



HEALTH INFRASTRUCTURE

# Blayney Multipurpose Service Redevelopment

REF Application Communications & Engagement Report

11 January 2024

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## Purpose

This Engagement Report, developed specifically for the Blayney Multipurpose Service (MPS) Redevelopment, outlines the engagement activity that has been undertaken to date for the project.

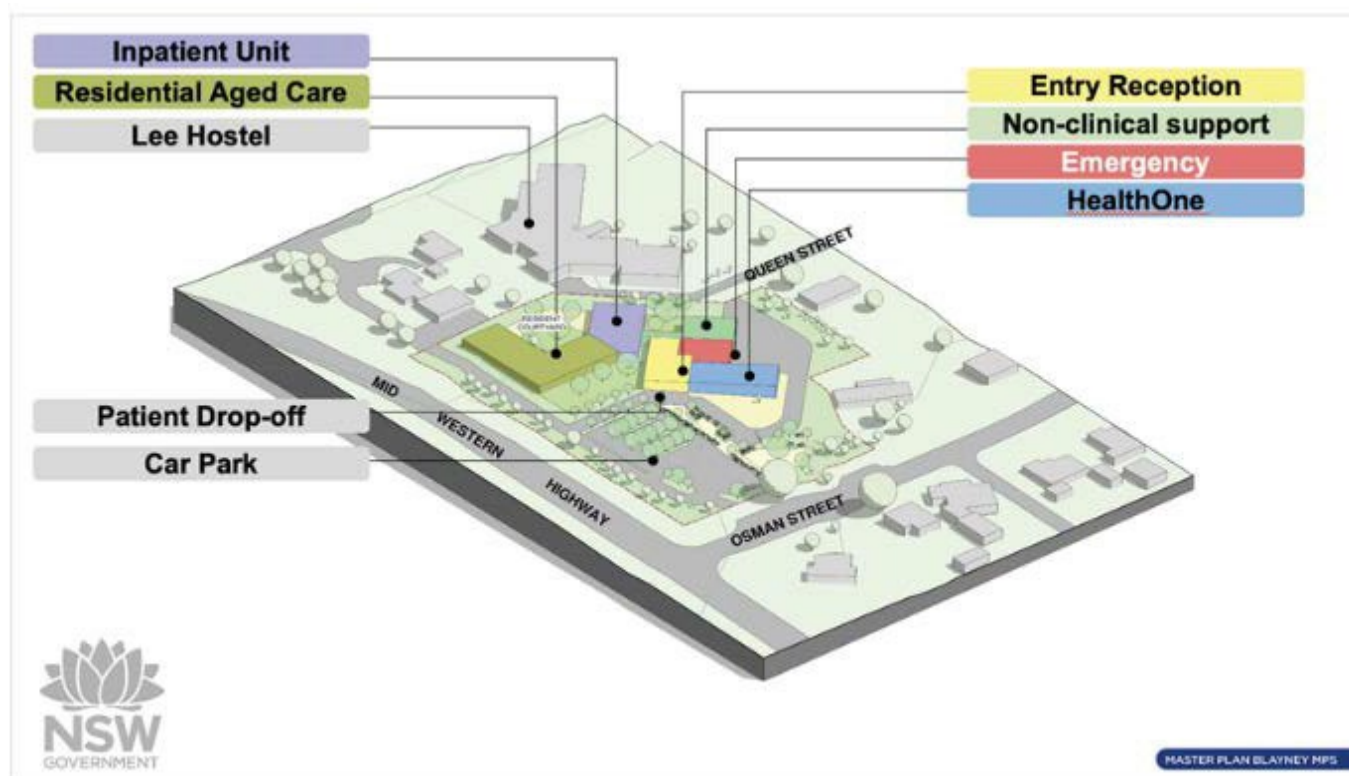
The Blayney MPS Redevelopment recognises the need for meaningful and tailored engagement.

The aim of this report is to:

- Demonstrate a clearly planned and timely approach to engagement
- Outline the 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 Blayney MPS Redevelopment engagement has helped the project team understand and identify potential issues and develop mitigation measures to address them.



*Blayney MPS Redevelopment Master Plan*

## Project Background

In October 2021, the NSW Government announced the Blayney MPS Redevelopment project as part of the \$297 million Multipurpose Service Program to deliver health facilities across smaller rural and remote communities.

The Blayney Multipurpose Service (MPS) redevelopment will deliver a new purpose-built facility for aged care and HealthOne services, with more inpatient beds, increased chair-based services and room for future expansion.

The new facility will be built on the existing Osman Street site, close to other medical and aged care services. It will be a modern facility which will improve health and aged care services for the people of Blayney.

