

## Mount Pleasant Operation Monthly Complaint Record September 2026

| Date/time Received | Nature of Complaint | Source            | Investigation and Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------|---------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01/09/2026 1:55pm  | Dust                | Community Hotline | Complaint received via the Community Hotline. Complainant discussed dust affecting their home. An investigation was undertaken with air quality results from real-time monitors accessed. These results were below the compliance limits described in the Mount Pleasant Air Quality and Greenhouse Gas Management Plan. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.                                                                                                                   |
| 03/09/2026 11:13am | Dust                | Community Hotline | Complaint received via the Community Hotline. Complainant discussed dust affecting their home. An investigation was undertaken with air quality results from real-time monitors accessed. These results were below the compliance limits described in the Mount Pleasant Air Quality and Greenhouse Gas Management Plan. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.                                                                                                                   |
| 03/09/2026 7:50pm  | Noise               | Community Hotline | Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noises. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.                             |
| 07/09/2026 3:39pm  | Dust                | Community Hotline | Complaint received via the Community Hotline. Complainant discussed high dust levels from rock crushing along Dorset Road. The crusher was shut down just prior to receiving the complaint.                                                                                                                                                                                                                                                                                                                                                             |
| 13/09/2026 8:22pm  | Noise               | Community Hotline | Complaint received via the Community Hotline. Complainant discussed continuous noise. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. All monitors were under green TARP levels. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27. |

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| 15/09/2026 11:43pm | Noise | Community Hotline | <p>Complaint received via the Community Hotline.</p> <p>Complainant discussed continuous rumbling noise. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p>                                                                                                                             |
| 17/09/2026 10:13pm | Noise | Community Hotline | <p>Complaint received via the Community Hotline.</p> <p>Complainant discussed rumbling noise and horn usage. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. The OCE communicated with operators to ensure that silent horns were in use. All monitors were under green TARP levels. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p> |
| 20/09/2026 9:59pm  | Noise | Community Hotline | <p>Complaint received via the Community Hotline.</p> <p>Complainant discussed rumbling and banging. An investigation was undertaken by the OCE which resulted in noise controls implemented including operators using first gear on dozers and haul trucks. The OCE communicated with operators to ensure that silent horns were in use. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p>                 |