

## RANDWICK CAMPUS REDEVELOPMENT

University of New South Wales  
Health Translation Hub

### **Complaints Register**

As at 29 February 2024



The primary form of assistance that Hansen Yuncken will provide is through the incident handling process. during the project delivery phase, an incident defined as regarding construction impacts – such as – safety, dust, noise, traffic, congestion, loss of parking, contamination, loss of amenity, hours of work, property damage, property access, service disruption, conduct or behaviour of construction workers or other environmental impacts

As a condition of State Significant Development approval SSD-10822510, the Randwick Campus Redevelopment is required to keep a record of all incidents received relating to the UNSW Health Translation Hub project.

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

## Getting in touch

- Call 02 9770 7600
- Email [HTHenquiries@hansenyuncken.com.au](mailto:HTHenquiries@hansenyuncken.com.au)
- Visit [www.hansenyuncken.com.au](http://www.hansenyuncken.com.au)

## Summary of most recent reporting period

Details of all incidents received on the project are outlined in the table on the following page.

## Incident Register

The below table summarises incidents received as at 29 February 2024:

Date of Incident	Date of Response	Method of Notification	Nature of Incident	Project Response	Incident Status	Emergency Incident?	Project Package
19.08.23 02.09.23	21.08.23	Project Inbox	Worker Vehicles & Noise Disturbance:  Parking in residential street & noise disturbance during early morning hours. Worker two-way radio communications outside residential property.	Workforce addressed during morning prestart, to reduce volume and ensure communications away from residential properties.	Closed	No	Base Build
24.08.23	25.08.23	Project Inbox & Community Infoline	Post Hours Site Activity:  Rock breaking, hammering and similar works after 6pm on weekdays.	Workforce ceased working that day and were notified during Prestarts & Subcontractor Meeting.	Closed	No	Base Build
23.11.23	23.11.23	Community Infoline	Post Hours Site Activity & Noise Disturbance:  Concreting activity continuing after 6pm. Continuation of works attributed to earlier rain delays and the inability to stop/recommence tomorrow.	HI Communications Representative apologised for the disruption, justified the disruption, and confirmed the activities were permissible under Conditions of Consent due to potential safety/property risks.	Closed	No	Base Build
30.11.23	30.11.23	Community Infoline	Worker Vehicle:  Parking in residential street.	Worker was prohibited from returning to HTH site and issued with a 3 month suspension notice from all HY sites. Incident addressed with subcontractor and workforce notified during Prestarts & Subcontractor Meeting.	Closed	No	Base Build

6.12.23	6.12.23	Project Inbox	Concrete Truck: Parking in residential street.	Incident addressed with subcontractor and workforce reminded of TMP requirements / access routes during Prestart & Subcontractor Meeting.	Closed	No	Base Build
12.12.23	12.12.23	Project Inbox	Post Hours Site Activity & Noise Disturbance: Concreting activity continuing after 6pm.	HI Communications Representative apologised for the disruption and confirmed the activities were a result of mechanical issues experienced earlier in the day which delayed the concrete works - a decision was made to proceed to avoid structural inadequacies, significant abortive works, and unsafe activities.	Closed	No	Base Build
16.01.24	17.01.24	Project Inbox	Worker Vehicle: Parking in residential street.	Incident addressed with subcontractor supervisor and workforce reminded of TMP requirements during Prestart & Subcontractor Meeting.	Closed	No	Base Build
24.01.24	24.01.24	Project Inbox	Worker Vehicle: Parking in residential street and illegal parking in residential street.	Workforce reminded of TMP requirements during Prestart & Subcontractor Meeting. Daily security post proposal (with JHG) in progress.	Closed	No	Base Build
29.02.24	29.02.24	Project Inbox	Truck Activity: Subcontractor's truck located on Botany Street and High Street intersection.	Addressed the issue with the subcontractor's director and reminded them of the TMP requirements. The driver will receive a formal warning. HY's security guard to begin monitoring a more extensive area.	Closed	No	Base Build