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Title:

Effectively Addressing Community Concerns through Data Transparency and Open Communication

Abstract:

A local environmental regulatory body in South East Queensland manages environmental activities within a busy industrial area in Ipswich City. Multiple facilities operate in close proximity to residential communities, resulting in odour emissions affecting local residents. A task force from the regulatory body was established to investigate these odorous emissions and determine whether operators were complying with their environmental authority.

Faced with the complexity of numerous potential emission sources and reactive inspections driven by complaints, the task force partnered with Envirosuite to deliver a solution. The program introduced a shared evidence base to support investigations and reduce response times. Transparent communication with the community transformed public sentiment from speculation and dissatisfaction into confidence in both the investigative process and its outcomes.

This case study highlights how the partnership clarified responsibilities, facilitated timely regulatory action, and empowered field officers with reliable data trusted by both officers and the community. It also explores how collaborative, science-based frameworks can improve outcomes for local government, regulators, private industries, and the communities they serve, particularly in regions where water facilities, waste operations, and industrial services intersect.