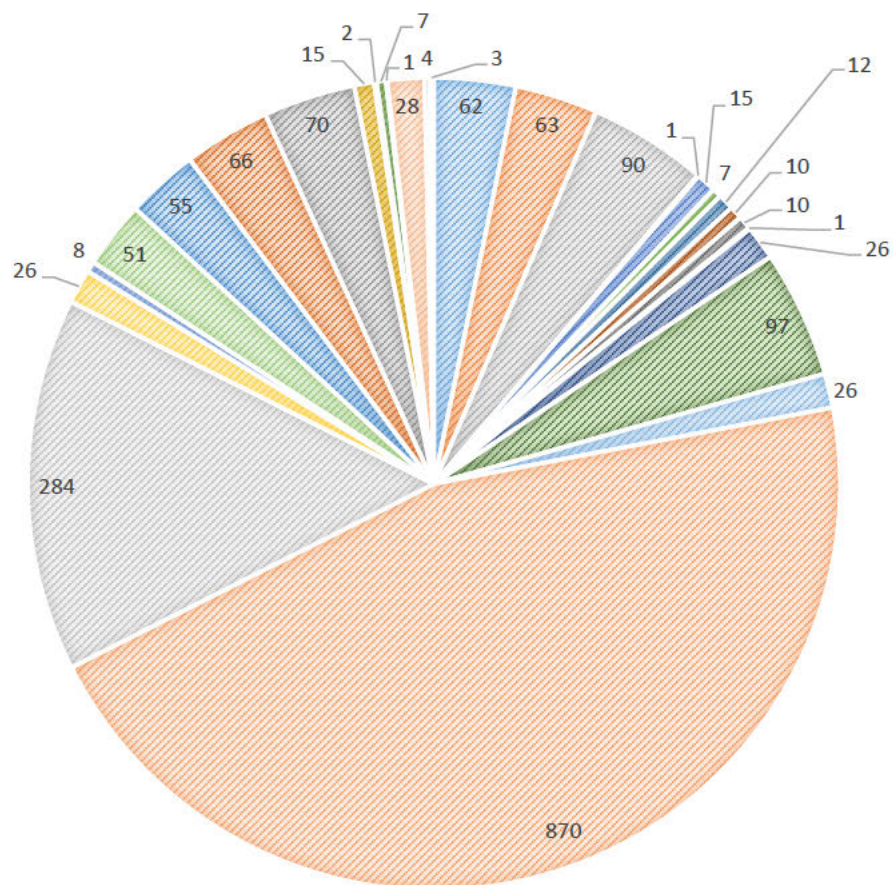


Diagram 1.

Access Canberra Design Principles

- Superior Customer Service
- The right regulatory response in the right situation
- Rigorous support for statutory office holders
- Builds capacity
- Efficient and effective service delivery

Balance user experience with government outcomes

Environment Protection and Regulation / Environmental Quality

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
<i>Environment Protection across the ACT</i>	Ensure compliance with, and administer the statutory provisions of <i>Environment Protection Act 1997</i> , <i>Water Resource Act 2007</i> , <i>Lakes Act 1976</i> , <i>Fisheries Act 2000</i> and <i>Clinical Waste Act 1990</i> including authorisations and environment protection agreements.	safe and functioning environments that support social and economic activity in the ACT	Ongoing	NA	All Staff	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Undertake review's and compliance inspections of Environmental Authorisations and Environmental Protection Agreements.	Efficient and effective service delivery High risk activities appropriately regulated and adverse impacts on the environment, businesses and public avoided	Ongoing, within 6 months of review period.	310 Authorisation 169 Agreements	All Staff	
	Participate in ACT – NSW Cross Border Illegal Dumping Action Project.	Regional approach to environmental management. Builds capacity	2017 with proposal for extension.	4 meetings per annum	0.2 FTE and provision of funding for a Project Officer	
	Ensure advice provided on Development Applications /EIS's, is consistent with community expectations, relevant legislation and Environment Protection Policies.	Efficient and effective service delivery A balanced outcome for the community and the environment	Ongoing	1,100 DA's	All staff	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Provide educational and regulatory services to minimise environmentally harmful activities, including noise emissions, undertaken by the community.	Ensure the right regulatory response for the situation.	Ongoing	NA	All staff	Yellow
	Provide expert advice on environment protection including as representatives on groups regulating special events and significant projects.	Superior Customer Service	Ongoing	Monthly meetings with Event Coord Planning Group.	0.3FTE	Yellow
	Undertake investigations into breaches of Acts administered by the EPA. (<i>EPA Act 1997, WRA 2007, Fisheries Act, Clinical Waste Act, Lakes Act</i>)	Ensure the right regulatory response for the situation.	Ongoing	NA	All Staff	Red
	Work with industry groups to foster a culture of improved environment protection outcomes.	Builds Capacity Empowering of industry to make informed decisions.	Ongoing	N/A	All staff - Industry Liaison team	Yellow

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Investigate and coordinate the control of PFAS chemicals in the ACT	Safe and functioning environment to support business. Rigorous support for statutory office holders	5yr	ACT wide + ~ 20 sites	0.5 FTE	
Ensure good air quality	Regulate the sale and supply of firewood including compliance audits	Efficient and effective service delivery	October	N/A	0.1FTE	
	Regulate significant point source emissions including Mugga and West Belconnen Landfill, LMWQCC (Icon Water incinerator)and Fyshwick Treatment Plant, Queanbeyan Treatment Plant, Daniels Health, , Norwood Park crematorium, and Hume EDI Asphalt Plant	Efficient and effective service delivery High risk activities appropriately regulated and adverse impacts on other business avoided	Ongoing	7 Authorisation	1 FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Develop management actions to improve air quality, especially those related to reducing wood heater emissions such as the Wood Heater Rebate Scheme	The right regulatory response in the right situation A balanced outcome for business, the community and the environment	Ongoing	N/A	0.2 FTE	
	Assist Communications in development and implementation of Air Quality Public Awareness Campaign, include update/improvements of Directorate website	Apply best practice to minimise environmental harm and achieve favourable business conditions	Ongoing	N/A	0.1 FTE	
	Educate the community through the provision of electronic information and advertising campaigns to reduce backyard burning and efficient use of wood heaters	Efficient and effective service delivery A balanced outcome for the community and the environment	Ongoing	N/A	0.1 FTE	
	Coordinate ACT and NEPM air quality monitoring and reporting	Efficient and effective service delivery	Ongoing	N/A	0.2 FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Prepare Annual Air Quality Report	Dissemination of Government information. Superior customer service	30 June each year for proceeding calendar year	1	0.2 FTE	
	Participate in national initiatives related to air quality, in particular the National Clean Air Agreement	National approach to environmental management. Builds capacity	Ongoing	N/A	0.1 FTE	
Appropriate management of hazardous materials & contaminated land	Assess/review and endorse contaminated assessments, remediation's and statutory audit reports	Efficient and effective service delivery High risk activities managed	Ongoing	N/A	2FTE	
	Monitor and record actions of activities on the sites that are potentially or known contaminated including the significant number of groundwater petroleum plumes associated with past and current fuel storage facilities	Superior Customer Service High risk activities appropriately regulated and creation of low risk conditions for business investment	Ongoing	1018 sites	2 FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Regulate the use of hazardous materials through regulation of pesticide operators and use of AGVET chemicals	Compliance with legislation administered by the EPA	Within 6 months of review period	N/A	0.5FTE	
	Liaise with Australian Pesticides and Veterinary Medicines Authority and manage off-label permit system	<i>Builds capacity</i>	Ongoing	N/A	0.05FTE	
	Regulate the classification and transportation of waste through the authorisation of waste transporters and administration of the Movement of Controlled Waste NEPM	Efficient and effective service delivery Compliance with legislation administered by the EPA	Ongoing	N/A	0.5FTE	
	Provide advice on correct disposal options for hazardous waste	<i>Superior customer service. Efficient and effective service delivery</i>	Ongoing	N/A	0.5FTE	
	Regulate the disposal of waste at Mugga & West Belconnen landfills and the Mitchell and Mugga transfer facilities	High risk activities managed	Ongoing	N/A	0.5FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Administer PCB/OCP/HCB Management Plans	Efficient and effective service delivery Sound environmental outcome.	Ongoing	N/A	0.05FTE	
	Provide advice and guidance on contaminated sites in the ACT, including applications for beneficial reuse of contaminated soil	<i>Sound environmental outcome. Superior customer service</i>	Ongoing	N/A	0.1FTE	
	Regulate contaminated land and groundwater assessments, remediations, notifications and audits under the EP Act and other relevant Territory legislation particularly the Planning and Development Act.	A balanced outcome for the community and the environment. <i>Rigorous support for statutory decision makers</i>	Ongoing	N/A	0.2FTE	
	Maintain and Manage the Contaminated Sites database and Geographic Information System	<i>Builds capacity Superior customer service</i>	Ongoing	N/A	0.2FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Participate in national initiatives related to hazardous materials, in particular the National Chemical Environment Management framework	<i>Builds capacity</i> <i>Rigorous support for statutory decision makers</i>	On going	N/A	0.05FTE	
Ensure good water quality	Monitor ACT waterways for pollution, prohibited activities and in recreation zones for blue green algae,	Safe environment for users of the Lakes, Builds capacity Efficient and effective service delivery	On going	Weekly inspections	0.7FTE	
	Regulate use of Molonglo Reach and Lake Ginninderra water ski areas	Efficient and effective service delivery Safe environment for all users	On going	On going. Molonglo currently closed to public, inspections will increase where waterway open to public.	0.1FTE while river closed. Joint inspections undertaken with Water Police.	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Educate industry and the community of the impacts of urban development on water quality (noting role of EPSDD in resourcing this function)	the right regulatory response in the right situation	On going	N/A	All staff	
	Analyse, advise and approve sediment and erosion control plans for developments works on site greater than 0.3 hectares	Efficient and effective service delivery Manage impact from high risk activities.	On going	Approx 82	4 FTE	
	Administration and Audit of Water use licenses (assessment of environmental flows, compliance with extraction volumes)	Efficient and effective service delivery Manage impact from high risk activities.	Ongoing	200	2 FTE	
	Assess and audit sewage treatment & water recycling activities	Efficient and effective service delivery Manage impact from high risk activities.	Ongoing	8	1FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
To raise community, govt and industry awareness about environmental issues	Develop and implement focussed education forums and partnerships on environment protection with industry, government and the community through forums, schools, public events, community radio, displays, publications etc.	Builds capacity Raise awareness of environmental matters through early intervention.	On going	N/A	.05FTE	
	Continue to develop, maintain, review and update Environment Protection information sheets and guidelines.	Builds capacity Apply best practice to minimise environmental harm.	On going	N/A	.05FTE	
	Continue delivery to industry EPA guidance.	Builds capacity Educate and inform industry. High level of customer service.	On going on a three year rotation		.05FTE	
	Establish mutually beneficial response to environmental issues with particular stake holders - HIA - MBA - MTA	Builds capacity Educate and inform industry. High level of customer service.	On going	N/A	.05FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Educate the community through the provision of information and advertising campaigns to reduce the impact of noise	Builds capacity Educate and inform community. High level of customer service.	On going	Consistent with previous years undertake a noise campaign and targeted letter box drops/deliver of relevant Fact Sheets and guidelines in Oct - Nov	Environment Regulation and Quality Units	
Ensure National initiatives take account of ACT's views	Participating and implementing national initiatives	<i>Builds capacity</i>	On going	N/A	<i>All staff</i>	
	Participate in and contribute ACT's views to Meeting of Environment Ministers/associate working groups	<i>Builds capacity and Efficient and effective service delivery</i>	On going	N/A	<i>0.1 FTE</i>	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Participate in NEPM's working groups including: - NPI - Contaminated Sites - Movement of Controlled Waste - Ambient Air Quality - Air Toxics - Noise Labelling	<i>Builds capacity and Efficient and effective service delivery</i>	On going	N/A	0.1 FTE	
	Participate in the Fuel Standards Consultative Committee	<i>Builds capacity and Efficient and effective service delivery</i>	On going	N/A	0.1 FTE	
	Participate in the National Clean Air Agreement and associated Impact Assessment and Impact Mitigation Working Groups	<i>Builds capacity and Efficient and effective service delivery</i>	On going	N/A	0.1 FTE	
	Participate in the National Chemicals Working Group and AgVet Chemical Regulation Committee and associated sub-committees	<i>Builds capacity and Efficient and effective service delivery</i>	On going	N/A	0.1 FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
To ensure regional coordination of environment protection	Develop relationships with regional and national environment protection agencies through participation in national forums and cross border investigations - AELERT - Yass/ Palerang and QBN City Councils - State and Territory EPA's	ACT and NSW Cross Border Officers appointed under both jurisdictions. Right regulatory response to the situation.	On going	AELERT Sub committees, Better Regulation and Capacity Building meetings as required.	3FTE	
Effectively handle complaints/ incidents and enquires	Promptly and efficiently respond to complaints/inquiries, including those reported outside normal business hours	Superior customer service.	On going	1700 complaints	All Staff	
	Prepare Case decisions and Brief's of evidence for offences under legislation administered by EP	Right regulatory response for the situation	On going	as need arises.	All staff	
Activity applications – receipt, completeness check, assessment, document preparation, decision, granting, cancellation, suspension, payment, public register, notifiable instrument, coordination with other Branches	Determine new environmental authorisations	Superior Customer Service Rigorous support for statutory office holders	Ongoing	40	1 FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Determine new Environmental Agreements	Superior Customer Service Rigorous support for statutory office holders	Ongoing	60	1 FTE	
	Determine new licence to take water applications	Superior Customer Service Rigorous support for statutory office holders	Ongoing	5	1 FTE	
	Determine renewals of licence to take water applications	Superior Customer Service Rigorous support for statutory office holders	Ongoing	200 every three years (next due June 2018)	1 FTE	
	Determine new water access entitlement applications	Superior Customer Service Rigorous support for statutory office holders	Ongoing	13	1 FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Determine new waterway work licence applications	Superior Customer Service Rigorous support for statutory office holders	Ongoing	26	1 FTE	
	Determine new drillers licence applications	Superior Customer Service Rigorous support for statutory office holders	Ongoing	30	1 FTE	
	Determine new bore work licence applications	Superior Customer Service Rigorous support for statutory office holders	Ongoing	7	1 FTE	
	Determine new licence to operate power boats or permit applications	Superior Customer Service Rigorous support for statutory office holders	Ongoing	2	1 FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Determine Water Ski Association's requirements for wakeboarding event	Superior Customer Service Efficient and effective service delivery	Annually by June		1 FTE	
	Determine clinical waste licences	Superior Customer Service Rigorous support for statutory office holders	Ongoing	TBA	1 FTE	
	Determine permits for vehicles to transport clinical waste	Superior Customer Service Rigorous support for statutory office holders	Ongoing	10	1 FTE	
Licence searches under various legislation	Manages requests for bore licence searches	Superior customer service	Ongoing	40	.01FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
Appropriate information management systems to support decision making	Manage databases and geographic information to enable provision of relevant information in a timely manner - Develop and maintain EP databases: - Complaints Database - EPA Database - Water licence and trading - Water quality - File Database - Library Database - Contaminated Sites Management Database - Contaminated Sites GIS - Cars Database - Water ski Database (Online Feb 09)	<i>Rigorous support for statutory decision makers</i>	On going	N/A	1 FTE	
Ensuring environmental issues are considered in ACT Government decision making processes	Develop MOU's and cooperative agreements with appropriate agencies	<i>Efficient and effective service delivery</i>	Ongoing	N/A	0.1FTE	

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Provide appropriate responses to request for environmental advice from other agencies ACT Health, ACTPLA, Chief Minister's, ACT Workcover, ACT Housing, ESA, ACT Fire Brigade, ACT Police and TaMS.	Builds capacity Apply best practice to minimise environmental harm.	On going	N/A	All staff	
	Provide 24hr support for the Emergency Coordination Centre (SEMSOG & SEMPGE) Participate in SEMPGE meetings.	Rigorous support for statutory office holders Builds capacity	ongoing		AAIMS training for staff, SOGCs	
	Provide information/ data and advice to - Commissioner for Sustainability and the Environment - EPD -Water Policy & Catchment management - Environment Protection Policy	Builds capacity High level of customer service	Aligned with external timeframes	Annual	1FTE	

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Provide data/ information/ advice for: • Annual Report for EPA and EP&WR • Bi-annual reporting against outputs • Questions on Notice • Question Time Briefs • Fact Sheets • Chief Minister's Talkback • Media enquires	High level of customer service	On going	Monthly, half yearly and annual reports	1 FTE	
	Assist TaMSD (PCL), EDD, EPD, ACT Workcover and CMD in their decision making with regard to environmental issues by consistent, timely and relevant advice and audit roles on proposed developments, EISs and DAs including developments of Territory significance including: - Majura Parkway - Capital Metro - Solar Farms and plants Major Land Development and Infrastructure (incl. Molonglo)	Builds capacity Apply best practice to minimise environmental harm.	On going	N/A	All staff	

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
Provide expert advice and satisfactory support for the Executive and the Minister	Provide timely and high quality advice to the Executive and the Minister about policy and operational issues related to Environment Protection – Briefs and Ministerials	High level of customer service	On going	N/A	2FTE	Red
Provide specialist service where they are compatible with our objectives	Provision of specialist services to clients such as Jervis Bay, NCA and contamination consultants and others where appropriate	High level of customer service	On going	Weekly inspections of LBG, 4 inspections at Jervis Bay	2 FTE	Green
To provide a framework and commitment to staff development and training	Provide opportunities for all Officers to receive appropriate training.	Build capacity to provide a professional service	On going	N/A	All staff	Yellow
	Undertake performance feedback and individual development assessment	Build Capacity in the workplace and provide career opportunities.	On going	N/A	2 FTE	Green
Provide a safe working environment	Identify potential adverse OH&S outcomes.	Builds capacity Safe work environment	On going	N/A	All staff	Red

WORK PLAN AND KEY PRIORITIES

[July 2017- June 2018]

Inspectorate Unit, Regulatory Compliance Branch

Construction, Environment and Workplace Protection Division

Key result area	Key activity	Business outcome (Access Canberra guiding principles)	Timeframe and deadline/target	Average number per annum	Resources FTE, consultants or external supplier costs	Priority rating Red – high Yellow – medium Green - low
	Develop and implement measures to maximise positive OH&S outcomes	Builds capacity Safe work environment	On going	N/A	All staff	

1. EXECUTIVE SUMMARY

This review was commissioned by Access Canberra to review the after-hours procedures of the ACT EPA.

The review found that the current process used by the ACT EPA was not consistent with other EPA' agencies as well as several New South Wales (NSW) local councils.

Findings

Finding One - (Examination of Access Canberra and ACT EPA overarching documentation)

It is assessed that Access Canberra establish a Policy that:

- The ACT EPA must use a risk-based approach to determine how it responds to complaints;
- The ACT EPA must consider the environmental harm, as well as the resource cost and seriousness of the incident, the harm to an individual and/or the community, and the type of incident, when responding to an after-hours matter; and
- The ACT EPA should consider its Work Plan to assist it to determine which matters it responds to, as some matters are likely to be more serious to the broader community, than others, such as a petrol truck rollover near a waterway.

Finding Two –Australian Federal Police (AFP) and ACT EPA Memorandum of Understanding between AFP & EPA on the control of noise pollution in the ACT (MOU)

It is assessed the operation of the AFP and ACT EPA Memorandum of Understanding Control of Noise Pollution in the ACT presents an opportunity for the ACT EPA to continue to work with the AFP to respond to noise complaints within the auspices of the MOU, and for the ACT EPA to manage complaints outside this.

Finding Three - Noise Environment Protection Policy (2010)

It is assessed that:

- It is likely that the ACT EPA is not consistently complying with the Noise EPP, given the high proportion of noise complaints responded to after-hours.
- If the Noise EPP was consistently applied, it is reasonable to conclude that the number of field inspections would be reduced, given that many complaints should be able to be resolved by engagement (consistent with the Access Canberra Accountability Commitment and EPA Compliance Framework).

- If after-hours responses were consistent with the Noise EPP, there would be minimal need for field inspections, given the need for attendance to only occur where there is a serious enforcement issue and the opportunity to first send a letter before conducting a field inspection. This would involve the initial engagement by utilising a letter after a phone call and inspection in business hours for a second complaint
- The EPP may need to be reviewed, as it is not user friendly for a member of the public. An opportunity exists to review this policy, from an engagement perspective, so that the document can also be used to educate the public and reduce the level of complaints received.

Finding Four - (Risk/Harm approaches)

It is assessed that the defining of the terms environmental harm and environmental nuisance is useful, as the terms can then be utilised in a meaningful and defined manner for any policy created, as well as environmental decisions which are made. This is particularly useful when defining the types of matters where an after-hours response would occur, as well as the compliance and enforcement focus of an agency.

Finding Five - (WHS)

It is assessed that the ACT EPA Policy 2012 Procedures for Environment Protection and Water Regulation Staff Working Alone in the Field policy contains relevant information as to how matters are responded to, however there are areas of improvement that can be made, such as:

- clearly identifying the common risk areas and common strategies;
- further defining the role of an ACT EPA officer when they are confronted with conflict and how to resolve that conflict, including effective verbal communication strategies;
- using the terms *situational awareness* and *risk appreciation* as part of the procedure (discussed in the Conducting Inspection Compliance and Enforcement Standard);
- discussing the role of other agencies, such as the AFP; and
- reviewing current communication processes and evaluating the use of technology to improve these processes or provide an alternate method for communication. An example of such technology is <http://www.tracertrak.com.au/solutions/remote-worker-safety/>.

It is further assessed that the ACT EPA should develop a risk assessment document that identifies the common types of matters responded to after-hours and assess the risk of these and common responses. This should be reviewed each 18 months and training provided to staff, as it is a useful tool to assist staff in the execution of their duties.

Finding Six - (Examination of CRM data)

The CRM data indicates that:

- nearly all after hours complaints responded to are noise complaints;
- noise complaints are one of the most common types of complaint for both Access Canberra and the ACT EPA;
- the ACT EPA commonly responds to these complaints by conducting a field inspection;
- these responses commonly occur after-hours and the number of after-hours responses is in excess of the responses conducted during business hours;
- there are minimal enforcement actions taken for these responses, which suggests the officers are engaging and educating the affected party; and
- there is an opportunity to further explore engage and educate approaches, while minimising field responses. This would appear appropriate, given that the conduct of field-based responses does not appear to be reducing the prevalence of this complaint type.

