

Note: Please ensure no personal contact details are included in this register. This register is available for public access from the website.

Incident ID	Receptor ID	Date	Time	Method of Complaint	Key site activities occurring at time of complaint that could be relevant to complaint?	Development Phase	Key Complaint Issue (e.g. noise, dust, traffic)	Details	Response and Action	Date of Closure
CTR_INC01	41	10/09/2019	12:30pm	Phone	Clearing and set up	Construction	Truck Movements & Operating Hours	1. Query on the starting time of the earthworks crew. 2. Also people working on site on Sunday. 3. Right turn out of site by staff.	1. Site manager confirmed and days sheets confirm no work commenced prior to 7.00am staff did arrive on site prior to 7.00am. 2. Sunday there was a water cart on site to manage dust control only. 3. Right turn out for trucks is prohibited and is now sign posted, right turn out for passenger vehicles etc is permissible.  Darren called back and advised there were no non-compliances	11.09.2019
CTR_INC02	78	12/09/2019	9.15am	Phone	No activities on site over the weekend (except for a water cart for dust control)	Construction	Dust	1. Enquiring about dust monitors working, as he noticed dust blowing from the site of an evening over the weekend with high winds.	He was advised the monitors are operating, and we knew we had dust over the weekend that we tried to control. We would be providing notices to residents soon.	12.09.2019
CTR_INC03	40	11/10/2019	12.30pm	Phone	Internal roadworks adjacent to weighbridge area	Construction	Traffic Safety - Right Turn at Entry	1. Raised concern regarding trucks turning right entering and exiting the site	During civil work vehicles are permitted to enter the site by turning right. Notwithstanding the Quarry Manager contacted the civil works contractor and has directed all contractor heavy vehicles and trucks to enter and exit the site by left turn only. Quarry Manager returned call to complainant and left voice message of actions taken.	11.10.2019
CTR_INC04	41	11/10/2019	1.01pm	Phone	Internal roadworks adjacent to weighbridge area	Construction	Traffic Safety - Right Turn at Entry	1. Raised concern regarding trucks turning right entering and exiting the site 2. Concerned about traffic passing on the inside of turning trucks with potential for accident.	During civil works, vehicles are permitted to enter the site by turning right. Newcastle Sand has no control over the driving practices of the general public in regards to overtaking. Notwithstanding the Quarry Manager contacted the civil works contractor and has directed all contractor heavy vehicles and trucks to enter and exit the site by left turn only. Quarry Manager returned call to complainant and left voice message of actions taken	11.10.2019
CTR_INC05	40	24/10/2019	11.46am	Phone	After Hours	Construction	Noise	1. Raised concern regarding a person cutting logs onsite at 8-8.30 pm on 23.10.2019.	Quarry manager investigated and found that another neighbour had cut logs on site for firewood in front of entry gate between 6.00 and 7.00pm. Neighbour has been informed that he is not authorised to cut timber inside property adjacent to roadway. Called complainant back to advise of findings and discussed with son and wife Shirley.	24.10.2019
CTR_INC06	41	24/10/2019	2.50pm	Phone	Internal roadworks	Construction	Traffic Safety - Other	1. Kay raised concern that a truck passed her car on the inside to turn left into the mine site, whilst she was stationary awaiting to turn into her driveway. A car travelling behind the truck apparently nearly hit Kay's car.	Quarry manager immediately contacted the civil construction foreman who questioned the truck driver to get more details. "Truck driver had indicated to turn left and slowed down to enter site and a member of the public has sped past him. Truck driver had sufficient room to safely pass on the inside and the car following was at fault."	24.10.2019
CTR_INC09	41	6/01/2020	5.47pm	Email	Loading of pipes into truck	Construction	Noise & Operating hours	1. Raised concern of work activities prior to 7am 2. Noise from pipes being lowered into trucks for disposal	Incident investigated by Quarry Manager and formal response has been emailed. No works were undertaken prior to 7am and the pipes were loaded into truck at approximately 7.45am. Additional noise monitoring has been undertaken above the noise monitoring conditions of consent.	14.02.2020
CTR_INC07	DPE	9/01/2020	5.27pm	Email	Construction activities occurring outside approved construction hours.	Construction	Operating hours	1. A request was made by the Department of Planning, Industry and Environment to provide information for various matters.	A Formal response has been prepared by Newcastle Sand and the Contractor. The response has been forwarded to the Department of Planning, Industry and Environment for consideration.	20.01.2020
CTR_INC08	41	30/01/2020	4.44pm	Email	Westbound vehicle considered turning right into the quarry.	Construction	Traffic Safety - Right Turn at Entry	1. The observer believes a vehicle considered to turn right into the quarry. However, they did not turn right in and continued on. The vehicle returned and accessed the quarry via a left turn in.	Incident investigated by Quarry Manager and formal response has been emailed. The vehicle did not turn right into driveway and has been counselled in relation to the complaint.	14.02.2020
CTR_INC10	41	7/02/2020	12.10pm	Phone Call	Retaining wall piling	Construction	Noise	1. Raised concern regarding noise from pile driving of retaining wall.	Advised it was a condition of consent to install sheet piling for retaining wall. Quarry Manager contacted acoustic consultant for advise and additional noise monitoring was requested. Discussed over phone advising of acoustic consultant site visit date and time to discuss concern. Advised unavailable to attend. Additional noise monitoring has been undertaken above the noise monitoring conditions of consent.	14.02.2020
CTR_INC11	41	11/02/2020	12.52pm	Text Message	Retaining wall piling	Construction	Noise	1. Raised concern regarding noise from pile driving of retaining wall.	Advised it was a condition of consent to install sheet piling for retaining wall. Quarry Manager contacted acoustic consultant for advise and additional noise monitoring was requested. Left Phone message advising of acoustic consultant site visit date and time to discuss concern. No response received. Additional noise monitoring has been undertaken above the noise monitoring conditions of consent.	14.02.2020
