

Mount Thorley Warkworth Complaints Register 2025

Date/Time Received	Description of Complaint	Immediate Action Taken
28/02/2025 08:31 PM	Community complaint received regarding noise. Complainant stated "last night 3am noise woke me up extremely loud went for at least an hour awful". Call back not requested.	<p>In response the Community Response Officer completed routine noise monitoring at relevant monitoring location to complainant:</p> <p>28/02/2025 01:45 - Community Response officer (CRO) attended the Inlet Road monitoring location and recorded a noise reading below relevant criteria. WML 30dBA truck noise audible. MTO 30dBA truck and dozer noise audible.</p> <p>28/02/2025 03:45 - CRO attended the Inlet Road monitoring location and recorded a noise reading below relevant criteria. WML 30dBA truck and dozer noise audible. MTO 30dBA truck and dozer noise audible. Open Cut Examiner notified.</p>
23/02/2025 07:24 PM	Community complainant received regarding noise. Complainant stated "residence on Inlet Road and sitting outside with people and its really noisy". call back requested.	<p>18:00 – Prior to complaint the Community Response Officer (CRO) attended the Inlet Road monitoring location and was unable to complete a noise reading due to local interferences. At time of inspection shift change for Coal & Partings Crews was in affect and a site emergency had been active resulting in all mobile equipment to cease operating. No mining noise was audible at time of inspection.</p> <p>19:29 – CRO called complainant. Complainant stated the noise levels were currently quite high and have been high the past couple of nights. CRO confirmed they will respond by attending relevant monitoring location to complete noise monitoring. CRO advised that shift change would be coming into effect in the next 10 minutes. Complainant said “yeah but then the noise will ramp up again”, CRO reconfirmed they would be vigilant to inspect the noise levels right away, during shift change and then also throughout the night to ensure that noise levels remain compliant. Complainant was happy with the CRO’s response. Complainant also specifically asked that their complaint be reported to the Environment and Community Manager, CRO confirmed that all complaints are reported and recorded within the site system that the Environment and Community Manager reviews. Open Cut Examiner (OCE) notified.</p> <p>21:35 – CRO attended the Inlet Road monitoring location and completed a noise reading below criteria. WML 30dB loading noise audible, MTO 32dB truck and dozer noise audible. OCE notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
20/02/2025 04:08 PM	Community complaint received regarding Blasting. Complaint stated "wanted to complain about you letting off a blast in peak hour traffic causing mayhem". Call back not requested.	MTW operates road closures as required in accordance with the approved MTW Blast Management Plan and associated Road Closure Management Plan. No call back requested for this complaint.
18/02/2025 09:50 AM	Community complaint received regarding lighting. Complainant stated "light from mine glares in your eyes when driving." Call back requested	21:55 - Community Response Officer (CRO) called complainant. Complainant stated that they had a bright light in their eyes as they travelled over Parsons Creek bridge as they travelled along the Putty Road. CRO committed to travelling to the area to complete inspect. Open Cut Examiner (OCE) notified. 22:13 - CRO travelled to area, MTO RL 138 dump lighting plant and dozer headlights identified as potential source of complaint. OCE notified. In response the lighting plant was adjust and dozer direction. 22:25 - Lighting plant adjustments completed. CRO completed inspection and did not observe any potential intrusive lighting. OCE notified.
14/02/2025 08:51 AM	Community complaint received regarding Blasting (hotline). Complaint stated "blast hotline is not working". Call back not requested.	08:54 - Environment and Community Staff (ECS) investigated complaint. MTW Blasting Information Hotline tested and found to be functioning, the message that is played back was found to cut out part way through and did not provide all the details regarding the scheduled road closure. In response the message on the MTW Blasting Information Hotline was updated and tested to be functional and correct.
08/02/2025 08:30 PM	Community complaint received regarding Lighting. Complainant stated "Light visible from his home ". Call back requested.	20:40 - Community Response Officer (CRO) called complainant back, complainant explained that the Warkworth Pit looked like there was lights shining everywhere. CRO committed to completing an inspection in response. 21:00 - CRO completed inspection of Wambo Road, and around the Bulga township. CRO identified the Slither 145 and Battle Axe 145 Dump lights as protentional source of complaint. CRO notified the Open Cut Examiner. In response lighting plant were adjusted.
07/02/2025 12:36 PM	Community complaint received regarding blasting vibrations. Complaint stated, "Shaking of home from a blast". Call back not requested.	Preliminary blast monitoring results indicate that blast was within management conditions, Wambo Road blast monitor results: Peak Over pressure 102.59dB, Peak Vibration 1.19 mm/sec.

