



Premier of Queensland
Minister for Trade

For reply please quote: PU/SA – TF/18/115 – DOC/18/22737

27 FEB 2018

The Honourable Leeanne Enoch MP
Minister for Environment and the Great Barrier Reef
Minister for Science and Minister for the Arts
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Dear Minister

On 11 December 2017, I announced a new Cabinet team and reaffirmed our commitment to Queenslanders to provide a strong, stable majority Government, and to drive the Queensland Government's policy agenda which prioritises jobs, health and education.

We will work closely together advancing Queensland to create jobs in a strong economy, ensure a great start for our children, improve the health of Queenslanders, support safe communities, protect the Great Barrier Reef and ensure a responsive Government.

Queenslanders have entrusted us with providing principled and stable government, and delivering on the promises we have made. It is critical that we work hard to prove ourselves worthy of this trust.

For this reason, I write to outline the delivery priorities to meet our Government's commitments. For many of these delivery priorities, it will be essential that you work closely and constructively with your colleagues to deliver the best outcome for Queenslanders.

Following on from last week's Council of Australian Governments meeting, it is essential that you focus your attention on National Agreements, Partnerships and reforms related to your portfolio responsibilities to ensure Queensland's interests are represented and the benefits to Queenslanders are maximised.

The attached Portfolio Priorities Statement defines your key priorities for this term of government. It is intended that these priorities will also inform Chief Executive Officer performance agreements and shape the functions and activities of departments and agencies.

I intend to regularly meet with you to discuss progress in implementing the actions identified.

I expect that at all times ministers will make all decisions and take all actions in the public's interest without regard to personal, party political or other immaterial considerations. I refer you to Governing Queensland, on the Department of the Premier and Cabinet website at

www.premiers.qld.gov.au/publications/categories/policies-and-codes/handbooks.aspx for a suite of policy and administrative handbooks.

I look forward to working closely with you to deliver great outcomes for Queensland.

Yours sincerely

A handwritten signature in black ink, consisting of a stylized 'A' followed by a long horizontal line.

**ANNASTACIA PALASZCZUK MP
PREMIER OF QUEENSLAND
MINISTER FOR TRADE**

***Encl**

Portfolio Priorities Statement

Minister: Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts
The Hon Leeanne Enoch MP

Department: Environment and Science

Whole-of-Government Priorities

Overarching Direction	All Ministers and their staff to work closely together advancing Queensland, focusing on the following priorities: <ul style="list-style-type: none">• Create jobs in a strong economy;• A great start for our children;• Healthy Queenslanders;• Safe communities;• Protect the Great Barrier Reef; and• A responsive Government.
Consultation	All Ministers and their staff to focus on meeting regularly with the community and key stakeholders to inform policy development and achieve the best outcomes for all Queenslanders.
Integrity and Accountability	All Ministers and their staff demonstrate transparent, accountable and ethical behaviour and make all decisions and take all actions in the public interest without regard to personal, party political or other immaterial considerations.
Collaboration	All Ministers, supported by their Chief Executive Officers, establish strong working relationships across portfolios to deliver the Government's priorities.
Investing in Our People	All Ministers support their Chief Executive Officers to focus on motivating and increasing the capability of the public sector.

Government Commitments

Election Commitments	All Ministers prioritise the delivery of all election commitments.
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Delivery Priorities

Environment and Heritage Protection	<p>Continue to lead the implementation of the Queensland Government's <i>Climate Adaptation Strategy</i> and <i>Climate Transition Strategy</i>.</p> <p>Implement the Protected Area Strategy in accordance with the cardinal principle to preserve and protect natural conditions, cultural resources and values to the greatest possible extent.</p> <p>Continue to work closely with beverage manufacturers, retailers, local government, the waste and resource recovery industry, and the community to ensure a smooth transition and operation of the container refund scheme and plastic bag ban.</p> <p>Consult with industry, local government and community stakeholders to review the Queensland Waste Avoidance and Resource Productivity Strategy.</p> <p>Support the Government's reforms to mine rehabilitation and financial assurance, including leading efforts to ensure mined land is rehabilitated progressively, and that all land disturbed by mining activities is rehabilitated to a safe and stable landform that does not cause environmental harm and is able to sustain an approved post-mining land-use.</p> <p>Work with the Minister for State Development, Manufacturing, Infrastructure and Planning to act on the recommendations of the expert panel regarding protection of koalas in south-east Queensland.</p> <p>Work with the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships and stakeholders to design, develop and implement the flagship \$500 million Land Restoration Fund.</p> <p>Work with the Minister for State Development, Manufacturing, Infrastructure and Planning, traditional owners, stakeholders and communities to ensure our State's pristine rivers are protected. This will include a review of the <i>Regional Planning Interests Act 2014</i> to provide adequate protection for these rivers.</p> <p>Work with the Minister for Innovation and Tourism Industry Development and Minister for the Commonwealth Games to identify opportunities to support the growth of the ecotourism industry in Queensland.</p>
Great Barrier Reef	<p>Continue actions to improve water quality in key catchments entering the Great Barrier Reef and meet commitments in the <i>Reef 2050 Long-Term Sustainability Plan</i> and the <i>Reef Water Quality Protection Plan</i>.</p> <p>Continue to implement the recommendations of the Great Barrier Reef Water Science Taskforce, including the establishment of enhanced reef regulations to drive down pollution from land uses in reef catchments.</p> <p>Lead Queensland's involvement with UNESCO regarding measures taken to protect the Great Barrier Reef.</p> <p>Work with the Minister for Innovation and Tourism Industry Development and Minister for the Commonwealth Games to identify opportunities to support sustainable growth of the ecotourism industry on the Great Barrier Reef.</p> <p>Work with all Cabinet Ministers to identify opportunities to support innovative projects that will have an overall positive impact on the health of the Great Barrier Reef catchment.</p>
Science	<p>Facilitate the 2018 Ausbiotech National Conference including an early stage investment event that will profile Queensland's life sciences internationally and provide an opportunity for local industry to meet global biotechnology leaders and investors.</p> <p>Support the commercialisation of new bio-products and improve the business environment for biodiscovery by commencing the reform of the <i>Biodiscovery Act 2004</i>.</p>

	<p>Engage with the Commonwealth around the <i>National 2030 Strategic Plan</i> and the <i>National Collaborative Research Infrastructure Strategy</i>.</p> <p>Support Life Sciences Queensland's work to grow and promote the State's life sciences industry, including a strong Queensland presence at the annual BIO International Conference.</p> <p>Strengthen existing international science partnerships and identify opportunities to develop new international partnerships to maintain Queensland's global reputation as a science leader.</p>
Arts	<p>Lead the development and management of Queensland's major arts and cultural assets, including Brisbane's Cultural Precinct, through the strategic planning, procurement and delivery of Infrastructure projects, capital works programs and maintenance services.</p> <p>Continue supporting arts and cultural activities that provide public value for Queensland communities, build local cultural capacity, cultural innovation and community pride, in partnership with local councils and industry.</p> <p>Optimise cultural, social and economic outcomes through the effective administration of Arts Queensland's arts funding programs to benefit arts practitioners, arts workers, audiences and communities throughout Queensland.</p>
COAG National Agreements, National Partnerships & Significant National Reform Projects	<p>Lead the implementation of existing National Agreements and Partnerships and negotiations associated with proposed new Agreements:</p> <ul style="list-style-type: none"> • Intergovernmental Agreement on a National Framework for Responding to PFAS Contamination • The Great Barrier Reef Intergovernmental Agreement (co-lead with Minister for Innovation and Tourism Industry Development and Minister for the Commonwealth Games) • National Whale Stranding Action Plan Project Agreement. <p>Contribute to:</p> <ul style="list-style-type: none"> • The National Indigenous Reform Agreement (Closing the Gap) • National Disability Strategy.

SECURITY CLASSIFICATION: UNCLASSIFIED

BRIEFING NOTE – DIRECTOR-GENERAL

Subject **Project Proposal for Enhanced Communication and Regulatory Response to On-going Community Concerns about Industries Located at Swanbank and its Surrounds.**

Approval required as soon as possible in order to respond to concerns identified by the Swanbank Community Survey.

RECOMMENDATION

It is recommended that the Director-General:

- **approve** the project, its deliverables and associated resourcing requirements
- **note** that the division will work with Corporate Services on funding and position options.

BACKGROUND

- The Department of Environment and Science (the department) has employed its existing legislation, policies and procedures to assessment and compliance activities in the Swanbank Industrial Area (SIA).
- Heightened community awareness of waste management issues and encroaching suburban development have created a situation in which some community members and groups are actively questioning the adequacy of the department's response to managing the impact of industrial activities in the Swanbank area.
- The recent Swanbank Community Survey has confirmed that a significant proportion of the community living around the SIA have concerns about odour and waste management.
- It also found that only 12% of survey respondents were aware of what the department was doing to manage these environmental issues.

KEY ISSUES

- To address the community concerns described above, the department is proposing to form a stand-alone team to conduct a 12-month intensive project commencing July 2018.
- Specific deliverables for the project include:
 - improve engagement with the community, waste industry and community leaders through formal communication (for example, emails, newsletters, meetings and working groups), web based delivery, social media and reporting apps
 - deploy innovative technologies to provide contemporary measurements of water quality, air quality and noise that can be easily accessed by the community
 - establish a dedicated team of environmental officers to provide intensive scrutiny of the environmental performance of the SIA based industries
 - review environmental authority operating conditions to ensure they are adequate for managing environmental and nuisance risks.
- To achieve these deliverables, the department will establish a team of 10 specialist officers including leadership by a senior officer.
- Cutting-edge environmental monitoring equipment will be purchased and deployed.

ELECTION/CABINET/PUBLIC COMMITMENTS/LEGISLATION

- This brief does relate to the commitment to conduct a survey of residents surrounding the SIA.

FINANCIAL IMPACTS

- **Attachment 1** provides a breakdown of the estimated resources required to achieve the project deliverables described above including funding that can be subsidised from the existing divisional budget and new funding required.
- The 12-month project is \$2.505 million investment, of which an additional \$1.361 million and eight new temporary positions need to be sourced from within the department.
- Existing divisional resources that can be committed to the project without impacting on core deliverables have been identified and accounted for in the project's total cost..

CONSULTATION

- The Chief Finance Officer is yet to be consulted (due to urgency to progress this brief to enable publishing of Colmar Brunton Survey report).

FUTURE STEPS

- Seeking Ministerial approval to publish Colmar Brunton Survey Report online, with associated media statement and social media promotion.
- Commence planning to staff the dedicated project team.
- Undertake detailed project planning prior to implementation.