Finding Seven - (approaches of various EPA agencies)

The review of the approaches of the various agencies identified:

- the NSW, NT and SA EPA's generally do not focus on, or prioritise, noise complaints, given the role that local councils have in this area of regulation;
- the NSW and SA EPA's have each developed a model of after-hours responses, which have several characteristics:
 - where possible, managers should not perform an after-hours response, as their involvement in operational matters at a case officer level may be to the potential detriment of the overall operation of the compliance area;
 - the response of staff after-hours in the conduct of field activities was not common and the preference was for follow up actions to occur on the next business day, depending on the incident type, the effect on evidence, etc.;
 - the NSW EPA staff did not commonly take vehicles home when on-call whilst the SA EPA officers do;
 - likely after-hours response matters are identified and prioritised using a risk-based approach, so as to guide the officers to determine what matters are to be responded to after-hours; and
 - a manager is required to approve any after-hours response.
- the NT EPA has been responding to many lower level complaint types, to the detriment of its operational capacity. The Officer recognised that officers were commonly resolving matters of less environmental harm or significance and because of this were not being able to focus on more significant issues or develop their skills in this area. The NT EPA did not have a Policy which governed this area.

Finding Eight - (approaches of various NSW Local Councils)

The review of various NSW Local Councils identified that:

- the local councils contacted for this review did not commonly respond to after-hours complaints;
- where responses occurred, this would be for more significant matters, which would not include noise complaints. In the case of YVC this may include more ranger-based duties whilst in the case of QPRC this would include environmental pollution;
- there was a consistent view that NSW Police had a key role in managing noise complaints;
- officers would sometimes home garage a work vehicle; and
- CSC was the only council contacted that had a specific policy that addressed the management of after-hours complaints.

Recommendations

The following recommendations are made, based on the findings of the review which are referred to in the report.

Recommendation 1

The ACT EPA review its current approach to responding to after-hours matters, to ensure it is:

- a) consistent with the Access Canberra Accountability Commitment and the ACT Compliance and Enforcement Framework, and
- b) ensures the embedding of a risk-based approach to after-hours matters. This review process should include the identification of a list of matters that are considered to be of sufficient risk of environmental harm to warrant an after-hours field response.

Recommendation 2

The ACT EPA review its annual work plan template to include a reference to those matters that it is anticipated will be responded to in a timely manner and in an after-hours context.

Recommendation 3

The ACT EPA reconsider why, in some instances, it responds after-hours to matters which are, in accordance with the MOU with the AFP, the responsibility of the AFP.

Recommendation 4

The ACT EPA engage with the AFP to identify resources it can establish to assist the AFP to resolve matters and when responding to people-related noise complaints.

Recommendation 5

The ACT EPA review the Noise EPP and its approach to noise complaints, with a greater focus on:

- outlining the difference between an environmental nuisance and harm, and how this affects the general and after-hours responses to noise complaints;
- advising the community of the types of noise matters that are responded to after-hours, based on legislative requirements and the application of a risk and harm approach to such complaints;
- recognising the difference between environmental harm and nuisance in the context of a noise complaint, taking into consideration the EPA Regulations. This is to clearly establish the types of noise matters that are considered to be environmental harm and is likely to identify, on a sliding scale, the types of noise matters that require an after-hours response, and thus reduce the after-hours responses for matters not considered to cause environmental harm;
- not responding to noise related matters after-hours unless the environmental harm is considered to be so serious or harmful an after-hours response is necessary, or the response is part of a planned compliance activity;
- the use of a noise log by complainants, over a specified period of time, to gather evidence that can be used to resolve the matter during business hours; and
- reviewing information on the website, to make this more user friendly and clearly outline the ACT EPA's approach to complaints.

Recommendation 6

The ACT EPA engage with relevant parties and Ministers of the ACT Government to seek their support for this approach.

Recommendation 7

The ACT EPA as part of this review, examine the websites of other similar regulators, including the NSW, NT and SA EPA's.

Recommendation 8

The Noise Environment Protection Policy (2010) be reviewed, to ensure it is consistent with:

- the risk-based approach of Access Canberra and embed more measures for the public to resolve these complaint types; and
- the Compliance and Enforcement Framework.

Recommendation 9

The ACT EPA ensure the definitions of environmental harm and nuisance, from the Environment Protection Act, are adopted in relevant policies and the matter of noise be defined, predominately, as an environmental nuisance rather than one of environmental harm.

Recommendation 10

The ACT EPA review the 2012 Procedures for Environment Protection and Water Regulation Staff Working Alone in the Field Policy.

Recommendation 11

The ACT EPA seek the assistance of WorkSafe in conducting this review.

Recommendation 12

The ACT EPA consider investing in communication systems, which can protect staff in the field and automatically advise key staff when no communication is received.

Recommendation 13

The ACT EPA continually review its data, to inform how it is responding to matters and to ensure that matters that are not considered high risk are not responded to on a regular basis whether during business hours or after-hours.

Recommendation 14

The ACT EPA consider implementing a high-level committee, meeting on a monthly basis, to monitor/review after-hours responses and, as necessary, drive cultural change in this area. The members of the Committee should include:

- the Chief Operating Officer
- the Deputy Director of the ACT EPA; and
- a Deputy Director from CBTR.

Recommendation 15

The ACT EPA examine closely the after-hours response models and procedures of the NSW EPA and SA EPA and use this to review and formalise its own procedures.

Recommendation 16

The ACT EPA consider establishing, as the foundation of any after-hours response model, the concept of risk and prioritisation, so that only matters of sufficient environmental harm are responded to after-hours.

Recommendation 17

The ACT EPA determine what matters it considers to be a priority and develop an appropriate prioritisation tool, to ensure these matters are the main type responded to.

Recommendation 18

The ACT EPA consider developing and conducting training with staff about the types of matters the ACT EPA should respond to and what is considered a priority for the organisation, based on the risk of environmental harm.

Recommendation 19

The ACT EPA conduct training for all staff in areas relevant to after-hours responses. This include risk assessments, conflict de-escalation, fraud control and the authorised use of vehicles.

Recommendation 20

The ACT EPA conduct separate training with managers, to remind them of their leadership responsibilities when managing staff.

Recommendation 21

The Access Canberra After-hours Call Centre processes be reviewed, in terms of how environmental matters are triaged, to ensure there are suitable procedures and the use of a prioritisation approach to triage those responses. These priority lists should be developed and provided by the relevant business area.

Recommendation 22

Further consideration be given to how after-hours matters are rated under the Risk Categorisation Model, given the propensity to allocate after-hours responses to Category 1 matters that may not be necessary.

Recommendation 23

Training be conducted with staff who act as a duty officer, to ensure they have a sufficient understanding of key aspects of being a duty officer, as well as how this interacts with Access Canberra Governance approaches and documentation and the Risk Categorisation Table.

Recommendation 24

The ACT EPA consider the analysis in Part 10 and potential areas of improvement

Total incidents with either an EPA piece of legislation or currently within the EPA case queue.

Date created	Total incidents			
	CBT compliance	Complaints management team	EPA	Worksafe
2018 01	0	157	97	1
2018 02	1	128	75	2
2018 03	0	145	57	2
Total	1	430	229	5

3 August 2018

Ms Narelle Sargent
Deputy Director
ACT EPA

Dear Deputy Director Sargent,

Re: Review of After Hours Processes

The review of after-hours processes has been completed and is attached. I will forward separately an additional invoice in relation to the time spent on this matter.

As instructed, the review was completed initially as a desktop component only, and no actual engagement with staff that may have been affected by the review occurred. This, as you are aware has caused some angst amongst several staff.

We would recommend that any further discussions or actions taken with respect to outcomes of this review be done in a (as required) consultative process with the likely affected staff.

We appreciate the opportunity to assist with this review, and as discussed, we can no longer be involved in any further consultation around this review.

We are happy to talk to any of the comments and/or recommendations that have been made, providing this is done in a measured and informed manner.

Thank you for the opportunity to assist in this review.

Regards

Sch 2.2(a)(ii)

Director
Nemesis Consultancy Group Pty Ltd

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Cc: Sch 2.2(a)(ii)
Subject: Report
Date: Wednesday, 18 July 2018 9:15:37 AM
Attachments: [image001.jpg](#)

Good Morning Narelle

Thank you for your message. The report has been finalised and is being proofed and you should hopefully have this by the end of the week. This will be sent by Peter with a covering letter.

In terms of feedback I am not sure what additional feedback you would like to provide but we are happy to be provided this. I don't have availability to meet up in the next few weeks so by email may be preferable.

Peter will provide some feedback from ourselves in the covering letter which may be useful for the agency to consider for similar projects in the future when developing the scope and also managing staff review processes and how this is handled and communicated.

Kind regards

Sch 2.2(a)(ii)



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Working Alone in the Field Policy
Date: Tuesday, 3 July 2018 1:53:00 PM

Hi [Sch 2.2\(a\)\(ii\)](#)

It appears that EPA and OEH use the same policy.

Warm regards
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) @nemesisconsultancy.com.au]
Sent: Friday, 29 June 2018 7:16 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Working Alone in the Field Policy

Thanks Narelle that is great. Can I also suggest asking NSW OEH for their policy given the incident they were involved in as I know they have done a lot of work in this.

A key consideration I would suggest the guys need to address is the WHS responsibilities in s19, 20 etc and how they demonstrate these are being met.

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Thursday, 28 June 2018 4:56 PM
To: [Sch 2.2\(a\)\(ii\)](#) @nemesisconsultancy.com.au>
Subject: Working Alone in the Field Policy

Hi [Sch 2.2\(a\)\(ii\)](#)

I emailed Patrick Doran to get their working alone in the Field Policy – response below:

Not sure what is in writing on this subject exactly but I can tell you we do not work alone. We respond to all incidents in pairs or more. At most an officer might do a drive-by at a location of interest on the way to a meeting or something. If the out of hours officer gets a call they may do a drive-by (only if it's close and safe) but if it warrants any attention we will call a manager/director and if they deem it worthy of attendance another officer will be called in.

They do gave a draft Pollution response Line Operating Principle Policy (attached) which may assist in progressing our new After Hours Response Model.

Regards

Narelle

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: FW: ACT EPA Implementation Plan 30 May 18 (002)
Date: Friday, 29 June 2018 7:14:50 AM
Attachments: [ACT EPA Implementation Plan 30 May 18 \(002\).docx](#)

Good Morning Narelle

I have completed the final report and it is getting proofed and will be sent to you hopefully early next week.

The next stage of the project is per the implementation plan where the priority matters where I will be involved are, from our discussions:

Examination of NSW and SA EPA after hours models	1
Development of after hours response model based around risk and harm	1
Development of after hours priority list	1

I would suggest it would be great to have Rodney involved on this working group and perhaps 2 other members and myself.

I would also propose a separate working group be created to review the noise approach, of which, an outcome will be the priority this is assigned on the priority list. From the feedback to the reports Robin, Luke, Dave and Heath seem to have particular expertise in these areas.

Can you let me know how you want to progress this i.e. do you want to establish this first and then we start this process. It may be useful to have a chair i.e. Rodney for this and a clear scope of who does what, timeframes and what is expected. This may then assist address some of the negativity with the draft report to ensure the next stage has the best chance of being successful in the required timeframe.

Kind regards

Sch 2.2(a)(ii)

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Working Alone in the Field Policy
Date: Thursday, 28 June 2018 4:56:00 PM
Attachments: [PRL Operating Principles.Policy- Draft.docx](#)

Hi 

I emailed Patrick Doran to get their working alone in the Field Policy – response below:

Not sure what is in writing on this subject exactly but I can tell you we do not work alone. We respond to all incidents in pairs or more. At most an officer might do a drive-by at a location of interest on the way to a meeting or something. If the out of hours officer gets a call they may do a drive-by (only if it's close and safe) but if it warrants any attention we will call a manager/director and if they deem it worthy of attendance another officer will be called in.

They do gave a draft Pollution response Line Operating Principle Policy (attached) which may assist in progressing our new After Hours Response Model.

Regards

Narelle

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: PLO
Date: Monday, 25 June 2018 6:09:00 PM
Attachments: [image001.png](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

I have it on the agenda for a meeting with Access Canberra on Wednesday. I will let you know how it goes.

Warm regards
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) <[Sch 2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesisconsultancy.com.au)>
Sent: Monday, 25 June 2018 6:01 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: PLO

Thanks Narelle.

The role of a PLO is as follows:

- Be a primary liaison point for the agency and AFP
- Work to develop the processes the agencies use to work operationally and strategically together
- Provide advice and assistance for operational matters where required (not as a regular role)
- Provide training for agency officers on AFP processes
- Assist determine and liase with relevant areas as required and in the referral of relevant matters to and from the AFP

Key areas which would benefit are:

- ACT EPA
- WorkSafe
- WWVP particularly in the context of the Royal Commission recommendations
- Roads with the NHVR

AFP Nationally has many liaison officers and has done so for many years with Cth Dept of Env't, ATO, Centrelink, Social Security, DFAT as an example.

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Monday, 25 June 2018 2:53 PM
To: [Sch 2.2\(a\)\(ii\)](#) <[Sch 2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesisconsultancy.com.au)>
Subject: PLO

H 

As discussed, can you please email me a few dot points about the role of a Police Liaison Officer (PLO) and I will progress with Access Canberra on Wednesday.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: PLO
Date: Monday, 25 June 2018 6:00:42 PM
Attachments: [image001.png](#)

Thanks Narelle.

The role of a PLO is as follows:

- Be a primary liaison point for the agency and AFP
- Work to develop the processes the agencies use to work operationally and strategically together
- Provide advice and assistance for operational matters where required (not as a regular role)
- Provide training for agency officers on AFP processes
- Assist determine and liase with relevant areas as required and in the referral of relevant matters to and from the AFP

Key areas which would benefit are:

- ACT EPA
- WorkSafe
- WWVP particularly in the context of the Royal Commission recommendations
- Roads with the NHVR

AFP Nationally has many liaison officers and has done so for many years with Cth Dept of Env't, ATO, Centrelink, Social Security, DFAT as an example.

Cheers

Sch 2.2(a)(ii)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Monday, 25 June 2018 2:53 PM
To: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: PLO

Hi Sch 2.2(a)(ii)

As discussed, can you please email me a few dot points about the role of a Police Liaison Officer (PLO) and I will progress with Access Canberra on Wednesday.

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (Environment Protection Authority)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: FW: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]
Date: Friday, 22 June 2018 4:43:00 PM
Attachments: [image002.png](#)
Importance: High

Hi [Sch 2.2\(a\)](#)

Late feedback from Irfan. It related to CRM so a separate matter that you have highlighted but for EPA to follow-up with the CMT Team.

Have a great weekend.

Warm wishes
Narelle

From: Yousaf, Irfan
Sent: Friday, 22 June 2018 3:45 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]
Importance: High

Hi Narelle,
Sorry I totally forgot to send the feedback, I know it's now outside the deadline, but below is my feedback about the data used to review

1. How can we compare 8-10 months old data where there is year and years of historical data sitting in a different system and haven't be used for the analysis.
2. EPA staff have genuine concerns about data quality of the CRM and those concerns have been raised time and time again with CMT and CRM administrators and have been acknowledged about the data discrepancies at times.



3. In the graph above, second tallest bar is identified as "no value" which again show lack data quality. Similarly there are more discrepancies in the data representing the graph above in regards noise complaints from suburbs.
4. What is the source of the data in the table below for Business and after hour comparison, as we have been advised by the CRM administrator that CRM doesn't have capability of separating business hour or after hour complaints/actions?

Kind Regards
Irfan

Irfan Yousaf | Data Management & Reporting Officer

Email | Irfan.yousaf@act.gov.au | Phone 02 620 54797

Environmental Quality | Construction Environment & Workplace Protection | Access Canberra | ACT Government

TransACT House Ground Floor, 470 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.environment.act.gov.au

From: Sargent, Narelle

Sent: Tuesday, 19 June 2018 7:53 PM

To: Dix, Rodney <Rodney.Dix@act.gov.au>; EPAPanningLiaison <EPAPanningLiaison@act.gov.au>; Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>; Heckenberg, Mark <Mark.Heckenberg@act.gov.au>

Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi Team

Just checking if there are any additional comments, otherwise I will get  to finalise the report.

Regards

Narelle

From: Dix, Rodney

Sent: Tuesday, 19 June 2018 10:46 AM

To: EPAPanningLiaison <EPAPanningLiaison@act.gov.au>; Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>; Heckenberg, Mark <Mark.Heckenberg@act.gov.au>; Sargent, Narelle <Narelle.Sargent@act.gov.au>

Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi Narelle

Please find attached comments on the Review of the After-Hours Process.

Regards

Rodney Dix | Manager

Phone: +61 2 6207 2586 | Fax: +61 2 6207 6084 | Email: rodney.dix@act.gov.au

Environment Protection | Access Canberra | ACT Government

Ground Floor – TransACT House | 470 Northbourne Ave Dickson | GPO Box 158 Canberra ACT 2601 |

www.environment.act.gov.au

From: EPAPanningLiaison

Sent: Monday, 18 June 2018 3:38 PM

To: Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; EPAPanningLiaison <EPAPanningLiaison@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Dix, Rodney <Rodney.Dix@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>;

Heckenberg, Mark <Mark.Heckenberg@act.gov.au>

Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi all,

A reminder that comments should be provided by Wednesday.

Regards,

Robin Brown | Environment Protection Authority Planning Liaison

Phone 02 6207 5642

Environmental Quality | Construction Environment & Workplace Protection | Access Canberra | **ACT Government**

GPO Box 158 Canberra ACT 2601 | www.environment.act.gov.au

From: Sargent, Narelle

Sent: Wednesday, 30 May 2018 12:16 PM

To: Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; EPAPanningLiaison <EPAPanningLiaison@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Dix, Rodney <Rodney.Dix@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>

Cc: Purvis, Alison <Alison.PURVIS@act.gov.au>

Subject: Draft Report - Review of After-Hours Process of ACT EPA

Hi Team

Following our workshop with  on Monday 10 May, please find attached the draft Report on the Review of After-Hours Process of ACT EPA.

Please provide any corrections/comments etc..

Warm regards

Narelle

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: EPA complaints 1 July 2017 to 31 May 2018 [SEC=UNCLASSIFIED]
Date: Friday, 22 June 2018 8:06:00 AM
Attachments: [image001.png](#)
[EPA complaints 1 July 2017 to 31 May 2018.docx](#)

Hi 

Latest CRM data.

Regards
Narelle

From: Bradford, James
Sent: Wednesday, 20 June 2018 12:53 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: EPA complaints 1 July 2017 to 31 May 2018 [SEC=UNCLASSIFIED]

Hi Narelle

Apologies but this did have some inconsistent terminology – The pie chart, and question 10, reflects all the complaints received by CMT regarding EPA – I have updated the list and pie chart to reflect this (see attached)

Kind regards

James Bradford | A/g Senior Manager

Phone 6207 8294 | email james.bradford@act.gov.au

Access Canberra | Chief Minister, Treasury and Economic Development | ACT Government

GPO Box 158 Canberra ACT 2601 | www.act.gov.au

cid:image007.png@01D3AFF2.FEECBAF0



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: FW: DP comments on EPA after hours report
Date: Thursday, 21 June 2018 5:53:00 PM
Attachments: [DP comments on EPA after hours report.docx](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

Here is the last lot of comments, from David Power.

Warm regards
Narelle

From: Power, David
Sent: Wednesday, 20 June 2018 11:44 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Dix, Rodney <Rodney.Dix@act.gov.au>
Subject: DP comments on EPA after hours report

Narelle

My comments on the report noting I haven't gone through the full document.

David

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]
Date: Thursday, 21 June 2018 7:55:00 AM

H [Sch 2.2\(a\)](#)

I think Robin has done a separate one but will see how we go.

Narelle

From: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au]
Sent: Thursday, 21 June 2018 7:52 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Thanks Narelle Peter had not added many comments and has used Rodney's document. Can we ask Robin to mark up this document as this makes it easier to review?

Cheers

[Sch 2.2\(a\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Thursday, 21 June 2018 7:49 AM
To: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au>
Subject: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi [Sch 2.2\(a\)](#)

This version includes comments from Peter in addition to Rod's and Luke's.

I will send you Robin's later today when I get it.

Warm regards
Narelle

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]
Date: Thursday, 21 June 2018 8:27:00 AM

Hi [Sch 2.2\(a\)\(ii\)](#)

Might be easier to capture in the implementation project, if that works for you.

Narelle

From: [Sch 2.2\(a\)\(ii\)](#) [@nemesiconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesiconsultancy.com.au)
Sent: Thursday, 21 June 2018 8:21 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi Narelle

Is there any chance I could charge some additional hours to settle this as this was not part of the initial scope as such and given all the comments and what I anticipate Robin will provide, this will take some time. I anticipate it taking a day but will only charge a flat rate of [Sch 2.2\(a\)\(ii\)](#) (GST inclusive).

Thanks for your consideration.

[Sch 2.2\(a\)\(ii\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Thursday, 21 June 2018 7:56 AM
To: [Sch 2.2\(a\)\(ii\)](#) [@nemesiconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesiconsultancy.com.au)
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi [Sch 2.2\(a\)\(ii\)](#)

I think Robin has done a separate one but will see how we go.

Narelle

From: [Sch 2.2\(a\)\(ii\)](#) [@nemesiconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesiconsultancy.com.au)
Sent: Thursday, 21 June 2018 7:52 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Thanks Narelle Peter had not added many comments and has used Rodney's document. Can we ask Robin to mark up this document as this makes it easier to review?

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>

Sent: Thursday, 21 June 2018 7:49 AM

To: Sch 2.2(a)(ii) [\[REDACTED\]@nemesisconsultancy.com.au](mailto:[REDACTED]@nemesisconsultancy.com.au)>

Subject: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi [REDACTED]

This version includes comments from Peter in addition to Rod's and Luke's.

I will send you Robin's later today when I get it.

Warm regards

Narelle

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Access Canberra - Police Liaison Officer
Date: Thursday, 21 June 2018 6:24:00 PM
Attachments: [image001.png](#)

Hi [Sch 2.2\(a\)](#)

Dave didn't mention the PLO when he spoke with Justine. He thought it might be worth talking to other Directors to see what the appetite might be to set one up.

Warm regards

Narelle

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]
Date: Thursday, 21 June 2018 7:48:00 AM
Attachments: [EPA Review Report After Hours Complaints draft 29 May 18 RD.docx](#)

Hi [Sch 2.2\(a\)](#)

This version includes comments from Peter in addition to Rod's and Luke's.

