

RANDWICK CAMPUS REDEVELOPMENT

Sydney Children's Hospital Stage 1 and Minderoo Children's Comprehensive Cancer Centre

Complaints Register

As at 31 January 2025



Randwick Campus Redevelopment:

Sydney Children's Hospital Stage 1 and Minderoo Children's Comprehensive Cancer Centre

The Randwick Campus Redevelopment maintains a Community Infoline (1800 571 866) as well as a dedicated project email address (randwickcampusredevelopment@health.nsw.gov.au) where community members can find out about the project and lodge feedback or complaints.

As a condition of State Significant Development approval SSD-10831778, the Randwick Campus Redevelopment is required to keep a record of all complaints received relating to the Sydney Children's Hospital Stage 1 and Minderoo Children's Comprehensive Cancer Centre project.

The Project Complaints Register is updated monthly and made publicly available on the Randwick Campus Redevelopment website.

Getting in touch

- Call 1800 571 866
- Email randwickcampusredevelopment@health.nsw.gov.au
- Visit www.randwickcampusredevelopment.health.nsw.gov.au

Summary of most recent reporting period

Details of all complaints received on the project are outlined in the table below.

Complaints register

The below table summarises complaints received as at 31 January 2025.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Project response	Complaint status	Is this complaint an emergency
24/01/2025	06/02/2025	Project inbox	Complaint from a nearby resident regarding ongoing disruptive construction worker behaviour, including contractor vehicles arriving in the early hours of the morning causing noise disruptions, construction workers smoking and loitering near residential areas, and contractor vehicles occupying restricted parking spaces.	The complaint was shared with all Randwick Campus Redevelopment project teams, along with a request to remind all contractors and suppliers of their obligations regarding smoking, parking and designated travel routes to construction sites. Resident informed of outcome.	Closed	No
24/09/2024	27/09/2024	Project inbox	Complaint with supporting images depicting an alleged tradesperson using an eBike and leaving it in front of a nearby residential property.	The complaint was shared with the project teams, along with a request to remind contractors of their obligations regarding site access and parking to help prevent similar behaviour into the future. The activity was unable to be linked to the ongoing RCR projects. Resident informed of outcome.	Closed	No
19/09/2024	20/09/2024	Community Infoline	Complaint from a nearby resident	Following a thorough investigation, the activity could	Closed	No

			concerning construction vehicle activity on surrounding residential roads. Images supplied to assist with identification of supplier/contractor.	not be linked to the SCH1/MCCCC or other RCR projects and was deemed as potentially related to surrounding construction sites. All RCR project contractors were reminded of their obligations to enforce approved TMPs to help prevent similar activity connected to the project site. Resident informed of outcome.		
04/09/2024	05/09/2024	Project inbox	Complaint received from a nearby resident regarding a tradesperson arriving via motorcycle in the early hours of the morning and utilising hospital staff parking, causing noise disturbance.	The complaint was promptly shared with the project team and hospital security in an effort to identify the tradesperson involved. The investigation was unable to link the rider/worker with the SCH1/MCCCC project. All RCR project teams were reminded of construction worker parking obligations in an effort to prevent future disruptions. Resident advised of outcome.	Closed	No
26/08/2024	27/08/2024	Community Infoline	Complaint from nearby resident concerning construction workers transporting materials via residential footpath, causing disruption to the surrounding amenity.	The principal builder confirmed that workers were transporting a small skip bin from the SCH1/MCCCC site to a prototype room via the residential street. Mitigation measures will be implemented to prevent potential disruption into the future. Resident informed of outcome.	Closed	No
05/07/2024	10/07/2024	Project inbox	Complaint from nearby resident with photo evidence of construction worker vehicle parked in an accessible parking space on residential street.	Photo evidence was shared with the various construction project teams working on the Randwick Health Campus to help identify the worker. The contractor was unable to be linked to any of the current Randwick Campus Redevelopment projects, however, all teams committed to reminding construction workforce of Construction Worker Transport Strategy commitments. Resident informed of outcome.	Closed	No
21/06/2024 and 25/06/2024 and 27/06/2024	01/07/2024	Project inbox	Complaint with supporting video evidence depicting contractor parking activity on residential street, impacting amenity.	Videos/images shared with RCR project teams in an effort to identify workers/link them to projects. Increased audit activity scheduled to address higher prevalence of tradespeople accessing RCR project sites. Resident updated.	Closed	No
18/06/2024	20/06/2024	Project inbox	Evidence of contractor parking on residential street shared by local resident with request for	Project team attempted to identify workers to link them to RCR projects but was unsuccessful. Resident advised of upcoming audit activity scheduled for 21 June.	Closed	No

