

HEALTH INFRASTRUCTURE

Maitland Mental Health Rehabilitation Project

Review of Environmental Factors | Engagement Report

14/10/2024

Version 0.2

Revision	Date	Author	Review By	Comments
Rev 0.1	23/09/2024	Health Infrastructure / Turner & Townsend	Ethos Urban	Initial Draft
Rev0.2	14/10/2024	Health Infrastructure / Turner & Townsend	Ethos Urban	For Review
Rev0.3	10/12/2024	Health Infrastructure / Turner & Townsend	Ethos Urban	Final Version

Contents

Contents..... 2

Background..... 3

 Mitigation Measures..... 3

 Statement of Significance 3

 REF Deliverable Requirement reporting..... 3

 Purpose..... 4

 Project milestones..... 4

Engagement..... 6

 Objectives 6

 Engagement approach 6

 Engagement undertaken 6

 Internal stakeholder engagement 6

 External stakeholder engagement..... 7

Consultation response 9

 Concept design consultation..... 9

 Project information sessions..... 9

 Online feedback survey 11

 Schematic design consultation 12

 Project information drop-in sessions..... 12

 Morisset All-Staff update..... 13

 Next steps 13

Background

This Communications and Engagement Report has been prepared by Health Infrastructure (HI) to assess the potential environmental impacts that could arise from infrastructure works at 51 Metford Rd, Metford NSW 2323 (the **site**). The project is seeking approval for a Development Without Consent (REF) application under Part 5 of the EP&A Act.

This report accompanies a Review of Environmental Factors (**REF**) for the construction and operation of a new mental health services building within the Maitland Hospital campus, including:

- Site establishment
- Site preparation, including earthworks
- Construction of internal roads and at-grade car parks
- Construction of a 2-storey mental health facility that will accommodate 64 beds in total, comprising:
 - 24 low secure forensic beds
 - 20 medium secure forensic beds
 - 20 rehabilitation and recovery beds
- Inground building services works and utility adjustments, including service diversions
- Building foundation works
- Tree removal
- Associated landscaping
- Bioretention basin

Refer to the Review of Environmental Factors prepared by Ethos Urban for a full description of works.

Under State Environmental Planning Policy (Transport and Infrastructure) 2021 (TI SEPP), this proposal does not require development consent from the planning authority. We are however required to undertake an assessment of the likely environmental impacts in accordance with Part 5 of the Environmental Planning and Assessment Act 1979. This assessment is through a Review of Environmental Factors (REF).

Mitigation Measures

Nil required for this report.

Statement of Significance

Based on the identification of potential issues, and an assessment of the nature and extent of the impacts of the proposed development, it is determined that:

- The extent and nature of potential impacts are minimal to moderate, and will not have significant adverse effects on the locality, community or the environment
- Potential impacts can be appropriately mitigated or managed to ensure that there is minimal effect on the locality, community.

REF Deliverable Requirement reporting

Item	REF Requirement	Relevant Section of Report
1.0	Provide a detailed community engagement table, identifying where the issues raised by the community during engagement have been addressed in the EIS.	Consultation Response Internal Stakeholder Engagement

2.0	Provide a consolidated list of consultation activities with relevant public agencies, authorities and Council including the following details: – dates of consultation. – the contact representative’s details including name and title. – information provided by the Applicant as part of the consultation. – details of the information provided to the Applicant in response to the consultation.	External Engagement Consultation response Project Information Sessions
-----	--	--

Purpose

This Communications and Engagement Report, developed specifically for the Maitland Mental Health Rehabilitation Project outlines the engagement activities that have been undertaken during the planning and design phases. Health Infrastructure in partnership with Hunter New England Local Health District 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, and links the community, stakeholders and consumers at all levels of the health system to the project.

Engagement for the Maitland Mental Health Rehabilitation Project has helped the project team understand and identify potential issues and develop mitigation measures to address them.

Project milestones

The table below outlines indicative key milestones during the planning, design and delivery phases of the Maitland Mental Health Rehabilitation project. This table will be updated as required and these details will be used to monitor project progress and indicate project milestones and opportunities.

