

Schools at the Meadowbank Education and Employment Precinct Complaints Register

Last updated 18 January 2021

This is a register of complaints received by School Infrastructure NSW about the Meadowbank Education and Employment Precinct Schools project since the State Significant Development application was granted (SSD-9343). A complaints register is a requirement for all SSDA projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
June 2020				No complaints received during June 2020		
17 July 2020	23 July 2020	Email	Traffic management and safety	Trucks monitored for correct route and speed. Street sweeper route amended to minimise impacts to businesses.	Closed	No
17 July 2020	23 July 2020	Phone	Traffic management	Trucks monitored for correct route and speed. Additional traffic control placed on Victoria Road to ensure trucks use approved route.	Closed	No
23 July 2020	23 July 2020	Email and phone	Traffic management	Confirmed that trucks were monitored for correct route use.	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
23 July 2020	29 July 2020	Email	Traffic management	Trucks monitored to ensure that the site is accessed safely.	Closed	No
5 August 2020	5 August 2020	Email	Traffic management	Confirmed that trucks were monitored for correct route use. Street sweeper frequency and movements reviewed.	Closed	No
6 August 2020	6 August 2020	Email	Traffic management	Confirmed that trucks were monitored for correct route use.	Closed	No
12 August 2020	14 August 2020	Email	Safety	Importance of safe driving behaviour and compliance with all road rules reiterated to contractors.	Closed	No
19 August 2020	21 August 2020	Email	Traffic management and safety	Importance of safe driving behaviour and compliance with all road rules reiterated to contractors.	Closed	No
20 August 2020	21 August 2020	Email	Traffic management and safety	Importance of compliance with all road rules reiterated to contractors.	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
2 September 2020	2 September 2020	Email	Traffic management and safety	Importance of compliance with all road rules reiterated to contractors.	Closed	No
8 September 2020	15 September 2020	Email	Traffic management and safety	Importance of compliance with all road rules reiterated to contractors.	Closed	No
14 September 2020	15 September 2020	Email	Hours of construction	Importance of working within approved construction hours reiterated to contractors.	Closed	No
16 September 2020	16 September 2020	Email	Traffic management	Confirmed that trucks were monitored for correct route use.	Closed	No
23 September 2020	23 September 2020	Email	Traffic management	Confirmed that trucks were monitored for correct route use.	Closed	No
24 September 2020	24 September 2020	Email	Traffic management	Confirmed that trucks were monitored for correct route use.	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
28 September 2020	29 September 2020	Email	Hours of construction	Confirmed contractors are working within approved hours.	Closed	No
1 October 2020	1 October 2020	Email	Traffic management	Trucks monitored for correct route. Additional traffic controllers monitoring truck movements.	Closed	No
8 October 2020	8 October 2020	Email	Parking	Site parking arrangements and local parking restrictions detailed. Parking issues will be raised with Council as part of site management.	Closed	No
11 October 2020	11 October 2020	Email/phone	Service interruption	Power services re-connected and team liaised with internet provider. Power wires reconnected by the energy provider at a higher level above the road.	Closed	No
13 October 2020	14 October 2020	Email/phone	Parking	Parking arrangements around site reviewed. Tower crane installation required temporary parking change during delivery.	Closed	No
14 October 2020	23 October 2020	Email	Parking	Confirmed that worker parking is available on site for 100 cars.	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
21 October 2020	23 October 2020	Email	Construction hours	All contractors reminded of approved work hours.	Closed	No
30 October 2020	30 October 2020	Email	Traffic management	Trucks monitored for correct route. Additional traffic controllers monitoring truck movements. Offer extended to meet to discuss ongoing concerns.	Closed	No
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 hours of work.	Closed	No
16 November 2020	16 November 2020	SMS	Noise	Confirmed that cranes are operating on site within noise limits.	Closed	No
17 November 2020	19 November 2020	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
20 November 2020	20 November 2020	SMS	Traffic management	Investigations confirmed that trucks were not associated with the Schools project.	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	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	Construction hours	Importance of working within approved construction hours reiterated to contractors.	Closed	No
27 November 2020	27 November 2020	SMS	Construction 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	Traffic management	Investigations confirmed that the trucks blocking a business access were not associated with the Schools project.	Closed	No
2 December 2020	2 December 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
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 7:00am 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 following traffic management plans reiterated to contractors.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
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