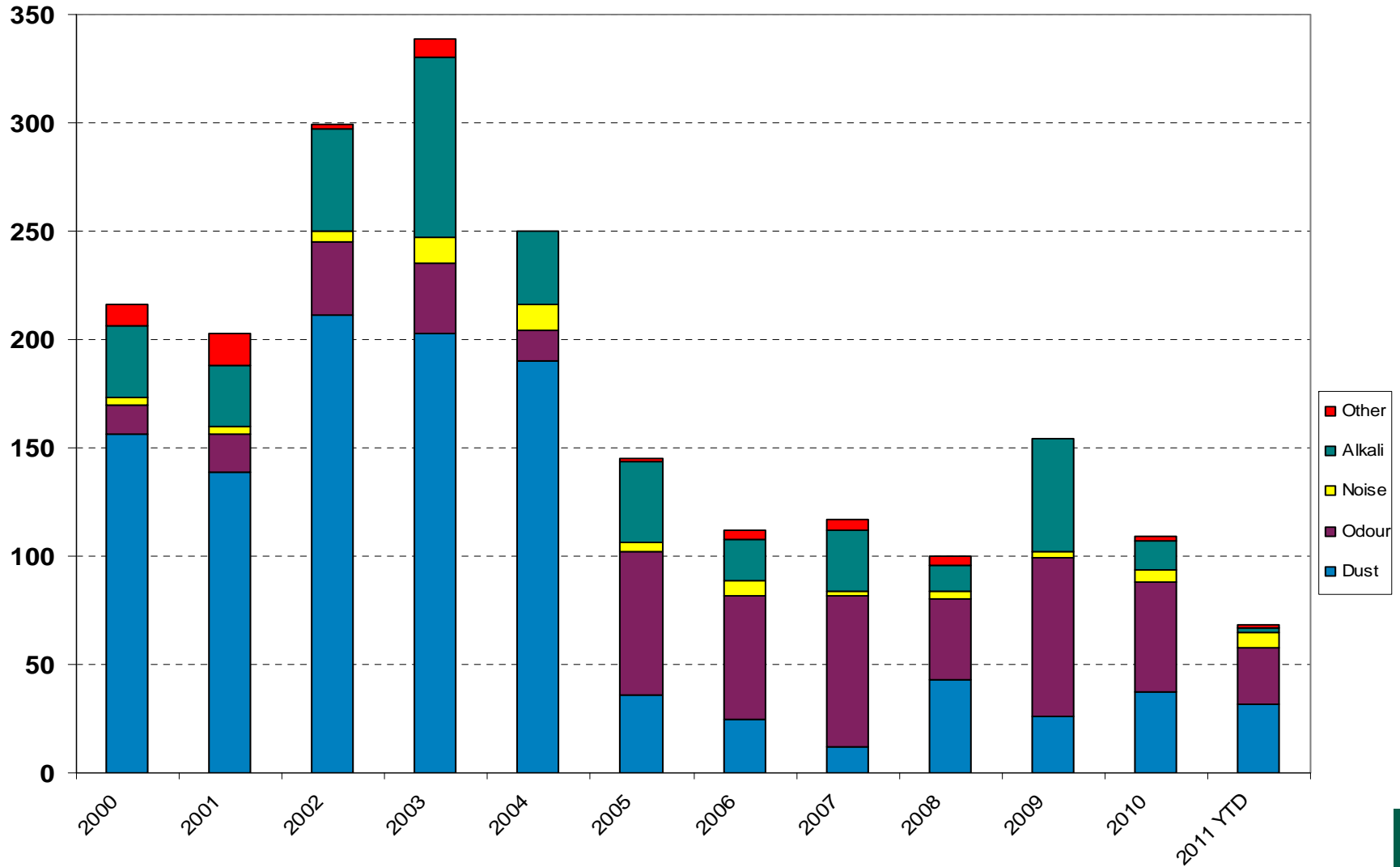


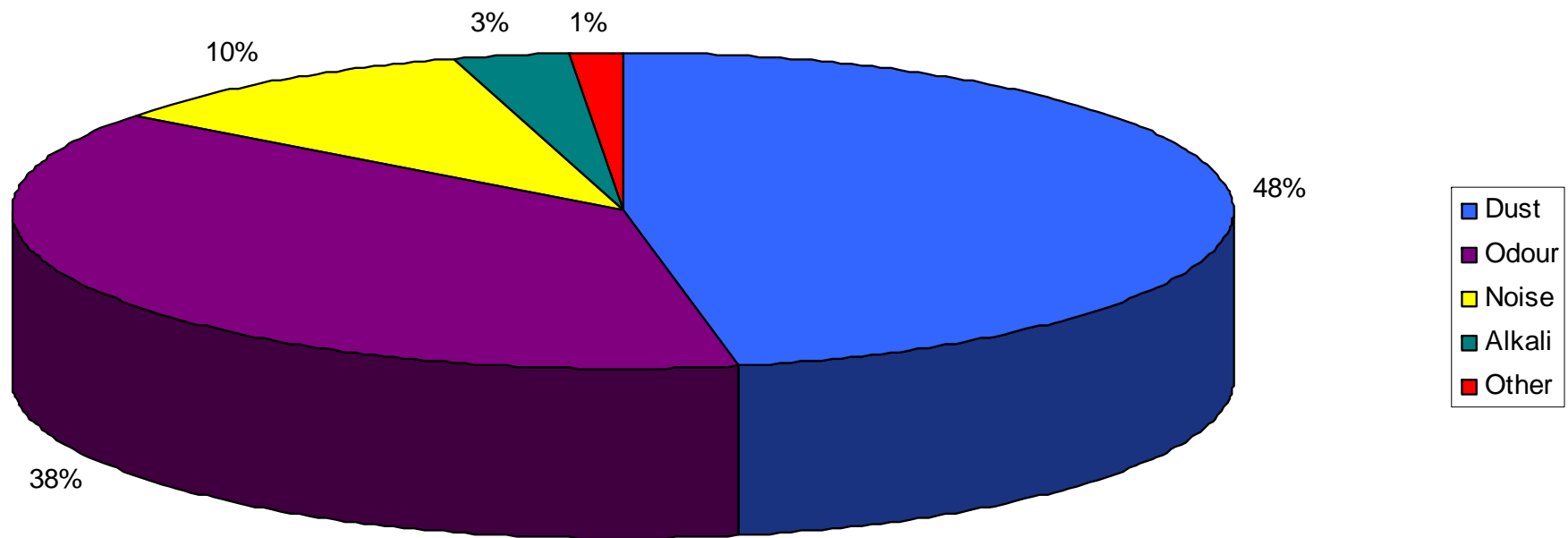


# Complaints



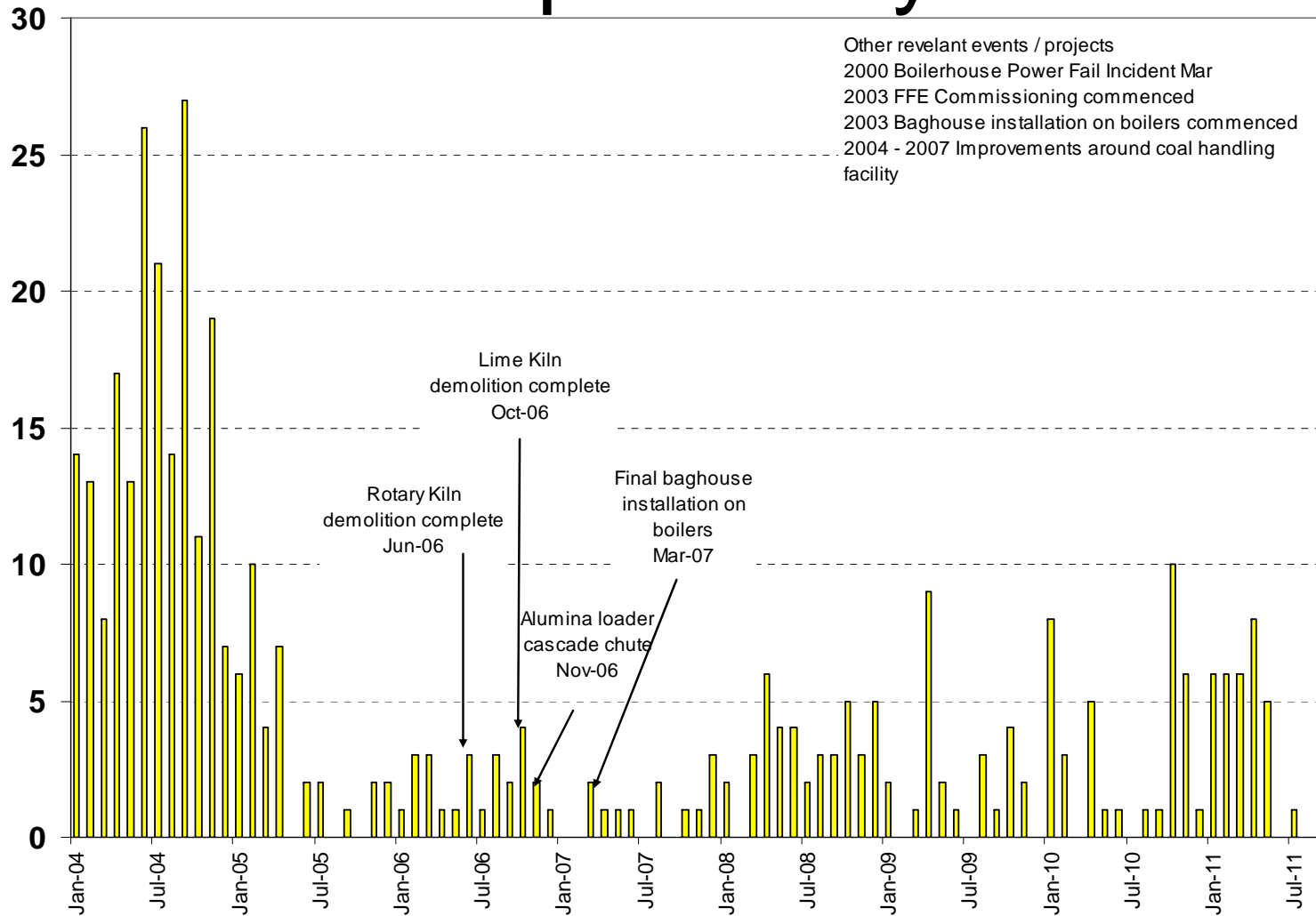


# Complaint Breakdown by Type 2011 YTD



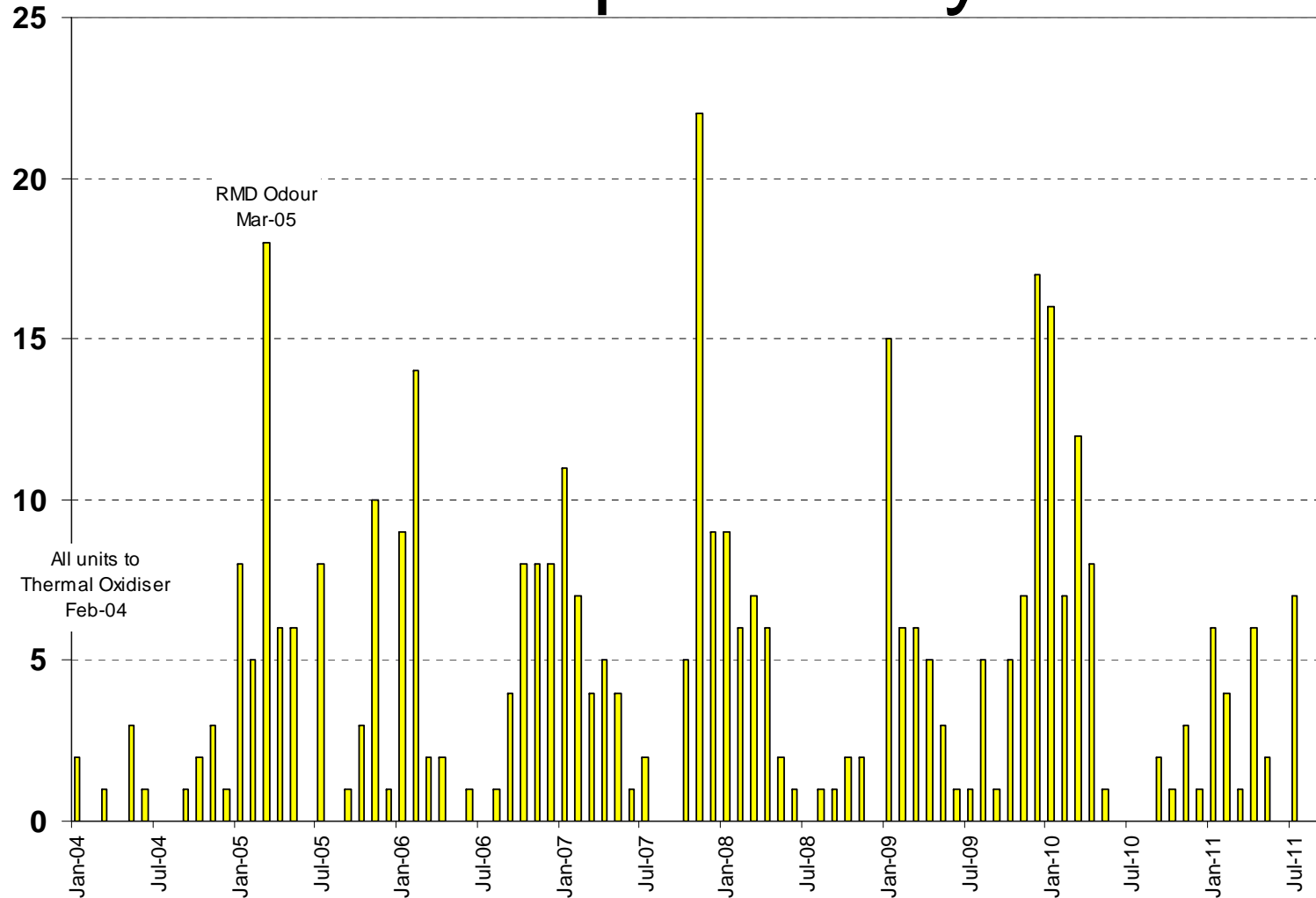


# Dust complaints by month



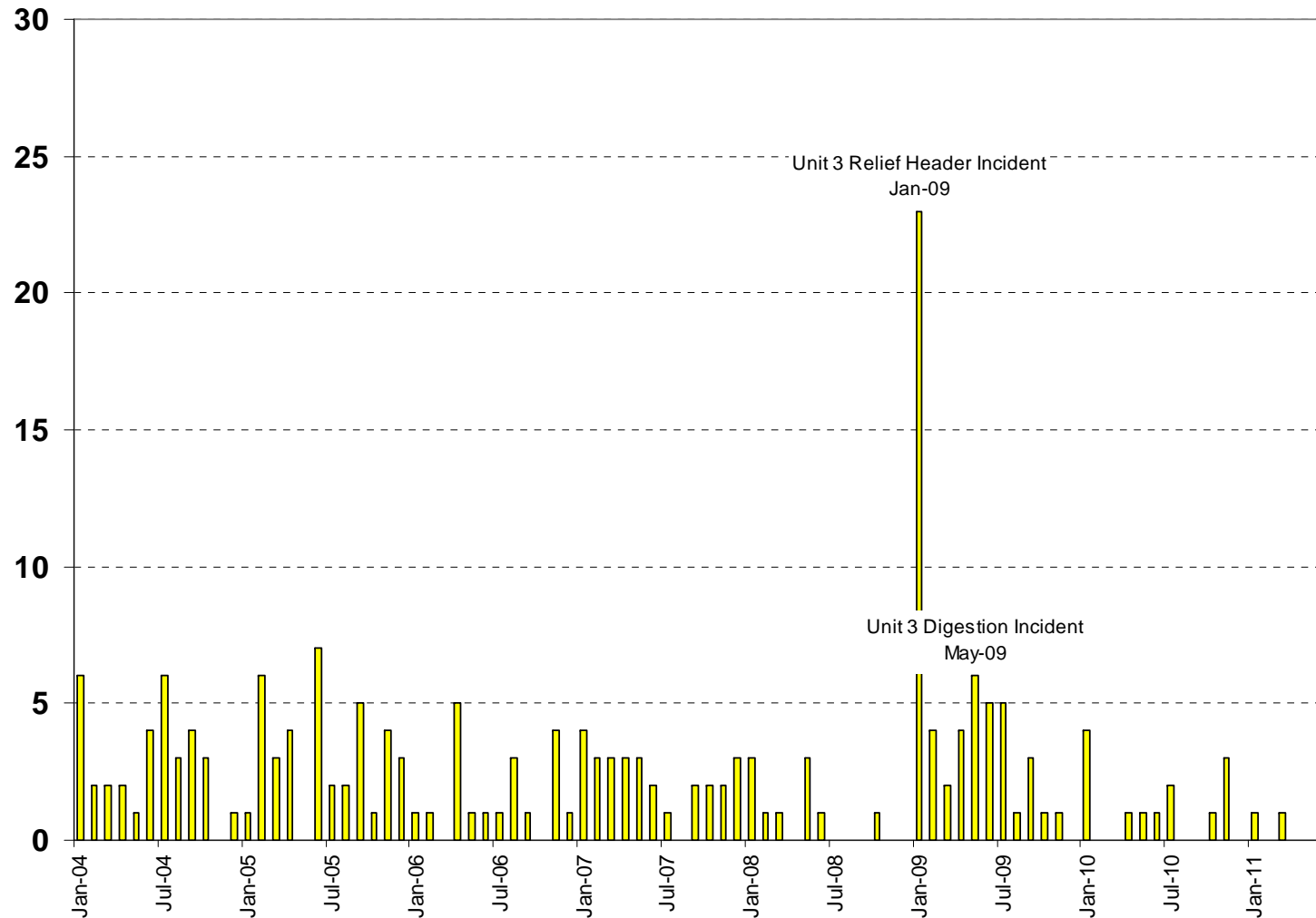


# Odour complaints by month





# Alkali complaints by month

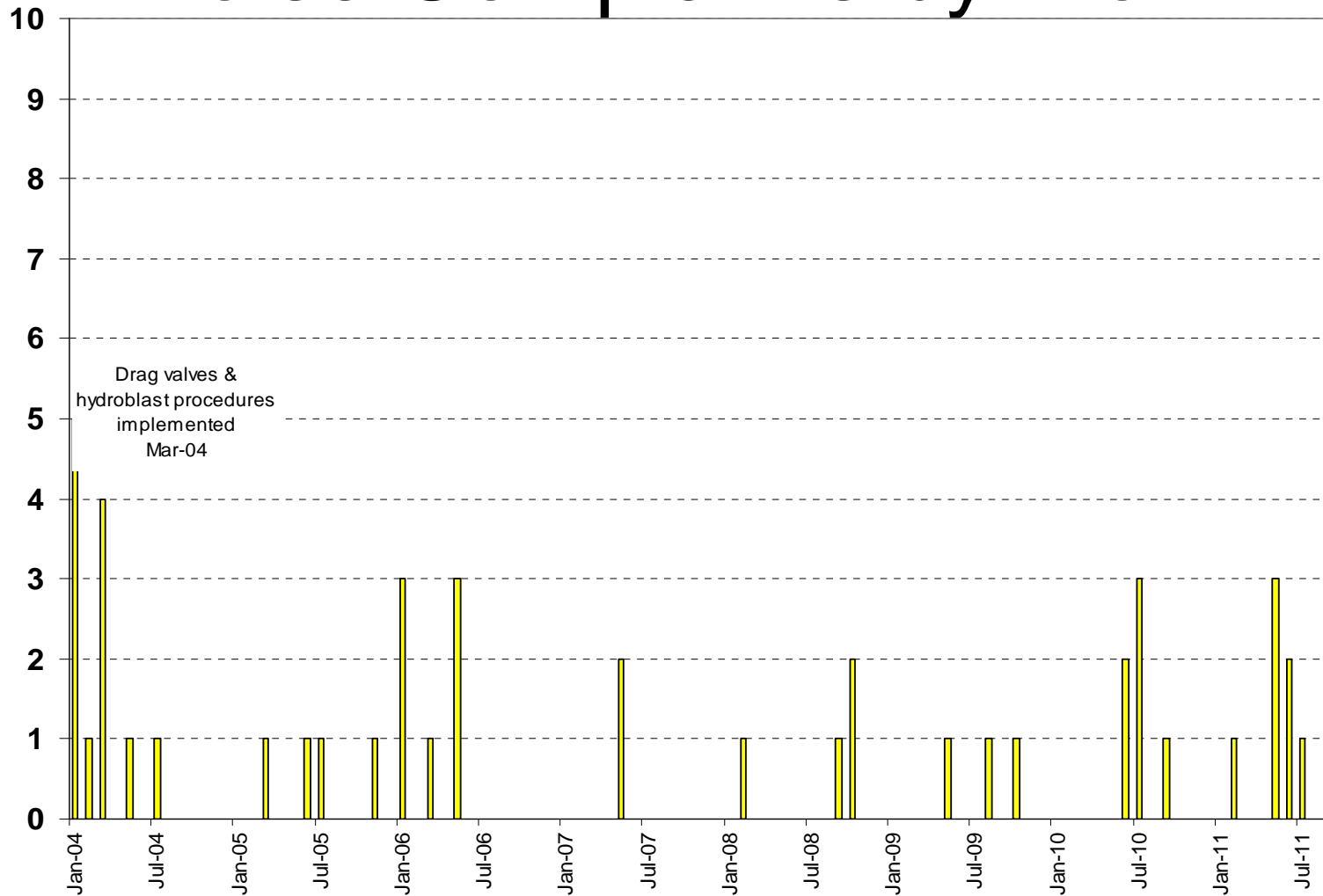




