



Chatswood Education Precinct Construction Worker and Staff Transportation Strategy

Prepared for:
Richard Crookes Construction

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The Transport Planning Partnership

Chatswood Education Precinct

Construction Worker and Staff Transportation Strategy

Client: Richard Crookes Construction

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V01 – Draft for RCC Review	1/03/21	Jessica Ng	Jessica Ng	Jason Rudd	Jason Rudd
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APPENDICES

A. COMPLAINTS MANAGEMENT SYSTEM

1. Project Background

On 30 November 2020, development consent was issued for the redevelopment of Chatswood Public School and Chatswood High School (SSD 9483). The project involves the demolition of selected buildings and construction of new buildings, refurbishment of existing buildings, changes to vehicular access and car parking, tree removal, landscaping, earthworks and site remediation.

Richard Crookes Construction (RCC) has been appointed to undertake detailed design and construction of the main works for the above project.

2. Scope & Application of the Strategy

This Construction Worker and Staff Transportation Strategy (the Strategy) has been prepared to satisfy condition consent B25 of SSDA 9483.

It is the intent of this Strategy to outline the management of construction worker and staff transportation to/from the site. In particular, the Strategy has been prepared to manage construction worker and staff car parking to minimise demand of parking in nearby public and residential streets during construction of the project.

It recognises that these procedures may need to adapt to changing circumstances in order to achieve the desired management of construction worker travel.

Therefore, the Strategy may be varied from time to time in order to account for changes to the site, altered traffic conditions and/or on or off-site operational imperatives during construction.

Any changes to the Strategy shall be communicated to all construction workers and staff at the site. RCC will be responsible for the review and update of this Strategy when required, which will be reviewed bi-monthly.

3. SSDA Condition Consent

This Strategy has been prepared to satisfy consent condition B25 in the SSDA approval, as detailed in Table 3.1.

Table 3.1: Development Consent SSD 9483 Condition B25

Condition	Condition requirements	Document reference
B25	Prior to the commencement of construction, the Applicant must submit a Construction Worker and Staff Transportation Strategy to the Planning Secretary for approval. A copy of the Strategy must be provided to the Certifier for information. The Construction Worker and Staff Transportation Strategy must:	SSD 9483 – B25 – CWSTS – 8 Mar 21
	(a) detail the provision of sufficient accessible parking facilities for school staff;	Section 4, Accessible Parking Facilities, p2
	(b) include details of other travel arrangements for school staff and construction workers in order to minimise demand for parking in nearby public and residential streets;	Section 5, Travel Arrangements, p3-5
	(c) include measures to prevent construction workers and school staff from parking on the surrounding streets;	Section 6, Surrounding Streets, p6
	(d) include details of on-site secure tool storage facilities for overnight use by construction workers at Chatswood Public School and Chatswood High School;	Section 7, On-Site Secure Tool Storage Facilities, p6-7
	(e) include a Complaint Management System for surrounding residents to report issues with school staff and/or construction workers using the local surrounding roads for parking and associated impacts on the availability of on-street parking for residents and visitors. The Complaint Management System must include a Complaints Register to be maintained recording information on all complaints received about construction worker and school staff parking and associated impacts on on-street car parking availability. The Complaint Management System must:	Section 8 & Appendix A, Complaint Management System, p7
	(i) include: <ul style="list-style-type: none"> a 24 hour toll-free telephone number for the registration of complaints; 	
	<ul style="list-style-type: none"> a postal and email address to which written complaints and enquiries may be sent; 	Section 8 & Appendix A, Complaint Management System, p7
	<ul style="list-style-type: none"> process of resolving complaints; 	Section 8 & Appendix A, Complaint Management System, p7
	<ul style="list-style-type: none"> a mechanism for community members to make enquiries in common community languages in the area; and 	Section 8 & Appendix A, Complaint Management System, p7
	(ii) record the number of complaints received, nature of the complaints and how the complaint was resolved.	Section 8 & Appendix A, Complaint Management System, p7

4. Accessible Parking Facilities

(a) Detail the provision of sufficient accessible parking facilities for school staff.

There will be sufficient accessible parking facilities for school staff.

Two (2) accessible car parking spaces are required at the Chatswood High School site, while no accessible car parking spaces are required at the Chatswood Public School site. It is proposed to comply with these requirements. All accessible car parking spaces shall be designed in accordance with AS2890.6:2009 design requirements.

5. Travel Arrangements

(b) Include details of other travel arrangements for school staff and construction workers in order to minimise demand for parking in nearby public and residential streets.

