

HEALTH INFRASTRUCTURE – JOHN HUNTER HEALTH AND INNOVATION PRECINCT – COMPLAINTS REGISTER TO FEBRUARY 2025

Date	Contact method	Organisation/Stakeholder Group	Summary of Matter	Summary of Response	Status	Further action required
1/5/22	Email	HNELHD staff	Frequent cyclist with concerns with existing cycleway being maintained and operational during the construction works.	The cycle path adjacent to HMRI leading north to Jesmond will be maintained throughout the construction works. At times this may be via an established detour pathways or with traffic control.	Closed	Nil
22/7/22	Email	HNELHD staff	Staff member emailed to say that traffic controllers weren't visible until drivers were very close to them and this was causing problems.	LHD staff made a call to the staff member and traffic controllers and rectified the situation by asking traffic controllers to situate themselves in a more visible part of the road.	Closed	Nil
27/2/23	Email	Wallsend MP Sonia Hornery	Ms Hornery made representation to Hunter New England Local Health District Acting Chief Executive Tracey McCosker on behalf of a group of constituents. This group are 30 construction workers who were fined for parking in residential streets near the John Hunter Hospital.	Ms McCosker thanked Ms Hornery for her enquiry. She advised that she has referred the matter to Multiplex, the organisation responsible for construction. Ms McCosker noted that a traffic management plan is in place and Multiplex briefs all workers on site regarding these arrangements.	Closed	Nil

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23/6/23	Email	Newcastle Private Hospital	Complaint regarding movement of wide loads into the site.	Multiplex carried out an investigation into the complaint and developed a more robust wide load strategy. This plan was provided to Newcastle Private along with an invitation to liaise with the project about its traffic management plans.	Closed	Nil
23/4/24	Email	City of Newcastle	Sharing a community complaint regarding the connection to a cycle path in the HMRI carpark.	Multiplex has reviewed cycle path and is designing a minor change to improve transition between cycle/pedestrian path adjacent to roadway.	Closed	Nil
6/9/24	Email	HNELHD staff	A staff member complained that mesh fencing had detached from the perimeter, and some rubbish was accumulating at the site's Gate 1.	Multiplex assessed the area and repaired mesh fencing and removed rubbish.	Closed	Nil
14/11/24	Email	Hospital visitor	Visitor to John Hunter Hospital raised a complaint regarding construction workers	Health Infrastructure reminded its construction partner to ensure all subcontractors	Closed	Nil

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			making noise before 6am.	are aware of permitted work start times.		
12/12/24	Email	HMRI staff member	Staff member had concerns about driver visibility of pedestrians entering the crossing at the hospital's main entry.	Health Infrastructure advised staff member that the project has safety measures in place that ensure visibility. The pedestrian crossing will be monitored.	Closed	Nil
29/01/24	Email	HNELHD staff	Staff member had concerns about driver visibility of pedestrians entering the crossing at the hospital's main entry.	Health Infrastructure advised staff member that the project has safety measures in place that ensure visibility. The pedestrian crossing will be monitored.	Closed	Nil