

RANDWICK CAMPUS REDEVELOPMENT

Sydney Children's Hospital Stage 1 and Minderoo Children's Comprehensive Cancer Centre

Complaints Register

As at 31 August 2023



Randwick Campus Redevelopment:

Sydney Children's Hospital Stage 1 and Minderoo Children's Comprehensive Cancer Centre

The Randwick Campus Redevelopment maintains a Community Infoline (1800 571 866) as well as a dedicated project email address (randwickcampusredevelopment@health.nsw.gov.au) where community members can find out about the project and lodge feedback or complaints.

As a condition of State Significant Development approval SSD-10831778, the Randwick Campus Redevelopment is required to keep a record of all complaints received relating to the Sydney Children's Hospital Stage 1 and Minderoo Children's Comprehensive Cancer Centre project.

The Project Complaints Register is updated monthly and made publicly available on the Randwick Campus Redevelopment website.

Getting in touch

- Call 1800 571 866
- Email randwickcampusredevelopment@health.nsw.gov.au
- Visit www.randwickcampusredevelopment.health.nsw.gov.au

Summary of most recent reporting period

Details of all complaints received on the project are outlined in the table below.

Complaints register

The below table summarises complaints received as at 31 August 2023.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Project response	Complaint status	Is this complaint an emergency
28/08/2023	28/08/2023	Project inbox	Complaint received from resident regarding construction workers parking in residential street causing amenity disruption near resident's property.	Project's principal contractor implemented additional mitigation strategies to reinforce parking restrictions. Resident advised of outcome.	Closed	No
21/08/2023 22/08/2023 23/08/2023	24/08/2023	Project inbox/ Community infoline	Complaint received from resident regarding continued construction workers parking in residential street, in particular, motorcycles, causing noise disruption.	Following a secondary investigation, the project's principal contractor actively implemented a range of initiatives aimed at managing construction worker parking, including regular audits. Resident advised of outcome.	Closed	No
11/08/2023	16/08/2023	Project inbox	Complaint received from resident regarding construction workers parking in residential street causing early morning amenity disruption near resident's property.	Following an investigation, construction workers were reminded of project worker parking options to reduce impact on nearby residential streets. Resident advised of outcome.	Closed	No
04/08/2023	11/08/2023	Project inbox	Complaint from nearby resident	Following investigation, project team implemented mitigation	Closed	No

			regarding site lighting impacting surrounding residential area.	measures to reduce lighting impacts on surrounding residential areas while also maintaining site safety. Resident advised of lighting redirections and confirmed reduced impact in response.		
19/07/2023	20/07/2023	Project inbox	Complaint from nearby resident regarding site activity continuing beyond normal construction hours.	An investigation into the reported activity confirmed works continued beyond normal construction hours due to mechanical issues impacting concrete pour completion activities. Resident advised of investigation outcome. John Holland provided letter drop as per SSDA Consent condition C5.	Closed	No
08/06/2023	16/06/2023	Project inbox	Complaint from nearby resident regarding construction vehicle using local road.	Complaint investigated and initially advised as unrelated to Randwick Campus Redevelopment construction activities. Further investigation utilising supporting photographic evidence of the construction vehicle established the witnessed activity was outside of the approved traffic management plan. SSDA non-compliance lodged with DPE and resident advised of outcome.	Closed	No
21/04/2023	21/04/2023	Community Infoline/ Project inbox	Traffic management complaint received from nearby resident regarding construction vehicles inappropriately using local road.	Complaint immediately investigated and SSDA breach lodged with DPE in response to activity outside of approved traffic management plan. Community member advised of outcome.	Closed	No
16/04/2023	17/04/2023	Community Infoline/ Project inbox	Complaint received from nearby resident regarding disruption caused by communicated works extending beyond notified work period.	An investigation into the reported activity confirmed that planned works had continued beyond the notified period due to unforeseen resourcing impacts on preparatory works earlier in the day. Resident advised of outcome.	Closed	No
12/04/2023	13/04/2023	Community Infoline/ Project inbox	Complaint received from nearby resident regarding difficulty contacting the project team via 1800 number.	Complaint assessed by the project team. In response, voicemail functionality was enabled for the Community Infoline to assist with the management and escalation of community enquiries. Community member advised of outcome.	Closed	No