			information on upcoming audit activity to address the activity.			
17/06/2024	19/06/2024	Project inbox	Complaint and photographic evidence regarding contractors parking on residential street. Complainant raised concern about ongoing effectiveness of mitigation strategies adopted.	The principal builder confirmed the continued implementation of a range of strategies to minimise the impact of contractor parking on surrounding streets, in line with the Construction Worker Transportation Strategy and in partnership with the adjoining UNSW Health Translation Hub team. Resident advised of outcome.	Closed	No
16/05/2024 and 20/05/2024	16/05/2024 and 20/05/2024	Project inbox and community infoline	Complaint and photographic evidence received from a nearby resident indicating a vehicle driven by a construction worker was utilising an accessible parking space on a residential street.	Contractor use of the accessible parking space was promptly investigated on receipt of the complaints. The driver of the vehicle was confirmed to have a valid NSW Mobility Parking Scheme permit. All project teams continue to remind their workforce of contractor parking obligations. Resident advised of outcome.	Closed	No
09/05/2024	16/05/2024	Project inbox	A nearby resident sent complaint with video evidence regarding construction workers parking motorcycles and a vehicle with a loud reverse beeper on a residential street, causing early morning noise disruptions.	The principal builder continues to implement strategies to minimise contractor parking impacts on surrounding streets, in line with the Construction Worker Transportation Strategy. Resident advised of outcome.	Closed	No
26/03/2024	28/03/2024	Project inbox	Complaint and supporting photographic evidence received from a nearby resident regarding alleged construction workers parking in residential street, in particular, motorcycles, causing noise disruption in early hours of the morning.	Correspondence was placed on motorcycles to remind riders of construction worker parking restrictions and request contact with project team. An audit of parking activity was conducted by the Principal Contractor the following working day to help identify any riders linked to the project. The vehicles had not returned. Resident advised of outcome.	Closed	No
28/02/2024	29/02/2024	Project inbox	Complaint received from local resident regarding alleged construction worker parking in a residential street	Correspondence left on vehicle to request contact with project team. Driver of the vehicle was confirmed to not be a construction worker or related to	Closed	No

