

Environment Protection Authority



### FILE NOTE

**DOCONE:** H594273  
**FILE:** EN-EM-PE-FQ-244442  
**DATE:** 25 August 2016  
**AUTHOR:** Sarah Whatley – Senior Environmental Officer  
**SUBJECT:** Record of Complaint

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At 14:21 I had a phone conversation with an anonymous complainant about the Tassal Triabunna site.

s.39

[REDACTED] the company had been directing process stick water to the holding dam; and that water from the holding dam is irrigated at a farm across the highway. They added that the farm is next to a reserve for a dam and that when it rains irrigation water washed into the reserve area.

[REDACTED] I said that we could undertake an unannounced visit, and would not advise that it was in response to a complaint received.

RTI - DE



Leading Seafood in Australia

31 August 2016

Mr. Wes Ford  
Director, Environment Protection Authority  
Level 7, 134 Macquarie St,  
Hobart TAS 7000

Attention: Environmental Officer Melvin Bender

Dear Mr Ford,

**Tassal Triabunna Rendering Facility Odour Complaint 6 August 2016**

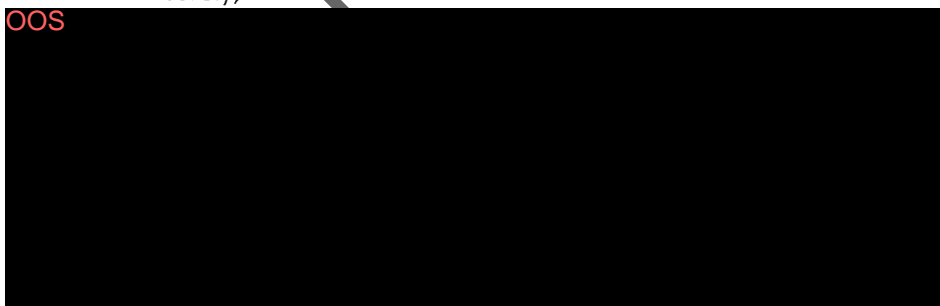
I refer to email advice from Environmental Officer Melvin Bender of 9 August 2016 in relation to an odour complaint made by a passing motorist on the Tasman Highway. I note that the time of the odour observation was approximately 1730 hours on Saturday 6 August 2016.

The wastewater dam is a recognised and permitted odour source, located well back from the highway for this reason. As you are aware, the wastewater dam is near capacity and with considerable wet weather through June and July the dam was compromised by rainfall, and irrigation was not possible, and work is underway to remedy this. This is detailed in other recent correspondence to you.

I have been advised that the operational conditions of the rendering plant and also the wastewater irrigation system have been reviewed for the day and time in question and that the plant was operating normally, plant odour controls were in place and operational, and the irrigation system was not in operation. However, as operational staff were unable to immediately respond to the complaint and investigate at the time the full nature of the complaint and the conditions at the time I am unable to comment further.

Yours sincerely,

OOS



Tassal Group Limited. ABN 15 106 067 270. Tassal Operations Pty Ltd. ABN 38 106 324 127

All correspondence to: GPO Box 1645 Hobart Tasmania Australia 7001 E: tassal@tassal.com.au www.tassal.com.au

**Hobart:** 2 Salamanca Square, Battery Point, Tasmania 7004  
**Melbourne:** 344 High Street, Kew, Victoria 3101  
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Leading Seafood in Australia

31 August 2016

Mr. Wes Ford  
 Director, Environment Protection Authority  
 Level 7, 134 Macquarie St,  
 Hobart TAS 7000

Attention: Environmental Officer Melvin Bender

Dear Mr Ford,

**Tassal Triabunna Rendering Facility Odour Complaint 6 August 2016**

I refer to the rendering facility site visit undertaken by Environmental Officer Melvin Bender on 30 August 2016 and follow up email of 31 August 2016 in relation to an odour complaint made by a passing motorist on the Tasman Highway. I note that the time of the odour observation was approximately 1645 hours on Tuesday 24 August 2016.

The wastewater dam is a recognised and permitted odour source, located well back from the highway for this reason. As you are aware, the wastewater dam is near capacity and with considerable wet weather through June and July the dam was compromised by rainfall, and irrigation was not possible, and work is underway to remedy this. This is detailed in other recent correspondence to you.

