

## 2.3 Educational and participatory practices

### 2.3.4 Education and participation on campaigns for commercial and industrial premises

#### Description

Education and participation campaigns for commercial and industrial premises should be tailored for each target audience. Planning should include development of the procedures for surveying the target audience, designing (involving the target audience where possible) and delivering the campaign (incorporating site assessments and incentives/disincentives), and evaluation.

The campaigns may focus on pollutants, behaviours, and best practice techniques and technologies that are most important for the area within which the campaign is operating.

The Light Industry Project, Green Stamp Programs and the Centre of Excellence in Cleaner Production's training programs are good examples of successful education and participation programs for commercial and industrial premises in Western Australia. For further information about these programs, including the training and support available, refer to the Examples/Case Studies section.

Industrial and commercial premises can pose significant risks to stormwater and shallow groundwater due to the activities they undertake and the types of materials being handled and stored on site. Promoting sound management practices and technologies, and ensuring a high degree of compliance (either through education, incentives or regulation) should be a high priority in any urban stormwater management program.

#### Applicability

These campaigns or programs are applicable to all commercial and industrial areas, however they are particularly applicable in the following situations:

- areas with sandy soils that have low nutrient and moisture retention capabilities;
- areas draining to sensitive water bodies (e.g. conservation category wetlands, or catchments that are under stress from nutrient inputs, such as the Peel-Harvey and Swan-Canning);
- drinking water catchments;
- areas where premises are close to water bodies; and
- areas that are not sewered (e.g. parts of the Canning catchment). This may elevate the risks of adverse impacts from illegal discharges of wastes to stormwater or shallow groundwater.

#### Recommended Practices

Use proven *behaviour change* techniques, such as commitments/goal setting, prompts (to address forgetting), develop social norms and consider incentives. Refer to the Additional Information section for a list of recommended behaviour change resources.

Targeted education and participation programs should be applied on a priority basis. An investigation should be undertaken to determine those premises that pose the greatest risk to the health of water bodies. For example, this has been undertaken for industrial premises on the Swan Coastal Plain (see Water and Rivers Commission, 2000b).

Campaigns should specifically tailor messages to a particular target audience (i.e. based on the type of business or industry sector). To maximise the impact of the campaign, consider complementary use of site assessments, incentives (e.g. positive recognition, assistance) and disincentives (e.g. penalties).

The design of the campaign should draw upon knowledge gained from executing similar campaigns (e.g. those involving similar target audiences, promoting similar forms of behaviour, and involving similar timeframes and budgets). Similar case studies should be carefully studied at the beginning of a new project. Leading stormwater managers in other Australian States and research institutions should be briefly consulted to identify the existence of similar case studies.

It is important to understand the knowledge and attitudes of the target audience, as well as the context in which they conduct their work. Typically, social scientists will survey the target audience to answer these questions prior to the campaign being designed. This survey can also act as a baseline monitoring event, to help evaluate the overall effectiveness of the campaign.

Such surveys can identify critical pieces of information, such as the need to develop education materials in several languages, the need to address specific knowledge gaps or attitudes, and the need to deliver educational messages in a form that is compatible with the work environment of the target audience.

Ideally, such campaigns will take a ‘participatory approach’ and seek to involve the target audience in the design and delivery of the campaign. Campaigns that are able to enhance the participatory element of the program are generally more successful than those that rely upon traditional forms of education.

Educational materials designed for commercial and industrial premises may include posters, flyers, checklists, brochures, fact sheets, guidelines, magnets, calendars, caps, T-shirts, drain stencils, procedures, training materials (e.g. videos), signs, etc.



Figure 1. Industrial site drain stencil. (Photograph: Colin Ceresa, ARRIX.)

Educational events may also be used, such as training sessions, trade displays and field days (to highlight best management practices and technologies), and free lunches or barbecues (where educational messages are communicated).

Incentives to change behaviour could include promotional give-aways (e.g. spill clean-up kits, signs, T-shirts), free educational events (as described above), recognition in the local media, awards schemes with associated publicity, cash grants, assistance from environmental specialists (e.g. to conduct site assessments and recommend solutions to identified problems), listing in a ‘green business directory’, licence fee reductions and free waste disposal.