I will send you Robin's later today when I get it.

Warm regards
Narelle

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: comments on EPA after hours report
Date: Wednesday, 20 June 2018 11:46:00 AM
Attachments: [DP comments on EPA after hours report.docx](#)

Hi [Sch 2.2\(a\)](#)

The information I sent through yesterday was not the consolidated advice.

More comments attached and one more lot to come.

Warm regards
Narelle

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: FW: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]
Date: Wednesday, 20 June 2018 7:52:00 AM

Yes, 2.00pm is fine

From: [Sch 2.2\(a\)\(ii\)](#) @nemesisconsultancy.com.au]
Sent: Wednesday, 20 June 2018 7:17 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: FW: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi Narelle

Can we change the meeting to 2 today if this is ok? I have had a look at the comments and nothing dramatic? There is several references to suggesting there was a focus on noise which I will address bearing in mind the idea of a risk prioritisation model is to address the priority of relevant matters.

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Tuesday, 19 June 2018 6:07 PM
To: [Sch 2.2\(a\)\(ii\)](#) @nemesisconsultancy.com.au>
Subject: RE: FW: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi [Sch 2.2\(a\)\(ii\)](#)

I am confirming with Rod that these are all the comments from his team.

Warm regards
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) @nemesisconsultancy.com.au [[mailto:Sch 2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesisconsultancy.com.au)]
Sent: Tuesday, 19 June 2018 6:03 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: Re: FW: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Ok can I settle this now.

--

Sent from Outlook Email App for Android

Tuesday, 19 June 2018, 05:28pm +10:00 from Sargent, Narelle
Narelle.Sargent@act.gov.au:

Hi [Sch 2.2\(a\)\(ii\)](#)

Comments on the Report on After Complaint Process by the EPA report.

Regards

Narelle

From: Dix, Rodney
Sent: Tuesday, 19 June 2018 10:46 AM
To: EPAPlanningLiaison <EPAPlanningLiaison@act.gov.au>; Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>; Heckenberg, Mark <Mark.Heckenberg@act.gov.au>; Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi Narelle

Please find attached comments on the Review of the After-Hours Process.

Regards

Rodney Dix | Manager

Phone: +61 2 6207 2586 | Fax: +61 2 6207 6084 | Email: rodney.dix@act.gov.au

Environment Protection | Access Canberra | ACT Government

Ground Floor – TransACT House | 470 Northbourne Ave Dickson | GPO Box 158 Canberra ACT 2601 | www.environment.act.gov.au

From: EPAPlanningLiaison

Sent: Monday, 18 June 2018 3:38 PM

To: Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; EPAPanningLiaison <EPAPanningLiaison@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Dix, Rodney <Rodney.Dix@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>; Heckenberg, Mark <Mark.Heckenberg@act.gov.au>

Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi all,

A reminder that comments should be provided by Wednesday.

Regards,

Robin Brown | Environment Protection Authority Planning Liaison

Phone 02 6207 5642

Environmental Quality | Construction Environment & Workplace Protection | Access Canberra | **ACT Government**

GPO Box 158 Canberra ACT 2601 | www.environment.act.gov.au

From: Sargent, Narelle

Sent: Wednesday, 30 May 2018 12:16 PM

To: Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; EPAPanningLiaison <EPAPanningLiaison@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Dix, Rodney <Rodney.Dix@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>

Cc: Purvis, Alison <Alison.PURVIS@act.gov.au>

Subject: Draft Report - Review of After-Hours Process of ACT EPA

Hi Team

Following our workshop with SC1224 on Monday 10 May, please find attached the draft Report on the Review of After-Hours Process of ACT EPA.

Please provide any corrections/comments etc..

Warm regards

Narelle

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: FW: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]
Date: Tuesday, 19 June 2018 5:28:00 PM
Attachments: [EPA Review Report After Hours Complaints draft 29 May 18 RD.docx](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

Comments on the Report on After Complaint Process by the EPA report.

Regards

Narelle

From: Dix, Rodney
Sent: Tuesday, 19 June 2018 10:46 AM
To: EPAPlanningLiaison <EPAPlanningLiaison@act.gov.au>; Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>; Heckenberg, Mark <Mark.Heckenberg@act.gov.au>; Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi Narelle

Please find attached comments on the Review of the After-Hours Process.

Regards

Rodney Dix | Manager
Phone: +61 2 6207 2586 | Fax: +61 2 6207 6084 | Email: rodney.dix@act.gov.au
Environment Protection | Access Canberra | ACT Government
Ground Floor – TransACT House | 470 Northbourne Ave Dickson | GPO Box 158 Canberra ACT 2601 | www.environment.act.gov.au

From: EPAPlanningLiaison
Sent: Monday, 18 June 2018 3:38 PM
To: Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; EPAPlanningLiaison <EPAPlanningLiaison@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Dix, Rodney <Rodney.Dix@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>; Heckenberg, Mark <Mark.Heckenberg@act.gov.au>
Subject: RE: Draft Report - Review of After-Hours Process of ACT EPA [SEC=UNCLASSIFIED]

Hi all,

A reminder that comments should be provided by Wednesday.

Regards,

Robin Brown | Environment Protection Authority Planning Liaison

Phone 02 6207 5642

Environmental Quality | Construction Environment & Workplace Protection | Access Canberra | **ACT Government**

GPO Box 158 Canberra ACT 2601 | www.environment.act.gov.au

From: Sargent, Narelle

Sent: Wednesday, 30 May 2018 12:16 PM

To: Chester, Heath <Heath.Chester@act.gov.au>; Power, David <DAVID.POWER@act.gov.au>; Yousaf, Irfan <Irfan.Yousaf@act.gov.au>; Zhang, Jianmin <Jianmin.Zhang@act.gov.au>; Williams, Stella <Stella.Williams@act.gov.au>; McIntyre, Sara <Sara.McIntyre@act.gov.au>; Bacon, Patrick <Patrick.Bacon@act.gov.au>; Gibb, Timothy <Timothy.Gibb@act.gov.au>; Ryan, Peter <Peter.Ryan@act.gov.au>; Pearson, Luke <Luke.Pearson@act.gov.au>; EPAPlanningLiaison <EPAPlanningLiaison@act.gov.au>; Luong, Tam <Tam.Luong@act.gov.au>; Dix, Rodney <Rodney.Dix@act.gov.au>; Clayton, Des <Des.Clayton@act.gov.au>

Cc: Purvis, Alison <Alison.PURVIS@act.gov.au>

Subject: Draft Report - Review of After-Hours Process of ACT EPA

Hi Team

Following our workshop with  on Monday 10 May, please find attached the draft Report on the Review of After-Hours Process of ACT EPA.

Please provide any corrections/comments etc..

Warm regards

Narelle

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: Conflict Resolution Service - Healthy Neighbourhoods Project [SEC=UNCLASSIFIED]
Date: Sunday, 17 June 2018 5:51:52 PM

Thanks Narelle this is really interesting and shows with a bit of thinking this resolution means can be used more regularly given the number of complaints received.

I wonder if as part of this suggested approaches for specific noise type complaints can be suggested such as:

- Parties
- Music
- Air conditioners
- Commercial
- Garbage collection

The working group might have some ideas how to address this.

Cheers

Sch 2.2(a)(ii)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Friday, 15 June 2018 5:39 PM
To: Sch 2.2(a)(ii) @nemesisconsultancy.com.au>
Subject: Conflict Resolution Service - Healthy Neighbourhoods Project [SEC=UNCLASSIFIED]

Hi Sch 2.2(a)(ii)

Figures from the Conflict Resolution Service below:

I have some figures for you covering this year to date and the three years prior. I could give you many more annual figures but it is taking our data base 30 mins to isolate the figures for one year so it is extremely slow and time consuming. However, if you need more, I could coax them out of the DB when I return from leave in two weeks. I have also attached a copy of the issues for this year to date so that you can see the variety of issues that we record. If there are other figures that interest you, please let me know on my return.

2018	Advice	51	
	Dog	17	
	Noise	33	
	Fence	77	
	Lifestyle/Environmental	14	Total number of issues recorded =
259			
2017	Advice	80	
	Dog	65	
	Noise	58	
	Fence	153	

610	Lifestyle/environmental	76	Total number of issues recorded =
2016	Advice	51	
	Dog	64	
	Noise	81	
	Fence	132	
715	Lifestyle/environmental	136	Total number of issues recorded =
2015	Advice	-	
	Dog	52	
	Noise	59	
	Fence	91	
486	Lifestyle/environmental	92	total number of issues recorded =

Warm regards
Narelle

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Access Canberra Complaint Triage, Assessment and Prioritisation Thresholds (A13782197)
[SEC=UNCLASSIFIED]
Date: Friday, 8 June 2018 9:19:00 AM
Attachments: [A - Access Canberra Complaint Triage, Assessment and Prioritisation Thresholds \(A13782197\).docx](#)

Hi [Sch 2.2](#)

I am assuming you have the Access Canberra Complaint Triage, Assessment and Prioritisation Thresholds but have attached in case it has been updated etc.. It appear that the majority of EPA complaints would be Risk Category 4?

In terms of how we respond to noise complaints, as per the Noise Environment Protection Policy (EPP) 2010 and confirmed by EPA team, noise complaints are dealt with in the following manner:

1. First complaint - CMT sends out a letter advising the alleged noise producer of their responsibilities under the Act and inviting them to contact the EPA to discuss the matter
2. Second complaint - if the complaint is validated by the EPA through a noise measurement (ie an EPA officers goes out and takes a valid noise reading) a warning letter or infringement notice may be issued
3. Subsequent complaints will be dealt with accordingly.

Serious complaints, such as complaints about a one off event or an authorised event, may justify immediate application of a strict response approach to enforcement.

The response to the second complaint could be a serious of questions from the CMT to the complainant about keeping a diary, dispute resolution etc.. rather than a reading by the EPA.

Warm regards
Narelle

From: [Sargent, Narelle](#)
To: ["Smith, Rohan"](#)
Cc: [Sch 2.2\(a\)\(ii\)](#)
Subject: ACT and NSW MoU for Regional Collaboration.
Date: Wednesday, 6 June 2018 5:44:00 PM
Attachments: [MoU-for-Regional-Collaboration.pdf](#)
[image002.png](#)

Hi Rohan

As discussed at our very productive meeting this afternoon, please find attached the ACT and NSW MoU for Regional Collaboration.

I will see if we have the stats on the number of noise complaints that relate to parties.

Maybe we should agree on a next meeting date, given your busy schedule, to ensure we keep up the momentum.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: NT EPA -
Date: Tuesday, 5 June 2018 12:03:00 PM
Attachments: [draft_guideline_nt_noise_management_framework.pdf](#)
[image001.png](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

It is interesting to note that the NT Draft Guidelines - Noise Management Framework has Police as the main agency for control of residential noise from late night parties – see page 26

Amplified music, musical instruments	Local council NT Police	Police are typically the main agency for control of noise from late night parties, or where the safety of officers may be a concern or where council officers may not be available	Night time: audibility test (5.2.1) Day time: offensive noise test (5.2.3)	Negotiate reduction of volume Mediation may be an option, either informally or through a CJC
--------------------------------------	-------------------------	--	--	--

It appears that they have the same procedure for dealing with Noise Complaints – page 86-87. Plus your phone conversation indicated that the NT EPA did not often respond after-hours to these matters; the agency had one person on-call at a time, who would usually assess the level of impact of the complaint (low or high) and, if unsure, would call the complainant and seek advice from their manager; and

Regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR
[cid:image007.png@01D3AFF2.FEECBAF0](#)



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Quotation - Implement recommendations from Review of After Hours Process
Date: Sunday, 3 June 2018 7:07:00 AM
Attachments: [EPA Quotation 7 May 18.pdf](#)
[image002.png](#)

Hi 

Access Canberra accepts your quotation (attached) *to Develop an implementation approach and appropriate policy for responding to after-hours matters based on the review recommendations.*

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Catch-up
Date: Friday, 1 June 2018 9:59:00 AM
Attachments: [image001.png](#)

I'll send a diary appointment

From: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au]
Sent: Friday, 1 June 2018 9:59 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Catch-up

Thanks Narelle sounds great.

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Friday, 1 June 2018 9:57 AM
To: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au>
Subject: RE: Catch-up

Hi [Sch 2.2\(a\)](#)

Perfect – do you know the Government Office Block In Queanbeyan – the rusty building opposite the police station. There is a café in the foyer of the building.

Is 9.45am convenient for you?

Warm regards
Narelle

From: [Sch 2.2\(a\)](#) @nemesiconsultancy.com.au [[mailto:Sch 2.2\(a\)@nemesiconsultancy.com.au](mailto:Sch 2.2(a)@nemesiconsultancy.com.au)]
Sent: Friday, 1 June 2018 8:37 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: Re: Catch-up

Thanks Narelle if you like i can do Thursday instead. I think lets wait for feedback though in saying this I suggest feedback is acknowledged but does not alter report unless are major factual matters.

Cheers

[Sch 2.2\(a\)](#)

--

Sent from Outlook Email App for Android

Friday, 01 June 2018, 08:08am +10:00 from Sargent, Narelle Narelle.Sargent@act.gov.au:

Hi [Sch 2.2\(a\)](#)

Just checking you are still keen to catch-up on Monday, or I have a meeting in Queanbeyan on Thursday morning commencing at 10.30 am so could meet with your before that meeting.

The Union requires 15 days for consultation so I may not have any feedback on the draft Report before then. Do you want to finalise the Report before or after the feedback.

I will try to contact Rohan Smith again today to arrange a meeting about the MoU.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [\[redacted\]@nemesisconsultancy.com.au](#)
Subject: RE: Implementation Plan
Date: Wednesday, 30 May 2018 8:44:00 AM

Hi [redacted]
Many thanks
Narelle

From: [\[redacted\]@nemesisconsultancy.com.au](#) [mailto:[\[redacted\]@nemesisconsultancy.com.au](#)]
Sent: Wednesday, 30 May 2018 7:44 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: Fwd: Implementation Plan

Hi Narelle

I attach the draft implementation plan for your consideration.

Kind regards

[redacted]

From: [Sargent, Narelle](#)
To: [\[redacted\]@nemesiconsultancy.com.au](#)
Subject: RE: FW: contact for ACT Police
Date: Wednesday, 30 May 2018 11:56:00 AM
Attachments: [image001.png](#)

Thank heaps!!!

From: [\[redacted\]@nemesiconsultancy.com.au](#) [mailto:[\[redacted\]@nemesiconsultancy.com.au](#)]
Sent: Wednesday, 30 May 2018 9:38 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: Re: FW: contact for ACT Police

I just spoke to him and he will email you as he has been overseas.

--

Sent from Outlook Email App for Android

Wednesday, 30 May 2018, 09:13am +10:00 from Sargent, Narelle
Narelle.Sargent@act.gov.au:

Hi [\[redacted\]](#)

Do you have a contact phone number for ACT Police – mine for [Sch 2.2\(a\)\(ii\)](#) says it's no connected. I am keen to meet to discuss MoU as per Report and implementation plan.

[Sch 2.2\(a\)\(ii\)](#)
COORDINATOR OPERATIONS SUPPORT
ACT POLICING

[Sch 2.2\(a\)\(ii\)](#)
www.afp.gov.au

Thanks

Narelle

Narelle Sargent|Deputy Director Environment Protection (*Environment Protection Authority*)
Phone: 02 6207 5782|Mobile 0466 510 033|Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [redacted]@nemesiconsultancy.com.au
To: [Sargent, Narelle](#)
Subject: Fwd: Implementation Plan
Date: Wednesday, 30 May 2018 7:44:11 AM
Attachments: [ACT EPA Implementation Plan 30 May 18.docx](#)

Hi Narelle

I attach the draft implementation plan for your consideration.

Kind regards

[redacted]
Sch 2.2(a)

30 May 2018

ACT EPA AFTER HOURS REVIEW IMPLEMENTATION PLAN

Background

A review has been conducted into the current after-hours approach of the ACT EPA to complaints to identify areas of improvement. This review has made 8 findings and 24 recommendations. These recommendations have been prioritised in terms of order of priority to be implemented.

Recommendation	Area	Priority
1	Review approach to after hour matters to ensure consistent with Access Canberra Governance approach	1
2	Review of Annual Work Plan to include how responds to after hours matters	2
3	ACT EPA consider why respond to some matters it is not required to do so under the MOU	1
4	Engagement with AFP	1
5	Noise EPP be reviewed to consider how noise matters are approached	2
6	Engagement with ACT Ministers and other relevant parties to explain and seek approval for an adjustment to the after hours approach	2
7	ACT EPA examine other agency websites to identify areas of improvement	2

8	Noise EPP be reviewed to ensure is consistent with Access Canberra Governance approach	2
9	Ensure definitions of environmental harm and nuisance are used consistently in ACT EPA policy documents	1
10	Commence project to review WHS risks associated with after hours matters	2
11	Identify suitable persons to conduct project to review WHS risks associated with after hours matters	2
12	Consider appropriate communication systems to be used to assist after hour responses	2
13	Review of CRM and relevant data to ensure ACT EPA is responding to appropriate matters	2
14	Implementation of high level ACT EPA Review Committee to monitor activities and assist with cultural change	2
15	Examination of NSW and SA EPA after hours models	1
16	Development of after hours response model based around risk and harm	1
17	Development of after hours priority list	1
18	Training with staff about the matters which should be prioritised for after hour responses	3
19	Training with staff in relation to after hours responses and relevant matters	3
20	Training to be conducted with Managers about the process to	3

	manage staff engaged in after hours responses	
21	Review after hour calls processes with regard to use of a prioritisation approach	2
22	Review how after hour matters allocated in risk categorisation model	1
23	Training to be provided with Duty Officers	3
24	Analysis of various EPA approaches	1

This priority list has been determined based on a priority level of 1 to 3.

The priority 1 allocation is to review and develop a risk-based model to be used for after hours matters as well as associated documentation to ensure the approach is consistent with Access Canberra governance material.

The priority 2 and 3 recommendations would be addressed once the risk model has been developed as this is reliant on the model being developed and settled before it is implemented.

Proposed Timeline and Material to develop

The table below indicated the timeline and material to be developed to give effect to these recommendations.

Area	Priority	Timeline	Documents
Analysis of various EPA approaches with a focus on the NSW EPA approach Review how after hour matters allocated in risk categorisation model	1	Early June 2018 – Mid July 2018	After Hours Policy which includes - approach - operational requirements - addresses relevant risks

Examination of NSW and SA EPA after hours models Development of after hours response model based around risk and harm Development of after hours priority list Ensure definitions of environmental harm and nuisance are used consistently in ACT EPA policy documents Review approach to after hour matters to ensure consistent with Access Canberra Governance approach			After Hours priority list
ACT EPA consider why respond to some matters it is not required to do so under the MOU Engagement with AFP	1		Consider development of relevant material AFP can utilise when responding to matters and/or refine existing material
Review of Annual Work Plan to include how responds to after-hours matters	1	Early June 2018 – Mid July 2018	Not applicable
Noise EPP be reviewed to consider how noise matters are approached	2	To be determined given the Policy responsibility of EPSD	Not applicable

Noise EPP be reviewed to ensure is consistent with Access Canberra Governance approach			
Engagement with ACT Ministers and other relevant parties to explain and seek approval for an adjustment to the after hours approach	2	July 2018 once the model has been developed	Not applicable
ACT EPA examine other agency websites to identify areas of improvement	2	July 2018	Not applicable
Review of CRM and relevant data to ensure ACT EPA is responding to appropriate matters	2	July 2018	Not applicable
Implementation of high level ACT EPA Review Committee to monitor activities and assist with cultural change	2	July 2018	Consider creation of a Terms of Reference
Commence project to review WHS risks associated with after hours matters Identify suitable persons to conduct project to review WHS risks associated with after hours matters	2	To be determined	To be determined

Consider appropriate communication systems to be used to assist after hour responses	2	Post July 2018	Discussion Paper to explore relevant options
Review after hour calls processes with regard to use of a prioritisation approach	2	Post July 2018	Discussion paper on current and suggested approach Priority list to be used by the call centre
Training with staff about the matters which should be prioritised for after hour responses Training with staff in relation to after hours responses and relevant matters Training to be conducted with Managers about the process to manage staff engaged in after hours responses Training to be provided with Duty Officers	3	Post July 2018	To be advised

This is provided for your consideration.

Yours sincerely,

Sch 2.2(a)(ii)

Senior Consultant

Nemesis Consultancy Group

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)@nemesiconsultancy.com.au](#)
Subject: FW: contact for ACT Police
Date: Wednesday, 30 May 2018 9:13:00 AM
Attachments: [image001.png](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

Do you have a contact phone number for ACT Police – mine for [Sch 2.2\(a\)\(ii\)](#) says it's no connected. I am keen to meet to discuss MoU as per Report and implementation plan.

[Sch 2.2\(a\)\(ii\)](#)
COORDINATOR OPERATIONS SUPPORT
ACT POLICING
[Sch 2.2\(a\)\(ii\)](#)
www.afp.gov.au

Thanks
Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR
cid:image007.png@01D3AFF2.FEECBAF0



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)@nemesiconsultancy.com.au](#)
Subject: RE: Draft Report
Date: Wednesday, 30 May 2018 8:47:00 AM

Hi [Sch 2.2\(a\)](#)

I will review today and get back to you in the next few days.

Warm regards
Narelle

From: [Sch 2.2\(a\)](#)@nemesiconsultancy.com.au [mailto:[Sch 2.2\(a\)](#)@nemesiconsultancy.com.au]
Sent: Tuesday, 29 May 2018 8:43 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: [Sch 2.2\(a\)\(ii\)](#)@nemesiconsultancy.com.au>
Subject: Fwd: Draft Report

Hi Narelle

I attach the draft report. I have not included the implementation schedule and will send this as a separate document. The numbering needs to be reviewed as it is not correct so don't worry about this. If you can look at this and provide comment I will then get this fixed and finalise this.

Thanks

[Sch 2.2\(a\)](#)

From: [REDACTED]@nemesiconsultancy.com.au
To: [Sargent, Narelle](#)
Cc: [REDACTED]
Subject: Fwd: Draft Report
Date: Tuesday, 29 May 2018 8:44:06 PM
Attachments: [EPA Review Report After Hours Complaints draft 29 May 18.docx](#)

Hi Narelle

I attach the draft report. I have not included the implementation schedule and will send this as a separate document. The numbering needs to be reviewed as it is not correct so don't worry about this. If you can look at this and provide comment I will then get this fixed and finalise this.

