

# New Sydney Fish Market - Complaints Register

Updated to 30/09/21

Date of complaint	Date of response	Method of complainant	Nature of complaint	Project response	Complaint status	Is this complaint an emergency
23/09/20	23/09/20	1800 number	Dust	Discussed stakeholder's concerns by phone. Site team were aware and actively mitigating dust blowing from site using water to dampen areas and cleaning dirt as required. Made commitment to continue actively mitigating dust as much as possible.	Closed	No
25/09/20	25/09/20	1800 number	Dust	Discussed stakeholder's concerns by phone. Site team limited work on site due to heavy winds, and mitigated work being completed using measures such as wet sawing and dampening areas. Discussed further measures that could be implemented in the future to minimise dust blowing from the site, including the movement of site gates. Advised that the gate locations were required due to traffic flow, but considerations of further mitigations will be ongoing.	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	Project response	Complaint status	Is this complaint an emergency
26/10/20	27/10/20	Email	Noise	Stakeholder raised concern with noise levels experienced during her HSC examination that occurred on Friday 23 October. Site team responded noting have been working with the college prior to and during the HSC examinations period to understand noise levels from the site at the college and any possible impacts to students. Followed up with the college to check any changes in approach to noise management that may be needed.	Closed	No
02/11/20	02/11/20	Email	Noise	Stakeholder raised concern with noise levels being experienced near an HSC exam location. Site team immediately stopped works in the noted area, then reviewed the work schedule and identified an alternate demolition process that could be implemented to the end of the exam period (12 November 2020). This will allow work to progress slowly while limiting the use of the hammer during HSC exam times. The stakeholder was updated with this change of approach and advised to contact the team again if any further changes were necessary.	Closed	No
30/11/20	01/12/20	Email	Noise	Stakeholder raised concern with upcoming nightworks after experiencing increased noise and vehicle fumes from vehicles idling nearby her building. Site team were informed of the stakeholder's concerns and confirmed all plant and vehicles involved in the upcoming nightworks	Closed	No

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				<p>will be told to turn off their engines when they are not in use and the majority of vehicles will be parked and kept within the site compound. In general work, vehicles and plant associated with the NSFMs works are required to come into site and complete their work, unless work is being completed outside of the site. The team have reiterated to vehicle and plant drivers entering and exiting the site to ensure they minimise idling vehicles wherever possible.</p>		
08/12/20	09/12/20	Phone	Noise	<p>Stakeholder raised concern with noise levels experienced overnight and during the day from site. Site team clarified no works were being completed overnight outside of 2/3 December which was previously notified, meaning the nightworks concern related to another team completing road works. Site team confirmed there have been no breaches of noise levels under the project's consent conditions but noted the noise concerns and advised the stakeholder of the mitigation measures on site.</p> <p>[Complaint also raised directly with DPIE who asked for further information to close out on their end. Details of complaint and mitigation measures provide to DPIE 08/01/21]</p>	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	Project response	Complaint status	Is this complaint an emergency
11/12/20	14/12/20	Email	Noise & Dust	Stakeholder raised concern with noise and dust levels experienced from site and suggested hoarding was not sufficient to limit noise and needed to be higher and thicker. Site team advised if noise complaints referred to nightworks the project has not completed works outside of notified periods and to contact alternate parties. Site team confirmed there have been no breaches of noise or dust levels under the project's consent conditions but noted the concerns and advised the stakeholder of the noise and dust mitigation measures on site. Team advised that although site hoarding does act to minimise sound travel it is primarily installed for safety.	Closed	No
12/01/21	12/01/21	Email	Noise and behaviour of workers	Stakeholder raised concerns regarding nightworks and overly noisy workers. Site team advised nightworks were not completed as part of the NSFM Early Works Program. Investigation confirmed works were completed by Transport for NSW delivery partner, VBA, as part of roadworks to repair concrete and asphalt on Bridge Road. Stakeholder was advised of this and provided with direct contact details for the project team delivering the works. VBA was also shared details of the complaint.	Closed	No
29/01/21	05/01/21	Email	Dust	Stakeholder contacted DPIE to relay concerns about consistently high dust levels from site. DPIE requested evidence of mitigation measures to manage dust. Site	Closed	No