Features of the new MPS include:

- Residential aged care wing, all with single rooms and bathrooms
- Increase in number of inpatient unit beds to 12
- Increase in ambulatory care treatment chairs to 4
- Increase in HealthOne rooms to 12
- One main entry to replace the three existing entries
- Enhanced courtyards and outdoor spaces.

The planning phase for the redevelopment is complete. The Concept Design was released in December 2022 and the Schematic Design was released in July 2023.

# Engagement

## Objectives

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

The desired communications and engagement objectives for the Blayney MPS Redevelopment include:

- to ensure that engagement activities have been strategically assessed and planned to provide the best opportunities to inform, consult and/or involve,
- to develop targeted, effective communications outputs for all key stakeholders and the community at all stages and milestones,
- to be transparent in all that we do,
- to encourage participation from communities and key stakeholders such as staff, Rural Aged Care (RAC) residents, Blayney Shire Council and the local Aboriginal community,
- to ensure that project information is distributed in an effective and timely manner, and
- to provide clear information about project milestones and opportunities for feedback.

## Engagement Approach

The communications and engagement approach for the Blayney MPS Redevelopment 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 projects and community.

## Stakeholders

Key stakeholders include Blayney MPS staff, RAC residents and their families, Blayney Shire Council, Blayney Health Council and the Blayney community, including the local Aboriginal community.

## Engagement undertaken

This section outlines how the Blayney MPS Redevelopment project is strategically and proactively engaging the community and key stakeholders including staff and residents, Blayney Shire Council, and key community groups – from planning and design through to construction. The below information is extracted from our engagement tracker which records all internal and external stakeholder engagement activities to date



*Blayney MPS Redevelopment: Artist's Impression: Concept Design*



## 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. Meetings are led by the lead design team and are attended by MPS and LHD staff representatives.

Staff and RAC resident information sessions have also been held at key stages of the project to ensure they have been informed of progress and are provided with an opportunity to share feedback and ask questions.

Below is the list of internal engagement activities taken to date.

### Engagement Tracker

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
March 2022	Staff	15	Information session/presentation	Introductory project briefing and overview of planning process	Keep informed	
April 2022	Residents and families	14	Information session/presentation	Introductory project briefing and overview of planning process	Suggestions/comments: -Automatic doors for better wheelchair and walker access -Hairdressing Room -Café -ATM (difficult for residents to access cash) -Will it be multi-storey or one level? -Communal library area with books and comfortable lounge seating -Maximise afternoon sun and light -Anti-glare windows in common rooms -Outdoor shelter for winter days -Bus shelter for residents -A large room which could be two or more smaller rooms which can be opened up for annual ball -Dining room near the kitchen -Will all rooms have balconies? -Will all rooms be ensuite rooms -The hospital has applied for an arts grant for a sculpture for the garden – if successful that will need to be considered for outdoor space	All suggestions and comments noted and answered  Automatic doors where appropriate Café not feasible as would need to be run by private provider. Will include vending machines ATM not feasible as needs bank provider One level Hair dressing area to be included in multipurpose room as part of Library to be included in lounge Lighting and sun to be considered Multipurpose room Lounge and dining will be connected via hall and can be used as large area Activity and meeting rooms will also be able to be opened up for use as larger room Servery near dining room  No, due to safety and security but outside spaces will be available

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
October 2022	Staff	12	Information session/presentation	Provide project update: Site selection and master plan	<p>Positive sentiment</p> <p>Size of new facility, including building footprint and number of beds and treatment spaces</p> <p>Concern over proposed location of RAC rooms – views, aspect and noise; suggest rotating the plan</p> <p>Ambulance and public entries</p> <p>Palliative Care rooms; Rotary Club fundraising</p> <p>Parking – staff</p> <p>Double RAC rooms</p> <p>Family gathering space would be good</p> <p>Infection control though air conditioning units</p> <p>Shed storage and fleet parking</p>	<p>All suggestions and comments noted and answered</p> <p>RAC courtyard will provide an area for residents to visit. Planting and double-glazed windows will assist with noise reduction. High windows on South side</p> <p>Consultation with NSW Ambulance and traffic consultants</p> <p>Will be a flexible space and will liaise with Rotary Club</p> <p>Secure and well-lit AH parking will be provided</p> <p>Flexible set up being considered – one double room to be provided</p> <p>Family room included in plan – multicultural room</p> <p>Working with consultants – will be individual style units</p> <p>Considered as part of plan and design</p>
October 2022	Residents and families	12	Information session/presentation	Provide project update: Site selection and master plan	<p>Storage in RAC rooms, particularly for clothes</p> <p>Sharing the history of the current and former hospital is important</p>	<p>All suggestions and comments noted and answered</p> <p>To be reflected in arts strategy</p>
November 2022	Staff Representatives	18	Project User Group #1	Discuss Schematic Design	<p>Location of the Staff Station does not allow for much visibility to the RAC corridor</p> <p>RAC circulation workflows to be reviewed further</p> <p>Hairdressing room to be located external to RAC</p> <p>RAC bedrooms to have courtyard access</p> <p>Importance of undercover parking for overnight staff</p>	<p>All comments and feedback received from the users was taken into consideration.</p> <p>NBRS updated the design to address comments and feedback received ahead of SD PUG 02.</p>