Milestone	Indicative date	Status
Planning		
Project announcement	Oct 2023	Completed
Lead design team appointed	Apr 2022	Completed
Site selection process	Aug 2022	Completed
Master plan endorsed	Feb 2023	Completed
Design		
Concept design completed	Jul 2023	Completed
Schematic design completed	Sep 2024	Completed
REF application lodged	Nov 2024	
Project Brief (Business case) approved	Feb 2025	

Client Confidential

Planning approval received	Feb 2025
Delivery	
Detailed design completed	Mar 2025
Main works started	Late 2025
Main works completed	Early 2027
Go Live	Mid 2027

Engagement

Objectives

Our communications and engagement objectives ensure the local community, consumers and key stakeholders are consulted, engaged and updated on project activities and any potential impacts. This will ensure that stakeholders are able to provide informed feedback as the project progresses.

This will be achieved by establishing a consistent approach to communication and engagement across the program, providing regular information on the development and delivery of the project to all project stakeholders and delivering targeted consultation with the local community and key stakeholders during project planning and design.

The communications and engagement objectives for this project include:

- Developing targeted, effective communications outputs for all key stakeholders and the community at all stages and milestones
- Keeping the local community and key stakeholders regularly informed of project progress
- Being transparent in all that we do
- Listening to feedback, investigating suggestions and reporting back
- Increasing stakeholder understanding of the Maitland Mental Health Rehabilitation Project and its objectives
- Proactively and efficiently managing the flow of information, mitigating any risks and misinformation relating to the project.

Reporting and evaluation will also consider these objectives.

Engagement approach

The communications and engagement approach for the Maitland Mental Health Rehabilitation Project focuses on early, proactive, transparent and consistent communication and engagement throughout all stages of the project. This will develop community and stakeholder understanding of the project and ensures opportunities for stakeholder and community input and feedback. It also provides the opportunity for the project team to identify and manage issues early and achieve better outcomes for the project, consumers and the community.

Engagement undertaken

This report outlines how the Maitland Mental Health Rehabilitation Project is strategically and proactively engaging the community and key stakeholders including staff, consumers, service providers and surrounding communities – from planning and design through to construction.

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 project's design team and attended by Morisset and Local Health District staff, including occupational therapists, psychologists, management team and staff who will work and operate in the new spaces. When relevant they also include community representation.

Project User Group members bring their operational and clinical experience to the design process and provide insight that informs how the facility will look, and importantly how it will work. These groups assist with configuring the layout of each area, working alongside the architectural team to develop and ensure best practice for patient care for the Maitland Mental Health Rehabilitation Project.

Working Groups, including Connecting with Country and Arts in Health, comprise representation from subject matter experts, staff and community representatives and provide recommendations of project approach and initiatives on relevant matters to the project's governance forums.

To support the increased focus on person-centred, recovery-oriented, trauma-informed care, the Maitland Mental Health Rehabilitation project also established the Consumer and Carer Participation Team (CCPT) early in the project's planning phase. In this forum, peer workers are briefed by the project team before consulting consumers and gathering feedback. The objectives and methodology of the approach to co-design is captured in the 'Maitland Mental Health Project Co-Design Strategy'.

External stakeholder engagement

In addition to the Project User Groups and Working Groups, the project team actively engages with various external stakeholders within Maitland and the surrounding community to ensure we are building a facility that meets the needs of consumers and is designed to make everyone feel safe, welcome and comfortable. These engagement activities are undertaken in alignment with the various design stages and key project milestones.

Internal and external engagement has been delivered through a variety of channels and mediums since the project was announced in 2023. The key activities for each of the main stakeholder groups are summarised in the table below.

