

New Grafton Correctional Centre - Complaints Register

| Time of complaint | Date of complaint | Complaint Source | Stakeholders | Time/Date of Initial Reponse | Stakeholder comments | Project team response |
|-------------------|-------------------|------------------|----------------|---|---|--|
| 10.26pm | 03-Jul-17 | Email | (name removed) | 3.12pm 04/07/2017 | Stakeholder emailed concerns about workers on site interaction with the community police presence at the site traffic management and site procedures site signage requirements | <ul style="list-style-type: none"> The 14 workers in hi vis were taking part in a site induction as per WHS requirements, and were not undertaking any works on the site. The police were called in accordance with site procedure, after a request was denied for a community member's vehicle to be moved when it was obstructing access to the site. As part of the project induction, staff and subcontractors have been briefed on expectations and acceptable behaviours when interacting with community members. As a result of the incident described above, traffic control measures are being reviewed to ensure community and employee safety and these revised measures will be in place shortly. Signage for Development Consent Condition C6 was erected on Thursday 6 July. Perimeter fencing for site security is required to protect the sign, for public safety & the risk of vandalism (considerable vandalism has been witnessed on the existing buildings on site). In addition bulk excavation works (requiring the Signage for Development Consent Condition C6) do not commence until the week starting 10 July 2017 |
| | 04-Jul-17 | email | (name removed) | 9.12am 05/07/2017 | Stakeholder emailed concerns about traffic control alleged safety incident with community member | <p>In response to the questions raised in your email dated 4 July, our Safety Manager has investigated the incident and taken witness accounts from the Site Manager, Excavator Operator and the Site Foreman. We note that a statement was not taken from the person who allegedly had his foot run over by the excavator as he did not notify John Holland of the incident.</p> <p>Based on this investigation, the following outcomes have been implemented:</p> <ul style="list-style-type: none"> The Traffic Control Plan (TCP) has been reviewed and minor improvements have been proposed. The amended TCP provides clear isolation between parties (in the instance of community members and plant). Barriers will be procured to facilitate the amended TCPs isolation protocol. <p>The investigation concluded, from witness accounts, that the community member's alleged injury could not be verified, as:</p> <ul style="list-style-type: none"> The alleged injury was not notified to any person(s). The person did not seek assistance from the Police. The person did not seek assistance from site personnel. First aid was available – yet not requested. |
| 3.33pm | 14-Jul-17 | phone call | (name removed) | 14/7/2017 3.37 | Phone call was recived via INSW that an adjoining landowners property access had been restricted as a lock had been placed on the gate. | Site team had locked gate to stop cattle accessing site as there had been incidents where cattle were on site and at risk from heavy plant. |
| 2.47pm | 03-Aug-17 | phone call | (name removed) | 2.47pm 3 August 2017 | Resident called concerned about the noise levels of on-site plant. | Site team advised that no gates to adjoining properties can be locked. Noise monitoring was completed on the northern boundary fence line and found to be within licence requirements. |
| 10.00am | 08-Aug-17 | phone call | (name removed) | 10.41am - Tiffany called and advised that our employees had been advised that they were not to use Six Mile Lane. | <p>Hi x</p> <p>Thank you for your phone call yesterday advising of John Holland traffic use Six Mile Lane. As a result, the following actions have been taken:</p> <ul style="list-style-type: none"> All John Holland staff were briefed verbally and advised that using Old Six Mile Lane was in breach of the John Holland Traffic Management Plan. During the weekly subcontractor meeting held on 8/8/2017 all subcontractors were also advised that use of Old Six Mile Lane was not part of the designated route to/from the NGCC site. <p>Please do not hesitate to advise me if you see any further breaches. John Holland takes the safety of our staff and the community very seriously.</p> <p>Kind regards Tiffany</p> | Use of Old Six Mile lane to be reiterated during inductions. |
| 10.15am | 17-Oct-17 | phone call | (name removed) | 11.19am | Landowner complaint in relation to detention basins on western side of site discharging onto adjoining properties and proposed WWTP operation in response to a heavy rainfall event 15/16 October 2017. | Letter sent containing the following: Licensing requirements Controls in place for basin function Proposed additional controls for basins invitation to view controls in place Invitation for environmental plans content WWTP operation diagram |
| 2.32pm | 17-Oct-17 | phone call | (name removed) | 10.44am 18 October 2017 | Landowner complaint in relation to detention basins on western side of site discharging onto adjoining properties and proposed WWTP operation in response to a heavy rainfall event 15/16 October 2017. | Letter sent containing the following: Licensing requirements Controls in place for basin function Proposed additional controls for basins invitation to view controls in place Invitation for environmental plans content WWTP operation diagram |
| 3.33pm | 09-Nov-17 | phone call | (name removed) | 3.33pm 9 November 2017 | Local resident called to inform that there was a truck driving dangerously on Eight Mile Lane with the number plate xxxxx. | Delivery dockets searched, none with the number plate found. Suggestion was made that the truck may be from another project in the area. |