

This plan outlines our communications approach for three additional, dedicated palliative care beds at the Orange Health Service. It is an addendum to the World-Class End of Life Care program's Communications and Engagement Strategy and outlines activities that have occurred and activities that are planned.

Background

The palliative care expansion at Orange Health Service is part of the \$93 million commitment by the NSW Government to redevelop and refurbish Palliative Care services across the state.

Orange Health Service will be enhanced by three additional dedicated Palliative Care bedrooms, a communal lounge area, courtyard and support spaces in addition to the two existing bedrooms. The master plan confirmed a preferred location for the three additional palliative care bedrooms and support spaces.

Since the announcement of Orange's funding, a lead design team has been working with representatives from the WNSWLHD, palliative care staff and the community to inform the planning and design of the new facility. Over the last six months a program of community consultation has been undertaken to inform the key design phases of the project. The project is currently finalising the schematic design stage.

Project specific key messages

- Orange Health Service is getting three additional, dedicated, palliative care beds. The expansion will include three dedicated Palliative Care bedrooms with ensuites, a communal lounge area with beverage bay, courtyard and support spaces in addition to the two existing bedrooms.
- The expanded Palliative Care spaces at Orange Health Service, will be a valuable addition to the WNSWLHD's existing palliative care services.
- The planning and design phase has involved extensive consultation with palliative care health professionals, carers and community members, to ensure we get the best outcome for the project.
- Construction is scheduled to start in 2024 when the design process is completed and following the award of a construction contract.

Key Issues and risks

Risk/ Issue	Communication and Engagement response
Perceived project delays	<p>The expansion at Orange Health Service is part of a \$93 million World-class end of life care program, which has initiated the planning and design of five new or redeveloped units across the state.</p> <p>A lead project team has been working with key stakeholders to undertake a comprehensive planning and design process that takes time to get the redevelopment right. Orange Health Service Hospital is on track to complete the design phase later this year, which will be followed by the award of a construction contract.</p>
The three extra beds are not co-located with the existing beds.	<p>Several factors were considered when deciding the preferred location for the palliative care expansion including, space availability, proximity of key clinical support services.</p>
Why is the project a refurbishment rather than a unit.	<p>The Palliative Care expansion at Orange Health Service will include significant works and a substantial rebuild to ensure all the design requirements for the dedicated palliative care beds can be delivered.</p>

PROJECT OVERVIEW: Orange Palliative Care Unit

Not enough funding to deliver the unit	The expansion at Orange Health Service will be delivered as part of the \$93 million allocated by NSW Government for the World-class End of Life Care program.
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Key project dates and activities

Date	Milestone	Activity	Communications and engagement activity
August 2023	Orange announcement	Media	Orange announced in August 2023 after the WCEoLC program.
11 Aug 2023	Master planning and concept design underway	Media	Expression of interest media announcement by Minister Park (Westmead, Nepean, and Wyong Hospitals only with mention of Tamworth and Orange to follow).
15 November 23	Completion of master plan and concept design	Community engagement	A community survey issued and promoted on WNSWLHD's web and social channels. The survey report of these finding were submitted to the project team to consider in the design. (see appendix)
27 February 2024	Detailed design underway	Aboriginal engagement	The project team undertook Aboriginal engagement through the WNSWLHD's Aboriginal Health Unit, Orange LALC and OAMS (Orange Aboriginal Medical Service). The engagement report has been drafted and submitted to the project team to consider in the design.
2024	Schematic design completion	Media	A media announcement will be made showing the first artist impressions of the new unit.
		Staff engagement	Briefing sessions and memo goes out to all staff to keep them informed of progress. Website and social media updates. Fact sheets distributed around the hospital.
Mid-2024	Detailed design completion	Media	A media release will be issued to confirm the key feedback received from the community and which of these elements have been adopted in the design.
		Staff engagement	Hospital pop up sessions and staff briefings to occur to keep key stakeholders informed of progress
Late 2024	Tender award	Media	A media release will be issued to announce the contractor.
		Staff and community engagement	Website and social media updates. Fact sheets distributed around the hospital.
2025	During construction	Staff and community information	The project will focus on different areas of the unit, its key benefits for patients and staff. It will include video of construction progress and interviews with staff and carers. These stories will be printed for hospital distribution, posted on our social media channels and websites.
2025	Construction completion	Media	A media release and preview tour of the new unit (pre-occupancy) Website and social media updates
2025	Public opening	Media, staff and community participation	The opening of the expansion will be acknowledged appropriately.