



Annual Audit Compliance Report Form

Environmental Protection Act 1986, Part V Division 3

Once completed, please submit this form either via email to info@dwer.wa.gov.au, or to the below postal address:

Department of Water and Environmental Regulation
Locked Bag 10
Joondalup DC WA 6919

Section A – License details

License number:	L7477/2001/9	License file number:	2013/000044
License holder name:	Ingham's Group Limited		
Trading as:	Inghams Enterprises Pty Ltd		
ACN:	008447345		
Registered business address:	Level 4, 1 Julius Ave, North Ryde NSW 2113 Australia		
Reporting period:	01 / 01 / 2025 to 31 / 12 / 2025		

Section B – Statement of compliance with license conditions

Did you comply with all of your license conditions during the reporting period?
(please tick the appropriate box)

- Yes – please complete:
- section C;
 - section D (if required); and
 - sign the declaration in Section F.

- No – please complete:
- section C;
 - section D (if required);
 - section E; and
 - sign the declaration in Section F.

Section C – Statement of actual production

Provide the actual production quantity for this reporting period. Supporting documentation is to be attached.

Prescribed premises category	Actual production quantity
15-Abattoir	52.596T

Section D – Statement of actual Part 2 waste discharge quantity

Provide the actual Part 2 waste discharge quantity for this reporting period. Supporting documentation is to be attached.

Prescribed premises category	Actual Part 2 waste discharge quantity
NA	

Section E – Details of non-compliance with license condition	
Please use a separate page for each condition with which the license holder was non-compliant at a time during the reporting period.	
Condition no:	NA
Date(s) of non-compliance:	
Details of non-compliance:	
The site processed 52596T in the reporting period which is 5.1% above the license category of 50000T pa.	
What was the actual (or suspected) environmental impact of the non-compliance?	
NOTE – please attach maps or diagrams to provide insight into the precise location of where the non-compliance took place.	
Nil environmental impact	
Cause (or suspected cause) of non-compliance:	
The design capacity exceedance was a result of variability in bird weight. The birds processed had a heavier than expected average live weight than predicted. The higher than expected bird weight is what has driven the non-conformance.	
Birds are set with a standard growth rate calculation. Variation to the standard growth rate (IE birds grow faster) has the potential for additional weight of the birds to enter the plant. The plant only knows the actual bird weight when the birds are weighted at the time when they arrive at the plant.	
There has been no change to the plant operating hours.	
Action taken to mitigate any adverse effects of non-compliance and prevent recurrence of the non-compliance:	
<ul style="list-style-type: none"> • There are no adverse effects of the exceedance of the design capacity. • This was discussed with DWER at different meetings. • We have requested an increased licensed weight during the license renewal process. 	
Was this non-compliance previously reported to DWER?	
<input checked="" type="checkbox"/> Yes, and	
<input type="checkbox"/> Reported to DWER verbally	Date: / /
<input checked="" type="checkbox"/> Reported to DWER in writing	Date: 28 / 01 / 2026
Section F – Declaration	

Department of Water and Environmental Regulation

I / We declare that the information in this Annual Audit Compliance Report is true and correct and is not false or misleading in a material particular¹.

I / We consent to the Annual Audit Compliance Report being published on the Department of Water and Environmental Regulation's (DWER) website.



Date:	29-01-26	Date:	
Seal (if signing under seal):			

¹ It is an offence under section 112 of the *Environmental Protection Act 1986* for a person to give information on this form that to their knowledge is false or misleading in a material particular.

² AACRs can only be signed by the licence holder or an authorised person with the legal authority to sign on behalf of the licence holder.

