



TWEED VALLEY HOSPITAL DEVELOPMENT



Complaints register

Updated 9 May 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
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
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

Date of complaint	Date of response	Method of complaint	Nature of complaint	DA ref	Project response	Status
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
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

Date of complaint	Date of response	Method of complaint	Nature of complaint	DA ref	Project response	Status
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: Nil complaints received						
December 2020: Nil complaints received						
November 2020: Nil complaints received						

SSD2 works commenced on site November 2020.