

MINISTER ENOCH AND DIRECTOR-GENERAL MEETING

Date:	Wednesday 29 August 2018
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Briefing Title:	DES – Odour Abatement Taskforce
Action Required	NOTE the progress of the Odour Abatement Taskforce to date, investigating the Swanbank Industrial Area
Key Points	<ul style="list-style-type: none">• Total 248 community reports received, as at 02:00pm 28/09/18.• Intelligence assessment of reports has identified key operational focus areas and times; particularly focussing on the southern area, and suburbs of South Ripley and Redbank Plains.• Redbank Plaza Pop-Up Shop occurring 29 – 30 August.• Preparations underway for Campaign Week (10 – 14 August), to further raise community awareness. Promotional items and park events being prioritised.• Formal investigations have commenced against [redacted] sch 3(10)(1)(i)• Sampling for PFAS is occurring at sites throughout the SIA, concurrent with OAT activities.• A warning letter has been issued to [redacted] sch 3(10)(1)(i) on 25/08/18.• OAT officers will also be collecting benchmark air samples from [redacted] sch 3(10)(1)(i)
Attending Officer/s	<ul style="list-style-type: none">• David Darvall (OAT Investigations Manager)• Emily Jones (Senior Lawyer)• Peter Thomas (Acting Director)• Glen Brown (Executive Director, Regulatory Capability)• Anne Lenz (Executive Director, Strategy Support & Compliance)

Date: 3 December 2018

IN-CONFIDENCE

CAVEAT

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BACKGROUND

The Odour Abatement Taskforce (OAT) is a targeted compliance project that was established to address the ongoing odour and other environmental issues experienced by community members residing around the Swanbank Industrial Area (SIA) in Ipswich. For a full list of SIA Priority Sites please refer [here](#) and for further information relating to the five objectives of the taskforce please refer [here](#).

SUMMARY OF ACTIONS RECOMMENDED FOR WEEK 21

TEAM

ACTIONS

sch 3(10)(1)

ENGAGEMENT & COMMUNICATIONS

- **Min DG Brief and materials** are completed and have been provided to ODDG on Friday 30 November 2018. Presentation planned for Tuesday 4 December 2018 at 9:20am. Dean Ellwood, Kath Sherman and Dave Darvall to attend.
- Work is ongoing for **MECs item (CTS No. 34438/18)** for the Minister's Office in relation to the emails sent by 4 - personal information Saturday 18-24 November 2018. A Minister's Dot Point Brief is being produced to accompany response 4 - personal information response due to ODDG on Friday 7 December 2018.
- Drafting **MECs item (CTS No. 34840/18)** letter of response to email 4 - personal information received by the Minister regarding dust allegedly created by sch 3(10)(1)(i) Response due to EESWQC Corro on Wednesday 5 December 2018.
- **Schools Engagement Campaign** continuing; officers are continuing to follow up with schools to gauge interest in the program as well as developing material and content to present to interested schools. Priority 2 schools to be potentially included if interest low.
- **Christmas Engagement Campaign** railway events aimed at capturing SIA residents who commute to work via the railway rolled out from 4 December 2018 to 8 December 2018. Officers will also be attending an event at the Redbank Plains Town Centre outside a popular grocery store to capture affected residents located east of the SIA.
- Creation of a community engagement GANTT chart for entry onto the OAT SharePoint Page to track project and event milestones and progress.
- Researching, investigating and responding to action items responded to as a part of meeting between community engagement and IRATE.
- Article drafted for inclusion in **Environmental Regulatory Update newsletter**. Due to ESR Comms on Thursday 6 December 2018.

CHRISTMAS OPERATING HOURS

NuGrow:

Friday	21 December 2018	6am – 5:00pm
Saturday	22 December 2018	6am – 11:00am
Sunday	23 December 2018	CLOSED
Monday	24 December 2018	6am – 2:00pm
Tuesday	25 December 2018	CLOSED
Wednesday	26 December 2018	CLOSED
Thursday	27 December 2018	6am – 2:00pm
Friday	28 December 2018	6am – 2:00pm
Saturday	29 December 2018	6am – 10:00am
Sunday	30 December 2018	CLOSED
Monday	31 December 2018	6am – 2:00pm
Tuesday	1 Jan 2019	CLOSED
Wednesday	2 Jan 2019	6am – 5:00pm

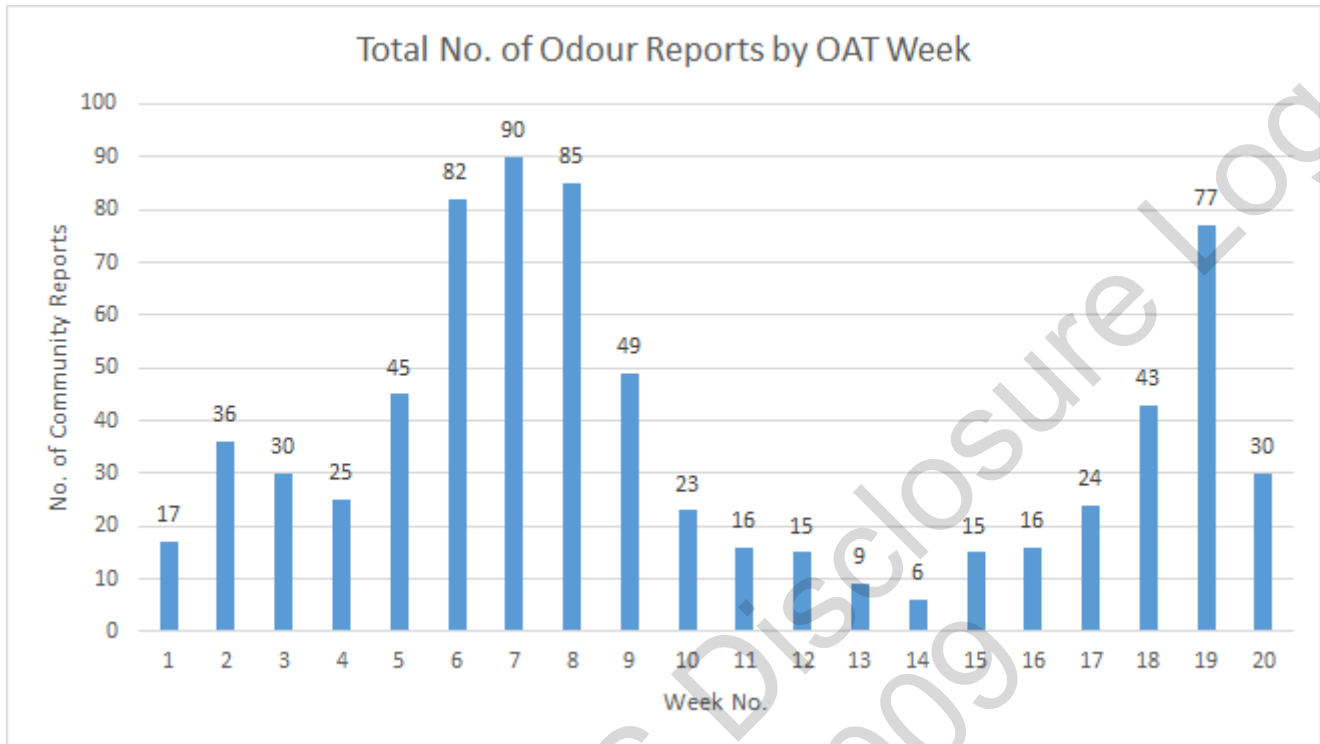
Cleanaway:

Friday	21 December 2018	6am – 6:00pm
Saturday	22 December 2018	6am – 4:00am
Sunday	23 December 2018	CLOSED
Monday	24 December 2018	CLOSED
Tuesday	25 December 2018	CLOSED
Wednesday	26 December 2018	CLOSED
Thursday	27 December 2018	7am – 3:00pm
Friday	28 December 2018	7am – 3:00pm
Saturday	29 December 2018	7am – 3:00pm
Sunday	30 December 2018	CLOSED
Monday	31 December 2018	CLOSED
Tuesday	1 Jan 2019	CLOSED
Wednesday	2 Jan 2019	6am – 6:00pm

OAT COMMUNITY REPORT (CR) OVERVIEW

Total number of community reports received since OAT establishment (17/07/2018 to 02/12/2018): **733**

Number of community reports received during the period 24/11/2018 to 30/11/2018: **52**



Note: As the weather continues to remain warm and humid and in conjunction with the planned community engagement events, it is expected that reports of odour nuisance will remain high and may continue to increase.

sch 3(10)(1)(i)

HOT SPOT ACTIVITY

HOT SPOT ACTIVITY – Southern SIA

- OAT FRO have commenced a two (2) week targeted **Hotspot Operation of the Southern SIA** as of 5 November 2018.
- Analysis of community report data has identified the department has received 41 community reports relating to odour nuisance between 5:30pm and 7:30pm in the South Ripley and Flinders View area since the commencement of OAT.
- Further justification for the operation includes:
 - A spike in community reports from South Ripley and Flinders View area evening of 1 November 2018.
 - FRO confirmation of strong/offensive odour at Coles Ripley Town Centre at 5:23pm on 1 November 2018.
 - sch 3(10)(1)(i) on 2 November 2018.
 - WRoDOT weather forecast for this week.
 - WRoDOT Social Media update.
- Patrols to initially be conducted between 3:00pm and 6:30pm. **Note FRO may be working outside the spread of hours, which will have TOIL/Overtime implications.**
- **FRO may inspect SIA sites unannounced as part of the operation.**
- FRO propose to trial the Olfasense Online Field Inspection Manager (OFIM) system in the second week of the operation.
- Officers will take part in training on Monday to use the OFIM system.
- Receiving timely referrals of community reports is an important part of the operation. **FRO requires direct access to online Environmental Incident Reports in order to immediately respond to community reports.**

sch 3(10)(1)(i)

Odour Abatement Taskforce

MINDG PRESENTATION DECEMBER 2018

Change perceptions CEASE THE IMPACT

Mission Statements

For the community to cease the impact of environmental issues in the Swanbank Industrial Area particularly with respect to nuisance issues, and increase community perceptions of the visibility of the Department in managing and responding to nuisance issues

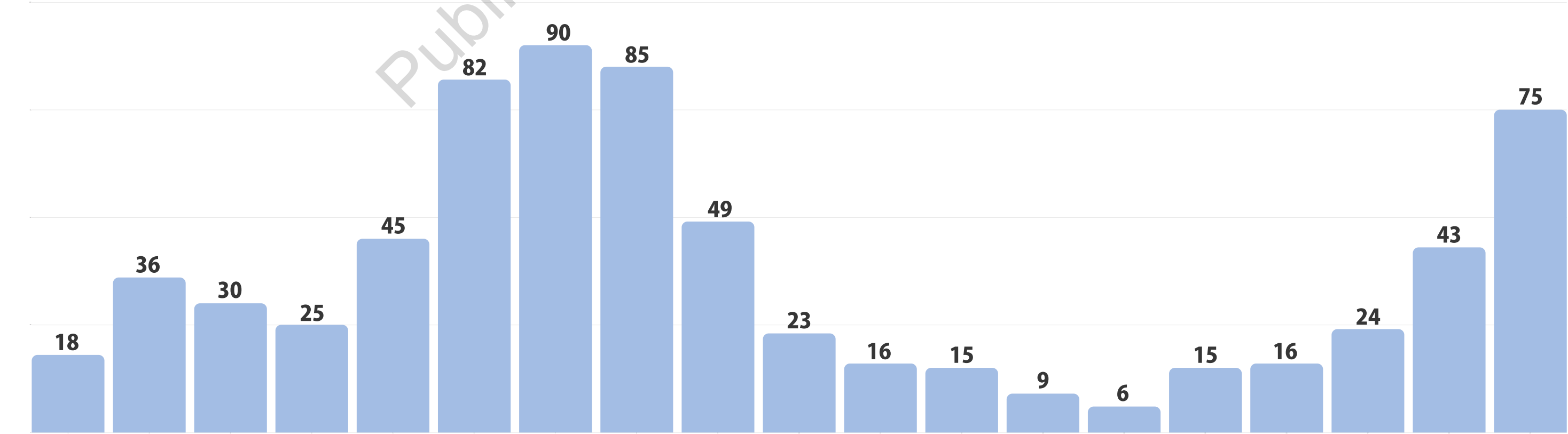
For ESR utilising an innovative strategic framework to implement a collaborative and integrated approach to departmental actions in response to the identification and management of nuisance issues in the Swanbank Industrial Area

For DES enhanced capability to inform industry regulation and practice in facilitating better environmental stewardship of environmental nuisance issues

Five Objectives

- 1 Intensively examine and review current industry regulation and practice
- 2 Review environmental authority conditions against contemporary standards
- 3 Proactively engage with industry stakeholders to encourage better proactive environmental stewardship
- 4 Provide additional on-ground presence and proactive engagement with local communities
- 5 Introduce new technologies to monitor air, noise and water quality

Reporting trends



Note: It is expected that due to the recent community engagement events reports of odour nuisance may increase. Warmer weather conditions (temperature, humidity and rainfall) and the beginning of the holiday seasons are also likely to contribute to an increase in odour reports.

