

HEALTH INFRASTRUCTURE

Warrawong Community Health Centre

Review of Environmental Factors Engagement Report

6/12/2023

Version 1



Contents

Contents.....2

Background.....3

 Purpose.....3

 Project description3

 Scope of works3

 The Site.....4

 Project milestones.....5

Engagement.....6

 Objectives6

 Engagement Approach6

 Internal stakeholder engagement.....6

 External engagement.....8

 Key project issues and outcomes9

 Next steps10

Appendix A – Resident Letter11

Appendix B – Advert12

Appendix D – Display Boards14

Appendix E – Brochure14

Background

Purpose

This Engagement Report, developed specifically for the new Warrawong Community Health Centre, outlines the engagement activity that has been undertaken during the preparation of the Review of Environmental Factors for the new centre.

The aim of this report is to:

- Demonstrate a clearly planned and timely approach to engagement
- Outline the community and stakeholder engagement undertaken that has informed the development of the proposal and contributed to better outcomes
- Report on how engagement has shaped the project under assessment.

Consistent, transparent and proactive communications and engagement are essential to delivering a successful project outcome. Engaging with the right people at the right time informs project planning, design and delivery, as well as links the community, stakeholders and consumers at all levels of the health system to the project.

The engagement has helped the project team understand and identify potential issues and develop mitigation measures to address them.

Project description

The Warrawong Community Health Centre is part of the more than \$700 million commitment towards the new Shellharbour Hospital and Integrated Services project.

The new Warrawong Community Health Centre (WCHC) will be built on a portion of the Port Kembla Hospital site, Scope of works

The new Community Health Centre will provide the following services:

- Child and Family
 - Child Development Service
 - Illawarra Early Childhood Nurses
 - Binji and Boori Child and Family Illawarra Aboriginal Services
- Ambulatory and Primary Health Care
 - Illawarra APHC Nurse Clinics
 - Multicultural Health, Health Promotion and Aboriginal Chronic Care
- Sexual Health
 - District Wide Sexual Health Service
- Drug and Alcohol Services
 - Drug and Alcohol Needle and Syringe Program
 - Counselling and Withdrawal Management
- Mental Health

- Community Mental Health
- Allied Health (including brain injury service)
 - Illawarra Brain Injury Service
 - Allied Health Services
 - Audiology
- Maternity services
 - Antenatal Services, Birthing Education/Classes
- Equipment Loan Pool



The Site

The location of the new Warrawong Community Health Centre is at Port Kembla Hospital, on the corner of Fairfax Road and Cowper Street, approximately 560m from the Warrawong town centre.

The site is accessible by public transport, with a bus top located on Cowper Street. Pedestrians can access the Centre from the main entrance on Cowper Street, with alternative access via Fairfax and Vermont Roads.



Project milestones

Date/ Timeframe	Activity milestone
Mid 2022	Preferred site announced
Early 2023	Master planning exercise
August – December 2023	Community and stakeholder consultation
End 2023	REF lodged
Mid 2024	Construction tender award expected
Early 2026	Construction completion

Engagement

Objectives

The communications and engagement objectives ensure the local community, key stakeholders and consumers are consulted, engaged and informed on the project's deliverables and are able to provide feedback as the project progresses. Objectives include:

- Keep stakeholders informed of the project's progress
- Deliver targeted and timely communications and engagement activities
- Engage stakeholders in discussions about design and function
- Provide the community with an opportunity to meet the project team
- Inform the public about the updated designs.

Engagement Approach

The communications and engagement approach for the new Community Health Centre project focuses on early, proactive, transparent and regular communications and engagement throughout all stages of the project. This helps to develop community and stakeholder understanding for the project, ensure opportunities for stakeholder and community input and feedback, identify and manage issues early and help achieve better outcomes for the project and community.

This report outlines how stakeholders have been engaged, the outcomes of the engagement activities, the feedback received and how the project team has addressed such feedback.