			accessible parking space.	the project site. Resident advised of outcome.		
26/02/2024	01/03/2024	Project inbox	Complaint and photographic evidence received from a local resident regarding construction vehicle parking on site access route.	The project team promptly addressed the issue by moving the vehicle on, followed by escalation of the incident to the relevant civil subcontractor to reinforce site traffic management plans and issue warnings. Resident advised of outcome. SSD non-compliance submitted to DPE in response to construction vehicle activity outside of approved Traffic Management Plan.	Closed	No
14/02/2024 20/02/2024	26/02/2024	Project inbox	Complaints and photographic evidence received from resident regarding construction workers parking in residential street.	The principal builder continued to implement measures to reduce the impact of contractors parking on nearby streets, in line with the Construction Worker Transportation Strategy and in coordination with the adjacent UNSW Health Translation Hub team.	Closed	No
23/01/2024 24/01/2024	24/01/2024	Project inbox and Community infoline	Complaints and photographic/video evidence received from resident pertaining to construction workers parking in residential street.	The principal builder continues to implement a range of strategies to minimise the impact of contractor parking on surrounding streets, in line with the Construction Worker Transportation Strategy and in partnership with the adjoining UNSW Health Translation Hub team. Resident advised of outcome.	Closed	No
15/12/2023	18/12/2023	Project inbox	Complaint and video evidence received from nearby resident showing a construction worker parking on street in front of resident's home, with request to prevent this activity.	A routine audit of parking activity was carried out the next working day to help identify any new contractors not adhering to contractor parking restrictions and redirect them. Site workers continue to be reminded at daily toolbox talks.	Closed	No
14/12/2023	15/12/2023	Project inbox	Complaint and photograph received from a nearby resident regarding alleged early morning activity on site, occurring prior to approved construction hours.	Following a prompt investigation, photographed site workers were confirmed to be carrying out early morning site inspection activities, permissible under the project's Conditions of Consent. The resident was advised of outcome.	Closed	No
13/12/2023	15/12/2023	Project inbox	Complaint received from a nearby resident regarding evening construction activities extending beyond the	An investigation confirmed that previously communicated inaudible concrete finishing works were conducted after hours on this date, within the project's Conditions of Consent. Resident advised of outcome.	Closed	No

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		approved construction hours.				
12/12/2023	14/12/2023	Project inbox and Community Infoline	Complaint and photographic/video evidence received from a nearby resident showing a vehicle driven by a construction worker utilising an accessible parking space on residential street.	A prompt and comprehensive investigation wasn't able to determine which Randwick Campus Redevelopment construction site, if any, the construction worker/s were related to, however, all project teams continue to remind their workforce of contractor parking obligations. Resident advised of outcome.	Closed	No
11/12/2023	14/12/2023	Project inbox and Community Infoline	Complaint received regarding opening time of construction site.	Resident was advised that although construction activities do not commence before 7am, the SCH1/MCCCC site opens early to accommodate worker access to site and to reduce potential impact of loitering.	Closed	No
02/11/2023	09/11/2023	Project inbox	Complaint received from nearby resident regarding a construction worker parking on residential street in front of their property.	The incident was promptly raised with the project builder in an effort to identify the worker. Existing strategies for communicating worker parking responsibilities were confirmed to be continuing, including daily toolbox talks, random street audits and sub-contractor communications. The resident was advised of the outcome.	Closed	No
21/09/2023	22/09/2023	Project inbox and Community Infoline (call received out of hours)	Complaint received from resident in relation to site crane activities extending beyond approved construction hours.	Following a prompt investigation by the project team, it was confirmed a mechanical issue required activities to extend beyond approved weekday construction hours for a short period of time (no more than 10 minutes) to complete crane activities safely. Resident advised of outcome.	Closed	No
05/09/2023 07/09/2023 15/09/2023 19/09/2023 20/09/2023	08/09/2023 15/09/2023 18/09/2023 20/09/2023	Project inbox and Community Infoline	Complaints and photographic/video evidence received from resident pertaining to construction workers parking in residential street causing noise disturbance and amenity disruption.	Complementing existing strategies to communicate worker responsibilities with regards to parking, the project team further investigated the recorded events raised by the resident and promptly implemented targeted mitigation measures to address the disruptive activity. Resident advised of outcomes.	Closed	No
28/08/2023	28/08/2023	Project inbox	Complaint received from resident regarding construction workers parking in residential street causing amenity	Project's principal contractor implemented additional mitigation strategies to reinforce parking restrictions. Resident advised of outcome.	Closed	No

