

# Annexure 5

## Complaints Register

(Total No. of pages including blank pages = 12)



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### EMF 5.3 COMPLAINTS REGISTER

Site: CALGA

Report Form

From – 1/1/2011 to 31/12/2012

No.	Date	Time	By whom (name & contact details) *	How (phone etc)	Details of complaint	Received by	Follow-up/Response**
1	31-1-12	7:43am	Tassin Barnard	Phone	Received a noise complaint by Text message reads: "Please tell me what it is that you are doing as the noise from the mine direction is very loud and distressing. It sounds like rocks in a washing machine. Tassin".	Paul Slough	At the time of the complaints I (Paul Slough) drove over to the driveway of Walkabout Park to listen to the alleged noise, at the time it was difficult to hear the quarry over the noise coming from the F3 Freeway. Attended noise monitoring is planned for February. Weather conditions - Dry Wind direction – WNW Wind speed – 2.7 m/s
2	27-3-12	9:03am	Gerald Barnard	Phone	Received a noise complaint by phone. Gerald stated that the washplant and the Front end loader have been noisy since 6:30 am this morning.	Paul Slough	Attended noise monitoring was conducted during February and no non-compliances were recorded. No changes to the process have occurred since the noise monitoring and the washplant was not in operation till 7:30am. Weather conditions - Dry Wind direction – NNE Wind speed – 0.4 m/s

\* If provided; if not provided, please note.

\*\* If no response note reason

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3	3-4-12	7.25am	Tassin Barnard	Email	<p>Received a noise complaint by email from Tassin Barnard at 7.41am. The email reads: Noise complaint about Rocla operations from Walkabout Park. 7.25am sounds like front end loader pushing sand around washplant.</p> <p>Very noisy!</p> <p>Overseas tourism guests from Hong Kong and UK and France as well as Australian guests woken up by, and complaining about, noise.</p> <p>Logged by: Tassin Barnard General Manager Australia Walkabout Park</p> <p>Received a second email at 9.55am, email reads: Noise complaint about Rocla operations from Walkabout Park</p> <p>Previous intolerable noise levels have increased even further.</p> <p>Following on from our complaint about the front end loaders earlier this morning, the noise became much worse an hour or so later when the washplant started up. As with our complaint on 27<sup>th</sup> March, the washplant is exceptionally noisy today and marring the experience of tourists visiting our park expecting a peaceful day in the Australian bush, visiting Aboriginal sites and interacting with the wildlife.</p> <p>Not only have staff commented on the noise levels, but visitors are doing so too.</p> <p>Logged by: Tassin Barnard General Manager Australia Walkabout Wildlife Park</p>	Paul Slough	<p>I (Paul Slough) did not read the email till later that afternoon, once I read the email myself and Simon Lindsay (Site Supervisor) went over to visit Walkabout park to try to identify whether the source of the noise was actually coming from the quarry. Upon arrival both Simon and I tried to listen for any noise coming from the quarry, but failed to hear anything other than the noise from the F3 Freeway. Spoke with Gerald Barnard from Walkabout Park and he claims it is the same noise the front end loaders pushing sand around at the washplant and the washplant being fed with extremely hard rocks. I asked Gerald if he could hear the noise at this point of time and he told me that you would not be able to because when we (Rocla) visit to discuss any complaints we use softer material so you can not hear the noise. I asked in future if they have any complaints if they could call me immediately and I will come over to investigate and listen first hand to determine the source of the noise and whether, in fact it is coming from the quarry.</p> <p>Weather conditions – Dry Wind directions – WSW Wind speed – 0.4 m/s</p>

