



meeting notes

prepared by	Nicola Wass
meeting subject	Elf Farm Supplies Community Liaison Committee
location	Windsor High School - Library
date of meeting	27 May 2015
attendees	<p>Chair - Nicola Wass</p> <p>Members present - Will Litjens, Steve Bonnano, Bill Sneddon, Kim Smith, Lyn Creamer, Danielle Wheeler, David Tolson, Terry Schulz, Annette Cam, Damien Rose, Trevor Wilson, Trevor Crunkhorn</p> <p>Notes – James Page</p> <p>Apologies - Danny Ung</p>
distribution	All committee members

Welcome and apologies

Item No.	Business	Action	Date
1.	Welcome led by Nicola Wass		
	<p>Since the last meeting there have been some changes to the committee. Treacey Bugeja has resigned her membership stating other commitments and Sam Schilling has left Straight Talk to pursue other interests.</p> <p>James Page has replaced Sam in his note-taking role on the committee and other Straight Talk staff have taken over the staffing of the Odour Complaints telephone number.</p>		
	<p>Review of meetings progress:</p> <ul style="list-style-type: none"> This is third meeting of the committee First two meetings we focussed on establishing the committee, its Terms of Reference and Code 		

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	<p>of Conduct, and in developing a mutual understanding of the technical matters associated with EFS in order to inform the committee's discussion.</p> <ul style="list-style-type: none"> • Now at the stage of looking at and providing feedback on community complaints and keeping a 'watching brief' on the mitigation work • Run through the meeting's agenda. 		

Review of previous meeting notes

Item No.	Business	Action	Date
2.	<p>All members had confirmed that previous meeting notes were correct and they were posted onto the committee's website.</p>		
	<p>Reviewed action items from last meeting:</p> <ul style="list-style-type: none"> • Timelines and timeframes for mitigations works – will be the next item on the agenda • Press release drafted and distributed to local media • Committee's website has been finalised and has been live for almost three months. 		

Elf Farm Supplies – update on mitigation works

Item No.	Business	Action	Date
3.	<p>Update on mitigation works provided by Will Litjens (Elf Farm Supplies)</p>		
	<ul style="list-style-type: none"> • When we last met the Development Application (DA) was with Department of Planning and Environment (DPE) • End of March it was placed on public exhibition for 30 days, which was increased for an 		

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	<p>additional period of a week</p> <ul style="list-style-type: none"> • EPA had some technical questions and EFS met with EPA and DPE to discuss • EFS has now completed all its requirements and submitted its response to DPE • Approximately 3 or 4 community submissions were received from the public exhibition • EPA have until 6 June to provide its comments to the DPE on the application • DPE is now considering responses and will follow it up as needed • EFS are awaiting DPE decision on application • The ammonia scrubbers earmarked for EFS have been requested by Canadian company so new ammonia scrubbers are being commissioned for EFS. 		

Presentation:

Technical matters – Odour dispersion

Item No.	Business	Action	Date
4.	<p>Short presentation given by Terry Schulz (The Odour Unit) of some additional modelling that had been requested by EPA. [See attached presentation]</p> <ul style="list-style-type: none"> • Presentation demonstrated current odour units at different locations in the community around the EFS site and showed the odour units that modelling predicts once mitigation works are completed, which showed full compliance with EPA limits once the works were completed • Interim stage odour units were also demonstrated • Images of biofilters were provided and their 		

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	<p>effectiveness was discussed</p> <ul style="list-style-type: none"> • Will Litjens advised you have to be on top of the bio-filter to be able to smell any odour • EPA has established a criteria of 2 odour units for this operation which is less than the usual standard (at the location of the nearest person) • Question: Would still be putting fugitive odour into the atmosphere, so why would you risk putting in an odour source that wasn't through the biofilters? <ul style="list-style-type: none"> > The plant would comply with requirements of EPA and odour would be within EPA requirements • Presentation of odour dispersion – most of the current sources of the odour issues are volume sources, where air coming from a building can roll along the ground and round the buildings without good dispersion • Sealing up the leaks to minimise odour impact is one of the main mitigation techniques being used today • The ultimate mitigation solution will have full capture of odour, with each room linked to the biofilter. There should be none of the smells that are currently present • Question – Does it take a while for the biofilter to work? <ul style="list-style-type: none"> > Often effective immediately, depends on how fresh material is. Can work from day one • Question – Where do woodchips come from? <ul style="list-style-type: none"> > It is a by-product from green-waste composting. It would normally be land-filled but is used in biofilters instead. 		