OSBORNE PARK - PRIMARY PROCESSING PLANT



Complaints Register 2025

Date/Time of the complaint	Complainant Name/Company	Contact Details	Nature of Complaint	Environmental conditions	Escalated to management Y/N Name of Manager	Investigation undertaken	Action undertaken	Complainant Follow-Up and update
6/01/2025 13:13	Carmel Macri		Odour complaint– Site received an email odour complaint on Saturday 4th January at 2:28pm saying over the past 2 days has been back, Today in particular it is very bad.	Wind- E 16 Km/h Relative Humidity: 50% T- 23 C Rain Rate: 0%	Y Operations Manager (Shane Carberry) & SENIOR INGHAMS MANAGEMENT	The site received a email on 6th January at 1:13 Pm from the Ingham’s customer service complaints portal notifying an email of apparent odour complaint was received on Saturday 4th January at 2:28pm An investigation report was completed with the team but the site was unable to identify any potential source of odour. Inghams have also conducted a thorough deep dive into the raw operating data of the water treatment odour control system (OCS) as a result Inghams were unable to connect any odour issue during the investigation to the Odour Complaint for the 2nd to 4th Jan 2025, albeit the exercise was useful in that it raised some areas of improvement in relation to the check the system.	Operations Manager (Shane C) called Carmel Macri (Complainant) at 1:38 pm on Monday, 6th January 2025, and she stated that the smell started on Thursday afternoon and continued through Friday and Saturday. She informed the Operations Manager that she lived close to Bunnings Osborne Park. Carmel also mentioned that it had been good for a long time, and there was no smell today. An investigation report was completed with the team, but the site was unable to identify any potential source of odour.	Dwer was notified by email on 7 Jan at 8:51 am about the complaint Shane contacted the complainant by phone. Then, on 22 Jan 25, Inghms sent an email to DWER informing them of the completed investigation and the actions taken. The complaint response and a copy of the incident report were sent to the Quality department in order to close the complaint in the customer portal on 30 Jan 25
8/02/2025 - 8:00 am	Don Hancey	Phone: 0418931770	Odour omiting from the site	Saturday PM Wind ENE @ 9km/h Sunday AM Wind WSW @ 11 km/h	Y- Operations Manager (Shane Carberry) & SENIOR INGHAMS MANAGEMENT	Marcus Firth (Project Manager) received a phone call on Saturday, 8 February at 8 am from Don Hancey, who stated that an odour was coming from the Inghams site. An incident report was completed. Our findings are as follows: •The site received a phone call regarding the issue on Saturday, 8 February, at 8:00 am. •Our investigation identified a problem with the old wastewater treatment plant’s auger system. The system was not functioning correctly, resulting in residual waste accumulation in the area. The issue was identified in the WWTP record sheet. An investigation report was completed with the team.	Marcus met with Don and did not notice any smell, but told Don he would investigate and come back to him. During the investigation on that day, Marcus identified an odour coming from the old WWTP. Marcus escalated this to the Operations Manager on the same day, who organised for cleaners to attend the site and clean the area. The following corrective actions have been taken: •On the same day (8 February), cleaners were engaged to clear and clean the affected area. •The system issue was inspected and resolved over the weekend of 14 February. •The weekly WWTP cleaning report has been updated to include inspections and cleaning of the area twice a week. •Cleaners have been instructed to inspect and clean the area mid-week and at the end of each week to ensure it remains cleaned and well-maintained.	A self-reported email was sent to DWER on 10 February 2025 at 9:09 am, reporting an odour complaint received by phone on Saturday, 8 February 2025 at 8 am. A follow-up email was sent to DWER on 20 February 25 at 3:40 pm, reporting the findings of the odour complaint received. Additionally, the site contacted the neighbour on 8 February at 9:14 via text message, informing them that an odour was coming from the old WWTP and that the cleaners were cleaning the area.
