

**HumeLink West Joint Venture Complaints Register**

Year	Month	Date	Time received	Number of complaints	How complaint was received	Local Government Area	Topics raised	Avoidable/unavoidable	Summary	Responses and investigation	Salesforce ID	Outstanding actions	Status	Date closed
2024	November			No complaints registered										
2024	December	03/12/2024	11:18AM	1	SMS	Wagga Wagga	Traffic and Transport	Unavoidable	Temporary traffic management controls (including signs and traffic lights) required for worker safety during road survey work causing delays, and obstructing heavy vehicle turning circle and line of sight when exiting and entering driveway.	Motorists cannot be delayed at temporary traffic lights for more than three minutes and most vehicles are held for less than three minutes to allow traffic through the work area. Traffic control setup was assessed as compliant to the approved traffic management plan. The temporary traffic controls were repositioned to facilitate a wider turning area for a heavy vehicle and allow for longer line of site for vehicles entering or exiting the driveway. The traffic management plan and actions taken were discussed with the stakeholder and the project team working along the road will ensure all efforts will be made to minimise delays, including traffic controllers in place to assist residents and motorists.	ACT-89702	Nil	Closed	04/12/2024
2024	December	02/12/2024	01:00PM	1	Phone call in	Wagga Wagga	Property access	Avoidable	Stakeholder reported that project team had accessed private property without notification.	Stakeholder was advised that project representative was being escorted on adjacent land and was unaware they had crossed over the property boundary into the stakeholder's property. Project teams will refer more carefully to boundary maps and not rely on escorts to ensure no unauthorised access.	ACT-89496	Nil	Closed	19/12/2024
2024	December	09/12/2024	08:32AM	1	Phone call in	Wagga Wagga	Property access	Avoidable	Stakeholder reported an internal property gate was not locked in the same position following access by the project team.	Variances in pre- and post- gate access photos were identified and alternative lock mechanisms were discussed with the stakeholder. Briefing on the specific gate lock mechanism will be provided to the project teams prior to access.	ACT-89316	Nil	Closed	09/12/2024
2025	January			No complaints registered										
2025	February	10/02/2025	10:59AM	1	Email	Wagga Wagga	Safety	Unavoidable	Stakeholder concerned with worker safety, specifically non project-related dust impacts to construction workers.	Dusty conditions are prevalent due to dry and windy weather, and non-project related vehicles passing at speed. Provided stakeholder with information on current and planned dust mitigations implemented by project team, in consultation with Wagga Wagga City Council.	ACT-93556	Nil	Closed	10/02/2025
2025	February	10/02/2025	08:54PM	1	Email	Snowy Valleys	Visual Impact Construction methodology Project engagement and communications	Unavoidable	Community member concerned about the visual impacts from their property, potential impacts to property value and project communication received.	Complaint acknowledged and investigated. Detailed response provided and site visit undertaken. Ongoing engagement with resident underway.	ACT-93683	Ongoing engagement	Closed	27/02/2025
2025	February	18/02/2025	1:04PM	1	Phone call in	Wagga Wagga	Construction - Traffic	Unavoidable	Stakeholder concerned with large amount of traffic control resources in operation.	Temporary traffic management is implemented in accordance with approved traffic management plans and standard traffic procedures in compliance with the Transport for NSW Traffic Control at Work Sites Technical Manual.	ACT-94115	Nil	Closed	18/02/2025
2025	March	03/03/2025	3:08PM	1	Email	Wagga Wagga	Safety	Unavoidable	Stakeholder concerned with worker safety, specifically non project-related dust impacts to construction workers.	Provided stakeholder with information on current and upcoming work activities and planned mitigation measures.	ACT-95429	Nil	Closed	10/03/2025
2025	March	03/03/2025	04:03PM	1	Meeting	Snowy Valleys	Safety	Unavoidable	Concerned with road safety in relation to project vehicles in the vicinity of school bus drop off/pick up location.	Contacted stakeholder to advise the bus company has been contacted for more information, and the project team has been toolboxed on road safety pertaining to school buses in the area.	ACT-95705	Discuss options to improve safety with Snowy Valleys Council	Closed	31/03/2025
