

Mount Thorley Warkworth Complaints Register 2026

Date/Time Received	Description of Complaint	Immediate Action Taken
11/03/2026 04:46 PM	Community complainant received regarding Air (Dust), Complainant stated "reluctantly advising they are getting more and more dust at their property as the mine progresses West". Call back requested.	16:49 - Community Response Officer (CRO) called complainant back. Complainant advised they lived on Milbrodale Road and lived closer to the neighbouring mining operations, however has noticed an increase of dust accumulating around their house as MTW has progressed West. Has noticed dust accumulating on the steps of their swimming pool and on window sill tracks. Complainant advised they had read the notes from the November CCC meeting and believed that MTW has done a lot of work to manage dust and address the concerns of the community. CRO agreed that MTW has made an effort to improve dust management strategies over the past few years. Complainant advised that they were very reluctantly complaining and that their complaint was not to do with conditions at time of complaint, rather from their observations over the past few months of increased dust settling on their property. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
05/03/2026 08:26 PM	Community complaint received regarding noise. Complainant stated "Noise is coming out of the pit". Call back requested.	<p>19:55 - Community Response Officer (CRO) attended the Inlet Road monitoring location and completed a noise reading above relevant criteria. WML LAeq 39dBA, LAmx 43dBA truck, dozer and loading noise audible. MTO LAeq 35dBA truck and dozer noise audible. Open Cut Examiner (OCE) notified.</p> <p>Operational Controls Implemented: 20:00 - All loading units utilise touch loading technique and light horns. All dozers restricted to 1st gear.</p> <p>20:15 - CRO attended the Inlet Road monitoring location and completed a noise reading above relevant criteria. WML LAeq 46dBA, LAmx 47dBA truck and loading noise audible. MTO LAeq 36dBA truck noise audible. OCE notified.</p> <p>Operational Controls implemented: 20:13 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit), Shovel 345 (WML West Pit), Excavator 319 (WML West Pit), Excavator 322 (WML West Pit), Excavator 320 (WML West Pit), Excavator 323 WML North Pit), Excavator 318 (WML North Pit), 1 Grader, 4 Dozers, 5 Drills and 44 Trucks parked up (Noise) - Cumulative total 122.6 Hours. All pumps adjacent to Watts Track shut down. MTO crusher shutdown.</p> <p>20:26 - Community complaint received. 20:28 - CRO called complainant back. CRO advised that routine noise monitored was being completed and an elevated noise reading had been recorded and operational controls were being implemented to manage noise. Complainant advised they just wanted the noise lowered, they are sitting on their verandah watching the footy and it's hard to hear the footy. CRO advised that monitoring would continue to be completed. 21:00 - CRO attended the Inlet Road monitoring location and completed a noise reading below relevant criteria. WML LAeq 35dBA LAmx 46dBA truck and loading noise audible. MTO inaudible. BSO LAeq 33dBA truck and loading noise audible. OCE notified.</p>
08/02/2026 10:48 PM	Community complaint received regarding Noise. Complainant stated "Rang neighbouring mine and they have shut down but the noise is coming from Mount Thorley, trucks, horns and buckets". Call back not requested.	23:00 - Community Response Officer (CRO) attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML 34dBA truck noise audible. MTO 36dBA truck and dozer noise audible. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
06/02/2026 07:07 AM	Community complaint received regarding Air (Dust). Complainant stated "large amounts of black dust arising out the mine". Call back requested.	<p>07:07 – Community Response Officer completing routine inspection when complaint received. Open Cut Examiner (OCE) completing in pit inspections and had identified a potential source dust source and was on route to investigate prior to complaint being received.</p> <p>07:16 – CRO called the complainant back. Complainant stated they have taken video and photographs of black coal dust. CRO asked if the complainant could describe the location where they could see the dust sourcing from. Complainant description of location. CRO confirmed with the complainant that the OCE was currently investigating.</p> <p>Operational Control implemented:</p> <p>07:18 – Loader 649 on coal rehandle at the MTO mini strip relocated to MTO South run of mine stockpile.</p> <p>08:40 – Loader 649 parked up and placed on standby due to dust generation.</p>
04/02/2026 06:47 PM	Community complaint received regarding Blasting (Post blast emissions), Complainant stated "Three complaints from residents who are unable to complain as they have agreements in place with their tenants. Contacted him this afternoon to advise there was a blast creating dust and fumes that crossed in Bulga and residents south along the Putty Road, complained of very bad fumes. Would like an email sent to MTW CCC Committee with an explanation". Call back not requested.	<p>5/02/2026 - Environment and Community Staff (ECS) provided response to complainant confirming MTW initiated a blast at approximately 4/2/2026 11:59 am in Warkworth North Pit. The blast was not unusual and recorded a zero fume rating. An overview of residential tenancy agreement complaint resolution process for tenants in MTW owned properties was provided, including how the relevant tenants can contact MTW to discuss mine operations concerns, and encouraged the complainant to share those details with the relevant tenants that the complainant has been contacted by.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
