

# North Sydney Public School upgrade - Complaints register

Last updated: 9 April 2024

This is a register of complaints received by School Infrastructure NSW about the North Sydney High 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?
March 2022	No complaints received					
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
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	Closed	N/A

				<p>regulations and site-specific asbestos management plans.</p> <p>SINSW also attended the school's P&amp;C meeting held online 11 May 2022 to detail how we are mitigating the effects of the construction works on the school community.</p>		
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
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	N/A
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	Closed	No

				for the management and removal of asbestos containing materials are effective.		
1, 3, and 7 June 2022	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
6 and 7 June 2022	17 June 2022	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.	Closed	N/A
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
8 and 16 June 2022	24 June 2022	Email	Playspace, viability study	The Final Business Case considered students' use of play space during the upgrade works and provided the following mitigation measure:	Closed	No

				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.		
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
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
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

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
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
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 <a href="http://www.schoolinfrastructure.nsw.gov.au/projects/n/north-sydney-publicschool-upgrade.html#category-works-notifications">www.schoolinfrastructure.nsw.gov.au/projects/n/north-sydney-publicschool-upgrade.html#category-works-notifications</a> .	Closed	No
15, 18 and 22 July 2022	29 July 2022	Email	Request for air monitoring reports and details of prior readings	All air monitoring reports including those on Friday 10 June 2022 have returned results below the minimum detection limit (i.e.	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
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.	Closed	No
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
September 2022	No complaints received					
5 October 2022	6 October 2022	Phone call	Dust	School Infrastructure NSW met with the neighbour concerned about dust from the upgrade works. There are several likely sources of dust in the area. Control measures are in place for the management of dust at the school. As a gesture of goodwill, an offer was made	Closed	No

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				to clean the neighbour's external windows and balcony at the end of the project.		
November 2022	No complaints received					
December 2022	No complaints received					
January 2023	No complaints received					
8 February 2023	17 February 2023	Email	Noisy works	School Infrastructure NSW investigated the actions of our contractor and confirm that due to a concrete pour that day delivery trucks arrived onsite prior to the approved start time of 7 am. A non-compliance certificate was issued to the contractor. SINSW will continue to monitor the situation to assist to prevent similar occurrences.	Closed	No
8 February 2023	20 February 2023	Email	Sediment	School Infrastructure NSW has been working with the NSW EPA since October 2022 to control sediment from the work zone. Several controls are in place to limit the flow of sediment from the site.	Closed	No

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8 February 2023	17 February 2023	Email	Early works and noise	<p>School Infrastructure NSW (SINSW) has assessed our contractor's early access to the works zone and due to a concrete pour that day, the contractor did arrive earlier to the site than allowed under the project's State Significant Development consent conditions.</p> <p>Accordingly, the contractor was issued a non-compliance certificate.</p> <p>SINSW will continue to monitor the situation with the intent to prevent any further disturbances to the school's neighbours.</p>	Closed	No
22 March 2023	22, 23 and 25 March 2023	Phone	Noise	School Infrastructure NSW apologies for any inconvenience works to install replacement water pipes has caused nearby neighbours. These works were assessed, and the noise emitted falls within the approved range of the project's SSD consent conditions.	Closed	No
22 March 2023	22 March 2023	Email	Unsafe walkway	School Infrastructure NSW relayed your feedback to the project team and the shade cloth at the entrance of the walkway was taken down to improve safety.	Closed	No
April 2023	No complaints received					



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9 May 2023	24 May 2023	Email	Solar panel glare	The solar panels that have been installed as part of the North Sydney Public School upgrade project have been through the relevant planning approvals. At this stage there are no current plans to remove the solar panels at the school.	Closed	No
June 2023	No complaints received					
10 July 2023	14 July 2023	Email	Lights from construction site	At the moment whilst the buildings are being finished, the lighting is all on one circuit, and as the buildings are still part of an active construction site, it is a safety management procedure to have the lights on throughout the night.	Closed	No
4 and 18 August 2023	10 and 21 August 2023	Phone call x 2	Contractors smoking and general behaviour	SINSW has raised this with the contractor who continues to remind their staff about general behaviour and smoking at a distance from the school boundary.	Closed	No
9 August 2023	14 August 2023	Letter from Council to contractor	A warning letter about development not in accordance with state significant development conditions of consent due to audible out of hour works	A non-compliance was submitted to the Department of Planning and Environment.	Closed	No

