

Date	Time	Complaint Type	Residential Area	Complaint Details	Corrective Action
28/10/2013	8:00	Dust	Barnsley	Complaint received via phone by OCAL Environment and Community Officer regarding dust at the residents premises.	The Environment and Community Officer undertook an inspection of the property on 30/10/13 and took a dust scrape sample from the residents house for laboratory analysis. Results will be provided to the resident.
17/09/2013	15:30	Subsidence	Muswellbrook	A Muswellbrook resident phoned the Office of Environment & Heritage (Parks Division) to complain about two previous subsidence related incidents at WWC. The complainant was angry about the article that WWC had placed into the Newcastle Herald on the weekend regarding both incidents. The complainant advised he did not want to contact the mine directly.	The complaint was formally recorded by Glencore Xstrata.
31/08/2013	2:16	Subsidence	Unknown	A stakeholder emailed to complain about two previous subsidence related incidents.	The complaint was formally recorded by Glencore Xstrata.
29/08/2013	16:54	Subsidence	Unknown	A stakeholder emailed to complain about two previous subsidence related incidents.	The Glencore Xstrata Media Communications Manager returned the stakeholders call and explained to the stakeholder that West Wallsend Colliery (WWC) reported both of the incidents when they were discovered, that WWC had been working with authorities on appropriate remediation plans, and that the CCC had been briefed on the subsidence impacts and would be briefed at their next meeting regarding the grouting incident as this occurred following the previous CCC meeting.
5/08/2013	9:46	Property Management	Wakefield	Complainant received via email to the OCAL E&C Manager. A Wakefield resident emailed to complain about a lack of communication regarding property management issues at his residence.	The OCAL E&C Manager phoned the resident and arranged a meeting with the resident to discuss the issues further.
10/04/2013	10:16	Noise	Boolaroo	Complaint received by the EPA Environment Line regarding noise coming from the coal mine. The complainant explained that the noise is present when trucks are getting loaded. The complainant said noise is present most nights, from about 9pm to 3am. The EPA notified the OCAL Environment and Community (E&C) Manager on 30 April 2013 of the complaint.	The OCAL Environment and Community Manager conducted an investigation into the complaint. Real-time noise data was downloaded and reviewed from the time of the complaint. No unusual sounds of "banging" or "loading" etc were observed with the data displaying the major noise sources between 9.00pm and 3.00am originating between the NE and SE direction (MCPP W to NW direction).
11/12/2012	6:10	Traffic	Killingworth	Complaint received via phone by the OCAL Environment and Community (E&C) Manager regarding a vehicle pulling out from West Wallsend Colliery onto The Broadway Killingworth and failing to give way. The complainant stated that they had to apply the breaks heavily and swerve in order to avoid a collision.	The OCAL E&C Manager explained to the resident the measures which West Wallsend Colliery (WWC) had put into place to improve traffic interactions at the light vehicle entrance over the past few months. The complainant asked that WWC reinforce to employees the requirement to give way to traffic on The Broadway. WWC will distribute a toolbox talk to all WWC employees and contractors.
14/10/2012	1:10	Noise	Barnsley	Complaint received by the EPA Environment Line regarding noise coming from WWC. The complainant explained that noise of trucks, machinery and trains is apparent during the night, on weekends and public holidays. The complainant wanted to know whether the mine has a license to operate at all times and who granted this licence. The EPA informed the OCAL Environment and Community (E&C) Manager via email on Monday 22nd October.	An investigation into the noise source is being undertaken by OCAL and the findings of the investigation will be reported to the EPA within 7 days.
9/10/2012	21:50	Noise	Killingworth	Complaint received via phone by the WWC E&C Manager regarding a noise impact from the WWC surface facilities. The noise was described as the sound of rock being loaded through the breaker.	An investigation was undertaken into the source of the noise and it was determined that at approximately 02:00 the mine commenced loading stone out of the mine on the coal clearance system. Production staff have been notified that loading of stone is only to occur during daylight hours.
5/10/2012	16:00	Traffic	Killingworth	Complaint received via phone by WWC Control Room regarding a contractor vehicle speeding through a residential area.	The Control Room operator contacted the WWC E&C Manager who notified the Oceanic Coal Continued Operations Project (OCCOP) Project Manager who the contractor was working for. The OCCOP Project Manager contacted the contracting company and reinforced the importance of safe driving whilst both on and offsite. A toolbox talk on working in close proximity to the community and safe driving was issued to the contractor on 9/10/12.
27/06/2012	13:10	Traffic	Killingworth	Complaint received via phone by WWC Administration regarding a vehicle that had pulled out from West Wallsend Colliery onto The Broadway, Killingworth, earlier that day. The complainant explained concern around vehicles pulling out onto the road in front of oncoming traffic, especially in wet conditions.	The WWC E&C Manager was advised of the complaint and contacted the complainant at approximately 13:25 to discuss the complaint. The complainant advised this was not the first time this had occurred but wanted the Colliery to know it is an ongoing issue. The E&C Manager advised the complainant that WWC would follow up on the complaint and would reinforce concerns to site staff and contractors. The E&C Manager advised the complainant of the recent signage upgrades and communications to site personnel regarding the intersection. The controls have been reinforced in the West Wallsend Colliery internal weekly newsletter and will also be addressed at the Monthly Crew Talks. A large tree which was blocking line of sight from West Wallsend Colliery site exit point was removed to allow a clearer line of sight along the Broadway.
28/05/2012	21:20	Noise	Barnsley	Complaint received via phone the WWC Control Room from a Barnsley resident who complained of a banging noise coming from the surface facilities. The complainant explained that the noise sounded like coal hitting or dropping into a bin.	This complaint was directly related to a complaint from April 2012 by the same complainant. Since the time of the complaint considerable works have been undertaken to reduce noise impacts from the surface facilities. The complainant has been kept up to date each week on the status of noise mitigation works at the colliery. The E&C Manager will continue to liaise with the complainant regarding noise mitigation works.
29/04/2012	16:15	Noise	Barnsley	Complaint received via phone by WWC Control Room regarding noise impacts from WWC surface facilities. Complainant advised noise sounded like a bell banging.	The E&C Manager contacted the complainant 30/04/12 to discuss the noise impacts. Resident explained that the impact was intermittent and was worse on very cold or still evenings. WWC E&C Manager advised resident that the noise curtains were currently being fabricated for the coal transfer points on the surface to reduce the banging noises that could be heard.