Community engagement

298
contacts
notified
via email

6
community events
scheduled



Happy holidays!
from the Odour Abatement Taskforce

Odour Abatement Taskforce

MINDG PRESENTATION DECEMBER 2018

Field Response

726 community reports received

✓
36
proactive
site inspections

★
46
reactive
site inspections

7 pre-enforcement actions taken

Issued
2
PINS

Total Reports Actioned
405



Communications

24

Facebook posts

488



likes
received

269



community email contacts

Community Engagement

Attended

19

community events

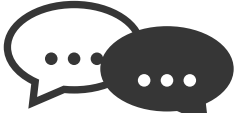


Spoken with

225

attendees

159



Shopfront
Engagements

Total Community Interactions

384

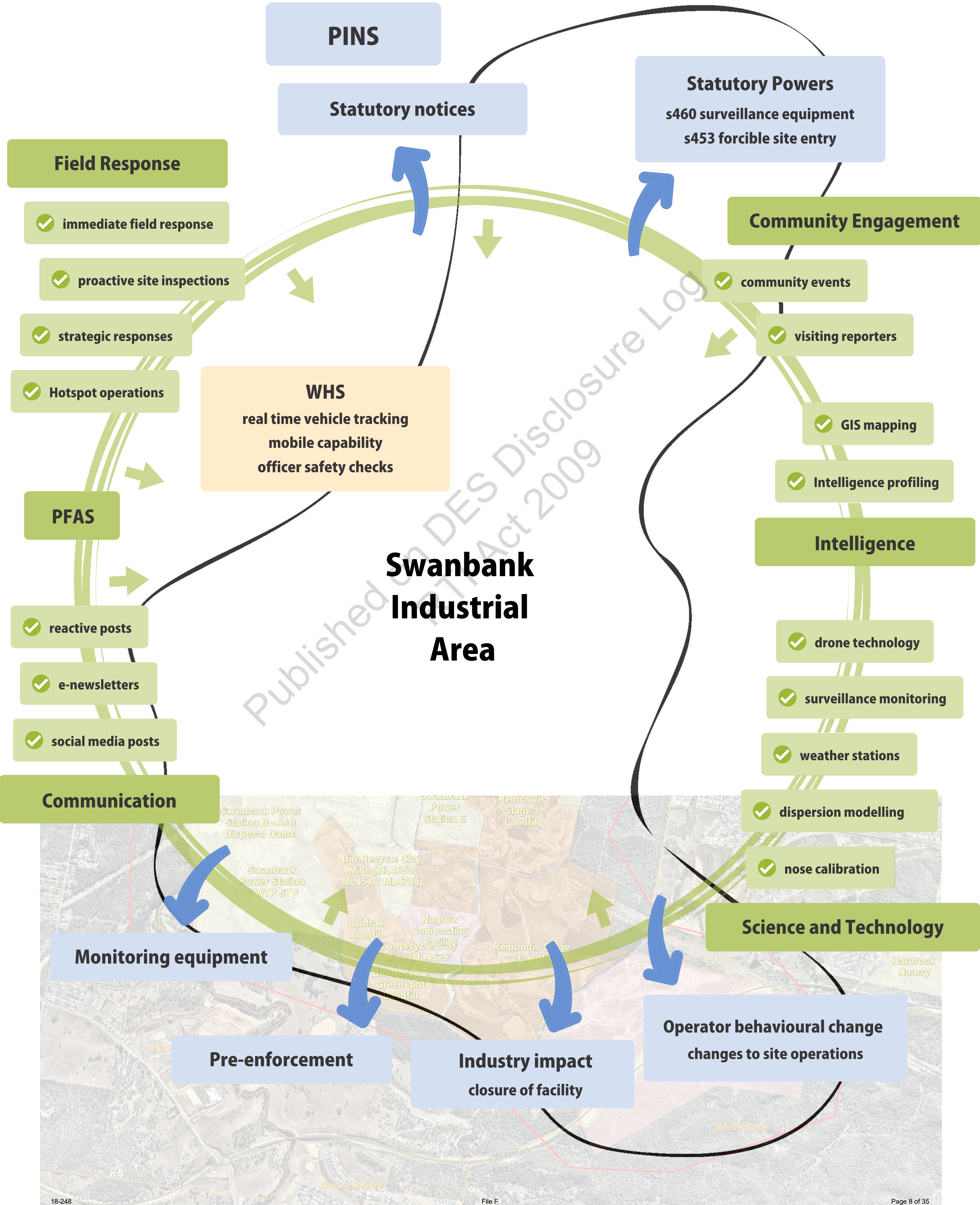


Published on DES Disclosure Log
RTI Act 2009

Odour Abatement Taskforce

MINDG PRESENTATION DECEMBER 2018

Pressures and outcomes



Published on DES Disclosure Log
RTI Act 2009

Contents

Five Objectives Plan	1
The Five Objectives Plan outlines the overarching objectives and identifies all deliverables and actions, including timeframes and responsible areas for the project.	
A4 Factsheet.....	3
This Factsheet is used at the Odour Abatement Taskforce shopfront for external distribution to members of the community.	
Campaign Week Engagement Calendar	4
This week is designed to further promote the presence of the Taskforce in suburbs around the Swanbank Industrial Area. Campaign week aims to encourage first time reporters and reiterate the importance of continuous reporting. Promotional material has also been organised to support this week and future community engagement events.	
Promotional Materials	5
Social Media Snapshot	6
Webpage and Online Dashboards	7
The Odour Abatement Taskforce webpage includes information about the project, the community drop-in shopfront and ways in which to contact the department regarding odour or other environmental nuisance. This page also includes an interactive dashboard, which is updated on a daily basis, to include the total number of reports received, breakdowns by nature of concern and the description of odour.	
Environmental Incident Report Webform.....	8
The Environment Incident Report webform allows members of the community to place a community report online. The webform includes a series of questions regarding the date, time and location of the odour or other environment nuisance, as well as a measure of the odour intensity. Once a report is submitted, it is sent to the Pollution Hotline for actioning.	
Weekly SitRep (Week 6)	11
Weekly Situation Reports (SitReps) are used to provide a collective update on the weekly achievements of each team as well as a statistics section, any notable engagements, upcoming events or activities for engagement, priority tasks, emerging issues and ongoing intentions and interactions. These SitReps are endorsed by the taskforce manager or director and uploaded to the taskforce SharePoint site. SitReps are then forwarded to the Deputy Director-General for information.	
Tuesday SitRep (28 August 2018)	17
Daily Tactics and Strategy Brief (28 August 2018)	23
This brief is prepared on a daily basis by the Intelligence and GIS teams in conjunction with the Operations Centre. It is provided to Field Response to assist with daily allocating and actioning of resources, and provides suggested suburbs to target for odour monitoring. The recommendations in the brief are formed via analysis of available intelligence, including weather conditions, community reports, environmental authority holder profiles, waste tracking information and any alerts and incident notifications that are identified.	

Caveat on OAT Docs containing Intel Info

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Mission Statement
For the community – to cease the impact of environmental issues in the Swanbank Industrial Area particularly with respect to nuisance issues, and increase community perceptions of the visibility of the Department in managing and responding to nuisance issues
For ESR – utilising a high risk strategic framework to implement a collaborative and integrated approach to departmental actions in response to the identification and management of nuisance issues in the Swanbank Industrial Area
For DES – enhanced capability to inform industry regulation and practice in facilitating better environmental stewardship of environmental nuisance issues

Objective	Key
Intensively examine and review current industry regulation and practice / Critically assess industry performance and practice	1
Review environmental authority conditions against contemporary standards / Assess industry operators compliance with EA conditions	2
Proactively engage with industry stakeholders to encourage better proactive environmental stewardship / Proactively engage with industry stakeholders to encourage better proactive compliance with environmental obligations	3
Provide additional on-ground presence and proactive engagement with local communities	4
Introduce new technologies to monitor air, noise and water quality / Investigate and implement best practice monitoring measures for air, noise and water quality	5

Timeframe	Key
In progress	
Completed	

Ref.	Deliverable / Action	Responsible Area	Timeframe	1	2	3	4	5
Develop a coordinated list of relevant EA conditions for each target site		Intel, Litigation, Swanbank OAT		sch 3(10)(1)(i)				
a	Identify key EA conditions for each target site, highlighting conditions that set measureable environmental outcomes as well as conditions that may give rise to potential immediate compliance responses by OAT	Intel	August 2018					
b	Analyse the relevant EA conditions, highlighting compliance and enforcement options	Litigation, Swanbank FROs	September 2018					
Develop and deliver an operational strategy to achieve the objectives and key messages of the project		Swanbank OAT, Litigation, Technical Support/Science						
a	Design and develop an operational strategy which encompasses the key tasking criteria for field responses, intelligence activities and scientific expertise	Swanbank OAT, Litigation, Technical Support/Science	August 2018					
b	Deliver an operational strategy that accords with the identified objectives for OAT	Swanbank OAT, Litigation, Technical Support/Science	September 2018					
Develop a science strategy that aligns with the objectives and key messages of the project		Swanbank OAT, Litigation, Technical Support/Science						
a	Design and develop an strategy on the required and recommended expert resources to support the compliance and enforcement strategies of the OAT	Swanbank OAT, Litigation, Technical Support/Science	August 2018					
Develop a sophisticated tasking capacity for each priority site in the SIA		Intel, Swanbank OAT, Litigation						
a	Develop capacity for Intel to inform operational strategy for the OAT	Intel, Swanbank OAT	September 2018					
b	Review previous and current compliance actions against each priority site	Intel	September 2018					
c	Develop and implement an on-call incident response capacity to community reports within the SIA	Swanbank FROs	August 2018					
d	Develop ready reckoner of relevant statutory powers, compliance tools and associated evidentiary requirements, including quick review templates for statutory notices	Litigation; Swanbank FROs	September 2018					
Develop a sophisticated tasking pack for each priority site in the SIA		Investigations, Litigation, Swanbank OAT						
a	Design and develop an enforcement strategy for each priority target site	Litigation, Investigations, Swanbank FROs	October 2018					
b	Design and deliver an enforcement strategy for industry-specific issues in OAT	Litigation, Investigations, Swanbank FROs	May 2019					
Develop and deliver a communications strategy that aligns with the objectives and key messages of the project		Swanbank Communications	June 2019					
a	Develop and deliver a social media strategy that aligns with the objectives and key messages of the project	Swanbank Communications, Social Media (RCaCS)	June 2019					
b	Ensure social media responses are prompt and efficient, and are consistent with the key messages of the communication strategy	Social Media (RCaCS)	June 2019					
c	Develop and implement a scheduled series of updates to web content that promotes taskforce case studies and educational content	Swanbank Communications	June 2019					
d	Design and develop Power BI Dashboards for external publication to deliver transparent reports to stakeholders	Intel, External Communications	June 2019					
e	Readdress findings of the community survey to measure and target improved community perceptions	Swanbank Communications	October 2018, February 2019					
Develop and deliver a community engagement strategy that aligns with the objectives and key messages of the project		Swanbank Community Engagement	June 2019					
a	Increase visibility of the taskforce via community engagement activities in and around the Swanbank area	Swanbank Community Engagement	June 2019					

