

HEALTH INFRASTRUCTURE

REF Communications and Engagement Report

Royal Prince Alfred (RPA) Hospital Redevelopment

06/03/2024

Version Number 1



Consultation

The NSW Government has committed \$940 million to the redevelopment of Royal Prince Alfred (RPA) Hospital to deliver a new hospital building and refurbishment of existing spaces.

Health Infrastructure (HI) is proposing to carry out works within the RPA Hospital West campus, located at 22-33 Carillon Avenue, Camperdown NSW 2050 (Lot 4 DP 880430), specifically to the existing gas compound on RPA's west campus. HI previously notified Council and neighbours in December 2022 of proposed works to the existing gas compound. Note these works were never carried out, and changes have since been made following further design development and appointment of a Contractor. Specifically, the works are to establish a reconfigured and expanded Medical Gas Compound (MGC) comprising the following works:

- Demolish/removal of nine (9) trees, fencing, walls and door, a diesel tank, railings and landscaping and site preparation works; and
- Construction/installation of a 30kL oxygen tank, vaporisers, new slab, fire rated enclosure, new pedestrian/trolley ramp, security fencing and access gate, new flammable gas cylinder storage bays and planting of nine (9) replacement trees.

The works are proposed to be approved via Part 5 of the Environmental Planning and Assessment (EPA) Act 1979, which requires a Review of Environmental Factors (REF) to be completed.

Per the required REF consultation process, notification letters were provided to adjoining occupiers and local Council in advance of the work taking place. The notification letter was accompanied by a map to indicate the location of the works to be undertaken and included scope and mitigation advice.

The notification letters had contact details should the stakeholders have any questions or concerns in relation to the works.

Consultation and engagement objectives

The Health Infrastructure (HI) and Sydney Local Health District (SLHD) objectives that underpin the approach to communications and engagement for the RPA Redevelopment are:

1. Genuine and meaningful engagement across the lifecycle of the project to ensure local voices inform key outcomes
2. Build on critical and long-established relationships to engage in the RPA project
3. Garner support for key operational changes required to facilitate the delivery of the project
4. Build awareness of RPA Redevelopment
5. Demonstrate to staff they are valued partners and that their feedback informs the planning process
6. Ensure accurate, timely and regular information is disseminated to staff and other key stakeholders
7. Highlight benefits and drivers for the project, including future health, educational, research and employment opportunities

Consultation undertaken

Talking to the community is a vital part of our planning and delivery process that complements our consultation with hospital staff, clinicians and consumers.

We have worked closely with our community, staff, clinicians and consumers to share project information, updates and ask for feedback via community information sessions, surveys, online meetings, project displays in the hospital foyer, regular updates on our project websites, letter-box drops to our neighbours, and regular newsletters.

To date, the following engagement has been successfully delivered by the project team:

Activity/milestone	Date	Description	Tools
RPA Redevelopment engagement survey	March 8 - May 1 2022	<p>Captured early feedback from staff and community on what they wanted within the hospital redevelopment and built project awareness.</p> <p>This initial engagement campaign was critical to establishing an ongoing dialogue and relationship between the project and external stakeholders.</p>	Media release Website Intercept survey Posters Letterbox drop Doorknock Internal EDM SHLD Social posts HI LinkedIn Project email
Concept design engagement	12 September - 14 September 2022	<p>Unveiling the projects concept designs to seek feedback from Staff, community and key stakeholders on the new designs.</p> <p>These sessions provided a vehicle to celebrate the project milestone of publicly unveiling the concept designs and allowed for external feedback to continue to inform the project and schematic design.</p>	Media release Website Briefing session Pop up sessions (Staff and community) Posters Letterbox drop Doorknock Internal EDM SLHD Social posts HI LinkedIn Project email
Engagement for the temporary RPA helicopter landing site (HLS)	26 September – 29 September 2022	<p>Informed staff, community and key stakeholders on plans for the temporary relocation of helicopter operations to a temporary helipad and likely associated impacts.</p> <p>This allowed the project team to notify and inform targeted external stakeholders of the plans, its impacts and provided an avenue for impacted staff, stakeholders and members of the public to voice their questions, concerns and queries prior to the relocation and throughout the planning process.</p>	Staff EDM Door knocks Letterbox drop Web update Newsletter Stakeholder briefings Project email
Commencement of onsite enabling works	November 2022	<p>Event held to celebrate the announcement of Barpa's enabling works appointment.</p> <p>Following the announcement of Barpa's appointment, Uncle Brendan NSW Metropolitan Local Aboriginal Land Council conducted a traditional smoking ceremony in preparation for the commencement of enabling works. Traditional smoking ceremonies have been performed by Aboriginal people for tens of thousands of years as a way to cleanse and connect with the land, and ward off bad spirits.</p> <p>A newsletter was provided to the community via letterbox drop, information about the start of enabling works was uploaded on the RPA Redevelopment website and a EDM was sent to RPA staff.</p>	Media release Letterbox drop Newsletter Doorknock Web update Social posts Staff EDM Project email
Year in review 23	December	Thanked everyone who contributed and	Letterbox drop

