



TWEED VALLEY HOSPITAL DEVELOPMENT



Complaints register

Updated 19 December 2023

The Tweed Valley Hospital Development maintains a Project Information Line and a dedicated project email address where community members can find out about the project, lodge feedback or complaints.

As a condition of State Significant Development approval SSD 10353 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 complaint's 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	Status
16/10/23	16/10/23	Phone	Out of hours concrete pour on Ambulance station site.		The complainant was concerned that an out of hours concrete pour would be disruptive and noisy. The project team advised that the out of hours pour was an isolated event due to access and other constraints on the site, and that other works would be maintained within the standard hours. The project team contacted the complainant after the pour, who advised that they had not been impacted by noise or other disruption.	Closed
21/9/23	22/9/23	Email	Lighting of helipad		The project team inspected the helipad overnight to see if any lights had been inadvertently left on, and the light described was not observed. The lights for the helipad are auto-activated on approach of a helicopter. It was surmised that the light may have been a spotlight used during testing that had not yet been switched off.	Closed
27/7/23	28/8/23	Email and via Local Member	Construction workers parking in Kingscliff Aquatic Centre carpark (three separate emails received in July)		Lendlease has spoken with their workforce regarding parking outside of site, and advised that offenders will be towed at their own cost. Lendlease will continue to monitor the situation. The project is currently at the peak of daily workers onsite and the pressure on parking is acknowledged. With the hospital construction nearing completion, the number of daily workers will begin to reduce in the near future.	Closed
17/7/23	19/7/23	Via Local Member	Lighting of car park areas after hours		The lighting in the temporary car park is on a timer set to switch off lights at 7pm. A fault was identified in the timer, and this has now been rectified. The multi storey car park lights have also now been programmed to turn off at 7pm and switched off on weekends until the hospital opens. Once the hospital is operational, a certain level of lighting is required to meet safety standards in accordance with Australian Standard AS 4282-2019. Every effort will be made to achieve the balance between meeting these requirements while minimising any impact on surrounding residents, as well as considering the environment. The permanent lighting control in the car park, when operating will dim to 20% when no movement is detected, reducing light issues during the night.	Closed
21/11/2022	21/11/2022	In person	Tweed Coast and Cudgen Road intersection upgrade works		Complainants advised that new streetlights are shining into their property at night. A shade has been fitted and the resident has advised they are satisfied with the outcome.	Closed
16/11/2022	16/11/2022	Phone	Tweed Coast and Cudgen Road intersection upgrade works		A local resident advised that there were significant traffic delays at the Tweed Coast Road intersection with the traffic lights only allowing a few vehicles through. Transport for NSW was contacted, and the sequencing was revised which alleviated the congestion.	Closed
28/09/2022	29/09/2022	Phone, email	Tweed Coast and Cudgen Road intersection upgrade works		Complainant was concerned about traffic noise and road changes at the Tweed Coast and Cudgen Road intersection. Information was provided about the new road configuration, including the installation of a new barrier kerb and the complainant was directed to Tweed Shire Council in regard to a request for noise attenuation walls to be installed.	Closed

