

TGO Community Enquiry Database



Date	Time	Mode of contact	Complaint regarding	The complaint	Action Taken
7/01/2014	12.00pm	telephone through community enquiry line	Dust	Dust and poor visibility at premises north of Coloma	Works were stopped at Coloma. Arranged for complainant to visit site and tour work areas and discuss dust management.
22/01/2014	7.31am	telephone through community enquiry line	Dust	Dust and poor visibility at premises north of Coloma	works were stopped at Coloma. Dust was generated from the Go-Line not being watered prior to vehicles moving off. Controls put in place to ensure that Go-line receives water for dust suppression.
10/01/2014	6.50am	telephone through community enquiry line	Dust	Dust and poor visibility at premises north of Coloma.	Scraper fleet had been stood down. Carried out site inspection. Dust hanging due to lack of wind. Water was short from previous day and it was taking some time to get moisture back in the ground.
11/02/2014	11.18am	telephone to dubbo office	Staff	Operators at the Tomingley Mine are using UHF Channel 15. A lot of swearing (f) bombs and discussions that families in the area do not want to hear.	Referred to mine superintendent and contractors advised of inappropriate use of radio channels and not to use channel 15.
13/02/2014	9.17pm	telephone through community enquiry line	Dust	A lot of dust blowing through the village	Dust was coming from the crusher. The crusher was shut down until conditions improved.
25/02/2014	8:12am	Telephone through front office	Noise	Truck horns were very busy through the night.	Investigation revealed that it was actually air-horns on the diggers, they had been switched over from the electric horns. Air horns to be removed.
6/03/2014	7.10pm, 9.52pm, 9.57pm, 10.02pm	telephone through community enquiry line	Traffic	Tomingley west road was dangerous during road redevelopment.	Contractor was stood down until rectification works were implemented to make area safe
11/03/2014	12.36pm	telephone through community line	Noise	Mine is creating allot of noise, it had been for the 3 nights previous but this night was particularly loud.	Dozer was removed from the dump another continued to operate. Property attended front gate of property and carried out a noise assessment. The results didn't reveal any non compliance at the time.
12/03/2014		By Letter	Traffic	Complaint that people who appeared to be mine workers were driving dangerously on local roads. This had been noted on 2 occasions	Safety Toolbox to be rolled out to all employees and contractors on travelling safely.
24/03/2014		telephone through community line	Noise	Advised that the mine was very noisy and could be heard over the TV.	Mine operations discussed
28/03/2014	8.29pm	txt message	Noise	Noise from mine site	Discussed issues with complainant to inform changes in operational procedures.
31/03/2014	10.45am	telephone to site office	Noise	Dozer noise was loud all last night	Complainant advised that consultant was coming to site to review noise.
31/03/2014	11.30am	telephone	Noise	Noise is so bad significantly disrupting sleep	Consultant will be on site within a fortnight to review what mitigation methods can be used to reduce noise.
31/03/2014	10.35pm	telephone	Noise	Complainant concerned that the noise was unreasonable.	Consultant will be on site within a fortnight to review what mitigation methods can be used to reduce noise.
8/04/2014	8.00am	telephone	Property damage	Contractor truck turning around in complainant's driveway causing damage to surface	Contractor site manager instructed not to use property driveways as a turning point.
16/04/2014	6.00am	telephone	Noise	Noise was really bad last night, could hear dozer tracks and they woke complainant up	TGO will install real time monitor at complainant house next week. Discussed regarding use of dozers
16/04/2014	6.30am	Discussion in office	Noise	Noise was really bad last night.	TGO will install real time monitor at complainant house next week. Discussed regarding use of dozers
22/04/2014	12.03am	telephone	Noise	Noise was really bad can't sleep	Discussion held with complainant regarding what the company is doing to address noise concerns. TGO made an offer to have a noise consultant attend the premises and install acoustic treatment
23/04/2014	9.55pm	telephone	Noise	Noise was really bad can't sleep	Discussion held with complainant regarding what the company is doing to address noise concerns.
15/05/2014	4.50pm EST	telephone to Alkane Perth Office	Dust	Dust blowing off entrance road out to Tomingley west road	Break down with water truck that usually waters entrance road. Water cart returned to duty as soon as possible
20/05/2014	6.00am	telephone	Noise	Very Noisy Last night	Data from Real time monitor reviewed from noise and sound services.
29/05/2014	11.24am	telephone	Noise	Complainant was woken by dozer track noises, reverse squakers and trucks changing gear. It was very noisy.	TGO will review the noise data.
29/05/2014	4.00pm	Discussion at residence	Noise	Noise was really bad, has been OK but last night sounded like it was coming through lounge room	Noise data was reviewed
29/05/2014	4.30pm	Discussions at business/residence	Noise	Noise was very bad, enquired as to whether work was being carried out off the lease it seemed so close.	Noise data was reviewed
10/06/2014	7.00am	In person at TGO Office	Noise	The noise was the worst it had been, on 9/6/2014... particularly 9.45pm for at least an hour	Information passed on to noise consultant for review. Waiting on report regarding acoustic treatment.
2/07/2014	8.15am	Telephone	Noise	Dozer Noise very bad when he got home at around 11pm	Dozer noise on WRE2. review to be carried out on use of dozers. Dozer should be off top of dump at night time
