

July 2020

Wyong Hospital Redevelopment Complaints Register

Date	Time	Who Received The Complaint	Complainants Contact details	Work Zone	Incident/Concern/Complaint	Date / Time of Response	Comments
01.06.20	05.30 a.m.	LHD	Unspecified	Adjacent Street to Site	Trucks, Items of Plant parked on adjacent roadways to site (Norwood, Clinton and Louisiana Roads).	01.06.20 at 12.19 p.m.	RCC confirmed no trucks, items of plant were parked in adjacent roads to site prior to Gate 1 construction gate 1 being opened at 6.30 a.m. as per planning approval. Gate 1 access from Louisiana Road is only for deliveries and no deliveries received prior to gate being opened.
13.05.20	8.30 p.m.	Client-side Project Manager	Unspecified	Site	Concern of out of hours work being undertaken.	13.05.20 at 8.30 p.m.	The planning minister issued an executive exception to the construction industry during the month of April and May allowing 24hour construction to be undertaken under Health Orders (COVID-19). RCC adjusted work methodologies to the works undertaken out of normal working hours work to mitigate any disruption.
28.03.20	9:30 a.m.	Senior Site Supervisor/Gatemen	Unspecified	Gate 1	Noise from the use of the truck wash down high-pressure washer at Gate 1 Louisiana Road.	28.03.20 at 10.53 a.m.	RCC provided confirmation that the use of high-pressure washer is to clean down tyres pre vehicles leaving site. RCC have responded by putting forward a noise logger at the gate & monitor

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							the situation. Quieter high-pressure washer organised.
05.02.20	1.12 p.m.	LHD	Unspecified	Hospital Campus	Incorrect delivery route and process	05.02.20 at 3.20 p.m.	RCC provided notification sent to contractors of delivery processes and issued a breach of protocol to supplier. Monitoring and advice provided to all site contractors. Supplier has since been removed from project
24.01.20	2.00 p.m.	Client-side Project Manager	Unspecified	Site	Concern raised of plant equipment onsite was being used prior to 7.00 a.m.	04.02.20	RCC have undertaken noise monitoring on site on 29.01.20. Results reviewed and response provided to resident by Client-Side Project Manager
05.11.19	8.00 a.m.	Senior Site Manager	Unspecified	Gate 1	Unable to get in contact and obtain further information from contact provided on 30.10.19. Senior Site Manager advised was in the process of speaking with residents close to planned development site and site access gates.	05.11.19 at 8.05 a.m.	RCC advised would review site entrance requirements. RCC have amended site entrance gates and altered management plans.
30.10.19	8.00 a.m.	Senior Site Manager	Unspecified		Concern of site establishment and access gates, upon receiving community notification of the development	30.10.19 at 8.00 a.m.	Provided contact details to HI project community liaison as requested further information.