Endorsed

Noted / Approved / Not Approved

Dean Ellwood

Deputy Director-General

Environmental Services and Regulation Director-General

14 / 6 / 2018

sch4 - signature

Jamie Merrick (or the Senior Director on behalf of)

Director-General

26 / 6 / 18

Director-General or Senior Director comments

Swanbank Project - 12 months

	FTE Current	FTE New	Total FTE	Current Funding	New Funding	Total Investment
Program Management, Accountability and Reporting						
Staffing						
Executive Director and Directorate (<i>In-kind Senior Leadership and</i>				100,000		100,000
SO Director (<i>Leadership, interface with senior management, elected</i>		1	1		150,000	150,000
representatives, community leaders and media)		1	1		138,000	138,000
AO8 Manager (<i>Project management and delegate decisions</i>)		1	1		75,000	75,000
AO3 Administration Office (<i>Administrative support,</i>					70,000	70,000
Accommodation for 8 staff and 3 carparks - 117 Brisbane St, Ipswich					7,000	7,000
Vehicle lease - Toyota Corolla Hybrid					20,000	20,000
Operating costs						
Total Program Management	0	3	3	100,000	460,000	560,000
Engagement with community, waste industry and community						
Staffing						
PO3 Engagement Officer	1		1	100,000		100,000
PO2 Engagement Officer	1		1	78,000		78,000
Swanbank and Surrounds Survey 2018				50,000		50,000
Consultancy - 6mth and 12mth surveys					100,000	100,000
Communication/Media - social media,, media, responses, website			0	50,000		50,000
Vehicle lease - Toyota Rav 4 Petrol Auto					7,000	7,000
Operating costs				5,000		5,000
Total Engagement	2	0	2	283,000	107,000	390,000
Monitoring and Data Analysis						
Staffing						
AO6 Intelligence Officer (<i>researching, interpreting data</i>)		1	1		112,000	112,000
PO3 GIS Officer (<i>mapping products, spatial analyses</i>)		1	1		98,000	98,000
Scientific Services						0
ESR and Science Delivery in-kind services				200,000		200,000
Consultancies					100,000	100,000
Monitoring Equipment (dust, odour, water quality monitoring)				50,000	80,000	130,000
Operating costs, including sampling and laboratory analysis costs					50,000	50,000
Total Monitoring and Data Analysis	0	2	2	250,000	440,000	690,000
Incident Response and Inspections						
Staffing						
PO4 Environmental Officers (<i>incident response, inspections,</i>		3	3		336,000	336,000
AO7 Manager, TORA	1		1	126,000		126,000
Vehicle lease - Toyota Hilux 4WD branded vehicle					8,000	8,000
Community Reporting App				60,000		60,000
Operating costs					10,000	10,000
Total Incident Response and Inspections	1	3	4	186,000	354,000	540,000
Environmental Authority reviews and amendments						
Waste and Contaminated Land team				125,000		125,000
Waste Acceptance Criteria for Composters review				200,000		200,000
Total Environmental Authority reviews	0	0	0	325,000	0	325,000
TOTAL SWANBANK PROJECT	3.0	8.0	11.0	1,144,000	1,361,000	2,505,000

Published under the RTIA Act 2009
Disclosure Log





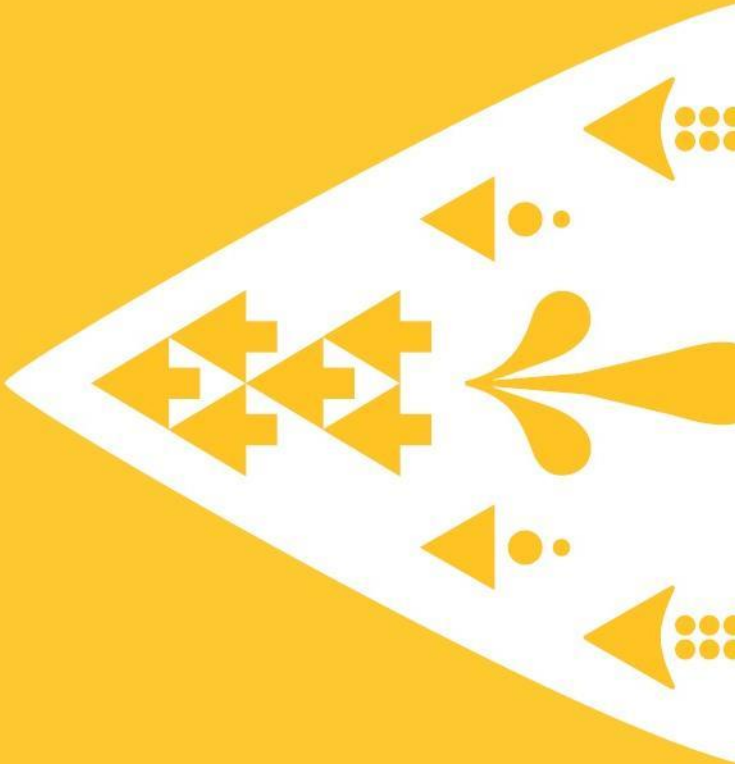
Department of Environment and Science.
Swanbank Community Research.

Research Report.
Colmar Brunton.



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Background and Methodology.

Background.

The Environmental Services and Regulation (ESR) division of the Department of Environment and Science (DES) sought feedback from the Ipswich community regarding ongoing odour issues associated with odour generating industries in the area.

Odour issues have been experienced by residents surrounding the suburb of Swanbank for some time, and since 2013, there have been significant increases in the number of reported odours during the warmer months of the year.

DES has been working with Ipswich City Council and Queensland Health on the issue, to find solutions to the odour problem and to keep the local community informed.

As part of a multi-faceted review process, DES is interested in hearing community concerns, experiences and feedback about the perceived impacts of odour generating commercial activity in the area, and commissioned independent market research consultancy Colmar Brunton to garner such information and insight.



Research Objectives.

The objectives of this research were to:

- Better understand community opinions on the source and impacts of odour issues experienced in the area.
- Gather further insight into resident's odour experiences —when and where it occurs.
- Seek opinion on how well the odour issues are being managed, and what could be done better and by who.
- Gain insight into residents' experiences interacting with DES when reporting an odour concern—how was it handled?
- Understand community's concerns on the impacts of waste and composting activity conducted in the area more broadly.
- Determine environmental aspects of greatest interest and concern to the community.
- Determine how the community would best like DES to keep them informed on any odour or waste issues.

All which will lead to:

- Improvements in DES's targeted monitoring program and support actions in the management of odour generating commercial activity.
- Increased public awareness of the proactive work being done to manage nuisance and waste issues in the community.
- Improve communication and engagement with the community.

1

Project Scoping Meeting

Agreement on research approach (scope, sample, method etc.)

2

Quantitative Research

n=800 telephone surveys
Ipswich general community +
n=635 surveys via public
consultation (opt-in; online)

Max 12 mins

3

Insights

Analysis and reporting of results.

- a) Topline report in excel
- b) Full interpretive report (this document)

Methodology in Detail.



DATA COLLECTION APPROACH

- A telephone survey was conducted with n=800 Ipswich residents. A random selection of residents aged 18 years plus living in the odour 'affected' areas around Ipswich was undertaken, including the suburbs of Ripley, Riverview, Redbank Plains, Raceview, Flinders View, Collingwood Park, Blackstone, Ebbw Vale, and Dinmore.
- Surveys were approximately 12 minutes in duration and undertaken between 16 April 18 and 4 May 18.
- In addition to this, the Department made available an online survey link to allow members of this community to opt-in to the survey. The data was reviewed to ensure that only those residents living in the suburbs above, or immediate surrounding suburbs were included (i.e. specifically within the two SA4s of 'Ipswich – Inner' and Springfield – Redbank'). The total sample size achieved in the online survey was n=635.
- Both datasets have been post-weighted according to age, gender and location to correct for any minor skews in the sample profile. The telephone survey was able to be weighted by suburb, whereas the online survey was weighted by SA4. SA4s are a geographical ABS sub-state breakdown of Australia. In regional areas, SA4s tend to have populations of between 100,000 to 300,000 people. In metropolitan areas, SA4s tend to have larger populations (300,000 – 500,000 people).
- The views of each survey group are presented separately due to the fact that opt-in participants were found to be significantly more engaged with the topic and not representative of general community views.

SAMPLE SIZES & MARGIN OF ERROR

- The margin or error associated with the telephone survey is +/-3.4%. This survey can be considered highly reflective of the 'affected' suburbs – generally any margin of error less than +/-5% is considered acceptable in market research.

A detailed profile of the research samples can be seen in the Appendix.



Interpretation notes.

- In some charts and tables figures may add up to more than 100%. This is either because of:
 - Rounding effects; or
 - A question allowing multiple rather than single response.
- Responses shown in bar charts are ordered from highest mentioned response (%) to lowest mentioned response (%).
- Where scale questions are reported, results are ordered from the most positive responses at the left (e.g. highest % strongly agree) to the least positive responses to the right (e.g. lowest % strongly agree).
- Both the telephone and online surveys were weighted by gender, age (3 breaks) and location. The basis on which location was weighted was slightly different for each survey. The telephone survey was weighted by suburb while the online sample was weighted by SA4. The online sample was not able to be weighted by suburb due to a greater distribution of suburbs than the telephone survey. Small samples in particular suburbs meant that suburb weighting could not be applied due to the need to apply weights that were too large.

Because the online survey allowed residents to opt-in whereas the telephone survey was completely random, the telephone survey is the most accurate and representative survey of the Swanbank local community. **Online respondents were found to be much more engaged with the topic** and therefore the results for this group on some survey questions vary significantly from that of the random telephone survey of Ipswich residents. Other differences between the telephone and online samples can be accounted for by mode of data collection.



Executive Summary.

Published on DLS Disclosure Log
RTI Act 2009

Key Findings.

Ipswich as a place to live

Perceptions of Ipswich and surrounds as a place to live are largely positive.

Positive perceptions are largely associated with proximity to amenities and everything residents need.

Negative perceptions are largely associated with crime/violence/theft, but smells/odour concerns were heightened amongst those who participated in the online consultation.

Specific concerns in the area

The range of **general** issues perceived to be affecting the Ipswich area is varied; but the smell and the dump are spontaneously mentioned in the top third of issues. Environmental impacts rank high in terms of levels of concern.

Looking specifically at **environmental issues** affecting the local area, waste management facilities and air pollution quality are the top two most commonly mentioned issues. Concern about local rubbish issues, air pollution / quality and water management facilities is high.

However when asked about the greatest threats to the local environment, smells / odours rank lower by comparison.

Over half of the Ipswich community believe industry is impacting the Ipswich and surrounding environment.



Key Findings.

Awareness and concern of odours

When prompted, awareness of odours in the local community is moderately high and are certainly a concern given frequency and intensity. Half of residents (52%) have noticed an odour nuisance in the local area, and 6 in 10 (57%) are concerned about local air quality.

Amongst those who have noticed an odour:

- A significant proportion (73%) have noticed it at least once a week, including over a third (36%) who report this occurs daily.
- A significant proportion (76%) also report this most recently occurred in the last week, including 55% reporting it occurred in the last few days.
- The odour generally lasts several hours (57%), a further 19% report it lasts all day.
- The odour is largely described as faecal (like manure) (44%) or compost waste (37%). However a mixture of odours are described, with a further quarter describing it as rotten eggs (25%) or dead animal (22%).
- The intensity tends to vary (65%). Most residents describe the intensity of the odour as strong, very strong or extremely strong (70%).
- Most residents say the odour is more noticeable in changing weather conditions, particularly when its windy.
- 2 in 3 residents believe they know the source of the odour – the Swanbank Dump is the most commonly mentioned suspect.

Odour awareness, concern, perceived frequency and duration is higher amongst those who opted into the online public consultation.



Key Findings.

Future updates on the odour

4 in 10 (39%) Ipswich residents surveyed by telephone would like to be updated on odour management issues in the Ipswich area. This increases to 76% of those who opted into the online public consultation.

Both groups clearly prefer being updated by email than any other channel (60%+).

Future updates on other environmental matters

Residents would like to be updated on a broad range of environmental topics important to Queensland (no stand-out topics).

They would receive this topical information via social media (incl. Facebook), and to a lesser extent, TV or radio.

Reporting environmental matters to the Department

When reporting an environmental matter to the Department, most residents would prefer to do so via phone or email.

