

# Schools at the Meadowbank Education and Employment Precinct Complaints Register - Last updated 16 April 2024

This is a register of complaints received by School Infrastructure NSW about the Schools at Meadowbank Education and Employment Precinct construction site. A complaints register is a requirement for all SSD projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
3 November 2020	3 November 2020	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
9 November 2020	9 November 2020	SMS	Work hours	Confirmed that weekend work is being carried out within approved extended work hours.	Closed	No
16 November 2020	16 November 2020	SMS	Noise	Confirmed that one diesel crane and two electric cranes are operating on site within noise limits. Advised current activity would be completed by the next afternoon.	Closed	No
17 November 2020	19 November 2020	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
20 November 2020	20 November 2020	SMS	Traffic management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
20 November 2020	20 November 2020	SMS	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
23 November 2020	24 November 2020	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
24 November 2020	24 November 2020	SMS	Work hours	Importance of working within approved construction hours reiterated to contractors.	Closed	No
27 November 2020	27 November 2020	SMS	Work hours	Confirmed that work was continuing beyond approved construction hours for safety reasons and would be completed shortly.	Closed	No
1 December 2020	1 December 2020	SMS	Traffic management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
2 December 2020	2 December 2020	Email	Property access	Investigations confirmed that the trucks blocking a business access were not associated with the Schools project.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
2 December 2020	2 December 2020	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
8 December 2020	8 December 2020	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
14 December 2020	14 December 2020	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
17 December 2020	17 December 2020	SMS	Work hours	Investigations confirmed that machinery was being used before 7am at a nearby industrial site and was not associated with the Schools project.	Closed	No
18 December 2020	18 December 2020	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
21 December 2020	21 December 2020	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
5 January 2021	6 January 2021	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
5 January 2021	13 January 2021	Email	Traffic Management	Confirmed that trucks parked incorrectly were associated with the Schools project. Importance of	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				following traffic management plans reiterated to contractors.		
7 January 2021	8 January 2021	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
13 January 2021	13 January 2021	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
13 January 2021	13 January 2021	Email	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
18 January 2021	18 January 2021	SMS	Parking	Confirmed that worker parking is available onsite for 100 workers, and that workers are regularly reminded to use onsite parking.	Closed	No
21 January 2021	22 January 2021	SMS	Noise	Independent testing has confirmed that cranes are operating on site within approved noise levels.	Closed	No
10 February 2021	10 February 2021	Email	Traffic management	Confirmed that a street sweeper was not following correct procedures. Importance of following traffic management plans and authorised routes reiterated to the contractor.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
10 February 2021	11 February 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No
10 February 2021	11 February 2021	SMS	Work hours	Confirmed that work was continued beyond approved construction hours for safety reasons.	Closed	No
10 February 2021	11 February 2021	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
18 February 2021	18 February 2021	SMS	Work hours	Confirmed that work was continued beyond approved construction hours for safety reasons.	Closed	No
22 February 2021	22 February 2021	Email	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No
22 February 2021	22 February 2021	Email	Noise	Independent testing has confirmed that cranes are operating on site within approved noise levels.	Closed	No
4 March 2021	4 March 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No
8 March 2021	19 March 2021	Email	Traffic management	Confirmed that site trucks use Victoria Road, not local roads, to enter and exit the local area.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
10 March 2021	10 March 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No
10 March 2021	10 March 2021	SMS	Work hours	Confirmed that work continued beyond approved construction hours for safety reasons.	Closed	No
12 March 2021	18 March 2021	SMS/ Phone	Noise	Advised that the project is operating within the Conditions of Consent.	Closed	No
15 March 2021	18 March 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No
22 March 2021	23 March 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No
30 March 2021	30 March 2021	Phone/ email	Work notification	Investigations confirmed that work had commenced without appropriate community notification. Work was suspended and resumed after appropriate notification.	Closed	No
7 April 2021	7 April 2021	SMS	Work hours	Confirmed that work continued beyond approved construction hours for safety reasons.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
13 April 2021	13 April 2021	Phone / email	Traffic management	Arrangements were put in place to reduce parking impacts during utility investigation works.	Closed	No
20 April 2021	22 April 2021	Phone	Noise	Crane noise operating within conditions of consent. Review of crane noise to be undertaken and response provided to the EPA.	Closed	No
21 April 2021	21 April 2021	SMS	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
24 April 2021	24 April 2021	SMS	Worker behaviour	Workers were reminded of appropriate behaviour during site tool box talks	Closed	No
27 April 2021	29 April 2021	Email	Traffic management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
4 May 2021	4 May 2021	SMS	Parking	Confirmed that worker parking is available onsite for 100 workers. Workers were reminded of appropriate behaviour during site tool box talks.	Closed	No
8 May 2021	10 May 2021	SMS	Noise monitoring	The project team investigated and confirmed that noise levels were within the project conditions of	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				consent. Noise monitoring is undertaken regularly in accordance with project conditions.		
10 May 2021	10 May 2021	SMS	Dust	The project team investigated and did not find evidence of high dust levels. The project is meeting its conditions of consent.	Closed	No
15 May 2021	17 May 2021	SMS	Parking	Worker parking is available onsite for 100 workers. Workers were reminded to use allocated site parking or utilise public transport.	Closed	No
18 May 2021	24 May 2021	Email	Work hours	The site was operational on a Sunday in accordance with the Environmental Planning and Assessment COVID - 19 Development construction work days order.	Closed	No
21 May 2021	21 May 2021	SMS	Work hours	Confirmed that work continued beyond approved construction hours for safety reasons.	Closed	No
22 May 2021	22 May 2021	SMS	Traffic management	Workers on site were advised of the car registration, the car owner was not identified. The resident was advised to call the Police or Council if required.	Closed	No



Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
24 May 2021	25 May 2021	SMS	Dust	The project team investigated and did not find evidence of high dust levels. The project is meeting its conditions of consent.	Closed	No
24 May 2021	24 May 21	SMS	Construction impacts	Ryde Council attended site to review rubbish on local streets and did not identify any issues of concern.	Closed	No
25 May 2021	25 May 21	SMS	Traffic management	Investigations confirmed that the truck was not associated with the project.	Closed	No
9 June 2021	6 June 2021	SMS	Work hours	Confirmed that work continued beyond approved construction hours for safety reasons.	Closed	No
12 June 2021	21 June 2021	SMS	Dust	Project team investigated, no works were undertaken on site over the weekend and there was no evidence of excessive dust around the site.	Closed	No
26 June 2021	5 July 2021	Email	Traffic management	Investigations confirmed that neither of the two trucks were associated with the project.	Closed	No
30 June 2021	30 June 2021	Email	Construction impacts/ Traffic management	Investigations confirmed that Police were redirecting traffic to Macpherson Street as a result	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				of an accident. No remediation works were undertaken during this time.		
17 August 2021	19 August 2021	Phone	Traffic management	Investigations confirmed that truck was not associated with the project.	Closed	No
18 August 2021	N/A	Phone	Covid-safe practices	NSW Police and SafeWork NSW conducted unscheduled inspections of the site on 17 August 2021. Both parties confirmed that the procedures and systems in place on site are compliant with standing Covid-19 Health Orders.	Closed	No
2 September 2021	8 September 2021	Email	Traffic management	Subcontractors reminded to follow approved traffic management plans during daily start up meetings and toolbox talks.	Closed	No
13 September 2021	13 September 2021	Email	Traffic management	Project team investigated and determined appropriate traffic management measures were in place during weekend works, in line with the Traffic Control Plan approved by Council.	Closed	No
20 September 2021	27 September 2021	Email	Parking	Worker parking is available onsite for 100 workers. Workers were reminded to use allocated site parking or utilise public transport.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
27 September 2021	27 September 2021	Email	Traffic management/ noise	Arrangements were made to ensure that traffic management signage is put in place after 7am.	Closed	No
29 September 2021	8 October 2021	Email	Work hours/ noise	Investigations confirmed that truck was not associated with the project.	Closed	No
8 November 2021	11 November 2021	Email	Parking	Worker parking is still available onsite for 100 workers. Workers were reminded to use allocated site parking or utilise public transport.	Closed	No
19 November 2021	24 November 2021	Email	Construction impacts/ Traffic management/ Parking	Worker parking is still available onsite for 100 workers. Workers were reminded to use allocated site parking or utilise public transport.	Closed	No
25 November 2021	20 December 2021	Email	Construction impacts/ Traffic management/ Parking	Investigations confirmed the works were part of the Public Domain Works. Arrangements have been made to ensure the traffic controller remains in place both on the footpath and on the road.	Closed	No
26 November 2021	20 December 2021	Email	Traffic management	Confirmed the rumble bars will not be adjusted. Additional line markings will be implemented to ensure safety.	Closed	No

