

RANDWICK CAMPUS REDEVELOPMENT

University of New South Wales
Health Translation Hub

Complaints Register

As at 31 March 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 HTenquiries@hansenyuncken.com.au
- Visit 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 31 March 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

26.03.24	26.03.24	Project Inbox	<p>Traffic-Flow Maintenance:</p> <p>Traffic control not maintaining two-way traffic/contra flow.</p>	<p>HY will continue to address the incident with traffic and crane crew leaders and logistics team members daily, reminding them of the obligation to continually monitor traffic conditions to ensure we are minimising impact to traffic flow with particular focus on avoiding traffic holds ups in intersections.</p> <p>The individual involved will not be working on the HTH project moving forward.</p>	Closed	No	Base Build
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