Due to the specific needs of commercial and industrial businesses, education campaigns will often include a site assessment. Free site assessments are undertaken by suitably qualified specialists to highlight to the business owner where improvements may or should be made. Typically, an amnesty from prosecution under environmental law is provided to participating businesses for a given period (e.g. three months).

Working through the relevant industry associations is highly recommended. For example, this approach has been successful for the Green Stamp Program, where the relevant industry associations are directly involved in designing the program and promoting active involvement by members.

Refer to the Examples / Case Studies Section. These examples highlight the different approaches that may be taken.

## Benefits and Effectiveness

Businesses that are more aware of environmental issues as a result of an educational campaign may be willing to partner with local governments, catchment groups and water service providers, and sponsor waterway health-related programs and activities that reach a wider audience in the community (e.g. broad awareness campaigns, clean-up events, waterway rehabilitation projects). Businesses may receive positive publicity in return for the donation of money, materials, personnel or use of their facilities (US EPA, 2001b).

Taylor and Wong (2002c) reviewed a number of education and behaviour change programs for industrial and commercial premises (e.g. campaigns involving media, site assessments and one-to-one discussions) and concluded that they can deliver:

- 5% - 15% increase in environmental knowledge/awareness.
- 58% increase in the number of people undertaking at least one desirable behaviour (e.g. storage of materials, waste disposal practices, staff training and/or environmental management systems).
- 26% - 40% increase in the number of people undertaking a specific desirable behaviour (e.g. 40% of respondents reported changes to the storage of materials, 34% of respondents reported changes to waste disposal practices, 29% of respondents reported changes to environmental management systems and 26% of respondents reported changes to staff training).

## Challenges

If the proposed education campaign is purely voluntary and promotes behavioural change that is difficult or costly to implement, its effectiveness may be limited. The campaign should try to create an environment where environmental compliance is promoted through incentive mechanisms and then regulatory enforcement approaches if necessary. For example, an anti-litter education campaign focusing on the waste behaviours of traders in a small commercial shopping centre may discover during its pre-campaign survey of traders that the public litter bin infrastructure is inadequate, as are the waste receptacles the traders use to store their solid waste. Fixing these infrastructure problems as a part of the campaign may be necessary to facilitate behavioural change in the centre (in addition to the promotion of desired waste management behaviours).

The willingness of businesses to participate is important to the success of the campaign, so planning should include consideration of the resources and interests of participants. Where a campaign is followed up by a regulatory approach, ensure businesses have enough time to implement new initiatives.

These types of campaigns are typically government funded. Acquiring the funds to run the campaign may be a significant challenge.

## Cost

The cost associated with developing an educational campaign for commercial or industrial premises depends greatly upon the type and quantities of materials produced, the human resource demands and the scope of the campaign. Where campaigns include surveys of the target audience, site assessments of premises, and one-to-one discussions with business owners, the time demands on staff running the campaign can be considerable.

Some indicative costs are given for the New South Wales and South Australian case studies, below.

## Additional Information

Refer to Section 2.2.10 for recommended best management practices related to commercial and industrial premises. Section 2.2.8 is relevant for maintenance of vehicles, plant and equipment (including washing).

Chapter 8: *Education and awareness for stormwater management* provides guidance on how to design an education and awareness program, including programs for commercial and industrial premises.

The following *behaviour change* resources are recommended when designing the program:

- Community Change (Victoria, Australia) via <[www.communitychange.com.au](http://www.communitychange.com.au)>.
- Social Change Media (New South Wales, Australia), the home page is available via <<http://media.socialchange.net.au>> and *The Seven Door Social Marketing Approach* (Robinson, undated) is available via <<http://media.socialchange.net.au/strategy>>.
- Community Based Social Marketing (Canada) via <[www.cbsm.com](http://www.cbsm.com)>.
- *Fostering Sustainable Behaviour: An Introduction to Community-Based Social Marketing* (Mckenzie-Mohr & Smith, 1999). Further information is available from Community Based Social Marketing via <[www.cbsm.com](http://www.cbsm.com)>.

