

# Meadowbank Education and Employment Precinct - TAFE NSW Complaints Register - Last updated 18 July 2023

This is a register of complaints received by School Infrastructure NSW about the Meadowbank Education Precinct TAFE site. A complaints register is a requirement for all SSDA projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
7 January 2021	8 January 2021	SMS/Phone	Traffic Management	Investigations confirmed that the truck was associated with the project and had not followed the traffic management plan. The subcontractor was excluded from site.	Closed	No
12 January 2021	13 January 2021	SMS	Traffic Management	Investigations confirmed that trucks associated with the project were using the incorrect route. The subcontractor was reminded of the correct route and advised to follow it at all times.	Closed	No
13 January 2021	13 January 2021	SMS	Traffic Management	Investigations confirmed that trucks associated with the project were using the incorrect route. The subcontractor was reminded of the correct route and advised to follow it at all times.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
13 January 2021	13 January 2021	Email	Traffic Management	Investigations confirmed that an oversized truck had stopped in the roadway for safety reasons related to overhead wiring. The issue was rectified and the truck continued to site. The service provider will be informed of the problem, and traffic management will be used to manage future issues as required.	Closed	No
18 January 2021	18 January 2021	SMS	Parking	Workers reminded to observe local parking restrictions at all time.	Closed	No
20 January 2021	20 January 2021	Phone/Email	Noise	Investigations confirmed that noise levels were within approved levels. Acoustic mats were installed on internal surfaces to mitigate noise.	Closed	No
21 January 2021	16 February 2021	SMS	Noise	Noise monitoring has confirmed that the works currently occurring on site are below the high noise impact thresholds.	Closed	No
21 January 2021	21 January 2021	SMS	Traffic management	The project team had identified two trucks using non-approved routes. Drivers were issued a warning and reminded of approved routes.	Closed	No
22 January 2021	22 January 2021	SMS	Traffic management	Confirmed that a driver used the incorrect route to approach site and will not return to site. The	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				contractor has been advised to remind all drivers of approved routes.		
3 February 2021	4 February 2021	SMS	Construction impacts	The site is operating within all Conditions of Consent and site monitoring is ongoing.	Closed	No
9 February 2021	10 February 2021	SMS	Dust	The project team will continue to use various methods to water down site. Dust monitoring is ongoing and dust levels are in accordance with the Conditions of Consent.	Closed	No
10 February 2021	10 February 2021	Site visit	Traffic management	Traffic management concerns addressed on site and will continue to be monitored.	Closed	No
10 February 2021	11 February 2021	SMS	Traffic management	Investigations confirmed that the trucks were not associated with the TAFE project.	Closed	No
11 February 2021	11 February 2021	Email	Parking	The project is meeting its Conditions of Consent.	Closed	No
12 February 2021	15 February 2021	SMS	Construction impacts	Confirmed that there will be one crane located on the TAFE site in accordance with the approved Conditions of Consent.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
15 February 2021	15 February 2021	SMS	Traffic management	Confirmed that a driver used the incorrect route to approach site and will not return to site. The contractor has been advised to remind all drivers of approved routes.	Closed	No
22 February 2021	24 February 2021	Email	Traffic management	Confirmed that the truck was making a delivery within approved hours. Traffic management and safety issues under investigation.	Closed	No
22 February 2021	22 February 2021	Email	Noise	Noise monitoring has confirmed that the works currently occurring on site, including crane operation, are within approved levels.	Closed	No
25 February 2021	1 March 2021	SMS	Noise	A new door was installed next to the site gate to reduce noise.	Closed	No
26 February 2021	1 March 2021	SMS	Noise	Investigations confirmed that the work was not associated with the TAFE project.	Closed	No
1 March 2021	3 March 2021	SMS	Traffic Management	Confirmed that a driver used the incorrect route to approach site. The contractor has been advised to remind all drivers of approved routes.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
