

Mount Thorley Warkworth Complaints Register 2025

Date/Time Received	Description of Complaint	Immediate Action Taken
29/03/2025 11:20 AM	Community complaint received regarding Blasting (Vibration). Complainant stated "Shaking of home from MTW blast". Call back not requested,	Preliminary blast monitoring results indicate that blast was within management conditions, Wambo Road Blast monitor results: Peak Over pressure 101.95 dB, Peak Vibration 1.79 mm/s.
29/03/2025 02:53 AM	Community complaint received regarding Noise. Complainant stated "noise coming from the Mine lower it so we can sleep". Call back not requested.	03:15 - Community Response Officer attended the Wambo Road monitoring location and was unable to complete noise monitoring due to weather interference. Open Cut Examiner notified. Weather interference continued into the daytime, noise monitoring unable to be completed.
27/03/2025 12:02 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "Blast from the Mine felt like an earthquake". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 105.97 dB, Peak Vibration 2.66 mm/s.
26/03/2025 10:25 PM	Community complaint received regarding Noise. Complainant stated "lower noise coming out of mine". Call back not requested.	22:50 – Community Response Officer attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML 35dB truck and loading noise audible. MTO 33dB dozer noise audible. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
24/03/2025 10:31 PM	22:31 - Community Response Officer (CRO) received complaint regarding noise. Complainant stated "please lower the noise so people can sleep". Call back not requested.	22:55 – Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading above criteria. WML 39 dB truck and dozer noise audible. MTO 34dB truck and dozer noise audible. Open Cut Examiner (OCE) notified. Operational controls implemented: 23:05 – Dozer 551 Dozer 548 parked up, cumulative total 3 hours. 23:15 – Dozer 232 and Dozer 233 parked up, cumulative total 4 hours. 23:20 - CRO attended the Wambo Road monitoring location and completed a noise reading below criteria. WML 37dB truck, dozer and loading noise audible, MTO 33dB truck and dozer noise audible. OCE notified.
24/03/2025 01:33 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "mine blasting". Call back requested.	13:44 - Community Response Officer (CRO) called complainant back. Complainant stated they had experienced vibration from today's blast around 12:50. Complainant explained blasting was having an effect on their home. Preliminary blast monitoring results indicate blast was within management conditions. Bulga Village Blast monitor results: Peak Over pressure 105.37 dB, Peak Vibration 3.78 mm/s.
23/03/2025 11:29 PM	Community complaint received regarding Noise. Complainant stated "asking for the mine to lower levels". Call back not requested.	22:57 – CRO attended the Wambo Road monitoring location prior to complaint and completed a noise reading below criteria. WML 35 dB truck noise audible. MTO Inaudible. 01:05 – CRO attended the Wambo Road monitoring location and completed a noise reading below criteria. WML 34 dB truck noise audible. MTO Inaudible. Open Cut Examiner (OCE) notified. 03:19 – CRO attended the Wambo Road monitoring location and completed a noise reading below criteria. WML 35 dB truck noise audible. MTO Inaudible. 04:06 – Second community complaint received regarding noise. Complainant stated "can't sleep due to noise from the mine, asking for noise to be lowered please". Call back not requested. 04:50 – CRO attended the Wambo Road noise monitoring location and completed a noise reading below criteria. WML 34 dB truck noise audible. MTO Inaudible. OCE notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
21/03/2025 10:29 AM	22:29 - Complaint received regarding noise. Complainant stated, "Crashing noise, huge noise". Call back requested.	<p>22:34 – Community Response Officer (CRO) called complainant back, complainant explained the noise was not consistent but crashing noise was heard every couple of minutes. CRO confirmed with the complainant that they would attend the Bulga RFS monitoring location and completed noise monitoring in response and if required operational controls would be implemented.</p> <p>23:00 – CRO attended the Bulga RFS monitoring location. CRO observed first bucket and loading horn audible. Open Cut Examiner (OCE) notified. Operational controls implemented:</p> <p>23:19 – Shovel 345 (WML West Pit) switched to light horns and loading practices slowed down to minimise first bucket noise.</p> <p>23:25 – CRO attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML 34dB Loading and dozer noise audible. MTO 30dB dozer noise audible.</p>
21/03/2025 03:15 AM	Community complaint received regarding Noise. Complainant stated "Excessive noise ". Call back not requested.	<p>03:20 - Community Response officer (CRO) attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML 33dBA truck and loading noise audible. MTO 33dBA truck and dozer noise audible.</p> <p>03:35 - CRO attended the Bulga RFS monitoring location and recorded a noise reading below relevant criteria. WML 34dBA truck and loading noise audible. MTO 34dBA truck and dozer noise audible. Open Cut Examiner notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
16/03/2025 10:50 AM	Community complainant received regarding Air (Dust). Complainant stated "excessive dust again, two days in a row". Call back not requested.	<p>10:50 – Community Response Officer (CRO) was completing routine inspection at Bulga RFS monitoring location approached by complainant. Complainant pointed to MTW and expressed concern regarding dust and stated, "yesterday there was dust all through Bulga, we had to clean our windscreen due to the dust accumulated overnight". Complainant explained that they "expected better of the new Manager". Complainant returned their vehicle and drove away. CRO notified the Open Cut Examiner (OCE) of the complaint.</p> <p>10:52 – Community complainant received regarding Air (Dust). Complainant stated "excessive dust again, two days in a row". Call back not requested</p> <p>Operational controls implemented: North 175 dump closed and autobahn closed.</p> <p>09:10 - MTO 100 dump closed. Dragline 101 (WML West Pit) intermittent dust delay 6.0 hours.</p> <p>09:20 - Battle Axe 40 dump closed for dust mitigation. Dozer 539 parked up 5.7 hours.</p> <p>10:20 - Excavator 323 (WML West Pit) parked up 1.3 hours. Dragline 103 (WML North Pit) parked up 5.7 hours. Dozer 547 parked up 1.3 hours.</p> <p>10:48 – Contractor watercart prioritised to complete dust suppression support until end of day.</p> <p>11:05 – Shovel 344 parked up 3.5 hours. MTO 122 dump closed. North 188 dump closed.</p> <p>11:20 – Excavator 321 (WML West Pit) 0.9 hours. Dozer 535 parked up 0.9 hours.</p>