Community	Project information and consultation sessions	Master Plan release Concept design release	Nov 2024 Aug 2024
	Project newsletter	Concept design release CD drop-in session reminder	Aug 2024 Aug 2024
	Media release	Concept design	Aug 2024
	Social media - Facebook posts HNE LHD and community pages	Concept design release and feedback survey promo	Aug 2024
	Survey	Concept design feedback survey	Aug 2024
	Letterbox Drop (350 homes in surrounding residential areas)	Concept design consultation	Aug 2024
	Display boards	Concept designs x 3	Aug 2024
	Project website	Website established Website updates - (Project newsletter, fact sheet, artist impressions, invitation to info session, feedback survey promo)	Feb 2023 Apr 2024
	Project email	Account established to receive project enquiries	Nov 2022
Staff	Staff newsletter	Project update Project update Concept design release	Sept 2023 Dec 2023 Aug 2024
	Staff forum	78 attendees	Oct 2024
	Project information and consultation sessions	Project update Project update Staff BBQ Schematic design consultation	Sept 2023 Oct 2023 Nov 2023 Jan 2024
	Display boards	2 x A1 Board for Pop-Up sessions	Sept 2023
	Project website updates	(Project newsletter, fact sheet, artists impressions, invitation to info sessions etc) 2402 views	Sept 2023
Connecting with Country	Walk on Country	Walk on Country	Nov 2024
	Working Group	Design Jam Working Group	Mar 2024 Oct 2024
Arts Working Group	Arts in Health Working Group	AWG meeting #1	May 2024
		AWG meeting #2	Jul 2024
		AWG meeting #3	Sep 2024
		AWG meeting #4	Nov 2024

Client Confidential

Consumer and Carer Participation Team (CCPT – Co Design)	Workshop		Dec 2023
	Codesign		Jan 2024
	Codesign		Feb 2024
Stakeholders	Briefing sessions	Medical Staff Council	Jul 2024
Agencies	Briefing sessions	Maitland City Council	Feb 2024
		Crown Lands	Feb 2024
		Hunter Water	Feb 2024
		NSW Police	Feb & Oct 2024
		Traffic NSW	Jan & Oct 2024
Authorities	Notification Letters	Civil Aviation Safety Authority	Dec 2023
		Crown Lands	Dec 2023
		Fire & Rescue NSW	Dec 2023
		Government Architect NSW	Dec 2023
		Heritage NSW	Dec 2023
		Hunter Water Corporation Maitland City Council	Dec 2023
		NSW Ambulance	Dec 2023
		NSW Environment & Biodiversity Conservation & Science Division	Dec 2023
		NSW Environmental Protection Authority	Dec 2023
		NSW Mining Exploration & Geoscience	Dec 2023
		NSW Natural Resources Access Regulator	Dec 2023
		NSW Water Group	Dec 2023
		Rural Fire Services	Dec 2023
		Subsidence Advisory Transport for NSW	Dec 2023

Consultation response

Concept design consultation

An overview of staff, stakeholder and community consultation on the concept designs for the hospital redevelopment is captured in the table below.

Communication tool	Outcome
Promotion	
Media coverage	Print publications 2 news articles
Social media	Facebook 18 posts, 821 reactions, 443 comments, 11 shares Top 3: <ul style="list-style-type: none">Jenny Aitchison 251 reactions, 169 comments, 38 sharesHNELHD 153 reactions, 76 comments, 11 sharesNEWFM 1053 197 reactions, 127 comments, 29 shares LinkedIn 2 posts, 8 reposts, 325 reactions
E-newsletter opens	Staff 236 recipients, 40% opens Community 96 recipients, 33% opens
Project email	2 emails received by HI-maitlandmh@health.nsw.gov.au
Website hits	2402 views (14 Aug – 30 Aug 2024) Concept design, News, FAQs
Consultation	
Staff forum	78 attendees (LHS online forum)
Staff drop-in session	11 attendees 1 May - 10 staff, 2 May - 1 staff
Community drop-in session	48 attendees across two sessions, 50/50 staff/community attendees
Feedback survey	73 responses Key themes - Parking, staffing, mental health services

Project information sessions

Staff and community were invited to attend drop-in information sessions to ask questions and provide feedback on concept designs for the hospital redevelopment. The drop-in sessions were attended by 46 members of staff and community.

Feedback received at these sessions is available in a Consultation Outcomes Report, with key themes being addressed through collateral that supports the release of schematic designs.

