

# Community Bulletin

## Farewell to our former Altona refinery facilities

In 2025, the Mobil Melbourne Terminal team continues its focus on supporting Victoria's fuel supply and strengthening Australia's fuel security.

Since works to transition our Altona site to a world-class terminal began in 2021, Mobil has refurbished a number of tanks at the Altona site, increasing our fuel storage capacity by almost 250 million litres to ensure we can meet the federal government's minimum fuel storage requirements, as well as maintain our vital role in supplying around 40% of Victoria's fuel needs.

Now it's time to say goodbye to the former refinery facilities. Soon you may start to notice a gradual change to the Altona North skyline as we demolish a number of tanks, former refinery process units and associated infrastructure at our Altona site. These facilities were part of the Altona refinery operations and are no longer needed to support our reliable supply of fuel to Victoria.

Demolition of former refinery infrastructure is a complex task. Work commenced in September 2025 and is expected to continue through to the end of 2027.

Mobil has carefully planned the demolition to ensure it is managed safely.

Given the nature of the works, there may be noticeable changes in the site profile from time to time, with the flare being one of the first assets to be removed. Mobil will implement environmental controls to minimise any impacts on our neighbours, including completing most work during the day, Industrial Hygiene monitoring and using dust suppression.

"We have worked closely with regulators to obtain the necessary approvals and carefully planned the demolition works to minimise impacts on our neighbours," said Melbourne Terminal Manager, Rhys Kelly.

"We will also closely monitor the works so that we can quickly respond to any unexpected impacts if they occur.

"We look forward to working with relevant stakeholders as we develop plans to make some parts of the site available for alternative uses in future, subject to rezoning," said Rhys.

For more information, please send an email to [communityanz@exxonmobil.com](mailto:communityanz@exxonmobil.com)



*Mobil commenced demolition of former Altona refinery facilities in September this year.*

## Living and working near pipelines

In many locations around the world, fuel and gas products are transported by pipeline. Pipelines are an efficient and environmentally friendly way to safely transport fuel and gas products and can be located above ground or underground. If you live or work near a pipeline, it is important to take special precautions when carrying out any activities that could impact on the pipeline's safe operation.

ExxonMobil Australia is responsible for pipelines that transport crude oil, liquid fuels (including diesel, unleaded petrol, liquid petroleum gas and aviation fuel) and natural gas. Our pipelines run within established pipeline easements or pipeline Right of Ways. Some of these may have multiple pipelines and the pipeline can be anywhere within the easement or pipeline Right of Way, not necessarily in the centre.

**Dial Before You Dig:** Before ground-breaking activities or any work near above ground pipelines can commence, it is important to utilise the Dial Before You Dig service. Dial Before You Dig is a free national referral service designed to assist in preventing damage and disruption to Australia's vast infrastructure network.

**Identifying where a pipeline is located:** Marker posts and signs are installed at regular intervals along pipeline easements, however they do not provide the exact location of the pipeline itself. The precise pipeline location must be requested from Dial Before You Dig or the pipeline operator before works in the vicinity of the pipeline can begin.

**Your responsibility to work safely around pipelines:** The cooperation of people living and working close to pipelines is essential for the safe and reliable operation of the pipeline. Pipelines are legally protected and severe penalties can be imposed against individuals and companies who endanger or damage pipelines.

For more information visit [www.exxonmobil.com.au](http://www.exxonmobil.com.au) and search for 'living near pipelines'.

## Williamstown FC hosts the 'Mobil Round' President's Luncheon

As a major supporter of Williamstown Football Club in 2025, Mobil was proud to support the "Mobil Round" on Sunday 17 August.

The club hosted its Round 21 President's Luncheon ahead of its final home and away match of the 2025 VFL season, dedicating the afternoon to celebrating the women who play such an important role in the Seagulls community.

Guests enjoyed the opportunity to watch Williamstown's VFLW Semi Final and hear from a range of inspiring guest speakers. The luncheon proudly supported The Leigh Leigh's — a family and friends charity group raising funds for breast cancer research.

Mobil increased its support for the club in 2025, becoming a major partner and providing funds to help both the VFL and VFLW teams reach their goals this year. The funds also supported football clinics for local girls interested in improving their skills.



Mobil sponsored Round 21 of Williamstown FC's VFL season and the President's Luncheon.

## Changes to Community SMS Communication

As Altona is now operating as a fuel import terminal, there are changes to how we will communicate in an emergency.

In the unlikely event that information about an emergency at Altona Terminal needs to be communicated, Victorian emergency services will manage any direct communications with community members through the National Emergency Alert System.

