

**MINUTES OF NRQ COMMUNITY CONSULTATIVE COMMITTEE  
EXTRAORDINARY MEETING**

Goolmangar Hall, Thursday 16<sup>th</sup> February 2023 at 4.00 pm



**Present:** Chairperson, Commercial Services Manager, Quarry Operations  
Coordinator, Compliance Manager, Compliance Support Officer

Community Committee Members: Neighbour 1, Resident 1

**Apologies:** Compliance Officer, Neighbour 7, Resident 2

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## **WELCOME**

The meeting was opened at 4.00pm by the Chairperson and all members welcomed.

## **PREVIOUS MINUTES**

Overview of previous meeting and minutes were accepted as being true and correct.

## **ACTIONS ARISING FROM PREVIOUS MEETING**

### Followup meeting to address concerns raised on 01/12/2022

- Additional CCC meeting schedule for 16/02/2023. The objective of this meeting is to enable identified issues to have a mechanism to be addressed – COMPLETE

### CCC Guidelines

- Council to distribute with CCC minutes – COMPLETE

### Development of Addendum Property Investigation Report (notwithstanding consultancy delays)

- Council to complete to the satisfaction of the DPE, due 28/02/2023 – IN PROGRESS
- Program Manager advised that a blast occurred on 07/02/2023, a large blast of approx. 57,000t needed for continued production and at request of Independent Consultant. Independent Consultant was also in attendance during blast. Monitoring Results will be uploaded onto website once received from Blast Contractor.

### Additional vibration monitoring at 308 Keerong Road at request of resident

- Monitoring for December 2022 and February 2023 blasts – COMPLETE
- Compliance Manager advised that results of December blast available on Council website, and results from February blast will be uploaded once they have been received from Blast Contractor.

### Domesticated dog roaming management

- Council to liaise with Council Rangers – COMPLETE
- Compliance Manager advised that she had spoken with Council Rangers. They advised that if domesticated dogs are caught then Council can pick them up, however if the dogs were wild, they would not be able to assist. Recommended landholders consider baiting program.
- Furthermore, that if residents knew of where the domesticated dogs were roaming from, they could report via Council Contact Centre on 6625 0500. This would action a written notification by Council to the property owner to secure dogs.

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Complaint register

- Council to amend online complaints register to reference concerns regarding blast on 31/05/2022 – COMPLETE
- Resident made note of the amended register and queried why, in December 2022, that the September 2022 entry was updated to make note of the May 2022 blast, instead of noting the issue as an entry in May. Resident expressed concern that they believed that this was misleading.
- Compliance Manager advised that the recording of the call in May had been reviewed and deemed to be a query and not a complaint by the Council Contact Centre. After corresponding with the complainant in September, the Compliance Manager agreed that a complaint would be lodged in the CRM system to reflect the resident's intention at the time. All complaint information was submitted with the lodgement of this CRM. The website complaint register references the date of the CRM entry and basic details of the complaints. As part of Council's regulatory reporting full CRM complaint reports (much more detailed) are generated and submitted with the Quarry's Annual Return.
- The resident expressed that this could cause confusion for members of the public seeking information about the May blast but agreed that the issue had been resolved.

Koala Data Request from member of the public

- Council to review and respond to community member with available data, response provided – COMPLETE

Wild dog baiting

- To continue until notification period lapses in March 2023 – COMPLETE

Nimbin Road roadworks material

- Progressive reporting to EPA until the stockpile is removed from site. Last report January 2023 – COMPLETE

**CORRESPONDENCE**

- DPE RFI – Request for more information regarding the September 2022 blast and monitoring location 8 vibration results.
- DPE Show Cause – December blast executed outside permissible blast hours.
- DPE Site Visit 16/02/2023.
- DPE Addendum Report – Property investigation (refer notes above). Independent blast expert report in progress.

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**ADDITIONAL BUSINESS**

- A resident expressed concern that there was no mention of the complaints register in the 2022 Noise & Blast Management Plan, even though it was mentioned in the 2018 NBMP. The NBMP states *“Quarry and Asphalt complaints must be received via telephone to LCC’s Contact Centre 1300 878 387. The details of the complaint will be passed on to the Quarry Compliance division. Complaints must be made through the correct channel to the LCC Customer Contact Centre in order to ensure correct record keeping and response.”*  
The EPA licence stipulates the Quarry must operate a telephone complaints line during operating hours. The only documents referenced were the Non-conformance & Improvement Register and Document Index Register. They believed that it should have been referenced as per the Conditions of Approval. Council explained that the plans were developed for operational purposes, the current 2022 plan had been reviewed and approved by the DPE. These documents are developed to support operations. The licence sets the requirements which must be adhered to, operational plans are not required to duplicate actions already prescribed by the licences to ensure that occur.
- The resident then expressed concern on how large the management plans were and how they were displayed on the LCC website, and that finding information relevant to the public was confusing. Council suggested that they were able to re-organise the Quarry web page, making it easier to distinguish between operational documents, licensing and reports/registers listed for the public’s information. It was also suggested that clear information could be listed showing LCC Customer Service contact details, and how to register a concern, query, or complaint.
- Council advised that it has a new web page going live in the second week of April 2023, and the resident was informed that if the suggested changes could not be made to the current website, they would be set up with the rollover to the new website. Meeting attendees were happy with this commitment.
- The Compliance Manager noted that Council was working with DPE and their review recommendations. Council had worked hard to simplify and remove duplication. However, DPE had recently come back with feedback, wanting more information inclusion and duplication thus leading to large 60-80 page operational management plans. Council is continuing to liaise with the DPE regarding this matter.
- A resident enquired about Council’s departmental restructure as mentioned at the December 2022 meeting. The Program Manager explained details around the old structure, how the new structure was taking shape, and that the new Chief Operating Officer is currently restructuring the portfolio under which the Quarry and Compliance Team operate. As this transition is in progress, final details will be made available at a later date.

The meeting closed at 5.00 pm. The next annual CCC Meeting is due by December 2023.

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<b>ACTION</b>	<b>ACTION OUTCOME</b>	<b>BY WHOM &amp; WHEN</b>
Development of Addendum Property Investigation Report (notwithstanding consultancy delays)	Council to complete to satisfaction of DPE	Council – 28 February 2023
Wild Dog Baiting	To continue until notification	Quarry Staff – March 2023
Restructure of Quarry Page on LCC Website	Clearer access to documents listed for public information to facilitate effective engagement between residents and LCC	Council – April 2023
Distribute Minutes from Extraordinary CCC Meeting 16/02/2023	Minutes distributed to staff, residents and uploaded to LCC website	Council – March 2023