MOOREBANK INTERMODAL PRECINCT COMPLAINTS REGISTER – 22 SEPTEMBER – 6 OCTOBER 2026

Date received	Complainant	Nature of complaint	Location (MPE/ MPW / MAAI / MAR / MIP General/Other)	Initial response time frame	Status
02/09/2026 **04/09/2026** **05/09/2026** **06/09/2026**	**Community member**	Complaint (02/09/2026): Community member provided further correspondence relating to a previously reported complaint regarding bushfire risks associated with the Moorebank Avenue Realignment and Offset Conservation Area. Concerns were raised regarding the potential for fire ignition from the future road corridor and spread to adjacent bushland and nearby residential properties in Wattle Grove. The community member requested consideration of additional bushfire mitigation measures, including a fire wall, fire alarms and fire suppression infrastructure. Response (04/09/2026): The community member was advised that the correspondence had been received and that the matters raised would be reviewed by the project team. The community member was advised that a further response would be provided. Follow-up correspondence (04/09/2026 to 06/09/2026): The community member provided further correspondence reiterating concerns regarding bushfire risks associated with the future road alignment, including the potential for fire spread to nearby residential properties. Additional information was provided regarding local wind conditions and historical bushfire events, and the community member reiterated requests for additional bushfire mitigation measures, including a fire wall. Response (08/09/2026): The community member was advised that the project team is reviewing the matters raised and the additional information provided. The community member was advised that a further response will be provided following completion of that review.	**MAR**	**Email: within 8 hrs**	**CLOSED**
25/08/2026	**Community member**	Enquiry: Community member contacted the project hotline line following receipt of the Moorebank Avenue Realignment works notification on 24/08/26. The community member raised concerns regarding the proximity of the future road alignment to their property, potential traffic and truck noise impacts, and requested information on project timing, noise mitigation measures and the availability of property-specific mitigation or compensation measures. Response (25/08/2026): The complaint was acknowledged and referred to the project team for review. The community member was advised that a response would be provided addressing project timing, road proximity to the residence and noise mitigation measures. Update (31/08/2026): The community member was advised that the Moorebank Avenue	**MIP General** **MAR**	**Phone call: within 2 hrs**	**CLOSED**

		Realignment is expected to be completed by March 2027. The road alignment will be approximately 400 metres from the property boundary and separated by bushland and landscaping. Traffic noise was assessed during planning, with operational noise monitoring to be undertaken after completion. Additional mitigation measures will be considered if required. As predicted operational noise levels meet NSW criteria, property-specific mitigation or compensation is not currently required.			
13/08/2026 & 20/08/2026	**Community member**	Complaint: Community member raised concerns regarding bushfire risk associated with the Moorebank Avenue Realignment Project and requested information on measures to protect nearby residential areas in Wattle Grove. The enquiry was originally sent to National Intermodal's general enquiry email address (admin@nationalintermodal.com.au). Response (17/08/2026): The community member was advised that bushfire risk was assessed as part of the project planning and approval process and that the approved project includes measures to manage identified risks. The community member was also advised that emergency response and bushfire management responsibilities remain with the relevant emergency service agencies and authorities. Follow-up response (20/08/2026): The community member expressed dissatisfaction with project team response provided and no further action taken.	**MAR**	**Email: within 8 hrs**	**CLOSED**
30/06/2026	**Community member**	Complaint: Community member reported vehicle damage occurring on 13 June 2026, caused by a pothole on Moorebank Avenue and requested information regarding compensation. Response (30/06/2026): The complaint was acknowledged and referred to the precinct project team (ESR, Qube and NI) for investigation. The community member was requested to provide supporting information to assist with assessment of the claim, which was provided on 1 July 2026. The community member requested a status update on the progress of the claim on 10 July 2026. The project team advised a settlement letter is being prepared and will be issued via email to review and sign.	**MIP General**	**Email: within 8 hrs**	**CLOSED**
29/06/2026	**Community member (CCC member)**	Enquiry: Request that discussion regarding whether procedures outlined in the Construction Air Quality Management Plan were followed, and their potential influence on past emission exceedances, be included in the meeting minutes. Response (29/06/2026): The request was acknowledged and confirmed to be incorporated into the final meeting minutes prior to issue. Update 1/07/2026: The CCC member queried the update made to the meeting minutes	**MIP General**	**Email: within 8 hrs**	**CLOSED**

		regarding the apparent nonadherence to the Air Quality Management Plan and requested that the minutes be revised. Project team advised on 1 July that the additional wording was incorporated and relates to Meeting Action #66.			
17/06/2026	**Community member**	Complaint: Community member reported vehicle damage caused by a pothole on Moorebank Avenue and requested information regarding compensation. Response (17/06/2026): The complaint was acknowledged and referred to the precinct project team (ESR, Qube and NI) for investigation. The community member was requested to provide supporting information to assist with assessment of the claim. Enquiry (18/06/2026): Community member provided supporting documentation, including repair quotes, was subsequently provided by the community member and were reviewed by the project team. The community member was subsequently issued with a settlement letter outlining the next steps to progress a claim on 22/06/2026. Enquiry (29/06/2026): Community member contacted the project information line requesting an update on the status of a vehicle damage claim. Response (29/06/2026): The community member was provided correct contact details to progress the claim.	**MIP General**	**Email: within 8 hrs**	**CLOSED**
15/06/2026	**Community member**	Noise complaint: Community member contacted the project information line reporting noise disturbance during early morning hours, describing intermittent high-pitched sounds believed to be originating from the precinct. Response (15/06/2026): The complaint was acknowledged and shared with the precinct project team (Qube, ESR and NI) for investigation. The precinct team confirmed that no warehouse construction or associated activities were undertaken within the precinct at the date and time identified in the complaint. Additionally, there were no Moorebank Avenue realignment works occurring within the precinct during the reported period. This information was communicated to the community member. It was also noted that overnight works were being carried out on the nearby M5 corridor during the same period, which may have been the source of the reported noise. A link to the relevant M5 construction notification was included in the response email.	**MIP General**	**Email: within 8 hrs**	**CLOSED**
15/06/2026	**Community member**	Damage to private property (potholes): Community member contacted the project team noting three large potholes on Moorebank Avenue that are in urgent need of repair and are a safety hazard for drivers.	**MIP General**	**Email: within 8 hrs**	**CLOSED**

		Response (16/06/2026): The complaint was acknowledged and shared with the precinct project team (Qube, ESR, and NI). Complainant was advised that an emergency Road Occupancy Licence (ROL) has been secured from Transport for New South Wales, and repair works are scheduled to take place on the evening of 16 June 2026.			
13/06/2026	**Community member**	Damage to private property (potholes): Community member contacted the project team noting a large pothole on Moorebank Avenue. Outlined damage to vehicle and request for compensation. Response: The complaint was acknowledged and shared with the precinct project team (Qube, ESR, and NI) for review and further investigation. ESR asset management team undertook a site inspection of Moorebank Avenue and an emergency Road Occupancy Licence (ROL) has been secured from Transport for New South Wales with repair works scheduled for 16 June 2026 (evening). Response update 22/06/2026: The community member was contacted and provided with a settlement letter outlining the next steps to progress the claim, including execution and submission of required details. The community member was provided correct contact details to progress the claim on 29/06/2026.	**MIP General**	**Phone call: within 8 hrs**	**CLOSED**
11/06/2026	**Community member**	Damage to private property (potholes): Community member contacted the project team noting a large pothole on Moorebank Avenue. Outlined damage to vehicle and requests for compensation to cover damages. Response: The complaint was acknowledged and shared with the precinct project team (Qube, ESR, and NI) for review and further investigation. Additional details have been requested to assist the team investigate the complainant's claim. ESR asset management team undertook a site inspection of Moorebank Avenue and an emergency Road Occupancy Licence (ROL) has been secured from Transport for New South Wales with repair works scheduled for 16 June 2026 (evening). Response update 22/06/2026: The community member was contacted and provided with a settlement letter outlining the next steps to progress the claim, including execution and submission of required details. Update 10/07/2026: Confirmed via email that ESR has advised that payment was processed on 10/07/2026 by Knight Frank on ESR's behalf. Advised the community member to contact the project team if funds do not appear in account as expected over the following days.	**MIP General**	**Email: within 8 hrs**	**CLOSED**

09/06/2026	**Community member**	Damage to private property (potholes): Community member contacted the project team noting a large pothole on Moorebank Avenue, heading south, approximately 100m ahead of the railway bridge overpass. Outlined damage to vehicle and requests compensation to cover damages. Response: The complaint was acknowledged and shared with the precinct project team (Qube, ESR, and NI) for further investigation. Additional details have been requested from the community member to assist the team investigate the claim. ESR asset management team undertook a site inspection of Moorebank Avenue and an emergency Road Occupancy Licence (ROL) has been secured from Transport for New South Wales with repair works scheduled for 16 June 2026 (evening). Response update 22/06/2026: The community member was contacted and provided with a settlement letter outlining the next steps to progress the claim, including execution and submission of required details. The community member was provided correct contact details to progress the claim on 29/06/2026. Update 14/07/2026: The complainant issued several email/phone call follow-ups seeking an update on the status of the claim. Latest follow-up issued via email on 13/07/2026; the project team has acknowledged all correspondence to date.	**MIP General**	**Email: within 8 hrs**	**CLOSED**
02/06/2026	**Community member (CCC member)**	Air Quality: Community member requested hourly PM2.5 exceedance data for Air Quality Monitor 3, noting previously provided data was summarised on a 24-hour basis. Community member also requested clarification regarding background pollutant values referenced in the Precinct Operations Air Quality Management Plan, including how these align with EPA standards. Response 02/06/2026: Precinct team preparing the requested data and a formal response in collaboration with the precinct air quality consultant. Update 02/07/2026: Project team provided the hourly air quality monitoring data for AQM3 (PM2.5) in accordance with the National Environment Protection (Ambient Air Quality) Measure.	**MIP General**	**Email: within 8 hrs**	**CLOSED**
26/05/2026	**Community member**	Noise complaint: Community member contacted the project information line reporting intermittent noise during the early morning hours (approx. 5:50am), occurring over a period of approximately 30 minutes. The noise was described as recurring in nature and audible across a wider surrounding area.	**MIP General**	**Email: 20 days****	**CLOSED**

