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Rix's Creek Mine Complaints Register 2020

Number	Date Received	Site	Nature of Complaint	Location	How received	Action taken and findings
JANUARY 2020						
					No complaints received	
FEBRUARY 2020						
					No complaints received	
MARCH 2020						
					No complaints received	
APRIL 2020						
1	20/04/2020	Rix's Creek	Blasting and Exclusion zones	Maison Dieu	Letter (via Email)	<p>Action Taken: Meeting between Complainant and The Bloomfield Group representatives held 30/04/2020. Residence is outside the 500m exclusion zone.</p> <p>Findings: Ongoing consultation with community resident.</p>

2	29/04/2020	Rixs Creek	Noise	Maison Dieu	Phone	<p>Action Taken: Environmental Technician (ET) was conducting noise monitoring, near complainant's residence, at the time of the complaint. ET determined that noise was elevated and contacted the Open Cut Examiner (OCE) to make operational changes to reduce noise. Once operational changes were made noise was re-measured at the same location and determined to be below noise criteria. No further actions taken.</p> <p>Findings: Rix's Creeks Night time noise monitoring and Trigger Action Response Plan (TARP) for noise was able to measure, identify and quickly resolve the issue</p>
MAY 2020						
3	06/05/2020	Rixs Creek	Blast	Glennies Creek	Phone	<p>Action Taken: Environment Manager (EM) contacted complainant in relation to their blast complaint. EM explained the complainants' rights to have an inspection undertaken on the property to assess any blast damage. EM also discussed placement of a permanent blast monitor at residence.</p> <p>Environmental Advisor (EA) contacted the complainant and provided the blast results. Blast results from a nearby monitor were within blast criteria.</p> <p>Findings: Blast monitoring results at nearest monitor was compliant. EM investigating possibility of having a permanent blast monitor placed at residence property to assess all blasts from Rix's Creek Mine.</p>
4	19/05/2020	Rix's Creek	Noise	Long Point	Phone	<p>Action Taken: Environment Advisor (EA) returned Complainant call. Complainant said they could hear rocks banging when being loaded into trucks. EA advised that Night time Noise monitoring conducted along Maison Dieu Road at that time had been under the limits.</p> <p>Findings: EA requested noise monitoring to be conducted at Long Point Road the next evening and as per noise enhancement modelling.</p>

JUNE 2020

5	25/06/2020	Rix's Creek	Lighting	Wattle Ponds	Text / Complaint Hotline	<p>Action Taken: Following text message Environment Officer (EO) attended Wattle Ponds Road and determined the lights were intrusive. EO communicated with OCE and lights were re-directed till EO satisfied lights no longer an issue. Environment Manager (EM) rang Complainant in response to complaint line to discuss issue.</p> <p>Findings: Environment Advisor (EA) and EO attended the dump where lights were set up and reviewed the setup. Setup requirements noted to OCE's.</p>
6	29/06/2020	Rix's Creek	Blast	Maison Dieu	Email from NSW EPA	<p>Action Taken: Environment Advisor (EA) replied to EPA via email that no blasting was undertaken on Thursday 25/06/2020 at Rix's Creek.</p> <p>EA also supplied the blast results from Friday 26/06/2020 blasts.</p> <p>Findings: Rix's Creek did not blast on Thursday 25/06/2020. Blast monitoring results at nearest monitor was compliant for Friday 26/06/2020.</p> <p>No further action required.</p>

JULY 2020

7	02/07/2020	Rix's Creek	Dust	Bridgman Rd	Text / Complaint Hotline	<p>Actions: Environment Advisor (EA) and Environment Officer (EO) investigated complaint issue. RCN Tailings Dam 2 southern area identified as source.</p> <p>EA contacted RCN CHPP Supervisor and asked for spigot lines to be opened to wet surface of TD2 southern area.</p> <p>EM contacted the Complainant back notifying them of the action taken by the mine and offered the Complainant our 'Complaints Line' phone number for future reference.</p> <p>Findings: Area of Tailings Dam not in regular use and North west winds suddenly picked up. RCN CHPP are to open spigot lines prior to adverse weather conditions.</p>
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8	03/07/2020	Rix's Creek	Dust	Bridgman Rd	Complaint Hotline	<p>Actions: Spigot lines open and wetting surface of Tailings dam. Environment Advisor (EA) phoned Complainant outlining the actions that had been taken in relation to the Tailings Dam surface area.</p> <p>Findings: Surface area of TD2 southern area being saturated. RCM monitoring weather conditions.</p>
9	23/07/2020	Rix's Creek	Noise	Gouldsville / Long Point Road	OCE Phone	<p>Actions: OCE asked Environmental Officer (EO) to attend the Longpoint area and take a reading. Excavator operators told to be mindful of the height of bucket when loading trucks.</p> <p>Findings: EO completed reading which was compliant. No other operational changes required apart from reduced height of loading bucket.</p>
10	25/07/2020	Rix's Creek	Dust	Gowrie	Email	<p>Actions: Environment Manager (EM) replied to the Complainant via email outlining the mines dust management processes. EM also outlined our air quality monitoring results which demonstrate our compliance to the Environment Protection Licence and offered the Bloomfield website address.</p> <p>Findings: EM made themselves available for a discussion if the Complainant wished to phone.</p>