CTR_INC12	41	11/02/2020	6.22pm	Email	Retaining wall piling	Construction	Operating hours	1. Raised concern over the pile driving for retaining wall ceased at 5.15pm and operating hours of consent were not adhered to.	Construction operating hours of consent are Mon-Fri 7.00am to 6.00pm. Works were completed at 5.15pm within the consent hours. Email response has been sent.	14.02.2020
CTR_INC13	41	12/02/2020	9.07am	Text Message	Entrance construction and rolling	Construction	Truck Movements & Operating Hours	1. Large vibrations at 8.30am in house 2. Video of truck carrying pole excavator turned right out of driveway	Investigation undertaken by Quarry Manager found the following. 1. Vibration roller was undertaking standard road construction activities at entrance as per RMS construction guidelines. 2. Float carrying pile driver turned right due to the construction activities at the site entrance were restricting a safe left exit from site. Truck was under escort and eastbound traffic was temporarily stopped by escort vehicle during the turn to ensure safe passage.	14.02.2020
CTR_INC14	41	20/02/2020	6.15pm	Email	No activities on site	Construction	Noise	Approximately 3am this morning noise of a machine working was heard by local residents, coming from inside the quarry premises.	Investigated by Quarry Manager. Definitely no activity was being undertaken onsite as described. Email response sent.	24.02.2020
CTR_INC15	41	30/03/2020	3.55pm	Text Message	Entrance construction and rolling	Construction	Vibration	Vibrations at 3.30pm in house	Investigation undertaken by Quarry Manager found the following. 1. Vibration roller was undertaking standard road construction activities at entrance as per RMS construction guidelines. Discussed with Robsons regarding alternatives to the activity but roller compaction is essential for the the intersection to be compliant. Return text sent advising roller status for upcoming weeks. Robsons advised to limit vibrator wherever possible.	31.03.2020
CTR_INC16	40	30/03/2020	4.15pm	Phone	Entrance construction and rolling	Construction	Noise & Vibration	1. Vibrations at 3.30am in house 2. Reversing beeper noise	Investigation undertaken by Quarry Manager found the following. 1. Vibration roller was undertaking standard road construction activities at entrance as per RMS construction guidelines. Discussed with Robsons regarding alternatives to the activity but roller compaction is essential for the the intersection to be compliant. Return text sent advising roller status for upcoming weeks. Robsons advised to limit vibrator wherever possible. 2. Found excavator with beeper. Advised contractor to replace with squawker. Interim measures put in place by contractor.	31.03.2020
CTR_INC17	40	14/04/2020	6.55am	Email	No Activities	Construction	Other	Covid-19 Concern - Requesting shortening to operational hours due to Covid-19.	No change to operational hours. Newcastle Sand staying at original consent hours of operation even though legislation has passed allowing for extended construction hours.	15.04.2020
CTR_INC18	40	14/04/2020	6.55am	Email	Fencing, Concrete formwork	Construction	Noise	1. Activities prior to 7.00am 2. Noise from chainsaw	Incident investigated by Quarry Manager. Only fencing setup work was being undertaken near 7.00am and the chainsaw was operated by Quarry Manager directly at 7.30	15.04.2020
CTR_INC19	40	15/04/2020	7.09am	Email	Fencing, Concrete formwork	Construction	Noise	Reversing beepers.	No construction vehicles have beepers, they all have squawkers.	15.04.2020
CTR_INC20	40	21/04/2020	10.59am	Email	Street Lighting	Construction	Lighting	Street lighting effecting residence across the road.	Email response by MT, showing amendments to the original management plan have reduced the light to the subject property.	21.04.2020
CTR_INC21	DPE	21/04/2020	1.01pm	Email	Sand Trial	Construction	Truck Movements - Time	Complaint received regarding the truck movements prior to 9am during sand glass trial.	Currently under investigation. Response sent to DPIE.	05.05.2020

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CTR_INC22	41	23/04/2020	11.42am	Phone	Intersection Asphaltting	Construction	Traffic turning right	Complained that trucks and vehicles were exiting the site by turning left.	Quarry manager investigated and found that the exit lane was blocked from the site due to hot asphalt being laid by Downer Group. Discussed with Robson supervisor and vehicles were exiting site under supervision of Drayton spotter via the entrance slipway due to safety concern of traffic turning left due to the exit angle. The only safe direction to exit the site was a right turn.	23.04.2020
CTR_INC23	41	24/04/2020	7.46am	Email	Intersection Construction	Construction	Truck Movements - Numbers	Alleged trucks departing site loaded over previous two weeks in breach of consent.	Awaiting further details pertaining to the complaint from Mr Rochester. No additional information received from Mr Rochester.	11.06.2020
CTR_INC24	41	29/04/2020	6.17pm	Email	Intersection Construction	Construction	Other	Potential Privacy Issue, held in confidence due to the nature of the complaint.	Forwarded to Police currently under investigation. Police have advised no offence was committed.	05.05.2020
CTR_INC25	41	3/05/2020	5.03pm	Email	None	Construction	Traffic Safety - Concrete Median	Safety concern regarding concrete traffic island adjacent to front entrance. Requesting removal of traffic island.	Quarry Manager investigating documentation with key stakeholders. RMS has signed off the roadway compliant to construction requirements.	01.06.2020
CTR_INC26	41	29/06/2020	11.00am	Phone	General site activities	Operations	Traffic Safety - Concrete Median	Reporting a safety concern regarding concrete traffic island adjacent to front entrance. Vehicle has just missed Kay as she was turning in to her driveway. Requesting removal of traffic island.	Issue of traffic Island raised at last CCC meeting. Newcastle Sand waiting on submission/letter from KR or community then Newcastle Sand will submit request to RMS.	