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16/09/2022	16/09/2022	Phone	Tweed Coast and Cudgen Road intersection upgrade works		Complainant stated that material was being dislodged from works in a roadside trench onto passing cars. Hazell Bros had already noted the potential issue and had ceased works, erecting a temporary screen using temporary fencing and shade cloth while works were completed.	Closed
July 2022	July 2022	Phone, email	Lendlease NAIDOC week celebrations		Lendlease held an event on the Tweed Valley Hospital site on 8 July 2022 in recognition of NAIDOC week. Some members of the community raised concerns regarding the lack of consultation with the project's Aboriginal and Torres Strait Islander community working group in planning for the event; and expressed varying opinions regarding appropriate organisations to represent the Aboriginal community and deliver these types of events. Lendlease issued a letter of apology and made a commitment to ensuring consultation with the working group ahead of future events, as well as facilitating cultural awareness training for Lendlease staff and heads of subcontractor companies on the hospital site.	Closed
19/05/2022	20/05/2022	Email	Cudgen Road works		Complainant was concerned about pedestrian safety at the road works on Cudgen Road. Lendlease worked with the subcontractor to install a safe crossing for pedestrians close by the road works.	Closed
16/05/2022	17/05/2022	Email	Cudgen road works		Complaint regarding condition of Cudgen Road including potholes and traffic barriers installed for temporary traffic arrangements to accommodate widening works. Lendlease advised we continue to work with Tweed Shire Council to maintain the condition of Cudgen Road, and explained the timeframe for the temporary traffic arrangement.	Closed
28/03/2022	30/03/2022	Email	Cudgen Road condition		Complainant raised concerns about stormwater drainage from the site and the impact on road conditions. Lendlease and their subcontractor assisted Tweed Shire Council with repairs to Cudgen Road. Further, they advised that the current stormwater measures will be replaced by a permanent drainage solution once road and building works are completed along the front of the hospital site.	Closed
1/02/2022	11/02/2022	Email	Noise outside of working hours		The complainant was advised that an amendment to working hours has been approved to facilitate concreting works. Additionally, Lendlease have reiterated to contractors that no work, including set up works, are permitted to occur before 6am, unless there is an approved exemption in place. Lendlease offered to meet with the Complainant, however no response was received.	Closed
8/12/2021	9/12/2021	Email	Sewerage works on Tweed Coast Road		A complaint was received regarding sewerage works on Tweed Coast Road. Upon investigation, it was confirmed that these works were not being carried out by Lendlease or associated with the hospital site. The complainant was advised of this, and the complaint was closed out.	Closed
17/11/2021	18/11/2021	Email	Pot hole on Cudgen Road		The project team advised that Cudgen Road is a council owned road, and recommended that the complainant contact Council with their concerns.	Closed

Date of complaint	Date of response	Method of complaint	Nature of complaint	DA ref	Project response	Status
27/10/2021	27/10/2021	Phone	Electric fence not turned back on		Following reinstatement works for private property, subcontractors did not turn the electric fence back on. Immediately rectified following notification from the landowner.	Closed
14/09/2021	-	Phone/email	Vehicle damage claim		Complainant states that his vehicle sustained damage when traveling past the hospital construction site. Contact details for the subcontractor identified in the initial complaint were provided; however, the subcontractor advises that no contact has been made. Complaint is closed unless further contact from the complainant is initiated.	Closed
13/07/2021	15/07/2021	Phone	Site works start time enquiry		Project confirmed approved start time on site for the project.	Closed
11/05/2021	12/05/2021	Email	Security spotlight on at night		The spotlight has been redirected downwards to resolve the issue.	Closed
28/04/2021	3/05/2021	Phone	Lighting at the temporary car park at night		The lighting installed in the temporary car park is for safety purposes and are on a timer to switch on from 5am – 7am and again from 5pm – 7pm.	Closed
10/03/2021	11/03/2021	Phone	Vehicle damage claim		Project team requested information from complainant to verify vehicle damage was caused by construction related activities from site. Details were unable to be provided. The Project Team offered to meet with the Complainant, however no response was received. Complaint is considered closed.	Closed
2/03/2021	5/03/2021	Email	Pedestrian safety around Cudgen Road bus shelter works		In consultation with Tweed Shire Council, the bus shelter opposite TAFE NSW Kingscliff campus was fenced off to establish a safe working area while trenching works were carried out in February. A temporary bus pick-up point was established and sign-posted within the existing bus zone, with room for pedestrians to wait safely. The bus companies were advised in advance of the temporary changes. In addition to this, traffic control was in place while the works were being carried out to safely manage pedestrian access around the work site and to and from the temporary bus shelter.	Closed

January 2021: Main works commenced - Nil complaints received

December 2020: Nil complaints received

November 2020: Early works commenced - Nil complaints received