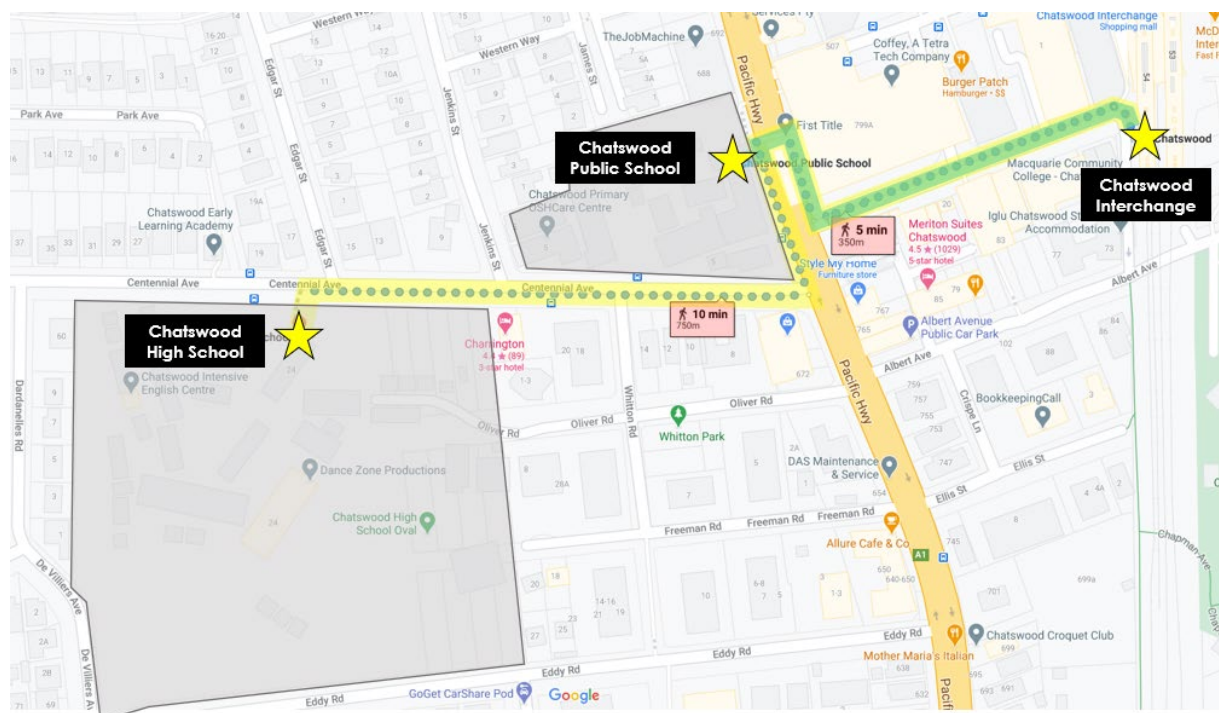
All construction workers and school staff shall be made aware that no car parking will be made available on-site at any time during construction. Consequently, all construction workers and school staff shall be encouraged and expected to use alternative means of transport to/from the site.

Other forms of transport to/from the site are:

- train
- metro
- bus
- taxi / uber
- car share
- cycling
- walking

Chatswood Public School and Chatswood High School sites are located within a five-to-ten-minute walk from the Chatswood Interchange, as shown in Figure 1.

Figure 1: Walking Route to/from Chatswood Interchange



Chatswood Interchange provides a range of services, including train, metro, bus, taxi and cycling parking facilities. In addition to this, car share facilities are made available within immediate vicinity of the sites.

The sites proximity to existing public transport facilities are shown in Figure 2.

