



WE CARE. WE DELIVER.

Rix's Creek Mine Complaints Register 2021

Number	Date Received	Site	Nature of Complaint	Location	How received	Action taken and findings
JANUARY 2021						
1	19/01/2021	Rix's Creek	Lighting	Bridgman Road	Phone	<p>Action: RCN OCE phoned Environment Compliance Technician (ECT) and ask them to attend the residence. While with the complainant, ECT guided RCN OCE in redirecting the lights to non-obtrusive direction.</p> <p>Findings: Lights were redirect to a non-obtrusive direction. No further action required.</p>
2	22/01/2021	Rix's Creek	Lighting	Bridgman Road	Phone	<p>Action: RCN OCE redirected the lights to non-obtrusive direction.</p> <p>Findings: Lights were redirect to a non-obtrusive direction. No further action required.</p>

FEBRUARY 2021

3	06/02/2021	Rix's Creek	Noise	Gowrie	Phone	<p>Action: Environment Manager (EM) contacted OCE for machinery in use and reviewed weather conditions. EM asked OCE to change work priorities from West Pit to North Pit.</p> <p>Findings: EM returned Complainants phone call. Complainant was supplied Complaints Hotline/OCE's phone number for future complaints. No further action required.</p>
4	12/02/2021	Rix's Creek	Blast	Camberwell/ New England Highway.	Text Msg	<p>Action: Environment Manager (EM) obtained information of the shot and shared this with the Complainant. EM and Environment Supervisor (ES) met with Complainant to discuss their issues, outline different shot types and explain the information.</p> <p>Findings: Shot was within compliance limits. Invitation extended to Complainant to visit site and view blasting procedure and processes. No further action required.</p>

MARCH 2021

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APRIL 2021

5	14/04/2021	Rix's Creek	Dust	Bridgman Road	Phone	<p>Action: Environmental Advisor (EA) contacted RCN CHPP Maintenance Supervisor to get spigot lines open over dry areas of Tailings dam (TD). Fluren crew working at TD had already requested a water cart and were reducing their activities.</p> <p>Findings: EA rang Complainant back and explained the measures that were being put in place. Also explained that trialling of a polymer on the TD had been held up due to the frequent rain events of the past few months and this trial requires rescheduling. Complainant noted our response. No further action required.</p>
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MAY 2021

6	06/05/2021	Rix's Creek	Blast	Camberwell / New England Highway	Email	<p>Action: Environment Manager (EM) supplied the blast results to the Complainant.</p> <p>Findings: EM supplied his details if the Complainant wished to discuss the matter further and/or EM could visit Complainant. No further action required.</p>
7	19/05/2021	Rix's Creek	Noise	Maison Dieu	Text	<p>Action: Environment Officer (EO) was monitoring in the Maison Dieu area at the time of complaint. EO was in contact with RCM OCE, who then shut down machinery as per RCM Trigger Action Response Plan.</p> <p>Findings: EO continued to monitor in the Maison Dieu area throughout the night while remaining in contact with the RCM OCE's. The following readings were within compliance limits. No further action required.</p>
8	25/05/2021	Rix's Creek	Noise	Maison Dieu	Text/Phone call	<p>Action: The Bloomfield Group Rix's Creek Community & Blasting Hotline received the complaint. The Environment Manager (EM) received the message, then contacted the OCE to discuss complaint. EM rang our Environment Officer (EO) asking them to attend the area. Monitoring was conducted at 21:34 and 21:49. Both results were within compliance levels. EM then phoned Complainant and discussed what could be heard.</p> <p>Findings: EO continued to monitor in the Maison Dieu area throughout the night while remaining in contact with RCM OCE's. The following day EM followed up with Complainant via email outlining the actions that were taken. EM also offered a direct phone number to our OCE's and thanked Complainant for phoning the Community and Blasting Hotline and offered further opportunity to discuss the issues. No further action required.</p>