Ref. Deliverable / Action			Responsible Area	Timeframe		1	2	3	4	5
b	Ensure sufficient shopfront staffing, resourcing and support to meet proactive and reactive community engagement requirements		Logistics, Swanbank Community Engagement	June 2019						
c	Establish 'Listening Posts' in public venues (e.g. shopping centres, libraries, parks) in and around the Swanbank area to engage with community members		Swanbank Community Engagement	TBC						
d	Establish an Odour Abatement Taskforce Stakeholder Reference Group		Swanbank Community Engagement	TBC						
Demonstrate a response to community reports of environmental issues in the SIA			External Comms, Intel, Swanbank OAT							
a	Publish statistics on resolution of community reports from within the SIA		External Communications	Ongoing						
b	Develop and maintain a running log of engagements with target site within the SIA		Intel, Swanbank FROs	Ongoing						
Identify emerging technological developments available to the department, in the monitoring of air, noise or water quality			Technical Support/Science, Swanbank FROs, Intel							
a	Identify relevant expert/s to provide advice on industry best practice measures		Technical Support/Science, Swanbank FROs, Intel	October 2018						
b	Identify relevant government agency expertise in the monitoring of air, noise or water quality		Technical Support/Science	October 2018						
c	Investigate and adopt new technologies available to the OAT		Technical Support/Science	November 2018						
d	Identify and adopt identified technologies for the monitoring of odour		Technical Support/Science	February 2019						
Investigate and consider financial viability of adoption of new technologies, including leasing arrangements and research partnerships			Technical Support/Science, Swanbank FROs, Intel, SSC							
a	Investigate current available technology for OAT purposes within the public sector		Technical Support/Science, Swanbank FROs, Intel	September 2018						
b	Investigate relevant research and/or technological development within the university and/or research agencies		Technical Support/Science	November 2018						
c	Propose funding model for acquisition or lease of available new technologies		SSC, Swanbank OAT	December 2018						
Ensure that timely and proportionate action is taken against operators in the SIA, consistent with departmental enforcement guidelines			Tech Support/Science, Investigations, Litigation, Swanbank OAT							
a	Develop the capability of the department to respond to and address odour nuisance community reports		Technical Support/Science, Swanbank FROs	Ongoing						
b	Develop and maintain an early engagement capacity to support and advise of the enforcement strategy for each priority site		Litigation, Investigations	Ongoing						
c	Develop clear upward reporting of identified enforcement action		Litigation, Swanbank FROs	Ongoing						
d	Ensure 24/7 monitoring, and response (when required), to community reports placed via phone, email or online form		Operations Centre, Field Response	June 2019						
Monitor and report the responsiveness of the department to community reports of odour nuisance			External Communications, Swanbank OAT							
a	Develop and implement a reporting framework to reflect the compliance and enforcement actions within the SIA		External Communications, Swanbank OAT	November 2018						
Identify trends of industry performance against stated environmental outcomes for the relevant industries in the SIA			Assessment, Swanbank OAT							
a	Identify examples of best practice operators for industries relevant to the environmental issues identified in the SIA		Swanbank FROs	August 2018						
b	Engage in consultation to implement learnings in relation to the Regulatory Strategy, encompassing identified best practice industry standards in the relevant ERAs		Assessment, Swanbank OAT	June 2019						
c	Consult to review the composting and waste management ERA model conditions		Assessment, Swanbank OAT	June 2019						
d	Investigate scope and viability of special licencing arrangements for the SIA		Assessment, Swanbank OAT	June 2019						
Review the current model conditions for relevant ERAs for environmental issues identified in the SIA, implementing learnings from industry best practice measures			Assessment, Swanbank OAT							
a	Participate in a review of the End of Waste industry codes and associated relevant ERA model conditions		Assessment, WCLA	June 2019						
b	Provide learnings from industry best practice operators, for consultation in the departmental regulatory framework for the relevant activities		Swanbank OAT	June 2019						
Identify and provide feedback on industry-specific regulation strategies for environmental issues identified in the SIA			Intel, External Comms, Swanbank OAT, Assessment							
a	Identify outcomes of identified environmental issues in the SIA		Swanbank OAT, Intel, External Communications	April 2019						
b	Design and develop a proposed strategy to address compost and waste management sites located within proximity of residential areas		Assessment, Swanbank OAT	May 2019						
c	Develop an external interface for departmental data on the measureable environmental performance of operators within the SIA		External Communications	June 2019						

sch 3(10)(1)(i)

ODOUR ABATEMENT TASKFORCE

Swanbank Industrial Area Odour

The Queensland Government regulates a number of activities within and around the Swanbank Industrial Area (SIA) located in Ipswich, including landfill, mining and composting operations. Operators within the SIA must comply with the conditions of their environmental authority to minimise environmental harm, which includes preventing odour from causing a nuisance.

In April 2018, the Queensland Government commissioned independent research that highlighted community concerns in relation to nuisance odour in the suburbs surrounding the SIA.

As a result, the Department of Environment and Science established the Odour Abatement Taskforce, a team of specialist environmental officers dedicated to investigating and responding to community feedback.

When is odour an ‘environmental nuisance’?

An environmental nuisance is defined in the *Environmental Protection Act 1994* as:

- Unreasonable interference or likely interference with an environmental value, caused by aerosols, fumes, light, noise, odour, particles or smoke; or
- Unhealthy, offensive or unsightly condition because of contamination.

An environmental value can include a nuisance-sensitive place or sensitive receptor, like dwellings, libraries, schools, workplaces, public parks or gardens.

All environmental authority operators must ensure that the release of dust, light, odour or any other airborne contaminants resulting from their activities do not cause an environmental nuisance.

How do I report odour?

Odour impacts associated with regulated activities such as landfill or composting activities are managed by the department under the *Environmental Protection Act 1994*.

Anyone who is experiencing an odour which is believed to originate from the SIA is encouraged to report the issue to the department by following one of the options below:

- Phone—call 1300 130 372 (Option 3) as soon as possible, any time of the day.
- Email—send a message to pollutionhotline@des.qld.gov.au with as much information as you can (note, this email is only monitored 8.30am to 5.00pm business days).
- Online—submit an odour nuisance report via www.qld.gov.au/odourbusters
- Visit—drop into the Odour Abatement Taskforce office and talk to departmental experts:
 - » Operating hours: 8.30am – 4.30pm weekdays
 - » Location: 163 Alawoona St, Redbank Plains.

How do I find out more information?

For further information about the research and the Odour Abatement Taskforce, please visit www.qld.gov.au/odourbusters.



Schedule of Events to run from 10-14 September

Date	Community Engagement run events		Field Response run events
	AM	PM	PM
Monday 10/9	Booval Shopping Centre <ul style="list-style-type: none"> 8:30am-12 noon Table/Flyers Promotional items 2 x Community Engagement 	Booval Shopping Centre <ul style="list-style-type: none"> 12 noon – 5:30pm Table/Flyers Promotional items 2 x Community Engagement 	Mervyn Patterson Park at Dinmore* (corner of McDonald Street and Richard Street) <ul style="list-style-type: none"> 2:30pm-5:30pm Car Table Promotional items 2 x Field Response Officers (Dinmore was one of the top 5 suburbs that noticed odour as identified in the Ipswich survey, but only 1 report received.)
Tuesday 11/9	Booval Shopping Centre <ul style="list-style-type: none"> 8:30am-12 noon Table/Flyers Promotional items 2 x Community Engagement Redbank Plains Community Centre Morning Tea <ul style="list-style-type: none"> 11:00-1:00pm Car Flyers Promotional items 2 x Community Engagement 	Booval Shopping Centre <ul style="list-style-type: none"> 12 noon-5:30pm Table/Flyers Promotional items 2 x Community Engagement Collingwood Primary School P&C <ul style="list-style-type: none"> 6:00-9:00pm Car Flyers / Promotional items Presentation and visual aid equipment 2 x Community Engagement 	Fairview Avenue Park at Flinders View* (Reif Street) <ul style="list-style-type: none"> 2:30pm-5:30pm Car Table Promotional items 2 x Field Response Officers (Flinders View was one of the top 5 suburbs that noticed odour as identified in the Ipswich survey, but only 1 report has been received.)
Wednesday 12/9	Orion Shopping Centre Springfield <ul style="list-style-type: none"> 8:30am-12 noon Table/Flyers Promotional items 2 x Community Engagement 	Orion Shopping Centre Springfield <ul style="list-style-type: none"> 12 noon – 5:30pm Table/Flyers Promotional items 2 x Community Engagement 	Bremervale Park at Raceview* (Kordan Blvd) <ul style="list-style-type: none"> 2:30pm-5:30pm Car Table Promotional items 2 x Field Response Officers (Raceview was one of the top 5 suburbs that noticed odour as identified in the Ipswich survey, and only a small number of reports has been received.)
Thursday 13/9	No event proposed to be run today by Community Engagement		Maggie Hodges Park at Riverview* (Diamond Street) <ul style="list-style-type: none"> 2:30pm-5:30pm Car Table Promotional items 2 x Field Response Officers (Riverview was one of the top 5 suburbs that noticed odour as identified in the Ipswich survey, but only 1 report received.)
Friday 14/9	Yamanto Village Shopping Centre <ul style="list-style-type: none"> 8:30am-12 noon Table/Flyers Promotional items 2 x Community Engagement 	Yamanto Village Shopping Centre <ul style="list-style-type: none"> 12 noon-5:30pm Table/Flyers Promotional items 2 x Community Engagement 	No event proposed to be run today by Field Response
Note	Community Engagement have made all necessary arrangements with relevant shopping centres for these events – all events confirmed and booked.		* Still awaiting confirmation from Ipswich City Council that proposed events can be held in each of these parks

Pens	
Reusable Green Bags	
Flags	
Stickers and Magnets	



Queensland Environment Department

August 17 at 5:35 PM · 🌐

#Odobusters 4weeks on the job....

👉 136 community reports received

👉 133 field response visits

Check out the website for community info the team is receiving, the type of industries the department regulates, and the list of environmental authority holders in the area.

www.qld.gov.au/odobusters

#QldEnvironment #ProtectingAirSoilWater



SMELL IT, REPORT IT, STOP IT

Noticed an odour in your area? Let us know.



Call 24/7

1300 130 372



Report online

www.qld.gov.au/odobusters



Talk to us

163 Alawoona Street, Redbank Plains



Queensland Environment Department

August 11 at 4:00 PM · 🌐

As soon as you smell it, you can report it.

