

Bengalla Mine Community Complaints Register 2026



Environmental Protection Licence 6538 requires Bengalla Mining Company Pty Limited to operate a 24 hour telephone complaints line for the purpose of receiving any complaints from members of the public in relation to activities conducted at the premises or by the vehicle or mobile plant.

This register is in accordance with Environment Protection Licence 6538 and State Significant Development 5170.

Complaint Number	Date	Time	Mode of Complaint	Complainant ID	Nature of Complaint	Complaint Details	Action Taken
1	5/01/2026	11:15	Hotline	1	Blast Vibration	BMC received a complaint via the hotline at 11:15 on 5/01/2026 in regards to blast vibration, The complainant requested a callback.	Environment and Approvals phoned complainant back at approximately 11:22. Complainant queried number of blast events that BMC fired. BMC indicated two shots had been fired within close proximity of each other and provided blast results as follows: Blast 1: Collins 109.2dB; 1.42mm/s Moore 104.7dB; 3.52mm/s Blast 2: Blast 1Collins 98.1dB, 0.38mm/s Moore 106.1dB; 4.98mm/s
2	13/01/2026	11:04	Hotline	1	Blast Vibration	BMC received a complaint via the hotline at 11:04 on 13/01/2026 in regards to blast vibration, The complainant requested a callback.	Environment and Approvals phoned complainant back at approximately 11:55. Complainant requested data associated with the blast representative of complainant location. Superintendent provided blast results as follows: Blast 1: Collins 103.6dB; 0.72mm/s Moore 102.3dB; 1.70mm/s
3	28/01/2026	13:07	Hotline	2	Blast Vibration	BMC received a complaint via the hotline at 13:07 on 28/01/2026 in regards to blast vibration, The complainant requested a callback.	Environment and Approvals phoned complainant back at approximately 15:12. Complainant requested data associated with the blast representative of complainant location. Superintendent provided blast results as follows: Blast 1: Moore 101.9dB; 4.18mm/s Blast 2: Moore 108.5dB; 3.75mm/s
4	28/01/2026	14:48	Hotline	3	Dust	BMC received a complaint via the hotline at 14:48 on 28/01/2026 in regards to dust to the west of Bengalla Mine. Complainant did not request a call back.	N/A
5	28/01/2026	15:03	Hotline	1	Blast Vibration	BMC received a complaint via the hotline at 15:03 on 28/01/2026 in regards to blast vibration, The complainant requested a callback.	Environment and Approvals Superintendent phoned complainant back at approximately 16:39. Complainant requested data associated with the blast representative of complainant location. Superintendent provided blast results as follows. Blast 1: Collins 104.7dB, 1.12mm/s Moore 101.9dB; 4.18mm/s Blast 2: Collins 100.1dB; 0.54mm/s Moore 108.5dB; 3.75mm/s
6	29/01/2026	15:27	Hotline	1	Blast Vibration	BMC received a complaint via the hotline at 15:03 on 28/01/2026 in regards to blast vibration, The complainant requested a callback.	Environment and Approvals Superintendent phoned complainant back at approximately 16:17. Complainant requested data associated with the blast representative of complainant location, BMC Environment and Approvals Superintendent provided blast results as follows: Blast 1 Collins 107.8dB, 1.06mm/s Moore 116.7dB; 2.89mm/s Blast 2 Collins 113.5dB; 0.05mm/s Moore 113.7dB; 0.15mm/s
7	3/02/2026	18:02	Hotline	4	Dust	BMC received a complaint via the hotline at 18:02 on 3/02/2026 in regards to dust visible north of mine on the road.	OCE phoned complainant back. Discussion had about operational controls and management measures implemented at the time. Complainant was accepting of the response.
8	13/02/2026	16:44	Hotline	1	Blast Vibration	BMC received a complaint via the hotline at 16:44 on 13/02/2026 in regards to blast vibration, The complainant requested a callback.	Environment and Approvals Superintendent phoned complainant back at approximately 17:04. Complainant requested data associated with the blast representative of complainant location, BMC Environment and Approvals Superintendent noted the blast results could not be accessed at the time and could they be provided Monday 16/02/2026. Complainant agreed. Superintendent provided blast results on 17/02/2026 as follows: Blast 1 Collins 107.8dB, 1.06mm/s Moore 116.7dB; 2.89mm/s Blast 2 Collins 113.5dB; 0.05mm/s Moore 113.7dB; 0.15mm/s