

Date of complaint	Complainant	Nature of complaint	Complaint status
2021 Complaints as at 31 January			
09/01/2021	CCC member	Noise: A CCC member complained about trucks tailgates making noise during the delivery of material to the site. The project team investigated the complaint and noted that the complaint related to trucks operating during standard construction hours and within approval conditions.	Closed
12/12/2020	CCC member	Noise: A CCC member complained about noise from night work. The project team acknowledge the CCC member's concerns and informed that they have amended the work methodology in response to previous complaints. The team advised they have moved the out-of-hours work to a section of the site located further away from homes in Casula, endeavouring to ensure all plant and machinery on MPW uses non-tonal reversing sounders. Furthermore, the project team also introduced several initiatives to reduce the impact of night works. Noise monitoring indicates that these initiatives appear to be working in helping reduced noise impacts from night works.	Closed
10/12/2020	Community member	Dust: A community member complained about dust impacts on her home. The project team outlined the measures used to mitigate the impact of dust; including frequent use of dust suppression vehicles, continually monitoring dust levels and work practices being altered during strong winds. The project team apologised the community member for any impacts.	Closed
09/11/2020	CCC member	Noise: A CCC member visited BMD gate on MPW and complained about noisy night work. The site supervisor discussed new noise mitigation measures had been put in place for the night work and the CCC member agreed the noise level had dropped. The supervisor also explained to the CCC member that ongoing toolbox talks with contractors/drivers on the need to keep noise levels down, especially with the use of horns and closing tailgates. The CCC member agreed that everyone was doing their best to keep noise levels down.	Closed
04/11/2020	Road user	Truck driver behaviour: A road user complained about an interaction with a truck driver on Moorebank Avenue. The project team investigated the complaint and dashcam footage was inconclusive in terms of the account of the incident. The project team also discussed with the truck driver the importance of always ensuring road safety and road rules are adhered to when entering and leaving site. The project team apologised the road user for any concerns caused by the incident.	Closed
22/10/2020	CCC member	Noise: A CCC member complained about noisy night work. The project team acknowledge the CCC member's concerns and advised that they have amended the work methodology in response to his expressing dissatisfaction with the level of out-of-hours work noise. The team advised they have moved the out-of-hours work to a section of the site located further away from homes in Casula. In addition, the project team also introduced additional noise monitoring to help confirm noise sources. Feedback from the CCC member indicated that this eliminated the noise issues he had been experiencing.	Closed

20/10/2020	CCC member	<p>Dust:</p> <p>A CCC member complained about dust coming up from the northern end of MPW. The project team investigated the complaint and informed the CCC member they could not conclusively identify any work that caused the dust complaint reported. The project team organised additional street sweeping and dust suppression vehicles to mitigate any possible dust issues.</p>	Closed
15/10/2020	Community member	<p>A resident in Casula complained about construction noise. The project team acknowledge the resident's concerns and advised that they have amended the work methodology in response to residents expressing dissatisfaction with the level of out-of-hours work noise. The team did this by relocating the out-of-hours work to a section of the site located further away from homes in Casula. In addition, the project team also introduced additional noise monitoring to help confirm noise sources.</p>	Closed
14/10/2020	Community member	<p>Noise:</p> <p>Two residents in Casula complained that they could hear loud metallic bangs at night. The project team acknowledged the residents' concerns and advised that the "banging" noises were determined to be caused by tipper trucks' tailgates delivering crushed sandstone to the site during extended hours. The team reiterated to drivers that they should take care to ensure their tailgates closed as quietly as possible after they deposited their load on-site. In addition, the project team relocated the out-of-hours work to a section of the site further away from homes in Casula and introduced additional noise monitoring. Feedback from</p>	Closed

		the community indicated that this eliminated the noise issues they had been experiencing.	
