



## Minerals Regulatory Guidelines | MG7

# Guidelines for mineral explorers: landholder liaison in South Australia



Government of South Australia  
Primary Industries and Resources SA

# **Guidelines for mineral explorers: landholder liaison in South Australia**

**Minerals Regulatory Guidelines MG7**

**Mineral Resources Group**

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*A guide on how to establish and maintain good relations with  
landholders/pastoralists*

## Mineral Resources Group

Division of Minerals and Energy Resources

Primary Industries and Resources South Australia

Level 7, 101 Grenfell Street, Adelaide

GPO Box 1671, Adelaide SA 5001

Phone +61 8 8463 3000

Fax +61 8 8463 6518

Email [pirsa.customerservices@saugov.sa.gov.au](mailto:pirsa.customerservices@saugov.sa.gov.au)

[www.minerals.pir.sa.gov.au](http://www.minerals.pir.sa.gov.au)

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**Cover photo.** Exploration company liaison officer on a site visit to discuss project with local landholders. (Photo 407175)

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## 1 Introduction

The nature of operations in the mineral resources sector, whether they are in the exploration or mining stage, are such that they have varying degrees of economic, social and environmental effects. The sector is the source of a significant proportion of the materials and energy on which our society depends. It supports regional communities, creates employment, provides facilities and enhances services, including health, education and welfare through its contribution to local, regional and national economies. The industry's commitment to sustainable development includes minimising any possible adverse effects on the environment and community. For mineral exploration, the landholder — i.e. the person(s) who have an interest in the land by way of freehold or leasehold title, or dedicated reservation (park, road reserve, easement etc.) — is a key stakeholder in relation to the activities that explorers need to undertake as part of their business.

Good relations between landholders and those involved in mineral exploration are based on open, honest and transparent communication where each party clearly understands the interests and objectives of the other, and can discuss and agree on a process to best achieve these. The landowner and the explorer are both obliged to care for the land and use its resources in a sustainable way. This can only be achieved if each party knows what the other is doing and can integrate their management practices. The purpose of these guidelines is to promote communication to establish good working relationships between landholders who have surface rights, and explorers who are authorised under the South Australian *Mining Act 1971* and Mining Regulations to enter the land to search for mineral deposits.

PIRSA aims to continuously improve this document to ensure that it meets the needs of industry. Your comments and suggestions for improvement would be much appreciated. Use the feedback form provided at the end of this document or email PIRSA <[pirsa.customerservices@saugov.sa.gov.au](mailto:pirsa.customerservices@saugov.sa.gov.au)>.

## 2 Mining Act requirements

In South Australia, minerals are the property of the Crown. The Mining Act provides a legal framework to enable private companies to explore for, discover and develop the state's mineral assets so that the state and South Australian community may benefit. PIRSA's Division of Mineral and Energy Resources is the state government body responsible for administration of the Act and for ensuring industry compliance.

Whilst the Act enables mining companies and prospectors to access the land for exploration purposes, it also recognises the rights of landowners. Part 9 of the Act lays down clear obligations for the explorer to notify and consult with landowners, to repair damage to improvements, to reinstate disturbed areas and to pay compensation for financial loss, hardship or inconvenience. More details and explanation in relation to these issues can be found in *Guidelines for landholders: your rights in relation to mineral exploration and mining in South Australia*, Minerals Regulatory Guidelines MG4.

The Act requires that the following statutory notices be served on the landholder:

- *Form 21, Notice of entry.* Must be served on the landowner at least 21 days prior to entry onto the land to conduct mineral exploration activities.
- *Form 22, Notice to use declared equipment.* Prior to the use of earthmoving equipment (declared equipment) for the purposes of exploration, the landowner must be given 21 days notice.
- *Form 23, Waiver of exemption.* A waiver of exemption is required to be signed by the landholder before exploration activities can be undertaken on certain types of land known as 'Exempt Land' under the Act. Exempt land includes land within 400 m of a residence, 150 m of a water supply, or in a cultivated field or orchard.

