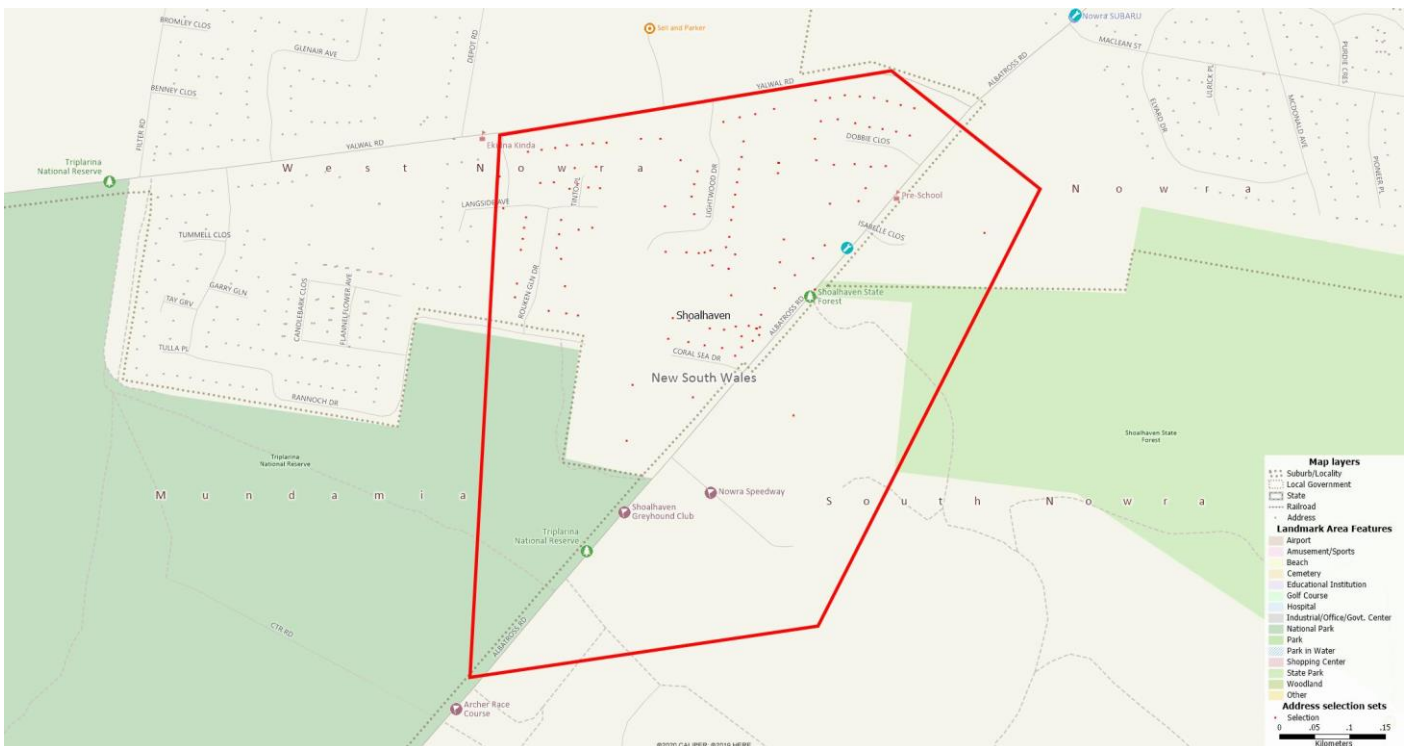


Temporary Helipad Community Complaints Protocol

Background

NSW Health Infrastructure (HI) is proposing to temporarily use the existing helipad at the Shoalhaven Emergency Management Centre, 92 Albatross Road, South Nowra for a period of up to 3 years.

As part of the planning application for the use of the site, two notification letters were sent to approximately 150 surrounding residential and business properties (Saturday 1 April and Wednesday 5 April 2023), as outlined in the map below.



As part of Shoalhaven City Council's requirements, the project team is required to prepare a complaints protocol to assist Council and Shoalhaven Emergency Management Centre should any complaints be sent to either organisation, and to ensure these are directed to the HI project team to allow for effective communication and/or resolution

Complaints Protocol

If a member of the community makes a complaint to Shoalhaven Emergency Management Centre or Shoalhaven City Council, the following process should be followed:

Phone complaint

- Listen to complainant and make notes about their specific issue
- Take down community member's name, phone number, email and address (should they wish to provide it)

- Inform complainant that a member of the Shoalhaven Hospital Redevelopment project team will return their call and address their issue
- Inform complainant that for all future issues they can/should now instead email **HI-shoalhavenredevelopment@health.nsw.gov.au** and a member of the team will be able to respond
- Send an email outlining the issue and including contact details of the complainant to:
 - **HI-shoalhavenredevelopment@health.nsw.gov.au**
 - **Fee.chemke@health.nsw.gov.au**
 - **Lynn.walker@johnstaff.com.au.**

Email complaint

- Forward email to:
 - **HI-shoalhavenredevelopment@health.nsw.gov.au**
 - **Fee.chemke@health.nsw.gov.au**
 - **Lynn.walker@johnstaff.com.au**
- Inform complainant that for all future issues they can/should now instead email the above
- The project team will respond directly to the complainant.

A page will also be created for the project website (www.shoalhavenredevelopment.health.nsw.gov.au) outlining the complaints process.

Monitoring and reporting

This process will be monitored over the next 3 months. If there is a substantial number of complaints, Health Infrastructure will send another letter to the surrounding residential properties which will outline the process for making complaints.

All complaints will be logged in the overarching project complaints register and be reported on as part of the standard process.