		Response (15/06/2026): ** The complaint was acknowledged following receipt via a subsequent email, as the original message was not captured by the community enquiries inbox. The matter was shared with the precinct project team (Qube, ESR and NI) for investigation. The precinct team confirmed that no warehouse construction or associated activities were undertaken within the precinct at the date and time identified in the complaint. Additionally, there were no Moorebank Avenue realignment works occurring within the precinct during the reported period. This information was communicated to the community member. It was also noted that overnight works were being carried out on the nearby M5 corridor during the same period, which may have been the source of the reported noise. A link to the relevant M5 construction notification was included in the response email.			
23/05/2026	**Liverpool City Council**	Potholes: Liverpool City Council requested investigation and repair of potholes on Moorebank Avenue near the railway bridge (Department of Defence side), noting multiple requests received from the community. Response (02/06/2026): Site inspection confirmed the potholes are located north of the bridge within the Moorebank Intermodal Precinct project area. ESR will arrange for repairs to be undertaken as soon as practicable. Responses updated: This pothole is located on a state road managed by Transport for New South Wales (TfNSW). Immediate rectification has taken additional time while the necessary permits and approvals were obtained with TFNSW. An emergency Road Occupancy Licence (ROL) has been secured, and repair works are scheduled to take place 16 June 2026.	**MIP General**	**Email: within 8 hrs**	**CLOSED**
23/05/2026	**Community member**	Air quality: Community member requested access to Six-Monthly Operations Compliance Reports No. 1 to No. 3, noting only Reports No. 4 to No. 11 were available on the project website. Response (25/05/2026): Provided Report No. 3 directly to the community member and uploaded to the project website. Response (29/05/2026): Reports No. 1 and No. 2 were subsequently provided and uploaded to the project website.	**MPE**	**Email: within 8 hrs**	**CLOSED**
22/05/2026	**Community member*** *Community member	Complaint: Community member reiterated concerns regarding ongoing noise impacts and dissatisfaction with previous responses. Requested clarification on monitoring at residential properties, timing of any installation, and immediate mitigation measures. Response (28/05/2026): Provided further clarification that fixed noise loggers are not	**MIP General**	**Email: within 8 hrs**	**UNDER INVESTIGATION**

	lodging repeated complaints on same issue.	deployed at private residences. Advised that attended noise monitoring has been undertaken at or near complainant locations over the past month to capture representative conditions. Confirmed that monitoring data is currently being assessed as part of the precinct-wide acoustic audit, which will determine compliance and identify any mitigation measures. Noted that findings will be reported to DPHI and made available upon completion.			
18/05/2026		Complaint: Community member requested further detail on the specific locations where noise monitoring is being undertaken. Response (22/05/2026): Clarified that the audit includes both fixed monitoring across the precinct and targeted attended monitoring at or near complaint locations. Advised that findings, including compliance assessment and any mitigation measures, will be reported to DPHI once the audit is finalised.	**MIP General**	**Email: within 8 hrs**	**UNDER INVESTIGATION**
15/05/2026		Complaint: Community member raised concern that emails regarding significant issues have not been responded to and requested the contact details of the person responsible, with authority to resolve ongoing noise issues. Response (18/5/26): Advised that monitoring is being undertaken as part of the precinct-wide acoustic audit, including attended monitoring at or near complaint locations. Noted that detailed findings and any mitigation measures will be confirmed upon completion of the audit.	**MIP General**	**Email: within 8 hrs**	**UNDER INVESTIGATION**
20/04/2026	**National Rail Logistics Network**	Enquiry: Request seeking to understand leasing opportunities and operational integration within the Moorebank Intermodal Precinct to support the development of a National Rail Logistics Network (NRLN), including whether dedicated space can be leased, whether operators can undertake their own scanning, sorting and handling within that space, or whether all freight must be processed through Moorebank's internal systems, as well as the overall commercial model (e.g. space leasing versus handling-based charges). Response: No action taken on enquiry.	**MIP General**	**Email: within 8 hrs**	**CLOSED**
20/04/2026	**Karako Gardening Services**	Enquiry: Offer of business services from company Director, including gardening and grounds maintenance. Response (20/426): Advised National Intermodal is not open to business services at this time.	**MIP General**	**Email: within 8 hrs**	**CLOSED**
9/04/2026	**Monash University**	Enquiry: Query from Monash University representative about existing shunters in use and request to speak to a representative from Morebank National Intermodal. Response: No action taken on enquiry.	**MIP General**	**Email: within 8 hrs**	**CLOSED**

MOOREBANK INTERMODAL PRECINCT COMPLAINTS REGISTER – 22 SEPTEMBER – 6 OCTOBER 2026

7/04/2026 **4/04/2026** **2/04/2026**		Complaint: Community member from Buckland Road raised concern that they did not receive a copy of the printed newsletter, and that the deliveries were missed by the distributor. In addition, residents attempted to contact the 24-hour phone line, however the line was rung through to voicemail at the time of their calls, preventing them from raising their concerns. Response 7/7/26: A potential issue has been identified with the 24-hour phone line following recent system updates. This matter is currently under investigation, and the community member was advised that steps are being taken to resolve the issue as a priority. Newsletter delivery to Buckland Road has been confirmed through GPS tracking data, which shows distribution to both sides of the street. Minor discrepancies in tracking are attributed to mailbox access requirements along the road. The PDF and e-newsletter versions of the printed newsletter have been reattached for reference.	**MIP General**	**Email: within 8 hrs**	**CLOSED**
1/04/2026	**Sydney Water**	Enquiry: Query from Sydney Water representative about the completion of Moorebank Ave and Anzac Rd intersection and whether further work to upgrade Anzac Rd, between this intersection and Wattle Grove Drive, Wattle Grove or if Council is doing it. Response (13/4/26): The works at the Moorebank Avenue and Anzac Road intersection have now been completed. We understand that Liverpool City Council is planning further upgrade works along Moorebank Avenue between this intersection and Wattle Grove; however, these works are outside the scope of our project requirements.	**MAAI**	**Email: within 8 hrs**	**CLOSED**
17/03/25	**Piccolo Me (via ESR)**	Complaint: Dust impact on the cafe. Response: The site was investigated. The BMD workforce was given a 'toolbox' talk on 18/03/26 on dust management, including potential impacts and mitigation measures to be implemented. Water trailer was deployed for use with plant of concern. Investigations are underway to determine the practicality of installing a misting system along the project boundary near the cafe. Complaint reported to the EPA (18/03/26) as required under R4.1 of the BMD EPL.	**MARW**	**Immediate**	**CLOSED**
14/03/2026	**Community member***	Enquiry: Community member* following up on sound testing results. Response: ESR is liaising with DPHI compliance team to address complaints raised by	**MPE (IMEX)**	**Email: within 8 hrs**	**UNDER INVESTIGATION**

	*Community member lodging repeated complaints on same issue.	resident.			
25/02/2026		Complaint: Community member* requesting transparency regarding the investigation into container noise. Request for access to all detailed sound-monitoring information. Request for defined action plan outlining immediate and long-term mitigation measures, responsibilities, enforcement mechanisms, and timeframes. The resident states that the noise is significantly impacting their ability to rest and enjoy their home, and they expect a direct, data-supported response rather than general statements. Response: ESR is liaising with DPHI compliance team to address complaints raised by resident.	**MPE (IMEX)**	**Email: within 8 hrs**	**UNDER INVESTIGATION**
17/02/2026		Complaint: Community member* expressing dissatisfaction with project team response and request to see noise testing logs. Community member* request to see noise logs again and request immediate action. Response: Precinct partners (ESR, National Intermodal and Qube) are continuing to address the ongoing noise complaints, with several investigations currently underway. Data from on-site noise monitors is being collated and reviewed by our acoustic consultant, Renzo Tonin, as part of the Precinct's consent-condition requirements for ongoing auditing, monitoring and compliance reporting. The complainant was advised of the established process for investigating noise complaints, as well as the presence of other major infrastructure works near their residence, including the M5 upgrade and Hume Highway works. It was noted that a number of precinct-wide mitigation measures are already in place to manage noise impacts. The complainant was also advised that Qube, as the IMEX Terminal operator, is required to conduct all operations in accordance with the approved planning consent conditions and other relevant planning approvals.	**MPE (IMEX)**	**Email: within 8 hrs**	**UNDER INVESTIGATION**
13/02/2026		Complaint: Call from community member regarding frustration regarding noise and air quality issues and potential escalation to elected representatives. Response (17/02/26): Response acknowledged the resident's concerns about noise and air quality and explained that reported noise incidents are being actively investigated through data review, operator checks and compliance processes. Response outlined existing noise-mitigation measures already in place across the precinct and notes that nearby major transport corridors and ongoing M5 night-time construction may also contribute to background noise. It was clarified that operations follow an approved Noise Management Plan and that independent audits and quarterly reports are submitted to the DPHI. Regarding air quality, it was clarified that monitoring locations are determined by		**Verbal acknowledgement: within 4 hrs**	**UNDER INVESTIGATION**

		specialists to represent conditions across the broader area, and additional monitoring at an individual property would not provide more meaningful data. Existing fixed monitoring stations meet regulatory requirements, with reports publicly available.			
13/02/2026		Complaint: Community member issued follow up email regarding continued container smashing noise 12 Feb 10.58pm till 11.34pm. Response (13/02/26): Community member concerns were acknowledged, that these requests and complaints have been passed onto the precinct team for further action.		**Email: within 8 hrs**	**UNDER INVESTIGATION**
11/02/2026		Complaint: Community member issued follow up email regarding resolution of container noise from MPE - IMEX terminal. Community member requested noise monitoring and air pollution data be shared and an update on restrictions for activities on site. Response (13/02/26): Community member concerns were acknowledged, that these requests and complaints have been passed onto the precinct team for further action.		**Email: within 8 hrs**	**UNDER INVESTIGATION**
21/01/2026		Complaint: Loud container noise reported on Wednesday 21 January 2026 at 1:09am till 2:10am heard from primary residence Response: Details of noise complaints was passed on to IMEX operators for investigation. Further information is being sought from IMEX operators to prepare a detailed response to community member.		**Email: within 8 hrs**	**UNDER INVESTIGATION**
18/01/2026		Complaint: Loud container noise reported on Saturday 17 January 2026 at 12:28am heard from primary residence Response: Details of noise complaints was passed on to IMEX operators for investigation. Further information is being sought from IMEX operators to prepare a detailed response to community member.		**Email: within 8 hrs**	**UNDER INVESTIGATION**
13/01/2026		Complaint: Loud container noise reported on Monday 12 January 2026 at 11:24 pm, 11:28 pm, and 11:43 pm heard from primary residence. Response: Details of noise complaints was passed on to IMEX operators for investigation. Further information is being sought from IMEX operators to prepare a detailed response to community member.		**Email: within 8 hrs**	**UNDER INVESTIGATION**
29/12/2025 and follow up on 31/12/2025		Complaint: Loud container noise reported at 11:30pm on 29th December 2025. Follow up reported noise limit exceedance from containers being dropped within the precinct. Request for noise monitoring information and data. Request		**Email: within 8**	**UNDER INVESTIGATION**

		for operations to be stopped. Request or agreement with Qube on container noise curfew. Response: The information provided regarding the container noise was raised with the IMEX operators to ensure activities are being conducted in accordance with approvals and mitigation requirements. Advised that during the Christmas and New Year period, any urgent noise-related matters will need to be directed to the Qube Moorebank team as they are responsible for container operations. Communications with IMEX operators are still ongoing to identify the noise source further. Noise monitoring data requests have been raised to internal team and precinct noise engineer. Advised community member that noise monitoring results will be collated and reviewed as part of the precincts monitoring processes and the permitted noise limits applicable to the Moorebank Intermodal Precinct are set out in Condition B131 of the development consent.		**hrs**	
02/02/2026	**Road user**	Enquiry: Community member enquiring about missing car parked on Moorebank Ave on w/c 26/2/26 after it ran out of fuel. When they returned yesterday (2/2/26), it was no longer there, noting they were attempting to arrange a tow truck. Response (2/2/26): Community member was asked to confirm the exact location of the car along Moorebank Avenue, and it was determined that it was located on land owned by Holsworthy Barracks. Community member was directed to contact Holsworthy Base Management.	**Other**	**Verbal acknowledgement: within 4 hrs** **Email: within 8 hrs**	**CLOSED**
12/12/2025	**Member of Parliament for Holsworthy**	Complaint: MP for Holsworthy (Mrs Tina Ayyad) raised concerns on behalf of community member about noise emissions from container handling with the Precinct, specifically regarding containers being lifted and dropped during the early hours of the morning. Requested for investigation of immediate mitigation measures to be implemented. Response: It was noted that the MIP Team has been in contact with the community member and this matter has been escalated to Qube, as they are the Moorebank Intermodal Precinct partner responsible for managing the IMEX and Interstate operations which includes maintaining standards around container management.	**MIP (QUBE)**	**Email: within 8 hrs**	**CLOSED**

