

How do I report odours?

Always call 000 if it is an emergency
www.epa.nsw.gov.au



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

We encourage people to report environmental incidents and concerns, including air, noise, water or waste issues to the NSW EPA's 24/7 Environment Line on **131 555** or via our website.

Reporting odours to the EPA



Reports from the community play an important role when investigating odour and air pollution. These reports provide information that assists the EPA to plan and investigate where issues arise.

When reporting odours or air pollution to the Environment line it's helpful to include as much information as possible to help the EPA investigate – see the check list below. Although information may not always lead to an EPA officer visiting the site, every complaint is looked into.

Steps to report odour



If you have identified an odour follow these simple steps.

- Call the business directly. EPA licence holders are required to have a complaints line. They may be able to take immediate action.
- Take down some details, considering the questions below.
- Call the Environment Line 131555

For your personal safety



- It is important that members of the public collect information safely and lawfully.
- Do not deliberately inhale any odours.
- Your safety is more important than collecting information.

Key questions to consider for the report



Your report should answer these questions, including on the odour log on the next page, with odour descriptors and strength ratings.

- What does the odour smell like?
- How would you rate it?
- When and for how long has the odour been there?
- Has this happened before, and have you kept a log?

- What are the weather conditions?
- Where can you smell the odour?
- Can you identify the source?
- Has the odour impacted your health or comfort?

Odour log sheet

Only collect information if it is safe to do so. Do not deliberately inhale any odour. Your safety is more important than collecting information. Once you have collected the information provide it to the Environment Line.

Name	Location of observations (e.g. work or home address)

Please note any other observations or details.

Date	Time odour first noticed	Continuity of odour (tick one)			Character of odour (see list below)	Strength of odour (see list below)
		Constant	Most of the time (<50%)	(<50%) of the time		

Other comments. How did the odour affect you?	Wind direction (coming from)	Wind strength (see list below)

Character descriptors

- 01 fragrant
- 02 household gas
- 03 burnt, smoky
- 04 herbal, green, cut grass
- 05 oily, fatty
- 06 rotten eggs or sulfide
- 07 sour or body-odour type smell
- 08 meaty
- 09 faecal, manure, sewer
- 10 fishy
- 11 diesel or car fumes
- 12 seaweed or mangroves
- 13 compost
- 14 musty, earthy or mouldy
- 15 other (add descriptors)

Odour strength descriptors

- 01 very weak
- 02 weak
- 03 distinct
- 04 strong
- 05 very strong

Wind strength descriptors

- 01 smoke rises vertically
- 02 smoke drift indicates wind direction
- 03 wind felt on face; leaves rustle
- 04 leaves, small twigs in motion
- 05 dust and leaves raised up, branches move
- 06 small trees begin to sway
- 07 large branches of trees in motion