More details in relation to the serving of these notices can be found within the Act and Regulations and on the prescribed forms themselves which can be obtained from the PIRSA Customer Services Centre<sup>1</sup> or from the PIRSA Minerals website<sup>2</sup>.

If disputes arise in relation to entry or access matters, both parties should make best endeavours to communicate openly and honestly in relation to the issues so that a mutually acceptable outcome can be reached. If, after repeated efforts, this cannot be achieved then PIRSA may be in a position to assist in facilitating an agreement. If agreement cannot be reached then the issue can be referred, by either party, to the Warden's Court for determination (see Part 10 of the Act).

Under the Act, the landholder is entitled to compensation for financial loss, hardship or inconvenience resulting from exploration. This is generally negotiated directly between the landholder and the operator, and may cover issues such as damage to crops, use of water for drilling, intensive use of tracks, damage to land/infrastructure and management time. 'In kind' benefits can also be offered by the explorer as a result of conducting programs in the area, and may include track maintenance/repair works, information on groundwater, water bores, and handover of surplus materials (e.g. sheds, tanks, polypipe). If agreement cannot be reached between the parties, appropriate compensation may be determined by the Warden's Court or the Environment Resources and Development Court. For additional considerations in relation to compensation, refer to *Guidelines for landholders: your rights in relation to mineral exploration and mining in South Australia*.

All licensees and joint venture operators must be fully aware of the conditions of the exploration licence under which they are exploring. Under licence conditions, PIRSA approval is required before commencing any activities involving the use of declared equipment or drilling. Where areas of particular environmental sensitivity have been identified within the exploration licence, conditions may require that a declaration of environmental factors (DEF) be approved by PIRSA before commencing any exploration activities.

### 3 Responsibilities of parties

In dealing with landholders, the exploration company should aim to:

- establish and maintain close liaison with the owner and occupier of the land on which exploration is conducted
- ensure the landholder is aware of their rights
- understand the landholder's business and potential impacts that may arise from exploration activities
- avoid damage to improvements (including water supplies), and carefully manage activities in relation to their effects on vegetation and land
- avoid interference with crops, livestock and other economic activities on the property
- avoid disturbance to the owner's house and other amenities from noise, dust and other nuisances
- rectify damage to the property or improvements without delay
- negotiate and pay compensation promptly
- ensure that all employees and contractors know of and comply with the company's obligations and commitments.

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<sup>1</sup> Level 7, 101 Grenfell Street, Adelaide 5000, phone +61 8 8463 3000, email <[pirsa.customerservices@saugov.sa.gov.au](mailto:pirsa.customerservices@saugov.sa.gov.au)>

<sup>2</sup> <[www.minerals.pir.sa.gov.au](http://www.minerals.pir.sa.gov.au)> Go to Forms.

It is reasonable for the explorer to expect the following from the landowner:

- timely responses to requests for information or to notices issued under the Act
- timely communication on any issues of concern or special management requirements for the property
- best endeavours to accommodate the explorer's reasonable needs
- timely advice on any changes to previously agreed stock or management programs
- no interference or damage to temporary markers, exploration equipment or campsite facilities etc.
- property personnel (managers, farmhands etc.) being made aware of agreements and arrangements in place with the explorer
- respect for the confidential nature of exploration and results of the work.

## 4 Principles of effective engagement/consultation

Engagement requires an open, active and voluntary approach to dialogue that identifies the current positions of all parties, outlines their objectives and outcomes, and discusses and identifies the processes to best achieve them. The parties may change over time, but engagement itself is a continual process.

Effective engagement with stakeholders is essential for any successful enterprise. It can also result in a more efficient use of resources through:

- increased effectiveness and efficiency during program implementation from the incorporation of local knowledge
- beneficial assistance and advice from locals/stakeholders who are interested in, and supportive of, the project
- reduced risk of conflict and associated delays, frustration and costs
- reduced risk of criticism and resistance from outside parties
- ensuring compliance with relevant legislation and approvals
- quicker and smoother approvals and permitting processes
- continued access to land for resource industry activities.