		It was noted that there are a range of noise mitigation measures either in operation or planned across Moorebank Intermodal Precinct including the completion of more warehouse on the site which will eventually minimise noise by acting as a barrier between the source of the noise and surrounding residents. The DHPI has also approved a noise mitigation strategy to help further minimise nighttime operational noise from container stacking: https://moorebankintermodalprecinct.com.au/wp-content/uploads/2025/07/MIP_AQ_Best-Practice-Progress-Review_2025_FINAL.pdf. These comprehensive plans are publicly available on the project website and includes specific container stacking protocols aimed at reducing noise levels, alongside a dynamic approach to noise management that takes into account real-time weather and temperature conditions, which can significantly affect how sound travels and is perceived in surrounding areas. It also prescribes the use of certain equipment only for warehouse deliveries at night to ensure quieter operations.			
12/12/2025	**Community member**	Complaint: Complaint and subsequent follow up from community member raising concern with dust and air pollution in the Casula area including a request for consideration of monitoring, potential mitigation measures, and clarification of responsibilities within the precinct partnership. Response (17/12/25): Detailed information is being sought to prepare a detailed response. Advised community member that Impacts on local air quality from MPE (i.e. IMEX, Rail Link and Warehouses) are managed by the Department of Planning, Housing and Infrastructure's (DPHI) approved Operational Air Quality Management Plans. These Plan identify the environmental management measures that will be applied to operational activities on MPW to manage identified air quality risks. Impacts on local air quality from construction are managed by several Construction Air Quality Management Plans across the various precinct approvals. As discussed on the call, air quality from both construction and operations is monitored and assessed by an independent assessor. As part of the consent conditions, the precinct is required to report on these	**MIP**	**Email: within 8 hrs** **Follow up** • **17/12/25** • **23/01/26** • **28/01/26** • **17/02/26**	**CLOSED**

		findings on a quarterly basis, which are published on the precinct website. These reports, along with precinct planning approvals, consent conditions and quarterly environmental reporting on the project website's 'Document Library' - see link below. https://moorebankintermodalprecinct.com.au/community/document-library/ Response (23/01/26): Acknowledged receipt of follow up email dated 31/12/25. As part of our ongoing independent air quality monitoring and analysis program, we are reviewing data from the air quality monitoring station located at Casula, which forms part of the broader regional monitoring network. Agreed to provide a further update once the review has been completed and additional information is available. Community member encouraged to direct any enquiries or complaints to the Moorebank Intermodal Precinct Enquiries email address so they can be appropriately recorded and managed in accordance with established processes. Complaint (24/01/26): Community member feels the existing air-quality monitor is too distant to reflect conditions at their home. They suggest that mobile air-quality monitoring in their neighbourhood would provide a more accurate and representative understanding of local impacts. They note that the current static monitoring approach does not fully address their concerns about localised pollution. Response (28/01/26): Concerns were acknowledged and community informed that the project team would continue to collate and review the data as noted previously and a further update would be provided once the review has been completed and additional information is available. Response (17/2/26): The Intermodal Precinct is not required to provide mobile air quality monitoring at individual properties. Monitoring station locations were determined by qualified specialists in accordance with departmental guidelines and are designed to represent air quality across the broader area, including emissions from major roads such as the M5. For this reason, installing additional monitoring at your property would not provide more representative or meaningful data than what is already captured by the existing network. The fixed monitoring sites, which are maintained by ESR, remain operational and continue to meet all regulatory requirements. Air quality compliance reports are published on the Moorebank Intermodal Precinct website and assess performance against the approved limits under the development consent.			

11/12/2025	**Community Member**	Enquiry: Request for clarification on several issues: whether Moorebank Avenue will be realigned with the original road plan, if Moorebank Road lighting will be upgraded to improve night-time safety, and when the ongoing roadworks on Anzac Road will be completed. Additionally, they are asking how to submit a claim for house cleaning due to excessive dust caused by the works. Response (15/12/25): Regarding the lighting issue-additional information was sought from the project team for specific areas of concern. Regarding the dust issue, a request was made for detailed information, including the property address, photos of the dust, and approximate dates when conditions were particularly severe, to help the team assess the claim. Regarding the Anzac Road works complaint – the relevant road works have been completed. Enquirer (20/12/25): Community member confirmed that lighting once existed along Moorebank Avenue past the SME Golf Course, and that road lighting only existed on the Northern part of Moorebank Ave and the southern part of Moorebank Ave only has lighting that comes from the warehouse areas lighting. Response (23/12/25): lighting enquiry, could you please confirm whether the attached diagram reflects the section of Moorebank Avenue you are referring to? Once clarified, we will consider the matter further, noting that responsibility for street lighting can vary depending on the section of road and the ownership of the relevant assets. Enquirer (15/01/26): Confirm the diagram was correct, felt that more of the road lighting that has been affected by the development than indicated. Response (17/01/26): Noted that the lighting along Moorebank Avenue will continue to be updated to align with construction. All lighting designs for the re-aligned road have been designed and approved according to Transport for NSW Standards. Lighting spaces for the road are approximately every 45 metres for straight road sections, and every 25 metres for bend road sections.	**MARW/MIP**	**Email: within 8 hrs** **follow up on** • **15/12/2025** • **23/12/2026** • **17/01/2026**	**CLOSED**
02/12/2025	**Community member**	Complaint: Community member submitted complaint via Liverpool City Council Acting Coordinator Environmental Health (Neil Ramsay) alleged dust emissions emitted from the Moorebank Logistics Centre at approximately 3.00pm on 29th November 2025. The complainant reported that the dust emissions impacted driving visibility and also expressed concerns about potential human	**MIP**	**Email: within 8 hrs**	**CLOSED**

		health impacts to local residents. Response: Moorebank Intermodal Environmental Representative was alerted to issue for investigation. National Intermodal also investigated and confirmed contractor (BMD) has reviewed their cameras and can confirm that there was no works being undertaken for the MARW at 3pm on 29/11/25. Further the part of the site closest to the Moorebank Avenue has been stabilised and therefore we conclude that this dust has not come from the MARW project footprint. On this basis they were not required to notify any parties. It is noted the community member has not contacted the community enquiries channels after contact has been passed on by Liverpool City Council Officer to provide further details about the incident.			
01/12/2025	**Community member**	Complaint: Community member is concerned that the Moorebank Intermodal By-pass and Cambridge Avenue upgrade fail to address the precinct's future traffic needs. Concerned that by building the by-pass as one lane each way will create a choke point between two-lane sections and leading to costly duplication later. Response: It was noted that the information recently published by Transport for NSW regarding the Cambridge Avenue Upgrade in relation to Moorebank Intermodal Precinct (MIP), the Department's statement that the upgrade is intended to provide secondary access to MIP is incorrect. Under the existing conditions of consent for MIP, no vehicles associated with the Precinct are permitted to access Cambridge Avenue. All freight traffic must enter and exit the precinct to the north, in accordance with the approved Construction Traffic and Access Management Plan (CTAMP) and Operational Traffic and Access Management Plan (OTAMP). To avoid confusion within the community and among our stakeholders, we have asked Transport for NSW to update its communications to reflect this.	**MIP**	**Email: within 8 hrs**	**CLOSED**
30/11/2025	**Community member**	Complaint: Community member raised concern with lights from the MIP site that shine directly into their main bedroom, making it difficult to sleep. Request that these lights be turned off by 9:00 PM nightly to reduce disruption for themselves and neighbouring properties. Response (December 2025): The project team visited the community members' home on 2/12/25 to identify the light source. Further investigation is being undertaken to confirm the sources of the light. The community members	**MIP**	**Email: within 8 hrs** **Follow up Throughout Dec 2025 and 23/01/26**	**CLOSED**

		frustration was acknowledged and it was noted that assessments require the appropriate members of the precinct to visit the site and carry out detailed inspections, which can take some time to complete. Team has committed to providing a further update once there is more to share. Complaint (December 2025): Request to turn power off to prevent light spill, request to cease precinct operations and request for a curfew over holiday period. Response (December 2025): Advised that facilities Management team are in the process of coordinating light testing to more accurately identify problematic light source. Contractor has been engaged to identify the source of the light spill and, where possible, rectify the issue. If the issue cannot be fully resolved at that stage, the contactor will recommend additional measures such as diffusers, shields, or covers. Response (23/01/26): In response to the complaint, ESR engaged a technical expert, PM Electric, to undertake a site inspection to assess the potential source and impact of the reported lighting associated with 400 Moorebank Avenue. The conclusion of the inspection and analysis was that: • A number of the light sources the subject of the complaint do not appear to located within the Moorebank precinct, noting that they are positioned higher than the warehouse roofs and/or switch off around 9pm. Given the timing of the lighting and location they are likely associated with the sports grounds located on Heathcote Road, Holsworthy, which operate during similar hours and the ABB facility on Bapaume Road outside the precinct. • With regard to the lighting sources from within the precinct from terminal operations we will continue to work with Qube to review any potential light spill arising from IMEX terminal operations so that lighting is managed in accordance with applicable regulatory requirements and relevant guidelines			
26/11/2025	**Community**	Compliant: Community member raised issue with two large bins obstructing	**Other**		**CLOSED**

	member	view of traffic at intersection Delfin Drive and Anzac Rd (near the fire station). Request for these to be removed to mitigate risk of traffic hazard. Response: After investigating, it was confirmed that these blue bins are not associated with MIP and do not belong to the Fire Station. The community member was alerted to the fact that these bins may belong to TFNSW or Liverpool Council, possibly related to recent road works on Anzac Road and to contact them.			
25/11/2025	**Community member**	Complaint: Community member reported issue with container dropping on hardstand in the early hours of the morning. Response: An email was issued to the community member referring to them where all information about the planning and approval related to the operation of MIP. The complaint was escalated to QUBE operations team for investigating into the date and time of the incident. On 16/12/25, the community member was encouraged to record any future noise incidents to MIP with the date, time, and a brief description to assist with escalation. It was noted that a range of noise-mitigation measures are already in place across the precinct and examples were provided. Community member was encouraged to access the most recent noise mitigation strategy plans here: You can access the most recent noise mitigation strategy plans here: https://moorebankintermodalprecinct.com.au/wp-content/uploads/2024/08/Condition-F5A-MP_-Rev8_Redacted10.pdf	**MIP (Qube)**		**CLOSED**
11/11/2025	**Community member**	Query**:** Community member following up on damage to a private vehicle which took place occurred in September 2025 on Anzac Road in Moorebank due to ongoing roadworks. Response**:** Roadworks assessed and found to meet the required Transport for NSW standards. Issue has been discussed with the community member and the matter has been escalated within ESR**.**	**MIP**		**CLOSED**