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				team provided a detailed response addressing all mitigation measures in place to manage dust impacts. This included class A hoarding, material stockpiles, scheduling of truck movement to manage stockpiles, limited site entry and exit points and hoses, water blasters and sprinklers used wash down equipment and dampen surfaces.		
08/02/21	09/02/21	Phone	Noise	<p>Stakeholder raised concerns about loud drilling on Saturday 6 February between 12-2pm and requested further confirmation that 'noisy works' were within SSD approved conditions.</p> <p>Site team confirmed that all works carried out during this period were in line with approved conditions and did not exceed noise limits. Site team acknowledged that they would take into consideration further works scheduled on Saturdays, keeping in mind neighbouring residents.</p>	Closed	No
01/03/2021	03/03/21	Email	Noise	<p>Stakeholder asked further question regarding noise generated on Saturday 6 February.</p> <p>Site team provided additional information about the difference between rock breaking, hammering and pulverising.</p>	Closed	No

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				<p>This matter was also raised during the early works February Community Consultative Committee (CCC), where a strata representative indicated that the previous response had not been satisfactory.</p> <p>Following the CCC meeting, INSW determined that vibratory removal would be restricted to noisy work conditions until further clarification had been provided by DPIE.</p>		
12/03/2021	16/03/2021	Email	Noise	<p>Stakeholder provided a video clip of the site crane from Thursday 4 March requesting further information on what work it was doing, what the noise from site was caused by, and what the highest noise level recorded that day was.</p> <p>The site team and INSW reviewed video footage as well as the site CCTV camera and no crane movement or activity was identified during the specified hours. Further to this the site team confirmed that the highest noise reading on Thursday 4 March was 68dB.</p>	Closed	No
30/03/2021		Phone	Night works	Stakeholder enquired about noise generated from nearby night works on Bridge Rd carried out on Friday 26 March.	Closed	No
No complaints registered in April 2021						
Date of complaint	Date of response	Method of complaint	Nature of complaint	Project response	Complaint status	Is this complaint an emergency

No complaints registered in May 2021

23/06/2021	23/06/2021	Email	Noise	<p>Local resident asked if any more respite given from interminable, incessant banging (due to test piling) given the COVID-19 work-from-home guidelines.</p> <p>Multiplex explained piling works on the site of the new Sydney Fish Market may only be conducted during certain periods of the approved construction hours, those being: Monday to Friday, 9am to 12pm and 1pm to 5pm and Saturdays, 9am to 1pm. It was also explained that all employees and sub-contractors will continue to adhere to advice and mandates issued from NSW Health with regards to construction activity. There is currently no guidelines that limit scheduled construction activity at the new Sydney Fish Market.</p>	Closed	No
13/07/2021	22/07/2021	Email	Noise	<p>Local resident raised numerous issues about trucks arriving on site and idling outside the residence at all hours of the day and night, filling apartment block with exhaust pollution and noise.</p> <p>Multiplex wrote back to resident advising they had contacted the subcontractor with respect to truck activity in and around the site. In response, the subcontractor has committed to implementing improved process and procedures so that trucks are not marshalling in the Glebe/Pyrmont area or on surrounding streets, so neighbours are not inconvenienced in the future.</p>	Closed	No
15/07/2021	28/07/2021	Email	Environmental	<p>Local resident emailed subcontractor saying she witnessed huge amounts of dredged up rubbish escaping the silt curtain that is set up, which has a section where it is</p>	Closed	No

				<p>level with the water, and it has floated out of. The stakeholder supplied images on 19/07/2021. Multiplex acknowledged the stakeholder's concerns and proceeded to conduct an investigation.</p> <p>After investigating, Multiplex determined the debris was not construction related and likely the result of heavy rain and stormwater.</p> <p>Initiatives to clean up the bay were communicated to the stakeholder.</p>		
16/07/2021	16/07/2021	Face to face	Environmental	<p>At approximately 1:50pm on the 16th of July 2021, a City of Sydney council representative attended site to enquire about a complaint lodged to the EPA the day prior (15/07/21), regarding rubbish in water at the site.</p> <p>WHS&amp;E coordinator accompanied the rep off-site to the Glebe foreshore walkway to describe how the silt curtain functions and that waste external to this full depth curtain is a result of non-construction related debris brought in from heavy rains, storm water culverts or pollution and can be noticeable during high tide. Also described were the cleaning measures in place with marine workers and that the project is looking forward to innovative ways to keep these public areas clean in the future. Conversation ended on good terms with the Council Rep recognising that the waste was due to external factors and not the project. Rep took down contact details and left.</p>	Closed	No
28/07/2021	5/08/2021	Email	Environmental	<p>The stakeholder that emailed on 15/07/2021 regarding rubbish in the bay was in contact again to advise that there was a visible gap in the silt curtain where rubbish and debris could escape.</p> <p>This enquiry was received during the construction pause.</p>	Closed	No



