

Rocglen Coal Mine
2012 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Community Liaison Officer	18/02/2012 ~12:00pm	Complaint in relation to the blasting on Saturdays following the blast on the 18 th February 2012. The complainant said he was advised by the former Whitehaven Community Liaison Officer that blasting would not be undertaken on Saturdays. The complainant is concerned that Rocglen will start mining 24 hours a day, 7 days a week.	The Community Liaison Officer advised the complainant that there was no proposal to mine on Sundays. The Community Liaison Officer also contacted the Rocglen Site Clerk who advised that the complainant had been notified of the intention to undertake this blast on Saturday and that other blasts had occurred on Saturdays in the past. Blasting on Saturdays in minimised.	The complainant was contacted on the morning of the 20 th February 2012 by the Community Liaison Officer and advised that the consent allows blasting on Saturdays and that he was given prior notification of the blast. No further action required.
Email to Environmental Manager	1/03/2012 9:32am	Complaint in relation to lights and noise from the Rocglen mine impacting the complainant's property. Lights and noise causing sleep disturbance impacting on his quality of life and wishes to have actions undertaken to resolve the matter.	Environmental Field Officer has been asked to observe lighting conditions north of Rocglen and report on findings. Sympathetic direction of lighting has been an issued raised with the Project Manager previously and will continue to reinforce this matter with site to minimize impacts wherever possible. The matter of noise has also been discussed with the complainant and it has been agreed to position the real time noise monitor at his property upon delivery. Whitehaven is also in the process of investigating the property for potential offset requirements and will continue to consult with the landholder in this regard.	Ongoing contact occurring in relation to investigation works for offset requirements. Noise monitor may be positioned at the property in consultation with the landholder.
Phone call to Environmental Officer	27/03/2012 8:10am	Complaint in relation to dust at Tarrawonga that morning (and the previous day) and light from Rocglen. Was unable to define where dust was actually coming from (Tarrawonga and/or Boggabri Coal) but said she could see Tarrawonga which is why she called us. Complainant also asked about the noise monitoring report for Tarrawonga that Whitehaven is to provide. Suggested that report will be issued on return of Environmental Manager from leave.	Environmental Officer immediately called Tarrawonga Project Manager and asked that the dust situation be assessed and any additional controls be implemented if issues are identified. The Project Manager and Mine Planning inspected the site and were unable to ascertain any dust generation that could have caused concern. Some dust generation from Boggabri Coal was noticeable and photos of both sites were taken. The paddock directly south of the Tarrawonga Mine was also being ploughed at the time of the complaint. The Rocglen Project Manager was made aware of the complaint in relation to light impacts. It was identified that whilst site personnel are aware of the need for sympathetic positioning of light, often it is very difficult to position the lights in such a way that allow for safe operations whilst not affected neighbouring landholders. The complainant's property is approximately 15km from the mine site.	



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Phone call to Environmental Manager – left message	22/04/2012 7:30am	Complaint in relation to two separate issues. The first was in relation to sheep entering the complainant’s property through “Belah” on Friday at 5.30 p.m. The sheep are owned by another neighbour (“Roseberry”). The second was in relation to noise from Rocglen that sounded like scrapers running on Sunday morning at 7.30am.	The issue involving sheep entering the complainant’s property was discussed with Whitehaven’s Environmental Field Officer on the 23 rd April 2012. It was advised that the sheep enter “Belah” from the “Roseberry” property and then move into the complainant’s property. Countless hours are spent by the Field Officer patching fences and moving sheep out of “Belah”. Amongst other duties he cannot keep them out all the time. The sheep are ultimately the responsibility of the “Roseberry” landholder however upgraded fencing of the offset area boundary will be required in due course. Investigation into the claim that noise on a Sunday morning sounded like scrapers were running was undertaken on the 23 rd April 2012. A phone call was made to the Whitehaven Field Environmental Officer who lives directly east of the scraper park up area. He suggested that there were no scrapers running on the Sunday as he could see them parked, he did note that maintenance activities were being undertaken on a truck in the workshop that may have been mistaken for scraper noise. Further confirmation was made via a phone call to the Rocglen Project Manager who confirmed that no scrapers were running on a Sunday and that the noise would have been associated with engine revs during maintenance activities in the workshop.	No further action required.
Email to Environmental Manager	25/04/2012 9:29am	Complaint in relation to lights from the Rocglen Mine impacting on the complainant’s property.	The matter of lighting impacts to the north have been discussed with the Rocglen Project Manager. The complainant’s property is located approximately 15km from the mine site and on this basis is considered unlikely that lights from Rocglen would be causing a direct impact at that property. Nevertheless, a night inspection will be undertaken to verify the extent of impact in proximity to the property and if additional measures are required at site to reduce impact.	
Phone call to Gunnedah Office	28/08/2012 4:55pm	Complaint in relation to feral pigs from Rocglen and employees taking their dogs to work to chase them. Also concerned about Dorper sheep from the “Roseglass” property (not owned by Whitehaven) accessing her property from mine land. Also requested establishment of dust monitoring at her property.	The Environmental Officer at Rocglen contacted the complainant and discussed the concerns. The matter of the pigs was discussed and identified the State Forest was the most likely source of pigs in the area. The issue of dogs at work will be raised with employees. Boundary fencing between Roseglass and Whitehaven owned land will be reviewed and repairs undertaken where necessary. A commitment was also given to establish dust monitoring at her property.	The issue of pig chasing was discussed with the Project Manager however they were unable to pin point a particular employee who chases pigs after work. It must also be noted that the Vickery State forest has now been opened for recreational hunting by the NSW government, meaning anyone with an ‘R’ licence can enter the forest for hunting. This makes it difficult for Whitehaven to control.