CTR_INC27	40	23/07/2020	2.13pm	Text Message	N/A	Operations	Other	Requesting paper copies of the last two CCC Meetings as previously agreed.	CCC Meeting minutes reprinted and placed in mailboxes.	24.07.2020
CTR_INC28	40	17/08/2020	2.34pm	Text Message	N/A	Operations	Noise	Noise of air brakes of arriving and departing trucks	Rang freight control company regarding complaint and posted sign on weighbridge reinforcing requirement not to use engine braking.	18.08.2020
CTR_INC29	DPE	25/11/2020	3:35pm	Email	N/A	Operations	Truck Movements - Time	Alleged trucks accessing the site on the 24th & 25th November 2020 prior to the approved hours for loading and dispatch of trucks.	Information provided to the Department of Planning, Industry & Environment. Email sent from Newcastle Sand to all customers and haulage contractors reinforcing our Driver Code of Conduct including opening hours and arrival procedures.	01.03.2021
CTR_INC30	41	19/01/2021	11:02am	Email	N/A	Operations	Truck Movements - Time	Alleged quarry breach with sand trucks arriving before 6am on a weekday (18th & 19th January 2021).	Information provided to the Department of Planning, Industry & Environment. Email sent from Newcastle Sand to all customers and haulage contractors reinforcing our Driver Code of Conduct including opening hours and arrival procedures.	01.03.2021
CTR_INC31	41	9/03/2021	5:08pm	Email	N/A	Operations	Traffic Safety - Right Turn at Entry	Reporting of a brown/orange 4x4 was seen making a right hand turn into the site at 0605 on the 19th February 2021.	Contractor was issued a warning and the Drivers Code of Conduct was reinforced with the contractor regarding the rules of a public road and the correct way to access our site.	11.03.2021
CTR_INC32	NS	11/03/2021	9:40am	Email	N/A	Operations	NS - Truck Movements - Time	Advising the early arrival of a truck at 5:49am on the 11th March 2021.	Newcastle Sand was proactive in informing the Department of Planning, Industry & Environment of the occurrence and warned the driver and followed up with an email to all customers and haulage contractors reinforcing the opening hours and arrival procedures for our quarry.	16.03.2021
CTR_INC33	NS	28/03/2021	8:39am	Email	Weighbridge calibration and maintenance	Operations	NS - Truck Movements - Time	Early arrival of NWS calibration truck to complete maintenance activities	Newcastle Sand was proactive in informing the Department of Planning, Industry & Environment of the occurrence and warned the driver and followed up with an email to all customers and haulage contractors reinforcing the opening hours and arrival procedure	28/03/2021
CTR_INC34	NS	16/04/2021	6:58	Email	N/A	Operations	NS - Truck Movements - Time	Advising the early arrival of a truck at 5:33am on 16/4/2021	Newcastle Sand was proactive in informing the Department of Planning, Industry & Environment of the occurrence and warned the driver and followed up with an email to all customers and haulage contractors reinforcing the opening hours and arrival procedure	16/04/2021
CTR_INC35	DPE	9/06/2021	3:08pm	Email	NA	Operations	Truck Movements & Operating Hours	The Department has received complaints of trucks accessing the site outside of the approved hours for loading and dispatch of trucks on the following dates: 1. Sunday 28 March 2021. Specifically, two trucks and two light vehicles entered the sand quarry site, locking gates behind them and then departing before 8:30am. The complainant allegedly heard the maintenance operations. 2. Tuesday 13 April 2021. Specifically, one truck	On 28 March 2022, The referenced vehicle movements related to weighbridge maintenance that was undertaken by Newcastle Weighing Services (NWS) with a Newcastle Sand representative also present in one of the light vehicles. No quarrying operations or loading and dispatch of laden trucks occurred on this day. Maintenance activities are permitted if inaudible. The first truck that tared in at the weighbridge on entry on 13 April 2021 was at 6:01am.	21/06/2021
CTR_INC36	NS	21/06/2021	6:30am	Email	Trucks arriving to site	Operations	NS - Truck Movements - Load Covering on Approach	A truck arriving to the Quarry had its covers open on approach to the site	Condition 22 of the Consent requires LADEN trucks entering or exiting loads to be covered. In addition Newcastle sand reviewed the requirements of the NSW EPA POEO Act and determined there is no requirement for an unloaded vehicle to have its body covered.	21/06/2021
CTR_INC37	41	27/08/2021	5:49pm	Email	N/A	Operations	Dust - sand on road	On 23rd August around 10.15am a Boral truck & 2.45pm a white truck were observed leaving the Sand Mine with the loads uncovered.	May be related to gravel deliveries (i.e. empty trucks). Signage reviewed that reinforces load covering requirements	31/08/2021
CTR_INC38	41	27/08/2021	5:50pm	Email	N/A	Operations	Traffic Safety - Right Turn at Entry	On 27th August at approx 10.45am a white truck and dog was seen turning right across double lines into your site.	Haulage Company of the correctly identified truck were contacted and advised to the unsafe driver behavior of their driver and instructed to reinforce the Newcastle Sand Drivers Code of Conduct with all drivers prior to sending another truck to Newcastle Sand. Refer CTR-IN40	31/08/2021
CTR_INC39	41	27/08/2021	5:50pm	Email	N/A	Operations	Traffic Safety - Other	On 27th Aug on a number of occasions trucks have been approaching the sand mine at excessive speed and needing to use air brakes, primarily "Skelton"	The offending Company has assured Newcastle Sand this will not occur in the future and their approach speed has been reduced to respect our neighbours and other road users.	30/08/2021
CTR_INC40	41	27/08/2021	5:50pm	Email	N/A	Operations	Truck Movements - Load Covering	On 27th August a number of times throughout the day trucks were observed leaving the Sand Mine with the loads uncovered.	Two haulage companies were reminded of the need to cover loads prior to exiting the quarry site and entering Cabbage Tree Rd. Both Companies also acknowledge the drivers code of conduct plus the legal requirements of Transport for NSW for all heavy vehicles to cover their load	31/08/2021