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No.	Date	Time	By whom (name & contact details) *	How (phone etc)	Details of complaint	Received by	Follow-up/Response**
4	1-5-12	10:56am	Tassin Barnard	Email	<p>Received a noise complaint by email from Tassin Barnard at 10:56am. The email reads; Noise complaint Walkabout Park – <b>Tuesday 24<sup>th</sup> April 2012</b></p> <p>This is a formal complaint re unacceptable noise levels. Commenced 6:05am Commenced 4:00pm Noise levels in the morning were sufficient to make sleep impossible. Noise levels in afternoon were sufficient to cause visitors to Walkabout Park to comment on how it marred their experience of what was supposed to be the peaceful Australian bush and its resident animals.</p> <p>Tassin Barnard General Manager Australian Walkabout Wildlife Park</p>	Paul Slough	<p>I (Paul Slough) once again did not read the 3 emails till later that afternoon, after reading emails myself and Pat McCue went over to visit Walkabout Park to speak to Tassin in regards to the noise complaints. Spoke with Tassin to try to identify the source of the alleged noise complaint. Tassin explained it to be "The front end loader revving up and down and a clacking noise". I again explained to Tassin if she could call me immediately she hears the noise, so I can investigate and identify the source.</p> <p>Weather conditions – Dry Wind direction – NNE Wind speed – 4.0 m/s</p>
5	1-5-12	10:58am	Tassin Barnard	Email	<p>Received a noise complaint by email from Tassin Barnard at 10:58am. The email reads; Noise complaint Walkabout Park – <b>Tuesday 1<sup>st</sup> May 2012</b></p> <p>This is a formal complaint re unacceptable noise levels Commenced around 11am Front end loader continually reversing and accelerating.</p> <p>Tassin Barnard General Manager Australia Walkabout Wildlife Park</p>	Paul Slough	<p>I (Paul Slough) once again did not read the 3 emails till later that afternoon, after reading emails myself and Pat McCue went over to visit Walkabout Park to speak to Tassin in regards to the noise complaints. Spoke with Tassin to try to identify the source of the alleged noise complaint. Tassin explained it to be "The front end loader revving up and down and a clacking noise". I again explained to Tassin if she could call me immediately she hears the noise, so I can investigate and identify the source.</p> <p>Weather conditions – Dry Wind direction – NNE Wind speed – 4.0 m/s</p>

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6	1-5-12	11:00am	Tassin Barnard	Email	Received a noise complaint by email from Tassin Barnard at 11:00am. The email reads: Noise complaint Walkabout Park – Monday 30 <sup>th</sup> April 2012 This is a formal complaint re unacceptable noise levels. Commenced around 7:30am Front end loader continually reversing and accelerating. Tassin Barnard General Manager Australia Walkabout Wildlife Park	Paul Slough	I (Paul Slough) once again did not read the 3 emails till later that afternoon, after reading emails myself and Pat McCue went over to visit Walkabout Park to speak to Tassin in regards to the noise complaints. Spoke with Tassin to try to identify the source of the alleged noise complaint. Tassin explained it to be "The front end loader revving up and down and a clacking noise". I again explained to Tassin if she could call me immediately she hears the noise, so I can investigate and identify the source. Weather conditions – Dry Wind direction - W Wind speed – 1.21 m/s
7	8-5-12	7:48am	Tassin Barnard	Text & Email	Received a noise complaint by email from Tassin Barnard at 7:48am. The email reads: Please record this complaint of excessive noise from the mine this morning at 7:45am Tassin Barnard Australia Walkabout Wildlife Park	Paul Slough	I spoke to the site supervisor to see if he could go over to Walkabout Park (as I was at a First Aid course) to listen for any noise coming from the quarry and he told me at that time all he could hear was traffic noise from Peats Ridge rd and F3 Freeway. Simon mentioned that the council were slashing the edge of the road all along Peats Ridge rd I (Paul Slough) spoke to Tassin the following day and asked whether the noise could possibly be the noise coming from the slasher, Tassin comments were: "I know the difference between a Front end loader and a slasher" I then asked if it is the same noise as the other day and her comment was: "I would have to ask Gerald because he told me about the noise as I was not here yesterday, I am just conveying the message" Weather conditions – Dry Wind direction – WNW Wind speed – 1.3 m/s

