

Bengalla Mine Community Complaints Register 2024



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	6/01/2024	11:03 AM	Hotline	1	Blast Vibration	At approximately 11:03 hrs on 6/1/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 8/1/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 113.2 dB(L) and 2.83 mm/s Collins: 106.6 dBL and 0.93 mm/s
2	8/01/2024	04:10 PM	Hotline	1	Blast Vibration	At approximately 16:10 hrs on 8/1/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 8/1/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 93.0dB(L) and 1.47 mm/s Collins: 103.5 dBL and 1.19 mm/s
3	22/01/2024	03:36 PM	Hotline	1	Blast Vibration	At approximately 15:36 hrs on 22/1/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 22/1/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for two blasts as follows. Blast 1 - Moore: 113.4dB(L) and 1.42 mm/s Collins: 104.4 dBL and 0.67 mm/s Blast 2 - Moore 110.6dB(L) and 1.65mm/s Collins 105.9 dB(L) and 0.66mm/s
4	3/02/2024	03:14 PM	Hotline	1	Blast Vibration	At approximately 15:14 hrs on 3/2/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 5/2/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 102.6dB(L) and 1.26 mm/s Collins: 103.2 dBL and 0.90 mm/s
5	15/02/2024	03:12 PM	Hotline	1	Blast Vibration	At approximately 15:12 hrs on 15/2/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 15/2/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 111.9dB(L) and 2.11 mm/s Collins: 98.6 dBL and 1.09 mm/s

6	17/02/2024	11:13 AM	Hotline	1	Blast Vibration	At approximately 11:13 hrs on 17/2/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 19/2/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 100.3dB(L) and 2.54 mm/s Collins: 99.5 dBL and 0.81 mm/s Left message on AM
7	17/02/2024	07:50 PM	Hotline	2	Dust	When driving between mines, driving past was very dusty.	Complainant did not request a callback
8	12/03/2024	12.54 PM	Phone Call	3	Dust	When driving between mines, driving past was very dusty.	Checking controls in the Despatch office regarding dust management. External dust inspection.
9	14/03/2024	02.43 PM	Hotline	4	Dust	Anonymous complaint received post blast event generating dust.	Complainant did not wish to be contacted. Dust inspection was complete prior to blast.
10	15/03/2024	11:31 AM	Hotline	1	Blast Vibration	At approximately 11:31 hrs on 15/3/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 15/3/24 the Environmental Superintendent returned call and provided the results of the blast monitors for the blast as follows. Moore: 103.2 dB(L) and 2.46 mm/s Collins: 105.8 dBL and 2.12 mm/s Left message on AM
11	19/04/2024	09:06 PM	Hotline	5	Noise	At approximately 21:06 hrs on 19/4/24 the complainant phoned the complaints line in regards to noise.	Complainant did not request a callback.