2 March 2021	3 March 2021	SMS	Noise	Workers were reminded to minimise early noise when parking in local streets.	Closed	No
8 March 2021	19 March 2021	Email	Traffic management	Confirmed that the Traffic Management Plan requires trucks to use Victoria Road, not local roads, to enter and exit the local area.	Closed	No
10 March 2021	12 March 2021	SMS	Traffic management	Investigations confirmed that the trucks were not associated with the TAFE project.	Closed	No
11 March 2021	12 March 2021	SMS	Traffic management	Investigations confirmed that the trucks were not associated with the TAFE project.	Closed	No
12 March 2021	18 March 2021	SMS	Noise	Noise monitoring has confirmed that the works currently occurring on site, including crane operation, are within approved levels.	Closed	No
16 March 2021	18 March 2021	SMS	Dust	Confirmed that dust monitoring is ongoing and the site is operating with the approved Conditions of Consent.	Closed	No
22 March 2021	23 March 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the TAFE project.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
30 March 2021	7 March 2021	SMS	Out of hours work	Investigations confirmed that the work was not associated with the TAFE site.	Closed	No
7 April 2021	7 April 2021	SMS	Traffic management	Contractors have been reminded to use the correct route to approach site.	Closed	No
8 April 2021	8 April 2021	SMS	Traffic management	Confirmed that several drivers used the incorrect route to approach site. The subcontractors were required to demonstrate that the issue has been addressed with their drivers.	Closed	No
17 April 2021	17 April 2021	SMS	Out of hours work	Confirmed that workers can access the site prior to 7am under the project conditions of consent.	Closed	No
19 April 2021	EMAIL DATE	SMS / email	Out of hours work	Procedures put in place that require traffic management to start after 7am, with major deliveries to site to be schedule from 7:30am, noting deliveries will still occur within the permitted working hours.	Closed	No
19 April 2021	27 April 2021	Email	Traffic management	Investigations confirmed that the truck was associated with the project. Subcontractor reminded of traffic management requirements.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
20 April 2021	21 April 2021	SMS	Traffic management	Investigations confirmed that the truck was associated with the project. Subcontractor reminded of traffic management requirements.	Closed	No
21 April 2021	21 April 2021	SMS	Parking	The project is meeting its Conditions of Consent.	Closed	No
24 April 2021	26 April 2021	SMS	Worker behaviour	All workers reminded of appropriate behaviour in the local area.	Closed	No
26 April 2021	3 May 2021	SMS	Noise	The project is meeting its Conditions of Consent.	Closed	No
27 April 2021	29 April 2021	Email	Traffic management	Investigations confirmed that the truck was not associated with the project.	Closed	No
29 April 2021	29 April 2021	SMS	Traffic management	Additional actions will be developed and implemented to address ongoing traffic management issues.	Closed	No
1 May 2021	1 May 2021	SMS	Traffic management	Investigations confirmed that the fuel truck identified was not associated with the project.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
1 May 2021	1 May 2021	SMS	Out of hours work	Contractors were reminded of appropriate behaviour in the local area on arrival to site. Procedures put in place to ensure that work starts on site after 7am.	Closed	No
10 May 2021	10 May 21	SMS	Dust	Site investigations did not identify any dust issues. The project is operating within its Conditions of Consent.	Closed	No
15 May 2021	15 May 21	SMS	Parking	The project is meeting its Conditions of Consent.	Closed	No
18 May 2021	24 May 21	Email	Out of hours work	No work was carried out on a Sunday on the TAFE site. The complaint was referred to the Schools project.	Closed	No
21 May 2021	21 May 21	SMS	Noise	All workers reminded of appropriate behaviour in the local area on arrival to site.	Closed	No
24 May 2021	24 May 21	SMS	Dust	Site investigations did not identify any dust issues. The project is operating within its Conditions of Consent.	Closed	No
24 May 2021	24 May 21	SMS	Construction impacts	Ryde Council attended site to review rubbish on local streets and did not identify any issues of concern.	Closed	No



## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
24 May 2021	27 May 21	Email	Noise	Noise monitoring has confirmed that the works currently occurring on site are below the high noise impact thresholds.	Closed	No
25 May 2021	25 May 21	SMS	Traffic management	Investigations confirmed that the truck was not associated with the project.	Closed	No