Internal stakeholder engagement

At the core of the planning and design process are project user groups and working groups which are established to inform the functional design brief and schematic and detailed design of the project. A snapshot of this engagement is provided below. Meetings are led by the Lead Design team and are attended by hospital and LHD staff.



External engagement

In addition to the project user groups and working groups, the project team also engages with the various external stakeholders within the Illawarra region to ensure we are building a facility that meets their health needs and is designed to make everyone feel safe, welcome, and comfortable. These engagement activities are done in alignment with the various design stages.

Engagement Tracker

Date	Stakeholder	No. reached	Activity	Purpose
31 August	<ul style="list-style-type: none"> Aboriginal stakeholders 	<ul style="list-style-type: none"> 20 	<ul style="list-style-type: none"> Aboriginal Design Jam Workshop 	<ul style="list-style-type: none"> To seek feedback about the design and functionality
30 November	<ul style="list-style-type: none"> Surrounding residents 	<ul style="list-style-type: none"> 200 	<ul style="list-style-type: none"> Letterbox drop 	<ul style="list-style-type: none"> To advertise consultation sessions and provide information about the community health centre
8 December	<ul style="list-style-type: none"> Interested community members 	<ul style="list-style-type: none"> N/A 23,000 (readership) 	<ul style="list-style-type: none"> Media release Advert in local paper 	
12 December	<ul style="list-style-type: none"> Port Kembla Hospital users – including patients, visitors and staff 	<ul style="list-style-type: none"> Approx. 60 people 	<ul style="list-style-type: none"> Pop up stall at Port Kembla Hospital 	<ul style="list-style-type: none"> To share the designs of the community health centre and seek feedback from users
	<ul style="list-style-type: none"> Passers by 	<ul style="list-style-type: none"> Approx. 20 people 	<ul style="list-style-type: none"> Pop up stall at Warrawong Plaza 	<ul style="list-style-type: none"> To share the designs of the community health centre and seek feedback from local residents



Key project issues and outcomes

The team has worked proactively throughout the project to identify potential and emerging issues and develop mitigation measures, which are outlined in the below table. A strategic and early engagement approach has enabled the project team to respond in a timely matter and achieve outcomes that meet the needs of the project, its community and stakeholders.

Across the almost 100 staff and members of the public who were engaged across the information sessions on 12 December 2023, feedback was overwhelmingly positive and support of the project.

Topic	Key issue	Project response
Power to new centre	Will there be a new power source / generator at the centre?	The Warrawong Community Health Centre will utilise the existing power supply to the site. Key equipment in the Centre will be supported by UPS (Uninterruptible Power Supply).
Parking at the new Centre	Will there be enough parking at the new Centre	Yes – there are new onsite car parking spaces provided for patients, visitors and staff. Staff were reminded that once the centre opens, the site will no longer be an active hospital site- so parking pressures are anticipated to decrease.
Port Kembla Site	What will happen to the Port Kembla site	Once the buildings are fully vacated, the land will be processed through the NSW Government property divestment process Health Infrastructure and the Illawarra Shoalhaven Local Health District are not involved in decisions regarding the future use of the site.
Timeline	When will the Centre be opened?	Pending planning approvals, construction works will commence in 2024 and it is anticipated that the new Centre will be completed, commissioned and fully operationalised in 2026.
Landscaping	Will landscaping be incorporated into the new Centre?	Yes – the project team is working with Landscape Designers to create a safe, enlightening, and social spaces. A number of courtyards have been designed to support the clinical services and customers who use them. The spaces can be used for outdoor education, activities, quiet spaces and outdoor clinical therapies. The use of natural barriers will ensure the courtyards fit seamlessly into the surrounding landscape. The project team has also consulted with local Aboriginal Communities to ensure the landscaping is welcoming and appropriate and using native plants where possible.
Service relocation	How will services be relocated and moved?	Staff were interested to know how they would be supported in relocating their services to the new Centre. The Project Team have now done many service relocations and have the tools and processes in place to ensure a smooth move. Staff, patients and carers will be given ample notice that their service is relocating to ensure a smooth transition for all
Wayfinding	Will there be signs so patients know where there service is?	The Project Team has commenced their wayfinding strategy and will be engaging with staff and consumers when it is further progressed
Site disruptions	Concerns about disruptions and parking once construction works start.	As with any active construction site, some traffic disruptions are likely – however appropriate traffic management plans will be implemented. As for parking, sufficient parking spaces have been provided at the new Health Centre to ensure patients, visitors and carers will be able to park in a dedicated parking area. In addition, there are two off-street car parks exclusively for staff use located within walking distance to the new Centre.
Community Pharmacy	A pharmacist noted they would like to engage further with existing Services- to enhance integrated care pathways for clients.	A community pharmacist who also works with Bungora , noted that they would like to talk with existing and incoming services on what will be provided to clients and how their pharmacy might be able to further assist in supporting patient care pathways. The conversation was important in establishing key contacts across the respective organisations.

