



Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine
2010 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Environmental Manager	7/01/2010 9:25am	Orica Blasting Truck crossing onto incorrect side of road on exit from the Tarrawonga haul road onto Manilla Road at 9:25am.	Env. Manager contacted Orica supervisor to ensure that all personnel with Orica are advised to follow appropriate road rules and to ensure all vehicles abide for road laws.	Complainant was advised that the matter would be followed up with Orica.
Phone call to Environmental Manager	19/03/2010 9:25am	Coal trucks spilling coal onto road, specifically T31 operated by Toll Resources and 2 contract trucks, all of which were travelling along the haul route.	Env. Manager contacted Toll to investigate T31 claims and Project Manager at Tarrawonga to discuss contract trucks. He confirmed that Toll was undertaking an audit of truck loading on that day and he would be surprised if significant coal spillage would be occurring from Toll trucks. Similarly, domestic loads are managed carefully with personnel specifically tasked to check loads from elevated platform to ensure loads are covered and no coal is positioned above the edge of trailers. Project Manager subsequently contacted complainant to discuss the complaint and seek verification as to location of coal spillage. At the time the complainant suggested it was small pieces of coal only but were still an issue for local traffic. Both the Project Manager and Environmental Officer travelled the haul route and could not find any significant coal spillage on the roadway.	No further contact required. Spillage may have occurred however the volume of spillage was such that it could not be located.
Phone call to Environmental Manager	7/04/2010 2:00pm	Coal Truck (Toll T08) exited Tarrawonga coal haul road onto Manilla Road with tarp not covering rear trailer and coal sitting above side of trailer with potential to spill. The truck was sighted by complainant as it passed the "Kyalla" property entrance.	Immediately following the phone call, the Env. Manager travelled out Bluevale Road to identify Toll Truck T08 on its way into town to verify complainant's claims. Truck T08 was identified south of the Rocglen turn off and was followed to Gunnedah. It was identified that the rear trailer was fully enclosed by the tarp and no coal was identified sitting above the side of the trailer. The truck was then observed to travel to the Toll Depot rather than turn into the CHPP. On return to the office, the Env. Manager contacted Toll's acting Project Manager to verify actions of T08 and specifically ask if the tarpaulin was fully extended throughout the trip from Tarrawonga to the Toll Depot. He advised that T08 experienced a fault with the roll over tarpaulin with the switch coming free from the console and for this reason (in conjunction with shift changeover), the truck travelled to the Depot for correction of the fault before proceeding to unload at the CHPP. However when questioned on the complaint, the driver explained that the roll over tarpaulin was manually extended across the trailer prior to exit from the Tarrawonga site and he was unaware of any problem with the tarpaulin during the trip back to Gunnedah.	No further contact required. This matter was followed up with Toll with a request that all drivers be informed of their duty to ensure loads are fully covered at all times, and that all actions are taken to minimise the risk of spillage on the trip to the CHPP.