26 May 21	26 May 21	Phone	Construction impacts	The project team investigated management of hazardous materials and confirmed the project is working in line with the Conditions of Consent with regards to site remediation.	Closed	No
28 May 21	29 May 21	Email	Dust	The project team investigated and confirmed adequate water suppression controls were in place during rock breaking works.	Closed	No
12 June 2021	21 June 2021	SMS	Dust	Project team investigated, no works were undertaken on site over the weekend and there was no evidence of excessive dust around the site.	Closed	No
26 June 2021	5 July 2021	Email	Traffic Management	Investigations confirmed that neither of the two trucks was not associated with the project.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
9 July 2021	9 July 2021	Site visit	Construction impacts / work hours	Police Officers visited site, reviewed the project conditions, and were satisfied that the project was operating within its Conditions of Consent.	Closed	No
12 July 2021	28 July 2021	Email	Noise	The crane was inspected, serviced and modifications were completed.	Closed	No
15 July 2021	26 July 2021	Email	Traffic management	All contractors have been reminded to use the primary route to access site.	Closed	No
2 August 2021	17 August 2021	Email	Noise	Noise monitoring has confirmed that the works currently occurring on site are below the high noise impact thresholds.	Closed	No
6 August 2021	17 August 2021	Email	Noise	Noise monitoring has confirmed that the works currently occurring on site are below the high noise impact thresholds.	Closed	No
13 August 2021	13 August 2021	Site visit	Covid-safe practices	NSW Police attended site in response to a complaint and were satisfied that the procedures and systems in place are compliant with standing Covid-19 Health Orders.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
17 August 2021	19 August 2021	Phone	Traffic management	Investigations confirmed that truck was not associated with the project.	Closed	No
20 September 2021	27 September 2021	Email	Noise	Work carried out on a Sunday was in accordance with Environmental Planning and Assessment (COVID-19 Development-Construction Work Days) Order (No 3) 2021.	Closed	No
27 September 2021	27 September 2021	Email	Traffic management/noise	Investigations confirmed that traffic management works/noise was not associated with the project.	Closed	No
29 September 2021	8 October 2021	Email	Traffic management/noise	Investigations confirmed that traffic management/noise was not associated with the project.	Closed	No
8 October 2021	13 October 2021	Email	Parking	All contractors have been reminded to observe local parking restrictions	Closed	No
25 October 2021	15 November 2021	Email	Traffic management/noise	Oversize truck deliveries are required to arrive at site prior to 7am for safety reasons, and to minimise impacts to the road network. Residents will now be notified in advance of oversize vehicle deliveries.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
8 January 2022	21 January 2022	Phone call	Noise management	To ensure worker safety and in accordance with safety protocols, beepers are required to be used on particular site equipment. High noise work will not be undertaken on public holidays or on Sundays.	Closed	No
20 January 2022	24 January 2022	Phone call	Construction hours	Confirmed works in question were carried out during approved construction hours as per SSDA conditions. Advised of approved SSDA construction hours.	Closed	No
25 March 2022	31 March 2022	Phone call	Construction noise impacts	Advised noise not associated with the TAFE project.	Closed	No
19 May 2022	25 May	Email	Dust suppression	The dust suppression methodology on site continues to be provided as it has been for the past 18 months. There is a ring main water supply around the perimeter of the site, with 20 separate lines provided. Water carts continue to be deployed and dust monitoring is being utilised by the contractor.	Closed	
			Droning noise	Works to expose high risk in-ground services (Ausgrid high voltage cabling) are currently being carried out along the northern boundary of the site (adjacent to the Ausgrid Substation). Due to the critical risk nature of these works, non-destructive digging (hydro excavation) has been implemented as the safest means of exposing these services. This		

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
			Jackhammering Noise out of respite hours	could potentially account for the recent droning noise.  After an investigation was carried out, it was confirmed that no noisy works have occurred outside of respite hours.		