08/03/2025 08:55 AM	Community complaint received regarding noise. Complainant stated "around 9.30pm to 10pm really noisy for over an hour stopped for a little bit then started again very noisy". Call back requested.	<p>09:15 – Community Response Officer (CRO) attempted to call the complainant back, no answer or voicemail service available to leave a message. CRO notified the Open Cut Examiner (OCE) of complaint received. Complaint communicated to the night shift CRO and OCE. Noise levels will continue to be monitored in accordance with the MTW Noise Management Plan.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
07/03/2025 08:18 PM	Community complaint received regarding Lighting. Complainant stated "intrusive lighting from mine". Call back requested.	<p>20:27 – Community Response Officer (CRO) called complainant back. Complainant stated that MTW looked illuminated like a Christmas tree and that they were able to see everything on the dump systems not just the lighting plants. Complainant requested CRO assess the lighting from their property to determine if the lighting was intrusive or not. Complainant stated they did not wish for changes to be made, just wanted an assessment done and for Environment and Community Staff (ECS) to respond to this request. Open Cut Examiner (OCE) notified.</p> <p>CRO completed additional lighting inspection from Wambo Road and Putty Rd, no potentially intrusive lighting plants observed. HME headlights visible moving along dump systems. OCE and CRO discussed complaint and visible light sources. No further action taken.</p> <p>8/03/2025 13:32 – ECS called complainant back to follow up.</p>
05/03/2025 01:22 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "the blast shook windows in his house and scared his farm animals". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 101.54 dB, Peak Vibration 3.53 mm/s.
03/03/2025 12:30 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "shaking of my home from a blast today". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 108.43 dB, Peak Vibration 2.17 mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
02/03/2025 9:24 AM	Community complainant received regarding Air (Dust). Complainant stated "Can you please lodge a complaint for me, all that dust will be in Bulga this afternoon". Complaint received in person.	<p>Prior to complaint the Community Response Officer (CRO) completed routine inspections for dust.</p> <p>09:10 - During routine inspection at Bulga RFS monitoring location CRO observed dust haze outside MTW's Western boundary. Open Cut Examiner (OCE) was notified. OCE informed CRO that during recent on-site inspection OCE observed DL101 not operating, Shovel 344 and Excavator 319 not operating, haul roads and operational areas had adequate dust suppression, nil dust visible leaving site. OCE extended on-site inspections and continue to monitor air quality. CRO continue to monitor changes in air quality.</p> <p>09:24 - Complainant approached CRO vehicle while parked at the Bulga RFS monitoring location. Complainant stated "Can you please lodge a complaint for me, all that dust will be in Bulga this afternoon.". CRO explained that the OCE (Open Cut Examiner) had been notified and was actively investigating.</p> <p>09:30 – In response to complaint the CRO completed inspections of areas surrounding MTW, including Bulga Village, Wambo Rd, Putty Road, Charlton Rd, Golden Highway, Long Point, Wallaby Scrub Road, and Mount Thorley industrial estate.</p> <p>10:40 - OCE notified CRO that subsequent on-site inspection had been completed, proactive dust management effective, nil dust visible leaving site, dust was observed NW of MTW's Northern boundary. Wind speed and direction leading up to complaint, and during subsequent inspections, was 0.5 – 1.5m/sec N – NE. Inversion was present from start of shift until 08:10.</p> <p>11:15 - CRO completed inspection. Nil dust was observed leaving MTW. Wind speed and direction, considered in conjunction with on-site and off-site observations suggest that MTW unlikely contributor. CRO notified OCE of findings. CRO and OCE continued routine inspections throughout remainder of shift.</p>
02/03/2025 05:40 AM	Community complaint received regarding Noise. Complainant stated "Impact noise 12:30 , 1:40 and 2:50 Sunday 2nd March". Call back not requested.	<p>Routine noise monitoring was completed by the Community Response Officer (CRO) on the night of the 2/03/2025.</p> <p>Monitoring results relevant to complainants noted times include:</p> <p>22:40 - CRO attended the Bulga RFS monitoring location and was unable to complete a reading due to weather interference. WML and MTO inaudible.</p> <p>01:35 - CRO attended the Bulga RFS monitoring location and was unable to complete a reading due to weather interference. WML and MTO inaudible.</p> <p>02:10 - CRO attended the Bulga Village monitoring location and completed a noise reading below criteria. WML 24 dB truck noise audible. MTO 24 dB truck noise audible.</p>

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.	In response the Community Response Officer completed routine noise monitoring at relevant monitoring location to complainant: 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. 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.
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.	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. 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. 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.
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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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.
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

Date/Time Received	Description of Complaint	Immediate Action Taken
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.
26/01/2025 08:27 PM	20:37 - Community complaint received regarding Lighting. Complainant sated "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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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
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.