20/03/2025 19:19	Dean Dyer	dean@loveyourwork.com.au Phone: 0403185373	Odour complaint– stink coming out of OP	Thursday 20/03 Wind-15.7 Km T-24 C Rain Rate-0% Relative Humidity-69%	Y	On 20 March at 7:19 pm, the site received a complaint No 50806 via the online system(Customer Service) stating the following: "The stink coming out of your Osborne Park factory is awful. Toxic fumes are coming into my house. You have to stop doing that and put in place a system that captures 100% particulate matter!! I will contact the City of Stirling Environment Health and David Michael, local MP" All environmental checks have been completed and reviewed with no issues identified. Spoke with staff and contractors to see if they noticed any odour on Thursday, 20 March. But no issues or breakdowns were identified.	The Operations Manager (Shane Carberry) called the complainant on Friday, 21 March, but received no response, and left a voice message that went unanswered. Customer service followed up on Friday with a response mentioning that the site would review and investigate. However, no reply has been received. An internal investigation was conducted, and a report was completed.	Inghams notified DWER via email on Friday, 21 March at 7:52 am about the complaint. Then, on Wednesday, 2 April, at 10:26 am, report the findings to DWER. A follow-up with customer service was sent on 26 March to check whether additional communication had been received for the complainant, but nothing further has been received. The final communication was sent by email on 2 April, informing the complainant that an investigation was conducted, but no issues were found.
28/04/2025 13:30	Don Hancey	Phone: 0418931770	Odour complaint	Monday Wind 7.2Km h T 23.2 RH 70%	Y	Marcus Firth (project manager) received a phone call from one of our neighbours on 28 April at 1:30 pm, reporting a bad smell coming from the backyard. The perceived odour issue is believed to have come from the backyard. During the phone call, the complainant mentioned that they thought the potential odour was coming from the dirty trailers. Inghams do not have dirty trailers onsite. All trailers, crates and modules are washed inside the LBHS before exiting and parking in the yard. A Report was completed.	The onsite team inspected the areas at the time the complaint was raised, but no odour was detected anywhere on the site. Marcus Firth called back the neighbours to explain that the trailers are clean. The site understands there may be a perception that the trailers parked in the backyard are unclean and could be a source of odour. However, this appears to be a misconception, as all equipment and trailers are cleaned following the hygiene procedures and protocols. The site continues to perform the usual cleaning and hygiene protocols and procedures for cleaning the trailers. Marcus Firth followed up with the neighbour to explain that the trailers are clean.	DWER was notified on 2 May at 12:30 pm and again on 7 May at 10:25 am, with details of the actions taken.
7/05/2025 10:30	Don Hancey	Phone: 0418931770	Odour complaint	Monday Wind NE 11 KM T 23 RH 51 %	Y	On 7th May at 10:33 am, Marcus Firth (project manager) received a phone call from one of our neighbours, who said there was a bad smell coming from Inghams. Marcus went and met with the neighbour to help identify the source of the odour. Marcus Firth escalated to Operations Manager. We have reviewed all relevant processes, including our twice-daily environmental checks and conducted a walk-through of the site. Our onsite team inspected the areas at the time the complaint was raised, and identified that there was odour coming from the general waste compactor when it was changed that day in the morning.	The area around the compactor was cleaned immediately. We have discussed with the service provider increasing the number of uplifts and ensuring the compactor is serviceable with no leaks. Marcus Firth followed up with the neighbour to explain the source of the odour and the actions taken. Environmental checks have been completed and reviewed	The complaint was notified to DWER on 8th May at 8:11 am. A report has been completed. The improvement process with the waste contractor is to be implemented. DWER was notified via email on Thursday, 8th May at 8:11 am and followed up with a weekly email to DWER on Friday, 9th May at 6:48 am.