2/07/2014	9.00am	Telephone	Noise	Dozer Noise very bad between 11.30 and 12.30pm	Dozer noise on WRE2. review to be carried out on use of dozers. Dozer should be off top of dump at night time
2/07/2014	10.15am	Telephone	Noise	Dozer noise very bad late last night	Dozer noise on WRE2. review to be carried out on use of dozers. Dozer should be off top of dump at night time
27/06/2014	12.00pm	Telephone	Noise	Noise was really bad last night, was woken up at 2am and 5am. Complainant considers noise to be out of control and the mine to be disregarding the issue.	
1/07/2014	4.40pm	Telephone	Blasting	Blast almost blew out back wall of house, sounded like an earth quake.	Visited complainant and advised that there was an issue with blast and that it did exceed set limits for overpressure. The matter had been investigated and referred to the EPA. It was an unusual occurrence.
5/08/2014	8.04am msg	Message left and phone call returned at 12.03pm	Blasting	Complainant had noticed movement in their house, having trouble with doors opening and closing. Suggested that it may be the result of blasting events.	Project approval requirements were explained to complainant, and TGO contracted an independent to complete the inspection of the house and provide a report. If there is any dispute regarding the independent report then the matter will be referred to the director general of the department of planning
5/08/2014	8.30pm	Telephone	Noise	Complainant advised that dozer and horn noise was extremely loud.	Advice/information gathered to give thorough answer
15/08/2014	12.03am	Telephone	Noise	mine noise tonight and last night has been very bad, like loud banging	Large rocks being lowered into the tubs of trucks causing the problem. They were trying to lay them in as cautiously as possible.
22/08/2014	3.15pm	Telephone to office	Noise	2.45am wednesday week ago, dozer 11.30pm last night. Drilling on shift. Last 2 night on dump trucks on site.	Followed up
25/08/2014	11.48pm	Telephone	Noise	Complainant can hear dozer working. "Thought it was on dump this side but went outside and it is on "other side".	The mine crew were ripping the toe in Caloma pit. Follow up discussion with Mine Superintendent and suggested we don't do that task on night shift.
27/08/2014	4.15	Discussion at residence	Noise	Noise is now a problem again. Keeping the family awake at night. Family have important commitments coming up.	Actions are ongoing.
8/10/2014	8.00am	Telephone	Noise	Noise was the worst it had ever been. It was noticed it around 9.30pm (7/10/14) when they went to bed and it kept up most of the night. It seemed that every 10 minutes or so there was very loud banging.	Recordings from Noise Sentinel were reviewed and rocks being loaded into trucks could be heard. Report from consultant showed exceedance of Project Approval limits.
8/10/2014	8.20am	Telephone	Noise	It was extremely noisy last night, sounded like banging and trucks. He noticed it from around 11 pm (7/10/14) onwards through the night.	Recordings from Noise Sentinel were reviewed and rocks being loaded into trucks could be heard. Report from consultant showed exceedance of Project Approval limits.
14/10/2014	11.01am	email to Alkane central email system	Traffic	Traffic safety issue noticed at mine entrance gate	Incident was investigated and discussed with complainant
18/11/2014	10:51:13PM	Text message	Noise	Mine noise very loud and noise could be identified as trucks, beeping horns and loud bangs presumably when they are loading the trucks.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant.
19/11/2014	6.16pm	Telephone	Noise	Noise from mine keeping complainant awake during the night.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant. Dust issues also highlighted as an issue during these discussions.
19/11/2014	11.53pm	Telephone	Noise	Noise was loud last night which impacted on the complainant's ability to sleep.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant.
16/11/2014	4.54pm	Telephone	Dust	A lot of dust seen blowing off site.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant.
16/11/2014	4.50pm	Telephone	Dust	A lot of dust seen blowing off site.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant.
16/11/2014		Telephone	Dust	A lot of dust seem blowing off site and complainant was unwilling to run their evaporative cooler as it was filling with dust.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant.
16/11/2014	9.02am	Telephone	Dust	Dust reportedly blowing off the mine site and onto complainants roof.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant.
23/11/2014	5.16pm	Telephone	Dust	Dust emissions reported.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant.
28/11/2014	7.50am	Telephone	Noise	Noise noted shortly after 4am however prior to that time complainant was quite pleased with the noise level.	Recent discussions regarding noise have occurred with complainant. Added that it can be just as useful to us if the community lets us know when the noise level is appropriate for them.
30/11/2014	4.48pm	Telephone to community Line	Dust	Dust emissions reported.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant.
30/12/2014	2:47:19PM	Text message	Noise	Noise was an issue last night, impacting on the sleep of children in the house.	Complainant contacted. Strategy formulated to progress sound treatment of dwelling.

30/12/2014	9.49pm	Text message	Noise	Mine noise very loud.	Investigation at the time confirmed that truck noise was load as heard from the village.
30/12/2014	9.50pm	Text message	Noise	Mine noise loud	Complaint investigated and evidence suggested that complaint was exaggerated.
31/12/2014	7.45am	Telephone	Noise	Mine noise very loud. Reported to sound like truck movements and loading.	Complainant contacted and arrangements made for further discussion regarding the impact on the complainant.