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Phone call to Environmental Manager	23/06/2010 10:20am	Coal truck exited Tarrawonga coal haul road onto Manilla Road with tarp not covering rear trailer. The truck was sighted by the complainant as it passed the "Kyalla" property entrance.	Immediately following the phone call, the Env. Manager travelled out Bluevale road to identify the truck on its way into town to verify if the rear trailer was uncovered. The truck was identified north of the Rocglen turn off and was followed back to Gunnedah. It was identified that the rear trailer was not covered by the tarp and coal was clearly visible up to the sides of the trailer. The truck was then observed to travel all the way back through Gunnedah rather than turn into the CHPP indicating it was a domestic load. The rego of the truck was noted and advice issued back to Tarrawonga site as to the timing of the load and truck description. Site was requested to reinforce load covering policy with all truck operators to ensure no load leaves site that is not appropriately covered.	At the time of the complaint, the complainant was advised that the matter would be investigated and that the Project Manager would be requested to reinforce the load covering requirements with all truck operators. The driver of the uncovered truck is now banned from site. In addition, signage has been placed at Tarrawonga requesting all trucks to tarp up prior to leaving site.
Text message to Environmental Manager	29/08/2010 9:20am	Trucks running out of Tarrawonga on a Sunday when consent allows coal transport Monday to Saturday only.	Matter was followed up with Project Manager for Tarrawonga who informed that gravel was being carted from Tarrawonga on Sunday morning for the purposes of road works on the haul road. It was done on Sunday to avoid interaction with coal haulage trucks. Two trucks were utilised, one B-Double and one 8 wheel tipper, both doing approximately 4 loads each. On this basis, no coal was being hauled on Sunday and no breach of consent.	The complainant was advised of the works being carried out and reason for them being undertaken on a Sunday. No further action required.
Complaint to DECCW	13/10/2010 12:00pm	General complaint in relation to blasting activities from Tarrawonga and Boggabri Coal Mines. Blast from 6 weeks ago carried strong plume and odour to complainant's property which caused concern relative to potential health related impacts.	DECCW contacted Environmental Manager and discussed the potential incidence of post-blast flume and queried if any significant blast plumes had resulted from shots in the last 6 weeks. It was discussed with DECCW that given the timeframe that has passed and no specific date could be supplied by the complainant it was very difficult to do any detailed investigation. It was also suggested that the complainant's property is located in excess of 10km to the north east of the Tarrawonga site and on the distance and direction alone it would be considered very unlikely that post-blast fume could impact at that distance. Notwithstanding this, it was discussed that the matter would be raised with the blasting contractor and site staff to determine if any incidents of consequence occurred in the last 6 weeks and any measures to minimize and address post blast fumes required.	The complainant was contacted to discuss his concerns but was not available at the time. Message left for him to return my call. Complainant returned call on the same day and it was resolved to include Mr Devine on the blast notification list.
Text message to Environmental Manager	14/10/2010 13:40pm	Toll truck T06 whilst travelling from the Tarrawonga haul road onto Manilla Road, veered across the centre line causing the complainant's wife's vehicle to deviate.	Matter was referred to Toll's John Molloy with a request for Toll to investigate the complaint and take appropriate action with the driver of Toll Truck T06. John Molloy advised that the matter would be investigated the following day, Friday 15 th October when he would be back on site.	The complainant was advised of the investigations to be conducted by Toll.

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Phone call to Environmental Manager	27/10/2010 11:20am	A truck (truck and dog configuration) passed the complainant on Manilla Road, heading west, on the gravel section of road, showering him in dust and stones and almost running him off the road. The incident occurred at 11:10am and he believed the truck had come out of Tarrawonga.	The matter was raised with site management to verify if it was a truck related to Tarrawonga. It was identified that it could have been a truck carting gravel out of Tarrawonga for Narrabri Shire Council. As no identification marks or plate numbers could be supplied it is not possible to confirm this, albeit it is considered likely that this was the case. The complainant was advised that the issue would be raised with Council's representative on the Tarrawonga CCC to provide speed limit signage at both ends of the gravel on that section of Manilla Road, and that Council instruct its contractors hauling gravel to take appropriate care on the public roads.	The complainant was advised that the matter would be raised for the Council to investigate appropriate actions. Mr Darrell Campbell, Narrabri Shire Roads Manager was contacted on the 28 th October about the issue and asked to take it up with the Council's truck operators to ensure they respect other road users and drive accordingly. Mr Campbell assured Whitehaven that the matter would be investigated and resolved.
Phone call to Environmental Manager	27/10/2010 3:30pm	Impacts from blast on Monday 25 th October 2010.	<p>The complainant noted that he did not see, hear, or feel the blast nor witness any blast fume or blast smell. On continuing work activities outdoors the complainant became uncomfortable from a burning sensation in his nose and an unpleasant taste in his mouth. The following day he slept all day due to feeling exhausted and unwell. He also commented that the wind was blowing from the east (the mine is to the west of his property) however, all dust and fume from the mines generally makes its way back across to his property as it follows the valley. He also commented on how he no longer has many Kangaroos on his block and suspects it is all associated with blast fumes causing distress in animals and causing them to move away. He indicated that he wanted to get some indication as to the extent of nitrous oxide that is prevalent in the air due to frequent blasting events. He also indicated he would be consulting the Muswellbrook doctor who has claimed blasting impacts on health in the Hunter Valley.</p> <p>The Environmental Manager advised the complainant that he should consult a Doctor to ensure there are not other reasons causing his discomfort. The Environmental Manager also advised that he would endeavour to obtain information on blast fume (nitrous oxide) and if there is any means of measuring concentrations of NOX at his residence.</p>	Follow up will be made once appropriate information is sourced for the complainant.