Successful engagement is based on some simple, practical principles that represent a mix of common sense, good business practice and ethical considerations. The Australian Ministerial Council on Mineral and Petroleum Resources (MCMPR) has identified the following key principles as important in achieving effective engagement and communication with stakeholders affected by resource industry activities:

1. *Communication*. Open and effective engagement involves both listening and talking. Two-way communication, the provision of clear, accurate and relevant information, and timeliness of discussions and information provision are important aspects of ensuring good communication.
2. *Transparency*. Clear and agreed information and feedback processes.
3. *Collaboration*. Working cooperatively to seek mutually beneficial outcomes.
4. *Inclusiveness*. Recognise, understand and involve communities and stakeholders early and throughout the process.
5. *Integrity*. Conduct engagement in a manner that fosters mutual respect and trust.

The MCMPR encourages the resources sector to adopt these principles to facilitate the building of positive relationships with stakeholders, and to help people in the resources sector develop appropriate engagement policies and practices. The principles are intended to help the sector ask the right questions and find the appropriate answers to improve their engagement skills.

## 5 Guidelines for establishing and maintaining good relations

### 5.1 Preparations prior to entry onto land

#### 5.1.1 Liaison officer

Either the project manager (e.g. project geologist) or an appropriately qualified person should be appointed as a liaison officer who is responsible for liaison throughout the life of the program. The appointed person must be given that specific responsibility in their duties and should preferably have knowledge of the agricultural and/or pastoral sector and an affinity for people on the land. The liaison officer should:

- be responsible to the company, and be familiar with all aspects and requirements of the project
- be authorised to make agreements and arrangements on behalf of the company
- identify all properties and landowners (and property managers) who may be affected by the program and develop a comprehensive contacts list of names, addresses/homesteads, phone numbers, emails etc.
- make direct contact with landholders to discuss the exploration program, giving sufficient notice before work commences
- inform the landholder of the liaison officer's responsibilities, contact details and who the liaison officer reports to in the company
- supply the landholder with the tenement number and conditions attached to it
- ensure that the landholder is aware of their rights; provide a copy of *Guidelines for landholders: your rights in relation to mineral exploration and mining in South Australia*
- ensure that all project personnel, including contractors, are briefed on company policy and are aware of and comply with the tenement conditions and agreements made with the owner and occupier
- ask the landholder about the location of special features of the property, including the location of known Aboriginal or European heritage sites, or areas of particular environmental sensitivity
- offer to provide information relating to the discovery of useable groundwater in exploration drillholes (location, depth, flow estimate and salinity can often be provided depending on the type of drilling undertaken)
- be available to discuss reasonable requests from the local community for information on the project.

#### 5.1.2 Contractor responsibilities

It is the responsibility of the exploration licence holder to ensure good conduct on their licence, and therefore it is not advisable to leave landholder liaison to contractors. It is important to ensure that contractors clearly understand their responsibilities under the terms of the exploration licence, exploration work proposal and PIRSA works approval, and know and abide by the terms of agreements with the landowner and others with an interest in the land.

#### 5.1.3 Other considerations

If possible, the field program should be made flexible enough to fit in with the often more rigid timetable of the landholder, for example, reaping, lambing and mustering. Wherever practical, serve notices required under the Act personally and use the opportunity to explain the program and establish a working relationship.

The explorer should consult with the traditional Aboriginal custodians of the land to avoid disturbance of any significant Aboriginal sites. The state government Aboriginal Affairs and Reconciliation Division can advise on the relevant groups or contact persons.

If planning to use helicopters or low-flying aircraft, advise the landholder and provide details of areal extent and timing. Discuss with the landholder the planned stock program, for example, lambing and mustering, and ensure that the pilots are instructed to use the aircraft so as to cause minimal disturbance to stock.