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12/04/2023	13/04/2023	Community Infoline/ Project inbox	Complaint received from nearby resident regarding out-of-hours activities in the vicinity of the project site.	Complaint investigated and confirmed as local utility and service infrastructure upgrades unrelated to the project. Resident advised of outcome.	Closed	No
21/03/2023 and 28/03/2023	30/03/2023	Health Infrastructure webform	Traffic management complaints received from community member regarding construction vehicle movements on local roads.	Concerns raised with principal contractor with request to review opportunities to limit heavy vehicle movements and material deliveries during peak traffic periods to help maintain the amenity of local roads. Community member advised of request to builder and directed to project website for further information on traffic management strategies for the project.	Closed	No
06/03/2023	13/03/2023	Project inbox	Traffic management complaint received from community member regarding incident involving a construction vehicle blocking traffic flow.	Investigation was undertaken and principal contractor advised corrective measures implemented. Community member advised of outcome.	Closed	No
02/03/2023	06/02/2023	Project inbox	Complaint received from community member about a misleading construction notification regarding the completion of site piling activity.	Issue investigated to confirm that communicated completion of structural piling activity was correct. Investigation identified ongoing non-structural piling activity. Community member provided with information regarding continuing activity and anticipated date of completion.	Closed	No
17/02/2023	20/02/2023	Project inbox	Complaint received from stakeholder regarding waste disposal around site perimeter.	Corrective actions immediately undertaken, and stakeholder advised of outcomes.	Closed	No
09/02/2023	27/02/2023	Project inbox	Traffic management complaint received from community member regarding construction vehicle use of local road.	Complaint immediately investigated and corrective actions implemented. SSDA breach to be lodged with DPIE in response to activity outside of approved traffic management plan. Community member advised of outcome.	Closed	No
07/02/2023	13/02/2023	Project inbox	Complaint received from community member regarding dust management.	Investigation into alleged activity and existing site dust controls reviewed. Community member advised of outcome.	Closed	No
07/02/2023	10/02/2023	Project inbox	Noise complaint received from community member regarding works	A prompt investigation identified works in question were permissible during respite	Closed	No

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			during respite period.	period. Community member advised of outcome.		
07/02/2023	10/02/2023	Project inbox	Secondary traffic management complaint received from community member regarding site vehicles utilising unapproved access routes.	Initial response provided to community member while ongoing investigation takes place. Outcome of investigation to be shared with community member once concluded.	Closed	No
06/02/2023	10/02/2023	Project inbox	Complaint received from community member regarding site vehicles utilising local roads to access construction site.	Following prompt project team response and review of vehicles utilising local roads, investigation concluded, and complaint closed.	Closed	No
24/01/2023	24/01/2023	Direct message	Noise complaint received from community member.	Following a prompt project team review and investigation of noise impacts onsite, community member was advised of outcome and complaint closed.	Closed	No
18/01/2023	20/01/2023	Project Inbox	Noise complaint received from community member regarding works during respite period.	Investigation identified works in question were permissible during respite period. Community member advised of outcome.	Closed	No
17/01/2023	17/01/2023	Project Inbox	Noise complaint received from community member in relation to disruption caused by on site activities when working from home.	Noise impacts promptly assessed. Community member advised that works do not exceed the SSDA and that further noise mitigation measures were being undertaken to minimise impacts.	Closed	No
16/01/2023	16/01/2023	Project Inbox	Noise complaint received from community member regarding use of machinery throughout the day.	Investigation undertaken to assess noise impacts. Community member advised of outcome.	Closed	No
12/01/2023	13/01/2023	Project Inbox	Noise complaint received from community member.	Following prompt project team review, complaint responded to and closed.	Closed	No
11/01/2023	11/01/2023	Community Infoline	Noise complaint received from community member	Noise impacts investigated and found to not exceed permissible levels. Community member advised of ongoing noise monitoring and investigation into potential additional noise mitigation measures.	Closed	No
30/11/2022	5/12/2022	Project Inbox	Noise complaint received from community member	Following an investigation, corrective actions implemented with contractor to prevent reoccurrence of disruption.	Closed	No

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				Stakeholder advised of the outcome.		
29/11/2022	29/11/2022	Community Infoline	Respite period noise complaint received from community member	Complaint immediately investigated and community member advised of outcome. SSDA breach lodged with DPIE.	Closed	No
25/11/2022	29/11/2022	Community Infoline	Noise complaint received from community member	Community member advised of ongoing investigation and commitment to reduce noise.	Closed	No
16/11/2022	23/11/2022	Community Infoline	Noise complaint received from community member	Investigation undertaken to assess noise impacts. Community member advised of outcome.	Closed	No
08/11/2022	14/11/2022	Community Infoline	Noise complaint received from community member	Investigation undertaken to assess noise impacts onsite. Community member advised of outcome.	Closed	No
28/09/2022	30/09/2022	Community Infoline	Vibration complaint received from community member	Investigation undertaken to assess vibration impacts associated with onsite work. Community member advised of outcome.	Closed	No
27/07/2022	2/08/2022	Project Inbox	Complaint received from community member that construction notification for night works was not received.	Community member provided an explanation of the works and copy of the notification as distributed to the community.	Closed	No
27/06/2022	30/06/2022 and 08/07/2022	Community Infoline	Traffic complaint received from community member about trucks arriving early and not travelling on approved construction traffic route.	Investigation undertaken and corrective actions implemented with sub-contractor workforce to prevent reoccurrence. Stakeholder advised of the outcome.	Closed	No