Thanks

[REDACTED]

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: VIC EPA - Residential Noise - Currently under Review
Date: Monday, 28 May 2018 9:09:00 AM
Attachments: [image001.png](#)
[Vic EPA Noise Regulatory Impact Statement \(RIS\) 2018.pdf](#)

H [Sch 2.2\(a\)](#)

This is an interesting read – the VIC EPA is currently [reviewing the Environment Protection \(Residential Noise\) Regulations 2008](#) before they expire in October 2018.

<https://www.epa.vic.gov.au/your-environment/noise>

It is interesting to note that Regulatory Impact Statement (attached) on page 28 states that:

The issues to which police most frequently respond are:

- parties, to which 57.1 % of respondents stated they respond at least weekly
- amplified music/instruments, to which 50% of respondents respond at least weekly
- outdoor gatherings/voices, to which 39.3% of respondents respond at least weekly.

The following were nominated as emerging sources of residential noise by both local government and police:

- air conditioning/heating units
- swimming pool pumps and pumps relating to water tanks and grey water systems
- car stackers/garage doors
- home personal training and gym businesses
- vehicle noise: recreational vehicles were identified as an issue in the regional and rural context while idling or revving vehicles stationary on driveways or garages were more likely to be nominated as an issue in the metropolitan context

Given the ACT is surrounded by NSW, as previously mentioned I think that the ACT Noise EPP should reflect what happens in NSW, links to the ACT and NSW Cross Border MoU for Regional Collaboration which is about service delivery.

Options to complement the regulations –page 51

Stakeholders suggested several non-regulatory changes that would assist in the regulation and management of residential noise in Victoria. It was proposed that EPA develops:

- advice to local government and police about the application and interpretation of the regulations (particularly how to assess ‘unreasonable’ noise outside of prohibited hours).

- advice for community members about the respective roles of local government and Victoria police in addressing residential noise issues.
- templates / toolkit for the use of community members in resolving residential noise issue.
- advice for local government and police in interpreting and applying the EP Act's mandate for reducing unreasonable noise, especially for items that are not prescribed or in more complex situations.

It was noted in section 3.5 that a few stakeholders have argued that police and local government officers should have the power to issue infringement notices in respect of offences against the Act's prohibition on unreasonable noise. However, the provision of such a power would require amendment to the Act. The merits of this potential change to the Act are being given consideration in the context of the development of a substantially revised Act, which is currently being undertaken.

If police don't have powers in the ACT we could make them authorised officer under the *Environment Protection Act 1997*.

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (Environment Protection Authority)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: NSW EPA Noise Guide for Local Government
Date: Monday, 28 May 2018 9:31:00 AM
Attachments: [image001.png](#)
[NSW EPA Noise Guide for Local Government.pdf](#)

Hi 

This maybe of assistance in reviewing the After Hours response model – the NSW EPA Noise Guide for Local Government.

Introduction

Neighbourhood noise is a serious environmental amenity issue that affects many in the community and noise nuisance can **escalate into serious confrontations within neighbourhoods**. Management of these issues results in resource intensive compliance activities by enforcement agencies.

Page 3.18 discusses How to set up a memorandum of understanding between police and councils (or in our case EPA).

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR
cid:image007.png@01D3AFF2.FEECBAF0



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Debrief and next steps
Date: Friday, 25 May 2018 7:49:00 AM
Attachments: [image001.png](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

Let me know when it is convenient to call to clarify some of these questions.

Let's meet on Monday 4 at 10.00am at Trev's.

Warm regards
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) <[Sch 2.2\(a\)\(ii\)@nemesiconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesiconsultancy.com.au)>
Sent: Friday, 25 May 2018 6:22 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Debrief and next steps

Hi Narelle

Thanks for the email and I agree it went well with robust discussion. I will have the final version to you early next week and will pick up some of the comments for noise etc.

I think the key aspects to pick up are:

- Acknowledging the policy role of ESDPP
- Recognising the focus on noise complaints and how this differs to other agencies and if this is to continue, consistent with risk and harm, the reason needs to be clearly stated as well as the types of risks identified and why this is a priority and what types are
- I would like to clarify what the after hours matters are they respond to as I am not sure what these are from our discussion i.e. if we state they send a letter first how do we respond to so many, what I suspect, are noise complaint matters unless they are not first complaints. Is this something we could clarify?
- Recommending the data available from CRM be reviewed to ensure it captures appropriate data
- Recognising the need to work on engage, educate and enforce to capture data as it appears there is minimal actual enforcement occurring.

I think that is a great idea for Luke and I know Craig who will be great.

I am happy to attend this meeting. I am away next week so would the week after be ok? I am tied up on the Tuesday and Friday and Wed morning that week but free the other days.

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Thursday, 24 May 2018 7:28 PM
To: [Sch 2.2\(a\)\(ii\)](#) <[Sch 2.2\(a\)\(ii\)@nemesiconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesiconsultancy.com.au)>

Subject: Debrief and next steps

Hi 

Sorry for my delayed congratulations on a successful training session on Monday – I think you handled the team very well. I thought we should review the feedback and then work out the way forward. I did wonder about involving Luke in the review of the Working Alone in the Field policy and possible Craig Jones who works in ESDPP and is also ex-police and/or a member of the ARF.

I have sent an email to meet with Rohan Smith to discuss the MoU, I had no luck in phoning!!!. I thought that given the MoU in linked with Working Alone in the Field policy if you should attend this meeting too..plus you know what is feasible!!!

Let me know if you are free to meet next week – Monday is a public holiday in ACT.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Debrief and next steps
Date: Thursday, 24 May 2018 7:28:00 PM
Attachments: [image001.png](#)

Hi 

Sorry for my delayed congratulations on a successful training session on Monday – I think you handled the team very well. I thought we should review the feedback and then work out the way forward. I did wonder about involving Luke in the review of the Working Alone in the Field policy and possible Craig Jones who works in ESDPP and is also ex-police and/or a member of the ARF.

I have sent an email to meet with Rohan Smith to discuss the MoU, I had no luck in phoning!!!. I thought that given the MoU is linked with Working Alone in the Field policy if you should attend this meeting too..plus you know what is feasible!!!

Let me know if you are free to meet next week – Monday is a public holiday in ACT.

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR
cid:image007.png@01D3AFF2.FEECBAF0



From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: Invoice - Workshop
Date: Tuesday, 22 May 2018 10:28:55 AM
Attachments: [image001.jpg](#)
[Invoice INV-2050.pdf](#)

Hi Narelle,

Thank you for your email, you beat me to it!

Please find attached the invoice for yesterday's workshop.

Kind regards,

cid:CAC766D3-9C9D-4576-81E6-E82602A1CCC9



From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Tuesday, May 22, 2018 7:54 AM
To: Sch 2.2(a)(ii) <[REDACTED]@nemesiconsultancy.com.au>
Subject: Invoice - Workshop

Hi Sch 2.2(a)(ii)

[REDACTED] did the workshop for us yesterday, so we are happy to pay the invoice for that.

[REDACTED] is just finalising some work on the Report, so we will pay once that work is completed.

Warm regards

Narelle

From: Sch 2.2(a)(ii) <[REDACTED]@nemesiconsultancy.com.au>
Sent: Monday, 14 May 2018 3:36 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Sch 2.2(a)(ii) <[REDACTED]@nemesiconsultancy.com.au>
Subject: ACT EPA Review of After-Hours Procedures - Invoice

Good Afternoon Ms Sargent,

Please find attached an invoice pertaining to the ACT EPA Review of After-Hours Procedures conducted by Sch 2.2(a)(ii).

Kind regards,

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Invoice - Workshop
Date: Tuesday, 22 May 2018 7:54:00 AM
Attachments: [image001.jpg](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

[Sch 2.2\(a\)\(ii\)](#) did the workshop for us yesterday, so we are happy to pay the invoice for that.

[Sch 2.2\(a\)\(ii\)](#) is just finalising some work on the Report, so we will pay once that work is completed.

Warm regards
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) @nemesisconsultancy.com.au]
Sent: Monday, 14 May 2018 3:36 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: [Sch 2.2\(a\)\(ii\)](#) @nemesisconsultancy.com.au>
Subject: ACT EPA Review of After-Hours Procedures - Invoice

Good Afternoon Ms Sargent,

Please find attached an invoice pertaining to the ACT EPA Review of After-Hours Procedures conducted by [Sch 2.2\(a\)\(ii\)](#).

Kind regards,

cid:CAC766D3-9C9D-4576-81E6-E82602A1CCC9





TAX INVOICE

ACT Environment Protection Authority
Attention: Narelle Sargent

Invoice Date
21 May 2018

Invoice Number
INV-2050

Reference
Review of ACT EPA
After-Hours Procedures

ABN
39 132 358 859

Nemesis Consultancy Group
PO Box 384
Narellan NSW 2567

Description

Quantity

Unit Price

GST

Amount AUD

Consultancy - Review of ACT EPA After-Hours Procedures
Training including preparation and delivery

Sch 2.2(a)(xi)

Due Date: 4 Jun 2018

EFT Payments can be made to:-
Account Name: Nemesis Consultancy Group Pty Limited
BSB: 082 494
Account No. 914155789

PLEASE QUOTE THE INVOICE NUMBER WITH ALL PAYMENTS.

For any queries regarding this invoice, please contact invoice@nemesisconsultancy.com.au or 1300 1 NEMESIS.



[View and pay online now](#)

PAYMENT ADVICE

To: Nemesis Consultancy Group
PO Box 384
Narellan NSW 2567

Customer ACT Environment Protection
Authority

Invoice Number INV-2050

Amount Due Sch 2.2(a)(xi)

Due Date 4 Jun 2018

Amount Enclosed

Enter the amount you are paying above

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Cc: Sch 2.2(a)(ii); Sch 2.2(a)(ii)
Subject: ACT EPA Presentation 21 May 18.pptx
Date: Monday, 21 May 2018 7:25:42 AM
Attachments: [image001.jpg](#)
[ACT EPA Presentation 21 May 18.pptx](#)
[Print out training 21 May 18.docx](#)

Hi Narelle

I attach the material for today. Happy for you to make any changes you consider appropriate.
Could you print out one copy of the Exec Summary for each person if you are happy for this to be provided.

Cheers

Sch 2.2(a)(ii)



From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: ACT and NSW Memorandum of Understanding for Regional Collaboration
Date: Thursday, 17 May 2018 5:55:03 PM
Attachments: [image001.png](#)

Thanks Narelle that is great.

See you then and have a great weekend.

Cheers



From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Thursday, 17 May 2018 4:05 AM
To: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: ACT and NSW Memorandum of Understanding for Regional Collaboration

Hi

It was great to progress the After-Hours Response work yesterday. I am looking forward to the workshop on Monday – the first step in the moving towards a risk-harm model, it is an exciting challenge for the EPA.

As mentioned, the ACT and NSW Memorandum of Understanding for Regional Collaboration aims to resolve cross-border issues and optimise regional outcomes and service delivery to the community. Attached is the MoU and the 2017-2018 work plan.

The meeting on Monday starts at 10.00m and we are on **Ground Level in the EPAs conference room** (Level 6 is booked for Training)

Ring my mobile when you arrive and I will let your in.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (Environment Protection Authority)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR
cid:image007.png@01D3AFF2.FEECBAF0



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: EPA Review Report After Hours Complaints draft for training
Date: Wednesday, 16 May 2018 8:45:09 AM

Thanks Narelle sounds great.

I think this is a good idea to do an overall conclusion and prioritise the recommendations. I can then if you like use this for a suggest basic implementation plan should the recommendations be accepted.

I would be inclined to not provide the report to staff at this stage as I think if you do the session will turn into a critique and possible defence of previous processes. I am happy to answer any questions etc but also conscious based on the Standards experience how the session may develop. I should state this was not just your area as well.

Further for change management this could be something you discuss internally with Managers so it stays at the right level and then ask them to discuss this with staff.

Also I was thinking about the union and are interested as to why this is thought necessary as I would imagine there is probably an argument this does not go to work practices but operational matters so is not really a union issue.

See you at 2pm.

Cheers

Sch 2.2(a)(ii)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Wednesday, 16 May 2018 4:47 AM
To: Sch 2.2(a)(ii) @nemesisconsultancy.com.au>
Subject: RE: EPA Review Report After Hours Complaints draft for training

Hi Sch 2.2(a)(ii)

I edited the hard copy before this version arrived, still a few quality issues, but only minor. We can discuss when we catch-up at 2.00pm today.

A couple of comments provided on the original draft, which I am seeking your comment on:

- Should we include an **Overall Conclusion** ie the current After-Hours Procedures are not in line with other EPA's or NSW Local Councils, is not based on the Risk-harm model and should be review to ensure that minor environment harm and nuisance matters are responded in accordance with the Risk-Harm categorisation.
- Should we **prioritise** the 25 recommendations into eg High, Medium and Low and or include an Implementation Schedule

Also can you please advise your thoughts about providing the EPA team with a draft copy of the Report before our session with you on Monday?

Warm regards

Narelle

From: Sch 2.2(a)(ii) [REDACTED] [\[REDACTED\]@nemesiconsultancy.com.au](mailto:[REDACTED]@nemesiconsultancy.com.au)
Sent: Tuesday, 15 May 2018 9:10 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: EPA Review Report After Hours Complaints draft for training

Hi Narelle

This is the amended report at the moment not including the PDF notes.

Cheers

Sch 2.2(a)(ii) [REDACTED]

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.



TAX INVOICE

ACT Environment Protection Authority
Attention: Narelle Sargent

Invoice Date
14 May 2018

Invoice Number
INV-2038

Reference
Review of ACT EPA
After-Hours Procedures

ABN
39 132 358 859

Nemesis Consultancy Group
PO Box 384
Narellan NSW 2567

Description	Quantity	Unit Price	GST	Amount AUD
Consultancy - Review of ACT EPA After-Hours Procedures	Sch 2.2(a)(xi)			

Due Date: 28 May 2018

EFT Payments can be made to:-
Account Name: Nemesis Consultancy Group Pty Limited
BSB: 082 494
Account No. 914155789

PLEASE QUOTE THE INVOICE NUMBER WITH ALL PAYMENTS.

For any queries regarding this invoice, please contact invoice@nemesisconsultancy.com.au or 1300 1 NEMESIS.



[View and pay online now](#)

PAYMENT ADVICE

To: Nemesis Consultancy Group
PO Box 384
Narellan NSW 2567

Customer	ACT Environment Protection Authority
Invoice Number	INV-2038
Amount Due	Sch 2.2(a)(xi)
Due Date	28 May 2018
Amount Enclosed	

Enter the amount you are paying above

From: [redacted]@nemesiconsultancy.com.au
To: [Sargent, Narelle](#)
Subject: Fwd: EPA Review Report
Date: Monday, 14 May 2018 7:15:38 AM
Attachments: [EPA Review Report After Hours Complaints.pdf](#)
[Consolidated Annexures.pdf](#)

--

Sent from Outlook Email App for Android

----- Forwarded Message ----- From: [Sch 2.2\(a\)\(ii\)](#) [@gmail.com](#)
To: [Sch 2.2\(a\)\(ii\)](#) [@nemesiconsultancy.com.au](#) Date: Monday, 14 May 2018, 07:12am
+10:00 Subject: EPA Review Report

Good Morning Narelle

Hope you had a great weekend.

I attach the final report.

The invoice will be sent through this week.

Kind regards

[redacted]
Sch 2.2(a)

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Cc: Sch 2.2(a)(ii)
Subject: ACT EPA Review of After-Hours Procedures - Invoice
Date: Monday, 14 May 2018 3:35:41 PM
Attachments: [image001.jpg](#)
[Invoice INV-2038.pdf](#)

Good Afternoon Ms Sargent,

Please find attached an invoice pertaining to the ACT EPA Review of After-Hours Procedures conducted by Sch 2.2(a)(ii).

Kind regards,

cid:CAC766D3-9C9D-4576-81E6-E82602A1CCC9



From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: Quotation
Date: Wednesday, 9 May 2018 9:24:51 AM
Attachments: [image001.jpg](#)

Thanks Narelle sounds great.

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Wednesday, 9 May 2018 9:20 AM
To: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: RE: Quotation

Hi Sch 2.2(a)(ii)

Quotation accepted. Stage 2, however may need to be modified as a result of the session on 21 May.

Warm regards
Narelle

From: Sch 2.2(a)(ii) @nemesiconsultancy.com.au]
Sent: Monday, 7 May 2018 8:33 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: Quotation

Hi Narelle

I attach the quotation as requested.

Kind regards

Sch 2.2(a)(ii)



This email, and any attachments, may be confidential and also privileged. If you are not

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Quotation
Date: Monday, 7 May 2018 7:24:00 PM
Attachments: [image001.jpg](#)

H [Sch 2.2\(a\)](#)

Thanks for quotation, would it be possible to separate the quotation into two components:

- 1) Workshop on 21 May
- 2) develop an implementation approach and appropriate policy for responding to afterhours matters based on the review recommendations.

Many thanks
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au]
Sent: Monday, 7 May 2018 3:40 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: Quotation

Hi Narelle

I attach the quotation for the training and policies.

Kind regards

[Sch 2.2\(a\)](#)

cid:image001.jpg@01D3E638.AADF14E0



7 May 2018

Ms Narelle Sergeant

Deputy Director

ACT Environment Protection Agency

Dear Narelle

Quotation for Provision of Consultancy Services to ACT Environment Protection Authority (EPA)

Thank you for providing the opportunity to provide this quotation for the provision of consultancy services to the EPA in 2018.

Scope of Work

The requested Scope of Works is as follows:

The scope of works is to:

- Provide training (2 hours) in relation to the review recently conducted in relation to the ACT EPA after hours response approach, and
- Provide a quotation to develop an implementation approach and appropriate policy for responding to after hours matters based on the review recommendations.

Services

The consultancy services will be provided by myself at a rate of Sch 2.2(a)(ii) per hour (GST inclusive). Where possible I seek to provide a fixed price for work to be completed, prior to the services being commenced, which will include an estimated completion date. The consultancy services include:

- Delivering the 2 hour training session on 21 May 2018 between 10am and 12 midday
- Developing a project plan to outline the proposed approach for which sign off would be sought from the EPA
- Developing an implementation policy
- Developing key documentation including:
 - After hours Policy and Response Model
 - After Hours EPA Complaints Prioritisation documentation
 - After Hours Reporting and Approval Framework
- Attending meetings with relevant staff members and other ACT Government Directorates and stakeholders where this is of assistance.

Key anticipated activities and estimated hours

It is anticipated the following activities will be conducted in undertaking this review.

Training delivery regarding review

Activities	Anticipated Hours	Cost
Prepare for 2 hours training session	Sch 2.2(a)(xi)	
Deliver training session		
Total		

Develop an implementation approach and appropriate policy for responding to after-hours matters based on the review recommendations

Activities	Anticipated Hours	Cost
Prepare and settle Project Plan	Sch 2.2(a)(xi)	
Develop relevant policies and approach based on the review recommendations for the EPA		
Total		

Estimated Completion Date

Based on current workload I would anticipate completing the project work by mid July 2018.

As part of the Project Weekly Progress Reports will be provided.

I look forward to discussing this quotation further and if you have any questions please contact me to discuss.

Kind regards

Sch 2.2(a)(ii)

Senior Consultant
Nemesis Consultancy

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Cc: Sch 2.2(a)(ii)
Subject: Quotation
Date: Monday, 7 May 2018 8:33:11 PM
Attachments: [image001.jpg](#)
[EPA Quotation 7 May 18.pdf](#)

Hi Narelle

I attach the quotation as requested.

Kind regards

Sch 2.2(a)(ii)



From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: Quotation
Date: Monday, 7 May 2018 3:39:39 PM
Attachments: [image001.jpg](#)
[EPA Quotation 7 May 18.pdf](#)

Hi Narelle

I attach the quotation for the training and policies.

Kind regards

Sch 2.2(a)(ii)



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: EPA Comments: EPA Report v 1.0 draft provided to client
Date: Sunday, 6 May 2018 11:18:00 AM
Attachments: [Environment Regulation & Protection Compliance & Enforcement Guideline 2....pdf](#)
[image001.jpg](#)

Hi [Sch 2.2\(a\)](#)

Sorry for the late mail, just re-reading the report, it is not clear if it was assessed against

1. Environment Regulation & Protection Compliance & Enforcement Guideline (attached)

Warm regards

Narelle

From: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au]
Sent: Friday, 27 April 2018 7:29 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au>
Subject: RE: EPA Comments: EPA Report v 1.0 draft provided to client

Thanks Narelle for your comments and suggestions which I will address.

Are you available for a catch up on Tuesday?

I am free from 10am to 1pm.

The 22 May should be fine for the workshop.

Cheers

[Sch 2.2\(a\)](#)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Tuesday, 24 April 2018 7:52 AM
To: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au>
Cc: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au>
Subject: EPA Comments: EPA Report v 1.0 draft provided to client

Hi [Sch 2.2\(a\)](#)

I have read your comprehensive Report – it is very factual and insightful. It will be interesting to see how Goulburn Mulwaree Council responds to complaints.

A few comments in addition to the suggestions in track changes (attached):

- I note there is no mention of the Agent representative which is referred to in the Procedures for Environment Protection and Water Regulation Staff Working Alone in the Field
- Should we include an Conclusion ie the current After-Hours Procedures are not in line with other EPA's or NSW Local Councils, is not based on the Risk-harm model and should be review to ensure that minor environment harm and nuisance matters are responded in accordance with the Risk-Harm categorisation.
- Should we prioritise the 25 recommendations into eg High, Medium and Low?

Just so you are aware, Below is Part 3 from the *Environment Protection Act 1997*

Part 3 Environmental duties

1 General environmental duty

- (1) A person must take the steps that are practicable and reasonable to prevent or minimise environmental harm or environmental nuisance caused, or likely to be caused, by an activity conducted by that person.
- (2) In deciding whether a person has complied with the general environmental duty, regard must first be had, and greater weight must be given, to the risk of the environmental harm or environmental nuisance involved in conducting the activity, and, in addition, regard must then be had to—
- (a) the nature and sensitivity of the receiving environment; and
 - (b) the current state of technical knowledge for the activity; and
 - (c) the financial implications of taking the steps mentioned in subsection (1); and
 - (d) the likelihood and degree of success in preventing or minimising the environmental harm or environmental nuisance of each of the steps that might be taken; and
 - (e) other circumstances relevant to the conduct of the activity.
- (3) Subject to section 125, section 143 and section 160, failure to comply with the general environmental duty does not of itself—
- (a) give rise to a civil right or remedy; or
 - (b) constitute an offence; or
 - (c) constitute grounds for action under this Act.