JUNE 2021

9	15/06/2021	Rix's Creek	Blast	Camberwell / New England Highway	Email	<p>Actions: Environmental Manager (EM) supplied the blast results to the Complainant. EM noted that the results show that the blast did not exceed compliance levels.</p> <p>Findings: EM supplied his details if Complainant wished to discuss the matter further. No further action required.</p>
10	22/06/2021	Rix's Creek	Lighting	Camberwell / New England Highway	Phone	<p>Actions: Environment Officer (EO) contacted OCE who turned the lighting plant off and folded it down.</p> <p>Findings: Complainant's use of the Rix's Creek Community & Blasting Hotline Telephone number was able to alert the mine to the issue quickly and have the issue rectified. No further action required.</p>

JULY 2021

11	02/07/2021	Rix's Creek	Blast	Camberwell / New England Highway	Email	<p>Actions: Environment Advisor (EA) supplied the blast results to the Complainant. EA noted that the results show that the blast did not exceed compliance levels.</p> <p>Findings: EA supplied his details if Complainant wished to discuss the matter further. No further action required.</p>
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12	14/07/2021	Rix's Creek	Noise	Singleton Heights	Phone	<p>Actions: Environment Manager (EM) received call and informed complainant that Rix's Creek Mine would send out a representative to monitor the noise.</p> <p>Findings: Environmental Superintendent (ES) attended the location and monitored the noise. ES noted mine noise was not audible at time of assessment with predominant noise being Northern train line, birds and noise contribution from elevated winds. No further action required</p>
13	22/07/2021	Rix's Creek	Noise	Maison Dieu	Text	<p>Actions: Environment Officer (EO) was actively monitoring in the area at the time. TARP was activated and changes made to operational equipment prior to and during complaint.</p> <p>Findings: Environment Manager (EM) emailed Complainant to outline operational changes that were being made during and after the Complainants call. No further action required.</p>
14	28/07/2021	Rix's Creek	Noise	Maison Dieu	Phone	<p>Actions: Environment Officer (EO) was actively monitoring in the area at the time. TARP was activated and changes made to operational equipment prior to, during and after complaint was received.</p> <p>Findings: Environment Manager (EM) emailed Complainant to outline operational changes that were being made before, during and after the Complainants call. No further action required.</p>
AUGUST 2021						
15	16/08/2021	Rix's Creek	Blast	Camberwell / New England Highway	Email	<p>Actions: Environment Manager (EM) supplied the blast results to the Complainant. EM noted that the results show that the blast did not exceed compliance levels.</p> <p>Findings: EM supplied his details if Complainant wished to discuss the matter further. No further action required.</p>

SEPTEMBER 2021						
16	23/09/2021	Rix's Creek	Noise	Rix's Creek Lane	Phone	<p>Actions: Environment Manager (EM) noted the use of attenuated trucks on site.</p> <p>Findings: Environment Manager (EM) asked that complainant let us know when noise was high and we would have our Environment Officer (EO) monitor Rix's Creek Lane way area. No further action required.</p>
17	24/09/2021	Rix's Creek	Truck speeds	Rix's Creek Lane	Phone	<p>Actions: Environment Superintendent spoke to Rix's Creek personnel with the Company and truck being identified.</p> <p>Findings: The Company and truck driver were informed of the complaint, reminded of the speed limits in Rix's Lane and that we have a number of neighbours that reside on the Lane. All RCM stakeholders asked to remind delivery companies of speed limits when arriving and departing RCM. No further action required.</p>
OCTOBER 2021						
NOVEMBER 2021						
18	28/11/2021	Rix's Creek	Truck speeds	Rix's Creek Lane	Phone	<p>Actions: Environment Superintendent raised issue with Procurement Dept (PD). PD to speak directly with truck company reminding them of speed limits of Rix's Creek Lane and our local communities expectations for safe driving habits from employees, contractors and delivery drivers.</p> <p>Findings: The Company and truck driver were informed of the complaint, reminded of the speed limits in Rix's Lane and that we have a number of neighbours that reside on the Lane. No further action required.</p>
DECEMBER 2021						

2021 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>	5	7	1	0	3	0	2
<i>2021 Total Complaints</i>	18						

Data updated: 04/01/2022