2025	March	19/03/2025	11:38AM	1	Phone call in	Wagga Wagga	Property access	Avoidable	Resident reported members of the construction team on his property without notice.	Complaint acknowledged and stakeholder advised that the current process will be investigated and changes made to avoid a repeat incident. An interim procedure of signage installed to indicate permitted access points is being instituted while a review of current digital wayfinding procedures is underway.	ACT-96994	Nil	Closed	21/03/2025
2025	March	21/03/2025	09:19PM	1	Email	Wagga Wagga	Dust	Unavoidable	Mitigation measures in place are not sufficient to remedy dust impacts when works are finished. Request to seal Livingstone Gully Road.	Complaint acknowledged and information on mitigation measures provided to the stakeholder, including upcoming road rectification work, reduced vehicle speeds and regular application of water for dust suppression. Dust levels have been monitored and assessed as compliant with the project conditions of approval.	ACT-97278	Nil	Closed	24/03/2025
2025	April	16/04/2025	4:53PM	1	Phone call in	Wagga Wagga	Construction - Traffic	Avoidable	Concerned about road sign indicating motorists should slow down.	Stakeholder contacted to confirm receipt of complaint and seek more details of the incident. Further investigation found that one eastbound variable message sign was displaying an incorrect message for motorists when there was no roadwork taking place. The sign information has rectified and is providing correct information.	ACT-99976	Nil	Closed	17/04/2025
2025	April	22/04/2025	11:26AM	1	SMS	Wagga Wagga	Noise	Unavoidable	Traffic control setup has trucks braking near property with subsequent noise impacts	Traffic control setup adjusted to reduce noise impacts.	ACT-100196	Nil	Closed	22/04/2025
2025	April	28/04/2025	7:39AM	1	Email	Snowy Valleys	Visual Impact	Unavoidable	Resident concerned about visual impact from their property following up on site visit and detailed outcomes of visual impact assessment in their area	Ongoing engagement and project progress updates. Site visit with visual impact consultant pending to be confirmed and undertaken over the next couple of weeks.	ACT-100400	Nil	Closed	24/09/2025

2025	May	05/05/2025	8:52AM	1	SMS	Wagga Wagga	Dust	Unavoidable	Dust from the construction site is interfering with asthma and washing is getting dirty.	Met with stakeholder and confirmed impacts have abated. Advised two water carts are operating at the site to reduce dust, and work is stopped while water trucks are refilled. Current work activity to strip topsoil will be completed tomorrow.	ACT-101490	Nil	Closed	05/05/2025
2025	May	06/05/2025	2:41PM	1	Phone call in	Wagga Wagga	Dust	Unavoidable	Dust from the construction site as no water at the site	Provided stakeholder with information on current and upcoming work activities and dust suppression measures including: - two water carts in operation at the site and works stopped while water carts are filled - three semi-trailer water tankers on rotation to keep water carts filled - running machines at a slower speed to minimise soil disturbance - works stopped periodically to allow dust to settle - dust monitoring to ensure no exceedances - soaking stockpiles - adding soilbinder when stockpiles are static Contributing factors to dust include: - unseasonably dry and drought conditions	ACT-101631	Nil	Closed	06/05/2024
2025	May	09/05/2025	08:52AM	1	SMS	Wagga Wagga	Dust Noise	Unavoidable	Dust from the construction site and noise is terrible	Advised stakeholder that dust and noise levels are being monitored and within approved levels. Weekly update meeting scheduled to discuss upcoming works and mitigations specific to the receiver.	ACT-102316	Meeting with stakeholder to discuss construction activities and mitigation	Closed	13/05/2025
2025	May	13/05/2025	11:29AM	1	Website	Wagga Wagga	Safety	Unavoidable	Concerned that proposed temporary hard road barriers will be dangerous as kangaroos will be trapped within the road corridor.	This issue will be considered in the planning of traffic management, to ensure road user safety.	ACT-102510	Nil	Closed	13/05/2025
2025	May	14/05/2025	07:28AM	1	SMS	Wagga Wagga	Traffic and Transport	Unavoidable	Project vehicles accessing restricted area of Mates Gully Road with potential property damage.	The vehicles observed were identified as not related to the project. Stakeholder provided with contact details of business responsible for identified vehicles.	ACT-102589	Nil	Closed	14/05/2025
2025	May	14/05/2025	08:02PM	12	Website	Wagga Wagga	Environment - Cultural Heritage Construction - Noise and vibration Construction - Traffic Construction - Dust Traffic and Transport Engagement/Notification – Near Neighbour Engagement	Unavoidable	Concerns with project vehicle usage/parking on Mates Gully Road, noise and dust, water usage, cultural artefacts, consultation, and current and proposed traffic management controls on Mates Gully Road.	A detailed response was provided to the stakeholder, addressing the issues raised.	ACT-102675	Nil	Closed	20/05/2025