Next steps

This Engagement Report demonstrates how planned and transparent communication and engagement activity has met the consultation requirements. It demonstrates how these consultations have led to changed outcomes for the project design and construction, specifically in relation to consultation held with the traditional landowners and the broad community.

The team will consider and respond to any issues raised with this submission and continue to engage with the community, health service staff and relevant agencies during future stages of the planning, development, and approvals process.

The project team will continue to update project webpages and produce regular content to keep all stakeholders informed and engaged throughout the life of the project.



Appendix A – Resident Letter



30 November 2023

Dear Neighbour

Notification of Activity – Proposed Warrawong Community Health Centre at 89 – 91 Cowper Street, Warrawong

NSW Health Infrastructure (HI) is proposing to redevelop the north-eastern corner of the Port Kembla Hospital site by demolishing some existing buildings and constructing a Community Health Centre for the Illawarra community. We are notifying you of the proposed development as per the requirements of Section 2.62 of *State Environmental Planning Policy (Transport and Infrastructure) 2021*. The project scope for the Warrawong Community Health Centre includes:

- Demolition of existing Building D, Building E, and Building H, along with nearby retaining walls, gazebos and pathways.
- Construction of a new building (part single storey and part two storey) with a gross floor area of around 2,000 m², to accommodate a number of community health related services.
- Alterations and additions to carparking and access, including expand the south carpark.
- Ancillary infrastructure and works, including service connections, landscaping, and signage.

While the proposed development does not require development consent from Council, we are required to assess the likely impacts of the proposal in accordance with Part 5 (Division 5.1) of the *Environmental Planning and Assessment Act 1979*.

In accordance with Section 2.62 'Notification of carrying out certain development without consent' of the *State Environmental Planning Policy (Transport and Infrastructure) 2021*, we are notifying occupiers of adjoining and adjacent properties of our intention to undertake the works and ask that you provide any comments on the proposal within 21 days from the date of this letter. These comments will then be considered in our assessment of the proposal.

On 12 December 2023, members of the project team will be at Port Kembla Hospital from 10am until 12pm and Warrawong Plaza from 2pm until 4pm answering any questions you may have about the new Centre. Feel free to stop by and meet the team and learn more about the project.

For your information, architectural notification plans showing the location and scope of work are enclosed.

If you wish to comment on the proposal, please provide your feedback to Ben Ferry at hi-info@health.nsw.gov.au or NSW Health Infrastructure, Attention Ben Ferry, Locked Bag 2030, St Leonards NSW 1590.

If you require translation services, please call 131 450 and ask them to call 02 9978 5402.

Yours sincerely,


A blue ink signature of Ben Ferry.

