

ODOUR ABATEMENT TASKFORCE

The Odour Abatement Taskforce is a team of specialist officers from the Department of Environment and Science who work to investigate and respond to concerns raised by the community about odours, dust and other environmental nuisance in and around Ipswich.

The taskforce has been extended until at least mid-2021, ensuring the Ipswich community continues to have a quick response to any odour issues.

August 2020 update

Since it was established by the Queensland Government in July 2018, the Odour Abatement Taskforce (OAT) has:

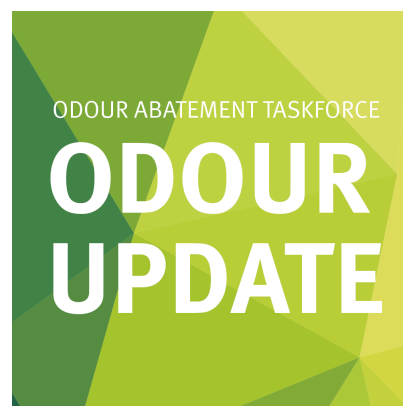
- received **6486** community reports
- conducted **318** planned and unplanned site inspections
- interacted with **2585** community members
- reached over **23,000** Ipswich community members via Facebook

Enforcement actions

As at 24 August 2020, the taskforce has issued:

- **20** formal warnings
- **13** section 451 (require relevant information) notices
- **9** penalty infringement notices (fines)
- **1** Environmental Protection Order (EPO)
- **2** environmental evaluations

More information on these enforcement actions can be found at www.qld.gov.au/odourbusters.



Community Engagement

Our community engagement team has planned a series of events in the suburbs surrounding the Swanbank Industrial Area, to answer your queries and provide updates on what's being done to address nuisance odours in the area.

Community event details:

Redbank Plains Town Square - OAT pop up stall

When: **19 September 2020 9am-4pm**

Where: 357/403 Redbank Plains Rd, Redbank Plains

Ripley Town Centre - OAT pop up stall

When: **22 September 2020 9am-4pm**

Where: 20 Main Street, Ripley

Collingwood Park Shopping Village - OAT pop up stall

When: **26 September 2020 9am-4pm**

Where: 157 Collingwood Drive, Collingwood Park

How and what should I report?

You are encouraged to report any odour issues which you believe come from the Swanbank Industrial Area using one of the options below:

- Online – submit an odour nuisance report 24/7 via odourreporting.des.qld.gov.au
- Phone – 1300 130 372 (option 3)*
- Email – send a message to pollutionhotline@des.qld.gov.au

When reporting, it is important that you provide as many details as possible. This includes:

- Name
- Residential address and where you are currently being impacted
- Contact details
- Time and date of incident
- Description and intensity of odour
- Where you think the odour is coming from.
- How the odour is impacting your day to day activities

What we do with reports

Reporting data is examined to identify trends in times, locations, odour descriptions, weather and patterns to better inform when officers should proactively investigate odour in the community.

During the initial stages of the COVID pandemic, Taskforce officers took a step back from direct community interaction. While you may not have seen us as much in the community, we have been working hard the past few months making meaningful long term change through bettering industry performance and practice.

Every report you provide demonstrates continued impact by neighbouring industries and provides more information that the Taskforce can use to conduct investigations, proactive field response during peak odour events and ultimately statutory actions if industry fails to respond.

We have planned a number of community events to update Ipswich residents on the current actions of the Taskforce and what we are planning next. Over the coming months keep an out for the green cars as we will be hitting the pavement in your local area to talk with you about nuisance odour. As always, we encourage you to continue reporting environmental nuisance as it occurs.

For more information and to view our weekly statistics dashboard visit:

www.qld.gov.au/odourbusters

[Facebook](#) | [Webpage](#)



This email was sent by Odour Abatement Taskforce, Shop 3, 163 Alawoona Street, REDBANK PLAINS, QLD 4301, Australia to sarah.roberts@des.qld.gov.au

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