The *Facilitation Toolkit: A practical guide for working more effectively with people and groups* (Keating, 2003) is a recommended resource to use when facilitating workshops, seminars or group meetings. The toolkit is available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> or by telephoning (08) 9278 0300. See also the Coastal Cooperative Research Centre's *Citizen Science Toolbox* (Australia) for advice about particular facilitation techniques (available via <[www.coastal.crc.org.au/toolbox/index.asp](http://www.coastal.crc.org.au/toolbox/index.asp)>).

Water Quality Protection Notes and the *Environmental Management and Cleaner Production Directory for Small and Medium Businesses* (DoE and SRT, 2004) are recommended resources that may be used to develop education and participation campaigns.

Refer to relevant Water Quality Protection Notes, available from the Department of Environment via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)>, or by telephoning (08) 9278 0300. For example:

- *Mechanical Servicing and Workshops* (Water and Rivers Commission, 2002);
- *Mobile Mechanical and Cleaning Services* (Draft) (DoE, 2004);
- *Washdown of Mechanical Equipment* (WRC, 1998);
- *Industrial Sites Near Sensitive Water Bodies* (WRC, 1999);
- *Chemical Spills – Emergency Response Planning* (WRC, 2002);
- *Stormwater Management at Industrial Sites* (WRC, 2002);
- *Toxic and Hazardous Substances – Storage and Use* (WRC, 2002).

The *Environmental Management and Cleaner Production Directory for Small and Medium Businesses* (DoE and SRT, 2004) lists Western Australian, interstate and international environmental management and cleaner production resources for commercial and industrial premises. The Directory is available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> and <[www.swanrivertrust.wa.gov.au](http://www.swanrivertrust.wa.gov.au)> or by telephoning the Swan River Trust on (08) 9278 0900.

Section 2.3.3 is designed for the general community, rather than industrial and commercial premises. However, this section has useful information about the benefits of participation programs versus traditional education programs.

## Examples / Case Studies

### The Light Industry Project and Green Stamp Programs, Western Australia

The Light Industry Project is a network of industry, State and local government, community groups, education and training providers. The project aims to provide small to medium-sized businesses with on-ground support, positive incentives and resources. Different levels of training and support are available, depending on the needs of particular businesses and industry sectors. Further information is available by telephoning (08) 9374 3301 or via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> and <[www.wastewise.wa.gov.au](http://www.wastewise.wa.gov.au)>. The Light Industry Project office is at the Swan Catchment Centre, 80 Great Northern Highway, Middle Swan WA 6056.

The Swan River Trust and a number of local governments began the Swan-Canning Industry Project in 1996. The project was initiated to evaluate the environmental risks and impacts of small to medium-sized business in the Swan and Canning catchment. The Swan-Canning Industry Survey was conducted in 1997 and 1998, involving on-site inspection and assessment of 522 light industrial premises in the metropolitan area. The Swan-Canning Industry Working Group developed a number of recommendations that are published in the *Swan-Canning Industry Survey Final Report* (WRC, 2000a) to address these issues.

Green Stamp is an industry-specific environmental accreditation and education program that assists small to medium businesses to implement environmental best management practices. The program provides environmental assessments, training and support, including simple environmental management plans and industry-specific case studies and environmental guidelines. Green Stamp Programs are currently available through the following industry associations:

- Motor Trade Association (MTA) of Western Australia. Resources include the *Environmental Products and Services Directory* and guidelines such as *Asbestos Use and Disposal*, *Building New Premises*, *Bunds and Bunding*, *Cleaning up Spills*, *Cleaning Vehicles*, *Coolant Management*, *Degreasers and Detergents*, *Environmental Policy*, *Mobile Mechanics*, *New Environmental Laws*, *Oil Separators*, *Parts Washers*, *Preventing Oil Pollution*, *Purchasing Spill Kits*, *Solvent Thinner Recycling Systems*, *Wastewater Management for Body Repairers*, *Environmental Assessments for Body Repairers* and *Environmental Assessments for Mechanical Repairers*. Further information is available by telephoning the Automotive Industry Green Stamp Officer on (08) 9345 3466 or via <[www.greenstamp.com.au](http://www.greenstamp.com.au)>. Their office is at MTA House, 224 Balcatta Road, Balcatta WA 6914. Further information about the Motor Trade Association of WA's Green Stamp Program is available in Chapter 8: *Education and Awareness for Stormwater Management*.
- The Printing Industry Association. Resources include *Managing and Monitoring Environmental Impacts – A Simple Environmental Management Plan for Printing Businesses*, *Accreditation Criteria for Printing Businesses*, *Baseline Audit for Printing Businesses* and information sheets on *Chemical and Ink Management*, *Environmental Law*, *Protecting Stormwater Drains*, *Solid Waste Management* and *Wastewater Management*. You can telephone the Printing Industry Green Stamp Coordinator on (08) 9278 0300. Further information is available via <[www.printnet.com.au](http://www.printnet.com.au)>.