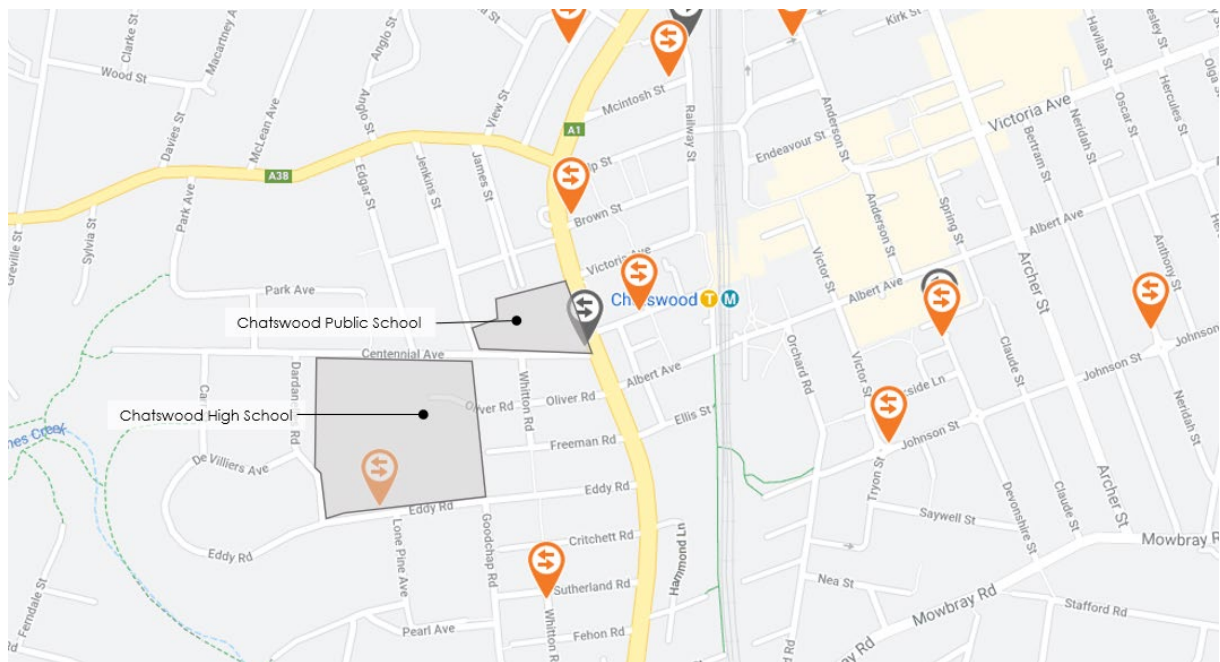
Figure 2: Proximity to Public Transport Facilities



Source: Google Maps Australia

A map of existing GoGet car share facilities within the immediate vicinity of the site is shown in Figure 3.

Figure 3: Proximity to GoGet Car Share Facilities



Source: GoGet Australia

In addition to this, all construction workers and school staff shall be made aware where to access public transport timetables and journey planning information.

This information can be found here:

- **Transport NSW info**

Bus, train and ferry routes, timetables and journey planning are provided by Transport for New South Wales through their Transport Info website: <http://www.transportnsw.info/>

- **Willoughby Council Cycling**

Willoughby Council provides a number of services and a range of information to encourage people of all levels of experience to travel by bicycle.

<https://www.willoughby.nsw.gov.au/Residents/Parking-and-transport/Cycling>

- **Trip View App**

This app displays Sydney public transport timetable data and shows a summary view showing current and subsequent services, as well as a full timetable viewer. This timetable data is stored on the phone, so it can be used offline.

RCC shall communicate and distribute the above information with all construction workers and school staff to minimise demand for parking in nearby public and residential streets associated with car travel.

RCC shall display posters within the works site with descriptions of all available methods of travel, with relevant QR codes to prompt construction workers and staff to relevant transport websites accordingly.

6. Surrounding Streets

(c) Include measures to prevent construction workers and school staff from parking on the surrounding streets.

RCC will encourage and expect all construction workers and school staff to use alternative means (i.e. non-car) to travel to/from the site.

However, in the event car travel is or becomes unavoidable by construction workers and school staff during construction, RCC shall implement the following measures to manage construction worker and school staff car parking:

- **Park& Ride** – encourage use of Transport for NSW’s Park&Ride facilities, which allows users to park for free for up to 18 hours at dedicated Transport Park&Ride car parks. This information can be found on TfNSW’s website <https://transportnsw.info/travel-info/ways-to-get-around/drive/parking/transport-parkride-car-parks>.
- **Public Car Parks** – encourage use of public car parking facilities, e.g. nearby Secure Parking and Wilson Parking providers.
- **Carpooling** – recommend carpooling between staff to reduce single occupancy car trips.
- **Tool Storage Facility** – provide an on-site tool drop-off and storage facility to allow tradespeople to drop off and store their tools/specific machinery for the project.
- **Induction and Regular Management Meetings** – inform staff during the induction and regular management meetings that no car parking will be made available on-site and that there is limited on-street car parking surrounding the site.
- **Alternative Transport Options** – instruct and encourage staff to use public transport to access the site during the induction and regular management meetings.
- **Public Transport Noticeboards** – display public transport timetable information and details of the TfNSW NSW Trip Planner website at key locations within the sites and ensure that it is easily accessible by staff.

7. On-Site Secure Tool Storage Facilities

(d) Include details of on-site secure tool storage facilities for overnight use by construction workers at Chatswood Public School and Chatswood High School.