27/03/2012	22:10	Noise	Killingworth	Complaint received via phone by WWC Control Room regarding noise impacts from WWC surface facilities. Complainant advised noise was quite intrusive and was keeping them awake at night.	The WWC Control Room contacted the WWC E&C Manager. The E&C Manager contacted the complainant and undertook an inspection of the area at approximately 10:20pm. Elevated noise levels were identified during the site inspection which appeared to be originating from the coal transfer points at the surface bin and breaker. Feedback was provided to the complainant regarding the findings and progress on the engineering management measures currently underway to control noise impacts at the site.
12/03/2012	20:00	Noise	Killingworth	Complaint received by WWC E&C Manager regarding a noise emanating from the coal clearance system.	The complainant was phoned on the 12/03/2012 and advised that engineering consultants had been engaged to design and build noise reduction devices including a conveyor belt screen and a baffle on the transfer above the suspected noise source. The issues of wind direction and temperature inversion on noise impacts were also explained to the complainant. The resident was updated on the timing of the engineering projects.
20/02/2012	14:15	Noise	Barnsley	Complaint received by Lake Macquarie City Council via email on 24/2/12 regarding noise from the Mine during the night. The complainant advised it was pouring down rain and storming but the constant noise from the mine could still be heard over the storm. The resident requested assistance in reducing the noise impact from the mine. The EPA notified West Wallsend of this complaint 11/04/12.	West Wallsend were notified of the complaint on the 11/04/12. A review of the operation at the time of the complaint indicated no abnormal conditions.
14/02/2012	21:45	Noise	Killingworth	Complaint received via phone by WWC Control Room regarding noise impacts from the surface operations. Complainant advised noise was emanating from the surface breaker and sounded like a product being crushed.	The Control Room Operator contacted the E&C Manager at 10.30pm who undertook an inspection of the Killingworth area at 11pm to assess the levels of noise. The E&C Manager met with the resident on 15/02/12 to discuss his concerns and explain the management measures in place to try and reduce noise impacts. Preliminary investigations into the noise source indicated that a raised crusher height on the longwall may have been contributing to elevated noise levels in the transfer/crushing system through increased product size. Noise attenuation has since been installed on the existing conveyor hood and the longwall crushing unit was lowered to reduce impact.
12/09/2016	11:37	Noise	Boolaroo	Complaint received via phone by WWC E & C Officer regarding noise impacts from dozer operating at MCPP.	E&C Officer contacted MCPP Manager to confirm if dozers were operating the night of the complaint. MCPP Manager confirmed that dozers were operating and advised that he would check with operators that they were using first gear as per the procedure. E & C Officer contacted the complainant and advised that dozers were operating on the stockpile and that the MCPP Manager will remind the operators of the controls implemented to reduce noise emissions.
15/11/2017	2:00	Water	Teralba	Complaint received via phone by OCAL Environment and Community Manager from EPA raise by anonymous community member regarding water discharging from MCPP.	EPA subsequently investigated and concluded that the site was operating within the requirements of the Environmental Protection Licence (EPL).
22/03/2019	13:00	Water	Teralba	Complaint received via phone by OCAL Environment and Community Manager from EPA raise by anonymous community member regarding water discharging from MCPP.	EPA subsequently investigated and concluded that the site was operating within the requirements of the Environmental Protection Licence (EPL).

Last Updated:31 August 2020