

Bengalla Mine Community Complaints Register 2023



Environmental Protection Licence 6538 requires Bengalla Mining Company Pty Limited to operate a 24 hour telephone complaints line for the purpose of receiving any complaints from members of the public in relation to activities conducted at the premises or by the vehicle or mobile plant.

This register is in accordance with Environment Protection Licence 6538 and State Significant Development 5170.

Complaint Number	Date	Time	Mode of Complaint	Complainant ID	Nature of Complaint	Complaint Details	Action Taken
1	18/01/2023	11:57 PM	Hotline	1	Hazard Reduction Burn	At approximately 23:57 hrs on 18/1/23 the complainant phoned the complaints line in regards to burning off and smoke, red smoke being visible. The complainant requested a call back.	On 19/1/22 the Senior Environmental Advisor returned call and discussed the Hazard Reduction Burn underway on Black Mountain Offset area. The hazard reduction burn method was explained to the complainant and the burn was being monitored.
2	28/01/2023	02:53 PM	Hotline	2	Blast Vibration	At approximately 14:53 hrs on 28/1/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 28/1/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 97.1 dB(L) and 2.05 mm/s Collins: 93.5 dBL and 0.70 mm/s
3	28/01/2023	02:53 PM	Phone	3	Blast Vibration	At approximately 14:53 hrs on 28/1/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 31/1/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows - Moore 97.1dB(L) and 2.05mm/sec. Complainant requested a letter with blast details to be forwarded to them which was delivered on 10/2/2023.
4	24/02/2023	5:15 PM	Phone	2	Dust	At approximately 19:15 hrs on 24/02/23 the complainant phoned the complaints line in regards to dust from the mine and the impact on traffic.	Complainant did not request a call back. Air Quality Management Plan implemented.
5	6/03/2023	3:07 PM	Hotline	2	Blast Vibration	At approximately 15:07 hrs on 6/3/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 7/3/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 96.5 dB(L) and 2.94 mm/s Collins: 101.6 dBL and 0.76 mm/s
6	10/03/2023	3:03 PM	Hotline	3	Blast Vibration	At approximately 15:03 hrs on 10/3/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 10/3/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows - Moore 100.3dB(L) and 3.30mm/sec. Complainant requested a letter with blast details to be forwarded to them which was delivered on 13/2/2023.
7	22/03/2023	11:20	Hotline	2	Blast Vibration	At approximately 11:20 hrs on 22/3/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 22/3/23 the Environmental Specialist returned call and provided the results of the blast monitors as follows. Moore: 100.2 dB(L) and 2.88 mm/s Collins: 96.1 dBL and 0.74 mm/s

8	22/03/2023	14:45	Hotline	4	Dust	At approximately 14:45 hrs on 22/3/23 the complainant phoned the complaints line in regards to dust. The complainant requested a call back.	Environmental Specialist discussed the complainant concerns. Complainant was concerned with ambient dust levels and employee welfare. The Environmental Specialist indicated to the complainant that water trucks were in operation and no dust alarms were received. Site health specialist confirmed all employee dust monitoring are within occupational exposure limits.
9	27/03/2023	2:31	Hotline	5	Noise	At approximately 02:31 hrs on 27/3/23 the complainant phoned the complaints line in regards to noise. The complainant did not request a call back.	Real time noise monitoring is undertaken near to the complainants location. Results indicate noise levels were compliant. Additionally, independent noise monitoring was also undertaken during the evening of the complaint. Results indicated noise levels were compliant.
10	4/04/2023	13:59	Email	6	Noise	At 13.59 hrs on 4 April 2023 Bengalla Mining Company received a complaint via email for the Environment Protection Authority regarding excessive rail noise over an extended period.	Noise monitoring results for January - March 2023 at the nearest compliance monitoring point in EPL 6538 was provided to the EPA. An independent acoustic expert indicated that the noise monitoring for the period at monitoring point EPA09 was compliant.
11	11/04/2023	11:40	Text	2	Blast Vibration	At approximately 11:40 hrs on 11/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 11/4/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 101.6 dB(L) and 1.30 mm/s Collins: 94.8 dBL and 0.39 mm/s
12	13/04/2023	12:30	Hotline	2	Blast Vibration	At approximately 12:30 hrs on 13/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 13/4/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 101 dB(L) and 2.55 mm/s Collins: 95.8 dBL and 0.71 mm/s
13	17/04/2023	10:55	Phone	2	Blast Vibration	At approximately 10:55 hrs on 17/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 19/4/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 103.9 dB(L) and 2.33 mm/s Collins: 106.7 dBL and 1.01 mm/s
14	18/04/2023		Hotline	7	Bengalla Link Road	On 18/4/23 Bengalla Mining Company received a call from the complainant that the traffic lights had been vandalised on the roadworks and were not working. There was no signage on the site for after hours contact.	On 19/4/23 the Project Superintendent returned the call and the traffic lights fixed.
15	21/04/2023	12:06	Hotline	2	Blast Vibration	At approximately 12:06 hrs on 21/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 21/4/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 106.2 dB(L) and 5.46 mm/s Collins: 107.1 dBL and 1.82 mm/s
16	24/04/2023	15:01	Hotline	2	Blast Vibration	At approximately 15:01 hrs on 24/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 24/4/23 the Senior Environmental Advisor returned call and left the results of the blast monitors on an answering machine as follows. Moore: 104.0 dB(L) and 2.20 mm/s Collins: 107.6 dBL and 0.71 mm/s
17	29/04/2023	15:36	Hotline	2	Blast Vibration	At approximately 15:06 hrs on 29/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 1/5/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 101.2 dB(L) and 3.15 mm/s Collins: 97.1 dBL and 0.79 mm/s
18	2/05/2023	Unknown	Email	6	Bengalla Link Road	BMC received an email from Muswellbrook Shire Council regarding potholes in Bengalla Link Road east of the current road works area.	The potholes will be repaired.
19	6/05/2023	10:56	Hotline	9	Dust	At approximately 10:56am on 6/5/23, the complainant phone the complaints line in regards to serious dust. The complainant requested a call back.	On 6/5/23 the Environmental Superintendent text the complainant at 10:11pm. The Environment Superintendent proposed a callback to the complainant on the 7/5/23. The Environment Superintendent phoned the complainant on 7/5/23 to discuss the complaint. The community complaints procedure was reviewed, amended and approved.

