MAULES CREEK COAL MINE
2026 Community Complaints Register

Date received	Method	Category	Nature of Complaint	MCCM Response
27/01/2026	Phone	Dust	Local landholder called regarding dust levels in the Maules Creek Area	MCC reviewed the data and provided a response to the landholder.
No complaints in February				
No complaints in March				
No complaints in April				
No complaints in May				
No complaints in June				
No complaints in July				
No complaints in August				
No complaints in September				
1/10/2026	Email	Traffic	A Gunnedah resident contacted MCC regarding parked vehicles associated with bus pick up activities for site crews.	This was the first shift operating under the coach transport arrangement. While communications had been provided to personnel prior to implementation, some workers were still familiarising themselves with designated parking locations. MCC investigated the matter and spoke directly with the drivers involved to reinforce parking requirements. Additional messaging has since been incorporated into pre-start presentations and workforce communications to reinforce endorsed parking locations and ensure ongoing compliance with designated parking arrangements.
2/10/2026	Email	Traffic	A Gunnedah resident contacted MCC regarding parked vehicles associated with bus pick up activities for site crews.	This was the first occasion that this crew had utilised the coach transport service and some personnel were still familiarising themselves with the approved parking arrangements. MCC investigated the matter and spoke directly with the drivers involved. Additional communications have been included in pre-start presentations to reinforce endorsed parking locations and ensure compliance with designated parking requirements.

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7/10/2026	In person	Traffic	A Gunnedah resident contacted MCC regarding parked vehicles associated with bus pick up activities for site crews.	This was the first occasion that this crew had utilised the coach transport service and some personnel were still familiarising themselves with the approved parking arrangements. MCC investigated the matter and engaged directly with oncoming crews to reinforce parking requirements. Additional communications were incorporated into pre-start presentations to remind personnel of approved parking locations and the importance of complying with designated parking arrangements. During shift change, a WHC representative attended the bus pick-up area and provided guidance to incoming crew members on appropriate parking locations to support ongoing compliance and minimise impacts on the local community.
12/10/2026	Email	Blasting	A complaint was received by the EPA regarding a blast which was detonated by MCC on the 28th July.	MCCM reviewed monitoring data and provided to the EPA.
15/10/2026	Email	Traffic	A Gunnedah resident contacted MCC regarding parked vehicles associated with bus pick up activities for site crews.	MCC investigated the matter and additional communications have been included in pre-start presentations to reinforce endorsed parking locations and ensure compliance with designated parking requirements.A no parking sign was errected to identify the area as a no parking zone.
22/10/2026	In person	Traffic	A Gunnedah resident contacted MCC regarding parked vehicles associated with bus pick up activities for site crews.	MCC investigated the matter and incorporated additional communications into pre-start presentations to reinforce approved parking locations and ensure compliance with designated parking requirements. Pre-starts have also been updated to reinforce expectations regarding respectful behaviour within the local community while waiting for bus services.

Date received	Method	Category	Nature of Complaint	MCCM Response
23/10/2026	Telphone	Traffic	A Gunnedah resident contacted MCC regarding vehicles associated with bus pick up activities for site crews.	MCC investigated the matter and incorporated additional communications into pre-start presentations to reinforce approved parking locations and ensure compliance with designated parking requirements. Pre-starts have also been updated to reinforce expectations regarding respectful behaviour within the local community while waiting for bus services.