We can take your reports 24/7...

📞 call on 1300 130 372 (option 3)

📄 complete the online form

<https://environment.ehp.qld.gov.au/forms/odour-report/> ... See More



Queensland Environment Department

August 14 at 5:52 PM · 🌐

#Odobusters are a team of specialist environmental officers dedicated to investigating and responding to community feedback about the smell in the Swanbank Industrial Area, located near Ipswich.

👉 www.qld.gov.au/odobusters



Queensland Environment Department

August 9 at 4:21 PM · 🌐

Finding the odour source is more than just sniffing... 📏 📊

When the #Odobusters stop to investigate, they have to measure and record the wind speed, wind direction, temperature, cloud cover, odour intensity, odour offensiveness and odour characteristic.

Keep track of the daily data the team is receiving from the community. People are reporting different smell descriptions of the odour in and around the Swanbank Industrial Area, from general rubbish to rotten eggs and compost... See More



Odour Abatement Taskforce



The Odour Abatement Taskforce is a team of specialist officers working to investigate and respond to concerns raised by the community about odours and other environmental nuisance in and around Swanbank.

Based in Redbank Plains, the taskforce is undertaking a 12-month intensive program with the community, community leaders and the waste industry to:

- provide additional on-ground presence and response to information reports from the public, plus proactive face-to-face engagement with local communities
- examine and review current [industry regulation](#) and practice
- review environmental authority conditions against contemporary standards
- encourage better practice environmental stewardship
- introduce new technologies to monitor air, noise and water quality.

The Taskforce is out in the field around the [Swanbank Industrial Area](#) and surrounding suburbs, proactively working on solutions to the odour issue. Taskforce team members comprise:



- environmental officers
- community engagement experts, and
- environmental investigators.

Talk to us—community drop-in

The Odour Abatement Taskforce office is based in a dedicated office shopfront in Redbank Plains, open to the general public Monday to Friday.

Community members are welcome to visit the Taskforce office and talk to our experts about the odour or environmental issue they are experiencing in their area, or simply find out more about the issue and the team's work.

Odour Abatement Taskforce
Shop 3, 163 Alawoona Street, Redbank Plains

Operating hours 8.30am–4.30pm weekdays.

You can also see the work of the team on the [Queensland Environment Facebook page](#) (@QldEnvironment) by searching #odourbusters

Don't forget if you'd like to report a Swanbank odour issue you can call **1300 130 372 (option 3)** or fill in and submit an online [environmental incident report](#), which you can access from your desktop or mobile device. See more [information about reporting](#).

Our work

The Odour Abatement Taskforce focusses on odour and environmental issues in the Swanbank Industrial Area (SIA). Read more about regulation within the SIA, including a [list of industry operators that hold an environmental authority](#).

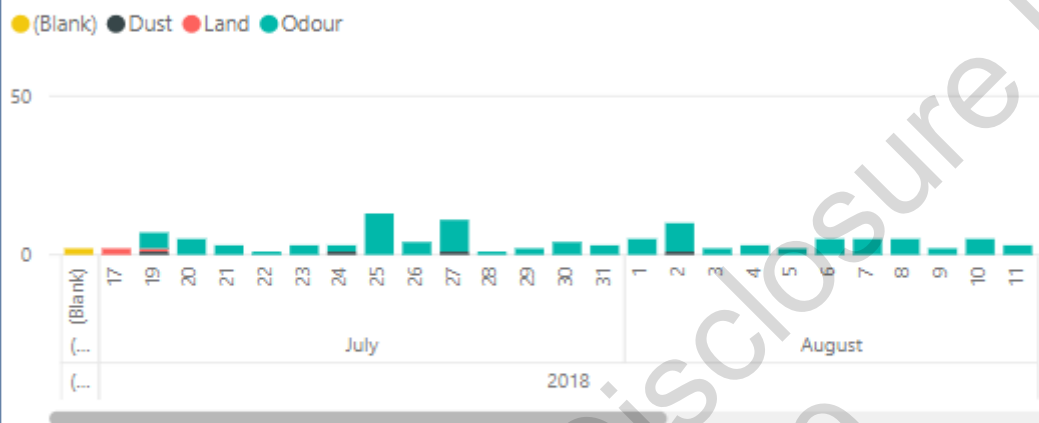
Part of the Taskforce's work involves receiving and responding to community reports. The following dashboards show how many reports have been received and the nature (and description of odour if applicable) of the issue.

The information is updated daily (Monday-Friday), and the data being displayed can be changed if different sections of the dashboards are clicked.

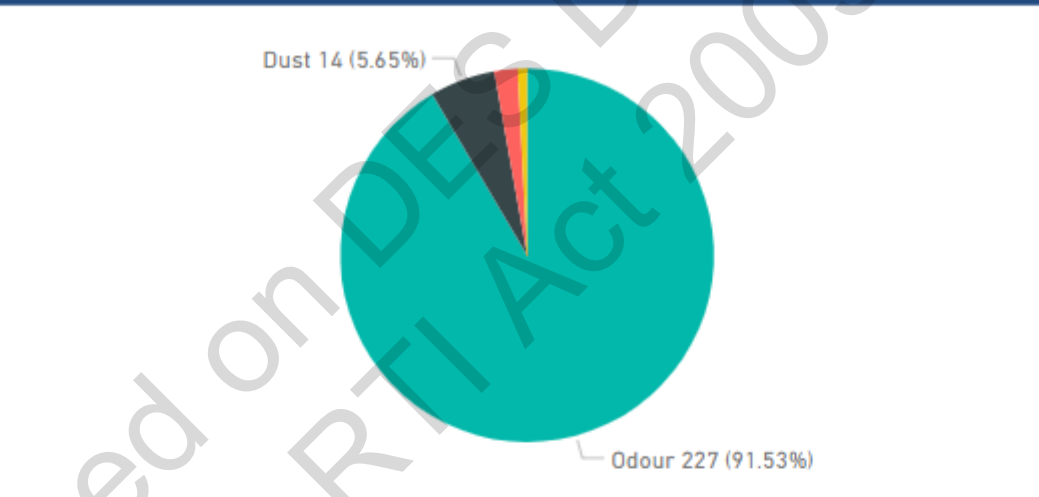
Total Reports Received

248

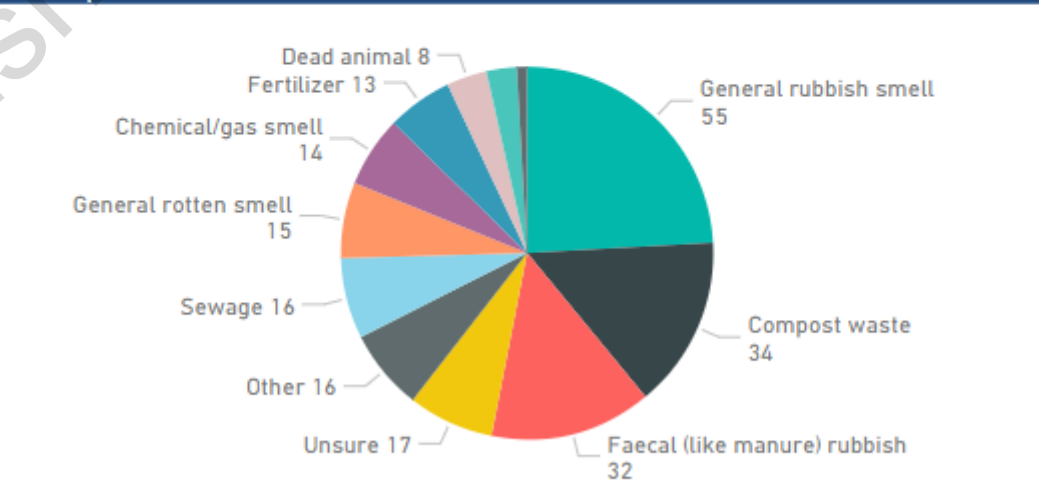
Reports Received Per Day By Nature of Concern



Nature of Concern



Description of Odour



Last updated 2pm, 28 August 2018

Queensland Government

Environmental Incident Report

If you are experiencing odour or environmental nuisance you can submit a report to the Department using this form.

Please note that this report will be actioned between 8:30am to 5:00pm Monday to Friday. If you are submitting a report about an environmental issue that is happening outside of these hours, please contact the Department on 1300 130 372 and select Option 3 if the environmental issue is happening within the Swanbank Industrial Area, or Option 2 for all other environmental issues.

It takes a couple of minutes to complete this form.

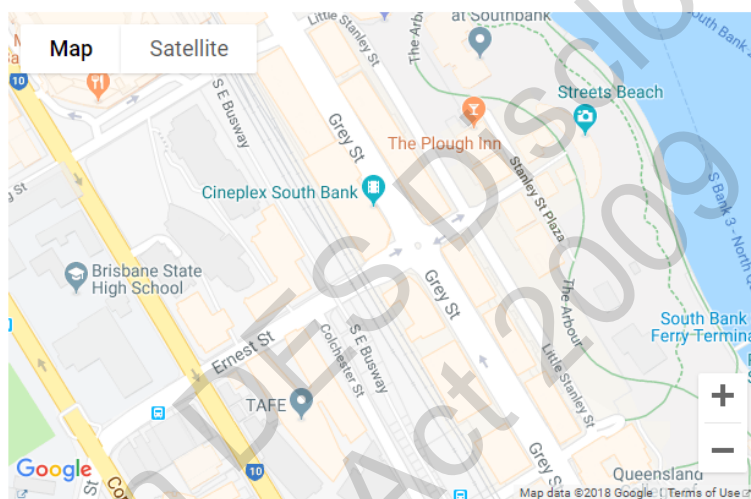
* Have you experienced an odour nuisance?

☒ Yes ☐ No

* Where were you when you experienced the odour or environmental nuisance?

Use the textbox to enter a location or click the map to place a marker at the location

Enter a location



* Describe the odour

—please select—

* What is the intensity of the odour?

[see definitions](#)

—please select—

Where do you think the odour is coming from?

E.g. name and location of the individual or company

When did you experience the odour or environmental nuisance?

* Date

Format: DD/MM/YYYY

dd/mm/yyyy

* Time

Example: 05:00 PM

Unknown

☐

--:-- --

* Is it still occurring?

☐ Yes ☐ No

* Have you reported this odour or environmental nuisance before?

☐ Yes ☐ No

Name

* Given name

* Family name

* Phone

Home, mobile or work number

* Email

We will never share your email address

Address

* Address line 1

Address line 2

Address line 3

* Town, city or suburb

* State

* Postcode

I hereby certify that, to the best of my knowledge, the above information is correct. I understand that the information I have provided may be used by the Department of Environment and Science (the department) to administer our environmental protection obligations under the Environmental Protection Act 1994 and Environmental Protection Regulation 2008. I understand that all information provided on or with this form may be used as evidence and is subject to the Right to Information Act 2009, the Information Privacy Act 2009 and the Evidence Act 1977 which may require, in some circumstances, public disclosure of some, or all, of the information. I understand that in order to assess, investigate and resolve my report the department may need to consult with, or provide information to, other government agencies including other state, federal or local governments who have responsibility for the issue subject to the report. Outside of the above requirements, I understand that my personal information will not be disclosed without my consent unless authorised or required by law. For further privacy information please [click here](#).

☐ I agree to the above

☐ Send confirmation of this report to my email

Submit

Definitions for terms used within the form

Odour intensity

Very weak

Odour is just detectable in the outdoor air and activates the sense of smell.

Weak

Odour is detectable in the outdoor air, but is not clearly distinguishable, noxious or offensive.