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Item No.	Business	Action	Date
	<p>EPA made comment following presentation:</p> <ul style="list-style-type: none"> • EPA is doing its assessment over next few weeks (it has until 6 June to submit to DPE) • The guidelines do allow for some odour • The planning process is to ensure there is confirmation the site will comply with requirements (prior to Development Application approval) 		

Quarterly complaints report

Item No.	Business	Action	Date
5.	<p>Simplified odour complaints report and summary of complaint analysis distributed to members</p> <p>There are insufficient numbers of complaints to identify any statistically significant trends but the complaint analysis summarises complaints to see if there are any patterns emerging.</p> <p>The summary shows:</p> <ul style="list-style-type: none"> • Outcomes of complaint investigation • Day of week and time of day of complaints • Activity that was occurring onsite at time of complaint. <p>The committee discussed the report and the summary analysis and a number of different points were raised:</p> <ul style="list-style-type: none"> • Dissatisfaction by some members of the outcomes of the investigations of their complaints • EPA stated the intention was for EFS to get notification of issues more immediately than through previous system 	<p>Investigate options for advertising the complaints line across the community</p>	<p>15 July 2015</p>

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	<ul style="list-style-type: none"> • Some differing views expressed about the level of impact experienced by the community – some impacted quite strongly, others less so • Comment that the view that the community is strongly impacted by EFS is not representative of the community’s experience, only a small part of it, and that there were other sources of odour which are having bigger impacts • Concerns were raised about the small number of people making complaints and that the response to complainants (the outcomes of the investigation) is biased • Suggestion that providing the complainant with the outcome of the investigation is not of value but it was also suggested that not providing a response risked people not knowing the complaint had been investigated • Nicola Wass noted that one of the requirements of the complaints line was that a report back to complainants was provided • Comment that smells can change very quickly and that an odour may not be there when the investigator was present at site of complaint • Confirmation from David Tolson that the onsite component of the investigation is undertaken by a local security company • Discussion about the value of making a complaint, with some members feeling it had no value and others suggesting if people don’t complain it won’t achieve anything <p>Nicola Wass asked the committee what should be considered and a number of different views were expressed:</p> <ul style="list-style-type: none"> • Stop telling people it’s imagined • 39% of complaints were identified as likely to be caused by EFS, and 25% possible, that’s 60% 		

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	<p>which for me is a high level of acknowledgement</p> <ul style="list-style-type: none"> • I'd like to see another quarter of data and I wouldn't tell people it doesn't come from Elf • The complaints line needs to be better advertised - have a series of ads in Courier and signs need to go up in places - Windsor Mall, Windsor Station and Mulgrave Station • I'm suggesting we report back, we've heard you, it will be noted as part of our investigation and timelines for mitigation works • Given that Elf has committed to mitigation, there doesn't seem any value <p>Nicola Wass questioned whether there would be value in having the data to be able to see any change in the future:</p> <ul style="list-style-type: none"> • Yes but the community needs informing • Suggestion of a letterbox drop • Comment that joining the committee was a way of getting information to the community. 		

Community issues and concerns

Item No.	Business	Action	Date
6.	<p>Nicola Wass advised that she had received requests from two people to provide information to the committee</p>		
	<p>The first request was from someone who has links to the local community but who is not a resident. The information was:</p> <ul style="list-style-type: none"> > An Odour Management Plan for EFS from 2012 which had been provided by the DPE on the previous day > An email regarding EFS's application to 		

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	<p>modify its approved development application.</p> <p>Bill Sneddon who had also been provided with a copy of the Odour Management Plan stated that he believed an Environmental Management Plan was also developed about the running of EFS. He also stated that he thought the Odour Management Plan should have been provided to the committee at the beginning so that it didn't develop its processes from scratch.</p>		
	<p>Second request was from a local community member to provide an email to the committee. The email expressed opinions about the Odour Unit and its investigation into odour at EFS which had also been expressed in a recent letter to the Editor of the local newspaper.</p> <p>Terry Schultz of the Odour Unit refutes the views expressed in the email that the Odour Unit had been unable to locate the source of the 'stench' at EFS.</p> <p>[See notes of previous meeting for copy of the presentation about the Odour Unit's investigation into odour sources at EFS and the presentation associated with the additional odour monitoring and modelling from this meeting]</p> <p>Terry Schultz also objected to not being given an opportunity to view and respond to the email, before it was tabled at the CLC.</p> <p>[Nicola Wass apologises unreservedly to Terry Schultz for not notifying him that the email would be tabled at the meeting, or its contents, and for not giving him the opportunity to respond]</p>		



Other business

Item No.	Business	Action	Date
7.	<p>The committee discussed other matters related to communication with the community:</p> <ul style="list-style-type: none"> • The need for information to be provided to the community, such as a timeline for the mitigation works • Possibility of taking to the local radio • Better advertisement of the CLC and the possibility of Council providing a link from its website to that of the CLC 		
	<p>The filling of the community position on the committee that was vacated by Treacey Bugeja was also discussed.</p> <p>Nicola Wass advised there is a waiting list for the committee and that the demographics of the potential members for the same suburb will have to be considered.</p>	<p>Review committee waitlist and identify potential replacement</p>	<p>15 July 2015</p>

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Next meeting and close

Item No.	Business	Action	Date
8.	<ul style="list-style-type: none">• Meeting notes will be sent to all members by Wednesday 3 June 2015• All members to review notes and provide feedback by Wednesday 10 June 2015• Request that all members review the date of next meeting (26 August 2015) and confirm availability• Annette Cam advised that she will be an apology of the next meeting. As a result the next meeting will not take place at Windsor High School• Location of next meeting will be confirmed closer to the date but meeting rooms at the Library in Windsor will be considered.	Obtain information about meeting rooms at Windsor Library. Arrange meeting room and catering for next meeting	1 August, 2015