

North Sydney Public School Complaints Register

Last updated 7 July 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
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 school holidays when students are not in attendance. 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 2022	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
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

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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 site-specific Asbestos Management Plan and has provided this information to the school community in works notifications and in two FAQ documents that were distributed 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
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.		

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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
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

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30 and 31 May 2022	30 and 31 May 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
29 April 2022	29 April 2022	Phone call	Noise	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