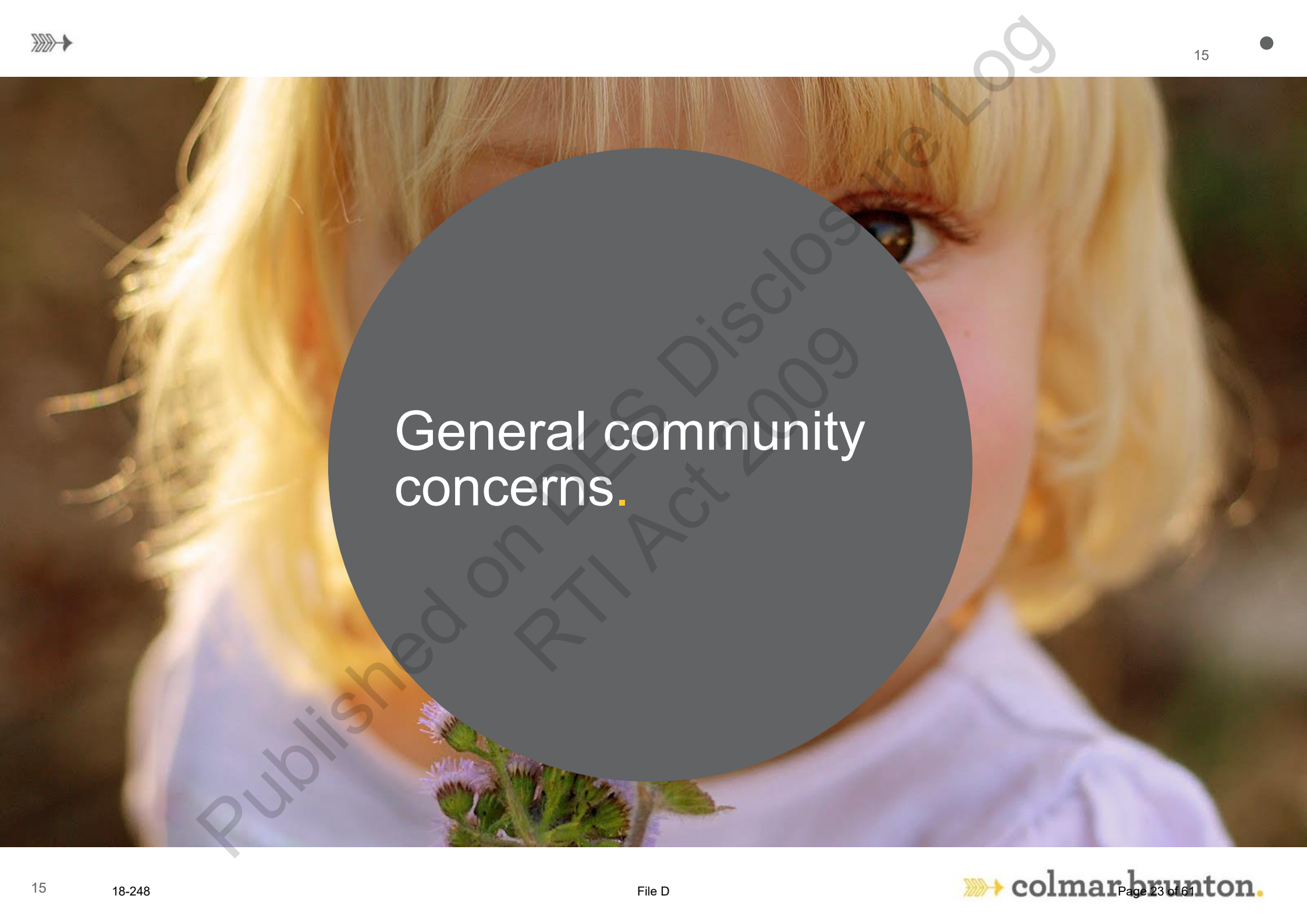
However, when prompted on the idea, there is certainly support for a mobile app to report an issue and provide supporting material to the Department, particularly amongst the online public consultation group who are more engaged with the topic.





Findings.

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RTI Act 2009



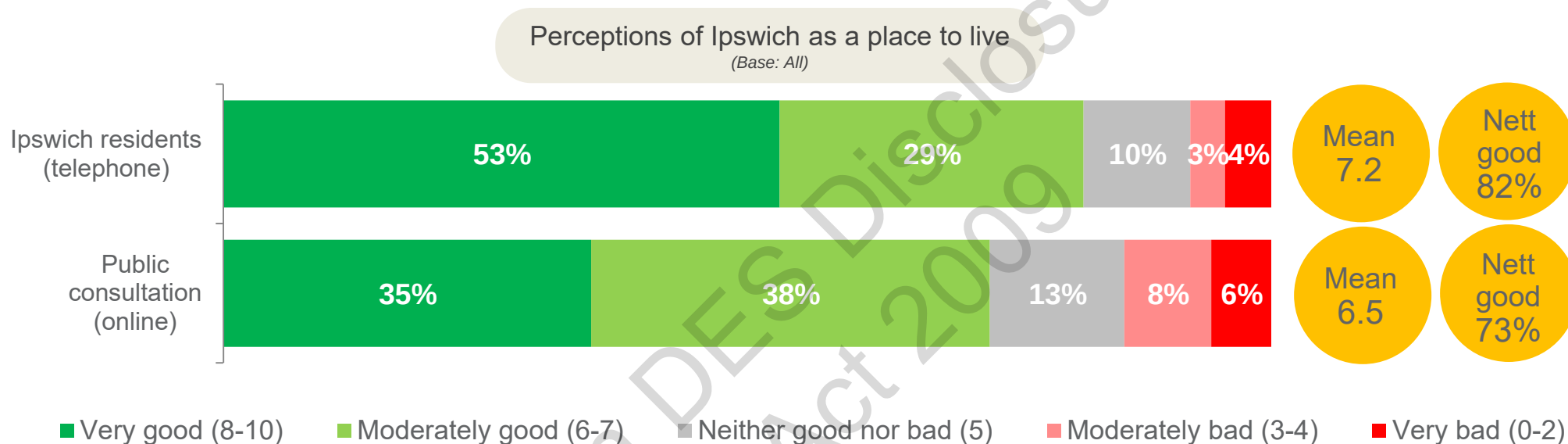
General community concerns.



Perceptions of Ipswich as a place to live.

Published on Data Disclosure Log
RTI Act 2009

Perceptions of Ipswich and surrounds as a place to live are largely positive.



- Just over 8 in 10 (82%) of Ipswich residents surveyed by telephone rated Ipswich as a place to live positively, including over half (53%) who described it as very good (% rated 8-10).
- The perception was also largely positive amongst those who participated in the online public consultation (73% rated positively, including 35% who rated it as very good), however the perception was not as positive compared to Ipswich residents surveyed by telephone. Just over one in four (14%) described it as bad or very bad (% rated 0-4).



Positive perceptions of Ipswich and surrounds as a place to live are largely associated with proximity to amenities and everything residents need.

- Apart from general comments about the area being 'a good place to live' (28% of Ipswich residents surveyed by telephone), 'proximity to amenities and everything I need' was spontaneously mentioned by 17% of those who rated it positively.
- This was followed by mentions of the area being a 'friendly community' (10%).
- The drivers of positive perceptions are similar amongst those who participated in the online public consultation.
- These findings can be seen on the next two pages.



Negative perceptions of Ipswich and surrounds as a place to live are largely associated with crime/violence/theft, but smells/odour concerns were heightened amongst those who participated in the online consultation.

- 'Crime/violence/theft' was the top reason mentioned by Ipswich residents surveyed by telephone (26%), whereas smells/odours was mentioned by a significant proportion of those who opted into the online public consultation (66%). 'Crime/violence/theft' ranked second in terms of reasons amongst this group (24%).
- This supports the finding that those who opted into the online public consultation were significantly more engaged with the topic of smells/odours than the general population.



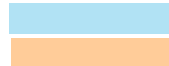
Reasons for rating of Ipswich as a place to live Ipswich residents (telephone)

(Base: All)

	TOTAL Ipswich residents (telephone)	Negative perception of Ipswich as place to live (%0-5)	Positive perception of Ipswich as place to live (%6-10)
Base	n=800	n=107	n=693
Good Place to live/Good area (general comment)	24%	3%	28%
Close to amenities in the area/Everything I need	14%	0%	17%
Crime/Violence/Theft	10%	26%	7%
Not perfect/It's improving	9%	13%	8%
Friendly/Good Community	8%	1%	10%
Trouble in the area (Troublesome Youth, Neighbours etc.)	6%	5%	6%
Need more development/improvements	6%	9%	5%
Have lived here for a long time/all of my life	6%	0%	7%
Smells in the area	5%	9%	4%
Quiet	4%	0%	5%
People (Dodgy, rude etc.)	4%	5%	4%
Location/Proximity to Brisbane/Gold Coast	4%	1%	5%
A lot of work/development being done in the area	4%	3%	4%
Council Issues/Corruption	3%	8%	2%
Good/affordable housing prices/land value	3%	1%	4%
Public Transport Infrastructure (Lack of/Needs improvement)	3%	10%	2%
Overcrowded	2%	7%	1%
Drugs	2%	2%	2%
Dump Issues	2%	3%	2%
Traffic Issues/Bad Traffic	2%	6%	0%
Unemployment/Minimal job opportunities	1%	4%	1%
Not too much traffic	1%	0%	2%
Bogans in the area	1%	2%	1%
Good employment	0%	0%	1%
Nothing/No Problems	7%	5%	8%
Other	17%	26%	15%
Don't know	1%	0%	1%



Q1b. In the previous question you rated Ipswich and the surrounding areas as a [RELEVANT RATING] out of 10. Could you please explain why you gave that score? OPEN ENDED QUESTION CODED INTO THE FILE FOR THE PURPOSE OF QUANTIFICATION



Statistically significant result – results are **higher** vs. other sub-group
Statistically significant result – results are **lower** vs. other sub-group



Reasons for rating of Ipswich as a place to live Public consultation (online)

(Base: All)

	TOTAL Public consultation (online)	Negative perception of Ipswich as place to live (%0-5)	Positive perception of Ipswich as place to live (%6-10)
Base	n=635	n=155	n=480
Smells in the area	39%	66%	28%
Close to amenities in the area	17%	1%	22%
Crime	13%	24%	10%
Need more development	13%	14%	12%
Good place to live (general comment)	9%	1%	12%
Bogans in the area	6%	12%	4%
Friendly	4%	1%	5%
Quiet	3%	1%	4%
Issues with the council	3%	5%	2%
Have lived here all of my life	3%	0%	4%
Unemployment	2%	3%	2%
A lot of work being done in the area	2%	1%	2%
Drugs	1%	1%	0%
Nothing	1%	1%	1%
Other	15%	17%	15%
Don't know	6%	0%	8%





Specific concerns in
the local area.

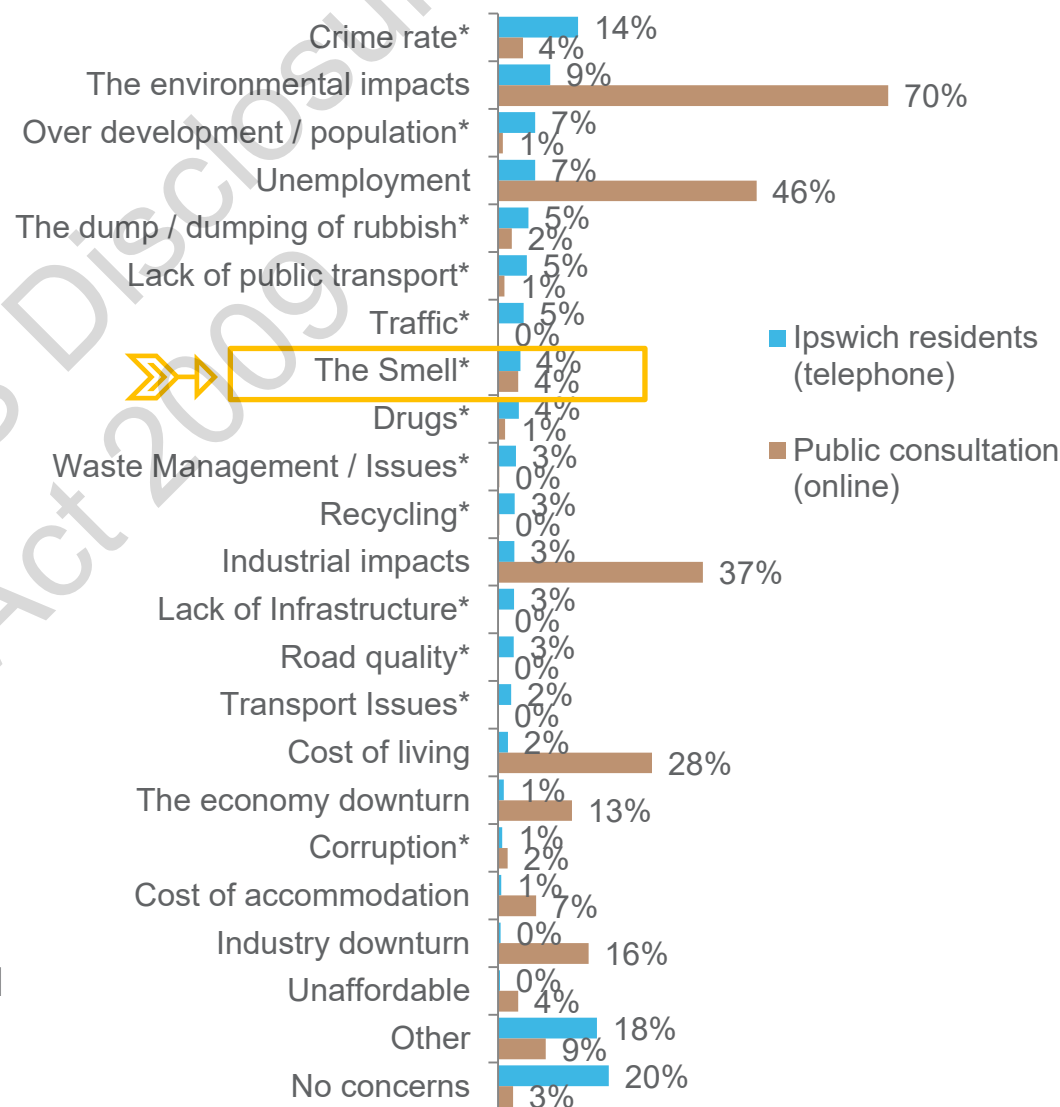
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The range of perceived **general** issues affecting Ipswich is varied; but the smell and the dump are mentioned in the top third of issues.

