

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"> 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.
	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"> 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.
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.	Noise monitoring was completed on the northern boundary fenceline and found to be within licence requirements.
10.00am	08-Aug-17	phone call	(name removed)	10.41am - Advice given to our employees had been advised that they were	Advised that John Holland site vehicles were observed using Old Six Mile Lane.	<ul style="list-style-type: none"> Use of Old Six Mile lane to be reiterated during inductions. 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.
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"> 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.	<p>Letter sent containing the following:</p> <ul style="list-style-type: none"> 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.	<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.	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
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	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. Basin discharge protocol updated to include additional step of affected landowner notification prior to release of water.
3.45pm	22-Jun-18	phone call	(name removed)	3.45pm	Local resident called to discuss construction noise levels at residence.	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.
10.06am	22-Jun-18	text message	(name removed)	22/6/2018	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.	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.
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 (>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-Aug-18	Email	(name removed)	30/8/2018 1.45pm	Email from a resident regarding traffic. Following comments. Traffic has increased ten fold since the construction of the gao along the Avenue and Deep creek road in mornings and afternoon. Roads are very narrow and unmaintained. A semi trailer laden with steel going south toward the site was recently observed. Resident has requested that deliveries especially the heavy trucks use eight mile lane for access.	<p>Project team is 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"> Re-issued our Driver Code of Conduct and Delivery Route to our subcontractors and suppliers 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 <p>Team is happy to follow up if further information provided, such as a company name or licence plate number.</p>
4.17pm	26-Oct-18	email	(name removed)	29/10/2018 9.57am	Email from a resident regarding traffic. Following comments. Increased in trucks coming and going via Deep Creek road. A semi trailer observed narrowly missed a car on a bend. Also large pantec trucks observed last friday, for carrying precast panels.	<p>Communications to team and subcontractors that Heavy Vehicles are not to use the local roads.</p> <p>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.</p>