MOOREBANK INTERMODAL PRECINCT COMPLAINTS REGISTER – 22 SEPTEMBER – 6 OCTOBER 2026

28/10/2025	**Community Member**	Query**:** Trees growing through site fence in bushland located to the west of Wattle Grove is almost reaching a neighbouring boundary fence. Request that these trees be pruned back due to perceived fire hazard. Response: Message has been left with Community member on 18 November 2025. Overhanging tree removal has also been undertaken recently in this location.	**MIP**		**CLOSED**
20/10/2025	**Community Member**	Query: A community member asked about fire prevention management in the former ADF boot land at Wattle Grove West (from Moorebank Avenue to the Wattle Grove residential boundary). Response: The community member was provided with the following information: the bushland to the west of Wattle Grove is managed under Biodiversity Agreement BA 341, which permits specific bushfire management activities. These include maintaining the Asset Protection Zone and fire access tracks, providing gate access to the RFS, and undertaking ongoing weed reduction to minimise fuel loads.	**MIP**		**Closed**
9/10/2025	**Community Member**	Noise: Liverpool City Council informed the project team of a complaint regarding noisy night works along Anzac Road and Delfin Drive, which continued until 2am. Upon investigation, it was determined that the works were related to horizontal directional drilling (HDD) activities by ROC Communications for telecommunications infrastructure. Response: The matter was referred to the ROC Communications project manager for appropriate resolution.	**MIP**		**Closed**
30/09/2025	**MIP tenants**	Dust management: Management company for the warehouse complex located next to the project advised that tenants in both north and south locations of the east precinct had raised a complaint regarding dust coming from the project. They requested more effective dust suppression measures and controls. Response: Measures taken include: - Increased watercarts onsite and allocated one to specifically the work zone nearest the warehouses. - Increased dust monitoring during inspections. - Commenced proposed scheduled application in the work zone - Dust management including speed reductions discussed at prestart with staff and contractors. - Dust management scheduled as the next environmental toolbox topic	**MAR**		**Closed**
26/09/2025	**Community Member**	Noise: Community member contacted the project information line reporting noisy activities off/around Anzac Road observed Thurs 25/9 and Fri 26/9,	**MIP**		**Closed**

		describing them as 'jet plane' sounding/earthworks moving and warehousing noises. Response: The project team investigated precinct activities and eliminated the noise being made from precinct contractors related to transmission line infrastructure, Moorebank/Anzac Rd intersection upgrade or MAR works. A detailed response was provided with the suggestion to contact Liverpool City Council for an understanding of other activities occurring in the area.			
16/09/2025	**Community Member**	Traffic congestion: Community member emailed to report that he experienced a 2-hour delay travelling to Liverpool via Moorebank Avenue and missed his specialist appointment. He noted that the traffic lights are not synchronized to facilitate traffic flow and large trucks were blocking the intersections illegally. Response: The team investigated and found that unfortunately there was a traffic signal timer glitch which caused the lights to change too quickly and this coincided with the lane closure as part of pavement works on Bapuame Road, Moorebank Ave and the intersection of Anzac Road. We advised the community member that we notified Net Ops as part of TfNSW as the responsibility authority and subsequently reopened the lane to improve traffic flow. The project team also provided contact information for the relevant SCAT dept in TfNSW should the complainant wish to follow up further.	**MIP**		**Closed**
16/09/2025	**Community Member**	*Traffic congestion:* Community member contacted the project information line to report issues with the traffic light at the intersection of Anzac Road (and Moorebank Ave) and that traffic was banked up all the way to the Army Barracks with only approximately three vehicles or one truck passing through at a time. *Response*: Spoke to community member to ascertain further information and found that in his perspective, a lane closure was the problem causing the heavy congestion. Followed up with the project team and contractor and upon further investigation, found that there was a traffic signal timer glitch that occurred during the off-peak lane closure which significantly impacted traffic flow. Offered the caller the contact information for the relevant SCAT dept in TfNSW should they wish to follow up directly with that authority responsible for traffic light sequencing. The caller was satisfied at providing the feedback and reporting the heavy traffic impacts, emphasizing that the area requires 'common sense' with traffic management.	**MIP**		**Closed**
12/09/2025	**Community Member**	*Blocked pedestrian access:* A MIP employee's family member contacted the project information line to report blocked pedestrian access to the Moorebank Intermodal Precinct. They expressed frustration after being passed between several parties-without receiving a satisfactory resolution. *Response*: The employee's family member explained that their family member relies on pedestrian access to catch a bus to work and for the past three days the access	**MIP**		**Closed**

		had been blocked without alternative arrangements. ESR and National Intermodal were contacted for assistance with the matter and begun to explore solutions. National Intermodal and ESR treated the issue as a priority, working together to explore short-term and long-term solutions. A call was made back to the caller on Monday evening (15/9/25) with an initial estimated timeframe of 48 hours for commencement of the reinstated access but the family member was dissatisfied with the response and requested escalation with a callback from management. National Intermodal and ESR transitioned as the point of contact and resolved to provide a driver for the employee each weekday to and from work until the footpath became accessible. The footpath was reopened on 22/09/25.			
2/09/2025	**Community Member**	*Traffic management/road condition:* A community member reported unsafe road conditions along Anzac Avenue, including exposed metal plates and insufficient caution signage. *Response*: The issue was referred to Vaughan Civil for immediate attention. Due to multiple recent complaints, the matter was escalated to their Project Manager. Liverpool City Council was also informed and asked to assist in monitoring the site to ensure public safety and compliance with roadwork standards.	**MIP**		**Closed**
2/09/2025	**Community Member**	*Traffic management:* A community member reported a near-miss incident while turning right from Moorebank Avenue onto Anzac Road (northbound), due to two lanes merging into one without adequate signage or sufficient space to safely accommodate turning vehicles. *Response*: The project team investigated and confirmed that the traffic management setup in question is not associated with the current project works but is being managed by Vaughan Civil. The matter was referred to Vaughan Civil for review, with a request to address the safety concerns and implement any necessary rectifications.	**MIP**		**Closed**
1/09/2025	**Community Member**	*Property damage*: A community member reported that recent roadworks caused damage to their vehicle due to uneven steel road plates and insufficient signage. *Response:* The project team contacted the caller to confirm the location, which was identified as Anzac Avenue. As the current project does not have any steel plates in use, the matter was referred to Vaughan Civil. Vaughan Civil is undertaking works in the area on behalf of Endeavour Energy's 33kV transmission infrastructure project and were asked to address the issue and contact the community member.	**MIP**		**Closed**
31/08/2025	**Community Member**	*Noise:* A community member called the project hotline at 11:30pm to report excessive truck, forklift and banging noises occurring since 10pm. *Response*: The project team investigated and confirmed there were no overnight	**MIP**		**Closed**

		activities taking place at the ITS site. The matter was referred to Qube for follow-up regarding any IMEX-related activities that may have contributed to the noise. As a precautionary measure, the project contractor installed noise curtains around localised intersection works and conducted a toolbox talk to address noise-generating behaviours with staff.			
12/08/2025	**Community Member**	*Traffic congestion:* A community member responded to an email correspondence from March 2025 regarding traffic congestion on Moorebank Avenue, Cambridge Avenue and Canterbury Road. They reported only slight improvements since adjustments were previously made to the SCATS (traffic light phase timing to improve northbound flows). They advised they are still experiencing significant delays particularly during school drop-off hours and suggested that traffic lights were not coordinated. *Response*: Feedback was shared with the project team and the community member was advised that the current Moorebank Avenue is temporary and will be replaced as part of the realignment project designed to streamline traffic flows around the precinct. They were also informed that Transport for NSW is responsible for sequencing of traffic lights however we could raise the matter on their behalf.	**MIP**		**Closed**
1/08/2025	**Community Member**	*Traffic management:* A community member phoned the project hotline to report an incident involving traffic management and a traffic controller's behaviour with managing contraflow along Anzac Avenue near the intersection about 7pm on Sunday. Discussed the incident with the caller for further details and passed this on to the project team and contractor to look into further. *Response:* The contractor followed up with their traffic management company, which conducted an investigation and provided a response report. The contractor then contacted the caller to emphasize their commitment to safety and adherence to protocols. Although there were differing accounts of the event from the caller and the traffic controller, the company has implemented reinforcement measures, including additional staff briefings. It is also suspected the incident occurred during a shift change and a brief period when the boom gates were relocated from the intersection. The caller was satisfied with the information provided and action taken.	**MIP**		**Closed**
1/08/2025	**Community Member**	*Property damage:* A community member submitted a claim for a punctured tyre to Liverpool City Council, alleging it was sustained 22 July 2025 from metal debris left on the road from works at Moorebank Avenue near Anzac Road and Bushmaster Avenue. *Response:* The project team investigated with our contractor who reviewed the provided information and video footage. There was no evidence of debris found on the road and additionally the contractor did not have any works occurring in	**MIP**		**Closed**

		that vicinity nor for a period before, so it is unlikely to be related to project works. A response was provided on 6 August to Liverpool City Council to advise of our findings.			
15/07/2025	**Community Member**	Road works: Phone enquiry received from nearby community member in Lurnea who complained about the extended length of time to complete for works occurring on Moorebank Avenue (specifically the 200m stretch up to the Anzac Road intersection). Caller complained of heavy traffic congestion in the area and sought more information about project works and when it will all finish. *Response:* Spoke to caller, explaining the unforeseen delays associated with weather conditions and the Endeavour Energy project, and advised caller about upcoming traffic switch for MAAI (25-28 July). Added him to the project subscriber list and followed up with emails providing a copy of the upcoming OOH notification and website link, advised him MAAI is expected to be fully completed by the end of 2025 and that MAR is scheduled to be ongoing for approximately 18m (although mostly being undertaken offline).	**MIP**		**Closed**
5/07/2025	**Community Member**	Truck movements: An enquiry was received regarding the Cambridge Avenue upgrade, truck movements at the Moorebank Intermodal Precinct (MIP), and whether these movements can be restricted during peak traffic hours. The enquirer also raised general concerns about the need for greater coordination with other government departments to minimise traffic impacts. *Response*: The enquirer was informed of the essential role that truck movements play in supporting the multiple warehousing and logistics operations within the precinct. They were reassured that the project is committed to managing and mitigating traffic impacts including through two key initiatives underway with the delivery of the MAR project and the Moorebank Intermodal Terminal Road Access (MITRA) Strategy in collaboration with Transport for NSW. The enquirer was also referred to Transport for NSW as the appropriate authority for further information regarding the Cambridge Avenue upgrade.	**MIP**		**Closed**
4/06/2025	**Community Member**	Road works: Caller enquired about works along Anzac Road from the Moorebank Avenue intersection up to the Fire Station as it seems constantly being dug up and the road is not holding up in the rain. Upon investigation, activities relate to the installation of the 33kw transmission line as part of Endeavour Energy's separate project. *Response*: Caller was contacted by the project team and advised that MAAI works with final reinstatement is due end-July around the intersection. Remainder works are being undertaken by Vaughan Civil. Feedback was passed on to Vaughan Civil who also phoned caller to advise that works are continuing and explain that reinstatement is temporary after each shift and permanent	**MIP**		**Closed**

		road reinstatement will be carried out once works are complete.			
23/05/2025	**Community Member**	Property damage: Stakeholder's vehicle tyre was damaged from driving over a significant pothole along Moorebank Avenue and requested reimbursement/support to rectify the damage. Council was also contacted for assistance by stakeholder and contacted the project team due to receiving a few community complaints. Response: Pothole was investigated and location confirmed belonging to Defence. Stakeholder and Council was referred to a Defence contact for follow up.	**MIP**		**Closed**
22/05/2025	**Community Member**	Noise: Resident phoned the project number around midnight to report loud container noises over the last few nights and requested contact details to complain to Government agencies. *Response*: Project team investigated and eliminated any contractor works relating to MAAI or MAR and known precinct activities. On closer review it appears potentially related to Qube and information has been passed on to their Director of Communications – awaiting response.	**MIP**		**Open**
18/05/2025	**Community and CCC Member**	Environmental reporting: Stakeholder emailed to lodge a complaint regarding environmental reporting with respect to specific emissions information and more detailed data that they have requested for some time. *Response*: There has been ongoing correspondence and attempts to provide the requested information. This is currently being reviewed again to confirm that the project team has provided the requested information as best as they are able. Additional information has subsequently been provided, and a member of project team will follow up with stakeholder.	**MIP**		**Closed**
24/04/2025	**Community Member**	Noise: Caller phoned the project hotline in the evening, reporting incessant banging and vibrations through the house. *Response*: Caller was phoned back for more information but could not be reached.	**MIP**		**Closed**
24/04/2025	**Community Member**	Noise: Resident phoned the project hotline to make a complaint about overnight works being very disruptive into the early morning affecting sleep. Resident reported smashing and banging, reversing beepers and seeing tippers and lights. Resident called back the following night reporting the same. *Response:* Resident was phoned to discuss. The project team investigated, confirming there were no overnight works at either location. Resident was sent follow up email advising of no night work activities from MIP, provided a copy of recent OOH letter notification for periodic works until June (although nothing expected for a few weeks) and suggestion to contact Council or Sydney Trains in case of any related activities.	**MIP**		**Closed**

