

Elf Farm Supplies Complaints Analysis Summary

Number of complaints

The Elf Farm Supplies (EFS) Complaints Line have been operating since February 2015. The EFS website complaints portal has been in operation since June 2015. A total of 112 complaints or enquires have been directly received through these portals between February 2015 to 22 November 2016, when the summary analysis detailed in this report was undertaken. The majority of which have been odour complaints (87%).

Complaint type	Number
Odour complaints	97
Process enquiries and concerns	13
Smoke complaints	2
Total	112

Table 1 - Volume and type of complaints

A total of 15 people have submitted complaints or enquires. Just over half of all complainants (8) have lodged multiple complaints or enquiries. Personal details were not recorded for 11 complaints and therefore the identity of these persons is unknown. The majority (61%) of all complaints and enquires were lodged by two people, with 42% of all complaints and enquires coming from one person.

During the same time period the NSW Environmental Protection Agency (EPA) notified EFS that they have received a total of 25 complaints about EFS relating to odour, construction noise and lighting. These complaints have not been analysed in this report.

Outcomes of investigations

Odour and smoke investigations record the wind strength and direction at the time of the complaint and the activities of EFS an hour prior to the reporting of a complaint. Where possible an independent investigator attends the site of the complaint immediately after a complaint is lodged and reports the weather conditions and odour at the site of the complaint. Once an investigation report is complete the data is analysed and an assessment is made on whether EFS is the likely, possible or unlikely source of odour or smoke.

Investigation responses have been closely split between EFS being likely, possible and unlikely source of a complaint. EFS being the possible source of odour complaints was the highest recorded response (32%), followed by EFS being the likely source of complaints (31%).

All complaints except one were responded to within the agreed timeframe of five business days. One complaint was not responded to in the agreed timeframe because the complainant did not provide accurate contact details when making their complaint.



Investigation response	Number of responses
It is likely that EFS is the source	31
It is possible that EFS is the source	32
It is unlikely that EFS is the source	27
Inconclusive or no investigation requested	8
Total	99

Table 2 – Outcomes of smoke and odour investigation by number of responses

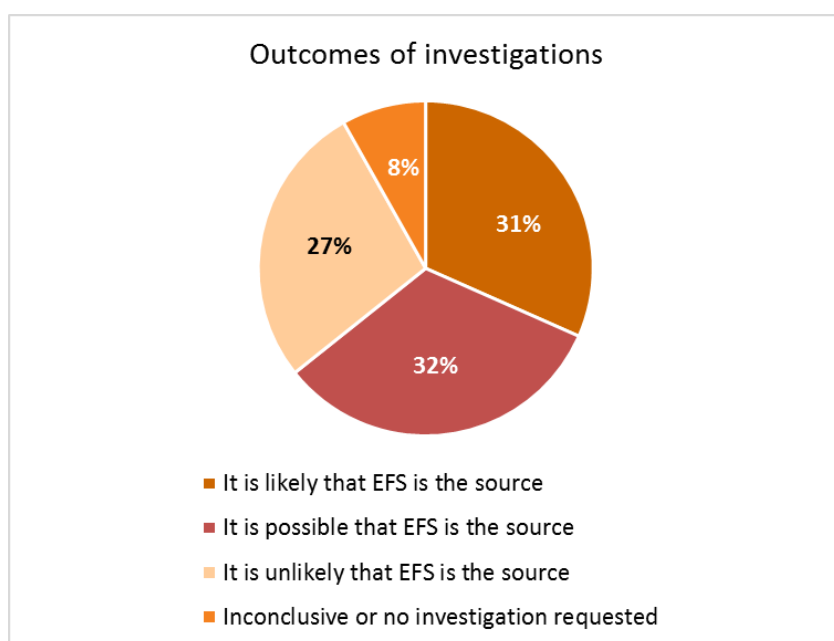


Figure 1 - Outcomes of odour and smoke investigations by percentage

Promotion of the complaints line

The EFS Complaints Line and/or website portal were advertised in the following local publications:

Local publications	Dates published
Hawkesbury Gazette	<ul style="list-style-type: none"> • November 9 2016 • July 6 2016 • October 14 2015
Hawkesbury Courier	<ul style="list-style-type: none"> • November 10 2016 • July 7 2016 • October 22 2015



Hawkesbury District Independent (HDI)

- November 2016 edition
- July 2016 edition
- November 2015 edition

The EFS Complaints Line was also advertised in the Construction Update One newsletter (June 2016), which was delivered to almost 5,500 local households and in the Construction Update Two (September 2016) newsletter.