2025	May	17/05/2025	12:38PM	1	Phone call in	Wagga Wagga	Dust	Avoidable	Concerns with dust on the construction site.	No works are currently in operation, but windy conditions are disturbing the recently excavated topsoil. Water carts will be sent to the site to water down the area today and tomorrow, and water carts will continue to operate during standard construction hours.	ACT-102979	Nil	Closed	17/05/2025
2025	May	17/05/2025	1:15pm	1	Phone call in	Snowy Valleys	Property access	Avoidable	Stakeholder reported that project team had accessed private property without notification.	Apologised to stakeholders involved and advised of remedial actions including: - geofencing of potentially affected properties as a restricted zone for project employees - restricting all access to properties in the absence of digital mapping access - improving the quality of training of project employees.	ACT-102945	Nil	Closed	11/06/2025
2025	May	30/05/2025	1:04pm	1	Phone call in	Snowy Valleys	Social License - Negative impact	Unavoidable	Concerns with project vehicles collecting potable water at Memorial Avenue, Batlow and leaving none for community.	Records show no potable water has been collected by the project at this location to date.	ACT-104687	Nil	Closed	30/05/2025
2025	June	18/06/2025	12:58pm	1	Phone call in	Wagga Wagga	Construction - Traffic	Unavoidable	Concerns with vehicles using Keajura Road and driving at speed, concerned about moving livestock and driver awareness when livestock is on the road.	Discussed the in-vehicle driver management system to monitor drivers in HLWJV construction vehicles and project inductions which detail the expected safe and courteous driver behaviour for project staff. Discussed project use of Keajura Road limited mainly to light vehicles, with the exception of a small section from Hume Highway used by heavy vehicles. Will reiterate with the project team about being aware of and prepared for livestock on roads.	ACT-106518	Nil	Closed	18/06/2025
2025	June	20/06/2025	7:45am	1	SMS	Wagga Wagga	Construction - Traffic	Unavoidable	Traffic control setup has trucks braking near property with subsequent noise impacts.	Traffic control setup adjusted to reduce noise impacts.	ACT-107621	Alternative traffic control setup to be endorsed by Wagga Wagga City Council	Closed	20/06/2025
2025	June	23/06/2025	12:10pm	1	SMS	Wagga Wagga	Construction - Noise and vibration	Unavoidable	Project noise levels are impacting on ability to work.	Discussed approved noise levels versus personal comfort levels. Replaced in situ noise monitor as agreed, to continue at receiver monitoring.	ACT-107608	Nil	Closed	24/06/2025
2025	June	24/06/2025	1:15pm	1	Meeting	Wagga Wagga	Procedural	Unavoidable	Feels that a previous complaint made in relation to dust would be more correctly categorised as avoidable.	Provided information on justification for complaint category.	ACT-107576	Nil	Closed	24/06/2025
2025	June	26/06/2025	7:48am	1	Phone call in	Wagga Wagga	Construction - Traffic	Unavoidable	Traffic control setup has trucks braking near property with subsequent noise impacts. Traffic control vehicles are accessing restricted section of Mates Gully Road.	Traffic control setup adjusted to reduce noise impacts. In-vehicle monitoring system data reviewed and no access to restricted areas recorded. Traffic control vehicles are utilised by other projects in the area which do not have restricted access to Mates Gully Road.	ACT-108122	Alternative traffic control setup to be endorsed by Wagga Wagga City Council	Closed	27/06/2025

2025	June	27/06/2025	8:26am	1	SMS	Wagga Wagga	Construction - Traffic Construction - Noise and vibration	Unavoidable	Traffic control setup has trucks braking near property with subsequent noise impacts. Noise of project trucker reversing beepers are impacting adversely on resident's employment and family's mental health.	Advised that traffic control setup is unrelated to HumeLink West project. Truck reversing beepers are necessary for worker safety. Noise levels have been reviewed and are within permitted levels. Supplementary noise monitoring will be carried out at receiver location to verify accurate monitor operation.	ACT-109566	Supplementary noise monitoring carried out on 28/6/25	Closed	01/07/2025