14.09.2010	100015604	potential alkali	12:24:49	Community - Complaint	With insurance assessor
20.10.2010	100015839	potential alkali	08:46:03	Community - Complaint	With insurance assessor
26.10.2010	100015880	potential alkali - private vehicle	16:16:28	Community - Complaint	With insurance assessor
26.10.2010	100015882	potential alkali - private vehicle	16:35:36	Community - Complaint	With insurance assessor
11.01.2011	100016461	Potential Alkali damage - Caryard	16:18:40	Community - Complaint	With insurance assessor
12.01.2011	100016469	Potential alkali damage vehicle	16:26:59	Community - Complaint	With insurance assessor
19.02.2011	100016701	Potential alkali & dust complaint (not due to QAL)	11:40:07	Community - Complaint	With insurance assessor
21.02.2011	100016706	Dust (not due to QAL) & Potential Alkali complaint - caryard	11:10:10	Community - Complaint	With insurance assessor
14.03.2011	100016882	Potential alkali complaint	13:48:22	Community - Complaint	With insurance assessor
13.05.2011	100017209	Potential alkali damage to vehicles	12:46:47	Community - Complaint	With insurance assessor



# Noise Complaints by Month





# General Update

- Dust mitigation at Ash Ponds – Sand ponds slashed in July produced around 800 bales of hay. This hay has been used to cover the Ash pond for dust suppression.
- QAL's First Response Team conducted a series of controlled burns of various areas surrounding QAL during July and early August. These controlled burns were conducted as a preventative measure to reduce the hazard of an uncontrolled fire.
- QAL Fire management plan completed



# General Update

- Weed Management of QAL buffer zone to commence in September.
- Annual Noise Monitoring Survey is complete. In compliance with QAL's license.
- Tree planting continuing in 2011 with a target of 2100 trees.