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8	10-5-12	3:08pm	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 3:08pm. The message reads: "Front end loader extremely noisy even indoors with all doors and windows closed"	Paul Slough	Went over to investigate the noise from the entry road to Walkabout Park to listen for any noise coming from the quarry. Very hard to hear any noise coming from the quarry over the constant traffic noise coming from either F3 Freeway or Peats Ridge rd. Weather conditions - Dry Wind direction - WNW Wind speed - 1.61 m/s
9	18-5-12	11:14am	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 11:14am. The message reads: Mine extremely noisy sounds like washplant - Walkabout Park	Paul Slough	General Manager for Rocla Quarry Products NSW & Victoria was in the area at that time and asked if he could call by the Walkabout Wildlife carpark and listen to see if he could hear any quarry generated noise coming from the quarry at that time. The General Managers response was "The only noise I can hear traffic noise either coming from the Freeway or Peats Ridge Rd. Weather conditions - Dry Wind direction - WNW Wind speed - 1.8 m/s
10	21-5-12	11:36am	Tassin Barnard	Email	Received a noise complaint by email message from Tassin Barnard at 11:36am. The message reads: Please register today 10am excessive noise from Rocla sand quarry heard at Walkabout Park - sounded like washplant.	Paul Slough	Follow up response by email: Tassin.
11	23-5-12	3:10pm	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 11:14am. The message reads: The washplant is very noisy, Tassin	Paul Slough	At 3:15pm I drove over to Walkabout carpark to listen for any noise. I could hear the washplant faintly in the background, but had to wait and try to listen in between traffic noise. Weather conditions - Dry Wind direction - WNW Wind speed - 0.0 m/s

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12	25-5-12	8:34am	Gerald Barnard	Phone	Received a noise complaint by Phone from Gerald Barnard at 8:34am. Gerald's comments were: The washplant is making a hell of a noise at the moment. I asked if was sure it was the washplant and his comment was: You know very well that it is the washplant	Paul Slough	Went over to investigate the noise from the entry road to Walkabout Park to listen for any noise coming from the quarry. Very hard to hear any noise coming from the quarry over the constant traffic noise coming from either F3 Freeway or Peats Ridge rd. Weather conditions - Dry Wind direction - NW Wind speed - 2.2 m/s We are about to conduct our Annual unattended noise monitoring as part of our Consent conditions and I have offered Tassin to install an unattended noise logger when we conduct the monitoring. The email on 4-6-12 request said; We are preparing to conduct our annual unattended noise monitoring for the site and would like to ask for your permission to place a logger on your site.  Whether it is at the information centre or at your residence, (which ever is preferred)?  Can you let me know if permission is to be granted and we can work out the details! Tassin's response 10-6-12: Before we make our decision on this, please send us a copy of the report of the attended and unattended monitoring that you did at Walkabout Park previously, plus the associated correspondence between Rocla/Corkery and DoP. Thanks, Tassin Continued next page
13	14-6-12	3:42pm	Tassin Barnard	Phone	Received a noise complaint by Text message from Tassin Barnard at 3:42pm. The message reads; Mine noisy constant rumbling.	Paul Slough	

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13	14-6-12	3:42pm	Tassin Barnard	Phone			<p>Our response 15-6-12; in response to you request; the attended and unattended noise monitoring report conducted on your site in February 2010 is on our website.</p> <p>We have not sent or received any correspondence in regards to the noise reports to DECCW nor to Department of Planning.</p> <p>I would like to conduct the proposed monitoring during the next week of dry weather and arrange with the consultants for additional loggers if you wish participate in the noise monitoring?</p> <p>Tassin's response 15-6-12; You did send it to the Department along with a submission asking for various changes to your noise compliance requirements.</p> <p>I know this for a fact because I was copied in on the email sending it to them.</p> <p>I am looking for copies of the various correspondences that arose from that submission.</p> <p>Tassin</p> <p>Our response 18-6-12: Yes, we did send a letter to DECCW which accompanied the noise report (Dated 7<sup>th</sup> May, 2010, which you were supplied) referring to the suggestions of applying for a modification to the EPL, but did not pursue the issue any further.</p> <p>I misunderstood your previous request as being additional correspondence.</p> <p>I hope this has resolved any queries you may have in regards to this matter.</p> <p>Weather conditions - Dry</p> <p>Wind direction - NNE</p> <p>Wind speed - 0.4 m/s</p>