09/10/2020	Community member	Noise: A resident in Wattle Grove complained that he could hear hydraulic excavator or similar making loud noises at night. The project team investigated the complaint and informed the resident that there had not been any night-time activity on the site other than out-of-hours deliveries of crushed sandstone to Moorebank Precinct.	Closed
24/09/2020	Neighbour	Traffic lights: A representative of the Department of Defence complained about the traffic light timing at the intersection of Moorebank Ave and Frank Partridge Drive. Roads and Maritime Services advised that the signals operate on an auto-sensor system. Complainant was provided RMS details to advise of traffic delays that may require adjustment to the signalling.	Closed
24/09/2020	Community member	Noise: A resident in Casula complained about the noise generated by nightworks. The project team investigated and informed the resident that the noise was caused by trucks delivering crushed sandstone to the site during extended hours. The project team apologised for the inconvenience caused and reminded the contractor of the importance of minimising the noise created by this work.	Closed
21/09/2020	CCC member	Noise: A CCC member complained about noisy night work, including jackhammering. The project team investigated and confirmed that no work of high-impact nature caused the excessive noise claimed. The only work which used plant machinery and a bulldozer was the ongoing importation of materials to site.	Closed
15/09/2020	Community member via DPIE	Dust: A community member complained via DPIE about rubbish and sand on Moorebank Avenue. The project team organised additional street sweeping and dust suppression.	Closed
02/09/2020	Community member	Noise: A resident in Casula complained that he could hear loud metallic bangs at night. The project team investigated the complaint and informed the resident that the noise was likely caused by a truck's tailgate closing after it delivered crushed sandstone to the site during extended hours. The project team apologised for the inconvenience caused and reminded the contractor of the importance of minimising the noise created by this work.	Closed

02/09/2020	Community member	Vehicle Damage: A motorist reported that a pothole on Moorebank Avenue caused damaged to her car. The project team investigated the complaint and discovered that the pothole was within the section of the road owned and managed by the Department of Defence. The complainant was directed to DoD to discuss further.	Closed
26/08/2020	CCC member	Noise: A CCC member complained about loud metallic bangs from trucks' tailgate while unloading crushed sandstone to site. The project team investigated the complaint and believed that the noise might have been caused by a truck's tailgate closing after it had tipped its load. The project team reminded the contractor of the importance of this work being carried out more quietly in future and has also been carrying out noise monitoring of this work.	Closed
25/08/2020	Community member	Environmental impacts: A resident in Casula complained about the height of the proposed Woolworths warehousing on MPW affecting the view from his backyard. The project team advised the resident the proposal was open for public consultation and directed him to the online information link to provide a submission detailing his concerns.	Closed
24/08/2020	Community member	Condition of road: A member of the community complained about her vehicle being damaged by the pothole in Moorebank Avenue south of the East Hills rail line. The project team investigated the complaint and discovered that the pothole is in the area owned and managed by Department of Defence and advised her to raise her concerns with DoD.	Closed
18/08/2020	CCC member via DPIE	Environmental impacts: CCC member complained via DPIE that the colour scheme of the IMEX crane located on the Moorebank Precinct East site is considered visually intrusive. The project team confirmed to the complainant that this is the final colour scheme of the equipment.	Closed
17/08/2020	Community member	Condition of road: A community member complained about a pothole in Moorebank Avenue. The project team investigated the location of the pothole and found that it is in the area owned and managed by Department of Defence and advised the resident to contact the DoD.	Closed
27/05/2020	CCC member	Noise: CCC member noted that noise was audible until 8.30 pm on 26/5 as trucks delivered materials to the worksite. Project team confirmed that this is permitted by project approvals.	Closed
20/04/2020	CCC member	Lighting: CCC member asked that on-site lighting be trimmed down as one unit is directing light towards his home. Project team adjusted the relevant lighting, including light shields and further engaged with complainant to ensure temporary lighting units were not placed in locations that directed light towards his home.	Closed
13/03/2020	Community member via DPIE	Vegetation: Resident claimed that Aboriginal Scar trees were being removed from site. Project team confirmed and provided evidence that this had not occurred.	Closed
10/03/2020	Community member via Liverpool Council	Condition of road: Local resident observed potholes on Moorebank Ave near Anzac Avenue and wanted the potholes repaired. Project team worked with LCC to identify and repair potholes.	Closed

24/02/2020	Community member	Environmental impacts:	Closed
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		Request that traffic controllers stop feeding bread to the cockatoos. Personnel ceased doing so immediately.	