20	12/05/2023	16:22	Hotline	8	Blast Vibration	At approximately 16:22 hrs on 12/5/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 12/5/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors for Bengalla Homestead as this was the closest monitor to the complainant. Blast results were as follows. Bengalla Homestead: 96.2 dB(L) and 0.81 mm/s Collins: 97.1 dB(L) and 0.79 mm/s
21	23/05/2023	15:13	Hotline	2	Blast Vibration	At approximately 15:13 hrs on 23/5/23 the complainant phoned the complaints line in regards to vibration felt from two consecutive blasts (one blast event). The complainant requested a call back.	On 23/5/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows for each blast. Blast 1: Moore: 93.2 dB(L) and 1.67 mm/s Blast 1: Collins: 98.2 dB(L) and 1.13 mm/s Blast 2: Moore: 103.3 dB(L) and 4.21 mm/s Blast 2: Collins: 97.6 dB(L) and 0.87 mm/s
22	19/06/2023	12:34	Hotline	2	Blast Vibration	At approximately 12:34 hrs on 19/6/23 the complainant phoned the complaints line in regards to vibration felt from one blast event. The complainant requested a call back.	On 19/6/2023 the Environmental Specialist returned call and left voice message, providing results recorded at blast monitors as follows: Moore: 101.7 dB(L) and 1.81 mm/s Collins: 99.4 dB(L) and 1.56 mm/s
23	26/06/2023	16:01	Hotline	2	Blast Vibration	At approximately 16:01 hrs on 26/6/23 the complainant phoned the complaints line in regards to vibration felt from one blast event. The complainant requested a call back.	On 26/6/2023 the Environmental Specialist returned call and left voice message, providing results recorded at blast monitors as follows: Moore: 106.8 dB(L) and 1.06 mm/s Collins: 111.8 dB(L) and 0.63 mm/s
24	5/07/2023	16:07	Hotline	2	Blast Vibration	At approximately 16:07 hrs on 5/7/23 the complainant phoned the complaints line in regards to vibration felt from one blast event. The complainant requested a call back.	On 5/7/2023 the Environmental Specialist returned call and left voice message, providing results recorded at blast monitors as follows: Moore: 96.6 dB(L) and 1.69 mm/s Collins: 95.1 dB(L) and 0.62 mm/s
25	19/07/2023	9:08	Hotline	2	Blast Vibration	At approximately 09:08 hrs on 19/7/23 the complainant phoned the complaints line in regards to vibration felt from a blast event the previous day. The complainant requested a call back.	On 19/7/2023 the Environmental Specialist returned call and provided results recorded at blast monitors as follows: Moore: 96.6 dB(L) and 1.63 mm/s Collins: 91.6 dB(L) and 0.62 mm/s
26	31/07/2023	12:48	Hotline	2	Blast Vibration	At approximately 12:48 hrs on 31/7/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.	On 31/7/2023 the Senior Environmental Specialist returned call and provided results recorded at blast monitors as follows: Moore: 98.9 dB(L) and 2.58 mm/s Collins: 98.8 dB(L) and 1.12 mm/s
27	1/08/2023	16:02	Hotline	2	Blast Vibration	At approximately 15:55 hrs on 1/8/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.	On 3/8/2023 the Senior Environmental Specialist returned call and provided results recorded at blast monitors as follows: Moore: 98.4 dB(L) and 1.53 mm/s Collins: 101.5 dB(L) and 0.83 mm/s
28	13/08/2023	16:02	Hotline	2	Dust, Odour	At approximately 7:10 hrs on 13/8/23 the complainant phoned the complaints line in regards to dust and odor produced from the mine. The complainant requested a call back.	At approximately 10:10am, the OCE returned call. OCE indicated no visible dust leaving site. OCE indicated that an inspection would be undertaken for spontaneous combustion. Upon completion of inspection, no spontaneous combustion identified.
29	16/08/2023	11:31	Hotline	2	Blast Vibration	At approximately 11:31 hrs on 16/8/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.	On 16/8/2023 the Senior Environmental Specialist returned call and provided results recorded at blast monitors as follows: Moore: 105.3 dB(L) and 2.44 mm/s Collins: 102.9 dB(L) and 1.38 mm/s