26 May 2022	14 June	Email	Glare stemming from air-conditioning installation & Windows  Lighting left on at night	To mitigate glare, the air-conditioning ducts will be treated temporarily and the final installation includes screening of the ductwork which is yet to be installed.  The glass installed is with the 18% reflectivity rate as required and part of the City of Ryde's Development Control Plan.  The lighting conditions were reviewed and changes have been implemented to modify the overnight conditions particularly to the northern side of the building which faces the street.	Closed	No
06 June 2022	07 June 2022 20 June 2022	Email	Alleged negative interaction with construction	The complaint included mention of a negative interaction with a construction worker. As a result the project team requested contact details to discuss	Due to no response this	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
			worker regarding parking (TMEEP)	complaint directly with local resident. The project team are waiting a response from the resident.	is considered closed.	
			Lack of parking in the precinct. (SMEEP)	Follow up was sent to the resident to request contact details to request a phone conversation regarding the complaint. No response at 29/06		
			Travel and access to the School (SMEEP)			
16 June 2022	30 June	Email via TAFE Channel	Overnight noise from industrial fans. Seeking adjustment to operational hours.	The fans have been programmed to run during Construction operational hours in line with the desired outcome.  Noise levels will be tested in line with the consent requirements to ensure noise they do not exceed permitted levels.	Closed	No
5 July 2022	14 July	Email	Periodic use of lighting after hours is impacting resident	Response noted that lights to be turned off each evening prior to personnel leaving site. Noted that once the TAFE is operational that classes maybe held within the building until 10pm.	Closed	NO

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
6 July 2022	14 July	Email	Complaint regarding rubbish being left within the precinct. Complainant alleged this was as a result of TMEEP Contractors littering.	Subcontractors have been reminded of the importance of keeping the surrounding streets clean	Closed	NO
15 July 2022	25 July	Email	Periodic use of lighting after hours is impacting resident  Reflectivity of the glass and resulting glare.	Noted that work is being completed in line with the projects approvals and building lighting is being shut off manually on completion of daily work. Response clarified that lights to be turned off each evening prior to personnel leaving site and that once the TAFE is operational that classes maybe held within the building until 10pm  The façade glazing meets the City of Ryde's 'Development Control Plan' (DCP) which requires reflectivity less than 18%.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
27 July 2022	8 August	Email	Alleged out of hours works  Further Truck movements outside respite periods and via non preferred route	Out of hours works were undertaken on the TAFE site. Involved parties were identified and reminded of the importance of working within approved hours.  The subcontractor has been reminded of the importance remaining on approved truck routes	Closed	No
28 July 2022	8 August	Email	Alleged out of hours works  Further Truck movements outside respite periods and via non preferred route	Noted that works (Sand blowing) was not identified to have exceeded 75DBA at the noise receiver as per approvals. Although to mitigate further, additional acoustic screening is being implemented.  The subcontractor has been reminded of the importance remaining on approved truck routes	Closed	No
28 August 2022	31 August	Email	Lighting impacts on resident	Advised resident that the awning soffit lights are switched on for security reasons and are programmed to turn on at sunset and off at sunrise. Noted that classes at the TAFE extend into the	Closed	No



## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				evening and for this purpose lights may be on until approximately 9:00pm.		
31 August 2022	1 September	Email	Lighting impacts on resident	Clarified that the awning soffit lights are switched on for security reasons and are programmed to turn on at sunset and off at sunrise.	Closed	No
8 September 2022	9 September	Email	TAFE lighting impacts on resident	<p>TAFE's Facilities Management reviewed the lighting control system on Wednesday 7 September and made the following adjustments to the programme for the lights in the northern loading dock:</p> <p>5am – 7am: 50% illumination</p> <p>5pm – 8pm: 100% illumination</p> <p>8pm – 5am: lights will be turned off</p>	Closed	No
21 September 2022	23 September	Email	TAFE lighting impacts on resident	As School Infrastructure NSW and Hansen Yuncken have completed works associated with the SSDA and the TAFE is now operational, the facilities are being managed by TAFE NSW. TAFE NSW has instructed that the temporary lights, which had been installed whilst internal fit-out works were undertaken, be	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				turned off at night to minimise impacts on nearby residents.		