- The crime rate (14%), environmental impacts (9%), over development (7%) and unemployment (7%) are the most spontaneously mentioned issues amongst Ipswich residents surveyed by telephone.
- Environmental impacts (70%), unemployment (46%) and industrial impacts (37%) were the most spontaneously mentioned issues by those who opted into the online public consultation.
- Four percent of both groups spontaneously mentioned smells / odours.
- Results later in this report suggest the Swanbank Dump may be the most likely source of the smell, and mentions of this are slightly higher than the smell (5% amongst Ipswich residents surveyed by telephone).

Perceived **general** issues affecting Ipswich and surrounds
(Base: All)



Q2a. When we think about Ipswich and the surrounding areas, what are the main issues they face currently? (MR)

* Represents codes that have been created from other specify verbatims

NOTE - differences in % mention between telephone and online samples may be accounted for the fact that this question was 'do not read out' in telephone survey whereas the online survey showed this as a list of codes available for selection.

Environmental impacts rank high in terms of levels of concern about the local area.

- Those who mentioned specific issues of concern for the region were asked to rate their levels of concern about them.
- Those issues that were freely mentioned in 'other specify' option on the previous page are not included in this assessment – including odour issues.
- Furthermore, the results for some issues cannot be shown due to the small (thus unreliable) sample of residents who reported them as issues for the local area.
- Concerns for environmental issues are highest compared to the other issues rated - over 8 in 10 of each group who mentioned the issue reported they were very concerned about it.

Levels of concern about **general** issues affecting Ipswich and surrounds
(Base: Cited issue as a main concern in the area)

	Base (n=)	Nett not concerned or neutral (%0-5)	Nett concerned (%6-7)	Very concerned (%8-10)
Ipswich residents (telephone)				
Environmental impacts	80	9%	10%	81%
Unemployment	65	30%	15%	56%
Industrial impacts**	29	22%	24%	54%
Public consultation (online)				
Environmental impacts	448	1%	11%	88%
Cost of accommodation	52	6%	11%	83%
Cost of living	179	8%	16%	79%
Industrial impacts	203	10%	13%	77%
Industry downturn	85	15%	29%	57%
Unemployment	292	25%	27%	48%

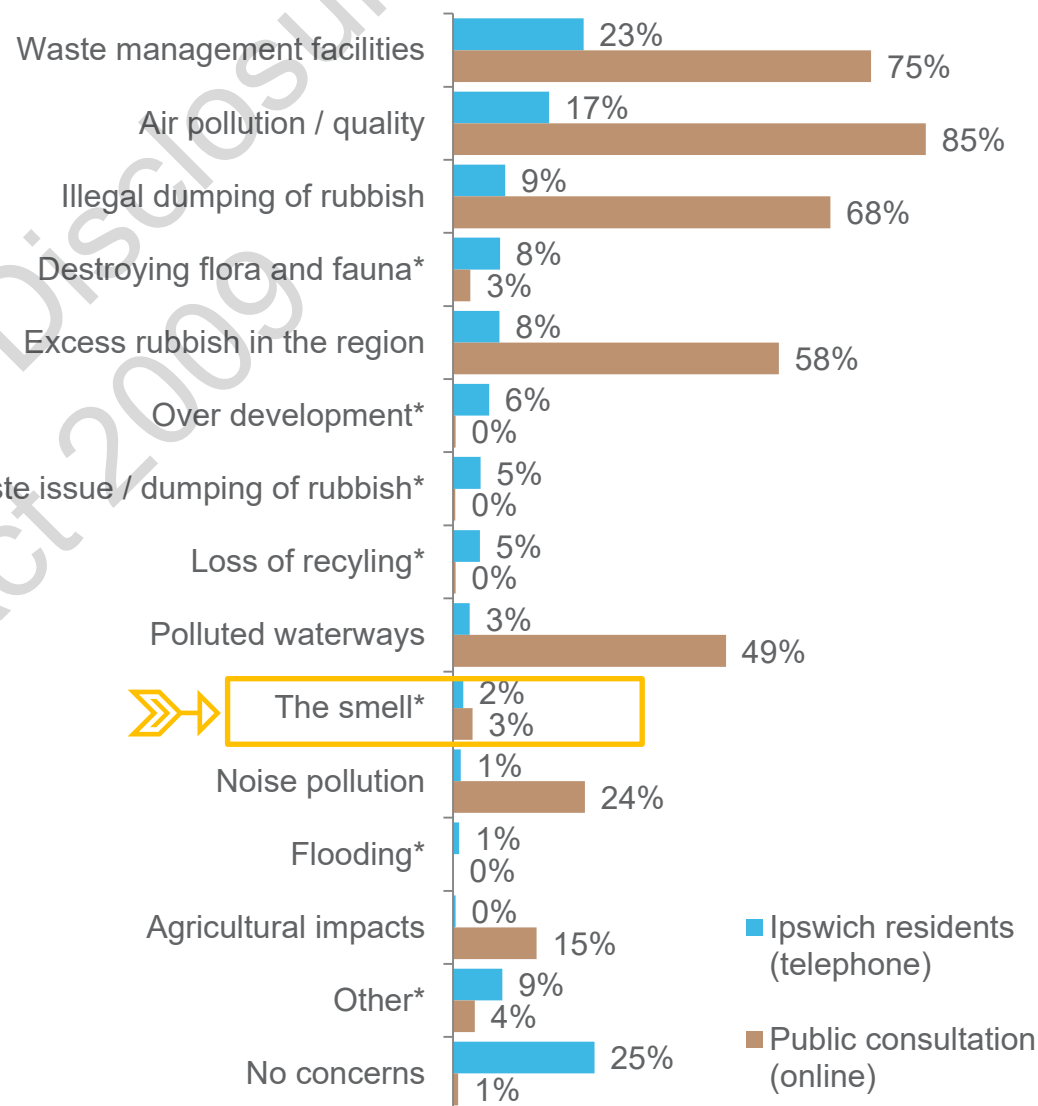
Q2b. On a scale of 0 to 10 how concerned are you personally about [ANSWER FROM Q2]? Where 0 is not concerned at all and 10 is extremely concerned (SR per issue mentioned at Q2)

**Note: Small sample size – results are indicative only and should be interpreted with caution. Only shown due to potential relevance to the survey topic.

Waste management facilities and air pollution quality are the top two most commonly mentioned environmental issues.

- Waste management facilities were mentioned as a concern by one-quarter (23%) of Ipswich residents surveyed by telephone. A further 17% mentioned air pollution or air quality. Illegal dumping of rubbish was the third most common mention at 9%.
- These three environmental issues were also the most commonly mentioned amongst those who opted into the online public consultation.
- Smells / odours was spontaneously mentioned in other specify verbatims by 2-3% of both survey groups.

Perceived main **environmental** issues affecting Ipswich and surrounds
(Base: All)



Q3a. Thinking more specifically about environmental concerns or impacts, what, if anything, concerns you in the Ipswich region? (MR)

* Represents codes that have been created from other specify verbatims

NOTE - differences in % mention between telephone and online samples may be accounted for the fact that this question was 'do not read out' in telephone survey whereas the online survey showed this as a list of codes available for selection.



Concern about local rubbish issues, air pollution / quality and water management facilities is high.

- Around 8 in 10 Ipswich residents who reported illegal dumping of rubbish or excess rubbish in the region as main environmental issues in the area were very concerned (% 8-10) about these two aspects. Around 2 in 3 were very concerned about air pollution / quality (68%) or waste management facilities (67%).
- By comparison, those who opted into the online consultation had elevated levels of concern about waste management facilities (90% very concerned) and air pollution / quality (88% very concerned).

Levels of concern about **environmental** issues affecting Ipswich and surrounds (Base: Cited issue as a main environmental concern in the area)

	Base (n=)	Nett not concerned or neutral (%0-5)	Nett concerned (%6-7)	Very concerned (%8-10)
Ipswich residents (telephone)				
Illegal dumping of rubbish	62	7%	10%	83%
Excess rubbish in the region	64	9%	13%	78%
Polluted waterways**	29	5%	25%	69%
Air pollution / quality	124	11%	21%	68%
Waste management facilities	181	10%	23%	67%
Public consultation (online)				
Waste management facilities	463	2%	8%	90%
Air pollution / quality	523	3%	9%	88%
Agricultural impacts	94	2%	11%	87%
Excess rubbish in the region	359	3%	14%	83%
Polluted waterways	288	2%	15%	83%
Illegal dumping of rubbish	414	5%	22%	73%
Noise pollution	141	10%	23%	68%

Q3b. On a scale of 0 to 10 how concerned are you about [ANSWER FROM Q3a]? Where 0 is not concerned at all and 10 is extremely concerned. (SR per issue mentioned at Q3a)

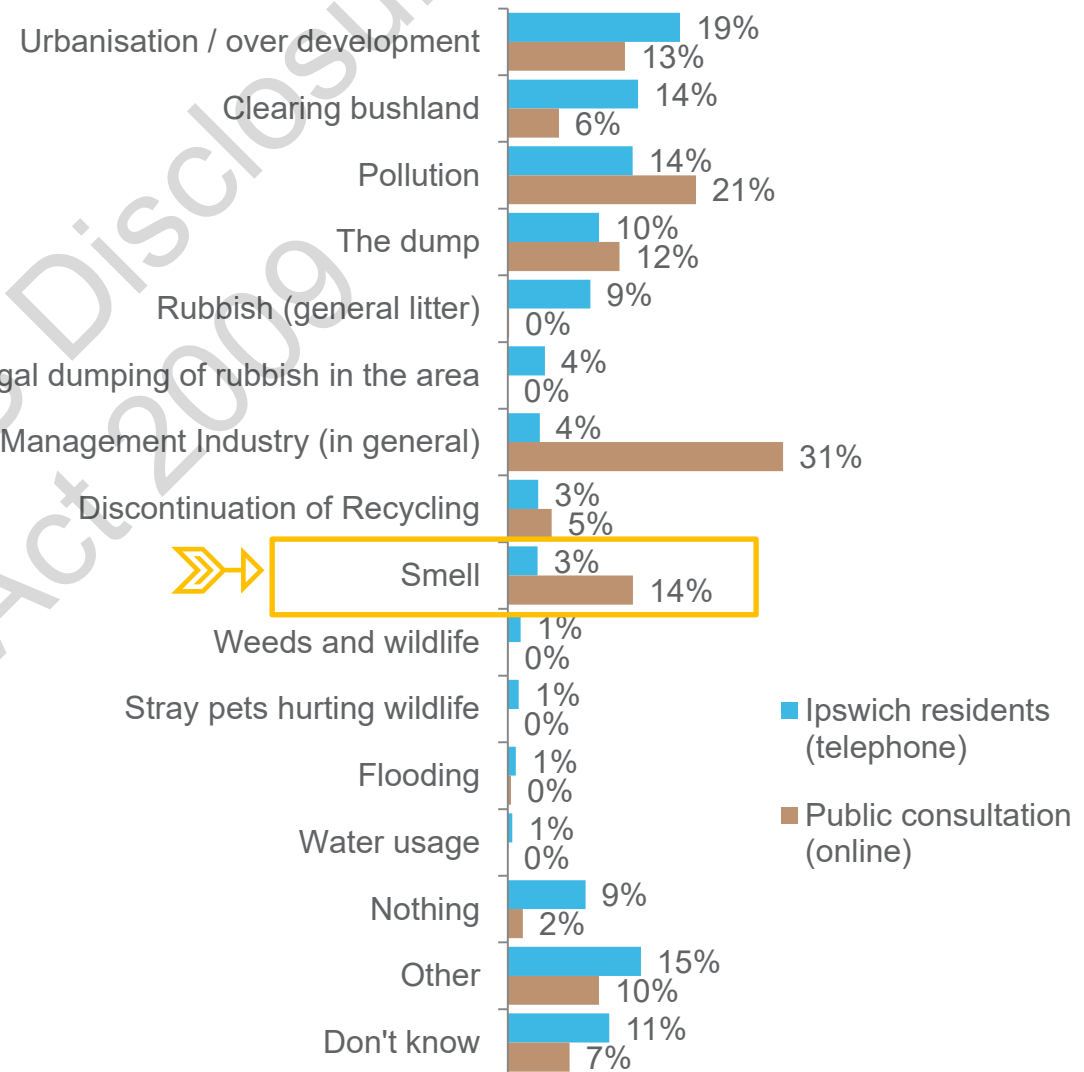
**Note: Small sample size – results are indicative only and should be interpreted with caution. Only shown due to potential relevance to the survey topic.