Distinct

Odour is present in the outdoor air, easily activates the sense of smell, very distinct and clearly distinguishable.

Strong

Odour is present in the outdoor air and would be noxious or offensive and cause a person to attempt to avoid it completely.

Very strong

Strong odour present in the outdoor air, which is so strong it is overpowering and intolerable for any length of time.

Extremely strong

Extremely strong odour in the outdoor air, which is immediately intolerable.

Odour Abatement Taskforce

Situation Report

WEEKLY OVERVIEW

Number	Date	Time
Week 6	24/08/2018	1400

Statistics

	Weekly Total	Cumulative Total
Roving community engagements (incl. attendee numbers in brackets)	2	6
Shopfront engagements (excl. reports)	9	86
Community reports received at Shopfront	0	20
Community reports received at Pollution Hotline	85	204
Total Community Interactions	96	316
Community reports actioned by Field Response	59	181

Summary

The taskforce has seen a significant influx of community reports, with 33 received over the weekend alone and 85 in total this week. The operations centre have identified an increasing trend in numbers of community reports received from first time reporters, with 49 placing a report in the past seven days. All teams have completed their rostering to reflect the increase in reporting, with significant workload increases for field response staff to action reports. Field response, tech specialist and science staff have also completed fieldwork to identify potential sites for weather monitoring stations around the Swanbank Industrial Area.

Significant Engagements

- Community meeting with IRATE regarding dust complaints.

Upcoming Engagements

Description	Approved/Not Approved
Pop-up Shop at Redbank Plaza Shopping Centre – Wednesday 29 and Thursday 30 August.	Approved
Campaign week – Monday 10 to Friday 14 September.	Discussion underway

Priority Tasks

- Campaign week planning and logistics to continue.
- Weather station procurement to begin in line with Science Plan requirements and timeframes.
- Meetings and ongoing communication with IRATE members to manage expectations and identify environmental nuisance priorities.

Emerging Issues

Nil

Community Response Team

- Continuing to maintain 3-person coverage for Taskforce until the end of November when it will be reviewed.

Community Engagement

- Since last Friday there have been:
 - 9 engagements with community members at the shopfront,
 - 0 community report (OAT Inquiry Response form), and
 - 1 FRO engagement.
- Staffing roster developed for the next two weeks to cover shopfront, and shopping centre pop-up listening posts (32 eight hour shifts).
- Compiling resources and materials for shopping centre pop-up listening posts.
- Attended special community group meeting on Wednesday 22 August with members of IRATE to discuss dust nuisance issues experienced on Tuesday 21 August.

Regulatory Response and Field Response

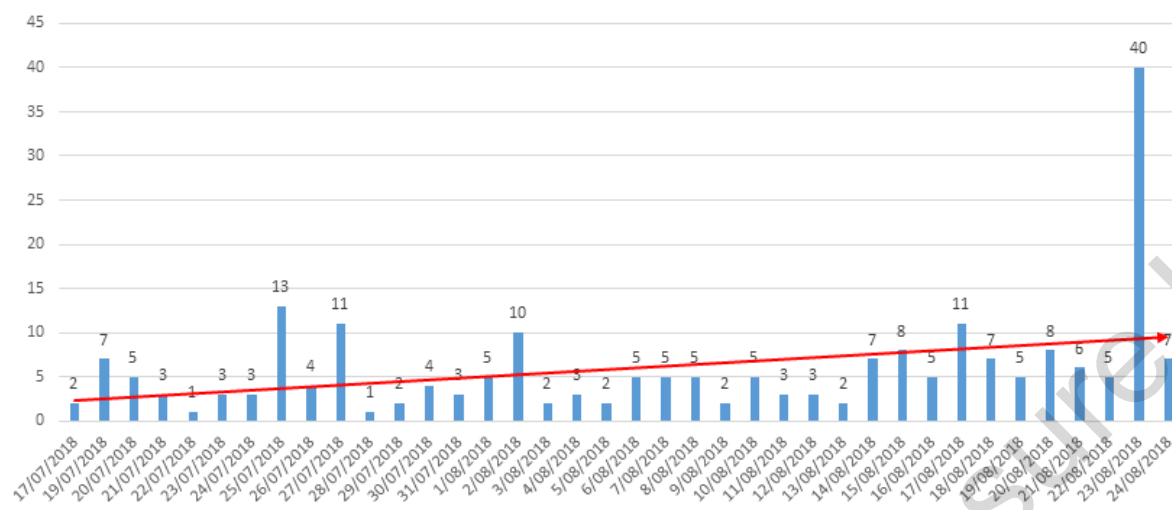
- Swanbank Industrial Area site visit with department tech specialists and science reps conducted this morning to locate potential weather station locations.

sch 3(10)(1)(i)

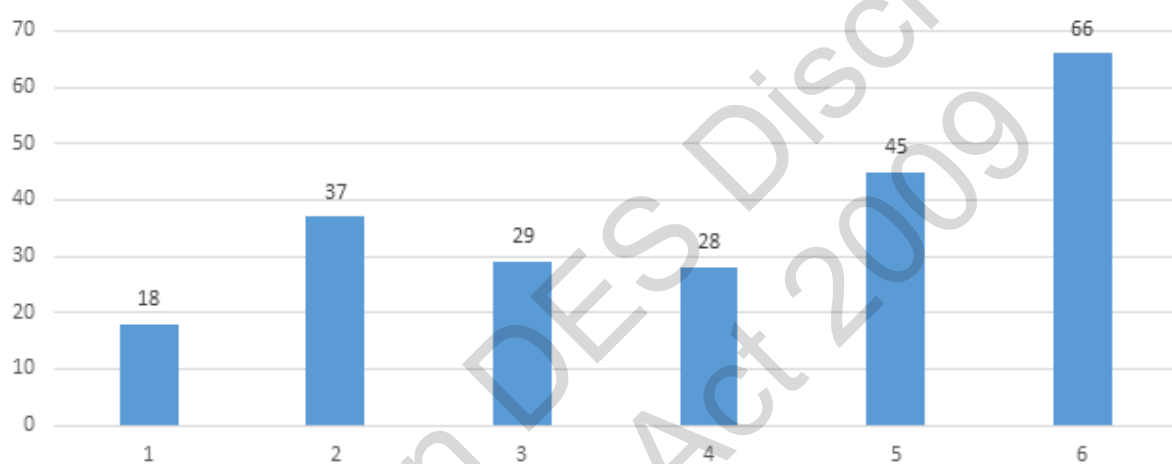
Operations Centre

- Completed review of historical complaints received about odour from Swanbank from residents of South Ripley. Analysis to be undertaken.
 - Continuing review of historical complaints received about odour from Swanbank from residents of Redbank Plains.
- sch 3(10)(1)(i)
- There is an ongoing increasing trend of numbers of community reports received in relation to odour at Swanbank with:
 - almost a third of the total reports received in week 6 of the taskforce;
 - the largest increases have been 105% from week 1 to week 2;
 - a 61% increase from week 4 to week 5; and
 - week 6 has largest number of reports in a week period since the commencement of the taskforce.
 - In the last 7 days, **49 first time reporters to OAT** have contacted the department with an odour complaint

Community Reports per Day



Community Reports by OAT Week



- There have been **224 community reports** to DES since the establishment of OAT. **Thirty (30)** of these are active.

Ref No	Date Received	DES Entry Point	How Received	Nature of Concern	Priority	Status of Field Response
OATINQ18-153	18/08/2018	After Hours Pollution Hotline	Call	Odour	Returned to CRT	In Progress
OATINQ18-179	23/08/2018	After Hours Pollution Hotline	Web Form	Odour	Immediate action required	In Progress
OATINQ18-180	23/08/2018	After Hours Pollution Hotline	Web Form	Odour	Immediate action required	In Progress
OATINQ18-189	23/08/2018	Shopfront	Walk-In	Odour	Immediate action required	In Progress
OATINQ18-193	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required	In Progress
OATINQ18-195	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required	In Progress
OATINQ18-197	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required	In Progress
OATINQ18-198	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required	In Progress
OATINQ18-199	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required	In Progress
OATINQ18-201	23/08/2018	Pollution Hotline	Email	Dust	Immediate action required	In Progress
OATINQ18-205	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required	In Progress
OATINQ18-206	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required	In Progress
OATINQ18-207	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required	In Progress
OATINQ18-208	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required	In Progress
OATINQ18-209	23/08/2018	Pollution Hotline	Web Form	Odour	Immediate action required	Planning underway
OATINQ18-210	24/08/2018	Pollution Hotline	Web Form	Odour	Immediate action required	Planning underway
OATINQ18-211	24/08/2018	Pollution Hotline	Call	Odour	With Intel	In Progress
OATINQ18-212	24/08/2018	Pollution Hotline	Call	Odour	With Intel	Planning underway

OATINQ18-213	24/08/2018	Pollution Hotline	Call	Odour	Immediate action required	In Progress
OATINQ18-214	23/08/2018	Pollution Hotline	Web Form	Odour	With Intel	Planning underway
OATINQ18-215	24/08/2018	Pollution Hotline	Email	Odour	With Intel	Planning underway
OATINQ18-216	23/08/2018	Pollution Hotline	Email	Odour	With Intel	Planning underway
OATINQ18-217	23/08/2018	After Hours Pollution Hotline	Call	Odour	With Intel	Planning underway
OATINQ18-218	23/08/2018	After Hours Pollution Hotline	Call	Odour	With Intel	Planning underway
OATINQ18-219	23/08/2018	After Hours Pollution Hotline	Call	Odour	With Intel	Planning underway
OATINQ18-220	24/08/2018	After Hours Pollution Hotline	Call	Odour	With Intel	Planning underway
OATINQ18-221	24/08/2018	After Hours Pollution Hotline	Call	Odour	With Intel	Planning underway
OATINQ18-222	23/08/2018	After Hours Pollution Hotline	Call	Odour	With Intel	Planning underway
OATINQ18-223	23/08/2018	After Hours Pollution Hotline	Call	Odour	With Intel	Planning underway
OATINQ18-224	23/08/2018	After Hours Pollution Hotline	Call	Odour	With Intel	Planning underway

Communications

- New Web Form (which allows for reports of odour and other environmental issues across the state) now live and in use (and referenced on a variety of franchise and DES web pages).
- Campaign Week in the process of being finalised – application to use four Ipswich City Council parks on 10-13 September sent to ICC on Thursday 23 August.
- Drafting of end of August emails to go to Community (survey respondents) and Industry (pending confirmation from Field Response).
 - Intention of Community email is to give an update on what the Taskforce has done to date (including Shop Front, visibility of vehicles, data publishing) as well as reminding people to report and advertising upcoming events that Taskforce will be attending (both CE and FRO). Also will include short survey to assess if there's any improvement to the perception of the department being in the area, and the usefulness of the communication tools being used.
 - Industry email is to provide a general, high level update about Taskforce, including referencing reports received and how department has been responding. Also suggestion to invite operators to engage with Taskforce.
- Communication and Engagement Plan sent to corporate comms for review/consideration/information.
- PPQ about Taskforce prepared.
- Taskforce information provided for Governor's Brief.
- All promotional items (pens, bags, flags, magnets, stickers) have been ordered by corporate comms (designs below).



Social Media

- Reviewing comms and engagement plan to develop social media content plan.