7 October 2022	14 October	Email	Noise impacts	As School Infrastructure NSW and Hansen Yuncken have completed works associated with the SSDA and the TAFE is now operational, the facilities are being managed by TAFE NSW. Any works currently undertaken on site are being completed by a separate contractor.	Closed	No
10 October 2022 14 October 2022	18 October	Email	Noise impacts	<p>Confirmed that the rooftop plant is within acceptable limits and in accordance with the SSDA, as tested and certified by the project's acoustic engineer.</p> <p>As School Infrastructure NSW and Hansen Yuncken have completed works associated with the SSDA and the TAFE is now operational, the facilities are being managed by TAFE NSW. Any works currently undertaken on site are being completed by a separate contractor.</p> <p>Investigations found that a faulty bearing in a fan located in the north eastern corner of the roof were causing the noise. Hansen Yuncken and their</p>	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				contractor replaced the faulty equipment which resolved the issue.		
30 November 2022	6 December	Email	TAFE lighting impacts on resident	<p>As School Infrastructure NSW and Hansen Yuncken have completed works associated with the SSDA and the TAFE is now operational, the facilities are being managed by TAFE NSW.</p> <p>TAFE NSW has committed to monitor lights and ensure they are turned off at night to minimise impacts on nearby residents.</p>	Closed	No
2 December 2022	6 December	Email	Noise impacts	Resident indicated that since the complaint the noise issue is no longer occurring.	Closed	No
14 December 2022	14 December	Email	TAFE lighting impacts on resident	<p>As School Infrastructure NSW and Hansen Yuncken have completed works associated with the SSDA and the TAFE is now operational, the facilities are being managed by TAFE NSW.</p> <p>TAFE NSW followed up with the resident to investigate the source of the light has committed to monitor lights and ensure they are turned off at night to minimise impacts on nearby residents.</p>	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				SINSW followed up with resident to ensure they are satisfied with the outcome.		
27 January 2023	27 January	Email	TAFE lighting impacts on resident	<p>As School Infrastructure NSW and Hansen Yuncken have completed works associated with the SSDA and the TAFE is now operational, the facilities are being managed by TAFE NSW.</p> <p>TAFE NSW investigated the reason the lights were left on outside of operation times and understand this may be due to a programming issue. SINSW followed up with resident to inform them about the outcome of the investigations and the likely cause of the issue.</p>	Closed	No
7 February 2023	7 February	Email	TAFE lighting impacts on resident	As School Infrastructure NSW and Hansen Yuncken have completed works associated with the SSDA and the TAFE is now operational, the facilities are being managed by TAFE NSW.	Closed	No
20 February 2023	27 February					
24 February 2023	27 February			TAFE NSW has agreed that all complaints relating to operational issues will be managed and responded to by TAFE NSW. In this instance, a response has been provided by email from TAFE NSW to the resident.		

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
16 February 2023	16 February 2023	Email	TAFE operational issues including collection of rubbish, lack of rubbish bins, littering from TAFE users, lack of response from TAFE	<p>As School Infrastructure NSW and Hansen Yuncken have completed works associated with the SSDA and the TAFE is now operational, the facilities are being managed by TAFE NSW.</p> <p>TAFE NSW has agreed that all complaints relating to operational issues will be managed and responded to by TAFE NSW. In this instance, a response has been provided by email from TAFE NSW to the resident.</p>	Closed	No
16 February 2023	16 February 2023	Email	Noise impacts from TAFE building	SINSW to continue to monitor noise coming from fan on roof of TAFE building.	Closed	No
15 June 2023	19 June 2023	Email	Impacts from street lights	SINSW advised the lighting amendments on Macpherson Street have involved the reduction in height of the poles, reducing wattage and placement of shields on the lights. These amendments have been carried out in accordance with the endorsed design from Ausgrid and City of Ryde Council. Significant consultation has been carried out with the two Authorities to ensure the lighting amendments have been designed in accordance with the relevant Standards.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				SINSW advised any further correspondence relating to the lighting should be addressed to City of Ryde as the asset owner.		