The online complaints portal has been displayed on the EFS community website www.elfarmsupplies.com.au since the website launched in June 2016.

What is a biofilter?

A biofilter is a treatment process which involves the biological oxidation of odorous compounds in the polluted air stream to non-problematic end products. This process typically occurs in a bed of porous organic material, moistened to encourage the growth and sustenance of micro-organisms. A single passage of odorous air through an appropriately designed biofilter has been proven to be very effective at odour removal. Biofilters typically remove all of the odour character from the untreated air stream,

possible once approval is granted.



Further information

Call 1800 155 079 to register concerns or complaints

Go to www.elfarmsupplies.com.au for more details about Elf Farm Supplies and to register to receive electronic newsletters and updates

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HOME / GARDEN

Storm proofing your home

Storms are a fact of life in our Australian climate and while they are often quite mild, some can be incredibly severe and devastating. This winter already we've seen what Mother Nature can do!

A storm plan is a proactive way to prepare for strong winds and rain. Here's some ideas to help you storm proof your home and get on the front foot when severe weather hits the area.

Secure Your Home
This means making sure all outdoor furniture is put away and that branches, bits of wood and other debris are secured. Check your windows are strong and safe and free from cracks. Check your trees and large plants to make sure that there are no obvious branches that will come off if you're susceptible, ask a tree lopper to check it out for you. Park your car undercover and keep the whole family (including pets) indoors.

Check the Roof
The roof is the first point of contact in a storm so you need to keep yours well maintained. Firstly, make absolutely sure that gutters and downpipes are clear as this is essential to drain the torrents of rainwater away before they can flood your home.

Next, check for loose tiles or sheets. If anything is loose on the roof or there is any other physical damage, repair this as soon as you can. A roof in poor condition is much more likely to succumb to the ravages of a storm.

Create a Home Emergency Plan
If storms are expected, make sure you have an up to date home emergency plan. This plan dictates how you and your family will react in a storm event. Know the safe exit points in your home and an agreed upon evacuation point. It is a good idea to have emergency evacuation bags packed with food, water and clothes.

Emergency Kits are a Must
Things can go from bad to worse very quickly in a storm when a blackout hits. You can mitigate the effects of a blackout by preparing an emergency kit. Include items such as canned food, a can opener, bottled water, candles, matches, batteries, medications, first aid supplies, a battery operated radio, fresh batteries and a copy of your important documents. While most storms will only create blackouts lasting for a few hours at most, you'll want to stock your kit with enough food and water for three days, just in case. You never know what sort of mood Mother Nature will be in!

An emergency kit is a great idea to keep in your home.

Elf Farm Supplies - community information

Elf Farm Supplies is pleased to provide the following information to the community:

Website - www.elfarmsupplies.com.au
Elf Farm Supplies has recently launched a website to provide information about its operations and the planned construction of newly developed, world's best odour mitigation technology at its Mulgrave facility. To find out more, visit: www.elfarmsupplies.com.au. Please visit the website and register to receive electronic newsletters and updates about the construction works.

Public information sessions
Prior to the commencement of the construction works a number of public information sessions will be held in a central community location. Stay updated about the public information sessions by registering online to receive electronic newsletters and updates at www.elfarmsupplies.com.au.

Complaints Line - 1800 155 079
To register concerns or complaints about Elf Farm Supplies please call 1800 155 079 or go to the "Make a complaint" page of the website.

Figure 2 and 3 - Construction Update One Newsletter and July HDI advertisement



