

# Melonba High School & Melonba Public School Complaints Register

Last updated: April 2025

This is a register of complaints received by School Infrastructure NSW about Melonba High School and Melonba Public School - SSD-41372302. A complaints register is a requirement for all State Significant Development (SSD) projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
16 October 2023	16 and 18 October 2023	Phone call Email	Vibration	Phone calls made on 16 October 2023 and a meeting with affected residents on 18 October 2023 to understand and respond to their concerns promptly. Vibration monitoring in place and levels were below required thresholds. Additional monitoring installed close to complainant's properties.	Closed	No
16 October 2023, 5 9, 17 and 20 November 2023, 5, 22 and 29 December 2023, 9, 15 January 2024	16, 18, 26, 31 October and 1, 3, 11, 20 November and 1, 11, 22 and 29 December 2023, 9 and	Phone call Email Meeting	Vibration	Phone calls, emails and two meetings with the resident on from 16 October and 1 December to inform the stakeholder that investigations indicated that an impact damaged the window located at the second storey of the house facing away from the site and the damage was not caused by vibration from the site.	Closed	No

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	11 January, 2 February					
17 October 2023	17 and 27 October 2023	Phone call Email	Dust	Dust mitigation measures in place and additional water truck will be used when required. Excavation and movement of materials will be paused during high wind conditions.	Closed	No
30 October 2023	31 October 2023	Phone call	Vibration	Phone call and email sent to with the works notification distributed on 26 October 2023 to understand and respond to the stakeholder's concern promptly. Vibration monitoring in place and levels were below required thresholds. Monitors in place along the site perimeter.	Closed	No
2, 6, 10 and 13 November 2023	2, 6 November and 1 December 2023	Phone call	Vibration	The pre-construction report of the house has shown that the property damage pre-dated the construction.	Closed	No

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22 November 2023	28 November 2023	Email	Parking	Emailed resident that parking within the site will be available for contractors to utilise from early week commencing 4 December 2024.	Closed	No
13 November 2023	27 November 2023	Email	Dust	Dust mitigation measures in place and additional water truck will be used when required. Excavation and movement of materials will be paused during high wind conditions. Request for a meeting and visit the property has been sent.	Closed	No
8, 11 and 21 December 2023	8, 11 and 21 December 2023	Phone call	Parking	Contractors and staff at both the temporary high school and permanent high school are requested to park on Kaluta Avenue or on site if available instead of Galah Street.	Closed	No
8, 9, 10, 12, 15 and 30 January 2024	8, 9, 13, 18 and 30 January	Email Phone call	Parking	Contractors and staff at both the temporary high school and permanent high school are requested to park onsite, or on Kaluta Avenue instead of Galah Street and Swallowtail Street.	Closed	No
2 February 2024	22 February 2024	Email	Non-smoking zone	Contractor has created designated smoking areas inside its construction site, well away from street fronts. It has also directed its workforce not to smoke in areas other than these places,	Closed	No

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				and will place nonsmoking signs on its perimeter fences.		
21 February and 4 March 2024	4 March 2024	Email	Vibration - resident contested pre-construction report.	The pre-construction report of the house has shown that the property damage pre-dated the construction. A high-resolution photograph used in the pre-construction report was provided to the customer showing the damage.	Closed	No
April 2024	No complaints received					
May 2024	No complaints received.					
5 June 2024	18 June 25 June 2024	Email	Contractor parking	Members of the project team met with the stakeholder and informed her of actions taken including hiring of a traffic management team to patrol the area from 6am until 10am, toolbox talks within the team, and weekly toolbox talks with contractors. The stakeholder commented that she had noticed a difference in how contractors are parking at Rakali Parade the week the traffic management team started.	Closed	No

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27 June 2024	3 July 2024	Email	<p>Contactor behaviour and speeding</p> <p>Site tidiness</p>	<p>The health, safety, and wellbeing of the school and the local community are our highest priorities, and we have taken the following steps:</p> <ul style="list-style-type: none"> <li>- A traffic management team is now in operation to monitor contractor parking and general traffic behaviour. Speeding vehicles will be noted and action taken.</li> <li>- The notes you provided have been added to the toolbox talks for contractors.</li> <li>- A weekly walk around the site for a general tidy up will commence this week.</li> </ul>	Closed	No
30 July 2024	8 August 2024	Email to DPHI	<p>Contractor behaviour and parking</p> <p>Noisy works before 7am</p>	<p>A traffic management team is on site from 6am to ensure construction workers are parking appropriately and to monitor general traffic behaviour. The traffic management team have not noticed or have been advised of loud music in the early morning.</p> <p>We have also been unable to verify the allegations of tool use prior to 7am, however we believe that it is unlikely to have originated from the site given all workers are made aware of the</p>	Closed	No