However when asked about the greatest threats to the local environment, smells / odours rank lower by comparison.

- This was spontaneously mentioned by just 3% of Ipswich residents by telephone (ranked 9th greatest threat to local environment). These residents felt urbanisation / over development to be the greatest threat (19%), followed by clearing of bushland (14%) and pollution (14%).
- However those who opted into the online public consultation ranked this as the third greatest threat (14% mention), behind Waste Management Industry (In general) (31%) and pollution (21%).

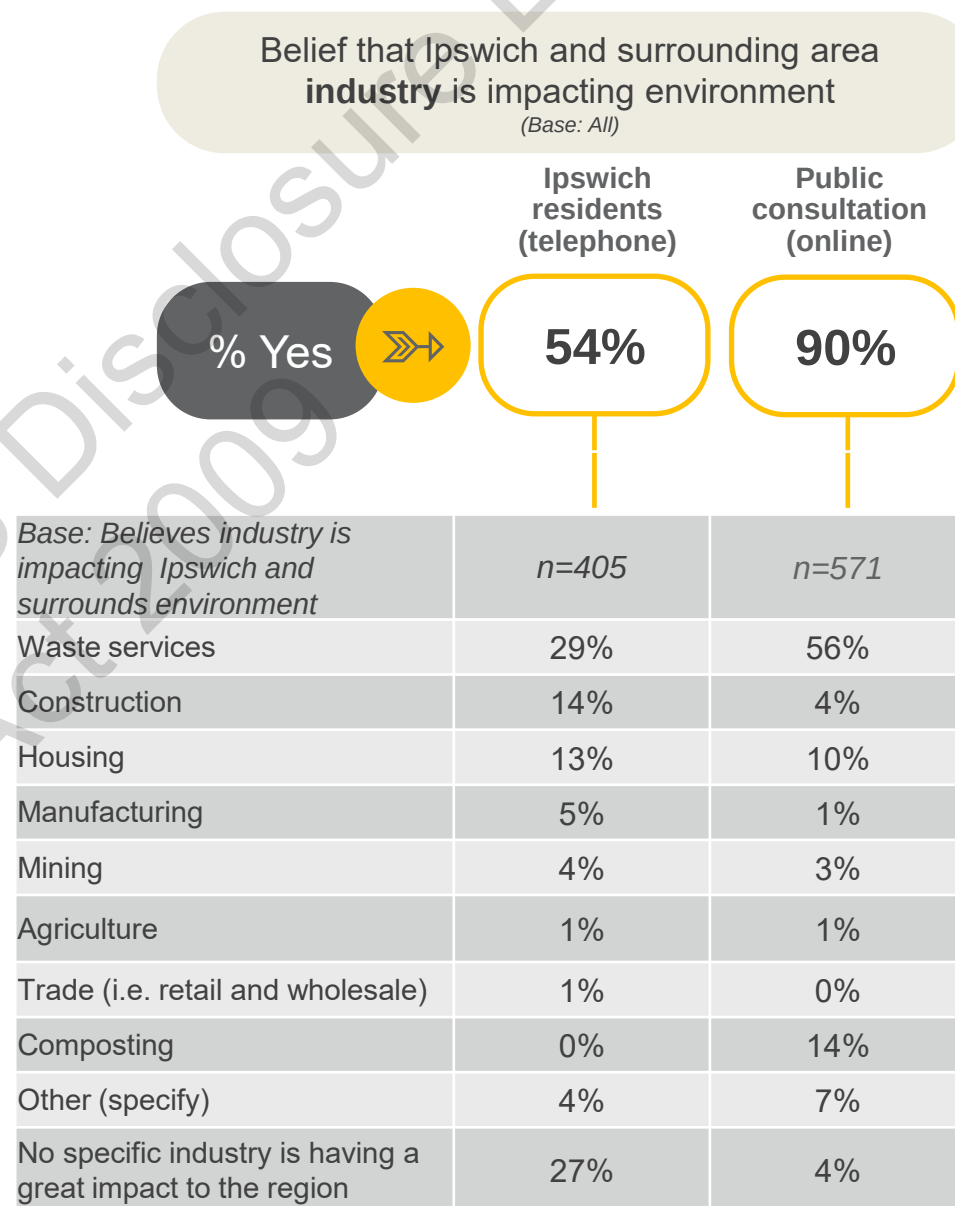
Perceived greatest threat to local environment (spontaneous mention)
(Base: All)





Over half (54%) of the Ipswich community believe industry is impacting the Ipswich and surrounding environment.

- This perception is significantly increased amongst those who participated in the online public consultation (90%).
- Amongst both groups, the waste services industry is believed to be having the greatest impact (29% Ipswich residents surveyed by telephone; 56% of participants in the online public consultation). This clearly outweighs the perceived impact of other industries.

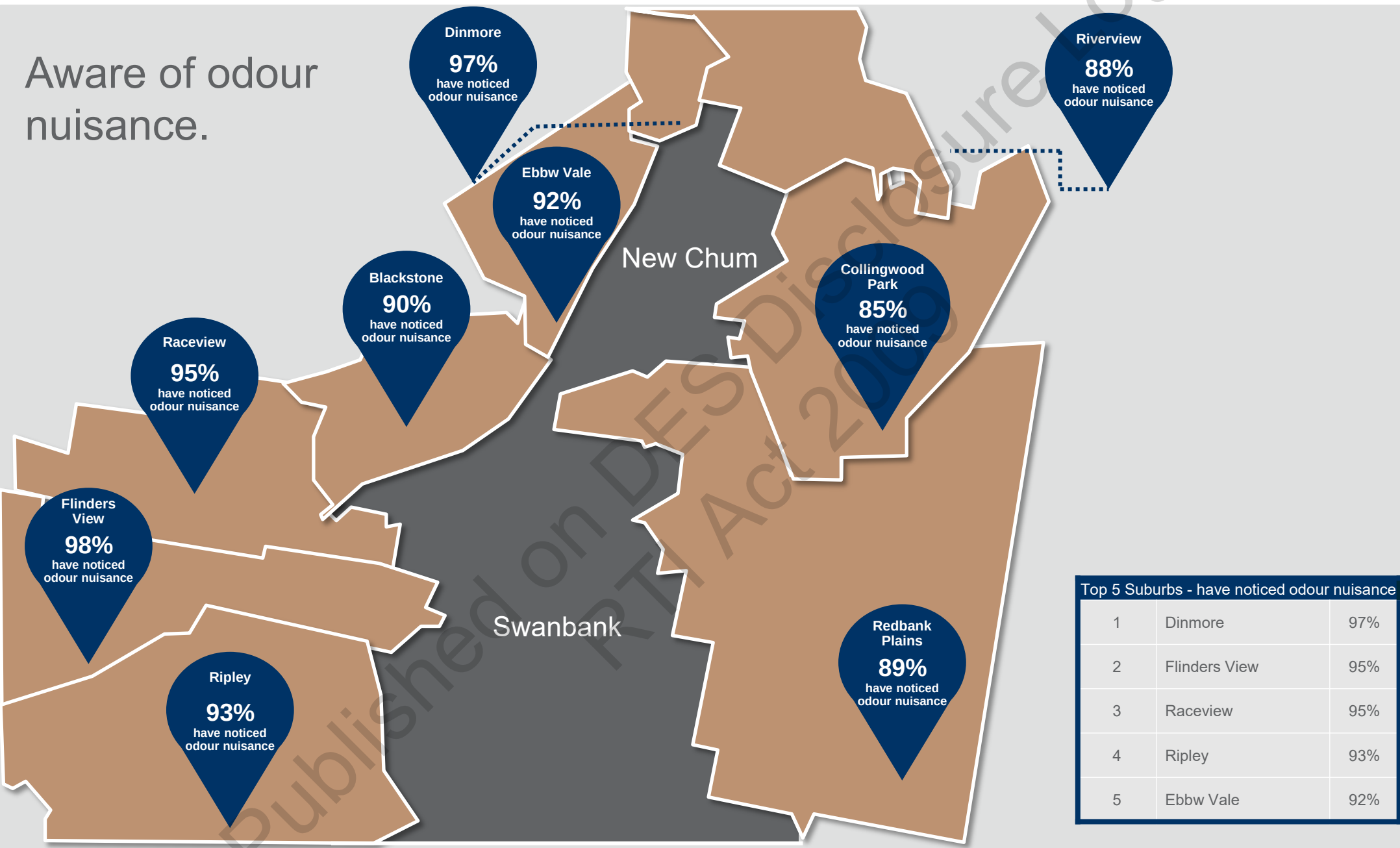




Awareness and
concern of
odours.



Aware of odour nuisance.



Top 5 Suburbs - have noticed odour nuisance		
1	Dinmore	97%
2	Flinders View	95%
3	Raceview	95%
4	Ripley	93%
5	Ebbw Vale	92%



When prompted, awareness of odours in the local community is moderately high and are certainly a concern.

- The next two slides describe awareness, frequency and description of the odour.
- Half of Ipswich residents (52%) have noticed an odour nuisance in the local area, and 6 in 10 (57%) are concerned about local air quality.
- Amongst those who have noticed an odour, a significant proportion (73%) report they have noticed it at least once a week, including over a third (36%) who report this occurs daily.
- A significant proportion (76%) also report this most recently occurred in the last week, including over half (55%) who report this occurred in the last few days.
- The odour generally lasts several hours (57%), but 19% report it lasts all day.
- The odour is largely described as faecal (like manure) (44%) or compost waste (37%). However a mixture of odours are described, with a further quarter describing it as rotten eggs (25%) or dead animal (22%). The intensity tends to vary (65%).
- Odour awareness, concern, perceived frequency and duration is higher amongst those who opted into the online public consultation. Their description of the odour is consistent with the telephone survey.



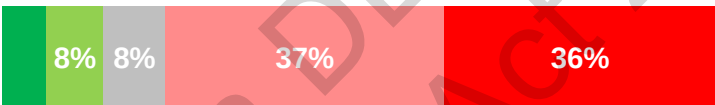
Only 12% of Ipswich residents surveyed by telephone are aware of any proactive work being done to manage odour nuisance in the community, suggesting room for increased visibility by the Department*.

