

Swanbank and New Chum odour update

Swanbank community meeting

On Sunday 17 September, representatives from the Department of Environment and Science met with community members to discuss ongoing odour concerns and provide an update on our actions to date.

While it is difficult to prove the source of odours to the high standard required by courts, we have engaged an external firm of expert scientists and engineers who specialise in odour to assist with our investigations.

We expect the findings next month and are committed to taking strong action against any operators who are found to be unlawfully causing a nuisance in the community.

In response to feedback during the meeting, we've updated the [online odour reporting form](#) and it is now no longer mandatory to give specific odour source details in order to trigger an investigation by us. We're also working on displaying odour complaint heat maps on our website, per community feedback.

Following the meeting we have also started contacting early childhood education centres and schools in affected areas to provide them with air monitoring canisters. The distribution of canisters has already commenced. The sample results will be shared with Queensland Health who will provide an update in next month's newsletter.

A factsheet and frequently asked questions resource is under development and will be available on our [website](#) soon.

We are looking at opportunities to further expand our community engagement activities. This includes more regular email communication from the department about our activities and progress in this space, as well as regular community drop-in sessions so that residents can speak directly with informed officers from our team.

Please encourage other residents to [subscribe to this newsletter](#) for updates and information on upcoming community pop ups. Details for our pop-up events will also be available on the website.

What to do if you have a health concern

The Chief Health Officer has recognised that living with an unpleasant smell can impact your daily life and be associated with physical symptoms in some people.

People with symptoms are encouraged to visit their GP, who will report individual cases to Queensland Health for monitoring purposes. Residents can also call 13 HEALTH (13 43 25 84) 24/7 for confidential advice from a registered nurse.

In the event of a medical emergency, always dial triple-zero (000) and ask for an ambulance.

Odour reporting and enforcement

Lodging an odour report is one of the best ways to help us address odour issues. They provide insight into the extent of the impact, allow us to identify trends and target compliance activity so that robust evidence is gathered against non-compliant operators in the area.

While the high volume of reports provides us with important data to target our activities, not everyone will receive a call back after lodging a report. We may contact some community reporters to provide statements to be used in court as we draw closer to taking legal action.

[Report odour nuisance](#)

Community air sampling canisters

When a member of the public expresses a health concern because of odour, we may provide them with a canister so they can collect an air quality sample. Once the canister has been activated and a sample has been collected, it is delivered to a Queensland Health-accredited laboratory for analysis.

After the laboratory completes the air sample analysis, we assess the results against established health guidelines. If any values exceed these guidelines, we will contact you and inform Queensland Health for further assessment if required.

All results to date have been below health guidelines.

[Find out about air sampling](#)



Queensland
Government