	<ul style="list-style-type: none"> 11 x Facebook posts 1 x Facebook note content has reached over 44,400 people received 466 likes and 118 shares we can see 240 comments in total 2 x videos / 928 video views / 251 minutes video content has been viewed
	<ul style="list-style-type: none"> 7 x LinkedIn updates content has reached 21,300 members received 172 likes
	<ul style="list-style-type: none"> 9 x tweets seen by 6600 people

Channel	Description	Reach/Impressions	Likes	Shares	Comments/Clicks	Engagement
Facebook						
17/8	#Odourbusters 4weeks on the job	1612	13	4	3	5%
14/8	#Odourbusters team dedication	1242	10	0	2	5%
11/8	As soon as you smell it, report it	15 910	135	69	104	9%
9/8	#Odourbusters finding the odour source	1003, video views 311, minutes viewed 84	9	0	0	5%
4/8	#Odourbusters community intel online	1446	12	1	0	4%
1/8	#Odourbusters toolkit (community)	1347	14	0	1	6%
27/7	#Odourbusters a week in action	1545	33	2	5	13%
23/7	#Odourbusters toolkit (anemometer)	1499, Video views 617, Minutes viewed 167	15	4	7	7%
20/7	Odour nose no time	1779	39	6	1	13%
19/7	Tackle Swanbank scent	1483	12	1	1	5%
19/7	#Odourbusters taskforce	14 518	160	31	115	8%
19/7	Thank you for survey	1100	14	0	1	3%
Twitter						
17/8	#Odourbusters 4weeks on the job	260 impressions			3 engagements	1.2%
14/8	#Odourbusters team dedication	402 impressions			10 engagements	2.5%
11/8	As soon as you smell it, report it	487 impressions			7 engagements	1.4%
9/8	#Odourbusters finding the odour source	656 impressions			9 engagements	1.4%
4/8	#Odourbusters community intel online	645 impressions			16 engagements	2.5%
1/8	#Odourbusters toolkit (community)	746 impressions			12 engagements	1.6%
27/7	#Odourbusters a week in action	895 impressions			29 engagements	3.2%
23/7	#Odourbusters toolkit (anemometer)	1220 impressions			7 engagements	0.6%
20/7	Odour nose no time:	1302 impressions			12 engagements	0.9%
LinkedIn						
17/8	#Odourbusters 4weeks on the job	2923 impressions	30		104 clicks	4.62%

9/8	#Odourbusters finding the odour source	3975 impressions	22		2 comments / 64 clicks 1464 video views	2.29%
3/8	#Odourbusters community intel online	2472 impressions	22		75 clicks / 1 comment	4.05%
27/7	#Odourbusters a week in action	3725	27		3 comments / 190 clicks	5.91%
20/7	Odour nose no time photo	3511	29		81 clicks	3.16%
19/7	#Odourbusters taskforce	2829	34		71 clicks	3.78%
19/7	Thank you for survey	1955	8		34 clicks	2.15%

Logistics

- **Travel requests** to be approved by staff supervisor and sent direct to Sarah Roberts (logistics). Sarah will then forward to ED EESWQC for approval prior to booking.
- **General expenditure** (of any value) to be sent direct to Rachael Stegemann (EO EESWQC) for approval by ED prior to purchase. Purchases with ED approval will then be made by Sarah.
- **OAT enquiries/MECS/input** are to be sent to Corro EESWQC. Corro will then direct request to Eloise Williams for input.
- Freedom have been updated to include OAT cost centre (CTM travel booking system still awaiting update).
- Sarah away next Wednesday 29 August to Monday 3 September. All logistics requests to be sent through by COB next Monday. Any urgent requests whilst Sarah is away are to be directed to SSC Corro (Tracey Barker).

Contact List

Name	Area	Contact
Kath Sherman	Senior Management	sch 4 - mobile phone
Jordan Brown	Systems Support	3330 5903
Emily Jones	Regulatory Response	3330 5292
Shari Sievers	Community Response Team	3181 2410
Karen Adams	Community Engagement	sch 4 - mobile phone
Alan Teague	Community Engagement	
Dave Darvall	Field Response	
Alison Buchanan	Shopfront	
Shane Manahan	Operations Centre	3330 5532
Sarah Pincott	Internal Communications	3330 6002
Eloise Williams	External Communications	sch 4 - mobile phone
Stacey Strybos	External Communications	3339 5821
Katie Bain	Social Media	3330 5530
Sarah Roberts	Logistics	3330 5349

Approval

	Dean Ellwood
Director, SCII	Deputy Director-General, ESR
	3330 5628

Odour Abatement Taskforce

Situation Report

TUESDAY

Number	Date	Time
18	28/08/2018	1400

Summary

The taskforce received another moderate to high number of community reports over the weekend with 25 in total since 1.30pm Friday. In turn, the operations centre have identified that almost a third of total reports were received in week 6. The operations centre have also identified 31 first time reporters to the taskforce in the last seven days. Field response delivered the first enforcement action on Saturday 25 August which involved a priority site receiving a warning letter for odour nuisance. Progression of the Operational Plan is also continuing, with the first targeted Hotspot Operation expected to go live as of Monday 3 September. Intel analysis of priority sites, and further engagement planning, both for campaign week and this week's pop-up stalls at Redbank Plaza will continue as priority tasks.

Statistics

	Friday – Tuesday	Cumulative Total
Roving community engagements (incl. attendee numbers in brackets)	0	6
Shopfront engagements (excl. reports)	3	89
Community reports received at Shopfront	1	21
Community reports received at Pollution Hotline	24	227
Total Community Interactions	28	343
Community reports actioned by Field Response	26	205

Upcoming Engagements

Description	Approved/Not Approved
Redbank Plaza Pop-up Shop - Wednesday 29 and Thursday 30 August.	Approved
Campaign week - Monday 10 to Friday 14 September.	Approved
First Hotspot Operation to go live – Monday 3 September.	Approved

Priority Tasks

- Campaign week planning and logistics to continue. Delivery of promotional items and approval for park events currently prioritised.
- Weather station procurement to begin in line with Science Plan requirements and timeframes.
- Meetings and ongoing communication with IRATE members to manage expectations and identify environmental nuisance priorities.
- Email communication to industry and community being prepared to be sent on Friday 31 August.

Emerging Issues

sch 3(10)(1)(i)

Community Response Team

- Future actions this week to determine if OAT form will continue to be required in the next phase of the project.
- CRT to take over reporting of OAT forms received. Discussions relating to expectations of this to be completed this week.
- Continuing to manage inbound calls, including testing of phone system.
- CRT continuing to process web forms.

Community Engagement

- Since Friday there have been:
 - o 3 engagements with community members at the shopfront,
 - o 0 Roving Community Engagements,
 - o 1 community reports (OAT Inquiry Response form) received at the shopfront, and
 - o 0 FRO engagements.
- Preparations finalised for the pop-up stand at Redbank Plaza shopping centre on Wednesday 29 (8am-5pm) and Thursday 30 August (8am-9pm).
- Staffing levels for the next two weeks require 32 eight hour shifts by community engagement officers.
- Responded to Pollution Hotline inquiry from business community member [redacted] sch 4 - personal information [redacted] with an invitation to talk directly with OAT team members in relation to odour issues and impacts upon businesses in Ripley Valley.

Field Response and Regulatory Response

- Enforcement action delivered, with first priority site receiving warning letter for odour nuisance on Saturday 25 August. Follow-up action includes further compliance requirements including CAR. Industry contact immediately followed issuing of warning letter; further contact anticipated. Briefing up processes in place.
- Progressing implementation of Operational Plan, targeting first Hotspot Operation which is expected to go live as of Monday 3 September.
- Continuing active engagement to Reactive jobs from the community, with sustained out-of-hours responsiveness.
- Progressing implementation of the Science plan.

sch 3(10)(1)(i)

- o Further consultation on implementation of odour dispersion modelling data, scheduled Thursday 30 August.
- o Scheduled odour calibration/training for compliance officers, to commence Wednesday 29 August.
- FROs in a three-team roster, from 4am through to 10pm. Afterhours OAT Pollution Hotline calls monitored every night.
- Continued intra-departmental coordination with PFAS project team, in relation to ongoing sampling in SIA and current litigation matters.

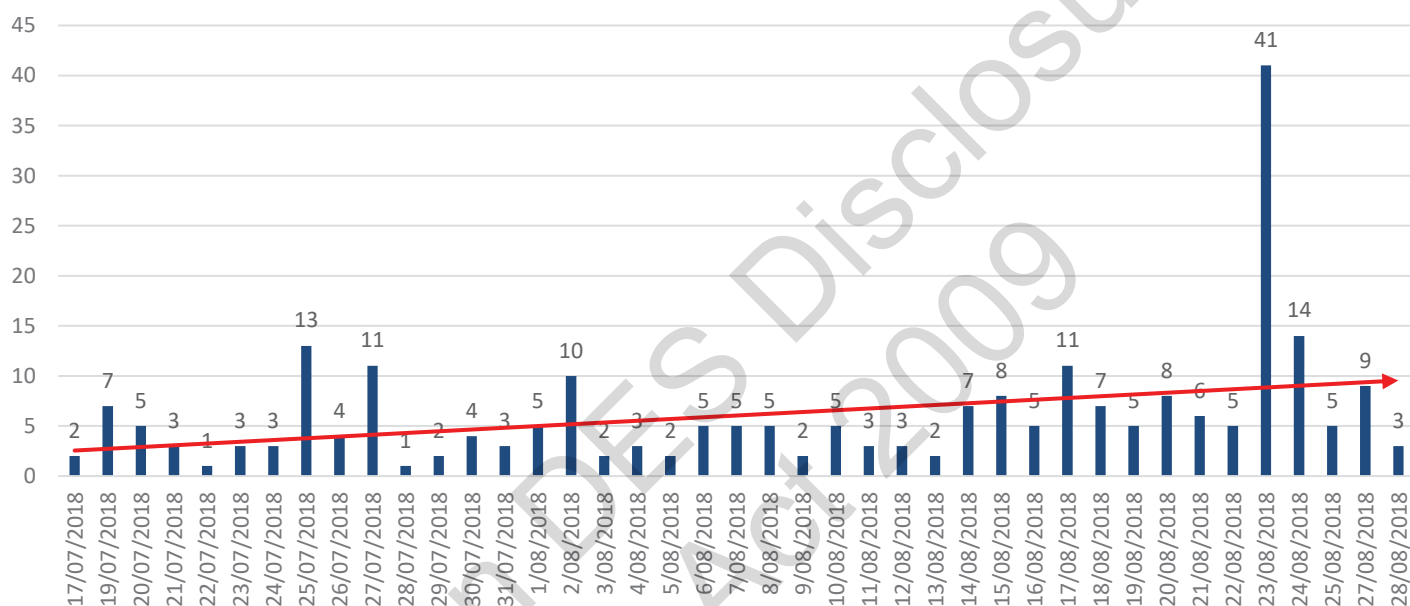
Operations Centre

- Completed review of historical complaints received about odour from Swanbank from residents of South Ripley. Analysis to be undertaken to inform hotspot operation.
- Continuing review of historical complaints received about odour from Swanbank from residents of Redbank Plains.