5/04/2025	**Community Member**	Noise: Ongoing concerns about the long-term potential of noise and potential for increased bushfire risk due to an increase in traffic accessing the intermodal terminal, cranes movements and handling of containers, once works are completed. Status: Stakeholder acknowledged; no response required. Note not a construction-based comment.			**Closed**
27/03/2025	**Community Member**	Noise: Concerned the upcoming night works required for the Moorebank Avenue upgrade will impact residents on the Western side of Wattle Grove. Response sent to stakeholder on 4/4			**Closed**
24/03/2025	**Community Member**	Traffic and disruptions: Concerns raised around ongoing roadworks including the recent Anzac Road closure between Moorebank Ave and Delfin Dr. Additionally, concerns raised around interruptions from the upgrade of underground electrical supply continuing to September 2025. Response sent to stakeholder 7 April.			**Closed**
17/03/2025	**Community Member**	MAR Construction: Complaint in agreement with prior complaint. Concern about location of Moorebank Avenue Realignment and the risks of increased noise from the precinct. Stated that noise walls were necessary for project. Response sent to stakeholder on 4/4.			**Closed**
17/03/2025	**Community Member**	MAR Construction: Concern about location of Moorebank Avenue Realignment and the risks of increased noise from the precinct. Stated that noise walls were necessary for project. Stakeholder contacted, and complaint receipt acknowledged.			**Closed**
9/03/2025	**Community Member**	MAR Construction: Concern about location of Moorebank Avenue Realignment and the risks of increased noise and bushfires from road moving to the east of the precinct. Suggested noise wall the duration of the road. Response sent to stakeholder on 11/3.			**Closed**
8/03/2025	**Community Member**	Traffic Impacts: Excessive traffic congestion on Moorebank Avenue in mornings heading north towards Liverpool. Response sent to Stakeholder on 27/3			**Closed**
8/03/2025	**Community Member**	Traffic Impacts: Excessive traffic congestion on Moorebank Avenue, Cambridge Avenue, and Canterbury Road. Two traffic light sets within MIP holding traffic. Response sent to Stakeholder on 27/3			**Closed**
		2024 Complaints			
18/12/2024	**Community Member**	Building design and Visual Impact: Stakeholder from Glenfield voiced dissatisfaction with the buildings and loss of city views due to Moorebank Development. Complaint acknowledged and plantings to reduce visual impact discussed with stakeholder and complaint closed.			**Closed**
17/12/2024	**Community Member**	Vegetation management: Statement of disapproval in relation to the revegetation approach from a community member. Complaint acknowledged			**Closed**

		and possible options for improvements discussed with stakeholder			
2/12/2024	**Community Member**	Dust: Complaint regarding airborne dust from precinct reaching property in Wattle Grove. This has required an increase in the number of times the pool needs to be cleaned. Requested improvements to dust management on site. Investigation undertaken, and property 1.76kms away from earthworks. Complaint passed to teams to ensure dust management remains a focus. Stakeholder satisfied.			**Closed**
29/10/2024	**Community Member**	Noise: Complaint regarding noise at ABB Site. Noise linked to sandblasting at ABB site. Stakeholder provided update and link to complaint line for ABB.			**Closed**
28/10/2024	**Community Member**	Traffic: Complaint received regarding traffic stationary on Moorebank Avenue. Contractor has struck overhead wires and traffic is stopped while area made safe. Stakeholder advised of incident.			**Closed**
24/10/2024	**Community Member**	Traffic: Concerned with traffic layout of Anzac Road causing traffic build up. Request for an additional right turn lane. Stakeholder advised there is insufficient width to have two right turn lanes.			**Closed**
12/10/2024	**Community Member**	Vegetation management: Dissatisfied with quality of cut of reeds at Woolmers Court. Concern about reeds being left on ground being a fire risk. Contractors returned to site and mulched reeds. Stakeholder updated.			**Closed**
11/10/2024	**Community Member**	Vegetation management: Quality of cut of reeds at Woolmers Court. Dissatisfied with quality of cut. Concern about reeds being left on ground being a fire risk. Contractors returned to site and mulched reeds. Stakeholder updated.			**Closed**
19/09/2024	**Community Member**	Traffic: Concerned with traffic backing up on the M5 when turning onto Moorebank Avenue, wondered if there was a change to traffic conditions to cause the congestion. Investigation conducted, no change to traffic conditions on Moorebank Avenue, issue present at other M5 offramps during morning peak. Likely issue relating to wider network. Stakeholder informed and satisfied.			**Closed**
13/09/2024	**Community Member**	Follow up and dissatisfaction with outcome of pushbike accident complaint resolution. Concern with safety of designated bike route. Update sent to stakeholder regarding outcome of investigation. Work completed to standard and no claim. Item closed.			**Closed**
29/08/2024	**Community Member**	Concern surrounding extent of work, and if road construction will reach Glenfield Road roundabout. Concerns about biodiversity losses through project. Response provided with links to additional information on projects.			**Closed**
27/08/2024	**Community Member**	Question relating to how many trucks are taken off roads and how many containers have been handled each quarter. General complaint against time for Moorebank Ave project to be finished. BMD and MIP provided responses			**Closed**

MOOREBANK INTERMODAL PRECINCT COMPLAINTS REGISTER – 22 SEPTEMBER – 6 OCTOBER 2026

14/08/2024	**Community Member**	Caller advised excessive noise from smashing containers. Requesting for the noise to stop. Does not want to speak with someone and wanting complaint to be passed on. Stakeholder contacted and acknowledged the receipt of the complaint			**Closed**
23/07/2024	**Community member**	Traffic: Community member lodged complaint about conditions of road upgrade of Moorebank Avenue, poor signage on the road, and workers on the phone not directing traffic. Stakeholder contacted and informed of investigation into traffic management and signage. Stakeholder provided update that project is in line with TfNSW approved traffic Management Plan and all signage was installed correctly.			**Closed**
18/06/2024	**Community member**	Noise: Community member lodged complaint about loud noise occurring from intermodal precinct. Believes it is linked to container management. Noise mitigation strategy developed and shared with stakeholders.			**Closed**
07/06/2024	**Community member**	Noise: Community member lodged complaint about loud noise occurring from intermodal precinct. Believes it is linked to container management. The Liverpool Military Area Base Management team have been contacted. They confirmed that defence related activities were occurring on Holsworthy on the 6 June in the early morning and throughout the day. This may be the source of the noise. Stakeholder notified.			**Closed**
07/06/2024	**Community member**	Noise: Community member lodged complaint about loud noise occurring from intermodal precinct. Believes it is linked to container management. The Liverpool Military Area Base Management team have been contacted. They confirmed that defence related activities were occurring on Holsworthy on the 6 June in the early morning and throughout the day. This may be the source of the noise. Stakeholder notified.			**Closed**
06/06/2024	**Community member**	Letterbox distribution: Community member lodged complaint about receiving project information in their letterbox which they consider to be junk mail. Resident's details passed on to distribution company. Caller informed.			**Closed**
06/06/2024	**Community member**	Noise: Community member lodged complaint about loud noise occurring from intermodal precinct. Believes it is linked to container management. Located approx. 1.5km from terminal. Considers noise to be not acceptable. The Liverpool Military Area Base Management team have also been contacted. They confirmed that defence related activities were occurring on Holsworthy on the 6 June in the early morning and throughout the day. This may be the source of the noise. Stakeholder notified.			**Closed**

23/05/2024	**Community member**	*Resubmission of complaint received on 26 April 2024*. Personal Injury and property damage: Motorcycle rider fell off bike on Moorebank Avenue at intersection with Anzac Road. Sustained injury and damage to property (bike, watch, phone). Original complaint submitted to Liverpool City Council and LCC contacted Logos. Currently investigating CCTV footage of the incident. Stakeholder acknowledged and provided update. Response provided to stakeholder, stating that condition of road was in acceptable condition for road works, and the location of the fall was a 35-50mm edge on final kerb to wearing course of asphalt. Moorebank Precinct will not be reimbursing the stakeholder for damages caused as part of the fall.			**Closed**
13/05/2024	**Community member**	Noise: Community member lodged complaint about loud noise occurring from intermodal precinct. Believes it is linked to container management. Stakeholder contacted and advised that the team at QUBE has been advised of complaints received relating to operational noise with container movement, and to possibly investigate mitigation measures. Stakeholder happy with response. The complaint is closed.			**Closed**
30/04/2024	**Community member**	Noise: Community member lodged complaint about loud noise occurring from intermodal precinct – not sure if construction noise or operational noise. Sounds like operator dropping items. Heard in Wattle Grove @8:30pm 30/04 and keeping 3yr old up. - Currently investigating work location/operational practices possibly resulting in noise generation. Stakeholder contacted and advised that the team at QUBE has been advised of complaints received relating to operational noise with container movement, and to possibly investigate mitigation measures. The complaint is closed.			**Closed**
30/04/2024	**Community member**	Noise: Community member lodged complaint about loud noise occurring from intermodal precinct during night of 29/04. Noise from containers being loaded and unloaded. Concerned about level of noise when terminal is fully uploaded. - Currently investigating work location/operational practices possibly resulting in noise generation. Stakeholder contacted and advised that the team at QUBE has been advised of complaints received relating to operational noise with container movement, and to possibly investigate mitigation measures. Stakeholder happy with response. The complaint is closed.			**Closed**
27/04/2024	**Community member**	Light pollution: Multiple lights in intermodal precinct resulting in high noise pollution to residents in Casula. 4 lights currently turned on with 7 yet to be activated.			**Closed**