CTR_INC41	41	30/08/2021	5:32pm	Email	N/A	Operations	Traffic Safety - Right Turn at Entry	Again on 30th Aug the same white sand truck from 27th Aug was observed turning right into your site - note attached photo of it leaving. We understand this driver has been inducted and advised that right hand turns into your site are illegal. Please provide details	Haulage Company of the correctly identified truck were contacted and advised to the unsafe driver behavior of their driver and instructed to reinforce the Newcastle Sand Drivers Code of Conduct with all drivers prior to sending another truck to Newcastle Sand.	31/08/2021

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CTR_INC42	41	30/08/2021	5:32pm	Email	N/A	Operations	Dust - sand on road	On Monday 30th August again a number of sand trucks have been seen departing your site with their loads uncovered. These include trucks departing at 9.20am, 10.10am, 11.15am, 1.15pm. Given this breach of the sand mine consent conditions continues to happen even with your additional signage and verbal requests to drivers, we would request you install equipment to detect and stop	Investigated confirmed the trucks departing the site at the referenced times were empty gravel delivery trucks, as such were not carrying a load ie no covers required	31/08/2021
CTR_INC43	DPE	2/09/2021	9:28am	Email	NA	Operations	Truck Movements & Load Covering	The Department has received the following complaints via the Major Projects website regarding the Cabbage Tree Road Sand Quarry: 1. On 6th August & 12 August between 2pm and 3pm, over 10 sand trucks departed the sand quarry (alleged breach of Schedule 3 condition 23). 2. At 9.05am and 3.45pm on 9th August sand trucks left the quarry without any covers of the trailers (alleged breach of Schedule 3 condition 22). 3. On Wednesday 18th Aug at 5.45am - Sand truck (white) departed the quarry site (alleged breach of Schedule 3 condition 1 and Schedule 3 condition 23).	Truck logs provided to the department, and video footage reviewed. Two trucks were reminded of need to cover loads based on the Induction and the TfNSW requirements.	9/09/2021
CTR_INC44	NS	19/09/2021	7:29am	Email	NA	Operations	NS - Truck Movements - Time	Pre-emptive notification to the DPE regarding an early truck which arrived at site on Saturday 18th September around 6:42am.	Sign on road indicated quarry was closed, driver instructed he wouldn't be loaded till after 8am, driver left site unloaded. Haulage company reminded of conditions of entry to site and need to comply with opening times.	20/09/2021
CTR_INC45	41	23/09/2021	5:54pm	Email	N/A	Operations	Dust - sand on road	Again on 13th (3.10pm) and 17th September (11.25am) a blue sand truck has been seen leaving your site uncovered. Given the amount of dust that is being generated by truck movements please confirm what additional steps will be put in place to stop this	Referenced blue truck collected a 20kg sample bag and left the quarry unladen, hence no cover.	24/09/2021
CTR_INC46	41	23/09/2021	5:54pm	Email	N/A	Operations	Truck Movements - Numbers	Please confirm less than the approved number of trucks departed your site between 6am - 7am on 22nd September as it is believed more than the	No exceedences 4 x laden trucks for questioned period	24/09/2021
CTR_INC47	41	30/09/2021	7:57am	Email	N/A	Operations	Dust - sand on road	Again on 29th September around 9.00am and between 1.30-2pm sand trucks have been seen leaving your site uncovered. Given the amount of dust that is being generated by truck movements please confirm what additional steps will be put in place to stop this from happening.	A review of video records revealed at 9:00am Mullan's Haulage truck depart whilst in the process of deploying tarps. The Haulage company has been contacted and instructed to reinforce with all drivers Newcastle Sand Drive Code of Conduct. No other uncovered loads between 1:30 and 2:00pm identified.	30/09/2021
CTR_INC48	41	30/09/2021	7:57am	Email	N/A	Operations	Truck Movements - Time	On 30th September the gates of the sand quarry were opened around 5am with a sand truck entering around 5.15am. As this is significantly outside the operating times of the site please confirm why the	The early truck that arrived was not a customer of Newcastle Sand and arrived at our quarry by mistake. The truck was not loaded and departed the site at 7:05am unladen.	30/09/2021
CTR_INC49	68	11/02/2022	15:35pm	Email	N/A	Operations	Traffic safety - other	Unknown dates on 2 separate occasions 12t rigid trucks using neighboring driveways to turn around	Contractor was issued a warning and the Drivers Code of Conduct was reinforced with the contractor regarding the rules of a public road and the correct way to access and exit our site. This was conveyed to complainant via email 14/02/2022	14/02/2022
CTR_INC54	41	14/03/2022	20:35pm	Email	N/A	Operations	Truck Movements & Load Covering	On 7th March at 9.10am a Boral truck was seen leaving your site with its rear load uncovered. This is causing significant dust from your site and is in contradiction to your consent conditions.	Company was notified, driver was issued with a warning, any further reoccurrence would result in a suspension	7/04/2022
CTR_INC55	41	14/03/2022	20:23pm	Email	N/A	Operations	Truck Movements & Load Covering	On 8th March at 7.10am an Entire branded truck was seen leaving your site with its rear load uncovered.	Company was notified and driver was issued with a warning, any further reoccurrence would result in a suspension	16/03/2022
CTR_INC50	DPE	24/03/2022	3:10pm	Email	NA	Operations	Truck Movements - Time	The Department has received a complaint for two separate occasions (5 and 19 February 2022) where a truck and dog was seen entering the quarry prior to the approved time of 7am for Saturdays (6.25am and 6.15am respectively).	On 5 February a truck arrived at site 6:05am before the quarry opened at 7am on a Saturday. Driver was instructed that no truck can be loaded prior to 7am. Truck existed site at approximately 7:20am. Owner of truck contacted to remind of times. On 19 February a truck arrived at site before 6:22am when quarry staff came to site. Truck left site at 7:17am. Company responsible reprimanded and advised repeat action will result in suspension from quarry haulage, driver was given written notice from company.	7/04/2022