## 5.2 Actions upon first arriving on the land

Upon arrival at the property, introductions should be made immediately at the homestead. Provide the landholder/manager with comprehensive details of the exploration program. In particular, the following details should be provided (see App. A1):

- proposed location of fieldwork (include a map)
- extent and type of operations to be conducted
- likely duration of the program
- description of vehicles and equipment to be used
- names of personnel involved, including contractors who will do the work
- living arrangements, particularly if a campsite is required.

The explorer should request the following details from the landholder (see App. A2):

- location of special features or special management requirements for the property
- advice on best or preferred access routes
- suitable campsite locations
- permission for use of water and location of preferred sources
- the timing and nature of significant farm programs, for example, cropping, lambing, mustering
- updates on the explorer's map, i.e. tracks, fences, gates, bores, dams etc.



**Exploration company liaison officer meeting with local landholder.** (Photo 407176)

Agreements between the landholder and explorer should be simple, and clearly identify what has been agreed between the two parties. It is preferable that agreements are in writing, as verbal agreements can lead to misunderstandings. If agreements are made verbally, all parties should have a witness present.

Regular meetings between the liaison officer and landowner should be arranged to discuss progress, performance and agreements. The outcome of these discussions should be that the owner, occupier and exploration company understand each others needs, and how they can be fulfilled.

Where possible, allow the landholder the opportunity of quoting for any contract work that may become available. Try to employ local people wherever possible, but be aware of the need for all contractors to carry adequate public liability and third party insurance.

### 5.3 Management of exploration activities

It is the explorer's responsibility to:

- Keep the landholder fully informed of the progress of the exploration program.
- Find out where stock are located on a regular basis to avoid disturbance.
- Be mindful of the possibility of discovering sites of scientific or heritage significance. It is a requirement of the *Aboriginal Heritage Act 1988* that any new sites discovered are reported to the Aboriginal Affairs and Reconciliation Division (see the *Aboriginal Heritage Act*, sections 20 and 23).
- Reduce vehicle speeds when travelling along property tracks, particularly near homesteads, watering points and grazing stock, to reduce dust and disturbance.
- Observe an appropriate duty of care in relation to potential health and safety hazards to stock and people associated with cables, drill casing, excavations etc., and take actions to prevent potential hazards.
- Ensure that earthmoving equipment is used only under competent supervision. The supervisor must be fully aware of the company's environmental policies and obligations and should identify any site specific concerns and appropriate management practices in consultation with the landholder.

#### 5.3.1 Property infrastructure

Disturbance to property infrastructure needs to be minimised. The explorer should:

- Report any damage of gates, fences, roads, crops etc. to the landholder (even if the explorer is not responsible). Where the explorer was responsible, damage should be made good as soon as possible in consultation with the landholder.
- Consult with the landowner for alternatives before cutting a fence. If a fence is cut, stock-proof gates must be installed and removed if requested by the landowner. Permanent repairs must be effected as soon as practicable.
- Curtail vehicle movements when the ground is wet. Any track damage caused by vehicle movements in wet or dry conditions should be repaired as soon as practicable in consultation with the landholder.

#### 5.3.2 Good housekeeping

Good housekeeping practice includes the following:

- Have crews carry rubbish containers to ensure that littering does not occur.
- Where several days are to elapse between the various operational phases of the survey, have any temporary gates checked for stock security.

- Minimise fire risk:
  - carry appropriate fire suppression equipment in vehicles at all times
  - site fuel stores, generators and similar equipment on suitably cleared areas
  - adhere to regulations pursuant to appropriate fire legislation; talk to the local Country Fire Service officers if in any doubt
  - have a fire fighting plan or procedures
  - have fire fighting equipment supplied, installed and properly maintained in the camp
  - train personnel and carry out fire drills.