				<p>The enquiry was acknowledged, and an investigation was carried out as soon as the team was allowed back on site.</p> <p>The reason for the dip in the silt curtain was due to the anchor fitted on the curtain to keep it in place. An additional silt curtain to block any surface materials and debris from exiting the low spot was installed.</p>		
10/08/2021	12/08/2021	Email	Noise	<p>A local resident complained of noise coming from the site on Tuesday 10/08/2021.</p> <p>An investigation was undertaken with noise consultants, SLR. Multiplex responded to the resident directly outlining noise data from the CNVMP.</p>	Closed	No
10/08/2021	24/08/2021	Email	Environmental	<p>A local resident noticed smoke being emitted from the construction site and queried the safety aspects of the smoke.</p> <p>This complaint was addressed with the resident during the Community Consultative Committee Meeting on 11th August. It was followed up with an email after a full investigation had been conducted by environmental consultant and hygienists. Notable outcomes included:</p> <ul style="list-style-type: none"> <li>- a laboratory analysis was undertaken on the pile and found that the timber was not contaminated</li> <li>- methodology for pile extraction was reviewed and a water jet application was added to the process during pile extraction to reduce the potential friction and generation of smoke</li> <li>- periods of respite may be introduced if pile starts to smoke even after the water application process</li> </ul>	Closed	No
23/08/2021	26/08/2021	Community phonenumber	Safety	<p>At approximately 3.40pm on 23/08/2021, a local resident called the community phone number after observing some workers on site without masks.</p>	Closed	No

				<p>Stakeholder Engagement Manager advised that Multiplex would conduct an investigation on site. Investigation findings were then communicated to the resident. Daily-start up meetings on site are being held to remind all workers and sub-contractors of appropriate mask-wearing behaviours and Covid-19 safe practices. Following the phone call, a site-wide communication session with all workers was held to again re-enforce the importance of these behaviours. The resident acknowledged this response and reported since then he had observed diligent mask wearing on-site.</p>		
27/08/2021	30/08/2021	Email	Safety	<p>Glebe Rowing Club raised several concerns over punts (boats) not observing no wash zones and not slowing in the vicinity of other water users when leaving the site.</p> <p>Stakeholder Engagement Manager advised that Multiplex would conduct urgent investigation into the issues raised by the Rowing Club. Sub-Contractor has taken action internally to ensure there is no repeat and guidelines are observed.</p>	Closed	No
30/08/2021	3/09/2021	Email	Noise	<p>Local resident emailed to advise of noise and exhaust smoke being emitted from contractor vehicles idling outside residence. Also noted loud chatter from workers early in the morning.</p> <p>Multiplex has spoken to subcontractors in relation to worker behaviour as they arrive on site, specifically in relation to not idling vehicles (utes or otherwise) on local streets and swiftly moving onto site once exiting their vehicle.</p>	Open	No
1/09/2021	1/09/2021	Phone	Safety	<p>Multiplex Site Manager received a direct phone call from a resident who had observed a Traffic Controller not wearing a mask appropriately.</p> <p>Site Manager spoke to the resident about the daily</p>	Closed	No

				reinforcement workers receive on the importance of mask wearing and Covid-safe practice as well as on-going "Toolbox Talks", providing further context about what a Toolbox Talk is. The caller was appreciative of the response and Site Manager spoke to the Traffic Controller in question.		
29/09/2021	29/09/2021	Email	Noise/ Worker Behaviour	Nearby resident raised concerns about ongoing issues with workers idling vehicles out the front of residences and workers being aggressive when confronted about the behaviour.	Closed	No