- Building Service Contractors Association (formerly the Master Cleaners Guild). The Building Service Contractors Association Green Stamp Coordinator is available by telephoning (08) 9278 0300 for further information.
- Other industry associations are working with the Department of Environment to extend the Green Stamp Program to their industry sectors.

The Green Stamp Program was originally developed by the Department of Environment and the Motor Trade Association of Western Australia to encourage automotive businesses to comply with environmental laws and to reward those going beyond their legislative requirements. Due to the success of the Program in Western Australia, it is now being implemented nationally as a part of the Federal Government's National Eco-efficiency Program.

### Clean Drains - River Gains, Western Australia

Clean Drains – River Gains is a campaign by the South East Regional Centre for Urban Landcare (SERCUL) to reduce nutrients and other contaminants in receiving water bodies. The campaign aims to create behavioural changes through awareness raising and educational activities such as stormwater drain stencilling, displays, letterbox drops and products including posters, postcards, pamphlets, a website and stencils. Businesses, local governments and community groups may hire the stencils for stormwater drain painting on commercial and industrial premises.

For further information, contact the Clean Drains - River Gains Campaign, care of SERCUL, 69 Horley Road, Beckenham WA 6107, via <[www.sercul.org.au](http://www.sercul.org.au)> or by telephoning (08) 9458 5564.

### Manly, New South Wales - 'The Great Estate' Stormwater Environmental Education Program

Taylor and Wong (2002c) reported preliminary results from Smith (2002a and 2002b) and Smith and Simmons (2002) involving a study of the small (11.2 ha) Balgowlah industrial estate in Manly, Sydney. The study included an evaluation of the effectiveness of industry education and auditing as non-structural best management practices to promote improved housekeeping practices and reduce stormwater pollution.

The Great Estate Stormwater Environmental Education Program involved face-to-face discussions with operators of premises within the industrial estate, audits and promotion of improved housekeeping practices such as material handling and stockpiling. An Education Officer was appointed for 12 months to undertake this work from March 2001 to March 2002.

Substantial opportunities were taken by the occupants of the estate to improve the management of material storage. For example, in one of the estate's three sub-catchments, 1,260 m<sup>2</sup> (or 21% of the total area) used for stockpiling was converted from an uncovered area to a roofed area. The approximate cost of education and auditing activities over 12 months was AUD\$70,000 (McManus, 2002).

Reductions in annual pollutant loads that could *potentially* be attributed to education, auditing and better industrial housekeeping were approximately 8% (total suspended solids), 40% (total nitrogen), 49% (total phosphorus), 42% (copper), 72% (lead) and 83% (zinc).

Further information is available from Manly Council via <[www.manly.nsw.gov.au/greatestate](http://www.manly.nsw.gov.au/greatestate)>.

### South Australia - Be Stormwater Smart

Laris (2001) reported on the effects of the South Australian Be Stormwater Smart Project. The project aimed to reduce stormwater pollution by raising awareness about stormwater issues, particularly in the commercial, industrial and local government sectors. Pollution Prevention Project Officers within each of

the host local governments visited non-residential premises (e.g. small to medium-sized businesses) to promote practices to minimise stormwater pollution. No enforcement activities were involved for this project.

By mid April 2001, 319 premises were visited at least once, with sufficient funding to allow 20 - 30 sites to be visited each quarter (Laris, 2001). The annual running cost was approximately AUD\$180,000, not including in-kind support from three host local governments (Labaz, 2002).