<p>17, 21, 24, 26, 28 and 31 August 2023</p> <p>4 and 6 September 2023</p>	<p>21, 25 and 30 August 2023</p> <p>14 September 2023</p>	<p>Email</p>	<p>Lights and dust from construction site, loss of greenery</p>	<p>Following investigations, the contractor found a fault in the system which was causing all of the lights to be on overnight. The fault has now been fixed, and the lighting has been amended to alter both the timing (how long the lights stay on as a security measure if motion is detected) and lighting levels (brightness).</p> <p>Noise and dust control measures have been implemented to meet the project's planning approval requirements and to ensure school activities are not disrupted. Dust from construction works is being watered down as required.</p> <p>A small number of trees located on Bay Road were removed to accommodate the new buildings. Approval to remove these trees was obtained as part of the project's State Significant Development Application. Part of the application included a detailed landscape plan to plant more trees than are being removed.</p>	<p>Closed</p>	<p>No</p>
<p>21 August 2023</p>	<p>Response not required</p>	<p>Email to Principal from Council</p>	<p>Lights from construction site</p>	<p>Response not required</p>	<p>Closed</p>	<p>No</p>

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15, 17 and 20 September 2023	20 and 29 September  6 and 13 October 2023	Email	External lights from new building	The contractor has confirmed that the outdoor lighting system has now been fully commissioned, so the outdoor lights should dim to 10% of their maximum brightness overnight.	Closed	No
19 September 2023	27 September 2023	Email	Noise from construction site	The contractor has confirmed that the noise was from a soil blowing machine as part of the landscaping works taking place at North Sydney Public School. All works took place within our approved hours of construction and were within accordance within the state significant development consent conditions.	Closed	No
9, 10, 11, 12 and 18 October 2023  7 and 8 November 2023	10, 11, 16, 17, 23 and 31 October 2023  8, 14 and 15 November 2023	Email	Damage to property caused by construction vehicles	SINSW has looked at photos that we took of McHatton Street in late 2021 before construction started on the North Sydney Public School upgrade, and compared them to the image of the driveway that the community member sent through.  There are several construction and renovation projects taking place around McHatton Street and the local North Sydney area.  SINSW have considered the above factors in our assessment, and without evidence of a specific vehicle causing the damage, the Department is unable to instruct the contractor to fix the alleged damage to the community member's property.	Closed	No

18 October 2023	23 and 31 October 2023	Email	Lights being on inside new buildings	The new buildings were handed over to the school for their use from Friday 13 October 2023. A contractor attended the school on Tuesday 24 October 2023 to look into the schedules and operations of the light timers. An anomaly in the system was identified and this has now been fixed.	Closed	No
27 October 2023	31 October 2023	Email	Motor running at night	SINSW did not receive any further information from the community member in order to investigate this complaint.	Closed	No
November 2023	No complaints received					
December 2023	No complaints received					
22 January 2024	Response not required	Email to school from Council	Concerns over water seeping onto Bay Road footpath from retaining wall	The contractor will investigate accordingly.	Closed	No
23 and 24 January 2024	24 and 25 January 2024	Email	Complaint over noise from construction site, including grinding, leaf blowing and hammering.	The Northern Sydney Asset Management Unit have been undertaking work over the holidays. In addition, the contractor was undertaking repair work to the slab	Closed	No

				<p>edge of the accessible ramp which involved some grinding, but this work has now been finished.</p> <p>We are not aware of what the beeping noise could be.</p>		
14 February 2024	25 February 2024	Email	Complaint over loss of sunshade to play equipment and ground conditions near basketball courts.	<p>The designs for the school upgrade were developed in consultation with relevant stakeholders and were endorsed during the design phases. The new covered outdoor learning area (COLA) delivered as part of the upgrade is also much larger than previous sunshades, and provides a much greater shaded playspace for students to play under.</p> <p>The local Asset Management office will continue to work with the school to ensure that the area east of the basketball courts is safe for the school community to use.</p>	Closed	No
March 2024	No complaints received					