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			disruption near resident's property.			
21/08/2023 22/08/2023 23/08/2023	24/08/2023	Project inbox/ Community infoline	Complaint received from resident regarding continued construction workers parking in residential street, in particular, motorcycles, causing noise disruption.	Following a secondary investigation, the project's principal contractor actively implemented a range of initiatives aimed at managing construction worker parking, including regular audits. Resident advised of outcome.	Closed	No
11/08/2023	16/08/2023	Project inbox	Complaint received from resident regarding construction workers parking in residential street causing early morning amenity disruption near resident's property.	Following an investigation, construction workers were reminded of project worker parking options to reduce impact on nearby residential streets. Resident advised of outcome.	Closed	No
04/08/2023	11/08/2023	Project inbox	Complaint from nearby resident regarding site lighting impacting surrounding residential area.	Following investigation, project team implemented mitigation measures to reduce lighting impacts on surrounding residential areas while also maintaining site safety. Resident advised of lighting redirections and confirmed reduced impact in response.	Closed	No
19/07/2023	20/07/2023	Project inbox	Complaint from nearby resident regarding site activity continuing beyond normal construction hours.	An investigation into the reported activity confirmed works continued beyond normal construction hours due to mechanical issues impacting concrete pour completion activities. Resident advised of investigation outcome. John Holland provided letter drop as per SSDA Consent condition C5.	Closed	No
08/06/2023	16/06/2023	Project inbox	Complaint from nearby resident regarding construction vehicle using local road.	Complaint investigated and initially advised as unrelated to Randwick Campus Redevelopment construction activities. Further investigation utilising supporting photographic evidence of the construction vehicle established the witnessed activity was outside of the approved traffic management plan. SSDA non-compliance lodged with DPE and resident advised of outcome.	Closed	No
21/04/2023	21/04/2023	Community Infoline/ Project inbox	Traffic management complaint received from nearby resident regarding	Complaint immediately investigated and SSDA breach lodged with DPE in response to activity outside of approved	Closed	No

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			construction vehicles inappropriately using local road.	traffic management plan. Community member advised of outcome.		
16/04/2023	17/04/2023	Community Infoline/ Project inbox	Complaint received from nearby resident regarding disruption caused by communicated works extending beyond notified work period.	An investigation into the reported activity confirmed that planned works had continued beyond the notified period due to unforeseen resourcing impacts on preparatory works earlier in the day. Resident advised of outcome.	Closed	No
12/04/2023	13/04/2023	Community Infoline/ Project inbox	Complaint received from nearby resident regarding difficulty contacting the project team via 1800 number.	Complaint assessed by the project team. In response, voicemail functionality was enabled for the Community Infoline to assist with the management and escalation of community enquiries. Community member advised of outcome.	Closed	No
12/04/2023	13/04/2023	Community Infoline/ Project inbox	Complaint received from nearby resident regarding out-of-hours activities in the vicinity of the project site.	Complaint investigated and confirmed as local utility and service infrastructure upgrades unrelated to the project. Resident advised of outcome.	Closed	No
21/03/2023 and 28/03/2023	30/03/2023	Health Infrastructure webform	Traffic management complaints received from community member regarding construction vehicle movements on local roads.	Concerns raised with principal contractor with request to review opportunities to limit heavy vehicle movements and material deliveries during peak traffic periods to help maintain the amenity of local roads. Community member advised of request to builder and directed to project website for further information on traffic management strategies for the project.	Closed	No
06/03/2023	13/03/2023	Project inbox	Traffic management complaint received from community member regarding incident involving a construction vehicle blocking traffic flow.	Investigation was undertaken and principal contractor advised corrective measures implemented. Community member advised of outcome.	Closed	No
02/03/2023	06/02/2023	Project inbox	Complaint received from community member about a misleading construction notification regarding the completion of site piling activity.	Issue investigated to confirm that communicated completion of structural piling activity was correct. Investigation identified ongoing non-structural piling activity. Community member provided with information regarding continuing activity and anticipated date of completion.	Closed	No