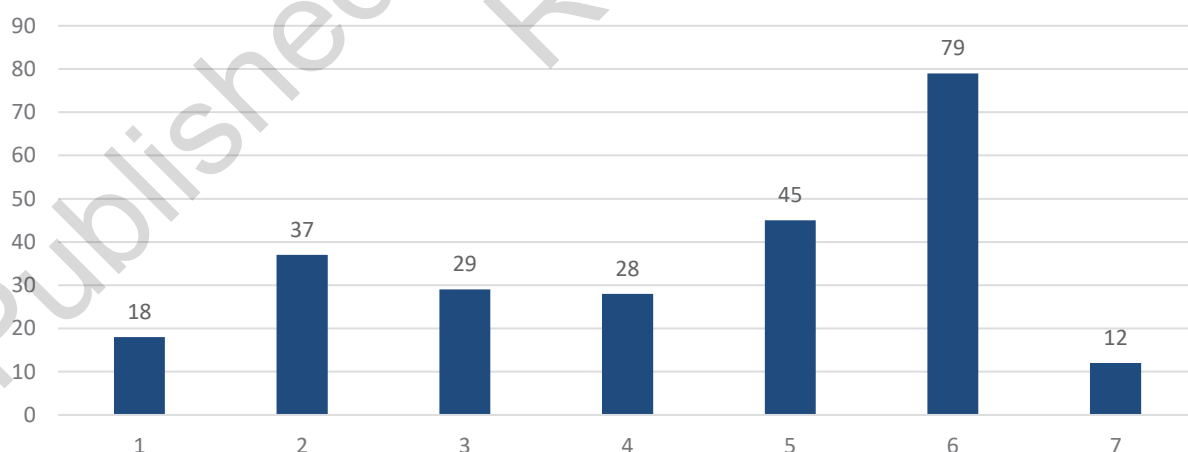
sch 3(10)(1)(i)

- There is an ongoing increasing trend of numbers of community reports received in relation to odour at Swanbank with almost a third of the total reports received in week 6 of the taskforce. The largest increases have been 105% from week 1 to week 2, and 75% increase from week 5 to week 6. Week 6 has largest number of reports in a week period since the commencement of the taskforce.
- In the last 7 days, **34 first time reporters to OAT** have contacted the department with an odour complaint.

Community Reports per Day



Community Reports by OAT Week



- There have been **248 community reports** to DES since the establishment of OAT. **Twelve (12)** of these are active.

Ref No	Date Received	DES Entry Point	How Received	Nature of Concern	Priority
OATINQ18-193	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required
OATINQ18-195	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required
OATINQ18-198	23/08/2018	Pollution Hotline	Web form	Odour	Immediate action required
OATINQ18-215	24/08/2018	Pollution Hotline	Email	Odour	Immediate action required
OATINQ18-216	23/08/2018	Pollution Hotline	Email	Odour	Immediate action required
OATINQ18-237	27/08/2018	Pollution Hotline	Call	Odour	Immediate Action Required
OATINQ18-239	27/08/2018	Pollution Hotline	Web Form	Odour	Immediate Action Required
OATINQ18-242	27/08/2018	After Hours Pollution Hotline	Web Form	Odour	Immediate action required
OATINQ18-245	28/08/2018	After Hours Pollution Hotline	Web Form	Odour	Immediate action required
OATINQ18-246	27/08/2018	After Hours Pollution Hotline	Call	Odour	Immediate action required
OATINQ18-247	27/08/2018	After Hours Pollution Hotline	Call	Odour	Immediate action required
OATINQ18-248	28/08/2018	After Hours Pollution Hotline	Call	Odour	Immediate action required

Communications

- Stickers completed and collected today. To be delivered to Shopfront for distribution at shopping centre pop-ups.



- Email communication for industry and community drafted and going through approvals process.
- Currently working with ITP to arrange for enhancements to the new web form.

Social Media

	<ul style="list-style-type: none"> 11 x Facebook posts 1 x Facebook note content has reached over 44,400 people received 466 likes and 118 shares we can see 240 comments in total 2 x videos / 934 video views / 254 minutes video content has been viewed
	<ul style="list-style-type: none"> 7 x LinkedIn updates content has reached 21 800 members received 173 likes
	<ul style="list-style-type: none"> 9 x tweets seen by 7300 people

Channel	Description	Reach/Impressions	Likes	Shares	Comments/Clicks	Engagement
Facebook						
17/8	#Odourbusters 4weeks on the job	1617	13	4	3	6%
14/8	#Odourbusters team dedication	1243	10	0	2	5%
11/8	As soon as you smell it, report it	15 910	135	69	104	9%
9/8	#Odourbusters finding the odour	1003, Video views 315, Minutes viewed 86	9	0	0	5%
4/8	#Odourbusters community intel	1446	12	1	0	4%
1/8	#Odourbusters toolkit (community)	1349	14	0	1	6%
27/7	#Odourbusters a week in action	1545	33	2	5	13%
23/7	#Odourbusters toolkit (anemometer)	1499, Video views 619, Minutes viewed 168	15	4	7	7%
20/7	Odour nose no time	1779	39	6	1	13%
19/7	Tackle Swanbank scent	1483	12	1	1	5%
19/7	#Odourbusters taskforce	14 518	160	31	115	8%
19/7	Thank you for survey	1100	14	0	1	3%
Twitter						
17/8	#Odourbusters 4weeks on the job	336 impressions			3 engagements	0.9%
14/8	#Odourbusters team dedication	487 impressions			10 engagements	2.1%
11/8	As soon as you smell it, report it	564 impressions			7 engagements	1.2%
9/8	#Odourbusters finding the odour	742 impressions			9 engagements	1.2%
4/8	#Odourbusters community intel	721 impressions			16 engagements	2.2%
1/8	#Odourbusters toolkit (community)	822 impressions			12 engagements	1.5%
27/7	#Odourbusters a week in action	972 impressions			29 engagements	3.0%
23/7	#Odourbusters toolkit (anemometer)	1295 impressions			7 engagements	0.5%
20/7	Odour nose no time	1377 impressions			12 engagements	0.9%
LinkedIn						
17/8	#Odourbusters 4weeks on the job	3064 impressions	31		106 clicks	4.5%
9/8	#Odourbusters finding the odour	4134 impressions	22		2 comments / 66 clicks 1510 video views	2.25%
3/8	#Odourbusters community intel	2496 impressions	22		75 clicks / 1 comment	4.01%
27/7	#Odourbusters a week in action	3732	27		3 comments / 190 clicks	5.89%
20/7	Odour nose no time photo	3514	29		81 clicks	3.16%
19/7	#Odourbusters taskforce	2831	34		71 clicks	3.78%
19/7	Thank you for survey	1956	8		34 clicks	2.15%

Logistics

- OAT stickers to be delivered to shopfront with Emily Jones and David Darvall on Wednesday 29 August.
- Systems services have fixed the shopfront printer and configured it to work with the staff's laptops wirelessly. Still troubleshooting the scanning function – more advice to come.
- Sarah Roberts is out of the office from Wednesday 29 August to Monday 3 September. Please send any urgent travel/vehicle/logistics requests to Tracey Barker in the interim. All other processing and requests including travel bookings from week commencing 10 September will be completed upon return.
- Approvals process amended: for all expenditure and purchasing requests please send these direct to Rachael Stegemann, EO, EESWQC to request approval with the ED, EESWQC.

Contact List

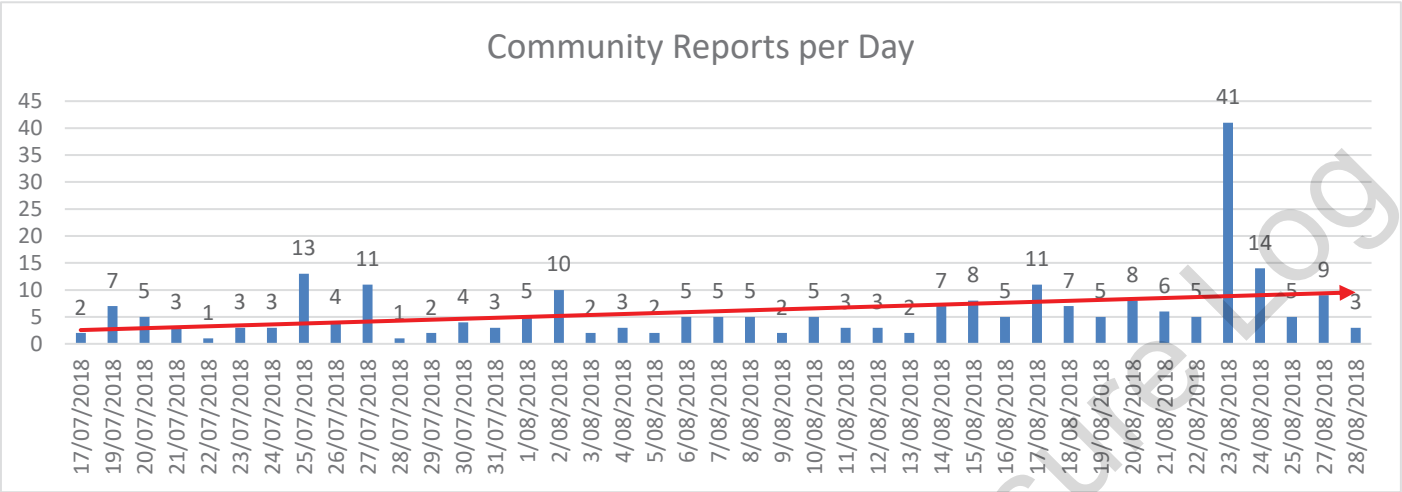
Name	Area	Contact
Kath Sherman	Senior Management	sch 4 - mobile phone
Jordan Brown	Systems Support	3330 5903
Emily Jones	Regulatory Response	3330 5292
Shari Sievers	Community Response Team	3181 2410
Karen Adams	Community Engagement	sch 4 - mobile phone
Alan Teague	Community Engagement	
Dave Darvall	Field Response	
Alison Buchanan	Shopfront	
Shane Manahan	Operations Centre	3330 5532
Sarah Pincott	Internal Communications	3330 6002
Eloise Williams	External Communications	sch 4 - mobile phone
Stacey Strybos	Corporate Communications	3339 5821
Katie Bain	Social Media	3330 5530
Sarah Roberts	Logistics	3330 5349

Approval

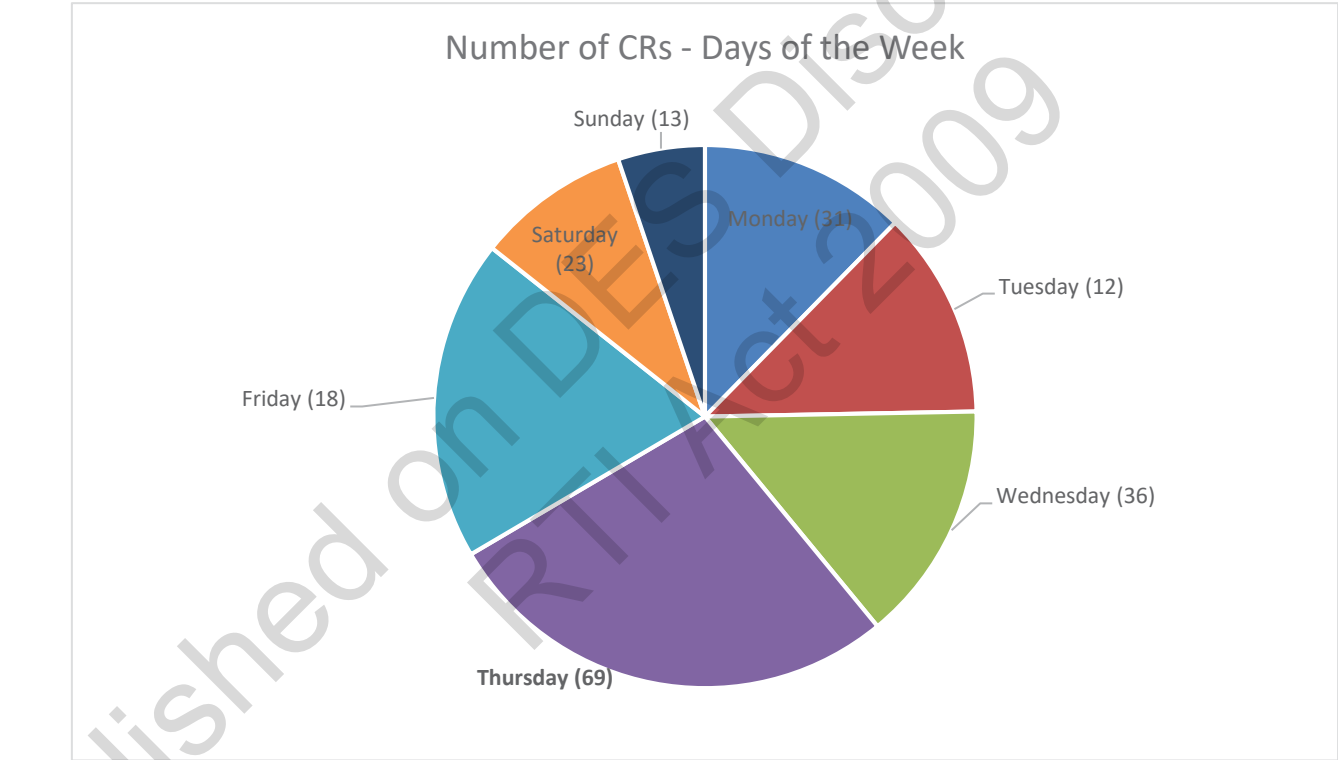
	Dean Ellwood
Director, SCII	Deputy Director-General, ESR
	3330 5628

