

*An update from Cleanaway regarding
our independent Odour Monitoring
Program*

Melbourne Regional Landfill - Ravenhall



MRL CRG
Melbourne Regional Landfill
Community Reference Group



24/7 Hotline

1800 213 753

Dear Resident

We are writing to you about the Odour Monitoring Program that Cleanaway has recently commissioned in this area. We're committed to keeping you informed, and there are a range of community engagement services available.

The report by 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

It is important that you contact our hotline if you detect any odour and believe the source is our landfill – we are best able to address odour concerns if notified immediately.

When you contact the Community Hotline we will immediately investigate the report. Where possible, a Cleanaway environmental specialist and/or an independent odour specialist will visit the complaint location investigate the complaint and identify the source or cause. If the landfill is the source of the odour, on-site mitigation measures can then be taken.

Complaints can be made anonymously or, if you would like a follow up regarding your complaint, you can leave your contact details with the customer service advisor.

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

Visiting our landfill

To give you the opportunity to see our landfill and how it's managed on a day to day basis, we're offering tours to visit our site. The Ravenhall site also includes our biogas plant where renewable energy is produced from the methane collected from waste decomposition. This year, Cleanaway began upgrading the facility to double the plant's electricity generation and power up to 8,000 homes per day.

Please contact our Stakeholder and Community Relations Manager Olga Ghiri on 0478316237, or email olga.ghiri@cleanaway.com.au to arrange a guided site tour or to ask any questions.

At Cleanaway, we believe in building positive relationships with our local communities, and have implemented a range of initiatives to keep you informed about our operations, including:

- √ **24-hour Community Hotline** – 1800 213 753
- √ **Community Information Centre** at the Ravenhall site
- √ **Melbourne Regional Landfill Community Representative Group (MRLCRG)** – a community forum made up of residents and representatives from the Metropolitan Remand Centre, EPA, and Councillors from Melton and Brimbank Councils. The role of community representatives is to openly share all operational updates from these meetings with the broader community. Meeting notes and presentations can be viewed on our website using this address: www.cleanaway.com.au\MRL

Fill Facts website, explaining the landfill operations through a range of videos and facts sheets www.fillfacts.com.au

For more information about the Melbourne Regional Landfill please visit our website www.cleanaway.com.au or www.fillfacts.com.au.