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04/02/2025 11:04 AM	Community complaint received regarding Blasting. "Unauthorised and unnotified blast". No call back requested.	4/2/24 13:35 - Environment & Community Staff member (ECS) contacted complainant who advised they felt a blast about 11:00am, and a blast notification text had indicated the blast time was between 09:00-10:00. ECS advised that MTW did not blast at around 11:00. Complainant advised they also felt a blast whilst inside their house at 11:35. ECS confirmed MTW undertook a blast at 11:34. ECS also advised we are following up on blast text notification system, as normally an updated text message would have been sent if blast was delayed for some reason. Complainant appreciated the call and information. Preliminary blast results suggest blast within management conditions Wambo Road Blast Results 108.22dB 0.8mm/sec
28/01/2025 12:51 PM	Community complaint received regarding Blasting (Vibration). Complaint stated "Shaking of their home from a blast at MTW Mine.". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions: Wambo Road Blast Monitor results Peak over pressure 97.93dB Peak vibration 1.3mm/sec.
28/01/2025 11:40 AM	Community complaint received regarding dust. Complainant stated "are you running all of the watercarts?" Complaint received in person.	11:40 - Complainant approached community Response Officer (CRO) while parked at Bulga RFS monitoring location. Complainant explained that since the wind change the previous evening, there has been dust issues at MTW. Complainant asked if all watercarts were operating. CRO stated that all available watercarts (10) were operating the previous dayshift and all available operating today, that significant areas of West Pit had been closed at the time of the complaint (Blast Clearance). Complainant suggested that draglines should be down when dust was bad and questioned supervision and management over the weekend. CRO advised that watercarts were not stood down on weekends. CRO notified the Open Cut Examiner (OCE) of complaint. Routine condition monitoring photos recorded by the CRO prior to complaint.
27/01/2025 09:40 PM	Community complaint received regarding lighting. Complainant stated "white light dump facing dead North shining straight at my house". Call back not requested.	21:50 - Community Response Officer (CRO) completed inspection of Gouldsville Road and observed potential intrusive light. CRO was unable to contact the Open Cut Examiner (OCE) due to an active emergency at the time. 22:05 - CRO contacted OCE to request light be adjusted. 22:14 - Light on South Pit North dump turned off. 22:15 - CRO completed follow up inspection. No potentially intrusive lights observed.

Date/Time Received	Description of Complaint	Immediate Action Taken
26/01/2025 08:27 PM	20:37 - Community complaint received regarding Lighting. Complainant stated "Light in same spot as last night". Call back not requested.	20:30 - Community Response Officer (CRO) completed inspection around the site and identified the South Pit North Dump light as potentially intrusive. CRO notified the Open Cut Examiner (OCE) of complaint and observation. 20:50 – South Pit North dump lighting plant rotated and tilted down. 21:00 - Community Response Officer (CRO) completed inspection and observed the South Pit North dump lighting plant as potentially intrusive. CRO notified the Open Cut Examiner (OCE) of observation. 22:15 - South Pit North dump lighting plant turned off.
21/01/2025 12:23 PM	Community complaint received regarding Blasting (Vibration). Complaint stated "Complaint re shaking of home from a blast". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions: Wambo Road Blast Monitor results Peak over pressure 103.90dB Peak vibration 0.44mm/sec.
16/01/2025 05:37 PM	Community complaint received regarding Air (Dust). Complainant stated " Wind direction causing them to experience heavy dust - can come observe it from their home also". Call back requested.	17:48 – Community Response Officer (CRO) called the complainant back. Complainant explained they could see dust leaving MTW coming directly to their residence. CRO confirmed the complainant location and committed to completing inspection from routine monitoring location. Complainant requested the CRO inspect the potential dust from the complainant residence. CRO thanked the complainant for the invitation but respectfully declined as it did not align with the company protocols. The complainant understood. Open Cut Examiner (OCE) notified of complaint. 18:10 – CRO completed inspection of relevant area and did not observe excessive dust generation. At time of inspection conditions were overcast with patchy rain in the area. Weather conditions on this day:- Max 25°C, Gentle S winds, 3-6m/s. Showers and overcast conditions. 9.6mm of rainfall recorded at the Charlton Ridge Meteorological station in last 24hrs.
05/01/2025 10:30 AM	Community complaint received regarding Air (Dust). Complaint stated "excessive dust". Call back not requested.	Community Response Officer (CRO) completed routine inspections prior to, and following complaint being received. Nil excessive dust observed at time of inspections. At time of inspections there was a valley wide haze visible. Open Cut Examiner notified

Date/Time Received	Description of Complaint	Immediate Action Taken
03/01/2025 12:16 PM	Community complaint received regarding Blasting (Vibration). Complaint stated "shaking of his home from blast". call back not requested	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak over pressure 101.59 dB, Peak vibration 1.35mm/sec.