AUGUST 2020

11	11/08/2020	Rix's Creek	Noise	Maison Dieu	Text Message	<p>Actions: Environment Officer (EO) had attended Maison Dieu area between 9 - 10pm conducting noise monitoring (3 readings) prior to complaint. The EO noted that while he could hear noise from operations, there was also significant highway truck noise. All readings were below compliance limits. EO informed the Complainant that he would be returning to continue noise monitoring after the start of Night shift from around 10:30pm.</p> <p>Findings: EO noted that modelling showed enhancement in the direction of Maison Dieu area. EO continued to monitor noise within the Maison Dieu and surrounding areas till end of shift. All readings were below compliance limits.</p>
12	12/08/2020	Rix's Creek	Noise	Maison Dieu	Text Message	<p>Actions: Environment Officer (EO) had attended Maison Dieu area between 9 - 10pm conducting noise monitoring (2 readings) prior to complaint. Both readings were below compliance.</p> <p>Findings: EO performed noise monitoring after Complainants text message. Reading was below compliance limits.</p>
13	18/08/2020	Rix's Creek	Noise	Maison Dieu	Text Message	<p>Actions: Environment Officer (EO) had attended Maison Dieu area between 8:30 - 10pm conducting noise monitoring prior to complaint. All readings were below compliance limits.</p> <p>Findings: EO performed noise monitoring after Complainants text message. Readings was below compliance limits.</p>

14	25/08/2020	Rix's Creek	Noise	Maison Dieu	Text Message	<p>Actions: Environment Officer (EO) had attended area between 9:30pm - 01:00am, conducted readings. One reading close to limits, OCE notified as per TARP. EO conducted three further readings all below compliant limits.</p> <p>Findings: EO continued night time noise monitoring in the area after Complainants Text message.</p>
15	26/08/2020	Rix's Creek	Noise	Maison Dieu	Text Message	<p>Actions: Environment Officer (EO) had been monitoring in the area from 10:00pm. At 11:41 TARP was activated, OCE notified and operational changes made to reduce noise.</p> <p>Findings: EO continued night time noise monitoring in the area. As per TARP operational changes made through the shift to minimise noise.</p>
SEPTEMBER 2020						
16	02/09/2020	Rix's Creek	Blast	Glennies Creek	Email	<p>Actions: Environment Manager (EM) replied by email with blast results.</p> <p>Findings: EM explained that blast results were below compliance limits. EM to phone Complainant to discuss the blast results.</p>
17	03/09/2020	Rix's Creek	Noise	Maison Dieu	Text	<p>Actions: Environment Officer (EO) was conducting monitoring in the Maison Dieu area at the time of complaint.</p> <p>Findings: EO conducted monitoring between 21:00 - 01:00, all readings were below compliance limits. No further actions required.</p>

18	08/09/2020	Rix's Creek	Noise	Maison Dieu	Text	<p>Actions: Environment Officer (EO) was conducting monitoring in the Maison Dieu area from 8:30pm. At 9:10 TARP was activated, OCE notified and operational changes made to reduce noise. During this measurement Complainants text was received. EO continued to monitor in the area during the night.</p> <p>Findings: EO continued night time noise monitoring in the area. As per TARP operational changes made through the shift to minimise noise. No further actions required.</p>
19	18/09/2020	Rix's Creek	Noise	Maison Dieu	EPA Email (Anonymous)	<p>Actions: Environment Adviser and Officer reviewed Noise Monitoring records for these two days.</p> <p>Findings: All readings below compliance levels. No further action required.</p>
20	18/09/2020	Rix's Creek	Noise/Blast	Maison Dieu	Text	<p>Actions: Noise Monitor (NM) conducted monitoring in the Maison Dieu area from 21:00 till 01:00.</p> <p>Findings: NM continued monitor in Maison Dieu area. All readings were below compliance levels. Blast results from morning blast were also below compliance levels (Vibration result 1.11mm - Limit 5mm; Overpressure result 102dB - Limit 115dB). No further action required.</p>
21	22/09/2020	Rix's Creek	Noise	Maison Dieu	EPA Email (Anonymous)	<p>Actions: Environment Adviser (EA) reviewed the Noise Monitoring records for that night (20th Sept).</p> <p>Findings EA found that there was reduced operations due to rain event that day. The Noise monitoring results from the Maison Dieu area were below compliance limits. EA forwarded on Noise Monitoring results to EPA. No further action required.</p>

22	25/09/2020	Rix's Creek	Dust	Bridgman Road	Complaints Hotline	<p>Actions: At time of call, spigot lines were open on eastern side of dam. Immediate action taken to open all spigot lines to the east to saturate tailings dam. Water cart sent to water the crest of the wall of the dam.</p> <p>Findings: Environment Advisor contacted Complainant to advise of the actions taken to mitigate the dust. Complainant was satisfied that actions were being put in place.</p>
OCTOBER 2020						
23	20/10/2020	Rix's Creek	Noise	Maison Dieu	Text	<p>Actions: Environment Officer (EO) had taken four readings between 20:50 - 21:50 in the Maison Dieu area. All readings were below compliance levels.</p> <p>Findings: EO continued monitoring in the Maison Dieu area throughout the night with all readings below compliance levels. No further action required.</p>
NOVEMBER 2020						
24	11/11/2020	Rix's Creek	Noise	Maison Dieu	Text	<p>Actions: Environment Officer (EO) had taken five readings between 21:00 - 22:30 in the Maison Dieu area. All readings were below compliance levels.</p> <p>Findings: EO continued monitoring in the Maison Dieu area throughout the night with all readings below compliance levels. No further action required.</p>
DECEMBER 2020						
					<i>No complaints received</i>	

2020 Complaints Summary

	<i>Blast</i>	<i>Noise</i>	<i>Dust</i>	<i>Water</i>	<i>Lights</i>	<i>Odour</i>	<i>Other</i>
<i>Summary</i>	4	15	4	0	1	0	0
<i>2020 Total Complaints</i>	24						

Data updated: 19/01/2021

