

# Newcastle High School Redevelopment Complaints Register

Last updated: 2 December 2024

This is a register of complaints received by School Infrastructure NSW about the Newcastle High School redevelopment (formerly Newcastle Education Campus) - SSD-41814831. 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
15 March 2024	22 May 2024	Email	Lockers	Confirmed the provision of lockers is not within the scope of this project. Referred complaint to school leadership and advised complainant to contact the school directly.	Closed	No
1 May 2024	8 May 2024	Email to EPA	Perceived asbestos dust	EPA forwarded complaint to SafeWork. SafeWork attended site and was provided notification sent to neighbours 4 April 2024, dust control measures, asbestos management plan, air monitoring results, asbestos clearance certificates. SafeWork closed the matter. Same information was provided to EPA who subsequently closed the matter.	Closed	No
2 May 2024	21 May 2024	Email	Parking	Email to advise the school closed the staff car park temporarily for the safety and wellbeing of	Closed	No

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				students, and the provision of free street parking is at Council's discretion.		
22 May 2024	22 May 2024	Email to EPA	Uncovered trucks	EPA attended the site. Toolbox meeting held to ensure all trucks leaving the premises have appropriate dust mitigation measures in place. Signed form from toolbox talk provided to EPA. EPA closed the matter.	Closed	No
6 June 2024	21 June 2024	Email	Tradespeople reserving car parks on the street	Claim was investigated and found to be incorrect. Maintenance vehicles unrelated to construction of the major upgrade works. Vehicles were for carrying out unrelated maintenance work. Vehicles were parked legally in street. Email sent to advise.	Closed	No
14 June 2024	1 July 2024	Email	Construction workers using student toilets	Claim was investigated. No workers are using student facilities but maintenance workers unrelated to project have been carrying out sewer line works. Phone call to neighbour and email feedback sent to maintenance team.	Closed	No

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11 July 2024	11 July 2024	Email	Truck tracking dirt onto road and trucks not covered 100% of time	EPA received the complaint. Contractor provided photographic evidence of trucks leaving site covered, cobble shaker, truck wheels being cleaned, sweeping of street and gate log of activities. EPA attended the site and closed the matter.	Closed	No
26 August 2024	6 September 2024	Email	Construction equipment causing vibration and possible damage in house adjacent to school site	Claim was investigated and contractor confirmed use of a vibratory roller adhered to safe working distances outlined in the Construction Noise and Vibration Guidelines. An independent vibration monitoring specialist undertook further assessments and confirmed vibration limits were not exceeded. Resident was offered an opportunity to have a condition survey report conducted.	Closed	No
29 August 2024	6 September 2024	Email	Construction equipment causing vibration and possible damage in house adjacent to school site	Claim was investigated and contractor confirmed use of a vibratory roller adhered to safe working distances outlined in the Construction Noise and Vibration Guidelines. An independent vibration monitoring specialist undertook further assessments and confirmed vibration limits were not exceeded. Resident was offered an	Closed	No

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				opportunity to have a condition survey report conducted.		
29 August 2024	6 September 2024	Email	Construction equipment causing vibration and possible damage in house adjacent to school site	Claim was investigated and contractor confirmed use of a vibratory roller adhered to safe working distances outlined in the Construction Noise and Vibration Guidelines. An independent vibration monitoring specialist undertook further assessments and confirmed vibration limits were not exceeded. Resident was offered an opportunity to have a condition survey report conducted.	Closed	No
3 September 2024	6 September 2024	Email	Construction equipment causing vibration and possible damage in house adjacent to school site	Claim was investigated and contractor confirmed use of a vibratory roller adhered to safe working distances outlined in the Construction Noise and Vibration Guidelines. An independent vibration monitoring specialist undertook further assessments and confirmed vibration limits were not exceeded. Resident was offered an opportunity to have a condition survey report conducted.	Closed	No
6 September 2024	11 September 2024	Phone	Construction equipment causing vibration and possible	Claim was investigated and contractor confirmed use of a vibratory roller adhered to safe working distances outlined in the Construction Noise and	Closed	No

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			damage in house adjacent to school site	Vibration Guidelines. An independent vibration monitoring specialist undertook further assessments and confirmed vibration limits were not exceeded. Resident was offered an opportunity to have a condition survey report conducted.		
24 September 2024	3 October 2024	Phone	Dust and dirt from construction site spreading into house adjacent to school site	Claim was investigated and contractor confirmed that water carts are actively deployed to manage dust spread across the construction site. Stockpiles stored on site are also treated with stabilisation product to minimise spread. In periods of windy weather and strong gusts, it is possible that small amounts of dust may still be picked up and spread to nearby properties.	Closed	No
2 October 2024	31 October	Phone	Construction equipment causing vibration and possible damage in house adjacent to school site - regarding incident in September.	Claim was investigated and the resident was advised that no significant vibratory activities occurred in the week leading up to the complaint. The contractor has also confirmed that all use of vibratory machinery in the past and presently, continue to adhere to safe working distances outlined in the Construction Noise and Vibration Guidelines.	Closed	No

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20 November 2024	29 November 2024	Email	Concern of two trees within school fenced area deteriorating and risk of dropping branches.	Claim was investigated by an independent arborist and deemed the trees are dead. Plans are underway to remove the trees from the site, and the relevant authorities are being engaged in preparation.	Closed	No