

Complaints register

Updated 30 November 2020

The Tweed Valley Hospital Development maintains a Project Information Line 1800 992 634 and a dedicated project email address tweedvalleyhospital@health.nsw.gov.au where community members can find out about the project, lodge feedback or complaints.

As a condition of State Significant Development approval SSD 9575 the Tweed Valley Hospital Development is required to keep a record of all complaints received on the project. This Complaints Register is updated monthly and made publicly available on the project website.

For more information on our complaints resolution process, please refer to the project [Community Communication Strategy](#), available on the website.

Keep in touch with the Tweed Valley Hospital

Call: 1800 992 634

Email: tweedvalleyhospital@health.nsw.gov.au

Visit: www.tweedvalleyhospital.health.nsw.gov.au



Date of complaint	Date of response	Method of complaint	Nature of complaint	DA ref	Project response	Complaint status	Is this complaint an emergency
14/07/2020	14/07/2020	Project email	Concern regarding smell from the site	SSD 9575	<ul style="list-style-type: none"> An initial phone call was made to confirm that the complaint was being looked into. A representative from Lendlease then contacted the complainant directly to confirm the smell was the bitumen primer. The complainant was satisfied with the explanation, as his concerns were that the smell was a pesticide product. This complaint was closed out via phone. 	Closed	No
14/07/2020	14/07/2020	Lendlease email	Concern regarding smell from the site	SSD 9575	<ul style="list-style-type: none"> A representative from Lendlease then contacted the complainant directly to confirm the smell was the bitumen primer. The complainant was happy with the response and the phone call. This complaint was closed out via phone. 	Closed	No
14/01/2020	24/01/2020	Tweed Valley Hospital Project team email	Concern about dust over Kingscliff and in his home in relation to the Tweed Valley Hospital Development. Complainant stated that closing the windows is not an option due to the heat.	SSD 9575	<p><i>This complaint is related to complaint received 5/12/2019</i></p> <p>The complainant's concerns were formally responded to in writing on 24/01/2020</p> <ul style="list-style-type: none"> A follow-up phone call meeting was held between senior representatives from Lendlease and the complainant on 30 January 2020 An additional written response was provided to the complainant on 31 January 2020, closing out the matter 	Closed	No
05/12/19	13/12/19	Complaint made to the Tweed Valley Hospital Project team via 1800 number	Concern about dust over Kingscliff and in his home in relation to the Tweed Valley Hospital Development. Complainant stated that closing the windows is not an option due to the heat. Concern regarding contamination on-site also raised as part of subsequent meeting with Lendlease.	SSD 9575	<p>A senior representative from the Tweed Valley Hospital Project team met with the complainant on the date and time requested by the complainant.</p> <p>The Tweed Valley Hospital project team confirmed that the safety and well-being of our community is of paramount importance.</p> <p>Health Infrastructure imposes strict requirements for the management and monitoring of dust levels on its construction sites and the testing, containment and safe removal of any contaminated materials</p> <p>Lendlease, the principal contractor undertaking early construction works for Tweed Valley Hospital Project, is employing extensive measures and controls to protect the health and safety of the community, construction workers and the environment.</p> <p>For dust management, a range of control measures are used, including covering the loads of vehicles, using water carts and sprays to dampen work areas, hydro-mulching longer-term stockpiles and ceasing certain activities during high winds.</p> <p>Air quality monitoring takes place continuously, providing real time alerts, and a number of independent site inspections have also been undertaken by regulatory authorities, with no issues of concerns raised.</p> <p>The above is in line with the requirements of the Project's State Significant Development Consent and is documented in a comprehensive Construction Environmental Management Plan, which can be found online at: www.tweedvalleyhospital.health.nsw.gov.au/delivery/early-works/early-works-documents/construction-environment-management-plan</p>	Closed	<p>NB: a follow-up complaint and request was received from the complainant on 14/01/2020</p> <p>No</p>