18/02/2020	Local business	General construction: Noting runoff of water from site detention basins following 450mm rainfall storm event. Project team confirmed that this is in line with project approvals.	Closed
22/01/2020	Community member	General construction: Stacked containers wall fell during supercell storm. Project team reduced height of stack and altered stacking method to further reinforce the noise wall.	Closed
22/01/2020	Community member	General construction: Stacked containers wall fell during supercell storm. Project team reduced height of stack and altered stacking method to further reinforce the noise wall.	Closed
2019 Complaints			
27/11/2019	RAID via DPIE	Dust: RAID member claimed dust that had settled on outdoor furniture was produced by project construction. No further evidence was able to be supplied.	Closed
25/11/2019	Local business	Condition of road: Roadside bollards damaged by turning truck. Project team repaired bollards.	Closed
25/10/2019	Community member via DPIE	Dust: Resident noted dust issues affecting his home and pool, as well as Moorebank Avenue. Project team noted dust mitigation and management protocols that are in place.	Closed
11/10/2019	Road user	Condition of road: Three pot holes on the road approaching the bridge on Cambridge Ave, Moorebank. Project team reported potholes to road owner.	Closed
7/09/2019	Road user	Vehicle damage: Road user reported that her vehicle was damaged by site fencing during heavy wind. Investigation by relevant insurance agency determined that the damage had been existing on the vehicle.	Closed
2/09/2019	Community member	Dust: Resident noted dust issues affecting his home. Project team noted dust mitigation and management protocols that are in place.	Closed
21/08/2019	Community member	Noise: Complainant reported excessive night-time noise over three nights, which they believed to have been caused by project construction. Project team confirmed that construction took place on only two of the three dates, and that the activities reported as occurring around 2am had concluded by midnight. Project team was able to ascertain that M5 Motorway roadworks were also carried out on the dates in question.	Closed
21/08/2019	Community member	Noise: Complainant reported excessive night-time noise, which they believed to have been caused by project construction. Project team confirmed that construction took place on the reported date, with M5 Motorway roadworks also carried out on the date in question.	Closed
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		reported date, with M5 Motorway roadworks also carried out on the date in question.	
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16/08/2019	Community member	Noise: Complainant reported excessive night-time noise, which they believed to have been caused by project construction. Project team confirmed that construction took place on the reported date, with M5 Motorway roadworks also carried out on the date in question.	Closed
18/07/2019	Community member	Water use: Repeat of 9/7/19 complaint, project team reiterated that water use was legal, approved, paid for and only took place when captured rainwater was unavailable.	Closed
16/07/2019	Community member	Truck movements: Resident noted heavy vehicle use of Anzac Road in exceedance of weight limit. Was unable to provide any registration number or other identifying features of the vehicles he witnessed.	Closed
9/07/2019	Community member	Water use: Complainant witnessed project water suppression tankers filling up from Sydney Water pumping station and alleged water was being stolen. Project team confirmed that this was approved under licence by Sydney Water, that the water was paid for and that mains refilling only took place when project water basins were empty.	Closed
2/07/2019	Local business	Condition of road: Complainant noted dirt "tracking" from worksite onto Bapaume Road and dirt in drains from site runoff. Project team cleaned Bapaume Road with street sweeper, improved site features to reduce tracking, cleaned gutters and pumped out roadside drains.	Closed
28/06/2019	Community member	Water use: Complainant witnessed project water suppression tankers filling up from Sydney Water pumping station. Project team confirmed that this was approved under licence by Sydney Water and that mains refilling only took place when project water basins were empty.	Closed
20/05/2019	Community member via DPIE	Noise: Complainant reported hearing an 'evacuation warning siren'. Project team was unable to identify a source of the noise within the worksite.	Closed
9/04/2019	Road user via Transport for NSW	Condition of road: Road user reported a "lip" in the road surface above the new rail underpass. Project team confirmed this was not the final road surface and that a weekend road closure to apply the final surface was upcoming.	Closed
3/04/2019	RAID via Liverpool Council	Condition of road: Complainant reported localised flooding on the road along Moorebank Ave and its effect on road users. Project team worked with Liverpool Council to clear drains, and confirmed that a new drainage system delivered with the Moorebank Ave upgrade would resolve this issue.	Closed
5/03/2019	Community member	Consultation:	Closed

		Complaint about lack of notification for upcoming helicopter movements. Project team confirmed that a letterbox notification was delivered across an area twice the size of that required by approval condition and the complainant resided outside that area. Also advised that all project notifications are made available on the project website.	