This is at the same level (11%) amongst those who opted into the online public consultation



Ipswich residents (telephone)

Public consultation (online)

Base: All		n=800	n=635
	Concerned about Ipswich surrounding areas air quality or about odours generated by local industry	57% Yes	98% Yes
	Has ever noticed an odour nuisance in Ipswich or surrounding areas	52% Yes	97% Yes
Base: Ever noticed odour nuisance		n=415	n=621
	Frequency of odour nuisance	 <p> ■ Every couple of months ■ At least once a month ■ At least once a fortnight ■ At least once a week ■ On a daily basis </p>	 <p> ■ Every couple of months ■ At least once a month ■ At least once a fortnight ■ At least once a week ■ On a daily basis </p>
	Last time noticed odour nuisance	 <p> ■ In the last few months ■ In the last month ■ In the last week ■ In the last few days ■ Don't know </p>	 <p> ■ In the last few months ■ In the last month ■ In the last week ■ In the last few days ■ Don't know </p>

Q6a. Are you concerned about Ipswich and the surrounding areas air quality or about odours generated by local industry? (SR)

Q7a. Have you ever noticed an odour nuisance in the Ipswich and the surrounding areas? (SR) (Note: results have been rebased to total sample)

Q7b. How often would you say you notice an odour nuisance in the Ipswich and the surrounding areas? (SR)

Q7c. When was the last time you noticed an odour nuisance in the Ipswich and the surrounding areas? (SR)



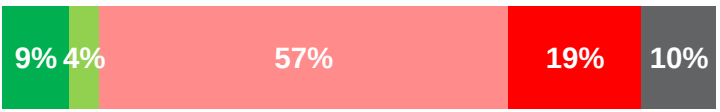
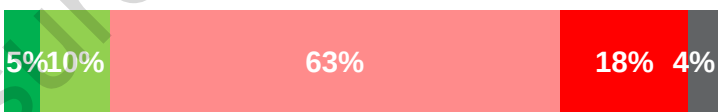
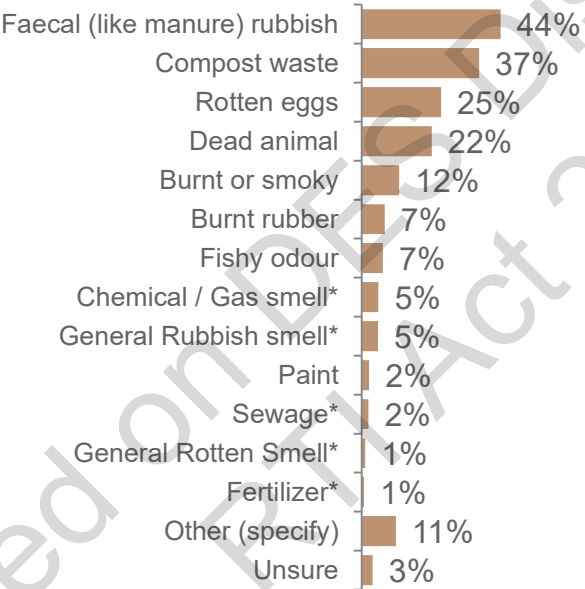
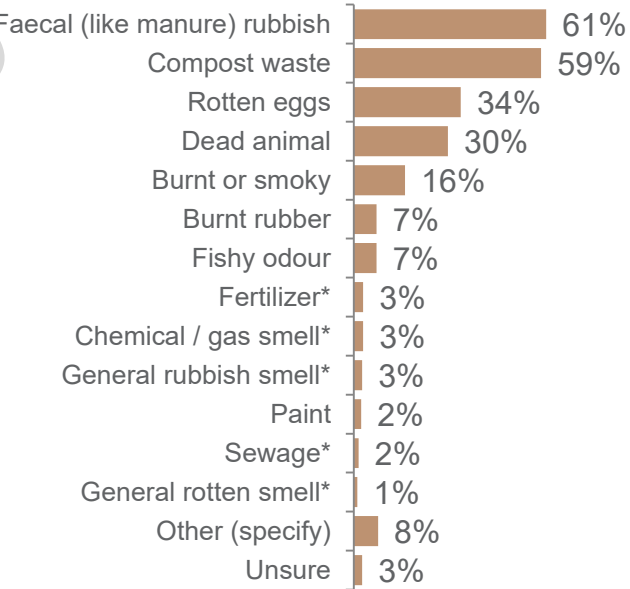
Ipswich residents (telephone)

Public consultation (online)

Base: Ever noticed odour nuisance

n=415

n=621

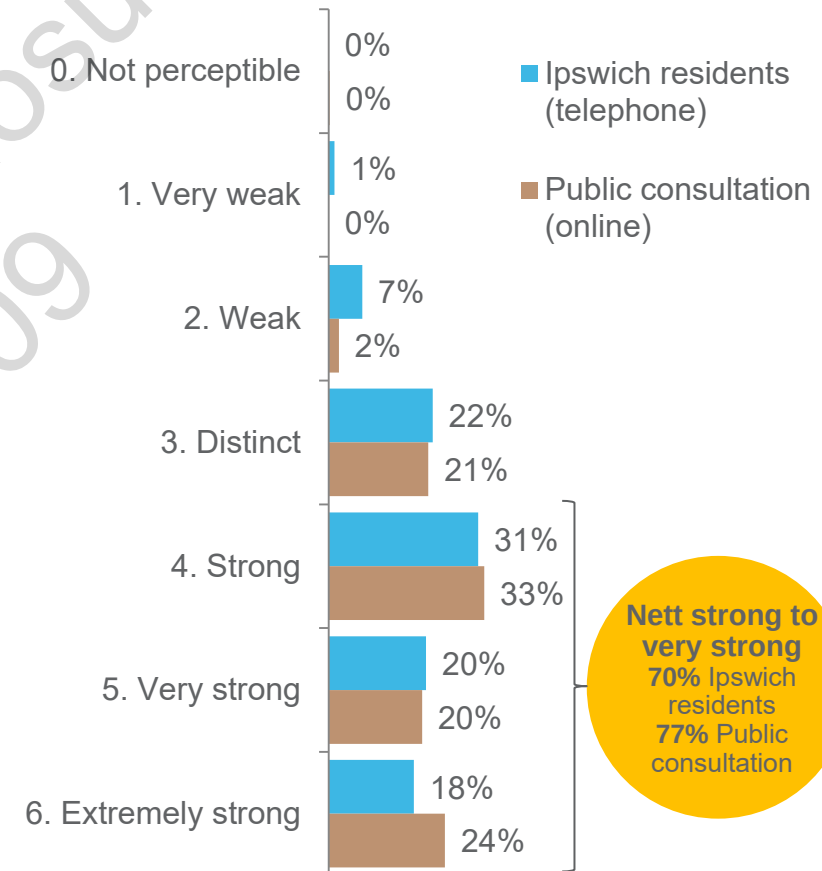
	How long odour nuisance usually lasts for	 <p>9% 4% 57% 19% 10%</p> <p> ■ Less than 30 mins ■ 30 mins-1 hour ■ Several hours ■ All day ■ Don't know </p>	 <p>5% 10% 63% 18% 4%</p> <p> ■ Less than 30 mins ■ 30 mins-1 hour ■ Several hours ■ All day ■ Don't know </p>
	Description of odour characteristics and qualities	 <p> Faecal (like manure) rubbish 44% Compost waste 37% Rotten eggs 25% Dead animal 22% Burnt or smoky 12% Burnt rubber 7% Fishy odour 7% Chemical / Gas smell* 5% General Rubbish smell* 5% Paint 2% Sewage* 2% General Rotten Smell* 1% Fertilizer* 1% Other (specify) 11% Unsure 3% </p>	 <p> Faecal (like manure) rubbish 61% Compost waste 59% Rotten eggs 34% Dead animal 30% Burnt or smoky 16% Burnt rubber 7% Fishy odour 7% Fertilizer* 3% Chemical / gas smell* 3% General rubbish smell* 3% Paint 2% Sewage* 2% General rotten smell* 1% Other (specify) 8% Unsure 3% </p>
	Does odour intensity vary?	<div>65% Yes</div>	<div>72% Yes</div>

Most residents describe the intensity of the odour as strong, very strong or extremely strong.

- 7 in 10 (70%) Ipswich residents described the odour in this way, including one-quarter (24%) who described it as extremely strong.
- The odour intensity described was similar amongst those who opted into the online public consultation. Nearly 8 in 10 (77%) described the intensity as strong, very strong or extremely strong, including 18% who described it as extremely strong.
- The intensity of the odour is described as strongest in the suburb of Ripley (both surveys).

Description of most recent odour intensity*

(Base: Ever noticed odour nuisance)



*Description of intensity provided to respondent:

- 0. Not perceptible:** Odour is not detectable.
- 1. Very weak:** Odour is just detectable in the outdoor air.
- 2. Weak:** Odour is detectable in the outdoor air, but is not clearly distinguishable, noxious or offensive
- 3. Distinct:** Odour is present in the outdoor air and is very distinct and clearly distinguishable
- 4. Strong:** Odour is present in the outdoor air and would be noxious or offensive and cause a person to attempt to avoid it completely
- 5. Very strong:** Strong odour present in the outdoor air, which is so strong it is overpowering and intolerable for any length of time
- 6. Extremely strong:** Odour in the outdoor air, which is immediately intolerable



Most residents say the odour is more noticeable in changing weather conditions, particularly when its windy.

- 8 in 10 (79%) Ipswich residents report the odour is more noticeable in changing weather conditions, with over half of these residents reporting it is more noticeable during windy conditions (52%). To a lesser extent, the odour is more noticeable when its particularly hot (27%).
- These two weather conditions are also the top mentions amongst the 55% of online public consultation participants who report the odour is more noticeable in changing weather conditions. This group are more likely to consider the odour is consistent (based on results shown earlier in the report).

Whether odour is more noticeable during changing weather conditions
(Base: Ever noticed odour nuisance)

Ipswich residents
(telephone)

Public consultation
(online)

% Yes



79%

55%

Base: Believes odour is more noticeable during changing weather conditions (% yes)

n=334

n=305

When it's windy

52%

68%

Heat

27%

21%

Rain

17%

8%

When it's cold

14%

10%

Morning

7%

13%

Humidity

6%

3%

When it's cloudy / overcast

4%

2%

Late afternoon/ night time

4%

12%

Damp weather

2%

2%

Don't know

1%

0%

After it's been raining

0%

5%

Other

6%

3%



2 in 3 residents believe they know the source of the odour – the Swanbank Dump is the most commonly mentioned suspect.

- Levels of belief about the source are consistent amongst both the Ipswich residents surveyed by telephone (65%) and those who opted into the online public consultation (66%).
- Both spontaneously mention the Swanbank Dump as the believed source (44% Ipswich residents surveyed by telephone; 31% online public consultation participants).
- Following this were general mentions of a dump as well (Swanbank not specifically mentioned) (16% Ipswich residents surveyed by telephone; 18% online public consultation participants) – though a number of people also described the odour as coming from Swanbank area generally.

Whether residents believe they know the source of the odour

(Base: Ever noticed odour nuisance)

Ipswich residents
(telephone)

Public consultation
(online)

% Yes



65%

66%

Base: Believes they know the source of the odour (% yes)	n=285	n=396
Swanbank Dump	44%	31%
General mention of dump	16%	18%
General Swanbank area	11%	17%
Dinmore meatworks	3%	1%
General mention of meatworks	3%	1%
Dinmore dump	3%	0%
General mention of a factory	2%	0%
Composting plant	1%	4%
Sewage plant	1%	1%
Passing trucks	1%	0%
Riverview waste management facility	1%	0%
Fertiliser plant	1%	2%
Mulching	1%	4%
Redbank Dump	0%	0%
New Chum landfill	0%	4%
Other	12%	15%



Future Engagement.



Future updates on
the odour.

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Disclosure Log



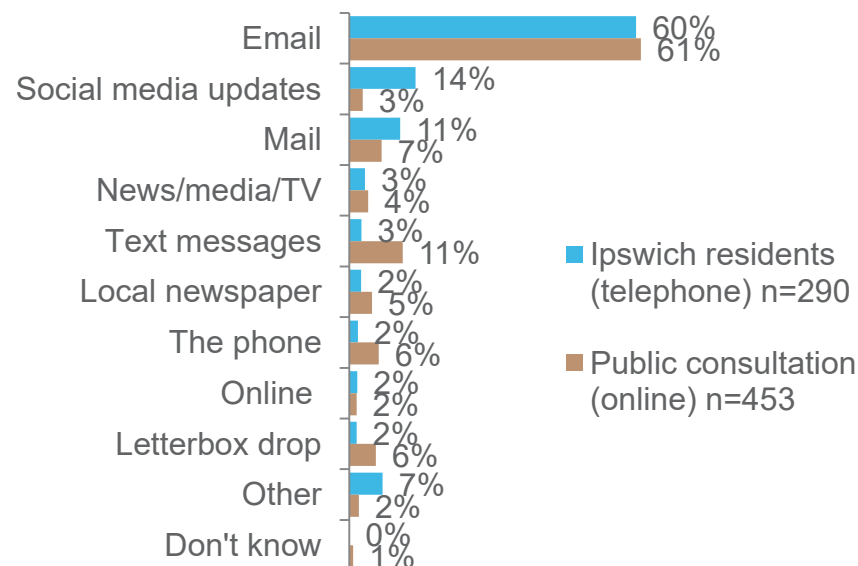
39% of Ipswich residents surveyed by telephone would like to be updated on odour management issues in the Ipswich area.

This increases to 76% of those who opted into the online public consultation (remembering that this group are potentially more engaged with the topic than the general community).

- Both groups clearly prefer being updated by email than any other channel (60%+).
- Social media (14%) and mail (11%) rank second and third most preferred channels amongst Ipswich residents surveyed by telephone.
- Potentially because of their higher level of engagement with the topic, those who opted into the online public consultation have a second preference of text messages directly to their mobile (11%).