		Stakeholder worried about final lighting pollution. Concerned about direction of lights and colour scheme of warehouses getting lit up with current lighting. - Currently investigating lighting requirements and possible modifications to assist stakeholder. Stakeholder contacted and advised review of lighting had been undertaken and lights would be switched off until lights confirmed to be set at correct angle, and mitigation measures investigated. The complaint is closed			
26/04/2024	**Community member**	Personal Injury and property damage: Motorcycle rider fell off bike on Moorebank Avenue at intersection with Anzac Road. Sustained injury and damage to property (bike, watch, phone). Original complaint submitted to Liverpool City Council and LCC contacted Logos. - Investigation complete. Site at an acceptable level and condition through construction. Response provided to stakeholder. Claim rejected			**Closed**
23/04/2024	**Community member**	Traffic impacts: Community member lodged complaint about current road layout of Moorebank Avenue – single lane from Anzac Road to M5 is heavily congested, and stakeholder is worried final layout is unequipped for traffic volume of operational precinct. - Informed stakeholder of Moorebank Avenue realignment works. - Currently seeking additional information to provide stakeholder to close out complaint. Stakeholder called and advised of road configuration after alignment completed. Pleased to know that single lane bottleneck would be removed. Also noted future realignment on Eastern side of MIP. Current work focused on Anzac Road to M5. Stakeholder pleased. The complaint is closed.			**Closed**
05/04/2024	**Community member**	Noise: Community member lodged complaint about loud noise occurring morning of 5/04 from the intermodal terminal, which sounds like someone dropping something large every 30 seconds. Located in Casula and could be heard in Wattle Grove by family member. Stakeholder contacted and provided update: All noise monitors recorded identified noise; however no work activities were occurring on site. Noise not generated from MIP. Stakeholder appreciative of update and glad to see the effort that went into resolving complaint. The complaint has been closed.			Closed
01/02/2024	**Community member**	Noise: The complaint involved a loud echoing noise from a truck's hatch dropping dirt, disturbing a caller working from home across the river about 800 meters away from the construction site. The noise occurred within the scheduled hours, however, disrupted the caller's work online meeting. The caller acknowledged the normalcy of construction noise but emphasized the exceptional loudness on that morning. The			Closed

		caller's feedback was relayed to the construction team for consideration in the future. The complaint has been closed.			
25/01/2024	**Community member**	Noise: A community member complained about helicopter lifting works that occurred on January 25th, 2024. The complaint suggested that the works extended beyond the scheduled and published hours, causing noise disturbances during nighttime. The investigation revealed that the works have been undertaken in accordance with the communicated schedule and there were no scheduled or unscheduled night works at the Precinct during the specified period. The complaint has been closed.			Closed
25/01/2024	**Community member**	Noise: CCC member (Casula resident) complained about noise and the days of operation related to helicopter lift works on January 25th, 2024. The complainant was informed that the helicopter lift works occurred in accordance with the communicated schedule and were sanctioned activities approved under the MPW Construction Noise and Vibration Management Plan. The complainant provided with a copy of the document for their reference. Additionally, the complainant was also advised that their specific observations regarding noise-related issues and preferences for certain days for this type of works would be subject to further investigation by the Project team and discussed during the upcoming Community Consultative Committee meeting. The complaint has been closed.			Closed
		2023 Complaints			
24/12/2023	**Road User**	Development impacts: A road user made a complaint regarding a visibility issue caused by an unidentified substance on the caller's vehicle surface while driving in the Precinct area. The investigation determined the substance in question originated from construction operations within the area. The complainant provided with a suitable cleaning product. Additionally, professional cleaning services have been arranged for their car to ensure the complete removal of the substance. The complaint has been closed.			Closed
22/09/2023	**Road User**	Traffic lights: A road user made a complaint about traffic congestion at the intersection of Moorebank Avenue and Anzac Road during peak morning and evening hours. According to the complainant, the congestion is attributed to an auto-sensor system on Anzac Road that causes delays for road users traveling on Moorebank			Closed

		Avenue. The project team advised the complainant that these traffic signals are controlled by TfNSW and not by the Precinct, therefore the concern is to be raised with TfNSW. The complaint has been closed.			
04/09/2023	**Community member**	Noise: A complainant reported noise in the late-night hours near the Fire and Rescue Station on Anzac Road. The area is outside of MIP development boundary, hence there are no construction works or operations being undertaken within the vicinity of the Fire and Rescue station on Anzac Road. The noise appears not related to the MIP development. The complaint has been closed.			Closed
21/08/2023	**Community member**	Noise: A Wattle Grove resident complained about a metallic clunking noise most often at night-time from a west facing wall (towards the precinct). The project team investigated and found no works that could initiate noises described by the complainant were being undertaken within the precinct during night-time hours at the time of complaint. The complainant was advised that the precinct could not identify any specific events that would have caused any excessive night-time noise. However, operational teams were reminded to stay vigilant when operating at night.			Closed
27/06/2023	**Community member**	Dust: A Wattle Grove resident provided feedback about dust generation on Moorebank Avenue. The project team investigated and found no exceedances of the criteria for deposited dust in the last three months. A letter response explaining specific methods for the management and monitoring of dust generation at the Precinct was provided to the complainant. The complaint has been closed.			Closed
30/05/2023	**Community member**	Noise: A Wattle Grove resident complained about noise in the early hours of the morning which they believed originated from the precinct. The project team investigated and found no works were being undertaken within the precinct on the night in question. The complaint has been closed.			Closed
10/05/2023	**Road user**	Traffic congestion: The complainant reported traffic congestion along Moorebank Avenue resulting in increased commute time. The project team investigated and found traffic signals controlled by TfNSW TMC had malfunctioned on the morning in question. A response was provided to the complainant advising of the signal outage and how to report future signal faults. Information about the closure of Chatham Road intersection was also provided.			Closed
27/04/2023	**Road user**	Road conditions: The complainant reported damage to their vehicle while driving on Moorebank Avenue. Further information required to investigate the complaint was not provided. The			Closed

		complaint has been closed.			
07/02/2023	**Road user**	Road conditions: The complainant reported damage to their vehicle while driving on Moorebank Avenue. The project team liaised with the vehicle owner to resolve the complaint.			Closed
02/02/2023	**Community member**	Noise monitoring: Resident raised concern about specific locations of attended noise monitoring undertaken in 2022. The resident was provided with further clarification regarding the location of the noise monitoring as well as details of the noise monitoring requirements under the project's conditions of consent.			Closed
19/01/2023	**Road user**	Construction dust and mud: Road user complained about construction dust and mud on Moorebank Avenue. Road user was advised of mitigation measures in place including dust suppression, the use of water caters, wheel washing and sweeper trucks.			Closed
		2022 Complaints			
Date Received	**Complainant**	**Nature of Complaint**			**Status**
31/12/2022	**Community member**	Development impacts: Resident raised concern about the height of MPW warehousing and its impact on views. Resident was advised of initiatives to reduce impacts for community and was advised of the previous community consultation related to the development, including height of warehousing.			Closed
14/11/2022	**CCC member**	Construction schedule and upcoming works: CCC member (Casula resident) complained about helicopter lifting work continuing past standard construction hours. The project team investigated the incident with the relevant contractor, who has been instructed to implement measures to ensure that any future helicopter lifts do not exceed construction hours. Further, the team notified the complainant of upcoming helicopter lifting work in December.			Closed
10/10/2022	**Local business**	Water / Flooding: Water entered the premises of a site neighbour during a heavy rainfall event. Site contractors have undertaken remediation works to repair, regrade and lift the bund to drain the area, pump out remaining water and revegetate the area to stabilise the bund. Contractors will continue to monitor the area to pump excess water as required.			Closed
20/09/2022	**Community member**	General project and noise: A Wattle Grove resident complained about noise and hours of operation at the site, and about the project more broadly. The complainant was advised further additional attended noise monitoring will			Closed

		be undertaken.			
21/08/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site, including out of hours works helicopter activity undertaken on site. The complainant was advised the works were an approved activity under the approved MPE Stage 2 Construction Noise and Vibration Management Plan (CNVMP) and noise monitoring undertaken as required by out of hours work consent identified noise levels were under the predicted levels outlined in the CNVMP. The complainant was also advised their observations of noise at other days/times are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
18/8/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
17/8/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
16/8/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
13/8/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
13/8/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the			Closed

		site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			
12/8/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
12/8/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
11/8/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
10/8/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
31/7/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
30/7/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated			Closed

		further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			
29/7/2022	**Community member**	Noise: A Wattle Grove resident complained about noise and hours of operation at the site. The complainant was advised their observations are being investigated further through additional noise monitoring. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
28/7/2022	**Community member**	Noise: A Wattle Grove resident made a complaint about truck and container movement noise at the site. The complainant was advised the project has approval to operate 24/7 within limits of the Operational Noise and Vibration Management Plan and the project undertakes ongoing noise management and monitoring, including permanent noise monitors. Further, the team notified the complainant that staged commencement of automated electric crane operations later this year which are expected to result in more environmentally friendly operations on site. The complainant was advised further additional attended noise monitoring will be undertaken.			Closed
19/7/2022	**Community member**	Noise: A Wattle Grove resident complained about noise emanating from the site, particular trucks and container movement noise. The complainant was advised the project has approval to operate 24/7 within limits of the Operational Noise and Vibration Management Plan and the project undertakes ongoing noise management and monitoring, including permanent noise monitors. Further, the team notified the complainant that staged commencement of automated electric crane operations later this year which are expected to result in more environmentally friendly operations on site. The complainant was advised further additional attended noise monitoring will be undertaken			Closed
4/7/2022	**Local business**	Flooding: Water entered the premises of a site neighbour during a heavy rainfall weather event (300mm +). Following an investigation, SIMTA contractors undertook cleaning of the site and repair to verges. Further work will be undertaken to repair swale damage.			Closed
18/06/2022	**Community member**	Noise: A resident in Wattle Grove made a complaint relating to container movement noise. The project team investigated and noise monitoring at the time described			Closed

		included some container noise which was within approved noise parameters for the site. As a result of the community member's observations, attended noise monitoring will be undertaken in the area to further explore (in addition to permanent noise monitoring already in place at locations determined by DPE). The complainant was advised further additional attended noise monitoring will be undertaken.			
10/06/2022	**Community member**	Noise: A resident in Wattle Grove made a complaint about container movement noise. The project team investigated and noise monitoring at the time described included some container noise which was within approved noise parameters for the site. As a result of the community member's observations, attended noise monitoring will be undertaken in the area to further explore (in addition to permanent noise monitoring already in place at locations determined by DPE).			Closed
26/04/2022	**CCC member**	Noise: Complainant noted sound from a water pump has been operating 24/7 near the Georges River at the north of the site for about a week. The project team investigated the complaint and discovered the water level within the excavation works area had recently receded, causing the pump to function incorrectly. The complainant was informed acoustic blankets would be installed for additional noise attenuation and the pump would only be running during standard construction hours until they are in place. Further noise modelling will be undertaken before overnight pumping resumes.			Closed
19/02/2022	**CCC member**	Noise: Complainant noted weekend work was being carried out after 1pm Saturday. The complainant was advised a new extended weekend construction hours order had been issued by the NSW Minister for Planning and was supplied a copy of the order.			Closed
11/01/2022	**CCC member**	Noise: Complainant noted heavy vehicle noise late at night. No work was being undertaken on our project at that time, which complainant was advised.			Closed
		2021 Complaints			
Date received	**Complainant**	**Nature of complaint**			**Status**
25/11/2021	**Road user**	Condition of road: A motorist complained about potholes on Moorebank Avenue between East			Closed

		Hills railway line and Cambridge Avenue. The project team advised the motorist that the potholes are within the section of the road owned and managed by the Department of Defence and was not related to the project. The complainant was directed to contact Department of Defence. (Issue not related to project).			
05/11/2021	**Road user**	Condition of road: A road user complained about the condition of Anzac Road. The project team investigated the specific location of Anzac Road and discovered this is an area of Anzac Road currently being upgraded by Liverpool City Council. This upgrade is unrelated to the project.			Closed
04/11/2021	**CCC member**	Dust: A CCC member reported dust coming from the southern end of Moorebank Precinct West. The project team reminded all contractors to ensure mitigation strategies continue to be implemented appropriately. Further discussions about dust management from active stockpiles were conducted with the overall project team. The complaint occurred on a day where the wind was 80-90km/hr - while water carts were suppressing dust on the day, it was impossible to eliminate the dust due to these high wind speeds.			Closed
01/11/2021	**Community member**	Noise: A resident in Wattle Grove complained about night works noise coming from Anzac Road. The project team discovered that these works are undertaken by Liverpool City Council and advised the resident to contact council. (Issue not related to project).			Closed
28/10/2021	**Road user via Liverpool City Council**	Condition of road: Liverpool City Council on behalf of road users complained about the condition of Bapaume Road, Moorebank. The project team is investigating ways to temporary remedy potholes and conditions of the road where possible. Please note this is a local controlled council road.			Closed
25/10/2021	**Community member**	Noise: A resident complained about noise coming from the Moorebank Intermodal Terminal direction. The project team acknowledged the complainant's concerns and requested more information about the noise so the team could carry out further investigation to identify the source. No further information was provided by the complainant, and project teams confirmed that no out of hours works were undertaken at the time by Moorebank Intermodal Terminal.			Closed
16/10/2021	**Community member**	Noise: A resident in Wattle Grove complained about night works noise. The project			Closed