15/02/2019	Community member	Noise: Complainant reported noise being produced on-site before 7am start of works. Project team reminded contractors about noise requirements and ensuring staff arrival noise was minimised.	Closed
2018 Complaints			
23/11/2018	Road user	Condition of road: Road user reported a near-miss on Moorebank Avenue attributed to vehicle swerving to avoid a pothole. Project team arranged repair of pothole.	Closed
6/11/2018	Community member	Worker behaviour: Complainant reported contractor parking on property. Project team reminded work crews of respectful interface with neighbours and community.	Closed
5/11/2018	Community member	Truck movements: Resident noted heavy vehicle use of Anzac Road in exceedance of weight limit. Provided vehicle details and subcontractor was reminded of approved truck travel routes.	Closed
25/10/2018	Road user	Vehicle damage and condition of road: Road user reported that two tyres on his vehicle were burst by Moorebank Ave pothole. Project team arranged reimbursement of the cost of two new tyres.	Closed
22/10/2018	Road user via Liverpool Council	Vehicle damage: Liverpool City Council received advice of damage to two vehicles caused by Moorebank Ave road surface. Project team referred complainants to relevant insurance agency.	Closed
19/10/2018	Community member via Sydney Trains	Truck movements: Trucks producing dust and blocking entry to Sydney Trains maintenance facility. Project team met with Sydney Trains, erected signage advising trucks not to stop in designated areas and increased dust suppression on entry road.	Closed
3/10/2018	Road user	Condition of road: Cyclist advised of dissatisfaction with arrangements for cyclists on Moorebank Avenue during construction and identified safety hazard of damaged signposts. Project team confirmed that footpath that had closed was not a cycle path and use by cyclists was not legally permitted. Project team advised of the approved method for cyclists to navigate during construction, including using road traffic lanes as permitted by the road rules, and ensured dangerous signposts were removed.	Closed
21/9/2018	Local business	Condition of road: Roadside bollards damaged by turning truck. Project team repaired bollards.	Closed
10/9/2018	Community member	General project: Complainant expressing disgust in the SIMTA project and asking to see proof of approvals from the Land and Environment Court. Project team provided relevant approvals.	Closed
27/8/2018	Community member	Dust: Reiteration of earlier complaint.	Closed
24/8/2018	Community member via DPIE	Environmental impacts:	Closed

		Resident raised concerns about vegetation clearing beside Moorebank Avenue and asked whether approval had been sought. Project team confirmed this work had been approved and provided relevant approval documents.	