CTR_INC51	DPE	14/04/2022	4:17pm	Email	NA	Operations	Complaint Recording Process	The concern has been raised with the Department that only complaints that are received directly by Cabbage Tree Road Sand Quarry, are recorded on the project's complaints register. It is the Department's expectation that all complaints in relation to the project, including those received by the Department/ NSW EPA etc, are also recorded on the project's complaints register.	Complaints register reviewed, updated and reposted to website, with reminder to all personell involved in complaint process to record complaints from all sources in the register.	18/04/2022
CTR_INC52	JP	16/05/2022	07:36am	Text Message	N/A	Operations	Traffic Safety - Right Turn at Entry	Reporting of a truck with excavator on trailer turned right into the quarry almost causing a collision	An investigation found that the truck was not attached to the quarry and turned around and exited	18/05/2022
CTR_INC57	41	26/05/2022	11:58am	Email	NA	Operations	Traffic Safety - Right Turn at Entry	Truck turning right into site. On 3rd May around 14:20 an empty truck with red covers was seen making a dangerous right hand turn into the quarry site. Please confirm receipt of this complaint and actions via return email.	On review of the complaints register, an unresolved email was found to be overlooked. We went through our weighbridge camera docket data and found a truck that entered the weighbridge at 2:22pm with red tarps. We have contacted the haulage company and a week after this incident the driver was dismissed. We have since banned the driver from our quarry. Complainant advised of action.	4/08/2022
CTR_INC53	41	7/06/2022	4:32pm	Email	N/A	Operations	Truck Movements - Time	The neon sign denoting Open or Closed is broken which creates confusion for motorists.	The sign had been broken into and damaged with the battery stolen. Parts were ordered and sign repaired	10/06/2022

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CTR_INC56	DPE / 41	26/07/2022	11:46am	Email	NA	Operations	Complaint Recording Process	DPE received complaint in relation to the complainant's previous complaint on 26 May regarding a truck seen leaving the site loaded and uncovered, not being answered. Need to ensure the complaint is addressed and the complainant updated	We have reviewed our complaints register and have not identified any complaints regarding a truck leaving the quarry loaded and uncovered on this date. We have reviewed the complaints register and identified an unaddressed complaint from this day regarding a right turn. This has been reviewed and noted below.	4/08/2022
CTR_INC58	/ Barrie Close Re	27/07/2022	9:00am	Council Inspection on behalf of Barrie Close residents	NA	Operations	Other	Port Stephens Council were contacted regarding concerns by residents in Barrie Close that the quarry may be generating water that is responsible for increased flooding on properties in Barrie Close.	Council completed an inspection of the quarry and it was resolved that increased water in Barrie Close was not due to Quarry Operations. The two areas are not hydraulically connected. Quarry monitoring of water levels has shown water levels are approximately 1m above levels 12 months ago and likely due to high rainfall (ain last 12 months area has received rainfall totalling more than 500mm above long term average).	4/08/2022
CTR_INC59	41	1/08/2022	5:10pm	Email	NA	Operations	Truck Movements - Load Covering	On 27th July at 6.30am a white sand truck was seen exiting the site without covers over the sand load.  Please confirm actions taken by mine to avoid this happening again.	A truck did enter the site, it pulled into our holding bay. The truck was reallocated to another quarry and did not come over the weighbridge. The truck conducted a u-turn and left the site empty with tarps open. No action is required. The quarry has an induction process and numerous signs in place reminding drivers of their legal obligation to cover their load, in addition where observed verbal reminders by quarry employees are given to truck drivers to cover loads.	4/08/2022
CTR_INC60	41	26/08/2022	8:52am	Email	NA	Operations	Truck Movements - Time	On 13th August a truck arrived to your site before 6am. It was allowed in to your site at 6.10am. This truck woke local residents. Please confirm how the quarry will stop this in the future.	We note that two weeks have elapsed since this the occurrence of this complaint, as previously suggested, please let the quarry know as soon as possible of any concerns in relation to an event. We have reviewed our records for Saturday 13 August and can advise: <ul style="list-style-type: none"> <li>•We didn't have any truck arrive prior to 6am.</li> <li>•The first vehicles to arrive onsite were at 6:09am and were two employee vehicles.</li> <li>•We continue to induct truck drivers that enter the quarry about reducing noise to respect our neighbours including avoiding the use of engine brakes when entering site.</li> </ul> Any passing trucks may unfortunately use engine brakes or have the potential to cause disruption to sleep, this was a common concern of residents prior to Newcastle Sand commencing.  Thanks for sending the complaint through, we value the opportunity to improve the operations.	30/08/2022
CTR_INC61	41	19/09/2022	4:40pm	Email	NA	Operations	Noise	Approx 8.10am on Saturday 17th Sept 2 trucks entered the quarry site with airbrakes activated for the entire slipway. This is against Transport management plan.	We have reviewed the camera footage and can confirm 2 flatbed/low loader trucks (not sand trucks) entered the quarry at about 8:09am on Saturday the 17th September 2022. Due to the nature of these trucks being geared to carry heavy loads, they may inadvertently used their airbrakes as they would 99% of the time when carry heavy loads. These truck drivers were not previously inducted to site as they are not sand haulage trucks or frequent quarry attendees. We have contacted the haulage company to ensure all drivers are reminded for any future heavy vehicle arrivals to NOT use their airbrakes.	20/09/2022
