

APPENDIX 6 – COMMUNITY

Community Complaints for the 2016 Review Period

Date	Time	Location	Received	Nature	Description
6-Jan-16	11:18 PM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing mine noise, which they believed was from Wilpinjong Coal (Mine). Wilpinjong Coal (WC) staff confirmed that the real-time low frequency (LF) noise levels recorded at Araluen Road were compliant at that time. (Araluen Road is the closest real-time noise monitor to Caller.) Caller declined to speak to WC staff.
11-Jan-16	7:35 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution, WC staff modified operations to manage noise levels in Wollar. WC staff spoke to the Caller by phone.
12-Jan-16	7:33 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were elevated at that time. Calm and stable atmospheric conditions existed (i.e. an inversion). WC staff modified operations to manage noise levels in Wollar. Caller declined to speak to WC staff.
15-Jan-16	1:05 PM	Winchester Crescent, Cooks Gap	Telephone Complaints Line	Blast	Caller reported hearing a blast from WC. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits. WC staff spoke to the Caller by phone.
15-Jan-16	1:06 PM	Durrigere Road, Turill	Telephone Complaints Line	Blast	Caller reported feeling the vibration of a blast from WC. The blast overpressure and vibration levels measured at Wollar Village Public School were below EPL limits. WC staff spoke to the Caller by phone.
21-Jan-16	8:45 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing Mine noise during morning. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were elevated, but compliant. Lawn mower sound heard in live audio from Wollar Village noise monitor. A visit to Wollar Village confirmed ride on mower working near noise monitor. WC staff spoke to the Caller by phone.

Date	Time	Location	Received	Nature	Description
22-Jan-16	7:33 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise & Blast	Caller reported hearing Mine noise during morning and feeling vibration of blast the day before. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. With regards to the blast the overpressure and vibration level measured at Wollar Village Public School were below EPL limits. WC staff spoke to the Caller by phone.
29-Jan-16	8:10 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing Mine noise at various times during morning. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at the times reported by Caller. WC staff spoke to the Caller by phone.
31-Jan-16	8:22 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Caller declined to speak to WC staff.
1-Feb-16	8:31 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller by phone.
5-Feb-16	12:37 PM	Winchester Crescent, Cooks Gap	Telephone Complaints Line	Blast	Caller reported hearing a blast from WC. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits. WC staff spoke to the Caller by phone.
14-Feb-16	7:36 AM	Not provided	Telephone Complaints Line	Noise	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller by phone.
14-Feb-16	9:38 AM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Araluen Road were compliant at that time. (Araluen Road is the closest real-time noise monitor to Caller.) WC staff spoke to the Caller by phone

Date	Time	Location	Received	Nature	Description
23-Feb-16	10:42 AM	Winchester Crescent, Cooks Gap	Telephone Complaints Line	Blast	Caller reported hearing a blast from WC. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits. WC staff spoke to the Caller by phone.
18-Mar-16	7:49 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. WC staff spoke to the Caller by phone.
19-Mar-16	11:37 AM	Winchester Crescent, Cooks Gap	Telephone Complaints Line	Blast	Caller reported hearing a blast from WC. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits. WC staff spoke to the Caller by phone.
11-Apr-16	10:33 PM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Araluen Road were compliant at that time. No mine noise heard in the live audio from the real-time noise monitor. Caller declined to speak to WC staff.
18-Apr-16	11:39 AM	Winchester Crescent, Cooks Gap	Telephone Complaints Line	Blast	Caller reported hearing and feeling a blast from WC. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits. WC staff spoke to the Caller by phone.
30-Apr-16	12:12 PM	Ringwood Road, Wollar	Telephone Complaints Line	Blast	Caller reported hearing and feeling a blast from WC. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits. WC staff spoke to the Caller by phone and later provided the Caller with the details they had asked for.
1-May-16	11:19 AM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant at that time. WC staff spoke to the Caller by phone.

Date	Time	Location	Received	Nature	Description
3-May-16	10:50 PM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant at that time. Caller declined to speak to WC staff.
6-May-16	12:27 PM	Winchester Crescent, Cooks Gap	Telephone Complaints Line	Blast	Caller reported hearing and feeling a blast from WC. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were compliant and below EPL limits. WC staff spoke to the Caller by phone.
12-May-16	9:33 AM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) appeared compliant. Strong and gusty SW winds occurring at that time. Caller declined to speak to WC staff.
8-Jun-16	9:44 AM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. Strong and gusty westerly wind occurring at that time. The low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) appeared compliant. WC staff spoke to the Caller by phone.
8-Jun-16	10:28 PM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. Calm and stable atmospheric conditions (i.e. an inversion) existed at that time. The low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) appeared compliant. WC staff spoke to the Caller by phone.
4-Jul-16	9:46 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Prior to 9:30AM no equipment operating on east side of Mine because of fog. Caller declined to speak to WC staff.
7-Jul-16	2:17 PM	Ridge Road, Cooks Gap	Office Phone	Blast	Caller reported hearing and feeling a blast from WC. WC staff spoke to the Caller and investigated the complaint. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site, as well as at blast monitoring sites located to the south and west were compliant and below EPL limits