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26 November 2021	20 December 2021	Email	Construction impacts	Investigations confirmed the vehicle was not associated with the project.	Closed	No
11 December 2021	14 December 2021	Email	Parking	Worker parking is available onsite for 100 workers. Workers were reminded to use allocated site parking or utilise public transport.	Closed	No
17 December 2021	20 December 2021	Email	Traffic management	Investigations confirmed that traffic control was in place during the construction works. The contractor has been directed to maintain traffic control during footpath works.	Closed	No
24 December 2021	13 January 2022	Email	Project planning	Location of the bus stop was raised with Council, who advised the bus stop location is in accordance with the approved design.	Closed	No
13 January 2022	21 January 2022	Phone	Project planning	Location of the shared path sign was raised with Council, who advised the sign location is in accordance with the approved design	Closed	No
14 January 2022	21 January 2022	Email	End-state parking	Removal of parking spaces is required for safety reasons related to the new wombat crossing and relocation of the bus stop. The works were	Closed	No

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				completed as per the design developed in consultation and endorsed by City of Ryde Council.		
18 January 2022	24 January 2022	Email	Parking, traffic management, community consultation, damage to property due to works	<p>The works were completed as per the design developed in consultation and endorsed by City of Ryde Council in accordance with Australian Standards for roads.</p> <p>Advised that community notifications were issued for the works to relocate the bus stop on 21/10/2021.</p> <p>Ongoing correspondence with the resident occurred and all questions and concerns have been satisfied. This matter is considered closed.</p>	Closed	No
21 January 2022	21 January 2022	Phone	Parking, signage	Changes to parking on the eastern side of Bowden Street were required to accommodate right hand turning for buses into Macpherson Street. Signage along Bowden Street was installed as per the Council approved Section 138.	Closed	No
28 January 2022	16 February	Email	Parking	On Bowden Street, new line marking for the right turn bay into Macpherson St was determined as no longer required as part of the design, and was replaced with changes to parking in this area. The slight variation to the design was developed collaboration and approved by City of Ryde	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				Council and Transport NSW, as required under the conditions of consent.		
04 February 2022	04 February 2022	Email	Noise	Advised noise impacts resulting from use of the schools would be an operational concern associated with the schools themselves.	Closed	No
12 February 2022	16 February 2022	Email	Travel and access	The Department has been working closely with the City of Ryde Council to plan safe access to the new schools. A key part of this work includes a transport and access plan and a public domain enhancement strategy.	Closed	No
15 February 2022	21 February 2022	Email	Road safety	Advised that issues raised were out of the project scope.	Closed	No
16 February 2022	7 March 2022	Email	Pedestrian safety	Advised that the public domain works have been carried out in accordance with the City of Ryde Council's endorsed design and have also been reviewed by an independent Road Safety Audit.	Closed	No
28 February 2022	28 February 2022	Call	Planned power outage	Advised the issues raised were outside of the project scope.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
28 February 2022	28 February 2022	Call	Compensation for planned power outage	Called and advised compensation for the power outage was not possible.	Closed	No
28 February 2022	28 February 2022	Call	Planned power outage	Advised that premises will not be impacted by the power outage.	Closed	No
9 March 2022	31 March 2022	Email	Contractor behaviour, type of turf used in Public Domain works.	Advised the resident the turf is the same on both sides of the footpath. The contractor will address the turn on the verge to improve the final quality.	Closed	No
25 March 2022	08 April 2022	Phone call	Contractor behaviour, noise concerns, street lighting impacts, signage, request for operational noise treatment and removal of trees.	<p>Advised the resident that the project and the public domain works have been built in accordance with designs approved by the relevant authorities. Given the names of the relevant agencies to contact.</p> <p>Confirmed the contractor noise in question began at 7:11am. The project team were unable to determine if the works were a result of the schools project or TAFE. The resident was advised that there is much construction occurring in the area which is outside the control of School Infrastructure NSW.</p>	Closed	No