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Date of complaint	Date of response	Method of complaint	Nature of complaint	DA ref	Project response	Complaint status	Is this complaint an emergency
05/12/19 and 06/12/19	05/12/19 and 06/12/19	Community member complaint made to Lendlease via 1800 number	Concern regarding dust in relation to the Tweed Valley Hospital Development and the impact of the dust to her husband's health.	SSD 9575	<p>Lendlease representative spoke with the complainant and offered a meeting in person to discuss further, as well as keeping in contact via dedicated project contact number. Lendlease advised that the safety and well-being of the community is of paramount importance. A thorough investigation into the real time dust management, monitoring and suppression measures was undertaken with no exceedances recorded.</p> <p>Lendlease, as principal contractor undertaking early construction works, is employing extensive measures and controls to protect the health and safety of the community, construction workers and the environment. For dust management, a range of control measures are used, including covering the loads of vehicles, using water carts and sprays to dampen work areas, hydro-mulching longer-term stockpiles and ceasing certain activities during high winds.</p> <p>Air quality monitoring takes place continuously, providing real time alerts, and a number of independent site inspections have also been undertaken by regulatory authorities, with no issues of concerns raised.</p> <p>The above is in line with the requirements of the Project's State Significant Development Consent and is documented in a comprehensive Construction Environmental Management Plan, which can be found online at: www.tweedvalleyhospital.health.nsw.gov.au/delivery/early-works/early-works-documents/construction-environment-management-plan</p>	Closed	No
04/12/19	09/12/19	Community member complaint made to local MP's electoral office	Concern about dust over Cudgen in relation to the Tweed Valley Hospital Development and the management measures in place	SSD 9575	<p>Representatives from the Tweed Valley Hospital project team spoke with and visited the complainant. The Project Team provided information around the measures being implemented to protect the health and safety of the community, construction workers and the environment. They emphasised its commitment to managing construction work on and around the new Tweed Valley Hospital site in accordance with requirements of the State Significant Development Consent for the Project.</p> <p>For dust management, a range of control measures are being implemented, including covering the loads of vehicles, using water carts and sprays to dampen work areas, hydro-mulching longer-term stockpiles and ceasing certain activities during high winds.</p> <p>Air quality monitoring takes place continuously, providing real time alerts, and a number of independent site inspections have also been undertaken by regulatory authorities, with no concerns raised.</p>	Closed	No
12/11/19	02/12/19	Complaint made via SafeWork NSW	Alleged there may be inadequate workplace controls at the Tweed Valley Hospital Development site to prevent generation of excessive airborne dust.	SSD 9575	<p>Assessment of all activity on-site confirmed that all work at the Tweed Valley Hospital Development site is undertaken in accordance with the Conditions of the Stage 1 State Significant Development (SSD) approval. All work complies with Construction Air Quality Management and Dust Management policies and conditions set by the NSW Environment Protection Agency and Department of Planning, Industry and Environment. A number of measures have been implemented to manage dust on the site, Continuous air quality monitors have been installed on the site to monitor dust levels. In addition, the Department of Planning, Industry and Environment has undertaken site inspections in July, September and November 2019 to inspect monitoring records and controls in place to manage dust, with no concerns raised..</p>	Closed	No

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05/11/19	20/11/19	Complaint made to local MP's electoral office	Concern about dust over Kingscliff from the Tweed Valley Hospital Development and the management measures in place	SSD 9575	The Tweed Valley Hospital project team is committed to managing construction work on and around the new Tweed Valley Hospital site in accordance with requirements of the State Significant Development Consent for this Project, to protect the health and safety of the community, construction workers and the environment. For dust management, a range of control measures are used, including covering the loads of vehicles, using water carts and sprays to dampen work areas, hydro-mulching longer-term stockpiles and ceasing certain activities during high winds. Air quality monitoring takes place continuously, providing real time alerts, and a number of independent site inspections have also been undertaken by regulatory authorities, with no concerns raised.	Closed	No
21/10/19	21/10/19	Complaint made to site team	Alleged unapproved removal of vegetation and potential impact on South Sea Islander dry-stone wall on Cudgen Road.	SSD 9575	All work on the Slip Lane on Cudgen Road and associated road works is undertaken in accordance with the approved Stage 1 State Significant Development approval and with the approval of Tweed Shire Council.	Closed	No
28/10/19	7/11/19	Complaint made via Department of Planning Industry and Environment (DPIE)	Alleged unapproved works in the area of the proposed multi deck carpark.	SSD 9575	No work is being undertaken on the multi-deck carpark. All work at the Tweed Valley Hospital site at 771 Cudgen Road, Cudgen is undertaken in accordance with the approved Stage 1 State Significant Development approval.	Closed DPIE visited site 07/11/19	No

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