You don't need to sign up for this service, as emergency services have the ability to target phones by geographic area. The Vic Emergency website and app will also continue to provide emergency information and warnings as required.

Mobil will no longer directly send text messages to select community members who had registered to receive notifications.

We will continue to keep you informed about Altona Terminal operations in a variety of ways, including community meetings, letters, and our ExxonMobil Australia website [www.exxonmobil.com.au](http://www.exxonmobil.com.au)

If you have any questions, please don't hesitate to email us on [Communityanz@exxonmobil.com](mailto:Communityanz@exxonmobil.com)



# Mobil Chat

By Rhys Kelly

Terminal Manager, Melbourne Terminal



This year, we continue to focus on delivering additional fuel storage across the Mobil Melbourne terminal, including at Gellibrand Wharf and the Altona site, so that we can maintain our supply of around 40% of Victoria's fuel from Melbourne's largest fuel storage and distribution terminal.

It has been a productive year, and we have completed many projects that will provide the additional storage required to support our ongoing, reliable supply of fuel to Victorian into the future.

As mentioned in our front page article *"Farewell to our former Altona refinery facilities"*, earlier this year Mobil completed a review of future opportunities for parts of the Altona Terminal site which are not required for fuel terminal operations.

Following the review, we are now planning to demolish a number of tanks, former refinery process units and associated infrastructure that are not required to support our reliable supply of fuel to Victoria.

Demolition of former refinery infrastructure is a complex task. Work commenced in September 2025 and is expected to continue through to the end of 2027.

This year, we have continued working with local community groups to support projects that benefit the community.

Our 2025 Bright Future Grants program assisted six local schools to purchase new resources that support learning for their students in the areas of Science, Technology, Engineering and Maths (STEM). The Bright Future Grants program commenced in 2009 and since then over \$1 million has been distributed to local schools and kindergartens.

Projects supported this year included STEM equipment upgrades and support towards a Virtual Reality program and sustainable outdoor kitchen classroom.

Our support of local football club Williamstown FC continues to be a highlight for our team, and we were honoured to be part of the recent Mobil round (Round 21) and preceding President's Luncheon. It was great to see such great support for both the VFL and VFLW teams from the community this season, and we look forward to seeing what these fantastic teams can do in the 2026 season.



We're proud to have supported Williamstown FC as a major partner this year.



# Community complaints

Confirmed Complaints			Unconfirmed Complaints		
Date	Odour	Noise	Odour	Noise	Other
Jan to Mar 2025	0	0	3	0	0
April to Sept 2025	0	0	0	1	0

All complaints are investigated. If the Melbourne terminal is found to be the source of the complaint it is considered confirmed.

Please note that there is a lot of activity occurring at these sites daily. If you notice any odours or noises that you suspect may be coming from the Altona terminal or Gellibrand dock, please contact the Community Hotline on **1800 659 527** and we will investigate and respond.

## Sirens

Community members should be aware that the sirens at the terminals are sounded to alert on-site personnel only.

People in the community do not need to take action in response to the sounding of these sirens.

In the case of an emergency, Police and Emergency Services personnel will direct community members if any action is required.



**صفارات الإنذار - يجب أن يدرك أعضاء المجتمع أنه يتم إطلاق صفارات الإنذار في المحطات لتنبيه العاملين في الموقع فقط.**  
لا يحتاج الناس في المجتمع إلى اتخاذ إجراءات استجابة عند إطلاق صفارات الإنذار هذه. وفي حالة الطوارئ، سيقوم أفراد الشرطة وخدمات الطوارئ الأخرى بتوجيه أفراد المجتمع للقيام باللائم إذا تطلب الأمر اتخاذ أي إجراء.

**SIRENE** - Članovi zajednice trebaju biti upoznati s time da se sirene na terminalima oglašavaju samo kako bi se stavilo u pripravnost osoblje koje radi na toj lokaciji.

Druge osobe ne trebaju ništa poduzimati kada čuju zvuk tih sirena.

U slučaju nekog hitnog slučaja, policija i osoblje hitnih službi obavijestit će i druge osobe u zajednici ako trebaju nešto poduzeti.

**ΣΕΙΡΗΝΕΣ** - Το κοινό θα πρέπει να γνωρίζει ότι οι σειρήνες στους θαλάμους σταθμών ηχούν για να θέσουν σε επιφυλακή μόνο το επάγγελμα προσωπικό.

Το κοινό δεν χρειάζεται να κάνει κάτι σε απόκριση προς τον ήχο αυτών των σειρήνων.