CTR_INC62	NA	20/09/2022	2:03pm	Phone	NA	Operations	Traffic Safety - Right Turn at Entry	A haulage contractor leaving the quarry observed (in rear vision mirror) a contractor supplies ute leaving the quarry in an inappropriate manner at approximately 2:00pm on 20/09/2022, making a right turn out of the quarry.	Contacted the manager of the company that employed the driver of the vehicle responsible for the illegal manoeuvre and provided a full explanation of the issue observed and the correct access to the site. The company acknowledged and apologised for the driver error and gave the driver a briefing on the matter and was shown the correct procedures. No further action required.	20/09/2022
CTR_INC66	41	27/09/2022	13:36	Email	NA	Operations	Truck Movements - Load Covering	At 6:15am on 23 September 2022 sand truck with a red tarp left the quarry with its rear tipper uncovered. Please confirm steps quarry is taking to stop this breach of consent.	We have reviewed our video footage and can confirm a truck left the quarry with their load uncovered. Quarry Manager has called both haulage companies and reiterated the driver code of conduct.	28/09/2022
CTR_INC67	41	27/09/2022	13:38	Email	NA	Operations	Truck Movements - Load Covering	At 6:20am on 23 September 2022 a red truck was seen leaving the site with its load uncovered. Please confirm actions against the company and driver.	We have reviewed our video footage and can confirm a truck left the quarry with their load uncovered. Quarry Manager has called both haulage companies and reiterated the driver code of conduct.	28/09/2022
CTR_INC63	DPE	22/12/2022	6:17pm	Email	NA	Operations	Truck Movements - Time	The department received a complaint in relation to a number of sand quarry trucks entering Cabbage Tree Road Sand Quarry on Saturday 3 December 2022 before 7am.	In addition to the individual truck drivers being verbally warned by the Quarry Manager on the day of the event. Newcastle Sand sent out a group email on the 10/01/2023 to all haulage contractors to remind them of the driver's code of conduct with an emphasis on our trading hours, Arrival Times, no compression braking will be tolerated and to respect our neighbours.	19/01/2023
CTR_INC64	DPE	23/12/2022	12:31pm	Email	NA	Operations	Traffic Safety - Right Turn at Entry	The department received a complaint relating to a ute with an aluminium tray turning right into Cabbage Tree Road Sand Quarry on 24 October 2022. The department will record the breach and take no further action at this time. However, please ensure you remind the offending driver, and all drivers of the requirement to use left turn in and left turn out only when accessing the quarry.	Email issued to contractors reminding the need to use only legal manoeuvres when accessing the quarry.	19/01/2023
CTR_INC65	DPE	23/12/2022	4:11pm	Email	NA	Operations	Noise	The department received a complaint of 2 separate trucks, one arriving at 6:30 am and one arriving at 6:50 am on Tuesday 18 October 2022, into Cabbage Tree Rd Sand Quarry. The trucks were using compression braking, or air brakes, from the start of the deceleration lane on Cabbage Tree Road until they entered the quarry gates.	Newcastle Sand has contacted the haulage companies via email and discussed verbally via a phone call, both on the 11/01/2023. In addition Newcastle Sand has sent out a group email on the 10/01/2023 to all haulage contractors to remind them of the drivers code of conduct with an emphasise on no compression braking will be tolerated and to respect our neighbours.	19/01/2023
CTR_INC68	DPE	25/05/2023	4:24PM	Email	NA	Operations	Truck Movements - Time	The department received a complaint about a truck with white trailers entering Cabbage Tree Road Sand Quarry at 6.35 am on Saturday 13 May.	No laden trucks left the quarry prior to 7am. The weighbridge is programmed to NOT allow a truck on the weighbridge before opening hours and also shuts down when quarry is closed. Site cameras were not working at the time of the complaint, no footage is available for review.	31/05/2023

Incident ID	Receptor ID	Date	Time	Method of Complaint	Key site activities occurring at time of complaint that could be relevant to complaint?	Development Phase	Key Complaint Issue (e.g. noise, dust, traffic)	Details	Response and Action	Date of Closure
CTR_INC69	DPE	27/05/2023	2:21pm	Email	NA	Operations	Truck Movements - Time	The department received a complaint about a white truck entering Cabbage Tree Road Sand Quarry at 6.35 am on Saturday 27 May.	The owner of the truck company was called the morning of the 27th May 2023 and informed that his driver had arrived at site before 7am. The owner has spoken with the driver and advised him not to turn up before 7am on a Saturday again. The driver was also spoken to by our loader driver on the morning of the 27th May 2023.	5/06/2023
CTR_INC70	296 Cabbage Tree Road	24/07/2023	11:00am	Via phone call	NA	Operations	Truck Movements - Time	A small truck (5t) performed a U-turn in the driveway of a neighbouring property	Newcastle sand has contacted the company and the driver and given final warning to both company and driver. We have also offered to supply gravel if required to fix any damage that may have been sustained.	26/07/2023
CTR_INC71	Member of public	8/09/2023	3:42pm	Phone Call	NA	Operations	Traffic Safety - Right Turn at Entry	truck performing right hand turn from quarry.	Newcastle sand contacted the trucking company driver has been banned from entering our site. Company has been issued a warning and similar incident will result in termination of supply. The company has also provided their own internal incident report.	9/09/2023
