

Newcastle High School Redevelopment Complaints Register

Last updated: 14 July 2025

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 2024 | 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 |
| 17 April 2025 | 17 April 2025 | Email | Complaint of contractor noise on site. | The contractor was issued a warning and reminded of code of conduct expected of all workers on site. | Closed | No |
| May 2025 | | | No complaints | | | |
| June 2025 | | | No complaints | | | |
| July 2025 | 14 July 2025 | Email | Contractor vehicle parked across neighbour's driveway | Site managers advised contractors that it was unacceptable to have vehicles parked in a way that would impact residents entering and exiting their driveways. Site managers advised contractors that Council will be called if the incident occurs again. | Closed | No |