

How we communicate with you

We use letterbox drops to nearby properties to provide advanced notice of planned construction work. We provide project information through newsletters, this website, construction signboards, on-site meetings, community information sessions and email updates. Our team will also provide information to local schools and students about how to keep safe near our work sites.

We are committed to minimising construction disturbance and providing as much information as we can about our upcoming work. We welcome ideas on how we can reduce our construction impacts or improve our communication.

If you have an enquiry, would like to receive our project updates or would like a meeting to talk about how our work might affect you and your property, please email us at uppersouthcreek@sydneywater.com.au to receive our project updates.

Privacy Information

Sydney Water and its delivery partner John Holland Group will record your name, contact details and the nature of your enquiry or complaint for reporting purposes. This information may be used to contact you again in relation to the Upper South Creek project. You can update your personal information and correct any errors at any time by contacting Sydney Water and you can view our [privacy statement](#) online.

How to Make a Complaint

You can make a complaint about our work by calling 1800 064 127, emailing uppersouthcreek@sydneywater.com.au or writing to us at PO Box 160 Kemps Creek NSW 2178.

Our complaints telephone line is answered during standard working hours and when there is out of hours work happening.

If we can't resolve your complaint immediately, we'll give an initial response within two working days if the complaint was received in person or by phone, or within five working days if received by email or a letter. You can read Sydney Water's [complaints policy](#) for more information.

The supply of personal information by a complainant is voluntary. By providing personal information, you give consent to Sydney Water providing that information to other government agencies including the NSW Environment Protection Authority and Department of Planning and Environment.

Complaints register

The NSW Minister for Planning's Conditions of Approval for the Upper South Creek project require us to keep a register of all complaints about this project. This complaints register may be forwarded to government agencies, including the Department of Planning and Environment (4 Parramatta Square, 12 Darcy Street, Parramatta NSW 2150), to allow them to undertake their regulatory duties. By providing personal information, complainants authorise Sydney Water to provide that information to government agencies. The supply of personal information by a complainant is voluntary. You have the right to contact government agencies to access personal information held about you and to correct or amend that information.