Preferred channel for updates on odour management issues

(Base: Would like to be updated on odour management issues)



Q8. Would you like to be updated on odour management issues in the Ipswich area? (SR) Base: All minus those who answered pilot survey; n=746

Ipswich residents (telephone); n=631 Public consultation (online)

Q9. How would you like to be updated on the odour management issues? OPEN ENDED QUESTION CODED INTO THEMES FOR THE PURPOSE OF

QUANTIFICATION



Future updates on
other environmental
matters.

Published on 18-248 Disclosures Log
RTI Act 2009

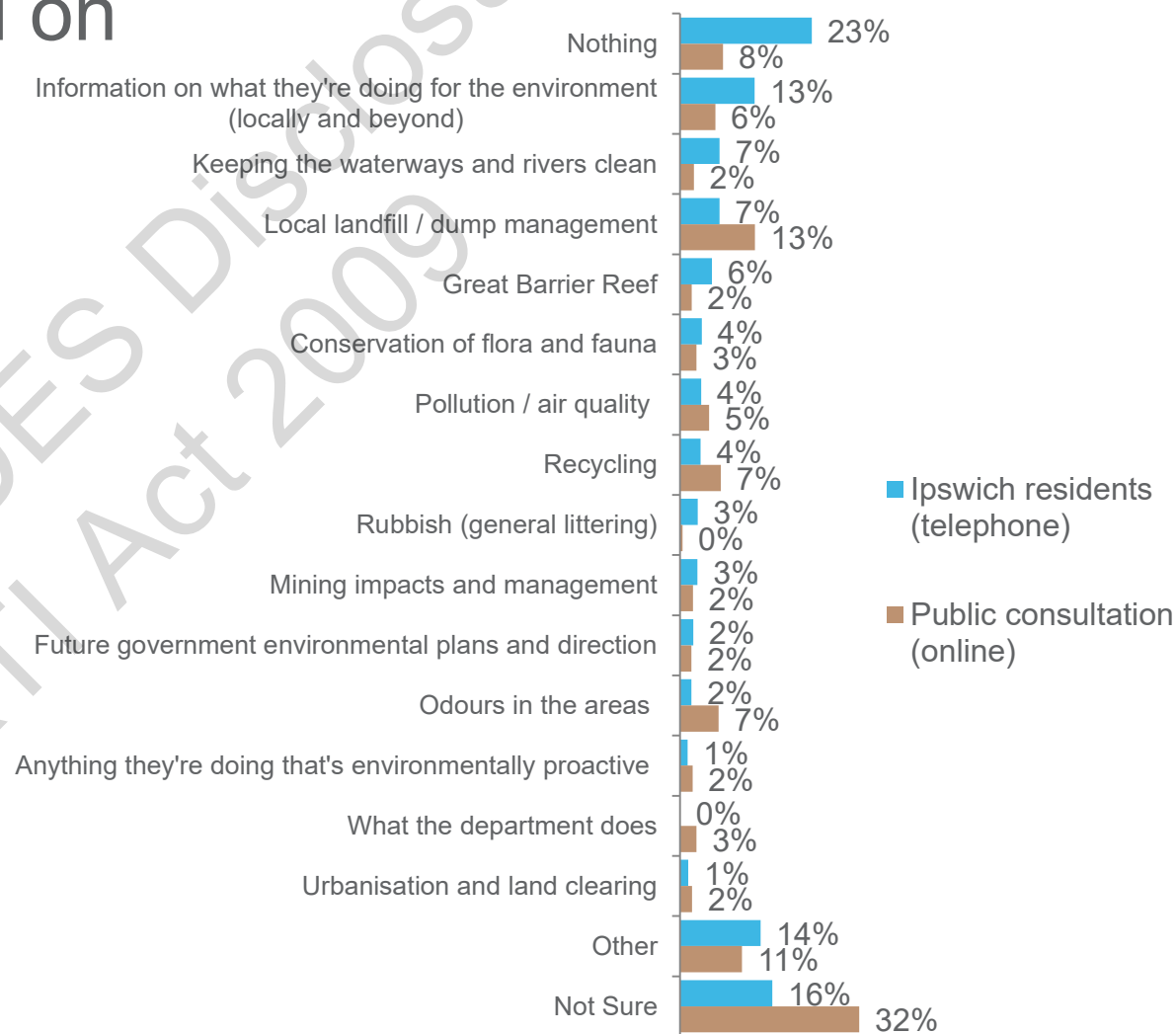


Looking more broadly than odour issues, residents would like to be updated on a broad range of environmental topics.

- Six percent or more of Ipswich residents surveyed by telephone spontaneously mentioned information on what the Department is doing generally for the environment (locally and beyond) (13%), keeping waterways and rivers clean (7%), local landfill or dump management (7%) or the Great Barrier Reef (6%). However a broad range of topics were mentioned in addition to these.
- A broad range of topics were also mentioned by those who opted into the online public consultation – though local landfill and dump management ranked first at 13% spontaneous mention.

Queensland environmental topics of interest (future updates) – spontaneous mentions

(Base: All)

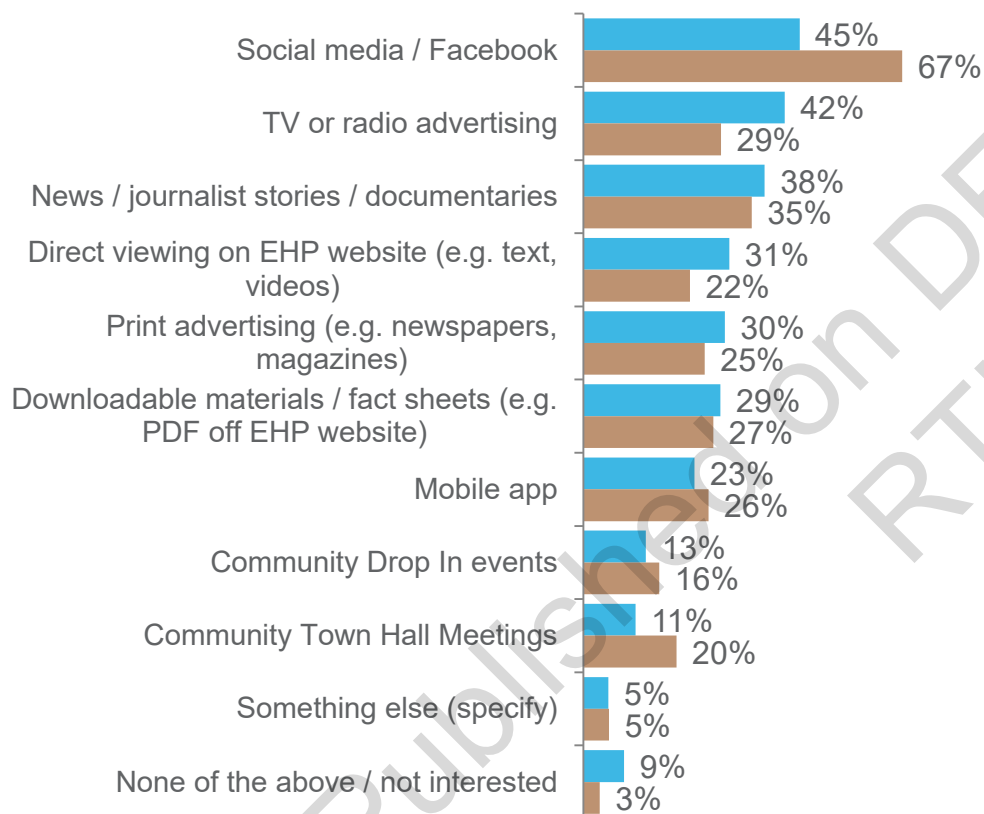




Residents would prefer to receive this topical information via social media (incl. Facebook), and to a lesser extent, TV or radio.

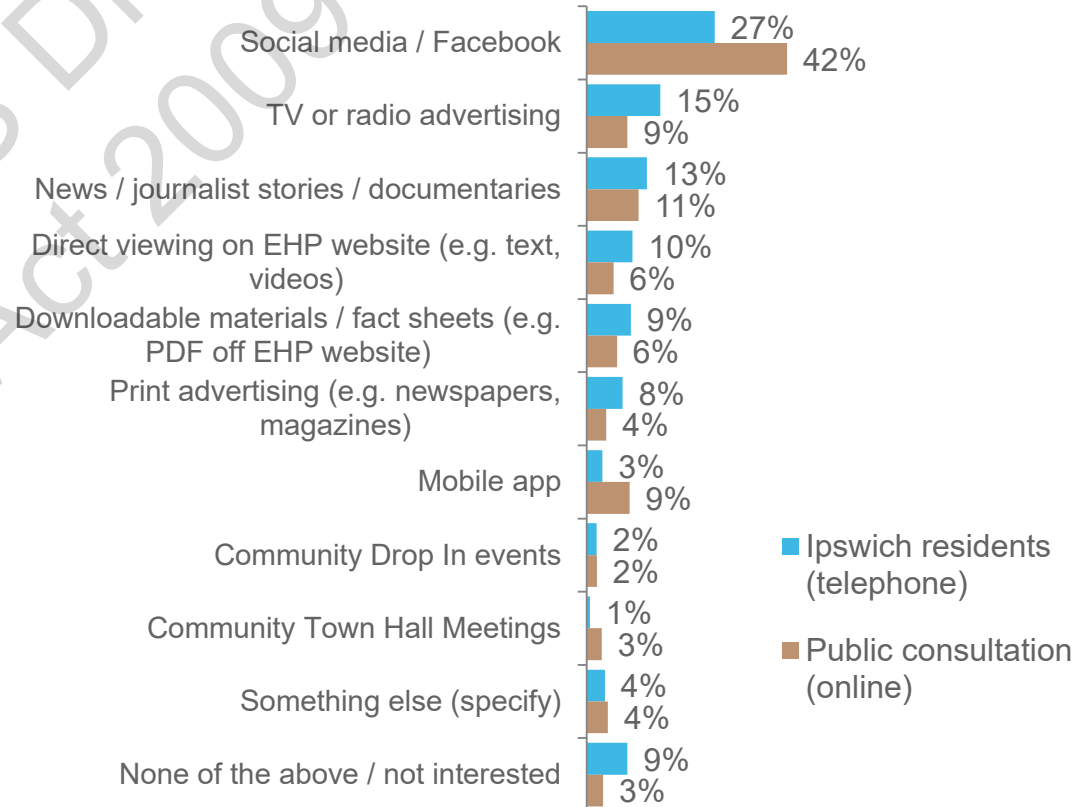
Accessing topical information from the Department – preferred channels (all)

(Base: All)



Accessing topical information from the Department – most preferred channel (single)

(Base: All)



■ Ipswich residents (telephone)
■ Public consultation (online)

Q13. How would you like to see or access this sort of topical information from the department? (MR)

Q14. What is your most preferred channel to see or access this sort of topical information from the department? (SR)

(Note – Q14 has been rebased to total sample)



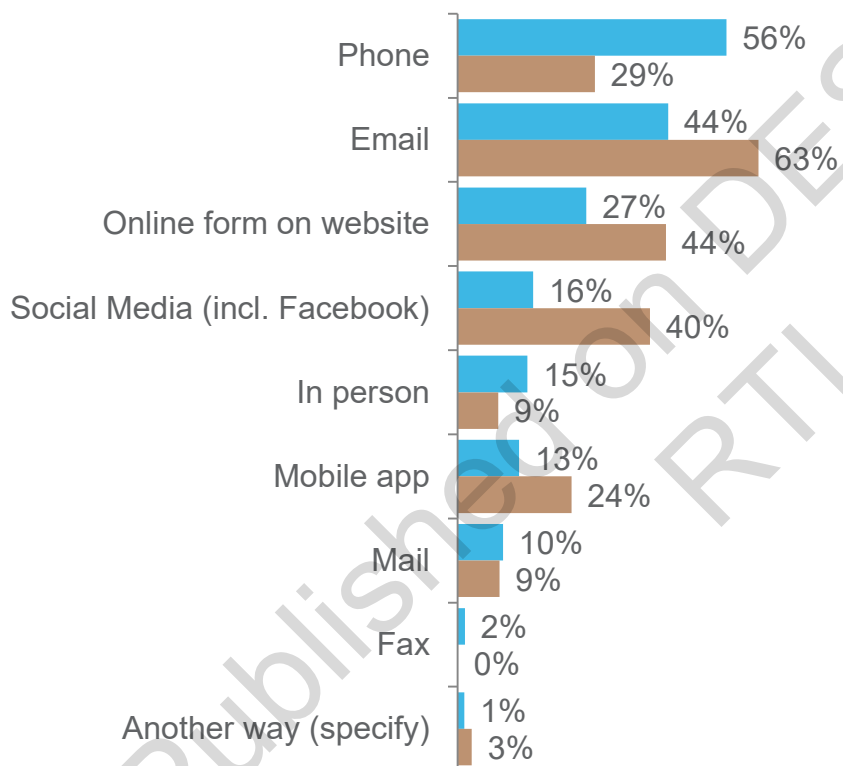
Reporting
environmental matters
to the Department.