### 5.3.3 Landcare

In addition to agreed arrangements with the landholder, the explorer has legal obligations to avoid, minimise and rehabilitate environmental disturbance in line with state government requirements and industry standards. The planning and conduct of operations should be based on the *Statement of environmental objectives and environmental guidelines for mineral exploration activities in South Australia*, Earth Resources Information Sheet M33, which includes the following minimum requirements:

- Reduce any vegetation clearance to the absolute minimum. Unavoidable track clearing and construction should be undertaken in a manner acceptable to the landholder and in line with PIRSA environmental guidelines.
- Be mindful of initiating weed infestations and outbreaks of disease. Thoroughly clean vehicles before moving into new areas.
- No pets or firearms are to be taken onto the property without the express permission of the landholder.
- If a campsite is required, prior agreement with the landholder on preferred locations should be reached. The campsite should be positioned at least 400 m away from watering points, drainage lines and homesteads, and not be positioned over stock pads leading to watering points.
- Under no circumstances should there be contamination of surface or groundwater systems.
- All rubbish must be contained, managed and disposed of in accordance with the terms of the exploration work approval and exploration licence conditions.
- Fuel stores and vehicle servicing areas must be located and used in a manner which does not contaminate soil or pollute water.

### 5.4 Reinstatement of disturbed areas

The company is required to implement a program which complies with tenement and works approval conditions. The program should apply current best practice methods, and meet the reasonable needs of the landholder. In particular:

- Where soil compaction has occurred, offer to rehabilitate the site in line with current best practice, and to the landholder's satisfaction.
- Permanent survey markers should be placed in consultation with the landholder so that they do not hinder farm management. Temporary markers, pegs, tags and flagging tape should be made from biodegradable materials or removed if requested by the landholder.
- Drillholes must be made safe immediately on completion and the site rehabilitated as soon as practicable following the works. Groundwater conditions must be reinstated in line with *Mineral exploration drillholes — general specifications for construction and backfilling*, Earth Resources Information Sheet M21. If drillholes are required to remain open temporarily, install casing to prevent injury to stock and small animals from falling in.

- Backfill costeans and other excavations as soon as they are no longer required. If excavations are required to be left open for extended periods, then ramping and visibility fencing should be installed to ensure safety of people, stock and native fauna.
- Approval to leave constructed tracks for the landowner's use must be obtained from PIRSA. All requests should be accompanied by a letter from the landowner to the company nominating tracks to be retained, and a map showing the location of these tracks.

The liaison officer should visit sites of major disturbance with the landholder after reinstatement has been completed and attend to any reasonable requests for further work.

## 5.5 Actions to be undertaken upon program completion

Upon program completion the liaison officer should:

- Invite the landholder to inspect the work area when the project is complete and carry out any reasonable requests for reinstatement of the land.
- Undertake any agreed restoration without undue delay and promptly pay in full any agreed compensation which is due to the landholder.
- Make a final inspection of all roads, gates, fence lines, campsites, drillsites, trenches etc. to ensure that all areas are left in a condition that meets the rehabilitation requirements of the works approval and licence conditions.

## 6 Further information

### 6.1 Legislation

[www.legislation.sa.gov.au](http://www.legislation.sa.gov.au)

Copies of the Mining Act and Regulations and other legislation are available at cost from ServiceSA, EDS Centre, 108 North Terrace, Adelaide SA 5000, phone 13 23 24, or for free download from the South Australian Legislation website (Attorney-General's Department).

### 6.2 PIRSA guidelines

[www.minerals.pir.sa.gov.au/](http://www.minerals.pir.sa.gov.au/)

PIRSA's Minerals Regulatory Guidelines (MG numbers) and Earth Resources Information Sheets (M numbers) can be obtained from the PIRSA Customer Services Centre or from the PIRSA Minerals website. Related ones are listed below.