I have been advised that the operational conditions of the rendering plant and also the wastewater irrigation system have been reviewed for the day and time in question and that the plant was operating normally, plant odour controls were in place and operational, and the irrigation system had been in operation on the day in question. However, as operational staff were unable to immediately respond to the complaint and investigate at the time the full nature of the complaint and the conditions at the time I am unable to comment on this incident further. I can advise that the relocation of the irrigation pivot a further 1km way from the highway should ensure that any irrigation related odour at the highway will be negligible.

Yours sincerely,

OOS



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Complaints & Incidents Investigation Report Form

**Investigation: Notif ID 27470**

*id* 15064

**NOTIFICATION DETAILS:**

***Notifications/Complaints included in Investigation***

Notification Count: 1	
Report Taken By: AWP	Date: 28-Jun-17 Time: 11:30 File Number: [redacted]
Complainant: s.39 [redacted]	Suspect: Tassal Operations Pty Ltd
Complainant's Address: s.39 [redacted]	Complainant's Phone: [redacted]
Reported Notification Details:	
EPA Tasmania received a complaint today (28 June 2017) referring to an instance on 21 June 2017 when the complainant experienced odour driving on the Tasman Highway in the vicinity of the Tassal Triabunna plant. The complainant indicated that he drives the highway twice a week and has experienced the same odour on previous occasions in the same area when there is a westerly or north westerly wind.	

**INVESTIGATION DETAILS:**

Incomplete Investigation

**Suspect:**

**Name** Tassal Operations Pty Ltd  
**Address** 8731 Tasman Highway Triabunna

**Type of Activity:**  
**Phone:** [redacted]

**General:**

**Type of Incident**  Air  Noise  Water  Waste  Oil Spill **Other:**

**File Number:** 244442 **Region:** S

**Summary & Resolution/Outcomes:**

<b>28/06/2018 Investigation Summary</b>	Attachments = 0	Event 1
<p>I emailed Tassal Triabunna for any information they can provide on this incident, however as it occurred 7 days ago this might be difficult. I contacted [redacted] by phone and he advised the smell was like a dead animal and damp. He said he had smelt the odour with his car windows up and said it was rated as 3 or 4 out of 5 with 5 being the worst. I asked him to keep an odour log and email it in.</p>		

**Other Events:**



**Investigation: Notif ID 27469**

*id* 15063

**NOTIFICATION DETAILS:**

***Notifications/Complaints included in Investigation***

Notification Count: 1

Report Taken By: JTL      Date: 09-Mar-18      Time: 9:30      File Number: [redacted]

Complainant: s.39 [redacted]      Suspect: Tassal Operations Pty Ltd

Complainant's Address: [redacted]      Complainant's Phone: [redacted]

Reported Notification Details:

Complainant reported putrid odour at her residence (rental property) from 2015 hrs to 2400 hrs until she went to sleep. [redacted] described the odour as like 'hot burnt dead fish'. [redacted] stated her odour complaints to Tassal had been an ongoing issue since Aug 9, 2016. The odour issue was generally worse at night when there was a frost and entered her home. Separation distance to Tassal plant is approximately [redacted] has maintained a complaints log book. It would seem her complaints have over time been dealt with by OOS [redacted] and in more recent times by OO [redacted] has recently left Tassal. [redacted] apparently gave her an undertaking during a meeting in October 2017 that the odour issue would be fixed in a couple of weeks, but she hadn't heard anything since then. [redacted] is fine with the EPA Tasmania taking a copy of her odour complaints record. Michael Gartrell, a Regulatory Officer, will visit her during the week of 12 March 2018. John Langenberg contacted [redacted], Tassal [redacted] at 1100 hrs 9 March 2018. [redacted] was aware of odour complaints from [redacted]. With respect to odour, Tassal had engaged a mainland consultant, [redacted], the previous week, to assess the plant biofilter. [redacted] had recommended after the inspection that maintenance be undertaken on the unit that included additional woodchip media and adjustment of the vent filter pressure. This work would be undertaken in the next 2 - 3 weeks. Once the maintenance was complete, [redacted] would carry out the site odour survey. [redacted] was ok with her complaints data being provided to Tassal who will copy to [redacted].

