

North Sydney Public School Complaints Register

Last updated 2 September 2022

This is a register of complaints received by School Infrastructure NSW about the North Sydney Public School upgrade 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
10 August 2022	10 and 11 August 2022	Email	Request for study	School Infrastructure NSW assessed student wellbeing during the upgrade works as part of the project's Final Business Case.	Closed	No
3 August 2022	4 August 2022	Email	Stockpiled asbestos in June 2022	School Infrastructure NSW has previously provided you with the details of how to obtain the site-specific asbestos management plan. We have also provided you clearance certificates verifying this material was safely removed from the works zone. During these removal works, all air monitoring reports returned results below the minimum detection limit (i.e. <0.01fibres/mL),	Closed	No
25 July 2022	4 August 2022	Email	Stockpiled asbestos in June 2022	The remaining known asbestos containing materials were removed from the work zone on 11 June 2022. SINSW invites you to attend a meeting with the project team and our independent occupational hygienist to learn more about our safe work policies and practices.	Closed	No
15, 18 and 22 July 2022	29 July 2022	Email	Request for air monitoring reports and	All air monitoring reports including those on Friday 10 June 2022 have returned results below the minimum detection limit (i.e. <0.01fibres/mL), in	Closed	No

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			details of prior readings	accordance with the National Occupational Health and Safety Commission Code of Practice for the Safe Removal of Asbestos.		
13 July 2022	15 July 2022	Email	Works notices were not issued	The work notice was issued via Schoolstream and is available on North Sydney Public School's project webpage at www.schoolinfrastructure.nsw.gov.au/projects/n/north-sydney-public-school-upgrade.html#category-works-notifications .	Closed	No
1 July 2022	5 July 2022	Email	Location of asbestos removal works in Block D	Upon further investigation of the asbestos containing material (ACM) removal works in Block D of North Sydney Public School, I can confirm some additional ACM removal works also took place in the canteen's northern cupboard lining and vinyl floor.	Closed	No
30 June 2022	30 June 2022	Email	Asbestos, noise, dust fumes from Building F works	Works in Building F are confined to the student amenities and the asbestos containing materials in the ceilings of these toilets are being removed during the holidays when students are not at school. When the refurbishment works take place during Term 3, mitigation measures for these works will be in place, and wherever possible, the works with odour impacts will take place out of school hours.	Closed	No
29 June 2022	1 and 5 July	Email	Asbestos removal works in Building D	All asbestos removal works in Building D took place in January 2022 out of school hours. A clearance certification was received for these works.	Closed	No

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17 June 2022	24 June 2022	Email	Works notifications	SINSW has a Community Consultation Strategy (CCS) to guide how we provide the school and local communities advance notice of potentially disruptive works. For example, periods of high noise, vibration and remediation of asbestos containing materials. The CCS provides indicative time frames for community notice periods.	Closed	No
10 and 17 June 2022	24 June 2022	Email	Asbestos management plan	SINSW has extracted the relevant information about asbestos removal works and associated safety measures from the project's Asbestos Management Plan and has provided this information to the school community in works notifications and in two FAQ documents on 6 and 16 June 2022. These documents are also available on the project's webpage.	Closed	No
8 and 16 June 2022	24 June 2022	Email	Play space, viability study	<p>The Final Business Case considered students' use of play space during the upgrade works and provided the following mitigation measure:</p> <p>To complete the upgrade works in two stages 'east' and 'west' to reduce the number of demountable classrooms required during the works and to offset a loss of play space during the works.</p>	Closed	No
8 June 2022	17 June 2022	Email	Asbestos removal work hours	SINSW is completing the removal of asbestos contaminated material out of school hours. The contaminated soil awaiting removal works is contained following the project's approved Safework NSW practices and the project's site-specific asbestos management plan. Please refer to the FAQ document from 16 June 2022.	Closed	No

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6 and 7 June 2022	17 June	Email	Asbestos safety practices	SINSW has prepared the attached FAQ document dated 6 June 2022 to answer your questions and concerns about the safe storage and removal of asbestos containing material in the soils in the work zone.		
1, 3, and 7 June	8 June and 1 July 2022	Email	Air monitoring reports	The requested air monitoring reports are attached. All monitoring has returned results below the detectable limit. Additional air monitoring reports for Saturday removal works (8 June 2022) are being distributed by Schoolstream.	Closed	No
1, 2, 7 and, 6 June 2022	1, 2, 8, 24, and 29 June 2022	Email	Asbestos and construction work mitigation measures	SINSW has conducted air monitoring on the perimeter of the works zone each day excavation works and asbestos removal works were carried out. All monitoring has returned results below the detectable limit. These results show the control measures in place for the management and removal of asbestos containing materials are effective.	Closed	No
1 and 2 June 2022	1, 6 and 9 June 2022	Email	Meeting with parents/carers	<p>SINSW will hold a virtual community engagement session on 6 June 2022 to provide parents and carers the opportunity to ask questions and learn more about the safety measures we have in place.</p> <p>SINSW will make available our project team and an asbestos specialist to answer your questions and concerns in a meeting at our contractor's site office.</p>	Closed	No

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30 May 2022	6 June 2022	Email	Asbestos contaminated material	Provided details of the remediation control measures implemented in accordance with SafeWork NSW regulations and site-specific asbestos management plans.	Closed	N/A
30 and 31 May 2022	30 and 31 May 2022	Email	Asbestos contaminated material	<p>Provided details of the remediation control measures implemented in accordance with SafeWork NSW regulations and site-specific asbestos management plans.</p> <p>SINSW also attended the school's P&C meeting held online 11 May 2022 to detail how we are mitigating the effects of the construction works on the school community.</p>	Closed	N/A
29 April 2022	29 April 2022	Phone call x 3	Noise x 3	SINSW apologises for the inconvenience caused by an on-site generator used during a power failure and has now limited the use of the generator to 7 am to 6 pm Monday to Friday and 8 am to 1 pm Saturdays. Electricity services will be restored within seven days and the generator will be moved off-site.	Closed	N/A
March 2022	No complaints were received during March 2022				N/A	N/A