30	19/08/2023	16:07	Hotline	2	Blast Vibration	At approximately 16:07 hrs on 19/8/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.	On 19/8/2023, OCE returned call and advised that the Environment Department would follow up with results on Monday. On 21/8/2023 the Senior Environmental Specialist returned call and provided results recorded at blast monitors as follows: Moore: 107.1 dB(L) and 2.38 mm/s Collins: 102.8 dB(L) and 1.16 mm/s
31	24/08/2023	9:15	Hotline	10	Other	At approximately 9:15 hrs on 24/8/23 the complainant phoned the complaints line in regards to blast yesterday afternoon (23/8/23) Wybong Road closure stopping school bus. The complainant requested a call back.	On 25/8/2023 at 9:38am, the Senior Environment Specialist returned call and left a voice message with Complainant.
32	26/09/2023	16:32	Hotline	3	Blast vibration	At approximately 16:32 hrs on 26/9/23 the complainant phoned the complaints line in regards to vibration from a blast event. The complainant requested a call back.	On 27/9/23 the Senior Environmental Advisor returned call and provided the results of the blast monitor as follows - Moore 100.6dB(L) and 2.91mm/sec. Complainant requested a letter with blast details to be forwarded to them. This letter was delivered on 02/10/2023.
33	6/10/2023	16:43	Hotline	2	Blast Vibration	At approximately 16:43 hrs on 6/10/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.	On 9/10/2023 the Senior Environmental Advisor returned call and provided results recorded at blast monitors as follows: Moore: 104.2 dB(L) and 1.78 mm/s Collins: 110.5 dB(L) and 1.79 mm/s
34	9/10/2023	9:06	Hotline	11	Dust	At approximately 09:06 hrs on 9/10/23 the complainant phoned the complaints line in regards to dust concerns. She was located on a property some distance away and commented on how bad the dust was. The complainant did not request a call back.	Complainant did not request a call back. Air Quality Management Plan implemented. Bust the Dust inspections undertaken generally daily during the spring period in addition to daily dust inspections by OCE's.
35	12/10/2023	10:23	Hotline	2	Dust	At approximately 10:23 hrs on 12/10/23 the complainant phoned the complaints line in regards to dust concerns. The complainant requested a call back.	On 12/10/2023 the Senior Environmental Specialist returned call and discussed his concerns. The complainant was advised that dust inspections are carried out daily and water carts are being used for dust suppression.
36	23/10/2023	N/A	Email	6	Dust	Email stated dust conditions in the Upper Hunter and around Muswellbrook were bad. No return number was provided.	BMC implemented Air Quality Management Plan. Bust the Dust inspections undertaken generally daily during the spring period.
37	23/10/2023	12:30	In Person	2	Bengalla Link Road	Complainant visited Bengalla office and lodged complaint regarding traffic control on Bengalla Link Road refurbishment. Complainant stated he was being targetted specifically when approaching the road works by turning the traffic lights red.	Environmental Superintendent explained there is a Traffic Management Plan in place for the road works is being implemented.
38	24/10/2023	16:22	Hotline	2	Blast Vibration	At approximately 16:22 hrs on 24/10/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.	On 25/10/2023 the Senior Environmental Advisor returned call and provided results recorded at blast monitors as follows: Moore: 96.7 dB(L) and 1.66 mm/s Collins: 103.2 dB(L) and 1.54 mm/s Results were left on answering machine.