**INVESTIGATION DETAILS:**

**INVESTIGATION COMPLETE**

**Suspect:**

**Name** Tassal Operations Pty Ltd      **Type of Activity:**

**Address** 8731 Tasman Highway Triabunna      **Phone:** [redacted]

**General:**

**Type of Incident**     Air     Noise     Water     Waste     Oil Spill    **Other:** oc

**File Number:** 244442      **Region:** S

**Summary & Resolution/Outcomes:**

**14/03/2018 Investigation Summary**      Attachments = 0      Event 1

Visited complainant's residence on 14/3/2018 at 11am. Spoke to the complainant about ongoing odour issue at this residence and Tassal will soon be conducting odour modelling. Low odour observed at time of inspection. Took photos of complainant's log book to be sent to Tassal's [redacted] ([redacted]).

14/03/2018 Resolution / Outcome

Attachments = 0

Event 2

Complainant visited. Records of complaint log book sent to Tassal. Tassal will visit complainant in near future.

**Other Events:**

RTI - DL - RELEASE - EPA



**Complaints & Incidents Investigation Report Form**

**Investigation: Notif ID 27486**

*id* 15071

**NOTIFICATION DETAILS:**

***Notifications/Complaints included in Investigation***

Notification Count: 1	
Report Taken By: MJG	Date: 04-Apr-18 Time: 20:50 File Number: [redacted]
Complainant: s.39 [redacted]	Suspect: Tassal Operations Pty Ltd
Complainant's Address: [redacted]	Complainant's Phone: [redacted]
Reported Notification Details:	
Complainant reported via email that putrid odour was experienced on Good Friday, 2018 and the smell from the rendering plant had wrecked her Easter Holiday. She was very upset and did not know what to do about the situation. She had contacted [redacted] but had no return call at the time.	

**INVESTIGATION DETAILS:**

**INVESTIGATION COMPLETE**

**Suspect:**

**Name** Tassal Operations Pty Ltd      **Type of Activity:**  
**Address** 8731 Tasman Highway Triabunna      **Phone:** [redacted]

**General:**

**Type of Incident**    **Air**    **Noise**    **Water**    **Waste**    **Oil Spill**   **Other:** oc  
**File Number:** 244442      **Region:** E

**Summary & Resolution/Outcomes:**

<b>5/04/2018 Investigation Summary</b>	Attachments = 0	Event 1
Phoned [redacted] from Tassal to inform her of the complaint and that complainant had not been contacted to date. [redacted] said she was planning to contact [redacted] after discussions with the Tassal Community Liaison Officer / rep. Tassal were planning to visit [redacted] in person and had organised odour modelling and repair of biofilter.		
<b>5/04/2018 Resolution / Outcome</b>	Attachments = 0	Event 2
Tried to contact [redacted] to let her know Tassal's response/proposed actions. Left phone message and email but no reply from [redacted] received to date.		

**Other Events:**

RTI - DL - RELEASE - EPA





**Complaints & Incidents Investigation Report Form**

**Investigation: Notif ID 28405**

*id* 15761

**NOTIFICATION DETAILS:**

***Notifications/Complaints included in Investigation***

Report Taken By: MJG			Date: 12-Mar-21	Time: 16:03	File Number: [REDACTED]	Notification Count: 1
Complainant: s.39 [REDACTED]	Suspect: Tassal Operations Pty Ltd					
Complainant's Address: [REDACTED]		Complainant's Phone: [REDACTED]				
Reported Notification Details: Odour emanating from Triabunna Rendering facility. Strong rotten fish smell when they arrived home at 3:40pm. Wind in their direction.						

**INVESTIGATION DETAILS:**

**INVESTIGATION COMPLETE**

**Suspect:**

**Name** Tassal Operations Pty Ltd  
**Address** 8731 Tasman Highway Triabunna

**Type of Activity:**  
**Phone:** [REDACTED]

**General:**

**Type of Incident**  Air  Noise  Water  Waste  Oil Spill **Other:** OC

**File Number:** 244442 **Region:** E

**Summary & Resolution/Outcomes:**

<b>15/03/2021 Investigation Summary</b>	Attachments = 0	Event 1
Notified Tassal that an odour complaint had been received. Tassal stated they are in the process of upgrading the biofilter at site which should significantly reduce odour.		
<b>15/03/2021 Resolution / Outcome</b>	Attachments = 0	Event 2
Called complainant and let her know Tassal are in the process of upgrading the biofilter.		

**Other Events:**