

# Mosman High School upgrade - Complaints register

Last updated: 2 February 2024

This is a register of complaints received by School Infrastructure NSW about Mosman High School since the project's State Significant Development application was approved. 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? |
|-------------------|------------------------|---------------------|---|---|------------------|---------------------------------|
| January 2022      | No complaints received |                     |   |   |                  |                                 |
| February 2022     | Early March            | Email               | Enquiry about asbestos containing materials within the work zone. | Enquiry about asbestos containing materials within the work zone. This material was removed outside of school hours on Friday 4 February 2022. The work was completed in accordance with the Department of Education's Asbestos Management Plan and SafeWork NSW regulations. | Closed           | No                              |

**NSW Department of Education – School Infrastructure**

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|-------------|------------------------|--|--|--|--|--|
| March 2022  | No complaints received |  |  |  |  |  |
| April 2022  | No complaints received |  |  |  |  |  |
| May 2022    | No complaints received |  |  |  |  |  |
| June 2022   | No complaints received |  |  |  |  |  |
| July 2022   | No complaints received |  |  |  |  |  |
| August 2022 | No complaints received |  |  |  |  |  |

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|-----------------|------------------------|-------|----------------------------------|--|--------|----|
| September 2022  | No complaints received |       |                                  |  |        |    |
| October 2022    | No complaints received |       |                                  |  |        |    |
| November 2022   | No complaints received |       |                                  |  |        |    |
| December 2022   | No complaints received |       |                                  |  |        |    |
| 16 January 2023 | 7 February 2023        | Email | Design of the new main building. | The project's architects carefully considered the existing buildings at the school and prepared a design that is complementary to these buildings. | Closed | No |
| February 2023   | No complaints received |       |                                  |  |        |    |
| 6 March 2023    | 15 March 2023          | Email | Consultation with the community  | School Infrastructure NSW consulted with community in April 2021 prior to the project's State Significant Development application being lodged     | Closed | No |

|               |             |       |   |  |        |    |
|---------------|-------------|-------|---|--|--------|----|
|               |             |       |   | <p>with the Department of Planning and Environment (DPE).</p> <p>We also held a virtual community information session in November 2022 showing the approved plans by DPE, again inviting the community to comment on the approved works.</p> <p>The buildings now being built at the school align with these approved plans.</p>   |        |    |
| 27 April 2023 | 2 May 2023  | Email | Colour choice on new Building G's windows   | The colour scheme of this building's façade was selected by the architects of the project to align with the existing nearby heritage and floral themes located near the school. This colour scheme was submitted as part of the design strategy in the project's State Significant Development Application which was approved by the NSW Department of Environment and Planning.   | Closed | No |
| 19 May 2023   | 24 May 2023 | Email | Concerns over the aesthetic of the new building at the school, and loss of some playspace | <p>The project's architects carefully considered the existing buildings at the school and prepared a design that is complementary to these buildings.</p> <p>One of the features of the new building is much needed extra play space for students including a roof top tennis court and basketball court, and purpose built fitness facilities and large outdoor break spaces.</p> | Closed | No |

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|-------------------|--|--|--|---|--------|----|
| June 2023         | No complaints received                     |  |  |   |        |    |
| July 2023         | No complaints received                     |  |  |   |        |    |
| 15 August 2023    | Anonymous complaint - no response required | Received through DoE Professional and Ethical Standards team | Concerns about communications to school community over asbestos removal                | Works notifications for remediation work were published on 28 June 2023 and 14 August 2023, both are available on the project webpage: <a href="https://www.schoolinfrastructure.nsw.gov.au/projects/m/mosman-high-school-upgrade.html#about-project-tab">https://www.schoolinfrastructure.nsw.gov.au/projects/m/mosman-high-school-upgrade.html#about-project-tab</a> .  | Closed | No |
| 11 September 2023 | Anonymous complaint - no response required | Received through DoE Feedback and Complaints team            | Concerns regarding construction workers carrying out work in PPE too close to students | Safety measures will be in place to ensure there is no risk to students, staff or the local community. This includes A-class hoardings around the construction site and installing air monitors for the duration of the works. Onsite staff completing the removal works will also wear protective clothing such as face masks, coveralls, gloves and footwear.<br><br>All work will take place in accordance with SafeWork NSW regulations and the NSW Department of Education's Asbestos Management Plan, and any relevant site-specific management plans. All work | Closed | No |

|                 |                  |       |  |  |        |    |
|-----------------|------------------|-------|--|--|--------|----|
|                 |                  |       |  | will be completed by licensed and accredited asbestos contractors, and monitored by occupational hygienists in strict accordance with all applicable legislation, regulations, policies and guidelines.  |        |    |
| 30 October 2023 | 10 November 2023 | Email | Concerns over a tree that could possibly be impacted by a proposed pedestrian crossing | <p>SINSW will be delivering a new pedestrian crossing on Gladstone Avenue, under the scope of the state significant development (SSD) application that was approved by the Department of Planning. This crossing was a condition of the SSD conditions of consent. This pedestrian crossing will improve safety for Mosman High School students and the local community, including local road users, which is our highest priority.</p> <p>Mosman Council approved the location of the crossing, and an application to remove the tree that you mention in August 2023, in order to accommodate the new pedestrian crossing. As part of the tree removal application, an Arborist was required to inspect the tree, who came to the conclusion that the tree would not survive the new pedestrian crossing due to encroachment on the roots. It is not a tree of significance, and no biodiversity aspects were required to be considered in the assessment of the tree.</p> | Closed | No |

|                                     |   |       |  |  |      |    |
|-------------------------------------|---|-------|--|--|------|----|
|                                     |   |       |  | In light of your concerns, SINSW have met with Mosman Council and we are reviewing the designs of the pedestrian crossing and the tree.                                |      |    |
| November 2023                       | No complaints received                  |       |  |  |      |    |
| 11 December 2023 and 9 January 2024 | 14 December 2023 and 8, 18 January 2024 | Email | Concerns over a whistling noise coming from the roof of the new building | SINSW are organising an acoustic consultant to review the whistling noise that can be heard. Once this has taken place, we will be in a position to advise next steps. | Open | No |