23/8/2018	Road user	Condition of road: Complaint about dust and debris on Moorebank Ave. Project team advised of systems in place to manage dust/dirt and regular sweeping of the road surface. Project team reviewed dust suppression measures as a result of this and two other complaints and introduced an additional mitigation measure – spraying a polymer binder to seal dirt that would remain exposed long-term.	Closed
23/8/2018	Community member	Condition of road: Complaint about dust and debris on Moorebank Ave. Project team advised of systems to manage dust/dirt and regular sweeping. Project team reviewed suppression measures as a result of this and two other complaints and introduced an additional mitigation measure – spraying a polymer binder to seal dirt that would remain exposed long-term.	Closed
21/8/2018	Community member	Dust: Complainant reported his house and car were being regularly made dirty by dust caused by construction and sought compensation for cleaning that he had been carrying out. Project team reviewed dust suppression measures as a result of this and two other complaints and introduced an additional mitigation measure – spraying a polymer binder to seal dirt that would remain exposed long-term.	Closed
8/8/2018	Road user	Traffic: Complainant reporting delays on Moorebank Ave caused by the management of project's traffic control. Traffic controllers were advised to ensure priority was given to vehicles travelling on Moorebank Ave during peak periods.	Closed
6/8/2018	Community member	Damage to property: Concrete slurry was left. Construction team cleaned this.	Closed
12/7/2018	Community member	Noise: Casula resident complaint about beeping noises before 7am. Project team confirmed no site vehicles have reversing "beepers" fitted, and reminded crews to arrive quietly.	Closed
2/7/2018	Community member	Condition of road: Resident advised on Moorebank Ave potholes. Project team organised for road to be repaired.	Closed
26/6/2018	Community member via Liverpool Council	General construction: Temporary reinstatement of footpath with asphalt viewed by pedestrian as insufficient. Requested better permanent surface. This was provided after construction was completed in the area.	Closed
17/6/2018	Community member	Truck movements: Resident had observed trucks parking alongside Anzac Road so drivers could frequent take-away food store. Also noted exceedance of Anzac Rd weight limit and claimed vehicles were parking in a No Stopping zone. Project team investigated and confirmed that roadside parking in the relevant section of Anzac Rd was legal, but ensured truck drivers were reminded not to block footpath when parking and that Anzac Rd past fire station carried a weight limit.	Closed
28/5/2018	Community member	General project: General Concerns around the amount of trucks that will be on local roads in the coming years. Complainant commented that the trucks are too noisy, and she believes they are	Closed

		speeding, especially on her street. Project team advised of project benefits around reduction of heavy vehicle movements and investigated claim re truck speeding on complainant's street. Complainant lives on the northern side of Moorebank in an area not used by project vehicles.	
28/5/2018	Community member	General project: Caller advised that she received a letter re Moorebank Intermodal Terminal Facility and she would like more information. Resident lives on Junction Rd, Moorebank, and has many concerns around traffic and project works impacting on Junction Rd. Project team provided additional information on project.	Closed
24/5/2018	Local business	Truck movements: Complaint about trucks parking on nature strip outside business's premises. Nature strip was fenced off to ensure trucks were unable to park at that location.	Closed
16/5/2018	Road user	Vehicle damage: Complainant's vehicle was sprayed with a substance from a project vehicle. Project team arranged repair of the vehicle.	Closed
4/4/2018	Community member	General project: Complainant generally opposes the project. Project team noted the complaint.	Closed
2/3/2018	Community member	Dust: Caller advised of large plume of dust going high into the air, viewed from Casula. Project team spoke with demolition crews and was unable to identify cause or confirm this was related to the project.	Closed
1/3/2018	Community member	Environmental impacts: A resident advised they had provided EPA with photos of what they say is a sediment control incident. Project team liaised with EPA to resolve matter.	Closed
21/2/2018	Community member	Lighting: Report that temporary traffic lights are left on all night. Project team resolved.	Closed
16/2/2018	Community member via DPIE	Noise: Resident alleged that loud banging noise was audible at 5am. Project team confirmed no work was underway on site at that time.	Closed
8/2/2018	Community member	General project: Complaint made about ignoring community feedback. Project team noted this complaint.	Closed
5/2/2018	Community member	Traffic: Complainant reporting delays on Moorebank Ave caused by the management of project's traffic control. Traffic controllers were advised to ensure priority was given to vehicles travelling on Moorebank Ave during peak periods.	Closed
19/1/2018	Community member via DPIE	Noise: Resident alleged that loud banging noise was audible at 4.25am. Project team confirmed no work was underway on site at that time.	Closed