Ben Ferry

Senior Project Director

Health Infrastructure ABN 89 600 377 397
1 Reserve Road, St Leonards NSW 2065 | Locked Bag 2030, St Leonards NSW 1590
T 02 9978 5402 | whinfra.health.nsw.gov.au

Appendix B – Advert



New Shellharbour Hospital and Integrated Services Project

Have your say on the new Warrawong Community Health Centre

The NSW Government is building a new Community Health Centre on a portion of the Port Kembla Hospital site, as part of the New Shellharbour Hospital and Integrated Services Project.

You are invited to meet the project team, view the plans, and provide your feedback.

Tuesday 12 December 2023 from 2-4pm at Warrawong Plaza

Services at the new Centre will include:

- Child and Family Health Services
- Community Health Nurse Led Clinics
- Drug and Alcohol Service
- Sexual Health Service
- Community Mental Health
- Equipment Loan Pool

To find out more visit: shellharbourdevelopment.health.nsw.gov.au
To send any feedback, suggestions, or comments:
HI-shellharbourdevelopment@health.nsw.gov.au

Appendix C – Media Release

OFFICIAL

Ryan Park
Minister for Health
Minister for Regional Health
Minister for the Illawarra and the South Coast



Paul Scully
Minister for Planning and Public Spaces
Member for Wollongong

Media Release

First look at the Warrawong Community Health Centre

Friday 8 December 2023

Communities across the Illawarra have been given a first look at the designs for the new Warrawong Community Health Centre, which will be built on part of the Port Kembla Hospital site.

Minister for Regional Health Ryan Park said the new centre, located on the south-east corner of the hospital site will bring together a range of community health services within one purpose-built facility.

"I'm excited we're taking the first steps towards building this new facility which will meet the needs of the Illawarra community now and into the future," Mr Park said.

"Warrawong Community Health Centre will deliver a community-focused health service by co-locating services from Port Kembla Hospital and across the District into one single hub, making it much simpler for patients accessing healthcare.

"The new centre has been designed with the best clinical practices in mind as well as ensuring the layout and flow is easy for staff and patients to navigate."

Member for Wollongong Paul Scully said the Warrawong Community Health Centre will be a vital boost to healthcare services for the local community.

"I've advocated for the new Warrawong Community Health Centre for a very long time so it's fantastic to see progress," Mr Scully said.

"This facility is incredibly vital to our community, making it so much easier for people to access a wide range of health services in one location.

"It's important to have a place like the Warrawong Community Health Centre where multiple health services will now be in the same place.

"I encourage everyone to check out the designs, learn more about this exciting project and pass on their feedback."

Further stakeholder and community consultation will inform the design of the centre and the community is being invited to an information drop-in session at the Warrawong Plaza on Tuesday 12 December, between 2pm and 4pm.

Services at the new Warrawong Community Health Centre include:

02 7225 6050

52 Martin Place Sydney NSW 2000

GPO Box 5341 Sydney NSW 2001

1

OFFICIAL

Appendix D – A1 Display Boards

Welcome

Welcome to the information session about the new Warrawong Community Health Centre.

Members of the project team are here to provide you with information about the project and answer any questions you may have. Please make sure you complete a feedback form before you leave. Alternatively, you can provide your feedback to one of the team members.

Project overview

The Hawassa Shoalhaven Local Health District, together with Health Infrastructure are building a new Community Health Centre on the former Port Kembla Hospital site. This project forms part of the more than \$700 million New Shoalhaven Hospital and Integrated Services Project. Other components of the New Shoalhaven and Integrated Services Project include:

- A new 300-bed hospital at Funnell Road, Funnell.
- Expanding at-home services at Bulli Hospital, completed.
- New mental health services in Sutherland, new mental health and community services and delivery of a new ward at Wollongong Hospital.

The New Shoalhaven Hospital and Integrated Services Project will have a contemporary, modernised health centre that will be a new and improved addition to the community, while the building of new low-cost housing will also be a benefit. The new health centre will be a new and improved addition to the community, while the building of new low-cost housing will also be a benefit. The new health centre will be a new and improved addition to the community, while the building of new low-cost housing will also be a benefit.