I will discuss internally how this Report will be used to progress change. As mentioned, I may need to engage you to run one or more workshops with targeted audiences.

I am happy to meet in week commencing 7 May to finalise and clarify any outstanding issues.

Warm regards
Narelle

From: Sch 2.2(a)(ii) [REDACTED] <[\[REDACTED\]@nemesisconsultancy.com.au](mailto:[REDACTED]@nemesisconsultancy.com.au)>
Sent: Friday, 20 April 2018 9:57 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Sch 2.2(a)(ii) [REDACTED] <[\[REDACTED\]@nemesisconsultancy.com.au](mailto:[REDACTED]@nemesisconsultancy.com.au)>
Subject: EPA Report v 1.0 draft provided to client

Good Morning Narelle

Hope all is well. I attach a draft of the report. I have not completed the attachments sections yet as I thought I would discuss with you what to include.

I am on leave next week so if you like I can chat to you the week after if you are available which will give you a chance to look at this.

I look forward to discussing this.

Kind regards



cid:image001.jpg@01D3DABA.5713E450



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Cc: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au
Subject: EPA Comments: EPA Report v 1.0 draft provided to client
Date: Tuesday, 24 April 2018 7:51:00 AM
Attachments: [image001.jpg](#)
[EPA Report v 1.0 draft provided to client.docx](#)

H 

I have read your comprehensive Report – it is very factual and insightful. It will be interesting to see how Goulburn Mulwaree Council responds to complaints.

A few comments in addition to the suggestions in track changes (attached):

- I note there is no mention of the Agent representative which is referred to in the Procedures for Environment Protection and Water Regulation Staff Working Alone in the Field
- Should we include an Conclusion ie the current After-Hours Procedures are not in line with other EPA's or NSW Local Councils, is not based on the Risk-harm model and should be review to ensure that minor environment harm and nuisance matters are responded in accordance with the Risk-Harm categorisation.
- Should we prioritise the 25 recommendations into eg High, Medium and Low?

Just so you are aware, Below is Part 3 from the *Environment Protection Act 1997*

Part 3 Environmental duties

1 General environmental duty

(1) A person must take the steps that are practicable and reasonable to prevent or minimise environmental harm or environmental nuisance caused, or likely to be caused, by an activity conducted by that person.

(2) In deciding whether a person has complied with the general environmental duty, regard must first be had, and greater weight must be given, to the risk of the environmental harm or environmental nuisance involved in conducting the activity, and, in addition, regard must then be had to—

- (a) the nature and sensitivity of the receiving environment; and
- (b) the current state of technical knowledge for the activity; and
- (c) the financial implications of taking the steps mentioned in subsection (1); and
- (d) the likelihood and degree of success in preventing or minimising the environmental harm or environmental nuisance of each of the steps that might be taken; and
- (e) other circumstances relevant to the conduct of the activity.

(3) Subject to section 125, section 143 and section 160, failure to comply with the general environmental duty does not of itself—

- (a) give rise to a civil right or remedy; or
- (b) constitute an offence; or
- (c) constitute grounds for action under this Act.

I will discuss internally how this Report will be used to progress change. As mentioned, I may need to engage you to run one or more workshops with targeted audiences.

I am happy to meet in week commencing 7 May to finalise and clarify any outstanding issues.

Warm regards
Narelle

From: Sch 2.2(a)(ii) [REDACTED]@nemesisconsultancy.com.au]
Sent: Friday, 20 April 2018 9:57 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Cc: Sch 2.2(a)(ii) [REDACTED]@nemesisconsultancy.com.au>
Subject: EPA Report v 1.0 draft provided to client

Good Morning Narelle

Hope all is well. I attach a draft of the report. I have not completed the attachments sections yet as I thought I would discuss with you what to include.

I am on leave next week so if you like I can chat to you the week after if you are available which will give you a chance to look at this.

I look forward to discussing this.

Kind regards

Sch 2.2(a)(ii) [REDACTED]

cid:image001.jpg@01D3DABA.5713E450



From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: Definitions
Date: Sunday, 22 April 2018 7:06:43 AM
Attachments: [image001.png](#)

Thanks Narelle that is great and I will include that.

Hope the recommendations are appropriate.

Cheers



From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Sunday, 22 April 2018 4:14 AM
To: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: Definitions

Hi

As discussed, below are the definitions from the *Environment Protection Act 1997*, Dictionary (page 179):

environmental harm means any impact on the environment as a result of human activity that has the effect of degrading the environment (whether temporarily or permanently).

environmental nuisance means an unreasonable interference with the enjoyment by the public, a section of the public or a person of a place or area, if the interference caused or likely to be caused by—
(a) dust, fumes, light, noise, odour or smoke; or
(b) an unhealthy, unsightly or otherwise offensive condition because of pollution.

From the definitions, noise is environmental nuisance, not environmental harm so as you rightly highlight in your report we are spending a lot of after-hours resources on low risk/category matters.

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (Environment Protection Authority)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR
cid:image007.png@01D3AFF2.FEECBAF0



From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Cc: Sch 2.2(a)(ii)
Subject: EPA Report v 1.0 draft provided to client
Date: Friday, 20 April 2018 9:57:40 AM
Attachments: [image001.jpg](#)
[EPA Report v 1.0 draft provided to client.docx](#)

Good Morning Narelle

Hope all is well. I attach a draft of the report. I have not completed the attachments sections yet as I thought I would discuss with you what to include.

I am on leave next week so if you like I can chat to you the week after if you are available which will give you a chance to look at this.

I look forward to discussing this.

Kind regards

Sch 2.2(a)(ii)



From: Forsyth, Kyle
To: Sch 2.2(a)(ii)
Cc: Sargent, Narelle
Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]
Date: Thursday, 5 April 2018 12:15:07 PM

Yeah that's right. So far AC has 7255 complaints in the CMT system.

We have a total of 1861 with an EPA topic in the CMT queue, or currently in the EPA queue. Of those 1861, 1536 are in regards to noise.

So in total EPA content is 26% of all complaints received by AC. Noise complaints are 21% of all complaints received by AC. Noise also makes up 83% of EPA complaints.

Kyle Forsyth | Customer Service Integration Analyst

Phone: 02 6207 5572 | Email: kyle.forsyth@act.gov.au

Access Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government

21-23 Bowes Place Woden ACT 2606 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

From: Sch 2.2(a)(ii)@nemesiconsultancy.com.au]

Sent: Wednesday, 4 April 2018 6:39 PM

To: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>

Cc: Sargent, Narelle <Narelle.Sargent@act.gov.au>

Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Thanks Kyle. Can I clarify with the ratios i.e. what does each of this mean as the other stats show clearly noise is by far the highest complaint category for EPA and I think AC:

2018 04	47	15	13	0.32	0.28	0.87
Grand						
Total	7255	1861	1536	0.26	0.21	0.83

Thanks

Sch 2.2

From: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>

Sent: Wednesday, 4 April 2018 3:55 PM

To: Sch 2.2(a)(ii)@nemesiconsultancy.com.au>

Cc: Sargent, Narelle <Narelle.Sargent@act.gov.au>

Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Hi Sch 2.2

The original report was everything in the CMT. So while the CMT started 1/7/17 it does have a few incidents from before that (EG customers complaints 1/1/17 and then a follow up complaint is sent in 1/7/17 they would grab the initial incident and attach it to the same case). The date breakdowns are:

Year/Month	Total complaints	Sum of Total EPA	Sum of Total noise	EPA ratio	Noise ratio	EPA noise ratio
2012 10	1	0	0	0.00	0.00	
2014 01	1	0	0	0.00	0.00	
2014 08	1	0	0	0.00	0.00	
2015 08	1	1	1	1.00	1.00	1.00
2015 09	1	1	1	1.00	1.00	1.00
2015 11	1	0	0	0.00	0.00	
2016 04	1	1	0	1.00	0.00	0.00
2016 06	4	2	2	0.50	0.50	1.00
2016 07	2	0	0	0.00	0.00	
2016 08	2	1	1	0.50	0.50	1.00
2016 09	3	3	2	1.00	0.67	0.67
2016 10	2	1	0	0.50	0.00	0.00
2016 11	2	0	0	0.00	0.00	
2016 12	5	0	0	0.00	0.00	
2017 01	6	0	0	0.00	0.00	
2017 02	9	0	0	0.00	0.00	

2017 03	4	2	2	0.50	0.50	1.00
2017 04	13	2	1	0.15	0.08	0.50
2017 05	17	4	1	0.24	0.06	0.25
2017 06	54	6	5	0.11	0.09	0.83
2017 07	575	63	44	0.11	0.08	0.70
2017 08	742	152	107	0.20	0.14	0.70
2017 09	729	183	133	0.25	0.18	0.73
2017 10	793	229	188	0.29	0.24	0.82
2017 11	918	256	222	0.28	0.24	0.87
2017 12	726	197	169	0.27	0.23	0.86
2018 01	902	283	254	0.31	0.28	0.90
2018 02	954	236	204	0.25	0.21	0.86
2018 03	739	223	186	0.30	0.25	0.83
2018 04	47	15	13	0.32	0.28	0.87
Grand Total	7255	1861	1536	0.26	0.21	0.83

So a couple of disclaimers. For this report I have only included incidents that have been made into a case. So noise incidents sitting in the CMT incident queue that haven't been processed yet won't be included.

For the total for EPA I've included everything that is in the CMT queue with an EPA CMT Category or legislation, or within the EPA case queue. For the total noise included anything in the CMT or EPA case queue with a noise CMT category or legislation.

26% of total AC complaints are for the EPA, this number goes up to 28.6% if you only look at this year but that looks to be the number for the rest of AC going down as opposed to an increase in EPA complaints. 83% of complaints for the EPA are in regards to noise, which goes up to 87% if you only look at this year.

Kyle Forsyth | Customer Service Integration Analyst

Phone: 02 6207 5572 | Email: kyle.forsyth@act.gov.au

Access Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government

21-23 Bowes Place Woden ACT 2606 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

From: Sch 2.2(a)(ii) [REDACTED]@nemesiconsultancy.com.au]

Sent: Wednesday, 4 April 2018 11:18 AM

To: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>

Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Kyle

Can I get a breakdown of the volume of EPA complaints v the total number of complaints for the period and then from this check what % noise is of this?

This is probably similar to what we used to each fortnight.

Also when you ran the reports what is the period for these i.e. August 2017 to March 2018?

Cheers

Sch 2.2(a)(ii) [REDACTED]

From: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>

Sent: Monday, 26 March 2018 12:46 PM

To: Sch 2.2(a)(ii) [REDACTED]@nemesiconsultancy.com.au>

Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

H Sch 2.2(a)(ii) [REDACTED]

I've been told I'm not to work with Access Canberra anymore. Your best bet will be to email cxsupport@act.gov.au

Kyle Forsyth | Customer Service Integration Analyst

Phone: 02 6207 5572 | Email: kyle.forsyth@act.gov.au

Access Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government

21-23 Bowes Place Woden ACT 2606 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

From: Sch 2.2(a)(ii) [redacted]@nemesiconsultancy.com.au]
Sent: Monday, 26 March 2018 11:10 AM
To: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>
Subject: FW: Assistance for project re Narelle Sargent

Hi Kyle

I have just spoken to Tom and he has advised he has moved on. Would you be able to assist with this? As you can appreciate this project is to be kept confidential.

Cheers

Sch 2.2(a)(ii) [redacted]

From: Sch 2.2(a)(ii) [redacted]
Sent: Friday, 16 March 2018 9:20 AM
To: 'tom.nilsen@act.gov.au' <tom.nilsen@act.gov.au>
Subject: Assistance for project re Narelle Sargent

Good Morning Tom and Kyle

Hope all is well. I was hoping to have a chat to you and settle some of the data available from CRM relevant to the in confidence project I am doing for EPA re responding to after hours complaints.

Current data

I have received data relating to:

- Number of noise complaints by area and a breakdown of the type of complaint
- A breakdown of legislation relating to the complaints

This is really useful and demonstrates the amount of complaints.

Data to assist

Are we able to obtain the following data for the period the CRM has been operating:

- Number of after hours complaints for EPA and what these relate to (this would include call centre data if available)
- Identifying how many of these were responded to (this may not be easy to determine)
- Sanctions imposed by EPA since the CRM has been operational
- Sanctions related to the matters responded to after hours (I imagine this could require an individual examination of cases if this ability of CRM is not being utilised which I am happy to do)

This would assist me to look at the correlation between actions taken and outcomes.

Happy to discuss.

Cheers

Sch 2.2(a)(ii) [redacted]

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: Report
Date: Wednesday, 4 April 2018 4:40:17 PM

Thanks Narelle much appreciated.

It is interesting as when you look at the data and also the framework docs etc there is a strong argument the process needs refining as the organisational objectives are not being met. I have included this in the report so it steps through all the relevant areas.

It is interesting too that having reviewed the data I think the answer for these complaints is really in the engage and educate space and not enforcement given the complaints are so high and in the same areas generally which means the solution is not enforcement as if it was then there would be improvements.

The data also suggest that there may have been a disconnect between volume of complaints equals we have to respond.

Cheers

Sch 2.2(a)(ii)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Wednesday, 4 April 2018 4:32 PM
To: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: RE: Report

Hi Sch 2.2(a)(ii)

Even next week if that works better for you to give you time to interpret the data from Kyle.

I am looking forward to reading the report.

Warm regards
Narelle

From: Sch 2.2(a)(ii) @nemesiconsultancy.com.au]
Sent: Wednesday, 4 April 2018 4:30 PM
To: Sargent, Narelle <[Narelle.Sargent@act.gov.au](#)>
Subject: Report

Hi Narelle

Is it ok if I get this to you on Friday? I am close but want to fine tune it a bit.

Cheers

Sch 2.2(a)(ii)

This email, and any attachments, may be confidential and also privileged. If you are not

From: [Forsyth, Kyle](#)
To: [Sch 2.2\(a\)\(ii\)](#); [Sargent, Narelle](#)
Subject: CallLogsEPA.xlsx [SEC=UNCLASSIFIED]
Date: Wednesday, 4 April 2018 4:04:55 PM
Attachments: [CallLogsEPA.xlsx](#)

Hi [Sch 2.2\(a\)](#)/Narelle,

Attached are the call logs for EPA from 1/7/17 to now. The categories the CC uses aren't very descriptive. It might be worth getting in touch with them to break it down further if you would like more information.

From: [Sargent, Narelle](#)
To: Sch 2.2(a)(ii)
Subject: RE: Total EPA complaints (Last 3 months)
Date: Monday, 2 April 2018 6:54:00 AM

Hi Sch 2.2

That would be perfect. Hopefully Kyle will have the specific date you requested soon.

Warm regards
Narelle

-----Original Message-----

From: Sch 2.2(a)(ii) [@nemesiconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesiconsultancy.com.au)
Sent: Monday, 2 April 2018 6:48 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Total EPA complaints (Last 3 months)

Thanks Narelle that is great. I am hoping to have a draft to you mid-week if that is ok. Hope you had a great Easter as well.

Cheers

Sch 2.2

-----Original Message-----

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Monday, 2 April 2018 5:18 AM
To: Sch 2.2(a)(ii) [@nemesiconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesiconsultancy.com.au)
Subject: Total EPA complaints (Last 3 months)

Hi Sch 2.2

I hope you and your family are having a lovely Easter break.

Attached is Attached is a total of all complaints with either an EPA piece of legislation or is currently sitting in the EPA case queue. It's broken down into line area to show which area is currently taking the lead.

Note: The attached file contains a spreadsheet in xml format. Upon opening the file you may receive a warning message stating the format is different from that specified by the file extension. It is safe to open to the file.

Warm regards
Narelle

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]
Date: Tuesday, 27 March 2018 4:47:00 PM

Hi [Sch 2.2\(a\)\(ii\)](#)

CRM team is under the pump at the moment, but hope to have this request finalised by the end of the week.

Warm regards
Narelle

From: Sargent, Narelle
Sent: Monday, 26 March 2018 5:19 PM
To: Rynehart, Josh <Josh.Rynehart@act.gov.au>
Cc: [Sch 2.2\(a\)\(ii\)](#) <[sch2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:sch2.2(a)(ii)@nemesisconsultancy.com.au)>
Subject: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Hi Josh

As discussed, below is request from [Sch 2.2\(a\)\(ii\)](#) for assistance for a project he is working on for David and myself.

Warm regards
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) <[sch2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:sch2.2(a)(ii)@nemesisconsultancy.com.au)>
Sent: Monday, 26 March 2018 1:09 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: FW: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Hi Narelle

Would you be able to chase this up as Tom has now moved areas (I managed to catch him today and he did not pass this email on a few weeks ago when received) and Kyle needs this request to allow him to do so. I understand his Manager is Vlad.

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>
Sent: Monday, 26 March 2018 12:46 PM
To: [Sch 2.2\(a\)\(ii\)](#) <[sch2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:sch2.2(a)(ii)@nemesisconsultancy.com.au)>
Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Hi [Sch 2.2\(a\)\(ii\)](#),

I've been told I'm not to work with Access Canberra anymore. Your best bet will be to email cxsupport@act.gov.au

Kyle Forsyth | Customer Service Integration Analyst

Phone: 02 6207 5572 | Email: kyle.forsyth@act.gov.au

Access Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government

21-23 Bowes Place Woden ACT 2606 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

From: Sch 2.2(a)(ii) [REDACTED] [@nemesisconsultancy.com.au](mailto:[REDACTED]@nemesisconsultancy.com.au)

Sent: Monday, 26 March 2018 11:10 AM

To: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>

Subject: FW: Assistance for project re Narelle Sargent

Hi Kyle

I have just spoken to Tom and he has advised he has moved on. Would you be able to assist with this? As you can appreciate this project is to be kept confidential.

Cheers

Sch 2.2(a)(ii) [REDACTED]

From: Sch 2.2(a)(ii) [REDACTED]

Sent: Friday, 16 March 2018 9:20 AM

To: 'tom.nilsen@act.gov.au' <tom.nilsen@act.gov.au>

Subject: Assistance for project re Narelle Sargent

Good Morning Ton and Kyle

Hope all is well. I was hoping to have a chat to you and settle some of the data available from CRM relevant to the in confidence project I am doing for EPA re responding to after hours complaints.

Current data

I have received data relating to:

- Number of noise complaints by area and a breakdown of the type of complaint
- A breakdown of legislation relating to the complaints

This is really useful and demonstrates the amount of complaints.

Data to assist

Are we able to obtain the following data for the period the CRM has been operating:

- Number of after hours complaints for EPA and what these relate to (this would include call centre data if available)
- Identifying how many of these were responded to (this may not be easy to determine)
- Sanctions imposed by EPA since the CRM has been operational
- Sanctions related to the matters responded to after hours (I imagine this could require an

individual examination of cases if this ability of CRM is not being utilised which I am happy to do)

This would assist me to look at the correlation between actions taken and outcomes.

Happy to discuss.

Cheers

SGH 2.21

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]
Date: Monday, 26 March 2018 7:39:00 PM

Hi [Sch 2.2\(a\)\(ii\)](#)

I met with Josh and the matter should be resolved. If you have any further requests for data from CMR please go direct to Josh and it will be actioned.

Josh's email is josh.rynehart@act.gov.au

Warm regards
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) <[sch2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:sch2.2(a)(ii)@nemesisconsultancy.com.au)>
Sent: Monday, 26 March 2018 1:09 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: FW: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Hi Narelle

Would you be able to chase this up as Tom has now moved areas (I managed to catch him today and he did not pass this email on a few weeks ago when received) and Kyle needs this request to allow him to do so. I understand his Manager is Vlad.

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>
Sent: Monday, 26 March 2018 12:46 PM
To: [Sch 2.2\(a\)\(ii\)](#) <[sch2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:sch2.2(a)(ii)@nemesisconsultancy.com.au)>
Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Hi [Sch 2.2\(a\)\(ii\)](#)

I've been told I'm not to work with Access Canberra anymore. Your best bet will be to email cxsupport@act.gov.au

Kyle Forsyth | Customer Service Integration Analyst
Phone: 02 6207 5572 | Email: kyle.forsyth@act.gov.au
Access Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government
21-23 Bowes Place Woden ACT 2606 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

From: [Sch 2.2\(a\)\(ii\)](#) <[sch2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:sch2.2(a)(ii)@nemesisconsultancy.com.au)>
Sent: Monday, 26 March 2018 11:10 AM
To: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>
Subject: FW: Assistance for project re Narelle Sargent

Hi Kyle

I have just spoken to Tom and he has advised he has moved on. Would you be able to assist with this? As you can appreciate this project is to be kept confidential.

Cheers



From: Sch 2.2(a)(ii)

Sent: Friday, 16 March 2018 9:20 AM

To: 'tom.nilsen@act.gov.au' <tom.nilsen@act.gov.au>

Subject: Assistance for project re Narelle Sargent

Good Morning Ton and Kyle

Hope all is well. I was hoping to have a chat to you and settle some of the data available from CRM relevant to the in confidence project I am doing for EPA re responding to after hours complaints.

Current data

I have received data relating to:

- Number of noise complaints by area and a breakdown of the type of complaint
- A breakdown of legislation relating to the complaints

This is really useful and demonstrates the amount of complaints.

Data to assist

Are we able to obtain the following data for the period the CRM has been operating:

- Number of after hours complaints for EPA and what these relate to (this would include call centre data if available)
- Identifying how many of these were responded to (this may not be easy to determine)
- Sanctions imposed by EPA since the CRM has been operational
- Sanctions related to the matters responded to after hours (I imagine this could require an individual examination of cases if this ability of CRM is not being utilised which I am happy to do)

This would assist me to look at the correlation between actions taken and outcomes.

Happy to discuss.

Cheers



From: [Sargent, Narelle](#)
To: [Rynehart, Josh](#)
Cc: [Sch 2.2\(a\)\(ii\)](#)
Subject: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]
Date: Monday, 26 March 2018 5:18:00 PM

Hi Josh

As discussed, below is request from [Sch 2.2\(a\)\(ii\)](#) for assistance for a project he is working on for David and myself.

Warm regards
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) <[Sch 2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesisconsultancy.com.au)>
Sent: Monday, 26 March 2018 1:09 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: FW: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Hi Narelle

Would you be able to chase this up as Tom has now moved areas (I managed to catch him today and he did not pass this email on a few weeks ago when received) and Kyle needs this request to allow him to do so. I understand his Manager is Vlad.