*Mineral exploration licences — general conditions, procedures and information, M5*

*Guidelines for landowners: your rights in relation to mineral exploration and mining in South Australia, MG4*

*Statement of environmental objectives and environmental guidelines for mineral exploration activities in South Australia, M33*

*Mineral exploration drillholes — general specifications for construction and backfilling, M21.*

### 6.3 Ministerial Council on Minerals and Petroleum Resources

**Department of Resources, Energy and Tourism (Cwth)**

[www.ret.gov.au](http://www.ret.gov.au)

*Principles for engagement with communities and stakeholders (2005)*

## 6.4 Leading Practice Sustainable Development Program for the Mining Industry

Department of Resources, Energy and Tourism (Cwth)

[www.ret.gov.au](http://www.ret.gov.au)

*Community engagement and development* (2006)

## 6.5 Minerals Council of Australia

[www.minerals.org.au/](http://www.minerals.org.au/)

*Enduring value: the Australian minerals industry framework for sustainable development.* (2005)

## 6.6 South Australian Chamber of Mines and Energy

[www.resourcessa.org.au/](http://www.resourcessa.org.au/)

*A code of conduct for mineral and energy explorers – a framework for access to rural land* (In preparation with the South Australian Farmers Federation.)

## 7 PIRSA contacts

### General inquiries

PIRSA Customer Services Centre

Phone +61 8 8463 3000

Fax +61 8 8463 6518

Email [pirsa.customerservices@saugov.sa.gov.au](mailto:pirsa.customerservices@saugov.sa.gov.au)

### Mineral tenement administration

Land Access Branch

Phone +61 8 8463 3103

Email: [pirsa.tenements@saugov.sa.gov.au](mailto:pirsa.tenements@saugov.sa.gov.au)

### Mineral exploration operations/approvals

Mining Regulation and Rehabilitation Branch

Phone +61 8 8463 3112

Email: [miningregrehab@saugov.sa.gov.au](mailto:miningregrehab@saugov.sa.gov.au)

## Appendix A1 LANDHOLDER — questions to ask a mineral explorer when contacted regarding access to your property

**General project information.** Exploration licence number, licence holder name, company/contractor conducting the work, how many people, how many and what sort of vehicles?

**Main contact.** Who is the main contact person (liaison officer) for the exploration program, and what is their name, position, contact details and best means of communication (phone/email/fax)?

**Notice of entry.** Is a current Form 21, Notice of entry, in place? If not, has one been served at least 21 days prior to entry as required under the Mining Act?

**Waivers.** Are any activities planned on exempt land? (e.g. within 400 m of a residence, 150 m of a water supply, or in a cultivated field). If so, the Mining Act requires that Form 23, Waiver of exemption, is signed by the landholder before this work can take place.

**Staff/contractor induction.** Have all project personnel been briefed on their responsibilities, and are they aware of the terms of any agreements with me?

**Wet weather/track damage.** What procedures will take place if the ground is wet, i.e. will vehicle movements be temporarily stopped? Within what timeframe will any track damage caused by vehicle movements be repaired?

**Low-level flying.** Are you planning the use of helicopters or low-flying aircraft? If so, we will need to discuss how any potential impact on our stock programs, such as lambing and mustering, can be minimised.

**Rubbish.** How will crews contain their rubbish and where will this be disposed of?

**Fire (fire danger season).** Are field crews aware of fire restrictions for the area? How will the risk of fire be minimised? (e.g. access to fire suppression equipment).

**Pets, firearms.** Are any pets or firearms to be brought onto the property?

**Drilling, earthmoving activities.** Are these activities planned? If so:

- Has the prescribed Form 22, Notice of use of declared equipment, been served at least 21 days prior to entry?
- Have you got PIRSA written approval to do the work?
- Where and when will these activities happen?
- Is the site supervisor fully aware of any site specific issues raised, or agreements made with the landholder?
- Will drilling and earthmoving equipment be thoroughly cleaned prior to entry to prevent the spread of weeds?
- Within what timeframe will drillholes/excavations be rehabilitated?
- Please let us know of any useful groundwater discovered during drilling.