RCC shall provide an on-site tool drop-off and storage facility to allow construction workers to drop off and store their tools for the project.

These will be provided in the form of lockable storage areas, either stick-build in-situ, or via the hire of a site container for the storage of tools and equipment. An area for construction workers will also be provided to encourage them to bring their own lockable toolboxes to site.

All construction workers shall be made aware of the above available facilities and be encouraged to use alternative transport to travel to/from the site accordingly.

8. Complaint Management System

(e) Include a Complaint Management System for surrounding residents to report issues with school staff and/or construction workers using the local surrounding roads for parking and associated impacts on the availability of on-street parking for residents and visitors. The Complaint Management System must include a Complaints Register to be maintained recording information on all complaints received about construction worker and school staff parking and associated impacts on on-street car parking availability.

- i) include:**
 - a 24-hour toll-free telephone number for the registration of complaints;
 - a postal and email address to which written complaints and enquiries may be sent;
 - process of resolving complaints;
 - a mechanism for community members to make enquiries in common community languages in the area; and
- ii) record the number of complaints received, nature of the complaints and how the complaint was resolved.**

A copy of SINSW's Complaints Management System is provided in Appendix A.

Appendix A

Complaints Management System

SINSW Complaints management process as outlined in the Community Communication Strategy (CCS)

8.5 Enquiries and complaints management

SINSW manages enquiries (*called interactions in our CRM, Darzin*), and complaints in a timely and responsive manner.

Prior to project delivery, a complaint could be related to lack of community consultation, design of the project, lack of project progress, etc.

During project delivery, a complaint is defined as in regards to construction impacts – *such as* – safety, dust, noise, traffic, congestion, loss of parking, contamination, loss of amenity, hours of work, property damage, property access, service disruption, conduct or behaviour of construction workers, other environmental impacts, unplanned or uncommunicated disruption to the school.

As per our planning approval conditions, a complaints register is updated monthly and is publicly available on the project's website page on the SINSW website. The complaints register will record the number of complaints received, the nature of the complaints and how the complaint was resolved.

8.5.1 Complaints management process

If SINSW receives a complaint about the project during construction, it must be logged in our CRM system, actively managed, closed out and resolved by SINSW within 24-48 hours of receipt by the SINSW Community Engagement Manager, as outlined in Table 6 below. If this is not possible, the complaint must be escalated internally as required and resolved within 7 business days.

Complaints received via the following channels will be directed to the SINSW Community Engagement Manager for resolution:

- Phone: 1300 482 651 (24 hour toll free number)
- Email: schoolinfrastructure@det.nsw.edu.au
- Postal address: GPO Box 33, Sydney, NSW 2001
- Face to face
- School executive
- Project team

If the complainant is not satisfied with the SINSW response, and they approach SINSW for rectification, the process will involve a secondary review of their complaint as per the outlined process.

Complaints will be escalated when:

- An activity generates three complaints within a 24-hour period (separate complainants).
- Any construction site receives three different complaints within a 24-hour period.
- A single complainant reports three or more complaints within a three day period.
- A complainant threatens to escalate their issue to the media or government representative.
- The complaint was avoidable.
- The complaint relates to a compliance matter.

Complaints will be first escalated to the Senior Manager, Community and Engagement or Director of Communications for SINSW as the designated complaints handling management representatives for our projects. Further escalation will be made to the Executive Director, Office of the Chief Executive to mediate if required.

If a complaint still cannot be resolved by SINSW to the satisfaction of the complainant, we will advise them to contact the NSW Ombudsman - <https://www.ombo.nsw.gov.au/complaints>.