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
November 2022	Staff Representatives	19	Project User Group #2	Discuss Schematic Design	An carpark drop off zone to be provided at the entrance of the hospital	
November 2022	Staff Representatives	19	Project User Group #3	Discuss Schematic Design		
April 2023	Staff representatives	34	Project User Group #1	Discuss Detailed Design	<p>Circulation within the Dental room is limited</p> <p>LHD outlined the importance of external access requirements for Palliative Care.</p> <p>Further review of the Activity/Meeting room is required to ensure the space is multi-functional</p> <p>Staff reception area limited privacy was a concern</p> <p>Acoustic Considerations to be reviewed further for 4 person office</p> <p>Maximum storage is essential</p> <p>LHD reviewed each department and provided feedback on the overall layout outlining the requirements for all areas.</p>	<p>All comments and feedback received from the users was taken into consideration.</p> <p>NBRS updated the design to address comments and feedback received.</p>



Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
May 2023	Staff representatives	34	Project User Group #2	Staff representatives to provide feedback and commentary on the design	<p>Ventilation requirements for the medical storeroom to be reviewed</p> <p>The importance of having direct line of sight of the ensuite toilet from the RAC bed.</p> <p>Larger access to be provided in reception area for parcel deliveries</p> <p>Health One Treatment space to be reviewed from an operational use perspective</p>	<p>All comments and feedback received from the users was taken into consideration.</p> <p>NBRS updated the design to address comments and feedback received ahead of DD PUG 03.</p>
June 2023	Staff representatives	32	Project User Group #3	Staff representatives to provide feedback and commentary on the design	<p>The importance of the staff room being functional.</p> <p>Review acoustic requirements in office spaces.</p> <p>RAC ensuite toilets are required to have a contrasting colour toilet seat</p> <p>Therapy/Gym layout to be amended to suit Physio and OT requirements.</p>	<p>All comments and feedback received from the users was taken into consideration and updated within the design.</p>
May 2023	Staff	16	Information session/presentation	General project update and Q and A session	Positive sentiment, no issues raised	
July 2023	Staff	18	Information session/presentation	Project update: Schematic Design	<p>Configuration of sub-acute rooms</p> <p>Are RAC rooms closed off from IPU?</p> <p>HealthOne access</p>	All questions answered
July 2023	Residents and families	14	Information session/presentation	Project update: Schematic Design	<p>Positive sentiment</p> <p>Ceilings in RAC rooms</p> <p>No. of couples rooms</p> <p>Material being used for external (brick)</p> <p>Access to courtyards via RAC rooms</p>	<p>All questions responded to and received well</p> <p>Storyboard with proposed colours and materials shown with positive feedback</p>



Above: Staff information session, October 2022



Left: Staff information session, October 2022



Above: RAC residents & families information session, July 2023

Below: Staff information session, July 2023



## External engagement

The project team actively engages with the various external stakeholders within the Blayney community 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.

While the objective of this engagement has focused on the planning and design of the redevelopment, feedback and questions have also been received regarding clinical operations and workforce. While out of scope of the project, these are responded to as appropriate where possible by the LHD but are not all included in the tracker below.

Below is the list of external engagement activities taken to date.