2025	July	03/07/2025	7:39am	1	Phone call in	Wagga Wagga	Construction - Traffic	Avoidable	Project heavy vehicle observed accessing Mates Gully Road from Sturt Highway.	Confirmed a project vehicle had accessed Mates Gully Road from Sturt Highway. An investigation is underway to determine the root cause of the incident and actions required to prevent a recurrence.	ACT-110756	Nil	Closed	08/07/2025
2025	July	08/07/2025	7:27am	1	SMS	Wagga Wagga	Construction - Noise and vibration	Unavoidable	The incessant beeping is impacting on health and ability to work. Noise monitoring is inaccurate and skewed to suit project purposes.	Advised that noise monitoring is active, but plant and vehicle reversing signals don't trigger exceedance of permitted noise levels.	ACT-110734	Nil	Closed	08/07/2025
2025	July	19/07/2025	12:27pm	1	SMS	Wagga Wagga	Construction - Traffic	Avoidable	Project heavy vehicle observed accessing Mates Gully Road from Sturt Highway.	Confirmed a project vehicle had accessed Mates Gully Road from Sturt Highway. The driver responsible has been stood down and further deliveries postponed pending investigation.	ACT-112107	Investigation report.	Closed	19/07/2025
2025	July	22/07/2025	10:48am	2	Phone call out	Snowy Valleys	Construction - Traffic	Unavoidable	Concerns with road safety with increased project heavy vehicles accessing Yaven Creek Road.	Advised that drivers will monitor UHF channel 40 and ensure a safe driving speed with particular care during school bus hours.	ACT-112357	UHF call up signage installation at Yaven Creek Road	Closed	22/07/2025
2025	July	29/07/2025	11:12am	1	SMS	Wagga Wagga	Construction - Noise and vibration	Unavoidable	Placement of 80km/hr speed reduction signs on Mates Gully Road causing noise impacts to residence.	Consultation with Wagga Wagga City Council resulting in alternative sign location choice and provision of 'limit compression braking' sign which was provided to the resident for their assent.	ACT-113047	Sign relocation pending resident advice	Closed	21/08/2025
2025	August	04/08/2025	1:04pm	2	Phone call in	Snowy Valleys	Dust	Unavoidable	Concerns with increase in project vehicles on road causing dust on property.	Advised deliveries along road will cease, in line with route changes to avoid local school bus drop off and pick up. Installation of UHF signage to be implemented to return deliveries via Yaven Creek Road. Water carts being utilised to assist with dust suppression in the short-term.	ACT-114013	UHF call up signage installation at Yaven Creek Road	Closed	05/08/2025
2025	August	04/08/2025	7:20pm	1	Email	Wagga Wagga	Property - General	Unavoidable	Concerns with compaction issues and works due to weather impact.	Property owner consulted on ongoing works and access.	ACT-114106	Nil	Closed	05/08/2025
2025	August	13/08/2025	10:57pm	1	Phone call in	Snowy Valleys	Worker behaviour	Not related to HumeLink	Anti-social behaviour by project team member.	Advised incident is not related to HumeLink West and provided contact details of project to which the person in question is associated.	ACT-115755	Nil	Closed	14/08/2025
2025	August	14/08/2025	3:03pm	1	Meeting	Wagga Wagga	Construction - Traffic	Unavoidable	Concerns about project heavy vehicles using Keajura Road and driving at speed, and moving livestock and driver awareness on the road.	In response to community feedback, project vehicles are restricted to the section of Keajura Road between Hume Highway and Burkinshaws Lane, with minor exceptions where necessary. Driver safety training is mandatory for all drivers of project vehicles, and vehicle tracking and monitoring is in operation.	ACT-115841	Nil	Closed	21/08/2025
2025	August	21/08/2025	11:27am	1	SMS	Wagga Wagga	Construction - Noise and vibration	Unavoidable	Hearing construction noise and feeling vibration impacts yesterday and today.	Provided information on current works involving use of a compaction roller to seal pavement yesterday and today. This work activity expected to be completed tomorrow.	ACT-116506	Nil	Closed	21/08/2025
2025	August	21/08/2025	4:02pm	1	Email	Wagga Wagga	Worker behaviour	Avoidable	Team members inappropriate behaviour, causing damage and accessing restricted area	Investigation determined that damage not caused or intended, and behaviour appropriate to the circumstances. Improvement required in adherence to access protocols and workers involved reminded to seek guidance if approved access routes not accessible.	ACT-117651	Monitor compliance to access route protocol	Closed	03/09/2025
2025	August	22/08/2025	6:03pm	1	SMS	Wagga Wagga	Construction - Traffic	Not related to HumeLink	Heavy vehicle observed on restricted section of Mates Gully Road	Advised no deliveries received or project heavy vehicle access at the time reported.	ACT-117648	Nil	Closed	22/08/2025