Date	Time	Location	Received	Nature	Description
9-Jul-16	11:54 PM	Ringwood Road, Wollar	Telephone Complaints Line	Blast	Caller reported hearing an intrusive humming noise from WC. WC staff spoke to the Caller and investigated the complaint. At time of complaint a majority of equipment operating east side of Mine not working because of fog. The low frequency (LF) noise levels recorded at Wollar Village also appeared compliant at that time. WC staff sent email to Caller confirming what equipment operating as Caller had requested.
11-Jul-16	11:43 AM	Ringwood Road, Wollar	Telephone Complaints Line	Blast	Caller reported hearing a loud blast from WC. Caller declined to speak to WC staff. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant. The Caller later sent WC Staff an email asking about blast. WC staff sent email to Caller confirming the blast details as Caller had requested.
16-Jul-16	11:25 AM	Winchester Crescent, Cooks Gap	Telephone Complaints Line	Blast	Caller reported hearing a blast from WC. WC staff spoke to the Caller by phone and investigated the complaint. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site, as well as at blast monitoring sites located to the south and west were below EPL limits and so compliant.
18-Jul-16	8:26 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing loud Mine noise. Caller declined to speak to WC staff. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Atmospheric conditions at that time were cool and calm. As a precaution, WC staff modified operations to manage noise levels in Wollar.
22-Jul-16	9:24 AM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff spoke to the Caller by phone and investigated the complaint. Low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) assessed as compliant. Strong westerly wind recorded at that time.
28-Jul-16	4:39 PM	Winchester Crescent, Cooks Gap	Telephone Complaints Line	Blast	Caller reported hearing a blast. WC staff spoke to the Caller by phone whereby Caller explained they had intended to lodge a complaint with another Company about its 4:30PM blast and had inadvertently phoned Wilpinjong Coal.

Date	Time	Location	Received	Nature	Description
30-Jul-16	12:33 PM	Winchester Crescent, Cooks Gap	Telephone Complaints Line	Blast	Caller reported hearing a loud blast. WC staff spoke to the Caller by phone and explained to Caller that no blast had yet occurred at Wilpinjong Coal and that the blast they heard at 12:20 PM was from a nearby mine site operated by another Company.
9-Aug-16	7:44 AM	Barnett Street, Wollar Village	Telephone Complaints Line	Noise	Caller reported hearing loud Mine noise. Caller declined to speak to WC staff. The low frequency (LF) noise levels recorded at Wollar Village were elevated at that time due to cool stable atmospheric conditions. A lapse rate (i.e. inversion) of > 3oC/100m recorded onsite. WC staff modified operations to manage noise levels in Wollar.
15-Aug-16	10:34 PM	Ringwood Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing loud Mine noise. Caller declined to speak to WC staff. The low frequency (LF) noise levels recorded at Wollar Village were elevated due to cool stable atmospheric conditions. A lapse rate (i.e. inversion) of > 3oC/100m recorded onsite. WC staff determined that noise levels were compliant at that time.
16-Aug-16	4:04 PM	Ringwood Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing noise from WC. WC staff spoke to the Caller and investigated the complaint. At that time the low frequency (LF) noise levels recorded at Wollar Village were compliant. As requested by Caller, WC staff sent email to Caller confirming what equipment was operating at that time.
22-Aug-16	1:51 PM	Mogo Road, Wollar	Telephone Complaints Line	Driver Behaviour	Caller reported a number of alleged incidents involving drivers who may have worked at WC. WC staff spoke to the Caller by phone and from the details provided by the Caller investigated the complaint.
4-Oct-16	7:30 AM	Barnett Street, Wollar Village	Wilpinjong Coal Office Phone	Blast	Caller reported hearing and feeling a blast from WC. WC staff spoke to the Caller by phone and investigated the complaint. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant.
7-Oct-16	11:41 AM	Ringwood Road, Wollar	Telephone Complaints Line	Noise & Blast	Caller reported hearing a blast and mine equipment noise from WC. Caller declined to speak to WC staff. In terms of the reported blast the overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits. With regards to the reported Mine noise the low frequency (LF) noise levels recorded at Wollar Village were compliant at