Contact us

Get involved with stakeholders and the community is essential to the planning, design and delivery of the Warrawong Community Health Centre.

Register your contact details with the project team so to keep us in touch.

Warrawong Health Development (health@nsw.gov.au)

Line 1: 1800 222 2222 or 1800 222 2222

Design Principles

- The existing Cooper Street entry will be modified to make it easier for pedestrian and vehicle access.
- Drop-off/bay will be located at the building entry to make it easy for families to access the front entrance.
- The main building entry will be accessed from Cooper Street.
- There will be secondary entry points located on the south side of the building.
- A dedicated First Step entry is provided.
- Equipment Loan Pool vehicle entry will be accessed by Fairfax Road.
- There will be 60 on-site parking spaces.



Warrawong
Community Health Centre

The Site

The location for the new Warrawong Community Health Centre is at Port Kembla Hospital, on the corner of Fairfax Road and Cooper Street, approximately 500m from the Warrawong Town Centre.

The site is accessible by public transport, with a bus stop located on Cooper Street. Pedestrians can access the Centre from the main entrance on Cooper Street, with alternative access via Fairfax and Vernon Roads.



Warrawong
Community Health Centre

Next steps



Warrawong
Community Health Centre



Warrawong
Community Health Centre

Appendix E – Brochure



Warrawong

Community Health Centre

PROJECT UPDATE | NOVEMBER 2023



ARTISTS IMPRESSION: MAIN ENTRY ELEVATION


As part of the new Shellharbour Hospital and Integrated Services Project, the NSW Government is building a brand new, purpose built, community health centre on the south east corner of the Port Kembla Hospital site.

The Warrawong Community Health Centre will bring together a range of services and provides an opportunity to co-locate a range of community services from Port Kembla Hospital and across the District in one single hub.

The new Warrawong Community Health Centre will meet the needs of the local community and complement care provided in a hospital setting, or alternatively, work with patients and clients to avoid their hospitalisation.

The Centre will enhance healthcare access by:

- Responding to local population needs and providing a service close to home
- Using evidence-based models of care which wrap around the individual, providing a coordinated approach to care
- Building relationships and partnerships
- Offering a community and personcentric integrated care service
- Identifying and reducing the medical and non-medical determinants of health
- Providing culturally appropriate spaces




The Site

The location for the new Warrawong Community Health Centre is at Port Kembla Hospital, on the corner of Fairfax Road and Cowper Street, approximately 700m from the Warrawong Town Centre.


The site is accessible by public transport, with a bus stop located on Cowper Street. Pedestrians can access the Centre from the main entrance on Cowper Street, with alternative access via Fairfax and Vermont Roads.

Summary of Services




Kids and Families

- Child and Adult Allied Health Services
- Audiology – servicing Paediatrics to Adulthood
- Warrawong Child and Family Health Nurse Service
- Binji and Boori (Aboriginal Maternal Infant Child Health Service)
- Antenatal Services




Community Health Nurse Led Clinics

- Asthma
- Continence
- Stoma
- Wound care




Drug and Alcohol


- Needle and Syringe Program (First Step Program)
- Drug and Alcohol Counselling Service



Sexual Health Service




Community Mental Health



Equipment Loan Pool

- A loan pool of aides to support rehabilitation at home, for example walking frame, wheelchair or hoists



MID 2022 Preferred site announced

EARLY 2023 Master planning exercise

SEPT 2023 Community consultation

LATE 2023 Planning application expected to be lodged

MID 2024 Construction tender award expected

EARLY 2026 Expected construction completion and official opening

You can find out more about the new Warrawong Community Health Centre at www.shellharbourdevelopment.health.nsw.gov.au/projects/warrawong-community-health-centre

You are also invited to send any feedback, suggestions, or comments to HI-shellharbourdevelopment@health.nsw.gov.au

Contact Details

Health Infrastructure
Locked Bag 2030
St Leonards NSW 1590
hinfra.health.nsw.gov.au