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14	30-6-12	7:53am	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 7:53am. The message reads; Woken by excessive mine noise at something past 6 was continual rumbling of rocks in metal now intermittent crashing of rocks punctuating ongoing heavy machinery.	Paul Slough	We have been conducting unattended noise monitoring since Wednesday 27 <sup>th</sup> June and will continue till Friday 6 <sup>th</sup> July. Will review the results of the report to determine whether in fact the quarry was contributing to the noise disturbance at Walkabout park. Weather conditions - Dry Wind direction - WNW Wind speed - 1.8 m/s
15	13-7-12	8:14am	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 8:14am. The message reads; Listening to quarry noise as I lie in bed with all windows and doors tightly closed. Huge contrast to last week where the quarry was unnaturally silent. You may want to look at last week's production activity - materials and vehicle movements - to work out how to ensure no distressing noise impact on neighbours. Tassin. Walkabout park.	Paul Slough	Spoke to Tassin in regards to noise complaint and she commented that the quarry was so quiet last week it was like it was not even there. This week it has been much louder. I can not explain to Tassin the reason why the quarry would sound much noisier than last week as I have had a look at the production days and found that we have done the same hours this week as we did last week. Tassin also commented that instead of conducting noise monitoring on Walkabout park property, that we monitor on our own property adjacent to Tassin's house, which in fact I have done during the last round of unattended noise monitoring conducted from the 27-6-12 to 6-7-12 which I am sure Tassin would have seen the noise logger on our property that was located in clear view from Walkabout parks fence line. Weather conditions - Dry Wind direction - WNW Wind speed - 1.8 m/s
16	7-8-12	10:25am	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 10:25am. The message reads; Quarry is particularly noisy right now.	Paul Slough	I did not realise I had received the text message until 2 days later. Weather conditions - Dry Wind direction - WNW Wind speed - 2.7 m/s

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17	9-8-12	7:22am	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 7:22am. The message reads; Quarry noisy. Then at 7:23am I received another text message that reads; Sounds like the Front end Loader.	Paul Slough	I phoned Tassin in regards to the noise complaint. Tassin asked if we were using the loader and I explained that we are using the loader to load sand onto the customer trucks the same as what we do everyday, Monday through to Saturday. Weather conditions - Dry Wind direction – SW Wind speed – 1.3 m/s
18	14-8-12	12:26pm	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 12:26am. The message reads; My visitors are complaining about the noise today. It is excessively loud and unrelenting.	Paul Slough	I was not on site at the time of the noise complaint, but I spoke to the supervisor to see if we were doing anything out of the ordinary. Supervisor ensured me that normal production activities were taking place. Weather conditions - Dry Wind direction – Wind speed –
19	28-9-12	4:34pm	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 4:34pm. The message reads; Quarry excessively noisy as heard from Walkabout Park.	Paul Slough	I phoned Tassin at Walkabout Park to try to identify the source of the complaint, but she was too busy to speak with me and just wanted to confirm that I had received the Text message. I contacted Tassin later at approx 6:00pm and Tassin described the noise to be like the bulldozer ripping hard sandstone Weather conditions – Dry Wind direction – NNW Wind speed – 5.8 m/s
20	25-10-12	9:18am	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 9:18am. The message reads; Please log excessive noise complaint from Walkabout Park.	Paul Slough	I phoned Tassin at Walkabout Park to try to identify the source of the complaint, but she put me on to her husband Gerald Barnard and he described the noise to sound like; the dozer ripping, the dump truck hauling, the excavator loading and the Front end loading revving up and down which describes every bit of earthmoving equipment on the site. At that stage I drove over to the Walkabout park front gate to try and listen for the noise, but was difficult to hear the quarry over the F3 noise. Weather conditions – Dry Wind direction – Wind speed –

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21	25-10-12	4:04pm	Tassin Barnard	Text	Received a noise complaint by Text message from Tassin Barnard at 4:04pm. The message reads; Now 4pm and noise still excessive.	Paul Slough	At 4pm, the only thing that had changed was the contractors finished.
22	10-12-12	5:00pm	N.S.W EPA	E-mail	Noise Compliant 10 December 2012 Jack hammering or similar noise from early this morning. Much louder than usual noise From 6.30am and virtually constant all day. <u>Offensively</u> loud, particularly earlier this morning. <u>Noise is so loud it's very annoying.</u> The informant has not consented to you knowing there identity.	Paul Slough	The dozer was working in an elevated area of the quarry in an unusually hard layer of sandstone with wind speed of 8 to 9 m/s in a SSE direction which has resulted in the noise travelling a greater distance than normal. Currently investigating a process to remove the hard layer with minimal disturbance to the affected neighbours which will be hard to follow up on as the complainant is anonymous.

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