2025	August	28/08/2025	6:44am	1	SMS	Wagga Wagga	Construction - Traffic	Avoidable	A project traffic control vehicle has used the public turning area opposite stakeholders driveway, causing noise impacts.	Project vehicle has breached commitment not to use public turning area. Additional training and supervision is in operation to prevent a recurrence.	ACT-117647	Nil	Closed	28/08/2025
2025	September	10/09/2025	11:42am	1	Email	Snowy Valleys	Construction - Traffic	Unavoidable	Concerns with limited visibility when project vehicles crossing narrow bridge in convoy.	Project heavy vehicles will cross bridge one at a time, and allow oncoming vehicles priority to avoid queuing.	ACT-119508	Nil	Closed	16/09/2025
2025	September	16/09/2025	4:11pm	1	Email	Wagga Wagga	Traffic and Transport	Not related to HumeLink	Reporting storm debris on Westbrook Road as a traffic hazard, particularly for heavy vehicles.	Advised the issue will be referred to local council.	ACT-120010	Referral to local council.	Closed	16/09/2025
2025	October	08/10/2025	8:31am	1	Phone call	Wagga Wagga	Vegetation removal	Unavoidable	Trees removed from verge along Mates Gully Road adjacent to Tarcutta facility	Advised tree removal likely to accommodate road work for Tarcutta facility.	ACT-122999	Nil	Closed	08/10/2025
2025	October	09/10/2025	10:22am	1	Email	Snowy Valleys	Construction - Traffic	Avoidable	Reported heavy vehicle observed using restricted vehicle route on Old Tumbarumba Road.	Confirmed the driver had been provided a current vehicle movement plan, but had still accessed a restricted road.	ACT-123308	Investigate if additional wayfinding signage is required.	Closed	09/10/2025
2025	October	13/10/2025	9:27am	1	Email	Wagga Wagga	Bio security breach Property trespass	Not related to HumeLink	Concerns about unauthorised access to property.	Referred complaint to VNI West project.	CM-0000566	Nil	Closed	14/10/2025

2025	October	20/10/2025	8:54am	2	Phone call	Snowy Valleys	Dust	Not related to HumeLink	Reports of heavy vehicles generating dust when traversing Ellerslie Road.	Stakeholder making complaint reported they had confirmed that the vehicle movements were related to council works.	ACT-124961	Nil	Closed	21/10/2025
2025	October	20/10/2025	9:58am	1	Email	Wagga Wagga	Construction - Traffic, Transport, Dust, Approvals	Unavoidable	Concerns about Livingstone Gully Road between Gregadoo East Road and access to the new Gugaa substation/Gregadoo compound not being sealed prior to construction starting	Advised decision to be made on timing of road sealing in consultation with local council.	ACT- 124828	Nil	Closed	27/10/2025
2025	October	23/10/2025	3.13pm	1	Phone call	Snowy Valleys	Traffic and Transport	Unavoidable	Concerns about delays to heavy vehicles from approved traffic management on Green Hills Access Road and effectiveness of traffic controllers.	Advised that traffic control is undertaken in accordance with approved plans and that their concerns would be provided to the traffic team.	ACT-125156	Nil	Closed	23/10/2025
2025	October	25/10/2025	11.55am	1	SMS	Wagga Wagga	Construction - Traffic	Avoidable	A project traffic control vehicle has used the public turning area opposite stakeholders driveway, causing noise impacts.	Project vehicle has breached commitment not to use public turning area. The contractor responsible is on notice.	ACT-126030	Nil	Closed	28/10/2025
2025	October	28/10/2025	7.32pm	1	SMS	Wagga Wagga	Worker behaviour - respect, Construction - Impact to farming operations	Unavoidable	Breach of confidentiality, lack of professionalism and loss of income.	Provided information on outcome of investigation, and contact details of Privacy Officers. Requested further details on loss of income.	ACT-126055	Nil	Closed	12/11/2025
2025	October	29/10/2025	5.35pm	1	SMS	Wagga Wagga	Traffic and Transport	Avoidable	Delays when travelling through Mates Gully Road upgrade works and road not wide enough for farm equipment to travel through.	A contra-flow traffic arrangement is in operation at this location as a necessary safety measure during construction of dedicated turn in and out lanes to the Tarcutta accommodation facility. Short delays are expected, with more extended delays recently reported. The team is working to reduce the delays and complete the lanes as soon as possible. Road width is maintained where possible, and traffic control removed to allow wide vehicles passage.	ACT-126061	Nil	Closed	30/10/2025
2025	November	03/11/2025	12.47pm	1	Phone call	Snowy Valleys	Worker behaviour - respect Social License - Negative impact	Unavoidable	Low levels of Batlow town water affecting environment. Project workers reported taking photos of stakeholder without explanation.	Snowy Valleys Council advised that water measurements at Batlow dam wall are normal and that Council monitors HLW water usage to ensure it is in line with agreements. Due to time elapsed between time of photo taken and reporting of the incident, unable to confirm whether worker involved or circumstances.	ACT-126729	Nil	Closed	11/11/2025
