

**PROJECT: Goulburn Hospital and Health Service Redevelopment**

| DATE           | COMPLAINT / INCIDENT DESCRIPTION  | SOURCE / CONTACT                                      | ACTION / RECTIFICATION   | RECORDED BY        |
|----------------|---|---|--|--------------------|
| September 2019 | Nil to report   | N/A   | N/A  | N/A                |
| 10/01/20       | Smoking on hospital grounds   | SNSWLHD   | Addressed with contractor. Contractor confirmed the subject was reiterated with all subcontractors in a toolbox talk   | IC, TSA Management |
| 06/02/2020     | Noise and Vibration   | SNSWLHD   | Reviewed with Complainant and Contractor, Strategy for future works developed. No Further issues noted by 09/03/2020.  | IC, TSA Management |
| 23/03/2020     | Non-conformance with Construction Traffic and Pedestrian Management Sub Plan (CTPMSP) | Goulburn Mulwaree Council (via Health Infrastructure) | Reviewed with Contractor, who confirmed that subcontractors were tool boxed on the CTPMSP traffic routes and reviewed induction procedures. Complaint has been addressed.          | IC, TSA Management |
| April 2020     | Nil to report   | N/A   | N/A  | N/A                |
| June 2020      | Nil to report   | N/A   | N/A  | N/A                |
| 30/07/2020     | Parking Complaint (Clinton/Faithful St)   | SNSWLHD   | Escalated to Contractor and addressed with subcontractors regularly during toolbox talks. Confirmed these spaces are public timed parking and parking is permitted in these areas. | TSA Management     |

|                |   |         |  |                |
|----------------|---|---------|--|----------------|
| August 2020    | Nil to report                           | N/A     | N/A  | N/A            |
| September 2020 | Nil to report                           | N/A     | N/A  | N/A            |
| October 2020   | Nil to report                           | N/A     | N/A  | N/A            |
| November 2020  | Nil to report                           | N/A     | N/A  | N/A            |
| Dec/Jan 2021   | Nil to report                           | N/A     | N/A  | N/A            |
| February 2021  | Parking Complaint (Clinton/Faithful St) | SNSWLHD | Escalated to Contractor and addressed with subcontractors regularly during toolbox talks. Confirmed these spaces are public timed parking and parking is permitted in these areas. | TSA Management |
| March 2021     | Nil to report                           | N/A     | N/A  | N/A            |
| April 2021     | Nil to report                           | N/A     | N/A  | N/A            |
| May 2021       | Nil to report                           | N/A     | N/A  | N/A            |
| June 2021      | Nil to report                           | N/A     | N/A  | N/A            |
| July 2021      | Nil to report                           | N/A     | N/A  | N/A            |
| August 2021    | Nil to report                           | N/A     | N/A  | N/A            |

|                |   |   |   |                      |
|----------------|---|---|---|----------------------|
| September 2021 | Nil to report   | N/A   | N/A   | N/A                  |
| October 2021   | Nil to report   | N/A   | N/A   | N/A                  |
| November 2021  | Light compliant from neighbour  | Mailbox   | Request to reduce impact of lights from ED. Escalated to contractor and to explore options to mitigate light fall. Follow up with stakeholder to be actioned. | TSA Management       |
| December 2021  | Nil to report   | N/A   | N/A   | N/A                  |
| January 2022   | Nil to report   | N/A   | N/A   | N/A                  |
| February 2022  | Nil to report   | N/A   | N/A   | N/A                  |
| March 2022     | Nil to report   | N/A   | N/A   | N/A                  |
| April 2022     | Nil to report   | N/A   | N/A   | N/A                  |
| May 2022       | Nil to report   | N/A   | N/A   | N/A                  |
| June 2022      | Complaint regarding noise generated by machinery and construction work at the Hospital site as early as 6am | Environment & Health Support Officer, Goulburn Mulwaree Council | Escalated to Contractor and addressed with subcontractors, reminded all that building work is not to commence before 7am on weekday                           | Heath Infrastructure |

Updated: June 2022