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Rix's Creek Mine Complaints Register Year ending March 2026

Number	Date Received	Site	Nature of Complaint	Location	How received	Action taken and findings
April 2025						
1	9/04/2025	RCS	Light	Dights Crossing	Rix's Creek Community Hotline	<p>Actions: The lighting plant at the RL150 dump was adjusted to face away from the residence.</p> <p>Findings: Lighting plants must not be moved without consultation with Site OCE.</p>
2	10/04/2025	RCS	Noise	Rix's Creek	Rix's Voicemail	<p>Actions: Discussion with OCE to schedule future work during dayshift hours. Env Superintendent also provided contact details for Rix's Hotline.</p> <p>Findings: Schedule work only be completed during dayshift hours.</p>
May 2025						

June 2025

3	19/06/2025	RCN	Noise	Unknown	EPA Email	<p>Actions: RFI has been reviewed by EPA no further information is required.</p> <p>Findings: All noise monitoring was within compliance limits.</p>
4	25/06/2025	RCM	Dust	Bridgman	Mobile	<p>Actions: The Environmental Superintendent (ES) contacted OCE. OCE informed ES that mining operations had been shut down due to adverse meteorological conditions. At the time of the complaint, the only operational machinery was water carts.</p> <p>Findings: Water carts and reduced operations were all utilised to mitigate dust creation.</p>

July 2025

5	10/07/2025	RCM	Dust	Bridgman	Mobile	<p>Actions: The Environmental Superintendent (ES) contacted OCE. OCE informed ES that mining opportunities had been reduced due to adverse meteorological conditions. All water carts were fully operational, and tailings dam spigot lines were running.</p> <p>Findings: Watercarts, reduced operations and spigot lines were all utilised to mitigate dust creation.</p>
6	13/07/2025	RCM	Lighting	Dights Crossing	Hotline	<p>Actions: The Production Manager rang OCE, and the light was turned off as soon as possible.</p> <p>Findings: To reduce light pollution for the community, all lights on the upper-level dumps will be faced into the pit.</p>

August 2025						
7	27/08/2025	RCM	Dust	Bridgman	Mobile	<p>Actions: Reduced operations, hot-seated water carts and tailings dam water spigots were all fully operational.</p> <p>Findings: Operational changes, hot-seated watercarts and tailings dam spigots in use.</p>
September 2025						
8	16/09/2025	RCM	Blast	Maison Dieu	Hotline	<p>Actions: Reviewed blast with blasting supervisor.</p> <p>Findings: Investigated the blast and found the fume rating to be 1A.</p>
9	26/09/2025	RCM	Dust	Bridgeman	Mobile	<p>Actions: Reduced operations, hot-seated water carts and tailings dam water spigots were all fully operational</p> <p>Findings: Operational changes, hot-seated watercarts and tailings dam spigots in use.</p>
October 2025						
November 2025						
10	14/11/2025	RCM	Dust	Camberwell	Email	<p>Actions: RCN was not operational at the time of the complaint. RCS was operational at a reduced capacity.</p> <p>Findings: Upstream - downstream air quality was reviewed, and no exceedances were recorded.</p>
11	27/11/2025	RCM	Noise	Dights Crossing	CHPP Landline	<p>Actions: Review of compliance noise monitoring conducted. Results were within compliance limits.</p> <p>Findings: Provide complainant with Rix's Creek Community and blasting hotline.</p>

December 2025						
12	30/12/2025	RCS	Other	New England Highway	Hotline	<p>Actions: Environmental superintendent returned Hotline call and notified site OCEs to raise this in future pre-starts.</p> <p>Findings: Internal investigation undertaken, mentor operators in correct procedures.</p>
January 2026						
February 2026						
13	27/02/2026	RCN	Noise	Camberwell	Email	<p>Actions: Review of site air quality monitoring stations and UHAQMN. Review of noise monitoring data.</p> <p>Findings: All air quality and noise monitoring data was within compliance limits.</p>
March 2026						
14	2/03/2026	RCN	Dust	Camberwell	Email	<p>Actions: Review of air quality monitoring stations and UHAQMN. Review of noise monitoring data</p> <p>Findings: All air quality and noise monitoring data was within compliance limits.</p>
15	27/03/2026	RCN	Dust	Bridgman	Email	<p>Actions: Evaporative fans fully operational, all watercarts were operational & tailings spigots were operational</p> <p>Findings: Adverse meteorological conditions featuring extreme wind gusts were observed. Investigation of further dust mitigation strategies for tailings dam</p>
16	27/03/2026	RCN	Dust	Thomas Lane	Email	<p>Actions: Evaporative fans fully operational, all watercarts were operational & tailings spigots were operational</p> <p>Findings: Adverse meteorological conditions featuring extreme wind gusts were observed. Investigation of further dust mitigation strategies for tailings dam</p>

YEM 2026 Complaints Summary

	<i>Blast</i>	<i>Noise</i>	<i>Dust</i>	<i>Water</i>	<i>Lights</i>	<i>Odour</i>	<i>Other</i>
Summary	1	4	8	0	2	0	1
YEM 2026 Total Complaints	16						

Data updated 1/4/2026