2025	November	03/11/2025	5.32pm	1	SMS	Snowy Valleys	Dust	Unavoidable	Vehicles using Ellerslie Road generating dust.	Discussed ongoing and proposed dust management measures with stakeholders. Confirmed that water carts were active.	ACT-126898	Further investigations with Snowy Valleys Council into additional measures.	Closed	03/12/2025
2025	November	06/11/2025	11.10am 7/11/25	1	Phone call	Snowy Valleys	Worker behaviour – Driving	Unavoidable	Vehicle driving erratically and above the speed limit	Following investigation GPS tracking confirmed a TG vehicle drove through the area at approximately 1320. However vehicle did not overspeed nor was any harsh braking events detected through or near Batlow.	ACT-127828	Nil	Closed	11/11/2025
2025	November	14/11/2025	11.38am	1	Phone call	Wagga Wagga	Worker behaviour – Driving	Avoidable	Dangerous driving by project vehicles on Gregadoo East Road.	It was confirmed that the vehicles involved were delivering bulk supplies to access tracks and using the incorrect access and exit point. Large vehicles will only enter and exit the access track from the approved direction. Additional signage advising of trucks operating in the area have been installed to aid general road users.	ACT-128256	Nil	Closed	20/11/2025
2025	November	14/11/2025	2.06pm	1	Website	Snowy Valleys	Worker behaviour – Driving	Avoidable	Near miss involving project vehicle/s.	The incident has been confirmed with GPS tracking and further investigation is underway with the team members involved to determine remediation measures.	ACT-128526	Nil	Closed	18/11/2025
2025	November	18/11/2025	5.51pm	1	SMS	Snowy Valleys	Worker behaviour – Driving	Avoidable	HumeLink vehicle not giving way at intersection.	The incident has been confirmed with GPS tracking and further investigation is underway with the team members involved to determine remediation measures.	ACT-130588	Nil	Closed	26/11/2025
2025	November	20/11/2025	6.02pm	1	SMS	Wagga Wagga	Worker behaviour – Driving	Avoidable	Project vehicle observed on restricted section of Mates Gully Road	A project vehicle has been confirmed as accessing the restricted section of Mates Gully Road and further action will be taken with the driver involved to determine remediation measures.	ACT-130595	Nil	Closed	21/11/2025
2025	November	21/11/2025	2.03pm	1	Phone call	Snowy Valleys	Construction – Traffic	Unavoidable	Concerns with road safety with increased project heavy vehicles accessing Ellerslie Road and Yaven Creek Road.	Information provided current vehicle movements and mitigation measures in place including mandatory driver safety training, and vehicle tracking and monitoring. Consideration of suggestions for additional signage.	ACT-129789	Investigate if additional wayfinding signage is required.	Closed	27/11/2025
2025	November	24/11/2025	3.45pm	1	Phone call	Greater Hume	Commercial - Employment/Procurement	Unavoidable	Concerns with licensing of quarry operations	Confirmed that project is not currently using the quarry.	ACT-130626	Nil	Closed	02/12/2025
2025	November	25/11/2025	10.04am	1	Email	Wagga Wagga	Construction – Traffic Construction – Dust	Unavoidable	Condition of Livingstone Gully Road, rough surface.	The project team will regrade the section of Livingstone Gully Road between the HumeLink West project compound and Gregadoo East Road, Gregadoo.	ACT-130689	Nil	Closed	25/11/2025
2025	November	26/11/2025	5.02pm	1	Phone call	Wagga Wagga	Worker behaviour – Driving	Avoidable	Project vehicle observed on restricted section of Mates Gully Road	Driver responsible unable to be identified, but the requirement to avoid restriction section of Mates Gully Road will be reinforced, and monitoring of project vehicles will be increased.	ACT-131180	Investigation of IVMS data	Closed	03/12/2025
2025	November	28/11/2025	3:29pm	1	Phone call	Wagga Wagga	Construction - Traffic	Avoidable	Project vehicles observed driving on public roads with flashing beacons on top of vehicles left on.	Project team reminded to ensure flashing beacons are turned off when leaving construction sites.	ACT-131396	Nil	Closed	28/11/2025
2025	November	28/11/2025	9:11pm	1	Email	Snowy Valleys	Construction - Traffic	Unavoidable	Concerns with road safety with increased project heavy vehicles accessing Yaven Creek Road and Ellerslie Road.	No details on vehicle movements available to investigate and identify driver. Advised stakeholder of mitigations in place to ensure road safety.	ACT-131630	Nil	Closed	10/12/2025