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>
Sent: Monday, 26 March 2018 12:46 PM
To: [Sch 2.2\(a\)\(ii\)](#) <[Sch 2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesisconsultancy.com.au)>
Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Hi [Sch 2.2\(a\)\(ii\)](#)

I've been told I'm not to work with Access Canberra anymore. Your best bet will be to email cxsupport@act.gov.au

Kyle Forsyth | Customer Service Integration Analyst
Phone: 02 6207 5572 | Email: kyle.forsyth@act.gov.au
Access Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government
21-23 Bowes Place Woden ACT 2606 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

From: [Sch 2.2\(a\)\(ii\)](#) <[Sch 2.2\(a\)\(ii\)@nemesisconsultancy.com.au](mailto:Sch 2.2(a)(ii)@nemesisconsultancy.com.au)>
Sent: Monday, 26 March 2018 11:10 AM
To: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>
Subject: FW: Assistance for project re Narelle Sargent

Hi Kyle

I have just spoken to Tom and he has advised he has moved on. Would you be able to assist with this? As you can appreciate this project is to be kept confidential.

Cheers

Sch 2.2(a)(ii)

From: Sch 2.2(a)(ii)

Sent: Friday, 16 March 2018 9:20 AM

To: 'tom.nilsen@act.gov.au' <tom.nilsen@act.gov.au>

Subject: Assistance for project re Narelle Sargent

Good Morning Ton and Kyle

Hope all is well. I was hoping to have a chat to you and settle some of the data available from CRM relevant to the in confidence project I am doing for EPA re responding to after hours complaints.

Current data

I have received data relating to:

- Number of noise complaints by area and a breakdown of the type of complaint
- A breakdown of legislation relating to the complaints

This is really useful and demonstrates the amount of complaints.

Data to assist

Are we able to obtain the following data for the period the CRM has been operating:

- Number of after hours complaints for EPA and what these relate to (this would include call centre data if available)
- Identifying how many of these were responded to (this may not be easy to determine)
- Sanctions imposed by EPA since the CRM has been operational
- Sanctions related to the matters responded to after hours (I imagine this could require an individual examination of cases if this ability of CRM is not being utilised which I am happy to do)

This would assist me to look at the correlation between actions taken and outcomes.

Happy to discuss.

Cheers

Sch 2.2(a)(ii)

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: EPA Inspectorate Unit Workplan (V5) with licensing 2017
Date: Monday, 26 March 2018 7:46:00 PM

Hi [Sch 2.2\(a\)\(ii\)](#)

Great suggestion. We are currently progressing our Business Plan- next meeting schedule for 11 April, but will wait till after your report etc.. If you could do a template that would be great, I am a bit of a visual person!! I will be removing the resources column as it adds up to more than the FTE's that we have and adds no value.

Warm regards
Narelle

From: [Sch 2.2\(a\)\(ii\)](#) @nemesiconsultancy.com.au]
Sent: Monday, 26 March 2018 1:08 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: EPA Inspectorate Unit Workplan (V5) with licensing 2017

Hi Narelle

I am reviewing this at the moment and thought I might make a few comments if this is ok:

- I wonder if you could build in for next year a column of likely engage, educate, enforce action which assist prioritise your focus. This is not about the specifics but can be used to shape culture in the area i.e. noise complaint is likely to equal this response and this sanction (i.e. business hours etc)
- It could also be useful to refer to likely after hours in this as a change management doc once this review to give effect to your key focus areas which is something EPA SA are doing
- I can understand why but there is a lot of key activities to be measured by which is something when I was doing this with Derise last year we were conscious of. This also gets complex as for noise the EPA has high, medium and low which I can understand, though I wonder if it may be useful to have one entry for this type of activity and as a whole assess this priority in its totality.
- You could then for example in *Environment Protection across the ACT in key activities state also to give effect to your priorities. It is anticipated that the most likely matters where this compliance will be focussed are*

This makes this a change management document perhaps which could be good for next FY.

Hope this makes sense.

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: FW: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]
Date: Monday, 26 March 2018 1:27:38 PM

Hi Narelle

Would you be able to chase this up as Tom has now moved areas (I managed to catch him today and he did not pass this email on a few weeks ago when received) and Kyle needs this request to allow him to do so. I understand his Manager is Vlad.

Cheers

Sch 2.2(a)(ii)

From: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>
Sent: Monday, 26 March 2018 12:46 PM
To: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Hi Sch 2.2(a)(ii),

I've been told I'm not to work with Access Canberra anymore. Your best bet will be to email cxsupport@act.gov.au

Kyle Forsyth | Customer Service Integration Analyst

Phone: 02 6207 5572 | Email: kyle.forsyth@act.gov.au

Access Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government

21-23 Bowes Place Woden ACT 2606 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

From: Sch 2.2(a)(ii) @nemesiconsultancy.com.au]
Sent: Monday, 26 March 2018 11:10 AM
To: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>
Subject: FW: Assistance for project re Narelle Sargent

Hi Kyle

I have just spoken to Tom and he has advised he has moved on. Would you be able to assist with this? As you can appreciate this project is to be kept confidential.

Cheers

Sch 2.2(a)(ii)

From: Sch 2.2(a)(ii)
Sent: Friday, 16 March 2018 9:20 AM
To: 'tom.nilsen@act.gov.au' <tom.nilsen@act.gov.au>
Subject: Assistance for project re Narelle Sargent

Good Morning Ton and Kyle

Hope all is well. I was hoping to have a chat to you and settle some of the data available from CRM relevant to the in confidence project I am doing for EPA re responding to after hours complaints.

Current data

I have received data relating to:

- Number of noise complaints by area and a breakdown of the type of complaint
- A breakdown of legislation relating to the complaints

This is really useful and demonstrates the amount of complaints.

Data to assist

Are we able to obtain the following data for the period the CRM has been operating:

- Number of after hours complaints for EPA and what these relate to (this would include call centre data if available)
- Identifying how many of these were responded to (this may not be easy to determine)
- Sanctions imposed by EPA since the CRM has been operational
- Sanctions related to the matters responded to after hours (I imagine this could require an individual examination of cases if this ability of CRM is not being utilised which I am happy to do)

This would assist me to look at the correlation between actions taken and outcomes.

Happy to discuss.

Cheers



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: FW: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]
Date: Monday, 26 March 2018 1:27:40 PM

From: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>
Sent: Monday, 26 March 2018 12:55 PM
To: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: RE: Assistance for project re Narelle Sargent [SEC=UNCLASSIFIED]

Full Name "Mr Vladislav Munteanu"

Title	Operations Manager
Location	21-23 Bowes Place Woden ACT 2606 Click to view the Map
Address	GPO Box 158, CANBERRA ACT 2601
Telephone	(02) 6205 5460
Email	vladislav.munteanu@act.gov.au

Kyle Forsyth | Customer Service Integration Analyst

Phone: 02 6207 5572 | Email: kyle.forsyth@act.gov.au

Access Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government

21-23 Bowes Place Woden ACT 2606 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

From: Sch 2.2(a)(ii) @nemesiconsultancy.com.au]

Sent: Monday, 26 March 2018 11:10 AM

To: Forsyth, Kyle <Kyle.Forsyth@act.gov.au>

Subject: FW: Assistance for project re Narelle Sargent

Hi Kyle

I have just spoken to Tom and he has advised he has moved on. Would you be able to assist with this? As you can appreciate this project is to be kept confidential.

Cheers

Sch 2.2(a)(ii)

From: Sch 2.2(a)(ii)

Sent: Friday, 16 March 2018 9:20 AM

To: 'tom.nilsen@act.gov.au' <tom.nilsen@act.gov.au>

Subject: Assistance for project re Narelle Sargent

Good Morning Ton and Kyle

Hope all is well. I was hoping to have a chat to you and settle some of the data available from CRM relevant to the in confidence project I am doing for EPA re responding to after hours complaints.

Current data

I have received data relating to:

- Number of noise complaints by area and a breakdown of the type of complaint
- A breakdown of legislation relating to the complaints

This is really useful and demonstrates the amount of complaints.

Data to assist

Are we able to obtain the following data for the period the CRM has been operating:

- Number of after hours complaints for EPA and what these relate to (this would include call centre data if available)
- Identifying how many of these were responded to (this may not be easy to determine)
- Sanctions imposed by EPA since the CRM has been operational
- Sanctions related to the matters responded to after hours (I imagine this could require an individual examination of cases if this ability of CRM is not being utilised which I am happy to do)

This would assist me to look at the correlation between actions taken and outcomes.

Happy to discuss.

Cheers



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: EBA and allowance advice [SEC=UNCLASSIFIED]
Date: Wednesday, 21 March 2018 8:07:37 PM

Thanks Narelle.

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Wednesday, 21 March 2018 5:00 PM
To: Sch 2.2(a)(ii) @nemesisconsultancy.com.au>
Subject: EBA and allowance advice [SEC=UNCLASSIFIED]

Hi Sch 2.2(a)(ii)

As discussed, below are the on-call allowances and rates. Still following up on the Agency Rep allowance.

On call allowances are calculated as follows:

- a) ten percent of the employee's hourly rate of pay for each hour of on-call Monday to Friday;
- b) fifteen percent of the employee's hourly rate of pay for each hour of on-call on Saturday and Sunday;
- c) twenty percent of the employee's hourly rate of pay for each hour of on-call on public holidays and accrued days off.

We are not aware of 'back up duty' allowance, and this may be another term for on-call used at EPA.

In terms of overtime payment, the minimum payment if they are on on-call will be three hours or one hour accordingly (one hour where they are able to complete the duty at home for example).

C9.10 Where an employee on an on call or close call situation as provided for in clause C14 or clause C15, the minimum payment for overtime will be three hours or one hour in accordance with subclauses C14.6 or C15.8 or C14.10 or C15.12 respectively.

In terms of calculating the overtime, the rate of payment is as follows:

C9.13 Overtime payment rates for overtime worked on any day from Monday to Saturday inclusive, are:

Time and a Half

Annual Pay $\times 12/313 \times 3/2 \times 1/76$

for the first three hours worked on a day/shift; and

Double Time

Annual Pay $\times 12/313 \times 2/1 \times 1/76$

for any further overtime worked on that day/shift.

Sunday Rate of Payment

C9.14 An employee who works overtime on a Sunday will be paid a rate of double time at the employee's ordinary hourly rate of pay for all time worked.

Public Holiday Rate of Payment

C9.15 An employee who works overtime on a public holiday or on a substituted public holiday as defined in clause F10 of this Agreement will be paid a total rate of double time and a half at the employee's ordinary hourly rate of pay for all time worked.

Warm regards
Narelle

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: FW: IOPs re ERT [DLM=For-Official-Use-Only]
Date: Friday, 16 March 2018 9:24:15 AM
Attachments: [Picture \(Device Independent Bitmap\) 1.jpg](#)
[EPA IOP 24 v0 8.doc](#)
[EPA IOP 15 v0 5.doc](#)
[Incident_classification.docx](#)
[IOP Crisis Management Plan V1 Jan 2015.doc](#)

Hi Narelle

I will include this in my report and this is really useful and would be great to utilise.

Cheers

Sch 2.2(a)(ii)

From: Sch 2.2(a)(ii) @sa.gov.au>
Sent: Thursday, 15 March 2018 10:45 AM
To: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: IOPs re ERT [DLM=For-Official-Use-Only]

For Official Use Only

Sch 2.2(a)(ii)

These are the operating procedures we have in place though I have rewritten them following Burns review but they are in review mode so better to have the clean and ones that are in place. The incident classification is what we are moving towards in the newer plans so this may help We also have a Crisis management plan which I have attached

Sch 2.2(a)(ii)

ITSB & Emergency Response

Sch 2.2(a)(ii)

Environment Protection Authority
Level 2 | 211 Victoria Square Adelaide SA 5000
GPO Box 2607 Adelaide SA 5001
www.epa.sa.gov.au



From: [Sargent, Narelle](#)
To: Sch 2.2(a)(ii)
Subject: Home Garaging Policy
Date: Tuesday, 13 March 2018 4:21:00 AM
Attachments: [CMTEDD Home Garaging Guidelines 2016 - Final signed.doc](#)
[Home Garaging - application form.docx](#)
[image001.png](#)

Hi Sch 2.2(a)(ii)

Great work, looking forward to the final outcome.

Please find attached the Home Garaging Guidelines – page 3 has **Carrying passengers (including family members) during home garaging journeys is not permitted.**

Also attached is the approval for Home Garaging Application Form.

Sch 2.2(a)(ii)

Warm wishes
Narelle

From: Sch 2.2(a)(ii)
Sent: Monday, 12 March 2018 7:23 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Noise EPP

Thanks Narelle.

I had a meeting with Natasha on Friday which was great and have also spoke to YVC. I am waiting for Parramatta, Campbelltown and NT to get back to me and will chase them again tomorrow.

I am holding off speaking to Nigel until I speak to the other Councils etc, however so far all organisations have a similar policy i.e they don't do call outs much at all and not for noise.

Am I also able to get a copy of the Vehicle Policy for using vehicle as I will include this in my report but note it appears one of your vehicles (marked ute) has been used

Sch 2.2(a)(ii)

Happy to discuss.

Cheers
Sch 2.2(a)(ii)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Monday, 12 March 2018 5:32 PM
To: Sch 2.2(a)(ii)
Subject: Noise EPP

Hi Sch 2.2(a)(ii)

I hope the project is progressing smoothly. Please find attached our Noise Environment Protection Policy, which I should have emailed sooner.

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Noise EPP
Date: Monday, 12 March 2018 5:32:00 PM
Attachments: [NoiseEPPJan2010.pdf](#)
[image001.png](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

I hope the project is progressing smoothly. Please find attached our Noise Environment Protection Policy, which I should have emailed sooner.

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT

470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

cid:image007.png@01D3AFF2.FEECBAF0



From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: Noise EPP
Date: Monday, 12 March 2018 7:23:14 PM
Attachments: [image001.png](#)

Thanks Narelle.

I had a meeting with Natasha on Friday which was great and have also spoke to YVC. I am waiting for Parramatta, Campbelltown and NT to get back to me and will chase them again tomorrow.

I am holding off speaking to Nigel until I speak to the other Councils etc, however so far all organisations have a similar policy i.e they don't do call outs much at all and not for noise.

Am I also able to get a copy of the Vehicle Policy for using vehicle as I will include this in my report but note it appears one of your vehicles (marked ute) has been used to take kids to school including today as on call.

Happy to discuss.

Cheers

Sch 2.2(a)(ii)

From: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Sent: Monday, 12 March 2018 5:32 PM
To: Sch 2.2(a)(ii)
Subject: Noise EPP

Hi Sch 2.2(a)(ii)

I hope the project is progressing smoothly. Please find attached our Noise Environment Protection Policy, which I should have emailed sooner.

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection (Environment Protection Authority)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
470 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR
cid:image007.png@01D3AFF2.FEECBAF0



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: Access Canberra - Project Plan EPA Review
Date: Friday, 2 March 2018 6:57:29 AM
Attachments: [Access Canberra - Project Plan EPA Review.docx](#)

Hi Narelle

I attach the Project Plan which we can discuss today.

Cheers

Sch 2.2(a)(ii)

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: AHIS Procedures Guide 2006 older version with incorrect references [SEC=UNCLASSIFIED]
Date: Friday, 2 March 2018 8:18:00 AM
Attachments: [AHIS Procedures Guide 2006.doc](#)
[image001.jpg](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

I have attached the NSW EPA's After-Hours Incident Service Procedures Guide. It is now a little dated in respect to agency names and there is now a more defined notification pathway with FRNSW (via the duty incident advice coordinator DIAC). NSW EPA also tried to negotiate a second roster in the metro area which provided a formal layer of management backup to the duty officer. At presents, this process is provided by the duty officer calling the on-call supervisor who is nominated (but not rostered). Accordingly, there is currently a financial discrepancy between the on call officer who gets paid the allowance and the on call supervisor who is not on call.

Nigel is happy to discuss with you.

Warm regards
Narelle

Narelle Sargent | Deputy Director Environment Protection Authority (*Environment Protection Authority*)
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Environment Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



From: [REDACTED]@epa.nsw.gov.au]
Sent: Thursday, 1 March 2018 8:49 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: AHIS Procedures Guide 2006 older version with incorrect references

This email is intended for the addressee(s) named and may contain confidential and/or privileged information.

If you are not the intended recipient, please notify the sender and then delete it immediately.

Any views expressed in this email are those of the individual sender except where the sender expressly and with authority states them to be the views of the Environment Protection Authority.

PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL

From: [Deputy Director](#)
To: [Deputy Director](#)
Subject: [CENR](#)
Date: [This entry is from 2018 7 29 00: M](#)
Attachments: [CENR](#)

Below is all EPA compliance – able to see that bulk a e noise.

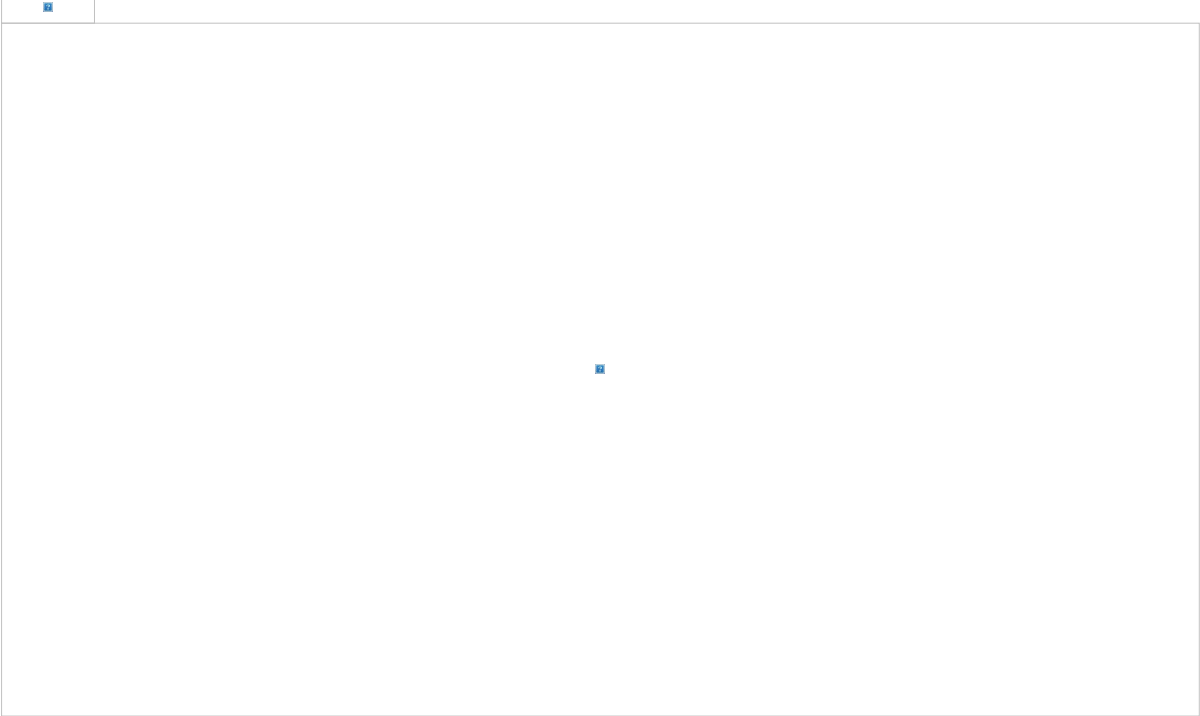
I think that EPA should only respond after hours to incidents that require an immediate response e.g. spills, leaks, waste, fuel etc. and ongoing noise from an industrial/enterprise/business – not from residential music unless say 3 separate events (not calls for the same evening) or some other criteria.

Look forward to our discussions tomorrow.

Warm regards

Nazelle

Nazelle Saenger (Deputy Director) Environmental Protection Authority (EPA) (Environmental Protection Authority)
Phone: 02 6207 5782 / 0646 550 033 / Email: [nazelle.saenger@epa.govt.nz](#)
Environmental Protection Authority | Aotearoa New Zealand | ACT Government
GPO Box 108, Wellington, New Zealand | [http://www.epa.govt.nz/contacts](#)
Aotearoa New Zealand logo

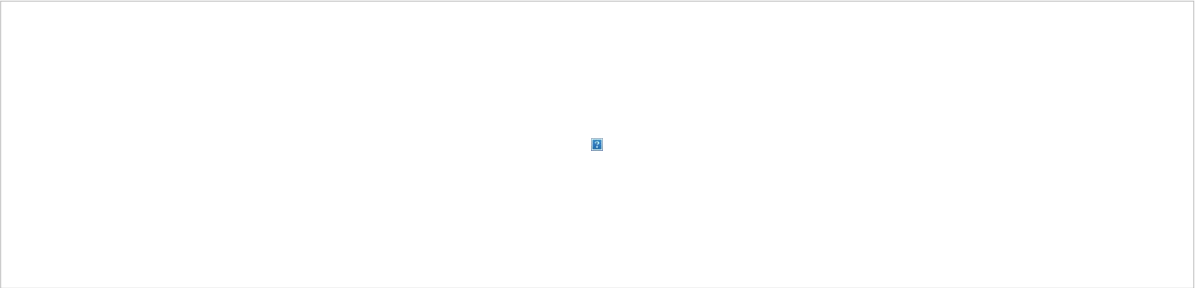


I've attached the raw data if you would like to have a look. I've setup a pivot table to interrogate the data on sheet2.