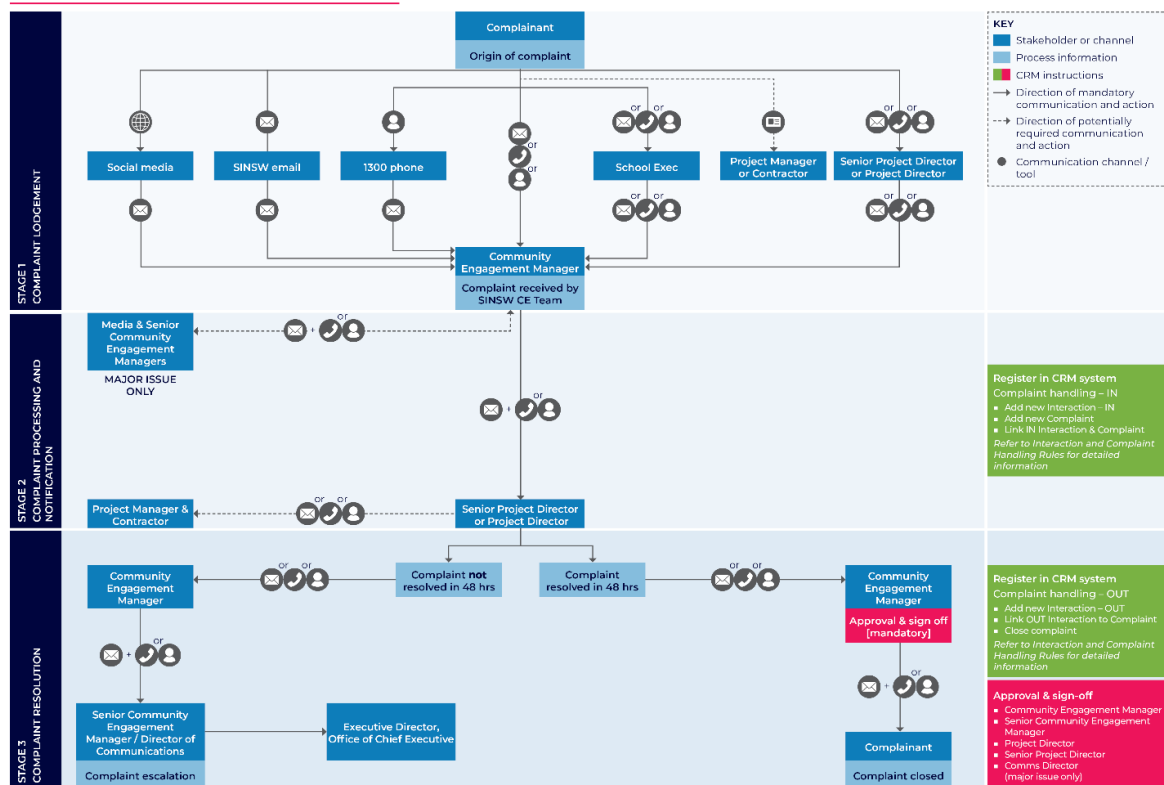
The below table summarises timeframes for responding to enquiries and complaints, through each correspondence method:

Table 6: Complaint and enquiry response time

Complaint	Acknowledgement times	Response times
Phone call during business hours	At time of call – and agree with caller estimated timeframe for resolution.	Complaint to be closed out within 48 hours. If not possible, continue contact, escalate as required and resolve within 7 business days.
Phone call after hours*	Within two (2) hours of receiving message upon returning to office.	Following acknowledgement, complaint to be closed out within 48 hours. If not possible, continue contact, escalate as required and resolve within 7 business days.
Email during business hours	At time of email (automatic response)	Complaint to be closed out within 48 hours. If not possible, continue contact, escalate internally as required and resolve within 7 business days.
Email outside of business hours	At time of email (automatic response)	Complaint to be closed out within 48 hours (once return to business hours). If not possible, continue contact, escalate internally as required and resolve within 7 business days.
Letter	NA	Complaint to be closed out within 48 hours following receipt. If phone or email contact details are not provided a written response to be sent within 48 hours following receipt. If not possible, continue contact, escalate internally as required and resolve within 7 business days.
Interaction/ Enquiry		
Phone call during business hours	At time of call – and agree with caller estimated timeframe for response.	Interaction to be logged and closed out within 7 business days.
Phone call after hours	Within two (2) hours of receiving message upon returning to office.	Interaction to be logged and closed out within 7 business days.
Email during business hours	At time of email (automatic response)	Interaction to be logged and closed out within 7 business days.
Email outside of business hours	At time of email (automatic response)	Interaction to be logged and closed out within 7 business days.
Letter	N/A	Interaction to be logged and closed out within 10 business days following receipt.

The below diagram outlines our internal process for managing complaints.

COMPLAINTS MANAGEMENT PROCESS FLOW CHART



8.5.2 Complaints in common community languages

Complaints can be made in common community languages using the Translating and Interpreting Service (TIS), managed by the Department of Home Affairs. Community members can be connected to an interpreter by calling TIS on 131 450. TIS contact details are included on all project communications. Once TIS has the interpreter on the line, the interpreter and community member are connected to School Infrastructure and phone interpretation can begin. School Infrastructure NSW receives the complaint via the translator and begins the complaints management process as outlined above.

The Transport Planning Partnership
Suite 402 Level 4, 22 Atchison Street
St Leonards NSW 2065

P.O. Box 237
St Leonards NSW 1590

02 8437 7800

info@tpp.net.au

www.tpp.net.au