Σε περίπτωση έκτακτης ανάγκης, το προσωπικό της Αστυνομίας και των Υπηρεσιών Έκτακτων Αναγκών θα δώσουν οδηγίες στο κοινό, αν απαιτείται κάποια ενέργεια.

**SIRENE** - I membri della comunità devono essere consapevoli che le sirene dei terminal vengono suonate solo per allertare il personale in loco.

Le persone nella comunità non devono agire in risposta al suono di queste sirene.

In caso di emergenza, il personale della polizia e dei servizi di emergenza indirizzerà i membri della comunità se è necessaria un'azione.

**IS-SIRENI** - Il-membri tal-komunità għandhom ikunu jafu li s-sireni fit-terminals jindaqqu biex jalertjaw lill-haddiema tal-post biss.

In-nies fil-komunità m'għandhomx b'żonn jiehdu azzjoni bħala rispons għad-daqq ta' dawn is-sireni.

F'każ ta' emergenza, il-Pulizija u l-haddiema tas-Servizzi tal-Emergenza se jidderiegu lill-membri tal-komunità jekk tkun meħtieġa xi azzjoni.

**СИРЕНЫ** - Уведомляем население о том, что sireны в терминалах звучат только для находящегося на территории персонала.

Жителям района не нужно предпринимать никаких действий при звуках sireны.

В случае возникновения чрезвычайной ситуации полиция и сотрудники экстренных служб проинструктируют население о том, какие действия необходимо предпринять.

**СИРЕНИ** - Члени громади повинні знати, що sireни на території терміналів звучать лише для сповіщення обслуговуючого персоналу.

Людям, які проживають неподалік, не потрібно вживати ніяких заходів при звучанні sireн.

У разі надзвичайної ситуації, при потребі, співробітники поліції та екстрених служб проведуть тих, що проживають неподалік, куди потрібно.

**CÒI HỤ BẢO ĐỘNG** - Cư dân cộng đồng cần biết còi hụ báo động ở nhà ga chỉ hụ lên để báo động cho nhân viên làm việc tại nhà ga mà thôi.

Tất cả mọi người trong cộng đồng không cần có biện pháp đáp lại còi hụ báo động này.

Trong trường hợp khẩn cấp, Cảnh Sát và nhân viên Cấp Cứu sẽ hướng dẫn mọi người nếu có bất cứ biện pháp cần thiết nào.

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Mobil Altona Terminal has a 24-hour Community Information Line service (Free Call 1800 659 527) to which any queries or complaints can be directed. Mobil Yarraville Terminal can be contacted on (03) 9286 5099.

For any queries, concerns or complaint which you suspect may be a result of terminal operations, please call us immediately for prompt investigation and action.

**Mobil Altona Terminal  
Community Hotline  
1800 659 527**

**Mobil Yarraville Terminal  
(03) 9286 5099**

للحصول على ترجمة لأي من المعلومات الواردة في هذه النشرة يرجى الإتصال بمركز قدرات المهاجرين،

9391 3355 هاتف 78-82 Second Avenue, Altona North

Ako želite dobiti prijevod nekih informacija sadržanih u ovom biltenu, obratite se Centru za pomoć useljenicima (Migrant Resource Centre), 78-82 Second Street, Altona North. Telefon **9391 3355**.

Για μεταφράσεις οποιασδήποτε πληροφορίας που περιέχεται μέσα σε αυτό το δελτίο, παρακαλείστε επικοινωνήστε με το Κέντρο Πληροφοριών Μεταναστών (Migrant Resource Centre), 78-82 Second Avenue, Altona North. Τηλ. **9391 3355**

Per avere una spiegazione in italiano del contenuto di questo notiziario contattare il Migrant Resource Centre, 78-82 Second Avenue, Altona North telefonando al **9391 3355**.

За превод на било какви информации од овој билтен молиме јавете се во Информативниот центар за доселеници - Migrant Resource Centre, 78-82 Second Avenue, Altona North. Телефон **9391 3355**

Għat-traduzzjonijiet ta' kull tagħrif li jinsab f'dan il-bullettin jekk jogħgbok ikkuntattja l-Migrant Resource Centre, 78-82 Second Avenue, Altona North. Telefon **9391 3355**.

За преводу било којег обавештења садржаног у овом билтену молимо вас обратите се Саветодавном центру за досељенике (Migrant Resource Centre), 78-82 Second Avenue Altona North Телефон: **9391 3355**

Muốn được dịch ra tiếng Việt những chi tiết trong bản tin này, xin gọi Trung Tâm Tiễn Nghi Di Dân, 78 - 82 Second Avenue, Altona North. Số 9391 3355.