	2022	took part in the engagement activities for the year. Provided an overview and celebration of the communications and engagement for 2022.	Newsletter Web update Staff EDM Project email Internal staff updates
SSDA on exhibition and animation release	February 2023	SSDA was placed on public exhibition. Animation released to showcase the project. Further details also provided as the enabling works are underway on site. This information was provided to the community and stakeholders to keep them informed and aware of project impacts and changes to campus as the works ramp up on site.	Media release Website Briefing session Pop up sessions (Staff and community) Posters Letterbox drop Doorknock Internal EDM SLHD Social posts HI LinkedIn Project email
Enabling works update (bridge commencement works)	Feb 2023	Communications package rolled out to provide details around the enabling works package and the impacts and details of the works.	Works notifications Wayfinding & signage plans Staff EDM Staff briefing Web update Project email
HLS	April 2023	Further information provided to inform staff, community and key stakeholders on plans for the temporary relocation of helicopter operations to a temporary helipad and likely associated impacts. This allowed the project team to notify and inform targeted external stakeholders of the plans, its impacts and provided an avenue for impacted staff, stakeholders and members of the public to voice their questions, concerns and queries prior to the relocation and throughout the planning process. This was done as a follow up to the sessions that were done in September 2022.	Staff EDM Door knocks Letterbox drop Web update Newsletter Stakeholder briefings Project email
Detailed design update	May 2023	Update provided to staff, stakeholders and the community on the project progress with a focus on the detailed design.	Website update Pop up sessions (Staff and community) Posters Letterbox drop Staff EDM SLHD Social posts HI LinkedIn Project email
Project update June	June 2023	Project update provided to keep stakeholders informed and up to date.	Newsletter Web update Letterbox drop Staff EDM Project Email
Project update	July 2023	Project update provided to keep stakeholders informed and up to date.	Newsletter Web update Letterbox drop Staff EDM Project Email
HLS Works	October 2023	Engagement and communications plan to	Briefings

commencing		inform staff and community that works will commence as part of the RPA Hospital Redevelopment, on the hospital's temporary helicopter landing site (HLS). The temporary helipad will be located on the roof of the multi-storey carpark off Hospital Road and Grose Street, south of the Queen Mary Building. The temporary helipad relocation is expected to be operational for approximately 24 months. Construction works details and impacts communicated.	Works notice Letterbox drop Door knock Project email Staff EDM
Planning approval and sod turn	October 2023	First sod turned by Minister for Health, Ryan Park. The \$940 million redevelopment of the Royal Prince Alfred Hospital is another step closer, following approval of the development application by the NSW Department of Planning and Environment (DPE). The approval marks a major milestone for the project which will enable site preparation works to commence ahead of main works construction. Communications and engagement pack to provide information on the milestone and an understanding of the works to come.	Media release Website Briefing sessions Pop up sessions (Staff and community) Letterbox drop Doorknock Internal EDM SLHD Social posts HI LinkedIn Project email
Year In Review 24	December 2023	Thanked everyone who contributed and took part in the engagement activities for the year. Provided an overview and celebration of the communications and engagement for 2023.	Letterbox drop Newsletter Web update Staff EDM Project email Internal staff updates
Works notifications	January 2024	Works notifications and construction updates with a forecast and summary of works have been issued since October 2023 (planning approval) and have continued for 2024.	Works notices Construction fortnightly updates Fact sheets Wayfinding Staff EDM's Stakeholder briefings

Project User Groups:

Keeping the needs of our patients - both current and future - at the core is a key focus of our Project User Groups. A Project User Group is comprised of clinical and non-clinical staff, project representatives, and representatives such as consumers.

Since late 2021, the project has held more than 100 Project User Group (PUG) meetings across multiple departments within RPA Hospital. Our PUGs develop the designs of all future hospital spaces, which involves extensive consultation between staff, community groups, architects and the project team. There are around 40 hospital teams involved, and each meets regularly to help ensure our future services and spaces deliver the highest quality care for both patients and staff.

Connecting with Country:

This consultation is based on engagement with Aboriginal representatives and community practitioners local to place. It aims to draw out knowledge, protocols, history, culture and the contemporary stories of Aboriginal communities, for co-designed interpretation from the beginning to the end of projects. The objective is transformational design thinking informed by the Aboriginal worldview.

A collaborative engagement approach will be undertaken with local Aboriginal groups through authentic, thorough and ongoing consultation.

Table 1: Agencies and stakeholders notified

The REF scope of works was notified to the stakeholders listed below and to council for a period of 21 days as outlined in attached notification letters.

Stakeholder	Relevant section
119-143 Missenden Road, Camperdown (Chris O'Brien LifeHouse)	Section 2.62
19 Carillon Avenue, Camperdown (St Andrews College)	Section 2.62
10 Missenden Road, Camperdown (St Johns College)	Section 2.62
GPO Box 191 Sydney NSW 2001 (City of Sydney Council)	Section 2.62 and 3.9
Shop 3/8B Missenden Road, Camperdown (Missenden Road Post Office)	Section 2.62
90-92 Church Street, Camperdown (Buddhist Library)	Section 2.62
59 Missenden Road, Camperdown (Institute of Rheumatology & Orthopaedics)	Section 2.62
130 Carillon Avenue, Camperdown	Section 2.62
10 Missenden Road, Camperdown (7-Eleven)	Section 2.62
8 Missenden Road, Camperdown	Section 2.62
22-33 Carillon Avenue, Camperdown	Section 2.62
3 Parramatta Road, Camperdown	Section 2.62
3010 Parramatta Road, Camperdown	Section 2.62
114 Church Street, Camperdown	Section 2.62

The notification was distributed as follows:

- via a letterbox to the above occupiers (approximately 1600 letterboxes) on 10 February 2024 with notification period closed on 4 March 2024
- via email to City of Sydney Council on 12 February 2024 with notification period closed on 4 March 2024
- Copies of the notification letters are provided.

One comment was received during the notification period. Details are provided below:

Table 2: Outcomes of consultation

Issue raised	Date received	Response	Reference
Resident response via email requesting an updated map of proposed activity that shows vicinity to Carillon Avenue.	16 Feb 24	Response provided with map and reply: Please find attached a map with the location of works marked. The site area is approximately 70m from the residential buildings on Carillon Avenue. The tanks will be installed in the same proximity as the existing tanks. There will be general truck and road noise generated during deliveries.	Closed out