		team investigated the complaint and discovered that night works (asphalting) were undertaken by nearby Holsworthy Army Barrack. Stakeholder was advised and encouraged to provide additional detail for future noise issues. (Issue not related to project.)			
09/09/2021	**CCC member**	Noise: A CCC member complained about trucks beeping noise from a heavy vehicle in the early hours. The project team investigated the noise and discovered that it came from a Fire & Rescue NSW truck inspecting a local business premises. (Issue not related to project.)			Closed
07/09/2021	**Community member**	General project: A resident in Glenfield complained about the height of warehousing on MPW hindering his cityscape view. The project team provided information to assist complainant understanding of works currently underway and those planned and approved for the near future.			Closed
17/07/2021	**Road user**	Vehicle Damage: A motorist reported a pothole on Anzac Road, east of Anzac Creek. The project team advised that the pothole was within the section of the road owned and managed by the Department of Defence and was not related to the project. The complainant was directed to DoD. (Issue not related to project.)			Closed
14/07/2021	**Road user**	Vehicle Damage: A motorist reported windscreen damaged by a rock from a truck on Moorebank Avenue. The project team investigated the claim and discovered the truck was not working on the project on the day of the incident. The motorist was directed to contact the truck company directly. (Issue not related to project.)			Closed
14/05/2021	**Road user**	Driver behaviour: Site neighbour advised that vehicle leaving site failed to completely stop moving at a stop sign. SIMTA contractors issued road safety to relevant team members.			Closed
13/05/2021	**Community member**	Noise: A resident from East Moorebank complained of OOH excavator noise during a one-month period. Further information was requested from the complainant, but no response was provided. Investigations indicated the noise was not related to the project.			Closed
06/05/2021	**Local Business**	Water/Flooding: Site neighbour advised that water was flowing from SIMTA property into culvert situated along fence line on private property. SIMTA introduced measures to help prevent runoff during heavy rainfall.			Closed

13/04/2021	**Road user**	Traffic lights: A road user complained about traffic congestion on Moorebank Avenue causing major delays. Roads and Maritime Services advised the light sequencing system was faulty. The project team had also directly reported the issue to TfNSW. (Issue not related to project.)			Closed
08/04/2021	**Local Business**	Water/Flooding: Advised by site neighbour that a water hose situated on SIMTA property was leaking. The project team inspected the hose and repaired it.			Closed
29/03/2021	**Road user**	Traffic lights: A road user complained about traffic congestion on Moorebank Avenue causing major delays. Roads and Maritime Services advised the light sequencing system was faulty. (Issue not related to project.)			Closed
29/03/2021	**Road user**	Traffic lights: A road user complained about traffic congestion on Moorebank Avenue causing major delays. Roads and Maritime Services advised the light sequencing system was faulty. (Issue not related to project.)			Closed
22/03/2021	**Local Business**	Water/Flooding: Water entered the premises of a site neighbour during heavy rainfall. As a gesture of goodwill, SIMTA offered to pay for the clean-up.			Closed
09/01/2021	**CCC member**	Noise: A CCC member complained about trucks tailgates making noise during the delivery of material to the site. The project team investigated the complaint and noted that the complaint related to trucks operating during standard construction hours and within approval conditions.			Closed
		2020 Complaints			
Date received	**Complainant**	**Nature of complaint**			**Status**
12/12/2020	**CCC member**	Noise: A CCC member complained about noise from night work. The project team acknowledge the CCC member's concerns and informed that they have amended the work methodology in response to previous complaints. The team advised they have moved the out-of-hours work to a section of the site located further away from homes in Casula, endeavouring to ensure all plant and machinery on MPW uses non-tonal reversing sounders. Furthermore, the project team also introduced several initiatives to reduce the impact of night works. Noise monitoring indicates that these initiatives appear to be working in helping			Closed

		reduced noise impacts from night works.			
10/12/2020	**Community member**	Dust: A community member complained about dust impacts on her home. The project team outlined the measures used to mitigate the impact of dust; including frequent use of dust suppression vehicles, continually monitoring dust levels and work practices being altered during strong winds. The project team apologised the community member for any impacts.			Closed
09/11/2020	**CCC member**	Noise: A CCC member visited BMD gate on MPW and complained about noisy night work. The site supervisor discussed new noise mitigation measures had been put in place for the night work and the CCC member agreed the noise level had dropped. The supervisor also explained to the CCC member that ongoing toolbox talks with contractors/drivers on the need to keep noise levels down, especially with the use of horns and closing tailgates. The CCC member agreed that everyone was doing their best to keep noise levels down.			Closed
04/11/2020	**Road user**	Truck driver behaviour: A road user complained about an interaction with a truck driver on Moorebank Avenue. The project team investigated the complaint and dashcam footage was inconclusive in terms of the account of the incident. The project team also discussed with the truck driver the importance of always ensuring road safety and road rules are adhered to when entering and leaving site. The project team apologised the road user for any concerns caused by the incident.			Closed
22/10/2020	**CCC member**	Noise: A CCC member complained about noisy night work. The project team acknowledge the CCC member's concerns and advised that they have amended the work methodology in response to his expressing dissatisfaction with the level of out-of-hours work noise. The team advised they have moved the out-of-hours work to a section of the site located further away from homes in Casula. In addition, the project team also introduced additional noise monitoring to help confirm noise sources. Feedback from the CCC member indicated that this eliminated the noise issues he had been experiencing.			Closed
20/10/2020	**CCC member**	Dust: A CCC member complained about dust coming up from the northern end of MPW. The project team investigated the complaint and informed the CCC member they could not conclusively identify any work that caused the dust complaint reported. The project team organised additional street sweeping and			Closed

		dust suppression vehicles to mitigate any possible dust issues.			
15/10/2020	**Community member**	A resident in Casula complained about construction noise. The project team acknowledge the resident's concerns and advised that they have amended the work methodology in response to residents expressing dissatisfaction with the level of out-of-hours work noise. The team did this by relocating the out-of-hours work to a section of the site located further away from homes in Casula. In addition, the project team also introduced additional noise monitoring to help confirm noise sources.			Closed
14/10/2020	**Community member**	Noise: Two residents in Casula complained that they could hear loud metallic bangs at night. The project team acknowledged the residents' concerns and advised that the "banging" noises were determined to be caused by tipper trucks' tailgates delivering crushed sandstone to the site during extended hours. The team reiterated to drivers that they should take care to ensure their tailgates closed as quietly as possible after they deposited their load on-site. In addition, the project team relocated the out-of-hours work to a section of the site further away from homes in Casula and introduced additional noise monitoring. Feedback from the community indicated that this eliminated the noise issues they had been experiencing.			Closed
09/10/2020	**Community member**	Noise: A resident in Wattle Grove complained that he could hear hydraulic excavator or similar making loud noises at night. The project team investigated the complaint and informed the resident that there had not been any night-time activity on the site other than out-of-hours deliveries of crushed sandstone to Moorebank Precinct.			Closed
24/09/2020	**Neighbour**	Traffic lights: A representative of the Department of Defence complained about the traffic light timing at the intersection of Moorebank Ave and Frank Partridge Drive. Roads and Maritime Services advised that the signals operate on an auto-sensor system. Complainant was provided RMS details to advise of traffic delays that may require adjustment to the signaling.			Closed
24/09/2020	**Community member**	Noise: A resident in Casula complained about the noise generated by nightworks. The project team investigated and informed the resident that the noise was caused by trucks delivering crushed sandstone to the site during extended hours. The project team apologised for the inconvenience caused and reminded the contractor of the importance of minimising the noise created by this work.			Closed
21/09/2020	**CCC member**	Noise:			Closed

		A CCC member complained about noisy night work, including jackhammering. The project team investigated and confirmed that no work of high-impact nature caused the excessive noise claimed. The only work which used plant machinery and a bulldozer was the ongoing importation of materials to site.			
15/09/2020	**Community member via DPIE**	Dust: A community member complained via DPIE about rubbish and sand on Moorebank Avenue. The project team organised additional street sweeping and dust suppression.			Closed
02/09/2020	**Community member**	Noise: A resident in Casula complained that he could hear loud metallic bangs at night. The project team investigated the complaint and informed the resident that the noise was likely caused by a truck's tailgate closing after it delivered crushed sandstone to the site during extended hours. The project team apologised for the inconvenience caused and reminded the contractor of the importance of minimising the noise created by this work.			Closed
02/09/2020	**Community member**	Vehicle Damage: A motorist reported that a pothole on Moorebank Avenue caused damaged to her car. The project team investigated the complaint and discovered that the pothole was within the section of the road owned and managed by the Department of Defence. The complainant was directed to DoD to discuss further.			Closed
26/08/2020	**CCC member**	Noise: A CCC member complained about loud metallic bangs from trucks' tailgate while unloading crushed sandstone to site. The project team investigated the complaint and believed that the noise might have been caused by a truck's tailgate closing after it had tipped its load. The project team reminded the contractor of the importance of this work being carried out more quietly in future and has also been carrying out noise monitoring of this work.			Closed
25/08/2020	**Community member**	Environmental impacts: A resident in Casula complained about the height of the proposed Woolworths warehousing on MPW affecting the view from his backyard. The project team advised the resident the proposal was open for public consultation and directed him to the online information link to provide a submission detailing his concerns.			Closed
24/08/2020	**Community member**	Condition of road: A member of the community complained about her vehicle being damaged by the pothole in Moorebank Avenue south of the East Hills rail line. The project team investigated the complaint and discovered that the pothole is			Closed

		in the area owned and managed by Department of Defence and advised her to raise her concerns with DoD.			
18/08/2020	**CCC member via DPIE**	Environmental impacts: CCC member complained via DPIE that the colour scheme of the IMEX crane located on the Moorebank Precinct East site is considered visually intrusive. The project team confirmed to the complainant that this is the final colour scheme of the equipment.			Closed
17/08/2020	**Community member**	Condition of road: A community member complained about a pothole in Moorebank Avenue. The project team investigated the location of the pothole and found that it is in the area owned and managed by Department of Defence and advised the resident to contact the DoD.			Closed
27/05/2020	**CCC member**	Noise: CCC member noted that noise was audible until 8.30 pm on 26/5 as trucks delivered materials to the worksite. Project team confirmed that this is permitted by project approvals.			Closed
20/04/2020	**CCC member**	Lighting: CCC member asked that on-site lighting be trimmed down as one unit is directing light towards his home. Project team adjusted the relevant lighting, including light shields and further engaged with complainant to ensure temporary lighting units were not placed in locations that directed light towards his home.			Closed
13/03/2020	**Community member via DPIE**	Vegetation: Resident claimed that Aboriginal Scar trees were being removed from site. Project team confirmed and provided evidence that this had not occurred.			Closed
10/03/2020	**Community member via Liverpool City Council**	Condition of road: Local resident observed potholes on Moorebank Ave near Anzac Avenue and wanted the potholes repaired. Project team worked with LCC to identify and repair potholes.			Closed
24/02/2020	**Community member**	Environmental impacts: Request that traffic controllers stop feeding bread to the cockatoos. Personnel ceased doing so immediately.			Closed
18/02/2020	**Local business**	General construction: Noting runoff of water from site detention basins following 450mm rainfall storm event. Project team confirmed that this is in line with project approvals.			Closed
22/01/2020	**Community member**	General construction: Stacked containers wall fell during supercell storm. Project team reduced height of stack and altered stacking method to further reinforce the noise wall.			Closed
22/01/2020	**Community**	General construction:			Closed

	member	Stacked containers wall fell during supercell storm. Project team reduced height of stack and altered stacking method to further reinforce the noise wall.			

