

**Clarence 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"> <li>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.</li> <li>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.</li> <li>As part of the project induction, staff and subcontractors have been briefed on expectations and acceptable behaviours when interacting with community members.</li> <li>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.</li> <li>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 &amp; 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</li> </ul>
	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"> <li>The Traffic Control Plan (TCP) has been reviewed and minor improvements have been proposed.</li> <li>The amended TCP provides clear isolation between parties (in the instance of community members and plant).</li> <li>Barriers will be procured to facilitate the amended TCPs isolation protocol.</li> </ul> <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"> <li>The alleged injury was not notified to any person(s).</li> <li>The person did not seek assistance from the Police.</li> <li>The person did not seek assistance from site personnel.</li> </ul> <p>First aid was available – not requested</p>
	05-Jul-17	email	(name removed)	9.12am 05/07/2018	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"> <li>The Traffic Control Plan (TCP) has been reviewed and minor improvements have been proposed.</li> <li>The amended TCP provides clear isolation between parties (in the instance of community members and plant).</li> <li>Barriers will be procured to facilitate the amended TCPs isolation protocol.</li> </ul> <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"> <li>The alleged injury was not notified to any person(s).</li> <li>The person did not seek assistance from the Police.</li> <li>The person did not seek assistance from site personnel.</li> </ul> <p>First aid was available – not requested</p>
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.	
10.00am	08-Aug-17	phone call	(name removed)	10.41am - Advice given to 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"> <li>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.</li> <li>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.</li> </ul> <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 xxx</p>	<p>Noise monitoring was completed on the northern boundary fence line and found to be within licence requirements.</p> <p>Use of Old Six Mile lane to be reiterated during inductions.</p>
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.	<p>Letter sent containing the following:</p> <ul style="list-style-type: none"> <li>Licensing requirements</li> <li>Controls in place for basin function</li> <li>Proposed additional controls for basins</li> <li>invitation to view controls in place</li> <li>Invitation for environmental plans content</li> <li>WWTP operation diagram</li> </ul>
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.	<p>Letter sent containing the following:</p> <ul style="list-style-type: none"> <li>Licensing requirements</li> <li>Controls in place for basin function</li> <li>Proposed additional controls for basins</li> <li>invitation to view controls in place</li> <li>Invitation for environmental plans content</li> <li>WWTP operation diagram</li> </ul>
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.	<p>Delivery dockets searched, none with the number plate found.</p> <p>Suggestion was made that the truck may be from another project in the area.</p>
2pm	05-Apr-18	phone call	(name removed)	2pm 5 April 2018	Local landowner called to complain about the amount of water being discharged from the and why he was not advised of the discharge occurring.	<p>Message was left for landowner however he did not receive. Landowner does not have a mobile phone. In future additional attempt to contact will be made. Additional information via a letter was supplied to landowner regarding flow rates from detention basin and operations information</p>
7.48am	23-Apr-18	Via email	(name removed)	01/06/2018	Landowner on northern boundary raised issue with the discharge of water from detention basins. The creek we discharge into crosses their property. They accepted that the water was clean (or at least hoped so as people downstream used the water for drinking purposes). They complained that they were given no notice that a significant amount of water was to be released and that the volume of water caused flooding in some areas of their property to the extent they could have become bogged or cut off if they had vehicles in the area at the time	<p>Formal letter issued to landowner from John Holland. Letter contained information from consulting engineers regarding detention basin operations during construction and operational phases of the project.</p> <p>Basin discharge protocol updated to include additional step of affected landowner notification prior to release of water.</p>
3.45pm	22-Jun-18	phone call	(name removed)	3.45pm	Local resident called to discuss construction noise levels at residence.	<p>Advised that John Holland would investigate the noise levels and get back to resident with the readings and additional information. Noise levels were found to be within limits.</p>
10.06am	22-Jun-18	text message	(name removed)	22/6/2018 10.06am	Local resident texted concerns regarding additional dust/dirt on floor of residence and possibility of the dust affecting solar panels and water tanks and health of residents.	<p>Dust monitoring records consulted and found to be within limits, additional water cart usage in the vicinity of the residence will be implemented during earthworks. Resident advised that bulk earthworks are nearing completion.</p>
12.18pm	24-Jul-18	email	(name removed)	25/07/2018	via EPA: Caller is reporting that the dam at the site has broken down again in the last 2 weeks and the water has run on the property of xxx who lives close to the site. Caller said the dam is not designed properly to hold water when it rains heavily. Caller also mentioned that there is sewage leak from the Grafton Correctional Centre and it flows onto the private properties of nearby residences and nearby wetland.	<p>Last discharged water from site was during and after the approximately 96 mm rain event of 5th to 10th June. During this rain event sediment basins 2 and 5 overflowed to the east and west respectively as licensed offsite flows (&gt;37mm 5 day rainfall event). All other basins did not reach overflow capacity.</p> <p>Sediment basins 1, 4 and 5 were all pumped to the WWTP overflow lagoon. This water is being used on site.</p> <p>Sediment basins 2 and 3 were treated with gypsum and clean water discharged to the eastern Coldstream catchment between 10th and 15th June. No sewage leaks have occurred on to neighbouring properties.</p>
1.52pm	23/08/2018	Email	(name removed)	30/8/2018 1.45pm	A concerned resident on Deep Creek Road. Traffic has increased ten fold since the construction of the gaol. With the Avenue and Deep creek road giving access to the workers mornings and afternoon. This is something we are trying to get used to on a very narrow and unmaintained road. My biggest concern is that I was confronted by a semi trailer laden with steel going south toward your project recently. Very dangerous situation to be in. He did not appear to be speeding, but the road is not built safely for that sort of traffic. What I'm asking is that the majority of delivery's especially the heavy trucks use eight mile lane for access.	<p>Thank you for your email. We are aware of the increased traffic on Deep Creek and Avenue Road, a result of the Pacific Highway upgrade and the Clarence Correctional Centre construction.</p> <p>Our approved and advised delivery route to and from the Clarence Correctional Centre site is via the Pacific Highway and Eight Mile Lane. These approved routes are at times overridden if drivers choose to follow their GPS systems when coming from north of the site. In response to your email, we have prompted the following measures:</p> <ul style="list-style-type: none"> <li>Re-issued our Driver Code of Conduct and Delivery Route to our subcontractors and suppliers</li> <li>Our staff and subcontractors will receive a "toolbox talk" regarding driving to conditions, keeping to speed limits on local roads, and being respectful of residents who reside on these roads</li> </ul> <p>With regard to the truck delivery, I am happy to follow up if you are able to provide any further information, such as a company name or licence plate number.</p> <p>If you wish to discuss or meet with me in person please contact me via any of the means below.</p> <p>I look forward to keeping you updated and informed as we progress with the project.</p>
4.17pm	26/10/2018	email	(name removed)	29/10/2018 9.57am	Can you please get on to the delivery traffic. We are experiencing more and more trucks coming and going via Deep Creek road. Just now a semi trailer narrowly missed a car on the bend. Where getting large pantec trucks, but late last friday it was a empty Semi trailer. It was set up to carry the large concrete panels for walls being constructed at the correctional facility. If you can keep the delivery trucks off our little road, it would be much appreciated.	<p>Thank you for your email. I'll certainly communicate to our team and subcontractors that Heavy Vehicles are not to use the local roads.</p> <p>We have issued instructions to both of our precast panel suppliers to only access the site via Eight Mile Lane and Avenue Road. They have indicated that they will supply the instructions to all drivers for their action. Please keep me updated and let me know if you see any heavy vehicles on the local roads.</p>