

An update from Cleanaway Odour Monitoring Program - Melbourne Regional Landfill

Cleanaway wishes to inform you about an odour monitoring program it has recently commissioned in the area, and to remind you about our community engagement services that are available to you as part of our ongoing commitment to keeping you informed.

The report of the independent planning panel, appointed by the Minister for Planning to consider Cleanaway's landfill extension application, was released on 8 June 2017.

The panel report supported Cleanaway's proposal to implement various odour management and monitoring procedures around the perimeter of the landfill.

Independent odour monitoring program

On Monday 26 June 2017, an independent consultancy with odour surveillance and monitoring expertise commenced an odour monitoring program in connection with the landfill.

The consultants will be in the area checking for odour at different times and different locations over the coming months. The program involves routine odour monitoring in areas around the landfill and on routes that take into account odour complaints received from members of the community.

24/7 Community Hotline 1800 213 753

Cleanaway's 24 hour hotline service is available for you to register a complaint or to give feedback on any matters of concern about our operations. Contacting our hotline will trigger an immediate investigation and ensures we can do all that is possible to investigate the complaint and pinpoint the source of odour. If the landfill is the source of the odour, on-site mitigation measures can then be taken.

If you detect any odour and believe that the source of odour is our landfill, please call our Community Hotline – we are best able to address odour concerns if notified immediately. Where possible, we will have a Cleanaway environmental specialist and/or an independent odour specialist conduct a visit to the complaint location, to investigate the complaint and pinpoint the source of odour.

Complaints can be made anonymously or, if you would like a follow up regarding your complaint, then please leave your contact details with the call-centre operator.

You can also report odours to the EPA online or via the EPA Pollution Hotline: 1300 372 842. However we encourage you to also call our Community Hotline so that Cleanaway can act as quickly as possible – Cleanaway does not receive immediate notification of complaints to the EPA Pollution Hotline.

We want to give you every opportunity to ask questions and or seek information regarding our operations.

Contact our Stakeholder and Community Relations Manager - Olga Ghiri on 0478 316 237 or email olga.ghiri@cleanaway.com.au to arrange a guided site tour or to ask any questions.