The effect of the project on the levels of awareness, self-reported behaviour and actual behaviour of participants was evaluated through telephone surveys, face-to-face and telephone interviews and site assessments. The evaluation strategy included the validation of *self-reported* behavioural changes, involving a number of site visits after the telephone survey.

The project was successful in changing behaviour and, in particular, 'the great majority of businesses visited by the project and initially assessed as unsatisfactory do make significant changes towards compliance' (Laris, 2001, p. 7). The case study is important, as it is one of the few documented projects to make a sound attempt to validate self-reported behaviour, and convincingly demonstrate that positive behavioural change occurred (Taylor and Wong, 2002c).

Further information is available from the North Adelaide and Barossa Catchment Water Management Board via <[www.nabcatchment.net/projects/be\\_stormwater\\_smart.shtml](http://www.nabcatchment.net/projects/be_stormwater_smart.shtml)> and <[www.nabcatchment.net/action/projects.shtml](http://www.nabcatchment.net/action/projects.shtml)>.

## Other

Chapter 8: *Education and awareness for stormwater management* provides guidance on how to design an education and awareness program, including case studies that may be relevant to commercial and industrial premises. Other case studies can be identified through publications such as Taylor and Wong (2002c), Lehner *et al.* (1999) and US EPA (2001).

## References and Further Information

Coastal Cooperative Research Centre (undated), *Citizen Science Toolbox*. Retrieved: 10 January 2005 from <[www.coastal.crc.org.au/toolbox/index.asp](http://www.coastal.crc.org.au/toolbox/index.asp)>.

Community Based Social Marketing (undated). Retrieved: 10 January 2005 from <[www.cbsm.com](http://www.cbsm.com)>.

Community Change (undated). Retrieved: 10 January 2005 from <[www.communitychange.com.au](http://www.communitychange.com.au)>.

Department of Environment and Swan River Trust 2004, *Environmental Management and Cleaner Production Directory for Small and Medium Businesses*, DoE and SRT, Perth, Western Australia. Available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> and <[www.swanrivertrust.wa.gov.au](http://www.swanrivertrust.wa.gov.au)> or by telephoning the Swan River Trust on (08) 9278 0900.

Eastern Metropolitan Regional Council 2002, *Local Government Natural Resources Management Policy Manual*, EMRC, Perth, Western Australia. This manual includes a guideline on cleaner production and pollution prevention. Available by telephoning (08) 9424 2222 or via <[www.emrc.org.au](http://www.emrc.org.au)> (select 'Services' / 'Environmental Services').

Keating, C. 2003, *Facilitation Toolkit: A practical guide for working more effectively with people and groups*, Department of Environmental Protection, Water and Rivers Commission and Department of Conservation and Land Management, Western Australia. Available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> or by telephoning (08) 9278 0300.