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17/02/2023	20/02/2023	Project inbox	Complaint received from stakeholder regarding waste disposal around site perimeter.	Corrective actions immediately undertaken, and stakeholder advised of outcomes.	Closed	No
09/02/2023	27/02/2023	Project inbox	Traffic management complaint received from community member regarding construction vehicle use of local road.	Complaint immediately investigated and corrective actions implemented. SSDA breach to be lodged with DPIE in response to activity outside of approved traffic management plan. Community member advised of outcome.	Closed	No
07/02/2023	13/02/2023	Project inbox	Complaint received from community member regarding dust management.	Investigation into alleged activity and existing site dust controls reviewed. Community member advised of outcome.	Closed	No
07/02/2023	10/02/2023	Project inbox	Noise complaint received from community member regarding works during respite period.	A prompt investigation identified works in question were permissible during respite period. Community member advised of outcome.	Closed	No
07/02/2023	10/02/2023	Project inbox	Secondary traffic management complaint received from community member regarding site vehicles utilising unapproved access routes.	Initial response provided to community member while ongoing investigation takes place. Outcome of investigation to be shared with community member once concluded.	Closed	No
06/02/2023	10/02/2023	Project inbox	Complaint received from community member regarding site vehicles utilising local roads to access construction site.	Following prompt project team response and review of vehicles utilising local roads, investigation concluded, and complaint closed.	Closed	No
24/01/2023	24/01/2023	Direct message	Noise complaint received from community member.	Following a prompt project team review and investigation of noise impacts onsite, community member was advised of outcome and complaint closed.	Closed	No
18/01/2023	20/01/2023	Project Inbox	Noise complaint received from community member regarding works during respite period.	Investigation identified works in question were permissible during respite period. Community member advised of outcome.	Closed	No
17/01/2023	17/01/2023	Project Inbox	Noise complaint received from community member in relation to disruption caused by on site activities	Noise impacts promptly assessed. Community member advised that works do not exceed the SSDA and that further noise mitigation	Closed	No

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			when working from home.	measures were being undertaken to minimise impacts.		
16/01/2023	16/01/2023	Project Inbox	Noise complaint received from community member regarding use of machinery throughout the day.	Investigation undertaken to assess noise impacts. Community member advised of outcome.	Closed	No
12/01/2023	13/01/2023	Project Inbox	Noise complaint received from community member.	Following prompt project team review, complaint responded to and closed.	Closed	No
11/01/2023	11/01/2023	Community Infoline	Noise complaint received from community member	Noise impacts investigated and found to not exceed permissible levels. Community member advised of ongoing noise monitoring and investigation into potential additional noise mitigation measures.	Closed	No
30/11/2022	5/12/2022	Project Inbox	Noise complaint received from community member	Following an investigation, corrective actions implemented with contractor to prevent reoccurrence of disruption. Stakeholder advised of the outcome.	Closed	No
29/11/2022	29/11/2022	Community Infoline	Respite period noise complaint received from community member	Complaint immediately investigated and community member advised of outcome. SSDA breach lodged with DPIE.	Closed	No
25/11/2022	29/11/2022	Community Infoline	Noise complaint received from community member	Community member advised of ongoing investigation and commitment to reduce noise.	Closed	No
16/11/2022	23/11/2022	Community Infoline	Noise complaint received from community member	Investigation undertaken to assess noise impacts. Community member advised of outcome.	Closed	No
08/11/2022	14/11/2022	Community Infoline	Noise complaint received from community member	Investigation undertaken to assess noise impacts onsite. Community member advised of outcome.	Closed	No
28/09/2022	30/09/2022	Community Infoline	Vibration complaint received from community member	Investigation undertaken to assess vibration impacts associated with onsite work. Community member advised of outcome.	Closed	No
27/07/2022	2/08/2022	Project Inbox	Complaint received from community member that construction notification for night works was not received.	Community member provided an explanation of the works and copy of the notification as distributed to the community.	Closed	No
27/06/2022	30/06/2022 and 08/07/2022	Community Infoline	Traffic complaint received from community member about trucks arriving early and not travelling on	Investigation undertaken and corrective actions implemented with sub-contractor workforce to prevent reoccurrence. Stakeholder advised of the outcome.	Closed	No

approved
construction traffic
route.
