

The Children's Hospital at Westmead Stage 2

Complaints Register

As at 30 November 2023



The Children's Hospital at Westmead Stage 2 Redevelopment maintains a Community Infoline (9978 5401) as well as a dedicated project email address (NSW-HI-Kids@health.nsw.gov.au) where community members can find out about the project and lodge feedback or complaints.

As a condition of State Significant Development approval, The Children's Hospital at Westmead Stage 2 Redevelopment is required to keep a record of all complaints received relating to the project.

The Project Complaints Register is updated monthly and made publicly available on The Children's Hospital at Westmead Stage 2 Redevelopment website.

Getting in touch

- Call 9978 5401
- Email NSW-HI-Kids@health.nsw.gov.au
- Visit <https://westmeadkidsredevelopment.health.nsw.gov.au/>

Summary of most recent reporting period

Details of all complaints received on the project are outlined in the table below.

Complaints register

The below table summarises complaints received as at 30 November 2023.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Project response	Complaint status	Is this complaint an emergency
18/03/2022	28/03/2022	SCHN Project Inbox	Environment – removal of trees	Responded by advising project is ensuring green space and sustainability are included as part the redevelopment with new green space/sustainability features	Closed	No
9/12/2022	22/12/2022	Project Inbox	Environment – stockpile site	Project responded to queries by outlining safety control measures in place at the temporary stockpile site.	Closed	No
13/2/2023	24/02/2023	Project inbox	Environment – stockpile site	Project responded to queries outlining safety control measures in place at the temporary stockpile site.	Closed	No
31/7/2023	02/08/2023	In person – site personnel	Construction activity – noise	Project advised changes made around construction activity on site to minimise noise impacts.	Closed	No
12/8/2023	16/08/2023	In person – site personnel	Construction activity – noise	Project advised of additional measures taken to minimise noise impacts.	Closed	No
23/8/2023	29/08/2023	Via site staff	Worker behaviour	Responded with measures taken by the project to manage worker behaviour on site.	Closed	No