CTR_INC72	41	1/11/2023	7:20	Email	NA	Operations	Truck Movements - Load Covering	On 1st November around 7.20am a truck departed the site with part of the load uncovered - significant dust was coming from the uncovered truck	Regarding the above I have reviewed our security camera footage from the approximate time mentioned on the day and to the best of my knowledge I am unable to see a truck with its load partially covered leave Newcastle sand. In some cases, these trucks have automatic tarps that typically stop short from the very back of the body. However, if you had further information regarding the Registration, Colour, company logo, photos or make and model I'm happy to investigate further. All truck drivers that haul sand from Newcastle Sand must be inducted to ensure they fully understand their obligation to following site policies and procedures and the use of load covering devices to reduce dust leaving the site, Newcastle sand has 4 large signs on the exit lane stating, " Attention All loads must be covered past this point". Newcastle Sand will contact the trucking companies that were exiting Newcastle around the time mentioned to ensure they are aware of the obligations around load covering.	21/11/2023
CTR_INC73	41	1/11/2023	6:30	Email	NA	Operations	Noise & Operating hours	On 1st November a number of trucks arriving before 6.30am were using air brakes as they entered the site	Thankyou for bringing this to my attention I am Assuming you are referring to Exhaust brakes also known as "compression braking" rather than Air brakes as stated in your submission, air brakes are the primary source of braking for trucks. As above if you could possibly provide further detail on the trucks that may have been involved, this could include Registration number, truck colour, company logo, photos or make and model of the vehicles this will help with identifying people involved so that further action can be taken. Further to that all trucking companies that entered Newcastle Sand Between 0600 and 0630 on the 1st of November 2023 will be contacted to ensure they are fully aware of the driver code of conduct and to avoid the use of compression braking when entering Newcastle Sand.	21/11/2023
CTR_INC74	DPE	21/11/2023	13:53	Email	NA	Operations	Complaint Recording Process	The department has received a complaint on 15 November 2023 in relation to Cabbage Tree Road Sand Quarry. The complaint is about two complaints made to the quarry on 6 November 2023, that have not yet been responded to, the complaints relate to those made by R41 that occurred on 1 November 2023.	We will also adjust the Newcastle sand website to include a dedicated complaints email to go directly to the Quarry Managers email address this will help ensure that the complaints received can be swiftly actioned and responded to in a timely manner. 11/12/2023: Can confirm Newcastle sand has now Further implemented a dedicated Complaints email, Environment@newcastlesand.com.au and adjusted the Newcastle Sand Website to reference this email, The email address has been setup to supply a reply email with confirmation of receipt and contact number for urgent matters if required, our management plans will be updated to reflect the new email address.	11/12/2023
CTR_INC75	41	27/11/2023	6:50	Email	Normal	Operations	Traffic Safety - Other	On 7 December at 3:50pm received a complaint about a truck on 27 November at 6:30am, stating a sand truck approached your site at excessive speed and had to use compression brakes - this was an "XXXXX" Haulage truck which is a regular to your site. Please advise the driver of your consent conditions prohibiting these brakes being used particularly at this time in the morning.	Email response, an email sent to the haulage contractor in question reminding them not use compression braking when approaching site. The haulage contractor toolboxed the matter with all drivers to ensure the message was passed on.	11/12/2023
CTR_INC76	NS	16/01/2024	5:54am	Record of early arrival	Normal	Operations	NS - Truck Movements - Time	On 16/01/2024 we had a ridged truck arrive to our site at 5:54am	The company has been contacted and a warning of account termination was given.	16/01/2024
CTR_INC77	41	19/01/2024	8:14am	Email	Normal	Operations	Truck Movements - Time	Before 6am this morning a blue truck arrived at the quarry and as the main gate was open it entered the site, waking up local residents. Please confirm which company this truck was from and how you will ensure this will not happen again.	Final Email Response to Complainant To follow-up your complaint about both the compression braking and early trucks. We have reviewed our security footage and have no record of the truck/s you have specified at that time, hence why we are seeking additional information. We have identified trucks that have entered the quarry prior to 6am and record these when they occur and take action as appropriate. As you would be acutely aware there are numerous trucks that operate on Cabbage Tree Road, not all these trucks enter the quarry, and some may use compression braking even when not entering the site.  For your information, according to the Development Consent, Newcastle Sand must not load or dispatch trucks prior to 6am. Our weighbridge is operational from 6:02am, no truck is able to tare-off until the weighbridge is operational let alone be loaded or dispatched from site. A truck entering the quarry gate off Cabbage Tree Road before 6am is not a breach of our consent conditions, but is not consistent with the Driver's Code of Conduct. The Driver's Code of Conduct was developed to meet the Condition of Consent based on minimising the impacts of haulage trucks on local residents and road users. This includes outlining the consequences of early arrivals, that includes suspension of the Driver from the site where they have been inducted and re-offend. The implementation of driver suspension was in direct response to concerns by neighbours such as yourself and has occurred on numerous occasions. It should be appreciated that the suspension of a driver from the site can be significant for that person, who ultimately may lose their job or income, or it could significantly affect a haulage company's construction contract.  The reason the gate is opened before 6am is based on discussions with neighbouring residents during the approval process to ensure that trucks do not idle at the gate waiting to enter and cause disturbance to residents.  We do send out frequent reminders to haulage companies and drivers about the importance of avoiding early arrival at site and to avoid the use of engine / compression braking. We do not consider any further action on this matter is necessary at this time.	19/01/2024