Clarence Correctional Centre Complaints Register

9.42am	02-Nov-18	email	(name removed)	3.24pm 2/11/2018	3 emails recieved with traffic complaints (heavy vehicles) Semi trailer laden with water pipes, green and white in colour. Another hi ab white truck with building materials on board Black water pipes xxx xxx qld plates truck and trailer, carrying looks like air con ducting.	With regard to the first email sent; the green and white truck with pipes. Driver advised he had used an unauthorised route. Subcontractor the driver was delivering to to inform all their delivery suppliers of the correct route. Truck with the number plate xxx xxx, was located the truck and emailed the subcontractor receiving the delivery that the truck had come via the local roads as well. The subcontractor responded to email and advised action taken was to advise suppliers of correct route. Area Managers to add an item to their weekly subcontractor meetings regarding transport and to keep reiterating to our subcontractors that they need to effectively communicate the authorised route to drivers Item added to tomorrow and Monday's prestart talks (site wide) advising subcontractors that their contracts specify they are to adhere to the project Traffic Management Plan, of which the delivery route is a part. Failure to do so could be considered a breach of contract.
12.04pm	14-Dec-18	email	(name removed)	1.05pm 14/12/2018	Email recieved with traffic complaints (heavy vehicles) Red semi trailer qld plates qld logistics Possum hole lane heading your way.	Truck was observed entering site. The driver was advised not to use that route again. Email sent to subcontractor who the delivery was for, and attached authorised delivery route so they can distribute to their suppliers and drivers. Site will be closed from 21 December until 7 January, so traffic numbers should be down considerably.
8.30pm	24-Dec-18	email	(name removed)	24/12/2018	via EPA: compliant received from landowner regarding discharge of detention basins. EPA completed an inspection of the discharge points in response to complaint. Formal response to be prepared by 14 January 2019.	Formal response supplied to EPA. 23/1/19. All discharges from site were as licensed flows. EPA completed inspection of sediment basins 16th January. Level control plates were removed from the basin pipework and cleaned to remove risk of leakage. Level controllers will also be monitored during next rainfall/discharge event.
4.17pm	08-Feb-19	phone call	(name removed)	08/02/2019	Driver had received chipped windscreen from agitator truck	Concrete subcontractor confirmed agitator truck details, and passed on owner's phone number for rectification. To be solved between agitator insurance company and complainant.
11.00am	12-Mar-19	Phone call	(name removed)	12/03/2019	Phone call from xxx on Deep Creek Road. Reported that there had been occurrences where vehicles travelling at speed failed to make turn in front of his property, ending up in going through cattle fence into his paddock, however could only confirm the latest occurrence with photographic evidence.	Thanked xxx for his call. Requested more details, such as licence plate numbers or distinguishing features on cars to enable John Holland to identify if the vehicles responsible were from our site. Only one instance could be verified as a subcontractor employee. Follow up phone call to subcontractor, requesting that the responsible party either return to fix the fencing, or pay for damages. Subcontractor has agreed. Driving on local roads to be toolboxed/mentioned in prestarts. Subcontractor employee will be charged or return to fix fencing
11.20am	29-Mar-19	In person	(name removed)	29/03/2019	xxx called into site office with fencing barrel roll joiner that had fallen off the back of a delivery truck and struck car.	Noted time, date and location of incident. Investigated with fencing contractor Email sent to fencing contractor advising of incident time and date, with accompanying photos, requesting that they follow up with Transport/Insurance providers for resolution
2.25pm	29-Mar-19	Email	(name removed)	29/03/2019	Email from xxx with details of truck using Deep Creek Road to access site	Subcontractor/delivery driver advised of correct route to access site.
12.10pm	10-Apr-19	Email	(name removed)	10/04/2019	Email from xxxx with details of truck using Deep Creek Road to access site	Subcontractor/delivery driver advised of correct route to access site.
2.10pm	26-Apr-19	Email	(name removed)	26/04/2019	Email from xxxx with details of truck using Deep Creek Road to access site	Vehicle log was referred to and no pick ups or deliveries by heavy vehicles. Unrelated to CCC site.
7.11am 7.48am	13-Apr-19	Email	(name removed)	13/04/2019	Two email from xxxx with details of trucks using Deep Creek Road to access site	Advised both contractors not to use this route and provided details of correct route.
5.05pm	03-May-19	Email	(name removed)	03/05/2019	Email from xxxx with details of truck using Deep Creek Road to access site	Vehicle log was referred to and no pick ups or deliveries by heavy vehicles. Unrelated to CCC site.
7.14am	09-Jun-19	Email	(name removed)	09/06/2019	Email from xxxx with details of truck using Deep Creek Road to access site	Vehicle log was referred to and no pick ups or deliveries by heavy vehicles. Unrelated to CCC site.
9.30pm	20-Jun-19	Email	(name removed)	21/6/2019 10.14am	Enquiry from resident on Four Mile Lane regarding use of local roads and requesting that Four Mile Lane be included in traffic management plan as a road unauthorised for use.	Thanks for your email. As discussed, I can confirm that Four Mile Lane is one of the roads that we are attempting to restrict traffic from using as a route to the site. Please do not hesitate to contact me should you need any more information or to report anyone you suspect is not following our traffic management plan.
10.37am	12-Jun-19	Email	(name removed)	12/06/2019	Email from xxxx with details of truck using Deep Creek Road to access site	Subcontractor/delivery driver advised of correct route to access site.
11.02am	12-Jun-19	Email	(name removed)	01/07/2019	Email from xxxx with details of truck using Deep Creek Road to access site	Vehicle log was referred to and no pick ups or deliveries by heavy vehicles. Unrelated to CCC site.
9.07am	29-Jun-19	Email	(name removed)	01/07/2019	Email from concerned Avenue Road resident regarding traffic mitigation strategy and requesting information about operational phase traffic management plan	Advised via email and phone conversation: As discussed, we have been attempting to mitigate traffic impacts using Prestart Meetings and Toolbox Talks with our workforce. We have now enforced our current mitigation strategy by issuing permits only to workers who reside in the local area commencing 24 June. It has taken a few weeks to plan and we have implemented it as soon as we were able, to ensure the safety of the public as well as our workforce. The project team is committed to administering our mitigation strategy and working through any issues as they arise. It is also worth noting that there are multiple infrastructure projects being delivered at the same time in the area. We are not able to enforce any strategies for traffic mitigation onto contractors outside of those employed on our site. With regard to the operational phase resourcing, Serco have committed to keeping the current traffic management plan when the Centre becomes operational. Serco will then review the traffic management plans and consult with the community before any changes are made. Serco will have approximately 200 staff for each eight hour shift, over a 24 hour period. As for visitor cars, we are unable to dictate to visitors how to access the site; however, with the highway upgrade due for completion in 2020, it would be logical (ie, the quickest and easiest route) for all visitors (except those living in the local area) to use the Eight Mile Lane on/off ramp. You can see the new alignment of the highway on the Woolgoolga to Ballina website: https://externalgis.pacificcomplete.com.au/collaborative/#14/-29.7880/153.0294 At Northern Pathways we do care about the safety of the local community. If you do see any unsafe behaviour and believe it is related to a worker from our site, please let us know.
11.09am	12-Jul-19	Email	(name removed)	16/07/2019	Email from xxxx with details of truck using Deep Creek Road to access site	Subcontractor/delivery driver advised of correct route to access site.
11.39am	23-Aug-19	Email	(name removed)	23/07/2019	Worker or road worker driving a grey Subaru (out back maybe) with QLD numbers plates XXXXX between 0610 and 0630 on deep creek avenue road, has been travelling too fast and not slowing down the pass, my xxx got a cracked windscreen on Wednesday morning from him too. all traffic seems to getting a bit speedy again.	Thank you for your email. I have located the driver and cautioned him to be extra careful when passing oncoming traffic, and to watch his speed as well. He indicated he thought his driving was satisfactory so I've asked him to be extra vigilant. I will also put a reminder in Monday's prestart to local traffic to slow down on the local roads. Please let me know if you see any other concerning behaviours.
7.08pm	31-Jul-19	email	(name removed)	1/08/2019	Email from community member regarding driver behaviour on local roads.	Thank you for your email. Safety of the public and our workforce are a priority for Northern Pathways. I will ensure that your concerns are addressed in tomorrow's daily prestart, which is issued to all workers on site. I will specifically mention stopping at the stop sign on our exit at Gate 1, and also remind drivers to stop at the corner of Eight Mile Lane and Avenue Road. Highway Patrol have been patrolling Avenue Road and Eight Mile Lane recently. Please don't hesitate to contact me should you have any further concerns.
8.12am	02-Aug-19	3 x emails	(name removed)	2/08/2019	Three emails from community member reporting trucks on local roads.	All incidents investigated and where the trucks entered site the drivers and companies responsible were emailed and reminded of correct routes to access site.