

# Guide to the Hub



Always call 000  
if it is an emergency  
[www.epa.nsw.gov.au](http://www.epa.nsw.gov.au)



**EPA Enviro Line**  
**131 555**  
**info@epa.nsw.gov.au**  
**24 hours 7 days a week**

After you call the Environment Line, the team will gather some details and then your matter will be handed over to the hub.



## The Hub



The Hub is a group of experienced operations staff established to triage work and improve decision making, consistency and deliver more agile ways of working.

### 1 What happens to your request?

After you call the Enviro Line, your matter will be handed over to the Hub.

The Hub will:

- identify who is best placed to lead and carry out your request
- allocate work across our teams
- monitor the delivery of the work.

### 2 How will this happen?

- The Hub match the needs of the request with required skills and experience.
- It allows responsive interactions across the State, irrespective of location.
- The Hub will allocate your task to the most capable and available EPA staff member.

### 3 What are the benefits of the Hub?

The Hub:

- helps prioritise our resources to where they are needed
- improves timeliness and consistency of our responses
- better captures emerging issues and trends.

### 4 Why are we doing this?

- Provide consistent access to EPA skills, knowledge and experience.
- Enable us to provide better customer service to licensees.
- To be more agile and responsive across any location in NSW.

### 5 What has stayed the same?

- All incidents should be reported (24/7) to the EPA Enviro Line.
- Use eConnect EPA to apply online for licences, manage your licence and submit annual returns.

### 6 What has changed?

- EPA Enviro Line should be your first contact point for assistance.
- We have a new central system, without geographic boundaries for work allocation.
- You may no longer deal with an EPA office or officer that you have dealt with in the past.