CTR_INC78	41	19/01/2024	8:14 AM	Email	Normal	Operations	Truck Movements - Time	This morning just before 7am a white and truck approached your site at excessive speed and had to use compression brakes. Please advise the driver of your consent conditions prohibiting these brakes being used particularly at this time in the morning.	As per INC 77	19/01/2024
CTR_INC79	NS	19/01/2024	5:50am	Record of early arrival	Normal	Operations	NS - Truck Movements - Time	On 19/01/2024 we had a truck arrive to our site at 5:50am.	The driver responsible for this early arrival was subsequently suspended from site, as the driver had been inducted and warned previously.	19/01/2024
CTR_INC80	NS	20/02/2024	5:15am	Record of early arrival	Normal	Operations	NS - Truck Movements - Time	A truck arrived at site at approximately 5:15am. The driver was not inducted to site.	The company was issued a warning.	23/02/2024

Incident ID	Receptor ID	Date	Time	Method of Complaint	Key site activities occurring at time of complaint that could be relevant to complaint?	Development Phase	Key Complaint Issue (e.g. noise, dust, traffic)	Details	Response and Action	Date of Closure
CTR_INC81	DPHI	14/11/2025	12:52pm	Email	Normal	Operations	Dust - sand on road	Community concerned about the sand build up along the little bicycle path section out the front of the quarry	<p>4:18pm on the 14/11/2025 response to the DPHI: Thank you for the heads up regarding the build-up of sand on the small strip of bike-path section at the quarry entrance.</p> <p>Removal of sand build-up:</p> <ul style="list-style-type: none"> <li>Elliott (Quarry Manager) was notified immediately.</li> <li>The clean-up has now been completed. The entrance and sealed access road are clear of loose material.</li> <li>A site inspection was undertaken to confirm no residual safety risks for road or bike-path users.</li> </ul> <p>Next steps:</p> <ul style="list-style-type: none"> <li>All actions and findings will be recorded in the Complaints Register in accordance with CEMP Section 5.1.1.4.</li> <li>Close-out documentation will be included in the Annual Review.</li> <li>Preventative measures have been implemented onsite to minimise the likelihood of reoccurrence.</li> </ul> <p>Please let me know if you require further information, and whether this matter can now be closed out or if there are any additional steps that DPHI requires Newcastle Sand to complete.</p>	14/11/2025
CTR_INC82	DPHI	21/04/2026	4:28pm	Email	Normal	Operations	NS - Truck Movements - Time	DPHI informed Newcastle Sand that a member of the community reported an illegal U turn was performed on the 21 April 2026 - between 8:55 am and 9:05 am into the quarry.	<p>Newcastle Sand reviewed the relevant CCTV footage and site access records for the periods identified in the complaint correspondence.</p> <p>The review determined:</p> <ul style="list-style-type: none"> <li>No trucks were observed undertaking an illegal right-hand turn into the quarry entrance during the reviewed period on 21 April 2026.</li> <li>On 2 May 2026, a truck arrived at the site prior to 7:00 am however, the vehicle was only permitted through the entry gate and was not authorised beyond the weighbridge or into operational quarry areas prior to approved operating hours.</li> <li>No loading, dispatch or quarrying activities occurred outside approved operating hours.</li> <li>The driver was subsequently reminded of the approved Saturday operating arrangements, with the early arrival appearing to result from confusion between weekday and Saturday operating hours.</li> </ul> <p>Newcastle Sand reviewed the applicable requirements under SSD-6125 and the approved Traffic Management Plan and is satisfied that quarrying and dispatch operations did not occur outside approved hours. As a precautionary measure, Newcastle Sand has reissued operating hour requirements and Driver Code of Conduct expectations to haulage contractors and site personnel and reinforced that vehicles arriving early are not permitted to proceed beyond the weighbridge or undertake loading activities prior to approved commencement times. In relation to the request for complaint records, Newcastle Sand confirms the matter was not received directly through the site's established complaints channels and was first notified through DPHI correspondence. The most recent enquiry received through the project website prior to this matter was dated 22 April 2026 and last truck complaint was received 19 January 2024. Although this has now been internally documented. Accordingly, Newcastle Sand does not hold separate complaint records relating to the matters raised beyond the internal investigation completed following receipt of DPHI's correspondence.</p>	20-May-26
CTR_INC83	DPHI	2/05/2026	4:28pm	Email	Normal	Operations	NS - Truck Movements - Time	DPHI informed Newcastle Sand that a member of the community reported an early truck arrival 2 May 2026 - between 6:40 am and 7:00 am		20-May-26
CTR_INC84	DPHI	16/02/2026	4:05pm	Email	Normal	Operations	NS - Truck Movements - Time	DPHI informed Newcastle Sand that a member of the community reported an early at 6:40am on the 16 May 2026.	<p>Newcastle Sand has reviewed the available CCTV footage and weighbridge records associated with the matter. The review confirmed that while a truck entered the site at approximately 6:43 am, the vehicle was not permitted past the weighbridge or into the operational quarry area prior to 7:00am and no loading or dispatch activities occurred before the approved operational timeframe.</p> <p>The driver was spoken to immediately by the Quarry Supervisor and reminded of site operational requirements and access restrictions. Newcastle Sand also considered physically locking the site gate until 7:00 am, however, this may result in trucks queuing or standing on Cabbage Tree Road prior to opening, which may create unintended traffic and road safety issues for surrounding road users.</p> <p>Accordingly, Newcastle Sand considers the current controlled access arrangement, combined with reinforced driver communication and supervision, to be the most appropriate management approach at this time.</p>	20-May-26