Community Reports per Day:

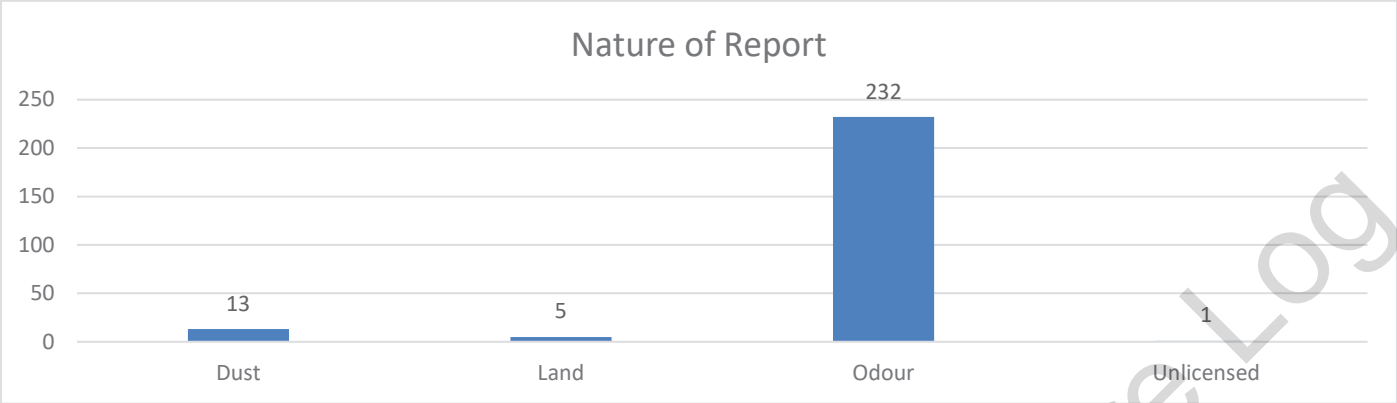
Below is a summary of the number of community reports received each day as at 28/08/2018 (total CRs = 251). Please Note - 10 after hours reports were received and are yet to be processed so are not included in these numbers.



Below is a summary of the days of the week when the department receives odour reports as at 28/08/2018 (total CRs = 251). Please Note - 10 after hours reports were received and are yet to be processed so are not included in these numbers.



CR Nature Types:
Below is a summary of the nature types of odour reports received as at 28/08/2018 (total CRs =251). Please Note - **10** after hours reports were received and are yet to be processed so are not included in these numbers.



Suburb 'Hot Spots':
Below is a summary of suburbs where community reporters are located as of 28/08/2018 (total CRs = 251). Please Note - **10** after hours reports were received and are yet to be processed so are not included in these numbers.

Note¹: The above suburb 'hot spots' relate to the suburb where the community reporter resides and is not necessarily the same suburb where the odour nuisance originates from.

Note²: Goodna, Walloon, North Booval, Ipswich and Leichhardt, Springfield Lakes are not within the priority suburb area (i.e. immediate impact zone).

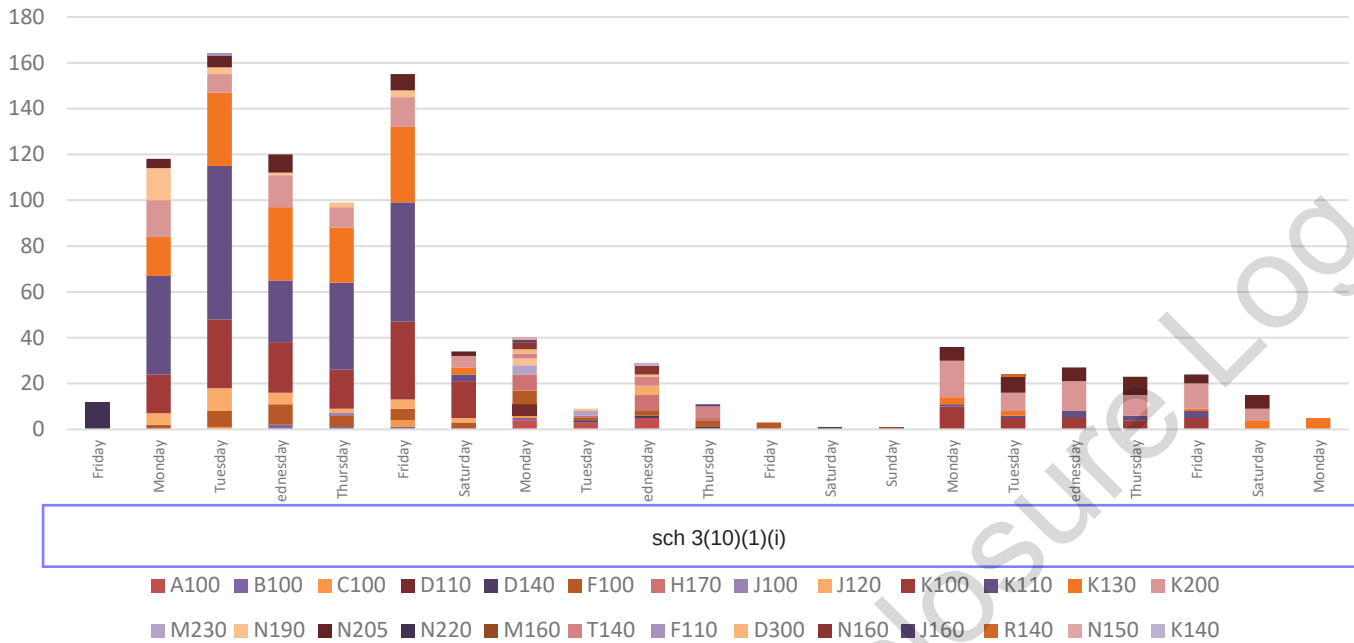
Note: See attached map - Suburb 'Hot Spots'.

sch 3(10)(1)(i)

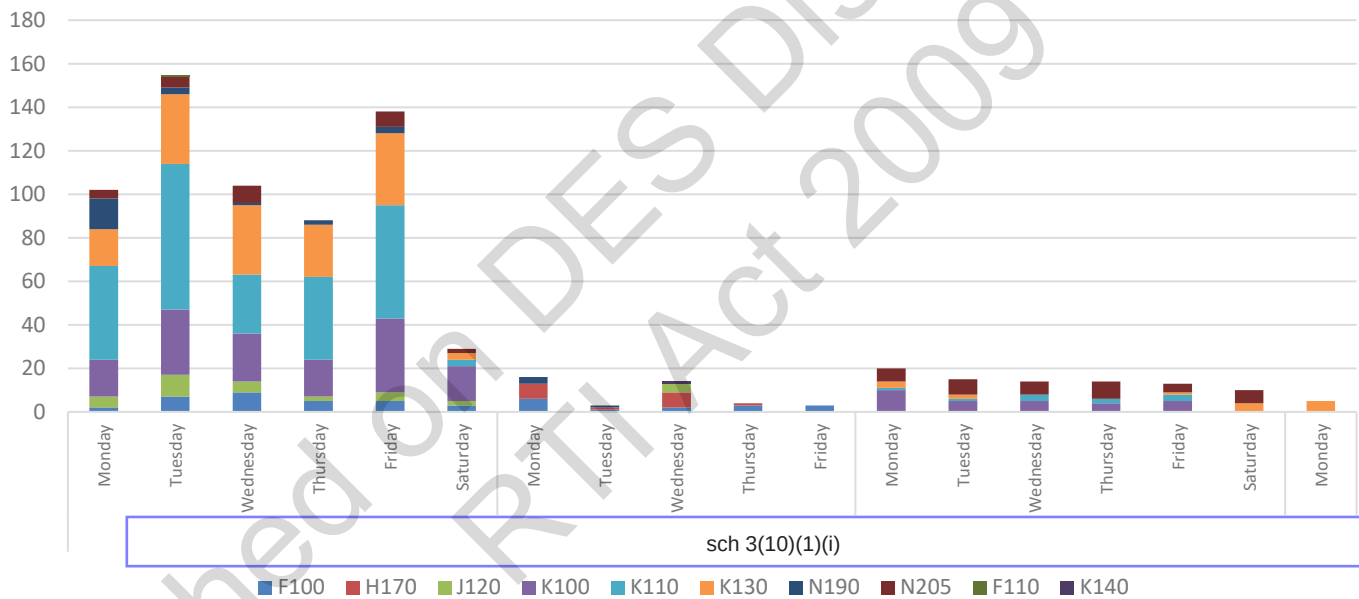
The below graph identifies the potential source of alleged odour as identified by available intelligence as at 28/08/2018 (total CRs = 251). Please Note - **10** after hours reports were received and are yet to be processed so are not included in these numbers.

Waste Tracking

Total amount of ALL waste received (certificates) by weekday and operator within the SIA since 13/07/2018



Total amount of ODOUR CAUSING waste received (certificates) by weekday and operators within SIA since 13/07/2018



- A100 waste from surface treatment of metals or plastics
- B100 acidic solutions and acids in solid form
- C100 basic (alkaline) solutions and bases (alkalis) in solid form
- D110 inorganic fluorine compounds, other than calcium fluoride
- D140 chromium compounds (hexavalent and trivalent)
- D300 non-toxic salts
- F100 inks, dyes, pigments, paints, lacquers or varnish
- F110 resins, latex, plasticisers, glues or other adhesives
- H170 wood-preserving chemicals
- J100 mineral oils
- J120 oil and water mixtures or emulsions, or hydrocarbons and water mixtures or emulsions
- J160 tarry residues arising from refining, distillation or any pyrolytic treatment
- K100 animal effluent and residues, including abattoir effluent and poultry and fish processing wastes
- K110 grease trap waste
- K130 sewage sludge and residues, including nightsoil and septic tank sludge
- K200 liquid food processing waste
- M160 organohalogen compounds, other than another substance stated in this schedule
- M230 triethylamine catalysts for setting foundry sands
- N190 filter cake, other than filter cake waste generated from the treatment of raw water for the supply of drinking water
- N205 residues from industrial waste treatment or disposal operations
- N220 asbestos
- T140 tyres