20/05/2025 10:00	Don Hancey	418931770	Odour complaint	Tuesday Wind SE 7.2 T 20.4 RH 69 %	y	The onsite team inspected the areas at the time the complaint was raised and identified an odour in the backyard from the waste compactor area. The General waste compactor has a leak that emits an odour.	Inghams has contacted our waste supplier to collect the compactor immediately, and the collection frequency will be increased. We discussed being replaced with a new one in the medium term. Diana Garcia contacted the complainant; only Lucia was available, and she explained the findings to Lucia and the actions taken.	The site tried to call Don Hancey, but he didn't answer, and a message was left. Also, Lucia was contacted around 3:15 pm, as she had requested that someone call her back. Lucia was informed about the findings and the actions taken. A community letter was sent to the complainants via email on 29 May at 1:15 pm, communicating the actions taken. An email was sent to DWER on 3/June at 8:13 am informing them of the details and corrective actions taken in place. Also, it was mentioned that we contacted the complainants by phone to explain the situation. Additionally, Inghams sent a community letter by email to all complainants on 29 May, informing them of the identified issue and the actions taken.
20/05/2025 10:30	Lucia Pollins	416536673	Odour Complaint	Tuesday Wind SE 7.2 T 20.4 RH 69 %	y	The onsite team inspected the areas at the time the complaint was raised and identified an odour in the backyard from the waste compactor area. The General waste compactor has a leak that emits an odour.	Inghams has contacted our waste supplier to collect the compactor immediately, and the collection frequency will be increased. We discussed being replaced with a new one in the medium term. Diana Garcia contacted the complainant; only Lucia was available, and she explained the findings to Lucia and the actions taken.	The site tried to call Don Hancey, but he didn't answer, and a message was left. Also, Lucia was contacted around 3:15 pm, as she had requested that someone call her back. Lucia was informed about the findings and the actions taken. A community letter was sent to the complainants via email on 29 May at 1:15 pm, communicating the actions taken. An email was sent to DWER on 3/June at 8:13 am informing the the details and corrective actions taken in place. Also it was mentioned that We contacted the complainants by phone to explain the situation regarding the issue. Additionally, Inghams sent by email a community letter to all complainants on 29th of May, informing them about the identified issue and the actions taken.
20/05/2025 17:30	Anonymous	No available	Odour Complaint	Tuesday Wind SE 7.2 T 20.4 RH 69 %	y	The onsite team inspected the areas at the time the complaint was raised and identified an odour in the backyard from the waste compactor area. The General waste compactor has a leak that emits an odour.	Inghams has contacted our waste supplier to collect the compactor immediately, and the collection frequency will be increased. We discussed being replaced with a new one in the medium term. Diana Garcia contacted the complainant; only Lucia was available, and she explained the findings to Lucia and the actions taken.	The site tried to call Don Hancey, but he didn't answer, and a message was left. Also, Lucia was contacted around 3:15 pm, as she had requested that someone call her back. Lucia was informed about the findings and the actions taken. A community letter was sent to the complainants via email on 29 May at 1:15 pm, communicating the actions taken. An email was sent to DWER on 3/June at 8:13 am informing the the details and corrective actions taken in place. Also it was mentioned that We contacted the complainants by phone to explain the situation regarding the issue. Additionally, Inghams sent by email a community letter to all complainants on 29th of May, informing them about the identified issue and the actions taken.
21/05/2025 0:00	Follow up on the complaints from 20/05		Odour Complaint	Wednesday Wind SE 5 T 24 RH 65 %	y	On or around 21st May, we believe that our Odour Control System (OCS), on the Wastewater Recycled treatment plant (WRTP), has malfunctioned. OCS efficiency has degraded to the point that the odour being released exceeds the design specification. The site has identified an issue with the commissioning of the balance tank, which has affected the odour control system (OCS) at the Wastewater Recycling Treatment Plant (WRTP). We have notified DWER and Pollution Watch of the issue. During commissioning of the balance tank, the initial settings were set so that the balance tank would not drain each week, and this led to an increase in odour through the OCS.	Over the weekend, we have completely drained the balance tank, removing the source of the odours and have taken further action to ensure that: •The balance tank is fully drained each week, • we have increased daily monitoring of key system indicators on the balance tank and odour control system. In addition, Inghams has identified the waste compactor as a possible odour source and has implemented initiatives to increase waste collection frequency, removed the compactor that was considered an issue and is evaluating the options for a replacement.	The site tried to call Don Hancey, but he didn't answer and left a message. Also, Lucia was contacted around 3:15 pm, as she had requested that someone call her back. A community letter was sent to the complainants via email on 29 May at 1:15 pm, communicating the actions taken. An email was sent to DWER on 3/June at 8:13 am informing them of the details and corrective actions taken in place. Also, it was mentioned that we contacted the complainants by phone to explain the situation. Additionally, Inghams sent a community letter by email to all complainants on 29 May, informing them of the identified issue and the actions taken.
2/09/2025 9:30	Don Hancey	Phone: 0418931770	Odour complaint	Wind- NNE 7 Km/h Relative Humidity: 85% T- 12.8 C Rain Rate: 0%	y	The site received a phone call from one of our neighbours (Don Hancey) on 2 Sep at 9:30 a.m, reporting a bad smell coming from Inghams. During the call, the Odour Unit Consultants were onsite to undertake odour monitoring The team inspected all areas at the time the complaint was raised but no odour was detected in any part of the site. The Odour Unit Consultants have been engaged to undertake the odour monitoring. During that week in September, the assessment was conducted post-optimisation of the Odour control system in the WRTP. The results of the assessment have been completed and indicate a significant reduction in odour emissions, demonstrating that the WRTP OCS now represents a negligible source of odour that is unlikely to cause adverse impacts on the local community, as shown in the Inghams Osborne Park- Stage2 WRTP OSA final report	Actions Taken: •The team immediately inspected all areas onsite in response to the complaint, but no odour was detected during this inspection. •The Odour Unit Consultants completed a comprehensive odour assessment following the optimisation of the Odour Control System (OCS) in the Wastewater Recycling Treatment Plant (WRTP) and the LBHS upgrade project. •The final assessment report confirms a significant reduction in odour emissions, indicating that the WRTP and OCS now represent a negligible source of odour that is unlikely to impact the local community. •For the LBHS and offal area, results show substantial improvement in odour emissions. Actions Completed: •We continue implementing ongoing operational control and protocols to manage any potential odour emission. •We remain committed to maintaining effective odour management onsite and continue to monitor our operations closely to minimise any potential impact on the local community.	An email was sent to DWER on 2 Sep at 3:19 pm and then on 16 Jan 2026 The complainant was contacted by the site manager the same day (2 Sep) in the afternoon, around 3 pm.

Birds Slaughtered per month at Inghams Osborne Park 2025

Months	Number of Birds
Jan-25	1875934
Feb-25	1549223
Mar-25	1467877
Apr-25	1846435
May-25	1547480
Jun-25	1492719
Jul-25	1879705
Aug-25	1525093
Sep-25	1552229
Oct-25	1849471
Nov-25	1568929
Dec-25	1732043
Total	19887138

Birds Slaughtered per month at Inghams Osborne Park 2025 Number of Birds