2025	December	01/12/2025	8:00am	1	Email	Wagga Wagga	Construction - Traffic	Avoidable	Project vehicles beeping at people riding horses on and in proximity to Livingstone Gully Road with potential safety incidents for riders and horses.	Matter raised with project team and requirements for safe driver behaviour around horses and other livestock in the vicinity of the project has been reinforced.	ACT- 131629	Nil	Closed	01/12/2025
2025	December	01/12/2025	11:06am	1	Website	Snowy Valleys	Worker behaviour - Driving Construction - Traffic	Unavoidable	Incident when passing a large vehicle coming in the opposite direction on Yaven Creek Road.	IVMS data investigation was unable to find any project vehicles on Yaven Creek Road around the time of the incident.	ACT-131626	Nil	Closed	15/12/2025
2025	December	02/12/2025	7:22am	1	SMS	Snowy Valleys	Construction - Traffic	Unavoidable	Project vehicles driving in restricted areas.	Investigation determined that project vehicles did not traverse restricted areas.	ACT-132221	Nil	Closed	04/12/2025
2025	December	05/12/2025	12:24pm	1	SMS	Wagga Wagga	Construction - Traffic	Unavoidable	Road users not able to evacuate fire affected areas due to traffic control on Mates Gully Road, and project use of town water.	24hr manned traffic control is in place at Mates Gully Road. During the recent Borambola fire event, the project coordinated priority access for emergency vehicles, maintaining overall traffic flow. The project is in direct contact with the RFS regarding current and emerging fire events, and acts according to RFS instructions and advice.	ACT-132188	Provide information to stakeholder	Closed	05/12/2025
2025	December	08/12/2025	2:46pm	1	Phone call	Snowy Valleys	Access - Property	Avoidable	Unauthorised access to conservation area.	Unauthorised access attempt was recorded off-easement. PMP requirements clarified with project team, including reissuing revised access instructions to project team, monitoring vehicle movements and enforcing access instruction adherence on property holding.	ACT-132635	Nil	Closed	11/12/2025
2025	December	11/12/2025	8:33am	1	SMS	Snowy Valleys	Dust	Unavoidable	Vehicles using Ellerslie Road generating dust.	Ongoing discussion of dust management with stakeholder. Confirmed with project team water carts were active in area.	ACT-133043	Nil	Closed	11/12/2025
2025	December	11/12/2025	1:00pm	1	Phone call	Snowy Valleys	Social License - Negative impact	Unavoidable	Concerns with project water usage affecting Batlow town levels of water.	Advised that water is supplied on license by Snowy Valleys Council, and council will restrict project supply when town water is impacted.	ACT-133040	Nil	Closed	11/12/2025
2025	December	12/12/2025	4:49pm	1	Website	Snowy Valleys	Worker behaviour - Respect	Avoidable	Anti-social behaviour by project team member.	Worker responsible has been identified and is subject to disciplinary measures.	ACT-133282	Nil	Closed	18/12/2025
2025	December	15/12/2025	11:45am	1	Phone call	Snowy Valleys	Construction - Traffic	Unavoidable	General concerns with project heavy vehicle traffic movements on Batlow Road.	Advised approved vehicle routes include Batlow Road and that project would continue to monitor issues. Advised of initiatives to encourage safe driving including driver monitoring.	ACT-133304	Nil	Closed	19/12/2025
2025	December	16/12/2025	11:42am	1	Phone call	Wagga Wagga	Construction - Traffic Worker behaviour - Driving	Avoidable	Unsafe driving by driver of project truck.	Driver of vehicle identified and issue addressed with driver and supervisors.	ACT-133450	Nil	Closed	19/12/2025
2025	December	19/12/2025	5:30pm	1	SMS	Wagga Wagga	Construction - Impact to farming operations	Avoidable	Gates left open, cattle escaped property and work areas water supply inadequate.	Measures put in place to improve process, signage and communication to manage gates on properties, and water supply on property increased.	ACT-134039	Nil	Closed	19/12/2025
2026	January	06/01/2026	11:31am	1	Email	Snowy Valleys	Construction - Traffic	Unavoidable	Road safety relating to heavy vehicle movements on Yaven Creek Road.	Specific incident unable to be confirmed as a project-related vehicle. Provided information on relevant safety measures and the concerns addressed with ongoing driver briefings and tool box.	ACT-134864	Nil	Closed	15/01/2026
2026	January	15/01/2026	10:17am	1	Email	Snowy Valleys	Dust from vehicles using Dunns Road, Ellerslie	Unavoidable	Dust from project vehicles. Reports existing watering effective and requested additional coverage.	Water cart coverage adjusted to address concerns.	ACT-135442	Nil	Closed	15/01/2026
2026	January	19/01/2026	4:53pm	1	Email	Wagga Wagga	Construction - Traffic	Unavoidable	Rough surface of Livingstone Gully Road.	Updated stakeholder on next scheduled grading of road.	ACT-137768	Nil	Closed	21/01/2026