Session times	10am-12pm & 3pm-5pm
Location	Maitland Hospital foyer
Set-up	Tables x 3 with seating available Printed copies of project newsletter iPads x 3 to complete feedback survey 3 x easels with display boards
Outcomes	Staff and community sentiment was generally positive 46 staff and community members dropped in across the two sessions Staff heard about the project via staff email and from their colleagues Community heard about the sessions via a local flyer drop and social media pages Opportunity was noted for further consultation as project progresses

Topic	Stakeholder comment	Project response
Parking	<ul style="list-style-type: none"> Will the facility have its own parking? 	<ul style="list-style-type: none"> More than 100 parking spaces for staff, visitors, consumer transport and emergency service vehicles are included in the project scope. The new facility will be self-sufficient for parking and will not impact parking for Maitland Hospital.
Accommodation	<ul style="list-style-type: none"> Will there be single rooms for consumers? How many beds will the new facility accommodate? 	<ul style="list-style-type: none"> Yes, all rooms are being designed as single rooms with ensuites. There is shared kitchen, living room and outdoor spaces. The new facility will house three units – low and medium secure units, and a rehabilitation and recovery unit. There will be a total of 64 beds across these units.
Security	<ul style="list-style-type: none"> Are the buildings and grounds secure? 	<ul style="list-style-type: none"> The new facility will be designed in accordance with the Australasian Health Facility Guidelines (AusHFG) and will be guided by state, national and international best practice design. All units within the facility will be secure. Consumer risk assessments are regularly undertaken to ensure the safety and wellbeing of consumers, staff and the community. Safety for consumers will be appropriately managed in accordance with their assessed condition. The new facility will provide a controlled environment for consumers that is appropriate for the consumers length of stay and supportive of a structured rehabilitation program.
Construction Activity	<ul style="list-style-type: none"> When will construction start? 	<ul style="list-style-type: none"> Construction timeframes will be confirmed following the completion of the design and awarding the construction contract to a builder. It is anticipated that construction will commence mid-late next year (2025).
Local Understanding	<ul style="list-style-type: none"> Have you spoken to local school and childcare centres? 	<ul style="list-style-type: none"> As part of the planning process, the project team consults extensively with a broad range of stakeholders and the community, including the nearest neighbours of new developments. Detailed project information is made available to stakeholders through project information sessions, fact sheets, newsletters and the project website, with briefings available on request.
Smoking	<ul style="list-style-type: none"> Will there be a smoking area? 	<ul style="list-style-type: none"> A 'smoke-free' policy applies to all NSW hospital campuses, and Maitland Mental Health facility will adhere to this state-wide policy.
Consumers	<ul style="list-style-type: none"> Who will use the services at the new facility? Where will consumers for this facility come from? Where do consumers go after they are discharged? Is the new facility just for people who live locally? Will the new facility provide services for men, women and children? Will there be a mums and bub's unit? Will services be for voluntary or involuntary consumers? 	<ul style="list-style-type: none"> The new Maitland Mental Health Rehabilitation facility will provide a new modern home for a number of services that are currently being delivered at Morisset Hospital, in facilities that are outdated and unable to accommodate current models of care. The new facility will include 44 forensic health beds, which is a state-wide networked service for people with mental health problems who have a history of or are at risk of criminal offending. In addition, there will be 20 HNE district-wide rehabilitation and recovery beds for consumers who require a longer length of stay Some consumers currently at Morisset Hospital will transfer over to the new facility when it is complete. Transfer of care from rehabilitation services is a planned process that occurs alongside review of the consumer's care plan. The process of a graduated leave supports the consumer, with the aim of linking them with long-term sustainable community support. The Maitland Mental Health Rehabilitation facility will offer a transitional model of mental health care and cater for both male and female consumers. Child mental

health services will continue to be provided by the Child & Adolescent Mental Health Service.

- Mental health support services for mothers and their babies are highly specialised and are provided through inpatient (hospital based) rehabilitation and recovery services.