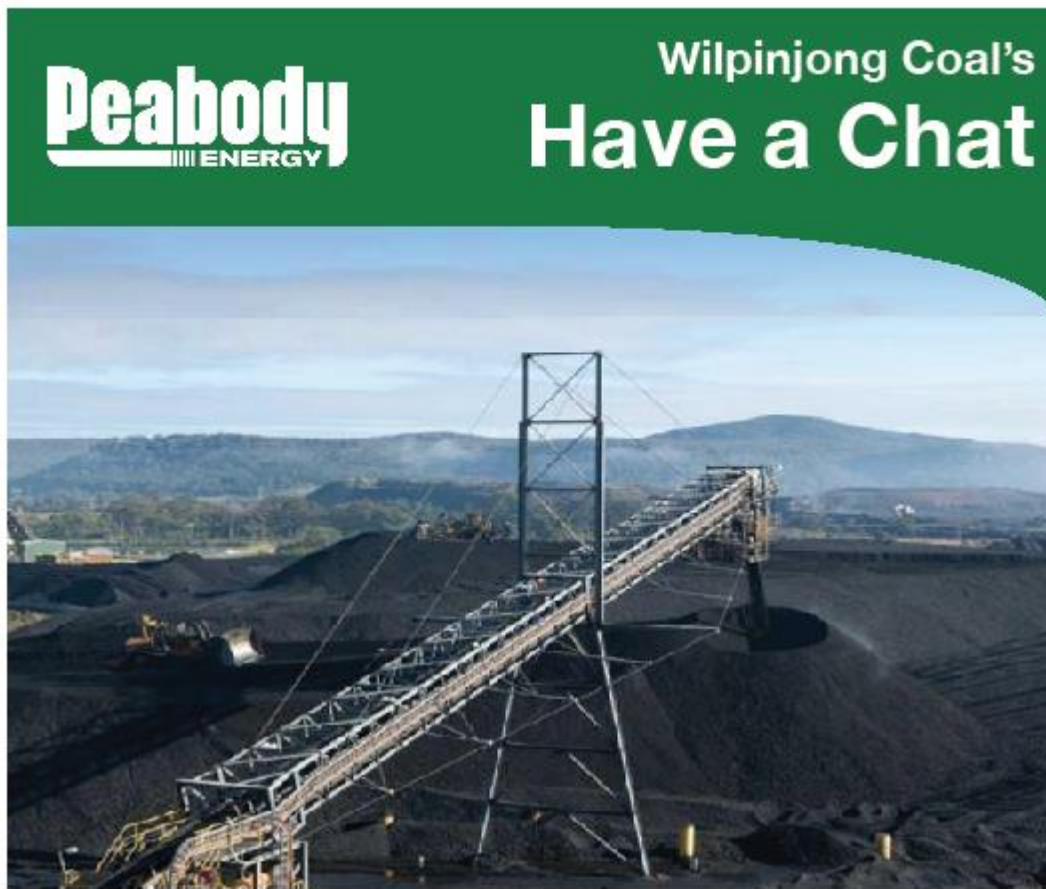
Date	Time	Location	Received	Nature	Description
					that time.
8-Oct-16	8:06 AM	Not provided	Telephone Complaints Line	Noise	Caller reported hearing mine equipment noise. WC staff spoke to the Caller by phone and investigated the complaint. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant but elevated due to stable atmospheric conditions. As a precaution, WC staff modified operations to manage noise levels in Wollar.
17-Oct-16	2:19 PM	Barnett Street, Wollar Village	Telephone Complaints Line	Blast	Caller reported hearing and feeling a blast from WC. WC staff spoke to the Caller by phone and investigated the complaint. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant.
26-Oct-16	6:07 PM	Not provided	Telephone Complaints Line	Dust	Caller reported seeing plumes of dust rising over WC. Caller declined to speak to WC staff. WC staff investigated call and determined that 'dust plume' was likely smoke from a truck fire that occurred at neighbouring mine at that time.
23-Nov-16	9:23 PM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing mine vehicle noise. Caller declined to speak to WC staff. WC staff investigated call and determined that Low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant.
26-Nov-16	1:25 AM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing mine vehicle noise. Caller declined to speak to WC staff. WC staff investigated call and determined that Low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant.
3-Dec-16	9:03 PM	Mogo Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing Mine noise. WC staff spoke to the Caller by phone and investigated the complaint. Low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) assessed as compliant. Wind direction from the east at that time.
3-Dec-16	10:36 PM	Ringwood Road, Wollar	Telephone Complaints Line	Noise	Caller reported hearing noise from WC. Caller declined to speak to WC staff. At that time the low frequency (LF) noise levels recorded at Wollar Village were compliant. Wind direction from the east at that time

Date	Time	Location	Received	Nature	Description
19-Dec-16	10:39 AM	Ringwood Road, Wollar	Telephone Complaints Line	Blast	Caller reported hearing a blast from WC and declined to speak to WC staff. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant.