2026	January	23/01/2026	12:29pm	3	Email	Wagga Wagga	Construction - Traffic and dust	Unavoidable	Project vehicles using Redbank Road and creating dust.	Redbank Road is permitted for project use, however the resident's concerns are noted and project vehicles will restrict use of the road wherever possible to avoid traffic and dust impacts.	ACT- 136903 ACT- 136902 ACT- 136900	Nil	Closed	30/01/2026
2026	January	27/01/2026	10:01am	1	Email	Wagga Wagga	Access - Property Construction - Traffic and dust	Avoidable	Gates left open and dust impacts on livestock.	Corrective actions including signage, fencing adjustments and locks implemented to rectify issues.	ACT-137836	Nil	Closed	30/01/2026
2026	February	03/02/2026	5:01pm	1	Email	Wagga Wagga	Construction - Traffic and dust	Unavoidable	Dust and rough surface of Livingstone Gully Road.	Two water carts in place to suppress dust, additional gravel applied to assist in stabilising road surface.	ACT-137863	Nil	Closed	05/02/2026
2026	February	04/02/2026	1:21pm	1	Phone call	Snowy Valleys	Construction - Traffic	Unavoidable	Increased noise due to an increase in traffic on Wondalga Road.	Advised Wondalga Road is an approved light vehicle route, providing access to Sharps Creek Rd and Back Necki Creek Road.	ACT-138415	Nil	Closed	04/02/2026
2026	February	05/02/2026	8:28am	1	SMS	Wagga Wagga	Construction - Telecommunications	Unavoidable	Network connectivity is impacted by project works.	Project has own wifi networks operational to minimise community impacts. Stakeholder advised they have upgraded their modem to resolve the issue.	ACT-138097	Stakeholder to test effectiveness of new modem.	Closed	17/02/2026
2026	February	08/02/2026	12:03pm	1	SMS	Wagga Wagga	Access - Property	Avoidable	Property access out of agreed times.	Workers accessing property identified and protocols clarified.	ACT-138372	Review of out-of-hours property access protocol	Closed	10/02/2026
2026	February	10/02/2026	11:08am	1	Email	Snowy Valleys	Construction - Traffic	Avoidable	Cement trucks cutting corner when entering Yaven Creek Road from Snowy Mountains Hwy, driving on the wrong side of the road and not calling up at Section 1 northbound.	Cement truck drivers have been toolboxed on correct driving protocols. Stakeholder has reported improvement in driver behaviour and suggested signage with project contact details.	ACT-138473	Investigate signage options.	Closed	19/02/2026
2026	February	10/02/2026	4:33pm	1	Phone call	Wagga Wagga	Construction - Traffic	Unavoidable	Condition of Westbrook Road not suitable for use by project vehicles.	Advised vehicles Westbrook Road is an approved road for project vehicles. Advised how preconstruction property dilapidation surveys and post construction property surveys are used to help monitor and manage the condition of the road.	ACT-138461	Nil	Closed	13/02/2026
2026	February	11/02/2026	10:04am	1	Phone call	Snowy Valleys	Construction - Traffic	Unavoidable	Concerns with light vehicle travelling at speed they consider unsuitable for conditions.	Specific vehicle unable to be identified as project-related. Project vehicles are limited to 60km/h at this location, enforced with In Vehicle Monitoring System. Project team briefed on community concerns.	ACT-138617	Nil	Closed	11/02/2026
2026	February	19/02/2026	10:13am	1	Phone call	Wagga Wagga	Access - Property	Unavoidable	Property access out of agreed work hours.	No records of project vehicles accessing property outside of agreed work hours. Verified that construction team aware of agreed work hours.	ACT-139685	Nil	Closed	26/02/2026
2026	February	23/02/2026	9:54pm	1	Email	Wagga Wagga	Construction - Traffic Traffic and Transport Construction - Dust	Avoidable	Livingstone Gully Road condition, dust and frequent heavy vehicle movements.	Heavy vehicle movements on this section of road have ceased, to avoid dust and impacts to the road condition. Stakeholder will be consulted on any future plans to use this section of road.	ACT-140033	Advise stakeholder	Closed	27/02/2028
2026	February	24/02/2026	5:46pm	1	Phone call	Wagga Wagga	Construction - Telecommunications	Under investigation	Network connectivity is impacted by project works.	Under investigation	ACT-140054		Open	

2026	February	26/02/2026	7:12pm	1	Email	Snowy Valleys	Construction - Traffic	Avoidable	B-double vehicle observed on restricted route.	Confirmed supplier was provided with route and Vehicle Management Plan (VMP) in advance. Supplier to address with driver. Advised stakeholder of measures to address, including team briefings and VMP.	ACT-140439	Nil	Closed	27/02/2026
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