### Engagement Tracker

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
March 2022	Local Government	6	Meeting/presentation	Introductory project briefing	Keep informed	N/A
April 2022	Health Council	8	Meeting	Provide project update and overview of planning process	Site selection Long planning time frame Additional RAC spaces Future proofing	Currently being investigated as part of due diligence Important to plan as part of decision- making Unsuccessful in securing but 20 current beds retained. Aged care spaces are federally funded not state funded, and is a complex issue Opportunities for expansion considered in design
April 2022	Local Government	6	Meeting/presentation	Overview of project and early planning process	Site selection Data – true reflection of what Blayney needs? Population projections are incorrect Future provision for RAC, including extra beds Local Indigenous consultation Telehealth services Mental health services Risk to funding if new government is formed following election	Currently being investigated as part of due diligence Past and future projections considered Noted Federal not state government Opportunities for expansion considered in design Local Walk on Country and consultation to take place Will continue Will continue in community health space and via Telehealth Funding is committed
June 2022	Community	30	2 x drop-in information sessions 1 online session	Early planning process		<i>Health council 7/6 Residents meeting 16/6 Online community info 29/6 Cadia room community info 30/6 Cadia room community info 5/7</i>



Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
						<i>Visit Nyree art exhibition 5/7</i> <i>Staff Q and A 5/7</i> <i>Cadia room community info 5/7</i> <i>Health council 5/7</i> <i>Walk on country 19/7</i> <i>Hospital axillary 20/7</i>
July 2022	Community	10	Drop-in information sessions	Early planning process		
August 2022	Aboriginal	3	Walk on Country	Cultural considerations	See Connecting with Country Report	See Connecting with Country Report
October 2022	Community	30	2 x drop-in information sessions 1 x pop-up information session	Project update and consultation: site selection and master plan	Spaces for visiting specialists Ambulance access Spaces for district nurses Plans during build for RAC residents Safe and accessible gardens	Noted Noted Will continue Staging Noted
October 2022	Local government	5	Presentation	Project update and consultation: site selection and master plan	Square metreage of floor space Palliative care Staff accommodation Construction cost Staffing levels Number of beds GP and clinician incentives Helipad Ambulance access Contractor parking	Provided post meeting; more flexible use of space Yes Not part of the project, but future expansion space provided Part of MPS Program LHD Workforce Plan will form part of Business Case to support increase in number of IPU beds Details provided LHD Workforce Plan Not part of project – current situation to continue Working with traffic consultants TBD
November 2022	Blayney View Club	40	Presentation	Project update and consultation: site selection and master plan	Great to see the consultation occurring as this was not the case in previous redevelopment Helipad	All suggestions and comments noted and answered

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
					Number of beds - RAC and IPU RAC Common Room space Dementia Ward Provision of Allied health services Budget Ambulatory Care	
November 2022	Aboriginal	3	Aboriginal Focus Group	Connecting with Country consultation with design team (design and landscape)	See Connecting with Country Report	See Connecting with Country Report
May 2023	Community	45	2 x pop-up sessions	Provide project update; answer questions	Impact of change of state government on project progressing  Start of construction  Number of beds  Palliative care  Staffing  HealthOne and single point of entry  Virtual care  Impact of construction on residents  ED services	All suggestions and comments noted and answered
May 2023	Aboriginal Community	2	Aboriginal Focus Group	Consultation re design and cultural considerations: How knowledge from previous consultation was used; Concept Design	See Connecting with Country Report	See Connecting with Country Report
May 2023	Health Council	4	Meeting/presentation	General project update and Q and A session	Feedback that there are lot of current projects in Blayney and that the MPS Redevelopment is the most inclusive of engagement	
May 2023	Local Government	1	Meeting/presentation	General project update; Planning approval process and Q and A session	Liaise with RMS as part of planning approval process  Sewer capacity report  Address staff at one of Council's monthly meetings or workshops for Schematic Design	TfNSW is one of the entities we include in REF  Only a small increase to stormwater capacity than in the current facility and mitigation is in place  Done

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
June 2023	Arts Working Group	6	Consultation	Development of integration of arts into project	Arts integration approach	
July 2023	Aboriginal Community	3	Aboriginal Focus Group	Consultation re design and cultural considerations: How knowledge from previous consultation was use,, Schematic Design	See Connecting with Country Report	See Connecting with Country Report
July 2023	Community	50	2 x pop-up sessions	Project update and consultation: Schematic Design	<p>Operating theatre?</p> <p>Location of HealthOne</p> <p>Staging</p> <p>No birthing facilities means it's not a multipurpose service</p> <p>Staffing and wrokforce – we need more doctors and nurses</p> <p>Disappointed that it will still be Rural Aged Care facility</p> <p>RAC beds</p> <p>ED</p>	All suggestions and comments noted and answered
July 2023	Local government	8	Presentation	Project update and consultation: Schematic Design	<p>Start of construction – when in 2024?</p> <p>Disappointed Key Worker Accommodation is not part of the project</p>	<p>To be advised</p> <p>Noted</p>
July 2023	Health Council	3	Presentation	Project update and consultation: Schematic Design	<p>Ambulance entry</p> <p>ED admissions</p> <p>Consideration of local climate</p> <p>Key Worker Accommodation – infrastructure needs to be considered as part of future-proofing</p> <p>Budget spent on planning and design compared to actual construction</p> <p>Maintenance following construction</p>	<p>All suggestions and comments noted and answered</p> <p>To be advised</p>



Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
July 2023	Rotary Club	15	Presentation	Project update and consultation: Schematic Design	<p>Rationale behind new-build instead of upgrade</p> <p>Entry awning needs to be able to protect people from weather at drop -off</p> <p>Heat from glass</p> <p>Solar panels</p> <p>Access to palliative care suite</p> <p>Location of Resus Bay</p> <p>Workforce concerns</p> <p>Meal provision</p> <p>Population increases</p> <p>Name of RAC – Littlewood House still?</p> <p>Gas or electric</p> <p>Number of consultation rooms</p> <p>Fundraising for art</p>	<p>All questions and comments noted and answered</p> <p>To be advised: LHD decision we will consult with community</p> <p>Referred to Arts Working Group</p>
July 2023	Arts Working Group	5	Consultation	Development of integration of arts into project	Endorsement of Curatorial strategy	
August 2023	Aboriginal community	3	Presentation to Orange Local Aboriginal Land Council	Provide details about the project, our approach to Connecting with Country and local engagement and outcomes	<p>Positive feedback and happy with our engagement with local Aboriginal stakeholders</p> <p>Safety and security for dementia patients</p> <p>Catchment area</p> <p>Consideration of new mine and possible impact on local health service</p> <p>Happy to share arts tender docs with their Culture Committee when ready</p>	<p>Question answered</p> <p>Will share</p>

## Summary: what's important to our stakeholders



**More care close to home**



**Feels like home**



**Good for staff too**



**Access to usable, enjoyable  
outdoor spaces**



**Everyone is welcome**



**Easy parking and access**



**Well-managed construction**



**Space for what we need**



**Room to grow**



Walk on Country, August 2022



Blayney View Club presentation, November 2022



Community drop-in session, October 2022



Community pop-up session, May 2022



Community pop-up session, July 2023



Aboriginal Focus Group, July 2023



Blayney Shire Council presentation, July 2023



Arts Working Group, July 2023

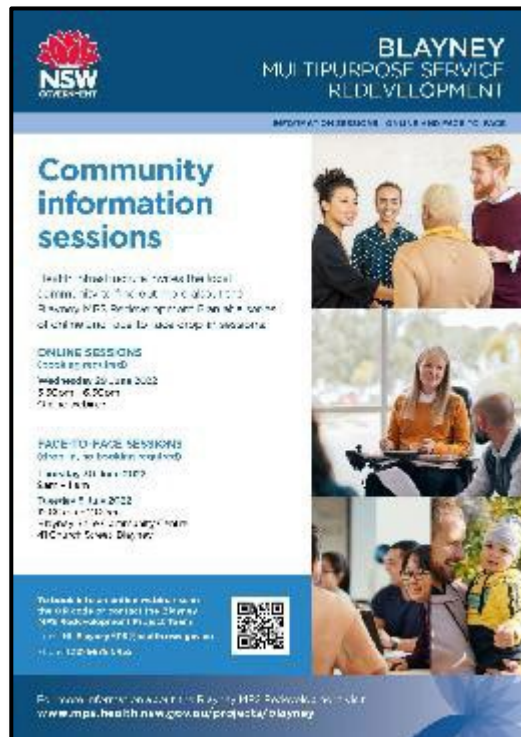


## Examples of project collateral

### Project website



### Promotional flyers



### Newsletters



### Social media



### Print ads in local paper



### Presentation boards



## Summary: Changes to design from consultation

Access to courtyard directly from Residential Aged Care bedrooms.
Palliative Care bedroom and lounge moved away from the main corridor (with courtyard access) to facilitate greater privacy for patients and families.
Centralised staff station between Inpatient unit and Residential Aged Care unit.
Emergency Department moved closer to Inpatient unit.
Gym and Activity room moved to be off central corridor.
Staff only areas moved to the north of the facility to facilitate greater security privacy for staff.
Pathology maintained within facility.

## Next steps

This Engagement Report demonstrates how planned and transparent communication and engagement activity has met the consultation requirements to date. It demonstrates how these consultations have led to changed outcomes for the project design and construction.

The Blayney MPS Redevelopment project will consider and respond to any issues raised with this REF submission and continue to engage with the community, health service staff, RAC residents and relevant agencies during future stages of the planning, development, and approvals process.

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

A Communications and Engagement Plan was developed at the commencement of the project and is regularly updated to guide the project's proactive engagement approach during the planning, design, construction and operational commissioning of the project.

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