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29 March 2022	08 April 2022	Email	Noise, construction impacts	<p>Confirmed the noise was generated from the SINSW contractor completing the See Street pedestrian crossing, notifications about the noise were issued. The work was completed out of hours to avoid the rain so the crossing would be operational for the community to use.</p> <p>The contractor has been advised of the noise complaints.</p> <p>Investigations were unable to conclude the origin of the idling truck.</p>	Closed	No
09 May 2022	09 May 2022	Email	Impacts of Hermitage Road Public Domain works on local businesses, traffic and parking.	Written and verbal notification was provided to impacted businesses. Project team met several businesses twice and advised of the pot holing plan, locations and methodology. Confirmed access to driveways will be maintained through traffic control, works will be limited during peak AM and PM times, all works will be undertaken in accordance with City of Ryde's requirements and Road Permit.	Closed	No
17 May 2022	24 May 2022	Email	Concerns around traffic and pedestrian	Written response outlining the Pedestrian Safety Management Plan and the use of traffic controllers within the precinct. Further information regarding	Closed	No



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			movement within the Precinct	the application for an additional traffic controller and the process with TfNSW as a result of the application was provided.		
06 June 2022	07 June 2022	Email	<p>Alleged negative interaction with construction worker regarding parking (TMEEP)</p> <p>Lack of parking in the precinct. (SMEEP)</p> <p>Travel and access to the School (SMEEP)</p>	The complaint included mention of a negative interaction with a construction worker. As a result the project team requested contact details to discuss complaint directly with local resident. The project team are waiting a response from the resident.	Closed	No
15 June 2022	15 June 2022	Email	<p>Glare from windows (TMEEP)</p> <p>Street Lighting Wombat Crossing</p>	<p>The glass installed is with the 18% reflectivity rate as required and part of the City of Ryde's Development Control Plan.</p> <p>Mitigation measures have been submitted to Ausgrid and City of Ryde Council for approval</p> <p>Directed to Marsden High School for comment.</p>	Closed	No

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			Alleged negative behaviour from local school children			
1st July 2022	5 July	Email	Request for removal of remaining concrete associated with bus stop now City of Ryde Council have decommissioned bus stop and removed signage.	As the bus stop is a council asset, the removal remaining concrete has been referred to the City of Ryde Council on behalf of the resident  Project has ongoing correspondence with the resident to close out remaining works associated with the bus stop.	Closed	No
9 August 2022	16 August	Email	Further requests for removal of remaining concrete associated with bus stop now City of Ryde Council have decommissioned bus stop and removed signage.	Notified resident SINSW's involvement in the installation of the bus stop for Ryde Council ceased when the works were finished and certified as compliant by Council. Further correspondence regarding this matter to be forwarded to Council.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
28 August 2022	31 August	Email	Lighting impacts on resident	SINSW is working with Council and Ausgrid to adjust the lighting in Macpherson Street to reduce the impacts on residents. Update to be provided to resident as to when these adjustments will be undertaken.	Closed	No
31 August 2022	1 September  9 September	Email	Lighting impacts on resident	SINSW is working with Council and Ausgrid to adjust the lighting in Macpherson Street to reduce the impacts on residents and update will be provided to the resident as to when these adjustments will be undertaken.  Confirmed that SINSW has previously installed lights on light poles 66862, 11319, 11320 and 66861 as part of the precinct works specified for the project. Designs are being reviewed against the relevant Australian Standards to determine possible adjustments that can be made to mitigate the impact.	Closed	No
26 September 2022	27 September  29 September	Email	Timing of upcoming works and parking impacts to businesses	The works will be staggered to minimise the impact on parking loss. As per the projects SSD conditions of consent, weekend works are only allowed to occur on Saturdays between 8am and 1pm. These works are required to be undertaken over consecutive days and therefore the approved	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				hours on Saturday do not allow sufficient time to carry out the site investigation works.		
13 November 2022	14 November 2022	Email	Removal of bus stop	SINSW confirmed that Council has approved the removal of the bus stop outside of 91 Bowden Street and that removal of the concrete slab will go ahead as per the works notification.	Closed	No
25 November 2022	1 December 2022	Email	Impacts of proposed street lighting	SINSW responded by phone on 1 December (SINSW received complaint from DPIE on 30/11/22) to confirm that feedback had been received and will be considered before any street light installation takes place at the intersection of See Street and Macpherson Street.	Closed	No
14 February 2023	21 February 2023	Email	Parking availability for OOSH workers	SINSW confirmed onsite parking spaces were provided as part of the new primary and secondary schools. The use of these parking spaces is at the discretion of the schools. SINSW is not responsible for allocation of parking spaces and recommended further discussions on this matter should be between OOSH and the school representatives.	Closed	No