- Labaz, M. 2002, Pers. comm., Coordinator Stormwater Pollution Prevention Projects, Environment Protection Agency, Adelaide, South Australia. Cited in Taylor and Wong (2002c).
- Laris, P. 2001, *Be Stormwater Smart: Final Evaluation Report*, Report prepared by Paul Laris for the Northern Adelaide and Barossa Catchment Water Management Board, August 2001, Paul Laris and Associates, Adelaide, South Australia.
- Lehner, P.H., Aponte Clarke, G.P., Cameron, D.M. and Frank, A.G. 1999, *Stormwater Strategies: Community Responses to Run-off Pollution*, Natural Resources Defence Council, New York, New York. Cited at <[www.nrdc.org/water/pollution/storm/stoinx.asp](http://www.nrdc.org/water/pollution/storm/stoinx.asp)>.
- McKenzie-Mohr, D. and Smith, W. 1999, *Fostering Sustainable Behaviour: An Introduction to Community-Based Social Marketing*, New Society Publishers, Canada. Further information is available from Community Based Social Marketing via <[www.cbsm.com](http://www.cbsm.com)>.
- McManus, R. 2002, Pers. comm., Stormwater Officer, Stormwater Team, New South Wales Environmental Protection Authority, Sydney. Cited in Taylor and Wong (2002c).
- Robinson, L. (undated), *The Seven Doors Social Marketing Approach*. Retrieved: 10 January 2005 from <<http://media.socialchange.net.au/strategy>>.
- Smith, P. 2002a, *Monitoring of Stormwater Loads and Effectiveness of Treatment Train Approach*, Final Report of the Stormwater Trust Stage 3 Pollution Prevention Project - Balgowlah Industrial Estate, University of Western Sydney, Sydney, New South Wales.
- Smith, P. 2002b, Pers. comm., Masters student, Centre for Systemic Development, University of Western Sydney. Cited in Taylor and Wong (2002c).
- Smith, P. and Simmons, B. 2002, *Monitoring of a Stormwater Management Program for an Industrial Estate*, unpublished paper, Centre for Systemic Development, University of Western Sydney, Sydney, New South Wales.
- Social Change Media (undated), Retrieved: 10 January 2005 from <<http://media.socialchange.net.au>> and <<http://media.socialchange.net.au/strategy>>.
- Taylor, A.C. and Wong, T.H.F. 2002c, *Non-structural Stormwater Quality Best Management Practices - A Literature Review of Their Value and Life-cycle Costs*, Technical Report No. 02/13, Cooperative Research Centre for Catchment Hydrology, Melbourne, Victoria. Available via <[www.catchment.crc.org.au](http://www.catchment.crc.org.au)> and <[www.clearwater.asn.au/infoexchange.cfm](http://www.clearwater.asn.au/infoexchange.cfm)>.
- United States Environmental Protection Agency (US EPA) 2001, *National Menu of Best Management Practices for Storm Water Phase II*. United States Environmental Protection Agency on-line guideline: <[www.epa.gov/npdes/menuofbmps/menu.htm](http://www.epa.gov/npdes/menuofbmps/menu.htm)>.
- Victoria Stormwater Committee 1999, *Urban Stormwater: Best Practice Environmental Management Guidelines*, CSIRO Publishing, Melbourne, Victoria. (This guideline includes a stormwater quality checklist for businesses.)
- Water & Rivers Commission (WRC) 2000a, *Swan-Canning Industry Survey Final Report*, Water and Rivers Commission, Perth, Western Australia. Available via <[www.swanrivertrust.wa.gov.au](http://www.swanrivertrust.wa.gov.au)> or by telephoning (08) 9278 0900.
- Water & Rivers Commission 2000b, *Swan-Canning Industry Survey Report – Pilot Survey Findings*, Water and Rivers Commission, Perth, Western Australia. Information on the Swan-Canning Industry Project is available at: <[www.wrc.wa.gov.au/srt/survey](http://www.wrc.wa.gov.au/srt/survey)>.

Water and Rivers Commission 1998, *Washdown of Mechanical Equipment*, Water Quality Protection Note, August 1998, Water and Rivers Commission, Perth, Western Australia.

Water and Rivers Commission 2002, *Chemical Spills – Emergency Response Planning*, Water Quality Protection Note, Water and Rivers Commission, Perth, Western Australia. Available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> or by telephoning the Department of Environment on (08) 9278 0300.

Water and Rivers Commission 1999, *Industrial Sites Near Sensitive Water Bodies*, Water Quality Protection Note, Water and Rivers Commission, Perth, Western Australia. Available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> or by telephoning the Department of Environment on (08) 9278 0300.

Water and Rivers Commission 2002, *Mechanical Servicing and Workshops*, Water Quality Protection Note, Water and Rivers Commission, Perth, Western Australia. Available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> or by telephoning the Department of Environment on (08) 9278 0300.

Water and Rivers Commission 2002, *Radiator Repairers and Reconditioners*, Water Quality Protection Note, Water and Rivers Commission, Perth, Western Australia. Available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> or by telephoning the Department of Environment on (08) 9278 0300.

Water and Rivers Commission 2002, *Stormwater Management at Industrial Sites*, Water Quality Protection Note, Water and Rivers Commission, Perth, Western Australia. Available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> or by telephoning the Department of Environment on (08) 9278 0300.

Water and Rivers Commission 2002, *Toxic and Hazardous Substances – Storage and Use*, Water Quality Protection Note, Water and Rivers Commission, Perth, Western Australia. Available via <[www.environment.wa.gov.au](http://www.environment.wa.gov.au)> or by telephoning the Department of Environment on (08) 9278 0300.

THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY