

Austar Coal Mine Community Complaints Register 2025

Complaint No	Category	Date and Time	Location	Detail	Follow Up Actions
1	-	05 August 2025	Ellalong	Neighbour to Austar owned land requested removal of trees due to concern for falling on house and shading solar panels. Trees >10m from house and seem healthy. Resident advised that Austar has not been able to identify a lawful pathway to remove the trees. Resident was dissatisfied with this outcome and requested it recorded as formal complaint.	An arborist inspection of the trees was undertaken; with 'no obvious reasons the trees would be prone to premature failure'. When the resident was called to update her of the situation, she advised that she had sold the property and moved.