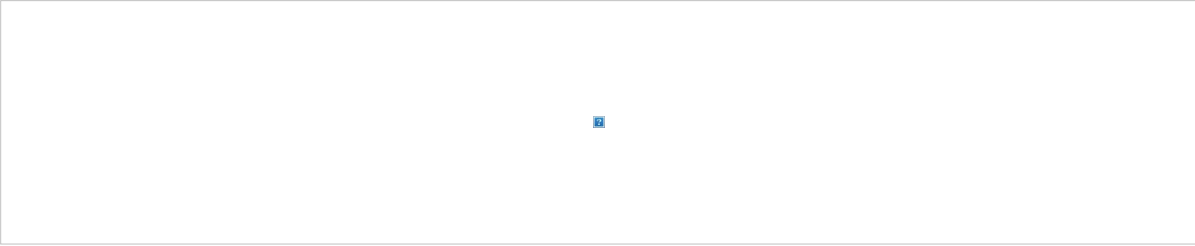
From: [Sergeant, Mary Jo](#)
To: [\[REDACTED\]](#)
Subject: [No 20 complaints \[SEC=UNCLASSIFIED\]](#)
Date: Thursday, 1 March 2018 7:46:00 PM
Attachments: [No 20 complaints pivot table.xlsx](#)
[image001.png](#)
[image002.png](#)

HSC
I thought you might be interested in this data:

Below is a breakdown of complaints into suburb and type of noise. The raw data is in the attached spreadsheet that includes the date of the complaint and business type to break it down further.
Total complaints:



Total complaints with a unique contact ID:

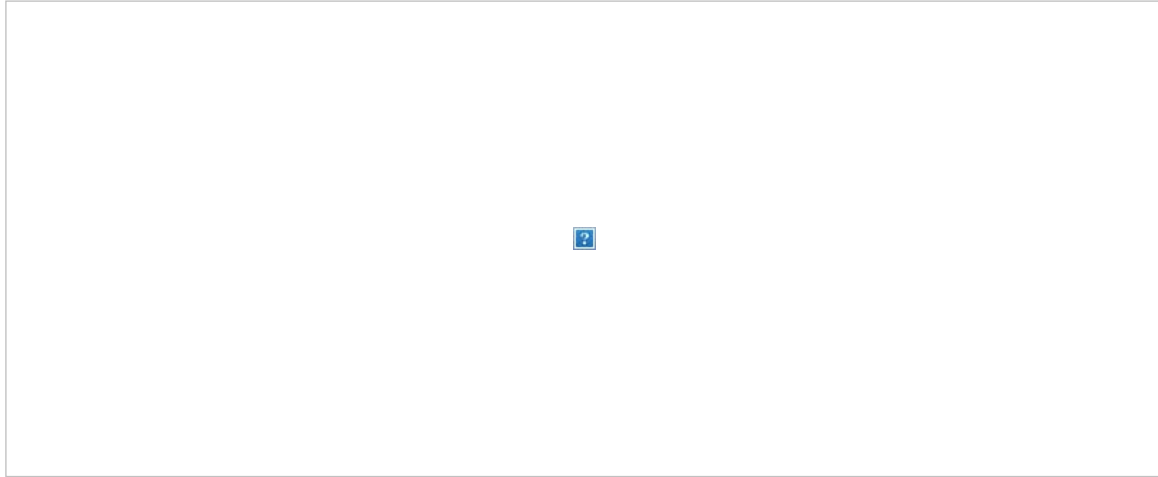


From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Noise complaints Time and Inspection [SEC=UNCLASSIFIED]
Date: Thursday, 1 March 2018 7:51:00 PM
Attachments: [image001.png](#)
[image002.png](#)

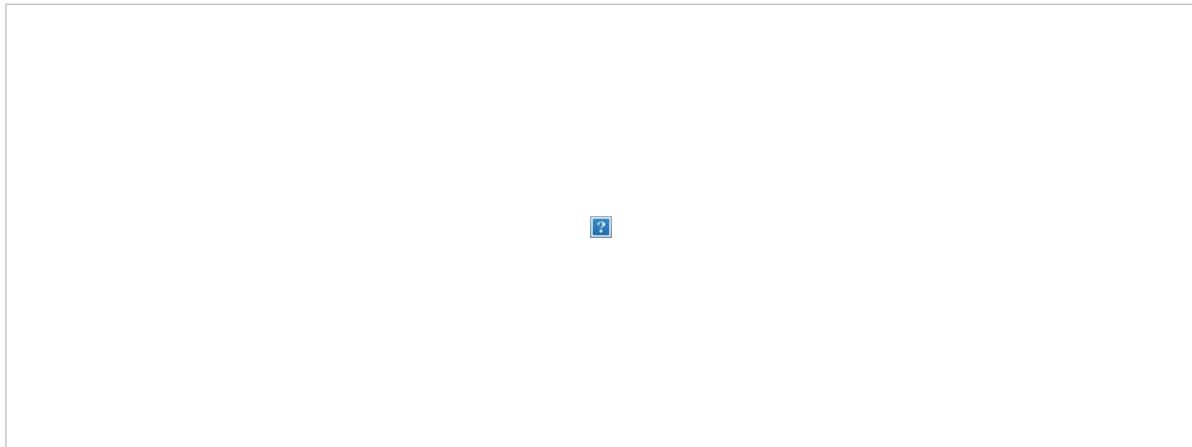
Hi [\[REDACTED\]](#)

This shows that the bulk of noise complaint are responded to on weekend and after 6.00pm on week days (Table 2)

Time of complaint:



Time of complaint that has either an inquiry or inspection attached.



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Contacts [SEC=UNCLASSIFIED]
Date: Thursday, 1 March 2018 12:29:00 PM
Attachments: [image001.jpg](#)
[Natasha Abbott.vcf](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

I have a two contacts for you which may assist for the review of the EPA's After Hours Response Model

[Sch 2.2\(a\)\(ii\)](#) – Director Natural Landscapes and Health (includes Environment) – I mentioned that you might contact her – contact details attached.

[Sch 2.2\(a\)\(ii\)](#) Manager South East Regional NSW EPA – based in Queanbeyan – phone [Sch 2.2\(a\)\(ii\)](#) and email: [Sch 2.2\(a\)\(ii\)](#) [@epa.nsw.gov.au](mailto:Sch 2.2(a)(ii)@epa.nsw.gov.au). [Sch 2.2\(a\)\(ii\)](#). He also has two officers who formerly worked for ACT EPA!!!

Also just checking if you wanted to catch-up on Friday or next week?

Warm regards

Narelle

Narelle Sargent | Deputy Director Environment Protection Authority (*Environment Protection Authority*)

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Environment Protection | Access Canberra | ACT Government

GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: RE: Quotation [SEC=UNCLASSIFIED]
Date: Friday, 23 February 2018 5:18:00 AM
Attachments: [image001.jpg](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

Sorry for the delay, we are pleased to accept your quote.

I need to follow-up payment etc..would you like to be paid in instalments ie commencement, draft report and then final or are you happy with just a payment at the end of the project.

Let me know if we need to catch-up – I am happy to meet in Queanbeyan or Sutton if that is easier!!!

Warm regards
Narelle

Narelle Sargent | Environment Protection Authority
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



From: [Sch 2.2\(a\)\(ii\)](#) [@nemesisconsultancy.com.au](#)
Sent: Saturday, 17 February 2018 2:50 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: Quotation

Hi Narelle

Thanks for the documents you sent yesterday. I attach the quotation. If you have any questions please give me a call.

Kind regards

[Sch 2.2\(a\)\(ii\)](#)

[Sch 2.2\(a\)\(ii\)](#)

From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: RE: Environment Regulation and Protection Compliance & Enforcement Guideline [SEC=UNCLASSIFIED]
Date: Wednesday, 21 February 2018 3:53:29 PM
Attachments: [image001.jpg](#)

Thanks Narelle for this and the MOU. It is interesting as I have been looking at other organisations and many require a noise diary for a few weeks before they respond which would presumably apply to many of the matters.

Cheers



From: Sargent, Narelle [mailto:Narelle.Sargent@act.gov.au]
Sent: Tuesday, 20 February 2018 8:44 AM
To: Sch 2.2(a)(ii) @nemesisconsultancy.com.au>
Subject: Environment Regulation and Protection Compliance & Enforcement Guideline [SEC=UNCLASSIFIED]

Hi 

Please find attached the Environment Regulation and Protection Compliance & Enforcement Guideline which may assist.

Also a good contact is Tom Nilsen **Complaints Management Team** | Manager **p** 02 6205 4644 | **e** tom.nilsen@act.gov.au

Tom previously was in the EPA and is aware of the review and its confidentiality.

I can confirm that we do not have a Compliance Plan.

Warm regards

Narelle

Narelle Sargent | Environment Protection Authority
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>
Access Canberra logo



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: AFP and EPA MoU for Noise [SEC=UNCLASSIFIED]
Date: Tuesday, 20 February 2018 8:43:00 AM
Attachments: [image001.jpg](#)
[20022018 AFP and EPA MoU Noise.pdf](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

That is a great idea. We have just signed our MoU for Noise (attached). Our contact is [Sch 2.2\(a\)\(ii\)](#)

[Sch 2.2\(a\)\(ii\)](#)

[Sch 2.2\(a\)\(ii\)](#)
COORDINATOR OPERATIONS SUPPORT
ACT POLICING
[Sch 2.2\(a\)\(ii\)](#)
www.afp.gov.au

I think like the NT model, that noise from premises eg residential house, hotel and venues especially music should be the police as it's a potentially threatening situation for EPA officers – it is different to air conditioners which is constant for a period of time ie summer

Warm regards

Narelle

Narelle Sargent | Environment Protection Authority
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>
Access Canberra logo



From: [Sch 2.2\(a\)\(ii\)](#) [@nemesiconsultancy.com.au](#)
Sent: Tuesday, 20 February 2018 8:05 AM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Quotation [SEC=UNCLASSIFIED]

Thanks Narelle this is a great contact. We have some good contacts in Campbelltown Council and also Paramatta which may be useful as well.

I also wonder if given this we try and liase with AFP as it would be good to have a consistent approach to this.

Cheers

[Sch 2.2\(a\)\(ii\)](#)

From: Sargent, Narelle [<mailto:Narelle.Sargent@act.gov.au>]
Sent: Sunday, 18 February 2018 4:38 AM
To: [Sch 2.2\(a\)\(ii\)](#) [@nemesiconsultancy.com.au](#)>
Subject: FW: Quotation [SEC=UNCLASSIFIED]

Hi [Sch 2.2\(a\)\(ii\)](#)

Many thanks for prompt advice, I will be in contact soon.

Also I was at the AELERT Conference and met **Sch 2.2(a)(ii)** from NT EPA – noise complaints from music and parties etc.. is the responsibility of police. Patricks' contact details are, I advised Patrick that you may contact him. His email is **Sch 2.2(a)(ii)** [@nt.gov.au](mailto:nt.gov.au)

Warm regards
Narelle

Narelle Sargent | Environment Protection Authority
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>
Access Canberra logo



From: **Sch 2.2(a)(ii)** [@nemesisconsultancy.com.au](mailto:nemesisconsultancy.com.au)
Sent: Saturday, 17 February 2018 2:50 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: Quotation

Hi Narelle

Thanks for the documents you sent yesterday. I attach the quotation. If you have any questions please give me a call.

Kind regards

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To:  [\[REDACTED\]@nemesiconsultancy.com.au](mailto:[REDACTED]@nemesiconsultancy.com.au)
Subject: Environment Regulation and Protection Compliance & Enforcement Guideline [SEC=UNCLASSIFIED]
Date: Tuesday, 20 February 2018 8:43:00 AM
Attachments: [Environment Regulation & Protection Compliance & Enforcement Guideline 2016.pdf](#)
[image001.jpg](#)

Hi 

Please find attached the Environment Regulation and Protection Compliance & Enforcement Guideline which may assist.

Also a good contact is Tom Nilsen **Complaints Management Team** | Manager p 02 6205 4644 | e tom.nilsen@act.gov.au

Tom previously was in the EPA and is aware of the review and its confidentiality.

I can confirm that we do not have a Compliance Plan.

Warm regards
Narelle

Narelle Sargent | Environment Protection Authority
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>
Access Canberra logo



From: Sch 2.2(a)(ii)
To: [Sargent, Narelle](#)
Subject: Quotation
Date: Saturday, 17 February 2018 2:50:01 PM
Attachments: [EPA Quotation 15 Feb 18.pdf](#)

Hi Narelle

Thanks for the documents you sent yesterday. I attach the quotation. If you have any questions please give me a call.

Kind regards

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

From: [Sargent, Narelle](#)
To: Sch 2.2(a)(ii)
Subject: RE: Draft Scope of Works - Review of EPA's After-Hours Response Model [SEC=UNCLASSIFIED]
Date: Friday, 16 February 2018 4:32:00 AM
Attachments: [image001.jpg](#)
[Access-Canberra-Business-Plan-in-words-FINAL-ACCESSIBLE.PDF](#)
[EPA Inspectorate Unit Workplan \(V5\) with licensing 2017.docx](#)

Hi Sch 2.2(a)(ii)

We have a Business Plan for the former Branch and our EPA section Business Plan (both attached), I will see if we have a Compliance Plan – cannot access files from Sydney.

Warm regards

Narelle

Narelle Sargent | Environment Protection Authority
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>
Access Canberra logo



From: Sch 2.2(a)(ii) @nemesiconsultancy.com.au]
Sent: Thursday, 15 February 2018 9:10 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Scope of Works - Review of EPA's After-Hours Response Model [SEC=UNCLASSIFIED]

Hi Narelle

Hope the conference was good.

I should have the quote to you tomorrow. With the Complaints Management Guide does EPA also have a Compliance Plan (asides from the Framework) and business plans for the area which sets out priorities.

Cheers

Sch 2.2(a)(ii)

From: Sargent, Narelle [<mailto:Narelle.Sargent@act.gov.au>]
Sent: Monday, 12 February 2018 7:54 PM
To: Sch 2.2(a)(ii) @nemesiconsultancy.com.au>
Subject: Draft Scope of Works - Review of EPA's After-Hours Response Model [SEC=UNCLASSIFIED]

Hi Sch 2.2(a)(ii)

I hope you had a great weekend. As discussed on Friday afternoon, please find attached a Draft Scope of Works to Review the EPA's After-Hours Response Model.

Also attached is the:

Complaints Management Guide – EPA refer to this as the SOP
Working Alone in the field policy

Can you please provide a quotation to undertake this work.

We can work together to tweak the scope of work.

I am at the AELERT Conference from tomorrow afternoon till Friday evening, but will be responding to emails.

Warm regards

Narelle

Narelle Sargent | Environment Protection Authority

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Construction, Environment and Workplace Protection | Access Canberra | ACT Government

GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)@nemesiconsultancy.com.au](#)
Subject: Policy for Accountability Indicators [SEC=UNCLASSIFIED]
Date: Friday, 16 February 2018 5:32:00 AM
Attachments: [image001.jpg](#)
[Access-Canberra-Business-Plan-in-words-FINAL-ACCESSIBLE.PDF](#)
[EPA Inspectorate Unit Workplan \(V5\) with licensing 2017.docx](#)
[POLICY FOR ACCOUNTABILITY INDICATORS.doc](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

I have attached our Policy for Accountability Indicators which may assist. I don't think we have a Compliance Plan.

Warm regards

Narelle

Narelle Sargent | Environment Protection Authority
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



From: Sargent, Narelle
Sent: Friday, 16 February 2018 4:33 AM
To: [Sch 2.2\(a\)\(ii\)@nemesiconsultancy.com.au](#)>
Subject: RE: Draft Scope of Works - Review of EPA's After-Hours Response Model [SEC=UNCLASSIFIED]

Hi [Sch 2.2\(a\)\(ii\)](#)

We have a Business Plan for the former Branch and our EPA section Business Plan (both attached), I will see if we have a Compliance Plan – cannot access files from Sydney.

Warm regards

Narelle

Narelle Sargent | Environment Protection Authority
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



From: [Sch 2.2\(a\)\(ii\)@nemesiconsultancy.com.au](#)
Sent: Thursday, 15 February 2018 9:10 PM
To: Sargent, Narelle <Narelle.Sargent@act.gov.au>
Subject: RE: Draft Scope of Works - Review of EPA's After-Hours Response Model [SEC=UNCLASSIFIED]

Hi Narelle

Hope the conference was good.

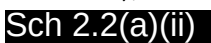
I should have the quote to you tomorrow. With the Complaints Management Guide does EPA also have a Compliance Plan (asides from the Framework) and business plans for the area which sets out priorities.

Cheers



From: Sargent, Narelle [<mailto:Narelle.Sargent@act.gov.au>]

Sent: Monday, 12 February 2018 7:54 PM

To:  @nemesiconsultancy.com.au>

Subject: Draft Scope of Works - Review of EPA's After-Hours Response Model
[SEC=UNCLASSIFIED]

Hi 

I hope you had a great weekend. As discussed on Friday afternoon, please find attached a Draft Scope of Works to Review the EPA's After-Hours Response Model.

Also attached is the:

Complaints Management Guide – EPA refer to this as the SOP
Working Alone in the field policy

Can you please provide a quotation to undertake this work.

We can work together to tweak the scope of work.

I am at the AELERT Conference from tomorrow afternoon till Friday evening, but will be responding to emails.

Warm regards

Narelle

Narelle Sargent | Environment Protection Authority

Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au

Construction, Environment and Workplace Protection | Access Canberra | ACT Government

GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

15 February 2018

Ms Narelle Sergeant

Deputy Director

ACT Environment Protection Agency

Dear Narelle

Quotation for Provision of Consultancy Services to ACT Environment Protection Agency (EPA)

Thank you for providing the opportunity to provide this quotation for the provision of consultancy services to the EPA in 2018.

Scope of Work

The requested Scope of Works is as follows:

The scope of works is to:

- review the EPA's current After-Hours Response model
- review this model against the compliance model
- assess this model using the risk-harm approach ie the risk of environmental harm, and
- make recommendations to refine the EPA's current After-Hours Response model.

The specific tasks include, but are not limited to:

1. reviewing the after-hours response systems for:
 - councils which surround the ACT being: Queanbeyan-Palerang Regional Council; Yass Shire Council and Goulburn City Council
 - the Northern Territory
 - similar sized regional centres/cities in Australia such as Bankstown and Central Coast.
2. review the CMT procedures for responding to after-hours complaints and incidents that are the responsibility of the EPA.
3. review contemporary risk-harm approaches and make recommendations to the EPA's After-Hours Response Model.
4. make any other recommendations for improvements/changes to the EPA's After-Hours Response Model.

Services

The consultancy services will be provided by myself at a rate of [redacted] per hour (GST inclusive). Where possible I seek to provide a fixed price for work to be completed, prior to the services being commenced, which will include an estimated completion date. The consultancy services include:

- Developing a project plan to outline the proposed approach for which sign off would be sought from the EPA
- Reviewing existing procedures and processes and data
- Liaising with relevant staff as part of the review process
- Liaising with similar entities such as those requested to determine their approach to such after hour activities
- Developing recommendations to improve business practices, and
- Attending meetings with relevant staff members and other ACT Government Directorates and stakeholders where this is of assistance.

Key anticipated activities and estimated hours

It is anticipated the following activities will be conducted in undertaking this review.

Stage One: Planning

Activities	Comments	Anticipated Hours
Prepare and settle Project Plan		Sch 2.2(a)(ii)
Determine additional material which may be of assistance in addition to what has already been provided	This may include: • Relevant Governance and Compliance Plans (agency and EPA level) • Relevant Business Plans • Any particular agreements with Ministers etc about the treatment of these matters • Relevant WHS documentation which has been prepared to conduct/use when conducting such activities	[redacted]
Determine key data which may assist the inquiry	This may include: • Number of call outs since the CRM has been implemented • Number of complaints in relevant areas since the CRM has been implemented • Examination of Compliance actions conducted and sanctions since CRM was implemented	Sch 2.2(a)(ii)

- On call expenses for the examined period
- Vehicle expenses for this period
- Experience levels of staff

Stage Two: Analysis

Activities	Comments	Anticipated Hours
Analyse material and data received to determine the current state of play for EPA in the relevant areas		Sch 2.2(a)(ii)
Consider relevant legislation which influences these activities		
Analyse these activities with reference to the Access Canberra and EPA regulatory approach considering the accountability commitment, compliance and enforcement framework with reference to the concept of risk and harm and engage, educate and enforce	This may include: • Relevant Compliance Plans • Relevant Business Plans • Any particular agreements with Ministers etc about the treatment of these matters	
Liase with relevant EPA Staff as required or requested		Sch 2.2(a)(ii)

Stage Three: Inquiry stage

Activities	Comments	Anticipated Hours
Liase with relevant EPA Staff as required or requested		Include above
Liase with identified agencies and others identified as being of assistance to determine their after hours approach as well as examine (where possible) relevant documentation such as compliance approaches and		Sch 2.2(a)(ii)

governance
documentation

Stage Four: Review and recommendation stage

Activities	Comments	Anticipated Hours
Review evidence collected and analysis and develop recommendations for the EPA documentation such as compliance approaches and governance documentation		Sch 2.2(a)(ii)

It is anticipated the total number of hours to complete this project is Sch 2.2(a) hours. This is a cost of Sch 2.2(a)(xi) (GST inclusive).

Estimated Completion Date

It is estimated this project would be completed by 13 April 2018. As part of the Project Weekly Progress Reports will be provided.

I look forward to discussing this quotation further and if you have any questions please contact me to discuss.

Kind regards

Sch 2.2(a)(ii)

Senior Consultant
Nemesis Consultancy

From: [Sargent, Narelle](#)
To: [Sch 2.2\(a\)\(ii\)](#)
Subject: Draft Scope of Works - Review of EPA's After-Hours Response Model [SEC=UNCLASSIFIED]
Date: Monday, 12 February 2018 7:54:00 PM
Attachments: [image001.jpg](#)
[EPWR Working Alone in the Field Policy 2012 \(002\).doc](#)
[CM guide \(003\).docx](#)
[11022018 Scope of Works - After-Hours Response Model.docx](#)

Hi [Sch 2.2\(a\)\(ii\)](#)

I hope you had a great weekend. As discussed on Friday afternoon, please find attached a Draft Scope of Works to Review the EPA's After-Hours Response Model.

Also attached is the:

Complaints Management Guide – EPA refer to this as the SOP
Working Alone in the field policy

Can you please provide a quotation to undertake this work.

We can work together to tweak the scope of work.

I am at the AELERT Conference from tomorrow afternoon till Friday evening, but will be responding to emails.