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Phone call to Environmental Manager	7/10/2012 ~8:43pm	Complaint in relation to noise from Rocglen night of 7 th October as well as previous few nights. Also complaint in relation to lights from the mine starting to be directed to the east impacting on his property.	The Environmental Officer at Rocglen contacted the complainant to discuss his complaint. A review of the lighting plants was undertaken the following morning by the Operations Manager. None of the lighting plants were deemed to be directed towards the complainant's property, however, the matter of lighting positions was taken up with the operators to ensure all were aware on site of the obligation to avoid lighting impacts on our neighbours. In terms of the noise complaint, the Environmental Officer advised the complainant that the report being prepared in relation to the noise monitor that had been positioned at his property was nearing completion and would be referred to him over the next week or so for subsequent discussions.	A meeting was held with the complainant where the noise report was provided. The commencement of alarming for the real time monitor (to allow for adaptive management of noise) and an option for a private agreement were discussed. The offer of a private agreement was not accepted by the complainant.
Phone call to Environmental Manager	26/11/2012 9:00am	Complaint in relation to noise from Rocglen from dump trucks and lights from the dump shining to the south.	The issue of noise and lights was discussed with the complainant. The Environmental Manager advised that he would raise the matter of lights being directed to the south with operations, with a view to ensuring lighting impacts are minimised. The matter of noise was discussed, with the complainant advising that whilst the noise is variable, he felt the noise levels from Rocglen, as compared to Drayton Mine which was near where he used to live, was substantially louder and unlikely to be within compliance. He was advised of our noise monitoring locations, including a property to the south and the option of establishing a real time monitor at his property for a period to understand the measured noise levels. He was agreeable to this being undertaken. The Environmental Manager confirmed that he would determine when the monitor could be relocated from its current location and established at his property.	Whitehaven to contact the complainant once timing is known on placement of the real time noise monitor.
Phone call to Environmental Manager	3/12/2012 7:45pm	Complaint in relation to sheep off the privately owned "Roseberry" property getting into the complainant's property via mine owned land. The complainant indicated he was sick of feeding sheep from "Roseberry" and the kangaroos coming off the mine owned country and that Whitehaven needed to do something about it. He indicated he would be taking action to have the sheep impounded and then Whitehaven could sort it out with the Livestock Health and Pest Authority.	The complainant was not contacted following this message which included suggestion from him that he should be ringing the Environmental Manager on his home phone to make the complaint. The matter of the "Roseberry" sheep is clearly a matter for the "Roseberry" landholder to manage, and the complainant should be taking his complaint direct to the owner of the sheep. Whitehaven does not, and will not be retaining any stock on its property adjoining the complainant's property and does not accept responsibility for sheep from "Roseberry", which are known to be getting out of the property in all locations. Whitehaven does not have any problem with the complainant arranging for impounding of the sheep if they are in his property, and that will then be a matter for the sheep's owner to resolve with the LPHA. In the interim, the Environmental Manager requested Whitehaven's Environmental Field Officer to review the boundary fence between Whitehaven owned land and "Roseberry" to identify any areas requiring patching to limit potential for stock to access Whitehaven land.	No follow up proposed.

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Phone call to Environmental Officer	10/12/2012 2:45pm	Complaint in relation to the impact of dust produced from a wind storm on the previous day and expressed concern that the dust was possibly produced from the Rocglen Mine. Complainant advised that she had not seen this type of dust before, describing it as a brown/orange colour and that it was deposited throughout the complainant's residence. Complainant also expressed concern that the real time noise unit which is currently at the complainant's residence is not monitoring 25% of their property and is more likely to be representing 75% of the property.	Environmental Officer explained that he would investigate the wind direction during the wind storm via the sites weather station, to determine a possible source of the dust during the storm. It was also proposed to the complainant that the portable noise unit is re-located in consultation with the complainant, to a location that represents 25% of the property. Upon investigation into wind speed and direction, it was found that during the wind storm, wind was from an easterly direction at speeds up to 23.8m/s. This concludes that Rocglen was not the source of dust as it is located directly south of the complainant's property.	Written response provided to the complainant including investigation of wind direction during the storm which concluded that Rocglen could not have been the source of dust. It was also proposed in the written response to relocate the portable noise monitor in consultation with the complainant, to represent 25% of the property.
Left message on Environmental Manager's mobile phone	20/12/2012 12:19pm	Complaint in relation to the impact of blast dust at the complainant's property from a blast initiated at Rocglen at 12:00pm on the day.	Environmental Officer contacted the complainant and explained the wind conditions at the time of the blast, which were 2.9m/s from a north-north west direction. It was explained that the blast was not predicted to produce such dust, as it was low within the pit and wind speeds in the hour leading up to the blast were acceptable at 3.4m/s. Upon review, the blast produced a significant dust cloud due to extremely dry material that was blasted and the dust did not disperse as quickly as expected, moving in a south easterly direction.	A written response has been provided to the complainant including measures to be taken in future to minimise the impact of dust at the complainant's property during blasting.