Wilpinjong Sponsorship and Donation Budget 2016												
Donation Schedule	Recipient	Arts & Culture	Community Development	Diversity	Environmental	Health Care	Higher Education	Mining Initiatives	Youth Services/ Education K-12	Disaster Relief	Scholarships	Total
Jan-16	Goolma Clay Target Club			\$ 1,000.00								
Jan-16	Future Achievement Australia								\$ 2,100.00			
Jan-16	Gulgong Senior Rugby League - Gulgong		\$ 1,336.51									
Feb-16	Wollar Public School			\$ 370.00								
Feb-16	Mudgee Angus Breeders Association			\$ 1,000.00								
Feb-16	Art Unlimited	\$ 1,500.00										
Feb-16	Mudgee Veteran Golfers Association			\$ 1,000.00								
Feb-16	Thinkwater Mudgee - Burger Baz					\$ 500.00						
Mar-16	McGrath Foundation					\$ 659.49						
Mar-16	Mudgee Rugby Union Club			\$ 372.00								
Mar-16	Gulgong Amateur Musical & Dramatic	\$ 500.00										
Apr-16	Lifeskills		\$ 3,205.40									
Apr-16	Mudgee Running Festival			\$ 2,000.00								
Apr-16	Gulgong Chamber of Commerce	\$ 500.00										
Apr-16	Dunedoo Polocrosse											
Apr-16	Mudgee Indoor Swimming			\$ 400.00								
Apr-16	Gulgong Heritage Festival Committee	\$ 1,500.00										
Apr-16	Cancer Council - Mudgee Relay for Life					\$ 3,000.00						
May-16	Lifeskills		\$ 5,399.75									
May-16	Watershed Landcare				\$ 3,000.00							
May-16	Mudgee Region Tourism	\$ 230.00										
May-16	Mudgee High School						\$ 1,500.00					
May-16	Cooks Gap Rural Fire Service									\$ 2,000.00		
May-16	Rylstone Street Feast	\$ 1,000.00										
May-16	Mudgee Readers Festival	\$ 2,000.00										
Jun-16	Rotary Club of Mudgee - Sunrise	\$ 5,000.00										
Jun-16	Westpac Rescue Helicopter									\$ 2,000.00		
Jun-16	Gulgong Men's Shed					\$ 2,000.00						
Jun-16	Gulgong RSL Club - Gold Nugget Business		\$ 3,500.00									
Jun-16	Rotary Club of Mudgee - Sunrise			\$ 8,400.00								

Wilpinjong Sponsorship and Donation Budget 2016

Jul-16	Mudgee Junior Rugby League		\$ 6,048.30									
Jul-16	Westpac Rescue Helicopter								\$ 500.00			
Aug-16	Gulgong Chamber of Commerce	\$ 1,000.00										
Aug-16	Wildlife Carers Network				\$ 2,500.00							
Aug-16	Lifeskills		\$ 1,260.00									
Aug-16	Lions Club of Mudgee		\$ 200.00									
Aug-16	Mudgee Bakery		\$ 552.50									
Aug-16	S&S Meats		\$ 850.00									
Sep-16	Kanandah		\$ 3,000.00									
Sep-16	Ulan Public School							\$ 3,200.00				
Oct-16	McGrath Foundation				\$ 6,882.00							
Oct-16	Parkrun Mudgee	\$ 2,750.00										
Oct-16	Mudgee Mens Bowling Club			\$ 2,000.00								
Nov-16	Barnardos	\$ 2,150.00										
Nov-16	Mudgee Rugby League			\$ 6,000.00								
Nov-16	Gulgong Pre-School							\$ 3,500.00				
Dec-16	Movember				\$ 634.05							
	Goolma Clay Target Club			\$ 1,500.00								
	Wenonah Lodge				\$ 16,000.00							
	MWRC			\$ 2,500.00								
	Total	\$13,230.00	\$30,252.46	\$26,542.00	\$5,500.00	\$29,675.54	\$1,500.00	\$0.00	\$8,800.00	\$4,500.00	\$0.00	\$120,000.00



Come and meet a member of the Wilpinjong Team!

When: First Thursday of every month
Location: The Wollar Store
Time: 1.30pm to 4.30pm

In a casual setting, have a chat to the team about:

- The current mining operation
- Any concerns / questions you may have
- The proposed mining modifications and expansion projects

Or you could just stop in for a cup of tea or coffee.

2016 Dates

- 7 January
- 4 February
- 3 March
- 7 April
- 5 May
- 2 June
- 7 July
- 4 August
- 1 September
- 6 October
- 3 November
- 1 December

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