**Follow-up meeting.** When can we meet to discuss the program details including:

- location of proposed fieldwork (include a map)
- extent and type of activities
- likely duration of the program
- description of vehicles/equipment to be used
- names of personnel involved, including contractors who will do the work
- living arrangements, particularly if a campsite is required
- whether a written access/compensation agreement is required (if any agreements are made it is preferable that these are in writing, as verbal agreements can lead to misunderstandings).

**Periodic meetings.** When can further meetings be held between us to discuss program progress and performance against agreements?

**Rehabilitation inspection.** Please let us know when you have completed rehabilitation so that we can inspect the main areas of disturbance with you.

## Appendix A2 EXPLORER — questions to ask a landholder before entering their property to conduct mineral exploration

**Main contact.** Who is the best person to deal with regarding access to the property, and to liaise with regarding ongoing progress updates on the program? What are their contact details (phone/email/fax)? Are there preferred times to make contact?

**Special requirements.** Do you have any specific issues of concern, or special management requirements for the property?

**Special features.** Are there any special features on the property such as known Aboriginal or European heritage sites, native vegetation heritage agreement areas or other areas of particular environmental sensitivity?

**Farm programs.** What is the timing and nature of significant farm programs? (so that exploration can be planned to minimise disturbance to these activities). Such programs may include sowing, harvesting, lambing and mustering.

**Groundwater information.** If drilling methods are suitable, are you interested in us providing you with information about useable groundwater found during exploration drilling? (e.g. location, depth, flow estimate and salinity).

**Possible site works.** Are you interested in quoting for any contract or site preparation/restoration work that may take place during the program? What equipment do you have that could do this work?

**Follow-up meeting.** When can we meet so that I can outline plans for our exploration program and discuss property specific issues with you, including:

- location of special property features (mark on a map)
- any special management requirements for the property
- suitable campsite locations (mark on a map)
- best or preferred access routes (mark on a map)
- permission for use of water and location of preferred sources (mark on a map)
- other updates on the explorer's map, i.e. fences, gates, disused tracks etc.
- whether a written access/compensation agreement is required (if any agreements are made it is preferable that these be in writing, as verbal agreements can lead to misunderstandings).

**Periodic meetings.** When can further meetings be held between us to discuss program progress and performance against agreements?

**Rehabilitation inspection.** I will invite you to inspect the main areas of disturbance when the project is complete and promptly carry out any reasonable requests for reinstatement of the land.

*Note:*

**Local advice to inform project planning.** Landholders and property managers often have extensive local knowledge from many years of experience in working on the land. The knowledge that they have in relation to their property and the local area/issues can be of huge benefit when planning exploration field programs, and should be utilised as much as possible to ensure that programs are implemented effectively and in a manner that does not unduly disturb farming activities.

## Feedback form

PIRSA aims to continuously improve this document, to ensure that it meets the needs of industry. Your comments and suggestions for improvement would be much appreciated. Please send completed forms to:

### Mineral Resources Group

Division of Minerals and Energy Resources  
Primary Industries and Resources South Australia  
GPO Box 1671, Adelaide 5001  
Fax: +61 8 8463 6518  
Email: pirsacustomerservices@saugov.sa.gov.au

What did you use this document for?

- Retention licence                       Mineral licence                       Miscellaneous purposes licence
- Mining and rehabilitation program (MARF) review                       General information

Other (please specify):.....  
.....

Which parts of this document did you find *most* useful? .....  
.....

Which parts of this document did you find *least* useful? .....  
.....

Do you have any suggestions for improvement?                       Yes                       No

If yes, please reference the section number, and summarise your suggestion for improvement:  
.....  
.....  
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### Optional

We appreciate your time in completing this form. So that we may better understand your suggestions, it would be helpful if you could include contact information:

Name .....

Position .....

Company .....

Address.....

Phone .....                      Email.....