

## RANDWICK CAMPUS REDEVELOPMENT

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

### **Complaints Register**

As at 29 February 2024



## 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](mailto: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](mailto:randwickcampusredevelopment@health.nsw.gov.au)
- Visit [www.randwickcampusredevelopment.health.nsw.gov.au](http://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 29 February 2024.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Project response	Complaint status	Is this complaint an emergency
28/02/2024	29/02/2024	Project inbox	Complaint received from local resident regarding alleged construction worker parking in a residential street accessible parking space.	Correspondence left on vehicle to request contact with project team. Driver of the vehicle was confirmed to not be a construction worker or related to the project site. Resident was advised of outcome.	Closed	No
26/02/2024	01/03/2024	Project inbox	Complaint and photographic evidence received from a local resident regarding construction vehicle parking on site access route.	The project team promptly addressed the issue by moving the vehicle on, followed by escalation of the incident to the relevant civil subcontractor to reinforce site traffic management plans and issue warnings. Resident advised of outcome. SSD non-compliance submitted to DPE in response to construction vehicle activity outside of approved Traffic Management Plan.	Closed	No
14/02/2024 20/02/2024	26/02/2024	Project inbox	Complaints and photographic evidence received from resident regarding construction workers parking in residential street.	The principal builder continued to implement measures to reduce the impact of contractors parking on nearby streets, in line with the Construction Worker Transportation Strategy and in coordination with the adjacent UNSW Health Translation Hub team.	Closed	No

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<b>23/01/2024</b>	<b>24/01/2024</b>	Project inbox and Community infoline	Complaints and photographic/video evidence received from resident pertaining to construction workers parking in residential street.	The principal builder continues to implement a range of strategies to minimise the impact of contractor parking on surrounding streets, in line with the Construction Worker Transportation Strategy and in partnership with the adjoining UNSW Health Translation Hub team. Resident advised of outcome.	Closed	No
<b>15/12/2023</b>	<b>18/12/2023</b>	Project inbox	Complaint and video evidence received from nearby resident showing a construction worker parking on street in front of resident's home, with request to prevent this activity.	A routine audit of parking activity was carried out the next working day to help identify any new contractors not adhering to contractor parking restrictions and redirect them. Site workers continue to be reminded at daily toolbox talks.	Closed	No
<b>14/12/2023</b>	<b>15/12/2023</b>	Project inbox	Complaint and photograph received from a nearby resident regarding alleged early morning activity on site, occurring prior to approved construction hours.	Following a prompt investigation, photographed site workers were confirmed to be carrying out early morning site inspection activities, permissible under the project's Conditions of Consent. The resident was advised of outcome.	Closed	No
<b>13/12/2023</b>	<b>15/12/2023</b>	Project inbox	Complaint received from a nearby resident regarding evening construction activities extending beyond the approved construction hours.	An investigation confirmed that previously communicated inaudible concrete finishing works were conducted after hours on this date, within the project's Conditions of Consent. Resident advised of outcome.	Closed	No
<b>12/12/2023</b>	<b>14/12/2023</b>	Project inbox and Community Infoline	Complaint and photographic/video evidence received from a nearby resident showing a vehicle driven by a construction worker utilising an accessible parking space on residential street.	A prompt and comprehensive investigation wasn't able to determine which Randwick Campus Redevelopment construction site, if any, the construction worker/s were related to, however, all project teams continue to remind their workforce of contractor parking obligations. Resident advised of outcome.	Closed	No
<b>11/12/2023</b>	<b>14/12/2023</b>	Project inbox and Community Infoline	Complaint received regarding opening time of construction site.	Resident was advised that although construction activities do not commence before 7am, the SCH1/MCCCC site opens early to accommodate worker access to site and to reduce potential impact of loitering.	Closed	No
<b>02/11/2023</b>	<b>09/11/2023</b>	Project inbox	Complaint received from nearby resident regarding a construction worker	The incident was promptly raised with the project builder in an effort to identify the worker. Existing strategies for	Closed	No

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			parking on residential street in front of their property.	communicating worker parking responsibilities were confirmed to be continuing, including daily toolbox talks, random street audits and sub-contractor communications. The resident was advised of the outcome.		
<b>21/09/2023</b>	<b>22/09/2023</b>	Project inbox and Community Infoline (call received out of hours)	Complaint received from resident in relation to site crane activities extending beyond approved construction hours.	Following a prompt investigation by the project team, it was confirmed a mechanical issue required activities to extend beyond approved weekday construction hours for a short period of time (no more than 10 minutes) to complete crane activities safely. Resident advised of outcome.	Closed	No
<b>05/09/2023</b> <b>07/09/2023</b> <b>15/09/2023</b> <b>19/09/2023</b> <b>20/09/2023</b>	<b>08/09/2023</b> <b>15/09/2023</b> <b>18/09/2023</b> <b>20/09/2023</b>	Project inbox and Community Infoline	Complaints and photographic/video evidence received from resident pertaining to construction workers parking in residential street causing noise disturbance and amenity disruption.	Complementing existing strategies to communicate worker responsibilities with regards to parking, the project team further investigated the recorded events raised by the resident and promptly implemented targeted mitigation measures to address the disruptive activity. Resident advised of outcomes.	Closed	No
<b>28/08/2023</b>	<b>28/08/2023</b>	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
<b>21/08/2023</b> <b>22/08/2023</b> <b>23/08/2023</b>	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
<b>11/08/2023</b>	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
<b>04/08/2023</b>	11/08/2023	Project inbox	Complaint from nearby resident regarding site	Following investigation, project team implemented mitigation measures to reduce lighting	Closed	No

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			lighting impacting surrounding residential area.	impacts on surrounding residential areas while also maintaining site safety. Resident advised of lighting redirections and confirmed reduced impact in response.		
<b>19/07/2023</b>	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
<b>08/06/2023</b>	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
<b>21/04/2023</b>	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
<b>16/04/2023</b>	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
<b>12/04/2023</b>	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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<b>12/04/2023</b>	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
<b>21/03/2023 and 28/03/2023</b>	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
<b>06/03/2023</b>	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
<b>02/03/2023</b>	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
<b>17/02/2023</b>	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
<b>09/02/2023</b>	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
<b>07/02/2023</b>	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
<b>07/02/2023</b>	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.		
<b>07/02/2023</b>	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
<b>06/02/2023</b>	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
<b>24/01/2023</b>	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
<b>18/01/2023</b>	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
<b>17/01/2023</b>	17/01/023	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
<b>16/01/2023</b>	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
<b>12/01/2023</b>	13/01/2023	Project Inbox	Noise complaint received from community member.	Following prompt project team review, complaint responded to and closed.	Closed	No
<b>11/01/2023</b>	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
<b>30/11/2022</b>	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.		
<b>29/11/2022</b>	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
<b>25/11/2022</b>	29/11/2022	Community Infoline	Noise complaint received from community member	Community member advised of ongoing investigation and commitment to reduce noise.	Closed	No
<b>16/11/2022</b>	23/11/2022	Community Infoline	Noise complaint received from community member	Investigation undertaken to assess noise impacts. Community member advised of outcome.	Closed	No
<b>08/11/2022</b>	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
<b>28/09/2022</b>	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
<b>27/07/2022</b>	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
<b>27/06/2022</b>	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