Published on 15/05/2009
RTI Ref: 2009
Disclosure Log

When reporting an environmental matter to the Department, most residents would prefer to do so via phone or email.

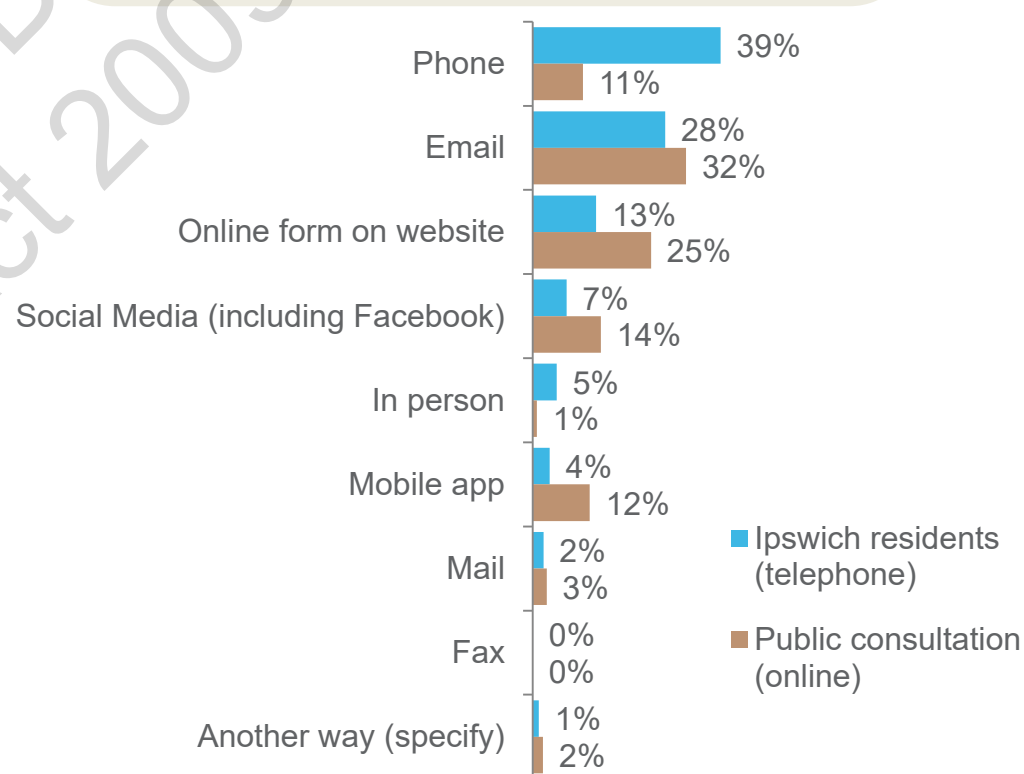
Reporting an environmental matter to Department
– **preferred channels (all)**

(Base: All)

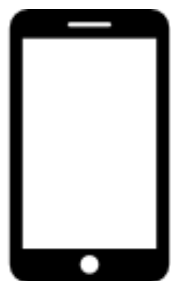


Reporting an environmental matter to Department
– **most preferred channel (single)**

(Base: All)



■ Ipswich residents (telephone)
■ Public consultation (online)

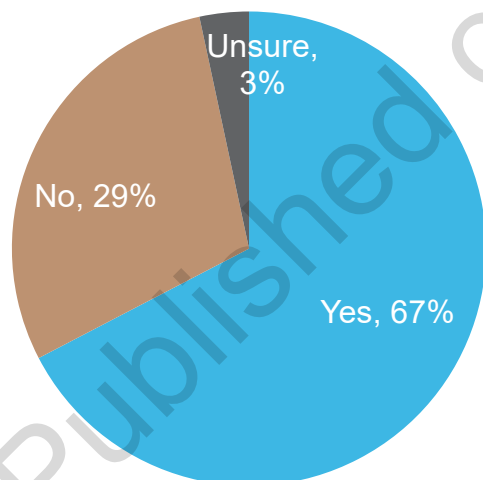


However, when prompted, 2 in 3 Ipswich residents report they would potentially use a mobile app to report an issue and provide supporting material to the Department.

This increases to 80% of those who opted into the online public consultation (remembering that this group are potentially more engaged with the topic than the general community).

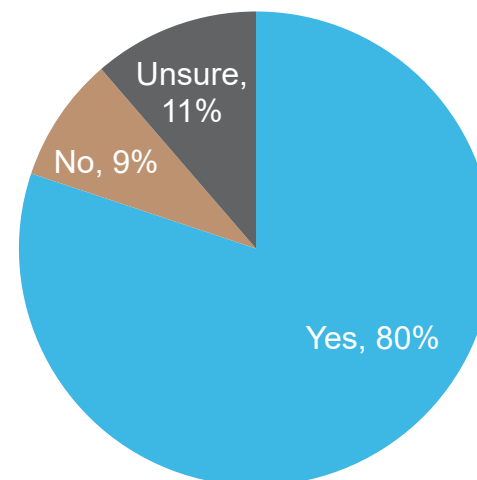
Potential usage of a mobile app –
Ipswich residents (telephone)

(Base: All)



Potential usage of a mobile app –
Public consultation (online)

(Base: All)



A large dark gray circle is centered on a yellow background. Inside the circle, the word "Appendix." is written in a large, white, serif font. Below it, the words "Sample Profile." are written in a smaller, gray, sans-serif font. A diagonal watermark reading "Published on OIG's RTI Act 2009 Disclosure Log" is visible across the image.

Sample Profile

* Differences in the profile of telephone and online samples can be accounted for the following:

1. The online survey allowed residents residing in a greater range of suburbs participate, not just the immediate ones surrounding Swanbank.
2. The online survey allowed residents to opt-in, whereas the telephone survey was completely random. The online survey would be slightly skewed towards those who are more engaged with the topic.

	Ipswich residents (telephone) (n=800)	Public consultation (online) (n=635)
Gender		
Male	48%	49%
Female	52%	51%
Age		
18 - 24 years	6%	3%
25 - 39 years	42%	42%
40 – 54 years	25%	27%
55 plus	27%	28%
Employment status		
Full time	48%	53%
Part time / casual	17%	15%
Retired	17%	12%
Home duties	10%	10%
Not currently employed	5%	2%
Full time student	1%	2%
Other (specify)	1%	4%

	Ipswich residents (telephone) (n=800)	Public consultation (online) (n=635)
Suburb of residence		
Redbank Plains	38%	31%
Raceview	21%	10%
Collingwood Park	14%	8%
Flinders View	13%	12%
Riverview	7%	1%
Ripley	3%	18%
Blackstone	2%	0%
Dinmore	2%	0%
Ebbw Vale	1%	0%
Karalee	-	2%
Bellbird Park	-	2%
Bundamba	-	1%
Silkstone	-	1%
Brassal	-	1%
Deebing Heights	-	1%
Barellan Pt	-	1%
Other	-	12%

S2. And what is your gender? (SR)

S1. In which of the following age groups do you fall? (SR)

S4. Which of the following best describes your current employment situation?

S2a. What suburb do you live in? (SR)

File D S7. Which of these best describes the structure of your household? (SR)

*Note: All data is weighted by age, gender and region to reflect the Queensland population profile ABS estimates 2015).

Sample Profile

* Differences in the profile of telephone and online samples can be accounted for the following:

1. The online survey allowed residents residing in a greater range of suburbs participate, not just the immediate ones surrounding Swanbank.
2. The online survey allowed residents to opt-in, whereas the telephone survey was completely random. The online survey would be slightly skewed towards those who are more engaged with the topic.

	Ipswich residents (telephone) (n=800)	Public consultation (online) (n=635)
SA4 – residence*		
Ipswich Inner	48%	57%
Springfield - Redbank	52%	43%
Length of residence in area		
Less than 1 year	2%	16%
2- 5 years	18%	21%
5 + years	80%	63%

	Ipswich residents (telephone) (n=800)	Public consultation (online) (n=635)
Household structure		
Couple / family with children at home	48%	51%
Couple whose children have left home	14%	15%
One parent family	10%	5%
Couple without children	10%	17%
Single person household	9%	6%
Group / share household	7%	4%
Other (specify)	1%	3%
Member of environmental or waste associated groups/causes		
Yes – Flora and Fauna	4%	0%
Yes – Sustainability	3%	4%
Yes – Animals	2%	0%
Yes – Other	1%	3%
None	93%	93%

S2a. What suburb do you live in? (SR)

S3. How long have you lived in the Ipswich region?

S7. Which of these best describes the structure of your household? (SR)

S6. What, if any, environmental or waste associated groups or causes are you a member of or affiliated to? OPEN ENDED

File D

Page 55 of 61

*Note: All data is weighted by age, gender and region to reflect the Queensland population profile ABS estimates 2015).

Published on DES Disclosure Log
RTI Act 2009





Department of Environment and Science.
Swanbank Community Research.

Research Report.

Colmar Brunton.



Executive Summary.

Published on DLS Disclosure Log
RTI Act 2009

Key Findings.

Ipswich as a place to live

Perceptions of Ipswich and surrounds as a place to live are largely positive.

Positive perceptions are largely associated with proximity to amenities and everything residents need.

Negative perceptions are largely associated with crime/violence/theft, but smells/odour concerns were heightened amongst those who participated in the online consultation.

Specific concerns in the area

The range of **general** issues perceived to be affecting the Ipswich area is varied; but the smell and the dump are spontaneously mentioned in the top third of issues. Environmental impacts rank high in terms of levels of concern.

Looking specifically at **environmental issues** affecting the local area, waste management facilities and air pollution quality are the top two most commonly mentioned issues. Concern about local rubbish issues, air pollution / quality and water management facilities is high.

However when asked about the greatest threats to the local environment, smells / odours rank lower by comparison.

Over half of the Ipswich community believe industry is impacting the Ipswich and surrounding environment.



Key Findings.

Awareness and concern of odours

When prompted, awareness of odours in the local community is moderately high and are certainly a concern given frequency and intensity. Half of residents (52%) have noticed an odour nuisance in the local area, and 6 in 10 (57%) are concerned about local air quality.

Amongst those who have noticed an odour:

- A significant proportion (73%) have noticed it at least once a week, including over a third (36%) who report this occurs daily.
- A significant proportion (76%) also report this most recently occurred in the last week, including 55% reporting it occurred in the last few days.
- The odour generally lasts several hours (57%), a further 19% report it lasts all day.
- The odour is largely described as faecal (like manure) (44%) or compost waste (37%). However a mixture of odours are described, with a further quarter describing it as rotten eggs (25%) or dead animal (22%).
- The intensity tends to vary (65%). Most residents describe the intensity of the odour as strong, very strong or extremely strong (70%).
- Most residents say the odour is more noticeable in changing weather conditions, particularly when its windy.
- 2 in 3 residents believe they know the source of the odour – the Swanbank Dump is the most commonly mentioned suspect.

Odour awareness, concern, perceived frequency and duration is higher amongst those who opted into the online public consultation.



Key Findings.

Future updates on the odour

4 in 10 (39%) Ipswich residents surveyed by telephone would like to be updated on odour management issues in the Ipswich area. This increases to 76% of those who opted into the online public consultation.

Both groups clearly prefer being updated by email than any other channel (60%+).

Future updates on other environmental matters

Residents would like to be updated on a broad range of environmental topics important to Queensland (no stand-out topics).

They would receive this topical information via social media (incl. Facebook), and to a lesser extent, TV or radio.

Reporting environmental matters to the Department

When reporting an environmental matter to the Department, most residents would prefer to do so via phone or email.

However, when prompted on the idea, there is certainly support for a mobile app to report an issue and provide supporting material to the Department, particularly amongst the online public consultation group who are more engaged with the topic.