27/01/2026 06:56 PM	Community complaint received regarding Air (Dust). Complainant stated "Dust at Mount Thorley Warkworth mine, excessive dust. Please get watercarts out there." Call back not requested.	<p>18:59 - Community Response Officer (CRO) notified Open Cut Examiner (OCE) of complaint. CRO commenced inspection around the mine.</p> <p>19:05 - CRO notified OCE of possible dust visible in the West Pit area.</p> <p>Operational Controls Implemented:</p> <p>19:10 - Excavator 322 (WML West Pit), Shovel 345 (WML West Pit) and 20 trucks parked (Dust) up cumulative total 3.3 hours. Watercarts sent to campaign West Pit area.</p> <p>19:20 - CRO completed inspection at Bulga RFS monitoring location and observed isolated dust visible over West Pit North (dust not leaving site). OCE notified.</p> <p>19:45 - CRO continued routine inspection. Nil dust visible in the West Pit area. OCE notified.</p>
26/01/2026 10:59 AM	Community complaint received regarding Air (Dust). Complainant stated "silt settled from dust in water tank, water in tap smelling, privately owned property in Bulga and advised 2nd message no response it may not be important to you but affecting our lives". Call back requested.	<p>11:20 - Community Response Officer (CRO) called complainant. Complainant stated they had called two weeks prior and had not heard back regarding tank cleaning request. CRO explained in brief the tank cleaning process that is offered by MTW. CRO advised their details and request would be passed to the Environment and Community team. Complainant outlined that the dust had accumulated in their tank over the last 10 plus years and was impacting taste and smell of drinking water. Complainant stated that recent TV news report in the Bulga area had increased their urgency for the service to be completed. Complainant asked for a timeframe on call back, CRO stated they could not commit a time for the call back, but would communicate the urgency of the request.</p> <p>On 27/01/2026, subsequent to the Australia Day public holiday, Environment & Community Staff contacted the community member, apologised for not responding to the initial enquiry earlier, and commenced arrangements for MTW Amenity Program tank clean offering.</p>
09/01/2026 06:44 AM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust". Call back not requested.	<p>06:44 - Community Response Officer (CRO) completing routine inspection when complaint received. Dust inversion observed over WML. At time of inspection wind speed was calm and a valley wide haze was observed. Open Cut Examiner Notified (OCE). Operational Controls in place at time of complaint:</p> <ul style="list-style-type: none"> - Both draglines DL101 & DL103 are parked up to reduce dust generation. - 8 mining watercarts manned and operating. Watercarts hot seated throughout crib windows. - 5 off highway contractor watercarts managed throughout shift. <p>07:32 - Environment and Community Advisor completing inspection along Putty Road, Complainant on side of road and waved down ECS. ECS parked and spoke to complainant. Complainant expressed concern for general dust haze and dust from the South ROM. ECS provided overview of operation and controls in place.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
08/01/2026 07:21 AM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust from last night". Call back requested.	<p>07:37 - Community Response Officer (CRO) called complainant. Complainant explained that they believed there was excessive dust in the air above the mine this morning. Complainant explained that they thought it was caused last night due to not having any watercarts operating. CRO advised that watercarts were indeed operating throughout the night and other dust management controls were also being implemented throughout the shift. CRO stated that the mine was aware of current and predicted weather conditions that would continue to present challenges for the day and that strategies and changes were already being made to mitigate dust. Complainant went on to express concern for their family's health. Complainant advised they had taken photos and videos and would be sending to the EPA. After further discussion with the CRO complainant then spoke of specific areas of concern which the CRO was able to identify as West Pit South including Battle Axe and Woodlands dumps, as well as the MTO crusher yard. CRO assured complainant that their concerns would be inspected with complaint would be formally recorded. CRO notified Open Cut Examiner (OCE)</p> <p>07:45 - CRO completed inspection along Putty Road in response to complaint. Dust haze visible in West Pit South area. OCE notified. Battleaxe RL 145 and Woodlands Dumps closed.</p> <p>07:50 - Operational Change: Loader 649 South ROM intermittent load technique, Excavator 320 and 322 intermitted modified loading technique.</p> <p>08:03 - Community complaint received regarding Air (Dust). Complainant stated "Rang earlier about dust and received a call back. The run of mine hopper is creating a lot of black dust and going high in sky. Crushing plant is creating a lot of dust as well. Doesn't need call as person in charge of mine has just arrived at his property"</p> <p>08:04 - CRO was approached by complainant at Wallaby Scrub gate off Putty Road. Complainant explained that he believed the MTO Crusher and the South ROM was creating excessive dust. CRO explained that the MTO Crusher had already been identified and was now shut down, the South ROM was being monitored and operations would be modified if required. CRO notified OCE.</p> <p>08:05 - Operational Change: Loader 649 South ROM parked up.</p>