

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
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	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	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	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	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	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	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	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	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
2026	March	11/03/2026	1:41pm	1	SMS	Wagga Wagga	Worker behaviour - Driving	Avoidable	Reported project vehicle overtaking unsafely on Westbrook Road.	The incident has been confirmed with GPS tracking and further action is underway with the team members involved to determine appropriate disciplinary measures.	ACT-142138	Nil	Closed	12/03/2026
2026	March	13/03/2026	6:54am	1	Phone call	Snowy Valleys	Worker behaviour - Driving	Avoidable	Reported project vehicle not giving way at marked intersection on Winton Street, Tumberumba.	The incident has been confirmed and further action is underway with the team members involved to determine appropriate disciplinary measures.	ACT-142329	Nil	Closed	13/03/2026
2026	March	16/03/2026	3:01pm	1	Email	Wagga Wagga	Worker behaviour - Access and biosecurity breach	Avoidable	Property access out of agreed work hours and biosecurity records not completed.	Strengthened requirements for accessing property, limiting keys available to staff, installed surveillance camera at access gate, strengthened requirements for biosecurity protocols, installed vehicle washdown bay at access point.	ACT-142589	Nil	Closed	26/03/2026
2026	March	17/03/2026	9:28am 9:39am	2	Phone call and SMS	Snowy Valleys	Worker behaviour - Driving	Avoidable	Reporting concrete vehicle drivers behaviour on Yaven Creek Road, Darlow including failure to use UHF call ups, not driving to road conditions and not staying on left side of road.	Concrete supplier reminded of obligation to comply with safe driving obligations including UHF call ups. Stakeholders advised of mitigations including regular driver behaviour tool box talks for workers, in-vehicle monitoring system and extending call-up signage on Yaven Creek Road.	ACT-142690 ACT-143957	Nil	Closed	17/03/2026
2026	March	23/03/2026	8:00am	1	Phone call	Wagga Wagga	Construction - Traffic Worker behaviour – Driving	Avoidable	Project heavy vehicles observed on restricted section of Mates Gully Road	The vehicles observed were identified as project vehicles starting today hauling material to Comatawa Road. The use of Mates Gully Road has been discontinued and these vehicles diverted to the approved route via Tumberumba Road.	ACT-143529	Nil	Closed	23/03/2026

2026	March	23/03/2026	8:42pm	1	Phone call	Wagga Wagga	Worker behaviour – Driving Worker behaviour – Respect	Avoidable	Project light vehicle reported on restricted section of Mates Gully Road, anti-social behaviour by vehicle occupants.	A system to identify private vehicles entering worksites is being reviewed and upgraded whereby the use of private vehicles by local workers travelling on the restricted section of Mates Gully Road can be regulated. Workers identified as being involved in anti-social behaviour will be subject to appropriate disciplinary measures.	ACT-143550	Nil	Closed	25/03/2026
2026	April	08/04/2026	4:02pm	1	Phone call	Wagga Wagga	Worker behaviour - Driving	Avoidable	Project vehicles observed on restricted section of Mates Gully Road	Project vehicles accessing restricted section of Mates Gully Road confirmed via GPS. The drivers responsible have been reminded of obligations and cautioned.	ACT-146049	Nil	Closed	21/04/2026
2026	April	09/04/2026	4:20pm	1	Phone call	Snowy Valleys	Worker behaviour - Driving	Avoidable	Reports two heavy vehicle drivers not observing UHF call up signage on Yaven Creek Road.	Project team reminded of UHF call up requirement for all vehicles on Yaven Creek Road. Subcontractor investigated incident and provided additional driver training on clear UHF communications.	ACT-145295	Nil	Closed	28/04/2026
2026	April	10/04/2026	7:10pm	1	SMS	Wagga Wagga	Worker behaviour - Driving	Avoidable	Project vehicle observed driving unsafely on restricted section of Mates Gully Road.	Project vehicles accessing restricted section of Mates Gully Road confirmed via GPS. Disciplinary measures have been taken against the driver responsible.	ACT-146053	Nil	Closed	24/04/2026
2026	April	22/04/2026	3:53pm	1	Phone call	Snowy Valleys	Worker behaviour - Driving	Unavoidable	Project heavy vehicle reported blocking driveway	Confirmed with in vehicle monitoring that vehicle did not block driveway as reported. Stakeholder did not provide contact details and did not require response.	ACT-146880	Nil	Closed	28/04/2026
2026	April	26/04/2026	3:53pm	1	SMS	Wagga Wagga	Worker behaviour - Driving	Not related to HumeLink	Project vehicle observed driving on restricted section of Mates Gully Road.	The vehicle observed was not identified as a project-related vehicle.	ACT-147296	Nil	Closed	29/04/2026
2026	April	29/04/2026	7:20am	1	Phone call	Wagga Wagga	Worker behaviour - Driving	Under investigation	Project vehicles observed driving on restricted section of Mates Gully Road.	Under investigation.	ACT-147522		Open	
2026	April	29/04/2026	6:14pm	1	Phone call	Snowy Valleys	Worker behaviour - Driving	Under investigation	Tailgating by project driver.	Under investigation.	ACT-147997		Open	
2026	April	30/04/2026	2:34pm	1	Phone call	Wagga Wagga	Worker behaviour - Driving	Under investigation	Project vehicle reported not obeying speed restriction signage.	Under investigation.	ACT-148171		Open	
2026	April	30/04/2026	12:41pm	1	Email	Snowy Valleys	Traffic and Transport Construction - Work Hours, Noise and Vibration, Traffic, Dust	Under investigation	Cumulative impacts at Tumbarumba including traffic, dust, noise, amenity and tourism	Under investigation.	ACT-148195		Open	