Warm regards

Narelle

Narelle Sargent | Environment Protection Authority
Phone: 02 6207 5782 | Mobile 0466 510 033 | Email: narelle.sargent@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



Attachment One

Stage One: Planning

Activities	Comments	Anticipated Hours
Prepare and settle Project Plan		Sch 2.2(a)(ii)
Determine additional material which may be of assistance in addition to what has already been provided	This may include: • Relevant Governance and Compliance Plans (agency and EPA level) • Relevant Business Plans • Any particular agreements with Ministers etc about the treatment of these matters • Relevant WHS documentation which has been prepared to conduct/use when conducting such activities	
Determine key data which may assist the inquiry	This may include: • Number of call outs since the CRM has been implemented • Number of complaints in relevant areas since the CRM has been implemented • Examination of Compliance actions conducted and sanctions since CRM was implemented • On call expenses for the examined period • Vehicle expenses for this period • Experience levels of staff	Sch 2.2(a)(ii)

Stage Two: Analysis

Activities	Comments	Anticipated Hours
Analyse material and data received to determine the current state of play for EPA in the relevant areas		Sch 2.2(a)(ii)
Consider relevant legislation which influences these		

activities		
Analyse these activities with reference to the Access Canberra and EPA regulatory approach considering the accountability commitment, compliance and enforcement framework with reference to the concept of risk and harm and engage, educate and enforce	This may include: • Relevant Compliance Plans • Relevant Business Plans • Any particular agreements with Ministers etc about the treatment of these matters	
Liase with relevant EPA Staff as required or requested		Sch 2.2(a)(ii)

Stage Three: Inquiry stage

Activities	Comments	Anticipated Hours
Liase with relevant EPA Staff as required or requested		Include above
Liase with identified agencies and others identified as being of assistance to determine their afterhours approach as well as examine (where possible) relevant documentation such as compliance approaches and governance documentation		Sch 2.2(a)(ii)

Stage Four: Review and recommendation stage

Activities	Comments	Anticipated Hours
Review evidence collected and analysis and develop recommendations for the EPA documentation such as compliance approaches and governance documentation		Sch 2.2(a)(ii)

REVIEW OF AFTER-HOURS PROCESSES OF ACT EPA



Access
Canberra.

Sch 2.2(a)(ii)

Senior Consultant
Nemesis Consultancy Group

Learning Outcomes

- Discuss scope of review
- Discuss findings of review
- Discuss recommendations of review
- Discuss implementation of review and priority of tasks
- Discuss ways to develop relevant items for implementation and then embed in our day to day practices

Considerations for today



Not about
criticising the
past

May assist to free up resources to focus
on higher priority matters and further
develop capacity and capability



Structure of Review

- Stage One - Planning
- Stage Two - Analysis
- Stage Three - Inquiry Stage, and
- Stage Four - Review and recommendation.
- Obtained relevant data from CRM from when CRM commenced (note key data based decision)
- Obtained relevant Policies etc
- Engaged with other agencies in person and by telephone interviews

Agencies interviewed

Agency		Contact Officer
NSW EPA		Manager Regional Operations, South East
NT EPA (Department of Environment and Natural Resources)		Senior Environmental Officer
South Australia EPA		Team Leader, ITSB & Emergency Response
Council		Name
City of Sydney Council (CSC)		Team Leader, Environmental Health
Goulburn Mulwaree Council (GMC)		Environmental Health
Parramatta City Council (PCC)		Team Leader, Environmental Health
Queanbeyan-Palerang Council (QPRC)	Regional	Manager, Natural and Health Landscapes
Yass Valley Council (YVC)		Environmental Services Coordinator

Findings (8 findings)



Access
Canberra.

Findings

Finding One - (Examination of Access Canberra and ACT EPA overarching documentation)

It is assessed that Access Canberra establish a Policy that:

- The ACT EPA must use a risk-based approach to determine how it responds to complaints;
- The ACT EPA must consider the environmental harm, as well as the resource cost and seriousness of the incident, the harm to an individual and/or the community, and the type of incident, when responding to an after-hours matter; and
- The ACT EPA should consider its Work Plan to assist it to determine which matters it responds to, as some matters are likely to be more serious to the broader community, than others, such as a petrol truck rollover near a waterway.

Finding Two -Australian Federal Police (AFP) and ACT EPA Memorandum of Understanding between AFP & EPA on the control of noise pollution in the ACT (MOU)

It is assessed the operation of the AFP and ACT EPA Memorandum of Understanding Control of Noise Pollution in the ACT presents an opportunity for the ACT EPA to continue to work with the AFP to respond to noise complaints within the auspices of the MOU, and for the ACT EPA to manage complaints outside this.

Findings

Finding Three - Noise Environment Protection Policy (2010)

It is assessed that:

- It is likely that the ACT EPA is not consistently complying with the Noise EPP, given the high proportion of noise complaints responded to after-hours.
- If the Noise EPP was consistently applied, it is reasonable to conclude that the number of field inspections would be reduced, given that many complaints should be able to be resolved by engagement (consistent with the Access Canberra Accountability Commitment and EPA Compliance Framework).
- If after-hours responses were consistent with the Noise EPP, there would be minimal need for field inspections, given the need for attendance to only occur where there is a serious enforcement issue and the opportunity to first send a letter before conducting a field inspection. This would involve the initial engagement by utilising a letter after a phone call and inspection in business hours for a second complaint
- The EPP may need to be reviewed, as it is not user friendly for a member of the public. An opportunity exists to review this policy, from an engagement perspective, so that the document can also be used to educate the public and reduce the level of complaints received.

Finding Four - (Risk/Harm approaches)

It is assessed that the defining of the terms environmental harm and environmental nuisance is useful, as the terms can then be utilised in a meaningful and defined manner for any policy created, as well as environmental decisions which are made. This is particularly useful when defining the types of matters where an after-hours response would occur, as well as the compliance and enforcement focus of an agency.

Findings

Finding Five - (WHS)

It is assessed that the ACT EPA Policy 2012 Procedures for Environment Protection and Water Regulation Staff Working Alone in the Field policy contains relevant information as to how matters are responded to, however there are areas of improvement that can be made, such as:

- clearly identifying the common risk areas and common strategies;
- further defining the role of an ACT EPA officer when they are confronted with conflict and how to resolve that conflict, including effective verbal communication strategies;
- using the terms *situational awareness* and *risk appreciation* as part of the procedure (discussed in the Conducting Inspection Compliance and Enforcement Standard);
- discussing the role of other agencies, such as the AFP; and
- reviewing current communication processes and evaluating the use of technology to improve these processes or provide an alternate method for communication. An example of such technology is <http://www.tracertrak.com.au/solutions/remote-worker-safety/>.

It is further assessed that the ACT EPA should develop a risk assessment document that identifies the common types of matters responded to after-hours and assess the risk of these and common responses. This should be reviewed each 18 months and training provided to staff, as it is a useful tool to assist staff in the execution of their duties.

Finding Six - (Examination of CRM data)

The CRM data indicates that:

- nearly all after hours complaints responded to are noise complaints;
- noise complaints are one of the most common types of complaint for both Access Canberra and the ACT EPA;
- the ACT EPA commonly responds to these complaints by conducting a field inspection;
- these responses commonly occur after-hours and the number of after-hours responses is in excess of the responses conducted during business hours;
- there are minimal enforcement actions taken for these responses, which suggests the officers are engaging and educating the affected party; and
- there is an opportunity to further explore engage and educate approaches, while minimising field responses. This would appear appropriate, given that the conduct of field-based responses does not appear to be reducing the prevalence of this complaint type.

Findings

Finding Seven - (approaches of various EPA agencies)

The review of the approaches of the various agencies identified:

- the NSW, NT and SA EPA's generally do not focus on, or prioritise, noise complaints, given the role that local councils have in this area of regulation;
- the NSW and SA EPA's have each developed a model of after-hours responses, which have several characteristics:
 - where possible, managers should not perform an after-hours response, as their involvement in operational matters at a case officer level may be to the potential detriment of the overall operation of the compliance area;
 - the response of staff after-hours in the conduct of field activities was not common and the preference was for follow up actions to occur on the next business day, depending on the incident type, the effect on evidence, etc.;
 - the NSW EPA staff did not commonly take vehicles home when on-call whilst the SA EPA officers do;
 - likely after-hours response matters are identified and prioritised using a risk-based approach, so as to guide the officers to determine what matters are to be responded to after-hours; and
 - a manager is required to approve any after-hours response.
- the NT EPA has been responding to many lower level complaint types, to the detriment of its operational capacity. The Officer recognised that officers were commonly resolving matters of less environmental harm or significance and because of this were not being able to focus on more significant issues or develop their skills in this area. The NT EPA did not have a Policy which governed this area.

Findings

Finding Eight - (approaches of various NSW Local Councils)

The review of various NSW Local Councils identified that:

- the local councils contacted for this review did not commonly respond to after-hours complaints;
- where responses occurred, this would be for more significant matters, which would not include noise complaints. In the case of YVC this may include more ranger-based duties whilst in the case of QPRC this would include environmental pollution;
- there was a consistent view that NSW Police had a key role in managing noise complaints;
- officers would sometimes home garage a work vehicle; and
- CSC was the only council contacted that had a specific policy that addressed the management of after-hours complaints.

Key Data: think big picture



Access
Canberra.

Key data

As at 5 April 2018 there has been 7,255 complaints recorded in the CRM, since the system was adopted in 2017. Of these:

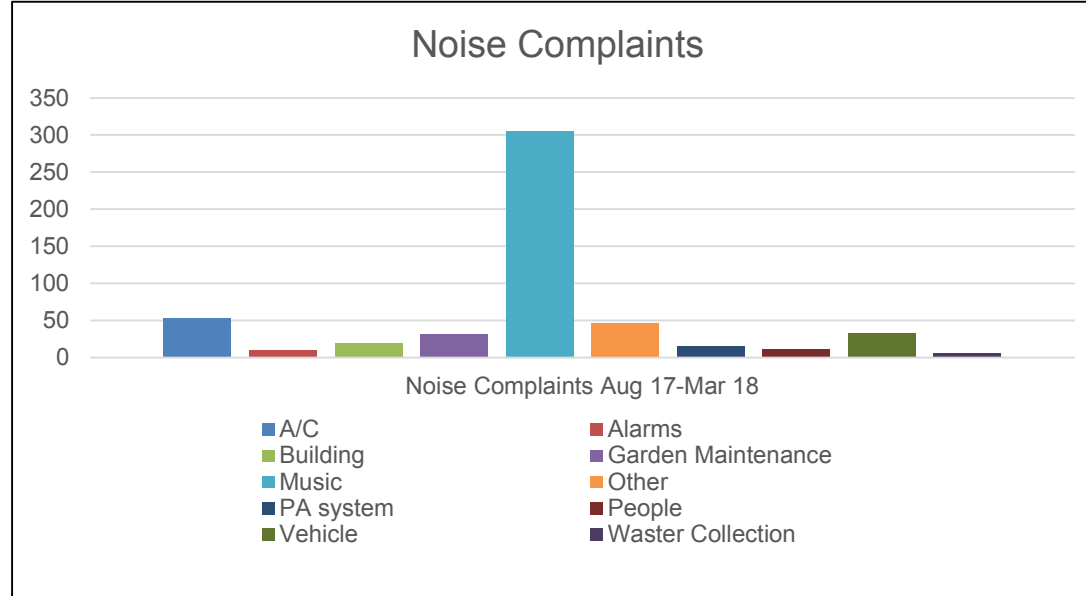
- 1,861 (26%) were EPA related;
- of the 1,861 complaints 1,536 (83%) were noise related;
- of the total complaints, noise complaints accounted for 21% of all Access Canberra Complaints in this period; and
- this was the second highest number of complaints, with parking complaints the highest.

	Period	Amount	Source of Evidence	Comment
Total Complaints (that refer to ACT EPA legislation)	Jan-Mar 2018	665	Data Attachment Six	All types of environmental complaints, including noise related
Total Noise Complaints	2018	620	Data Attachment One	Noise related only complaints
Total CRM Complaints	Aug-Mar 2018	1,606	Data Attachment Two	Of these complaints, 75% are related to the Environmental Protection Regulations and 12% to the Environment Protection Act
Total ACT EPA Complaints	Aug-Mar 2018	1,770	Data Attachment Five	

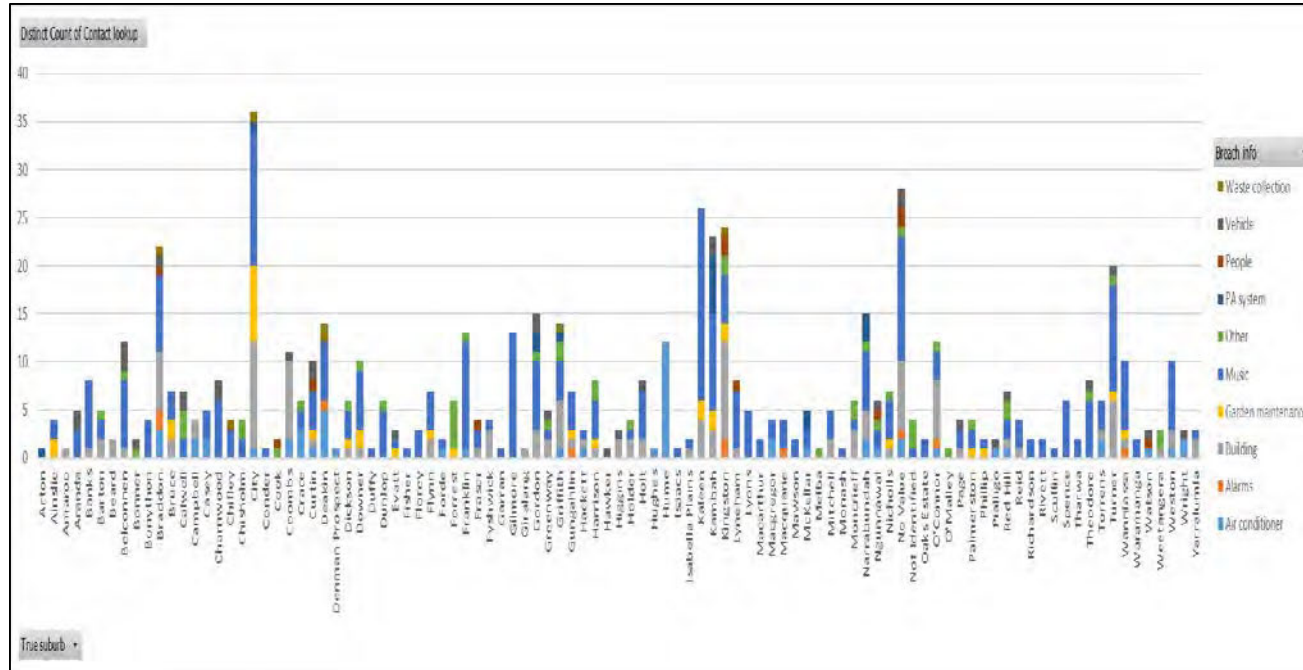
Data Analysis

- Key observations relating to the type of complaints and volume:
 - ACT EPA complaints accounted for approximately 26% of all complaints received by Access Canberra in the stated period;
 - noise complaints are one of the highest areas of complaints received in Access Canberra and accounted for approximately 83% of all ACT EPA complaints and 21% of all Access Canberra complaints received in the stated period;
 - 49% of noise complaints are about loud music;
 - these complaints were predominately received from the high-density areas, such as City, Braddon, Belconnen, Kaleen and Turner; and
 - the data supports the further development of a strategy to engage and educate the community, as opposed to enforcement, given the consistency in complaint type and areas in which the complaints are received (environmental and geographic).
- 1,191 (67%) related to noise above the standard and resulted in responses in 55% of cases, with 69% of these responses being after-hours; and
- the other types of matters responded to were, in approximately 50 instances, for environmental nuisance.

Key data: Diagram 1. ACT EPA noise complaints Aug 2017 - Mar 2018.



Key data: Diagram 2. Location of ACT EPA noise complaints.



Key data: Table5. ACT EPA Environmental Responses to complaints.

Row Labels	After-hours	Business hours	Grand Total
Affected party contact	134	47	181
Analysis		1	1
Assessment of evidence - Internal	5	2	7
Audit/inspections	1		1
Conciliation	1		1
Copying of evidence	1		1
Critical decision	2	2	4
DPP contact		1	1
Education		2	2
Environment Protection Direction		1	1
Environment Protection Notice	2	1	3
Evidence obtained	22	26	48
Guidance (written/verbal)	46	18	67
Infringement notice	1		1
Inquiry	14	17	31
Inspection	160	116	277
Internal meeting	8	8	16
Investigation report	3	3	6
Management direction	1		1
Non-written warning		1	1
Notice		1	1
RAC recommendation		1	1
RAC related		1	1
Resource related		1	1
Vehicle Intercept		1	1
Verbal directions		1	1
Verbal engagement		1	1
Witness contact	8	2	10
Written advice	13	7	20
Written warning - In person	5	4	9
Written warning - Mailed	32	9	41
Grand Total	459	275	738

Key data: Table 6. Analysis of ACT EPA Environmental Responses to complaints.

Type of Response	Business Hours	After-hours
Contact no inspection	47	134
Inspection	116	160
Guidance (written or verbal)	18	46
Enforcement action: Infringement Notice		1
Enforcement action: Non-written warning	1	
Enforcement action: Notice	2	2
Enforcement action: Warning written	13	37
Enforcement action: Written advice	7	13

Data Analysis

Key observations related to compliance response (Engage, Educate, Enforce):

- based on the CRM data, of the 737 complaints received, 277 inspections were conducted (37% of cases);
- of these 277 inspections, 57% were conducted after-hours; and
- there were minimal enforcement responses for these 737 complaints.

Recommendations



Access
Canberra.

Recommendations

Recommendation 1

The ACT EPA review its current approach to responding to after-hours matters, to ensure it is:

- consistent with the Access Canberra Accountability Commitment and the ACT Compliance and Enforcement Framework, and
- ensures the embedding of a risk-based approach to after-hours matters. This review process should include the identification of a list of matters that are considered to be of sufficient risk of environmental harm to warrant an after-hours field response.

Recommendation 2

The ACT EPA review its annual work plan template to include a reference to those matters that it is anticipated will be responded to in a timely manner and in an after-hours context.

Recommendation 3

The ACT EPA reconsider why, in some instances, it responds after-hours to matters which are, in accordance with the MOU with the AFP, the responsibility of the AFP.

Recommendations

Recommendation 4

The ACT EPA engage with the AFP to identify resources it can establish to assist the AFP to resolve matters and when responding to people-related noise complaints.

Recommendation 5

The ACT EPA review the Noise EPP and its approach to noise complaints, with a greater focus on:

- outlining the difference between an environmental nuisance and harm, and how this affects the general and after-hours responses to noise complaints;
- advising the community of the types of noise matters that are responded to after-hours, based on legislative requirements and the application of a risk and harm approach to such complaints;
- recognising the difference between environmental harm and nuisance in the context of a noise complaint, taking into consideration the EPA Regulations. This is to clearly establish the types of noise matters that are considered to be environmental harm and is likely to identify, on a sliding scale, the types of noise matters that require an after-hours response, and thus reduce the after-hours responses for matters not considered to cause environmental harm;
- not responding to noise related matters after-hours unless the environmental harm is considered to be so serious or harmful an after-hours response is necessary, or the response is part of a planned compliance activity;
- the use of a noise log by complainants, over a specified period of time, to gather evidence that can be used to resolve the matter during business hours; and
- reviewing information on the website, to make this more user friendly and clearly outline the ACT EPA's approach to complaints.

Recommendations

Recommendation 6

The ACT EPA engage with relevant parties and Ministers of the ACT Government to seek their support for this approach.

Recommendation 7

The ACT EPA as part of this review, examine the websites of other similar regulators, including the NSW, NT and SA EPA's.

Recommendation 8

The Noise Environment Protection Policy (2010) be reviewed, to ensure it is consistent with:

the risk-based approach of Access Canberra and embed more measures for the public to resolve these complaint types; and
the Compliance and Enforcement Framework.

Recommendations

Recommendation 9

The ACT EPA ensure the definitions of environmental harm and nuisance, from the Environment Protection Act, are adopted in relevant policies and the matter of noise be defined, predominately, as an environmental nuisance rather than one of environmental harm.

Recommendation 10

The ACT EPA review the 2012 Procedures for Environment Protection and Water Regulation Staff Working Alone in the Field Policy.

Recommendation 11

The ACT EPA seek the assistance of WorkSafe in conducting this review.

Recommendations

Recommendation 12

The ACT EPA consider investing in communication systems, which can protect staff in the field and automatically advise key staff when no communication is received.

Recommendation 13

The ACT EPA continually review its data, to inform how it is responding to matters and to ensure that matters that are not considered high risk are not responded to on a regular basis whether during business hours or after-hours.

Recommendation 14

The ACT EPA consider implementing a high-level committee, meeting on a monthly basis, to monitor/review after-hours responses and, as necessary, drive cultural change in this area. The members of the Committee should include:

- the Chief Operating Officer
- the Deputy Director of the ACT EPA; and
- a Deputy Director from CBTR.

Recommendations

Recommendation 15

The ACT EPA examine closely the after-hours response models and procedures of the NSW EPA and SA EPA and use this to review and formalise its own procedures.

Recommendation 16

The ACT EPA consider establishing, as the foundation of any after-hours response model, the concept of risk and prioritisation, so that only matters of sufficient environmental harm are responded to after-hours.

Recommendation 17

The ACT EPA determine what matters it considers to be a priority and develop an appropriate prioritisation tool, to ensure these matters are the main type responded to.

Recommendations

Recommendation 18

The ACT EPA consider developing and conducting training with staff about the types of matters the ACT EPA should respond to and what is considered a priority for the organisation, based on the risk of environmental harm.

Recommendation 19

The ACT EPA conduct training for all staff in areas relevant to after-hours responses. This include risk assessments, conflict de-escalation, fraud control and the authorised use of vehicles.

Recommendation 20

The ACT EPA conduct separate training with managers, to remind them of their leadership responsibilities when managing staff.

Recommendations

Recommendation 21

The Access Canberra After-hours Call Centre processes be reviewed, in terms of how environmental matters are triaged, to ensure there are suitable procedures and the use of a prioritisation approach to triage those responses. These priority lists should be developed and provided by the relevant business area.

Recommendation 22

Further consideration be given to how after-hours matters are rated under the Risk Categorisation Model, given the propensity to allocate after-hours responses to Category 1 matters that may not be necessary.

Recommendation 23

Training be conducted with staff who act as a duty officer, to ensure they have a sufficient understanding of key aspects of being a duty officer, as well as how this interacts with Access Canberra Governance approaches and documentation and the Risk Categorisation Table.

Recommendation 24

Implementation: Key tasks lets prioritise

- Review existing after hours policy
- Develop after hours priority list
- Engage with AFP to assist their consistent resolution of appropriate matters
- Engage with the Minister etc on this approach
- Consider how we approach noise complaints and engage, educate and enforce
- How can we communicate this further to the community?
- Review after hours work, health and safety matters (Access Canberra wide matter)
- Review Compliance and Enforcement Framework and NPP

Possible challenges



You can't be
everything
to
everyone
but you can be
something
to
someone

yourhappylife.co.uk



STEPS
X
T