[redacted] 2019 Complaints

Date received	Complainant	Nature of complaint			Status
27/11/2019	**RAID via DPIE**	Dust: RAID member claimed dust that had settled on outdoor furniture was produced by project construction. No further evidence was able to be supplied.			Closed
25/11/2019	**Local business**	Condition of road: Roadside bollards damaged by turning truck. Project team repaired bollards.			Closed
25/10/2019	**Community member via DPIE**	Dust: Resident noted dust issues affecting his home and pool, as well as Moorebank Avenue. Project team noted dust mitigation and management protocols that are in place.			Closed
11/10/2019	**Road user**	Condition of road: Three pot holes on the road approaching the bridge on Cambridge Ave, Moorebank. Project team reported potholes to road owner.			Closed
7/09/2019	**Road user**	Vehicle damage: Road user reported that her vehicle was damaged by site fencing during heavy wind. Investigation by relevant insurance agency determined that the damage had been existing on the vehicle.			Closed
2/09/2019	**Community member**	Dust: Resident noted dust issues affecting his home. Project team noted dust mitigation and management protocols that are in place.			Closed
21/08/2019	**Community member**	Noise: Complainant reported excessive night-time noise over three nights, which they believed to have been caused by project construction. Project team confirmed that construction took place on only two of the three dates, and that the activities reported as occurring around 2am had concluded by midnight. Project team was able to ascertain that MS Motorway roadworks were also carried out on the dates in question.			Closed
21/08/2019	**Community member**	Noise: Complainant reported excessive night-time noise, which they believed to have been caused by project construction. Project team confirmed that construction took place on the reported date, with MS Motorway roadworks also carried out on the date in question.			Closed

20/08/2019	**Community member**	Noise: Complainant reported excessive night-time noise, which they believed to have been caused by project construction. Project team confirmed that construction took place on the reported date, with MS Motorway roadworks also carried out on the date in question.			Closed
17/08/2019	**Community member**	Noise: Complainant reported excessive night-time noise, which they believed to have been caused by project construction. Project team confirmed that construction took place on the reported date, with MS Motorway roadworks also carried out on the date in question.			Closed
16/08/2019	**Community member**	Noise: Complainant reported excessive night-time noise, which they believed to have been caused by project construction. Project team confirmed that construction took place on the reported date, with MS Motorway roadworks also carried out on the date in question.			Closed
18/07/2019	**Community member**	Water use: Repeat of 9/7/19 complaint, project team reiterated that water use was legal, approved, paid for and only took place when captured rainwater was unavailable.			Closed
16/07/2019	**Community member**	Truck movements: Resident noted heavy vehicle use of Anzac Road in exceedance of weight limit. Was unable to provide any registration number or other identifying features of the vehicles he witnessed.			Closed
9/07/2019	**Community member**	Water use: Complainant witnessed project water suppression tankers filling up from Sydney Water pumping station and alleged water was being stolen. Project team confirmed that this was approved under licence by Sydney Water, that the water was paid for and that mains refilling only took place when project water basins were empty.			Closed
2/07/2019	**Local business**	Condition of road: Complainant noted dirt "tracking" from worksite onto Bapaume Road and dirt in drains from site runoff. Project team cleaned Bapaume Road with street sweeper, improved site features to reduce tracking, cleaned gutters and pumped out roadside drains.			Closed
28/06/2019	**Community member**	Water use: Complainant witnessed project water suppression tankers filling up from Sydney Water pumping station. Project team confirmed that this was approved under licence by Sydney Water and that mains refilling only took place when project water basins were empty.			Closed

20/05/2019	**Community member via DPIE**	Noise: Complainant reported hearing an 'evacuation warning siren'. Project team was unable to identify a source of the noise within the worksite.			Closed
9/04/2019	**Road user via Transport for NSW**	Condition of road: Road user reported a "lip" in the road surface above the new rail underpass. Project team confirmed this was not the final road surface and that a weekend road closure to apply the final surface was upcoming.			Closed
3/04/2019	**RAID via Liverpool City Council**	Condition of road: Complainant reported localised flooding on the road along Moorebank Ave and its effect on road users. Project team worked with Liverpool City Council to clear drains, and confirmed that a new drainage system delivered with the Moorebank Ave upgrade would resolve this issue.			Closed
15/03/2019	**Community member**	Consultation: Complaint about lack of notification for upcoming helicopter movements. Project team confirmed that a letterbox notification was delivered across an area twice the size of that required by approval condition and the complainant resided outside that area. Also advised that all project notifications are made available on the project website.			Closed
15/02/2019	**Community member**	Noise: Complainant reported noise being produced on-site before 7am start of works. Project team reminded contractors about noise requirements and ensuring staff arrival noise was minimised.			Closed
		2018 Complaints			
Date received	**Complainant**	**Nature of complaint**			**Status**
23/11/2018	**Road user**	Condition of road: Road user reported a near-miss on Moorebank Avenue attributed to vehicle swerving to avoid a pothole. Project team arranged repair of pothole.			Closed
6/11/2018	**Community member**	Worker behaviour: Complainant reported contractor parking on property. Project team reminded work crews of respectful interface with neighbours and community.			Closed
5/11/2018	**Community member**	Truck movements: Resident noted heavy vehicle use of Anzac Road in exceedance of weight limit. Provided vehicle details and sub- contractor was reminded of approved truck travel routes.			Closed
25/10/2018	**Road user**	Vehicle damage and condition of road:			Closed

		Road user reported that two tyres on his vehicle were burst by Moorebank Ave pothole. Project team arranged reimbursement of the cost of two new tyres.			
22/10/2018	**Road user via Liverpool City Council**	Vehicle damage: Liverpool City Council received advice of damage to two vehicles caused by Moorebank Ave road surface. Project team referred complainants to relevant insurance agency.			Closed
19/10/2018	**Community member via Sydney Trains**	Truck movements: Trucks producing dust and blocking entry to Sydney Trains maintenance facility. Project team met with Sydney Trains, erected signage advising trucks not to stop in designated areas and increased dust suppression on entry road.			Closed
3/10/2018	**Road user**	Condition of road: Cyclist advised of dissatisfaction with arrangements for cyclists on Moorebank Avenue during construction and identified safety hazard of damaged signposts. Project team confirmed that footpath that had closed was not a cycle path and use by cyclists was not legally permitted. Project team advised of the approved method for cyclists to navigate during construction, including using road traffic lanes as permitted by the road rules, and ensured dangerous signposts were removed.			Closed
21/9/2018	**Local business**	Condition of road: Roadside bollards damaged by turning truck. Project team repaired bollards.			Closed
10/9/2018	**Community member**	General project: Complainant expressing disgust in the SIMTA project and asking to see proof of approvals from the Land and Environment Court. Project team provided relevant approvals.			Closed
27/8/2018	**Community member**	Dust: Reiteration of earlier complaint.			Closed
24/8/2018	**Community member via DPIE**	Environmental impacts: Resident raised concerns about vegetation clearing beside Moorebank Avenue and asked whether approval had been sought. Project team confirmed this work had been approved and provided relevant approval documents.			Closed
23/8/2018	**Road user**	Condition of road: Complaint about dust and debris on Moorebank Ave. Project team advised of systems in place to manage dust/dirt and regular sweeping of the road surface. Project team reviewed dust suppression measures as a result of this and two other complaints and introduced an additional mitigation measure - spraying a polymer binder to seal dirt that			Closed

		would remain exposed long-term.			
23/8/2018	**Community member**	Condition of road: Complaint about dust and debris on Moorebank Ave. Project team advised of systems to manage dust/dirt and regular sweeping. Project team reviewed suppression measures as a result of this and two other complaints and introduced an additional mitigation measure - spraying a polymer binder to seal dirt that would remain exposed long-term.			Closed
21/8/2018	**Community member**	Dust: Complainant reported his house and car were being regularly made dirty by dust caused by construction and sought compensation for cleaning that he had been carrying out. Project team reviewed dust suppression measures as a result of this and two other complaints and introduced an additional mitigation measure - spraying a polymer binder to seal dirt that would remain exposed long-term.			Closed
8/8/2018	**Road user**	Traffic: Complainant reporting delays on Moorebank Ave caused by the management of project's traffic control. Traffic controllers were advised to ensure priority was given to vehicles travelling on Moorebank Ave during peak periods.			Closed
6/8/2018	**Community member**	Damage to property: Concrete slurry was left. Construction team cleaned this.			Closed
12/7/2018	**Community member**	Noise: Casula resident complaint about beeping noises before 7am. Project team confirmed no site vehicles have reversing "beepers" fitted, and reminded crews to arrive quietly.			Closed
2/7/2018	**Community member**	Condition of road: Resident advised on Moorebank Ave potholes. Project team organised for road to be repaired.			Closed
26/6/2018	**Community member via Liverpool City Council**	General construction: Temporary reinstatement of footpath with asphalt viewed by pedestrian as insufficient. Requested better permanent surface. This was provided after construction was completed in the area.			Closed
17/6/2018	**Community member**	Truck movements: Resident had observed trucks parking alongside Anzac Road so drivers could frequent take-away food store. Also noted exceedance of Anzac Rd weight limit and claimed vehicles were parking in a No Stopping zone. Project team investigated and confirmed that roadside parking in the relevant section of Anzac Rd was legal, but ensured truck drivers were reminded not to			Closed

		block footpath when parking and that Anzac Rd past fire station carried a weight limit.			
28/5/2018	**Community member**	General project: General Concerns around the amount of trucks that will be on local roads in the coming years. Complainant commented that the trucks are too noisy, and she believes they are speeding, especially on her street. Project team advised of project benefits around reduction of heavy vehicle movements and investigated claim re truck speeding on complainant's street. Complainant lives on the northern side of Moorebank in an area not used by project vehicles.			Closed
28/5/2018	**Community member**	General project: Caller advised that she received a letter re Moorebank Intermodal Terminal Facility and she would like more information. Resident lives on Junction Rd, Moorebank, and has many concerns around traffic and project works impacting on Junction Rd. Project team provided additional information on project.			Closed
24/5/2018	**Local business**	Truck movements: Complaint about trucks parking on nature strip outside business's premises. Nature strip was fenced off to ensure trucks were unable to park at that location.			Closed
16/5/2018	**Road user**	Vehicle damage: Complainant's vehicle was sprayed with a substance from a project vehicle. Project team arranged repair of the vehicle.			Closed
4/4/2018	**Community member**	General project: Complainant generally opposes the project. Project team noted the complaint.			Closed
2/3/2018	**Community member**	Dust: Caller advised of large plume of dust going high into the air, viewed from Casula. Project team spoke with demolition crews and was unable to identify cause or confirm this was related to the project.			Closed
1/3/2018	**Community member**	Environmental impacts: A resident advised they had provided EPA with photos of what they say is a sediment control incident. Project team liaised with EPA to resolve matter.			Closed
21/2/2018	**Community member**	Lighting: Report that temporary traffic lights are left on all night. Project team resolved.			Closed
16/2/2018	**Community member via OPIE**	Noise: Resident alleged that loud banging noise was audible at Sam. Project team confirmed no work was underway on site at that time.			Closed
8/2/2018	**Community**	General project:			Closed

	member	Complaint made about ignoring community feedback. Project team noted this complaint.			
5/2/2018	**Community member**	Traffic: Complainant reporting delays on Moorebank Ave caused by the management of project's traffic control. Traffic controllers were advised to ensure priority was given to vehicles travelling on Moorebank Ave during peak periods.			Closed
19/1/2018	**Community member via OPIE**	Noise: Resident alleged that loud banging noise was audible at 4.25am. Project team confirmed no work was underway on site at that time.			Closed