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				site hours during induction in line with the conditions of consent and we have a daily site wide meeting that takes place at 7am with all site operatives.		
30 July 2024	8 August 2024	Email to DPHI	Noisy works at 8pm	Noise monitoring results for Friday 26th July 2024 were provided. A review of the monitoring during the 7:30pm to 8:30pm indicates that an exceedance has occurred. Review of the audio file indicates that a motorbike along Kaluta Avenue occurred around 8:07pm. The audio file for this event was also attached and the direction of the noise showed the event occurred outside the site boundary. Therefore, whilst the onsite noise monitoring indicates an exceedance this is not related to construction activity.	Closed	No
14 August 2024	14 and 15 August 2024	Email	Barricade placement on Kaluta Avenue	A civil contractor reviewed the Swallowtail Street and Kaluta Avenue intersection and the road safety barriers were relocated to improve site lines.	Closed	No
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14 August 2024	15 and 15 August 2024	Email	Barricade placement on Kaluta Avenue	A civil contractor reviewed the Swallowtail Street and Kaluta Avenue intersection and the road safety barriers were relocated to improve site lines.	Closed	No
19 August 2024	19 and 22 August 2024	Email to DPHI	Contractor behaviour	<p>The car parked on the stakeholder's driveway was removed within the hour of receiving the complaint.</p> <p>The project team, a Richard Crookes Constructions representative and the traffic management team leader met with the stakeholder on 22 August 2024. Traffic management will monitor contractor behaviour on Galah Street from 6am including the noise levels of music from contractor vehicles, and monitoring bins during bin day.</p>	Closed	N
6 September 2024	18 September 2024	Email	Contractor behaviour, parking and dust	<p>Blacktown City Council was advised that a traffic management team monitors contractor parking in the area to ensure contractors park legally to avoid blocked driveways and disruption to bin services.</p> <p>Toolbox talks are held daily to remind contractors to park legally, carpool wherever</p>	Closed	N



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				<p>possible and minimise noise including loud music, particularly during early morning hours.</p> <p>From November 2024, 150 car spaces onsite will be made available for contractors which will significantly reduce the need for parking in surrounding streets.</p> <p>Dust control measures have been implemented including use of water cards to wet work areas as needed.</p>		
5 September 2024	23 September 2024	Email to Deputy Premier	Contractor parking, behaviour and dust	<p>The project team met with the stakeholder on 23 September 2024 to discuss his concerns. The below mitigation was also discussed.</p> <p>A traffic management team monitors contractor parking in the area to ensure contractors park legally to avoid blocked driveways and disruption to bin services.</p> <p>Toolbox talks are held daily to remind contractors to park legally, carpool wherever possible and minimise noise including loud music, particularly during early morning hours.</p>	Closed	N

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14 October 2024	16 October 2024	Email	Road barrier placement	The road barriers were moved on 15 October 2024.	Closed	No
24 October 2024	25 October 2024	Email	Noisy works	Confirmed that the noisy works were conducted by Telstra in the area and are outside of the School Infrastructure's control. We have spoken with Telstra to request that they complete noisy works by 6pm, however, we are unable to enforce this.	Closed	No
1 November 2024	4 and 12 November 2024 and 12 December 2024		Contractor parking	<p>Confirmed that contractor vehicles will be parking in multilevel car park on site from Monday 18 November 2024.</p> <p>Advised, we have spoken with Blacktown City Council requesting assistance in policing the streets surrounding the school so that the traffic</p>	Closed	No

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				<p>management team can work in tandem with the Council's officers.</p> <p>Confirmed that the traffic management team continues to be present in the surrounding streets even though ability parking on Galah Street has been blocked for public domain works.</p> <p>Advised that we will have significantly less contractors on site which will alleviate the impact of contractor parking in the surrounding streets.</p>		
19 November 2024	22 and 25 November 2024 and 12 December 2024	Email and phone call	Contractor parking, and behaviour.	<p>No private or confidential information is shared to the contractor beyond what is required to address specific concerns.</p> <p>Any vehicles blocking driveway access will be and has been escalated to the contractor to resolve the issue.</p> <p>The staff car park is now operational, with traffic controllers monitoring the entrance and exit to ensure smooth operation.</p>	Closed	No

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23 December 2024 and 7, 14 and 17 January 2025	7, 10, 14 and 17 January 2025	Email	Vibration	<p>Requested further information, including location and whether the vibration issue persisted during Christmas/New Year period prior to visiting the stakeholder's residence.</p> <p>Confirmed that vibration was felt only when fast, heavy vehicles drove over the wombat crossing. Informed stakeholders that the lip of the crossing will be rectified, and Blacktown City Council is continuing asphalt work on the streets, which would assist in lessening or stopping the vibration.</p>	Closed	N
14, 16 and 17 January 2025	14, 16 and 17 January 2025	Email	Vibration	<p>Visited the stakeholder's residents and confirmed that vibration was felt only when fast, heavy vehicles drove over the wombat crossing. Informed stakeholders that the lip of the crossing will be rectified, and Blacktown City Council is continuing asphalt work on the streets, which would assist in lessening or stopping the vibration.</p>	Closed	N
15 January 2025	15 and 17 January 2025	Email and phone call	Traffic	<p>Stakeholders along Swallowtail Street were informed that SI has had extensive consultations with Transport for NSW and</p>	Closed	N

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				<p>Blacktown City Council regarding traffic management for the schools.</p> <p>-Transport for NSW will assess whether crossing guards are necessary once the school is operational.</p> <p>-Blacktown City Council did not deem it necessary for the stakeholders' side of the street to have timed parking. Residents can enquire about this directly with the Council.</p> <p>- Traffic managers will be on site for the first term of 2025.</p>		
14 February 2025	18 February 2025	Phone call	Bus no show	The parent was called and advised that the bus had a mechanical issue which the driver rectified at the time but ran 15 mins late for pickups.	Closed	N
28 February 2025	3 March 2025	HS parents directly to the high school admin office	Bus missed second loop on the PM run	A new driver had missed the second loop and the service will be monitored for the foreseeable future to mitigate future issues.	Closed	N

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4 March 2025	N/A	Parents to the public-school admin office	Overcrowded bus on Tuesday afternoons	Additional teachers were allocated to assist with the flow of students on Tuesday afternoons mitigating the risk of overflow and students missing the bus.	Closed	N
15 April 2025	17 April	Email	Cancellation of the bus charter service	A formal response was provided to the parent advising that students are recommended to use the Transport for NSW public buses.	Closed	N