Services	<ul style="list-style-type: none">• How is the Maitland Metal Health Rehabilitation facility different from the inpatient ward at Maitland Hospital?• Will the new facility include community mental health services?• What provisions will there be for families and visitors?	<p>The NSW State Government provides funding for various mental health services, which can be categorised as the following:</p> <ul style="list-style-type: none">• Acute mental health services – these services are provided from mental health units located within hospitals. These services provide a high-level of support for consumers experiencing acute mental health conditions. Consumers for these services may present through the emergency department or be referred by a healthcare professional, with an average length of stay of around 2-5 days.• Acute Mental Health services at the Maitland Hospital includes 18 adult acute inpatient beds and 6 adult close observation beds.• Community mental health services – these services are based on hospital campuses or within community health facilities and provide ongoing support to mental health care consumers that may have accessed acute mental health services, or are managing ongoing mental health conditions.• Rehabilitation and recovery services, including forensic mental health services – these services provide assessment and treatment of people with a mental illness who may have offended or are at risk of involvement with the criminal justice system.• The new Maitland Mental Health Rehabilitation facility will provide rehabilitation and recovery services as well as forensic mental health services. Community mental health services for the region will continue to be provided through existing Community Mental Health channels.• The new facility will provide dedicated family rooms with courtyards, as well as the opportunity to utilise leave on grounds in landscaped surrounds including walking paths and outdoor seating areas.
----------	---	---

Online feedback survey

An online feedback survey was run for two and a half weeks in August 2024 and received a moderate response of 73 submissions, which were consistent with the common questions and feedback at the drop-in sessions.

Community sentiment was varied. A significant number of responses noted concerns that are outside the scope of this project, for example inadequate parking at Maitland Hospital. Strong feedback themes emerged from the survey data, with the top two themes categorised as:

- **Parking** – perception of inadequate parking at Maitland Hospital.
- **Mental health services** – feedback on existing acute and community mental health services in the region, and the perceived need for additional services.

The detailed feedback of survey responses is available in a Consultation Outcomes Report, with key themes being addressed through information and collateral supporting the release of schematic designs in November 2024.

Schematic design consultation

Communication tool	Outcome
Promotion	
Media release	Issued 12 November 2024 by Min Rose Jackson
Media coverage	9 total 8 news articles, 1 radio interview
Social media	Facebook 18 posts, 369 reactions, 90 comments, 78 shares Top 3: <ul style="list-style-type: none">MHV News 67 reactions, 0 comments, 12 sharesMorisset & Surrounds 48 reactions, 43 comments, 14 sharesJenny Aitchison MP 33 reactions, 13 comments, 8 shares
	LinkedIn 2 posts, 4 reposts, 56 reactions <i>By comparison, these figures represent around half of those for the same pages following release of concept designs earlier in the year.</i>
E-newsletter	Staff 246 recipients Community 146 recipients
Project email	2 emails received by HI-maitlandmh@health.nsw.gov.au
Website	881 views (1 Nov–3 Dec) News, concept design, schematic design
Consultation	
Staff forums	Morisset All-Staff online forum (2 Dec) 33+ attendees
	LHS Fortnightly All-Staff Meeting (14 Nov) 25+ attendees
Community drop-in session	30 significant engagements across two sessions

Project information drop-in sessions

Two staff and community information sessions were held on 26 November 2024 at Stockland Green Hills shopping centre between 10am-2pm and Maitland Hospital and 3pm-4.30pm. There were 30 significant engagements across the two sessions.

The following table presents the most frequently asked questions at these sessions, with responses based on FAQs developed following concept design consultation.

Topic	Stakeholder comments/questions	Project response
Parking	Insufficient parking at Maitland Hospital	More than 100 parking spaces for staff, visitors, consumer transport and emergency service vehicles are included in the project scope. The new facility will be self-sufficient for parking and will have no impact on parking for Maitland Hospital.
Public transport	Bus service is unreliable, should have train station	Suggest contacting the local member to advocate for enhancements to public transport for the region.
Clinical	Enquiries about types of services and how to access them	Education around the different types of mental health services and how they are accessed.
Future proofing	Can you add more beds in the future?	Expansion of the facility could be accommodated in the future, subject to funding.

Staffing	Where will you get staff?	Staff from existing services at Morisset Hospital will transfer over to the new facility when it opens.
----------	---------------------------	---

Morisset All-Staff update

More than 30 staff joined an online all-staff update on Monday 2 December where the new facility designs and a project update was presented.

Questions from staff included car parking, landscape/outdoor amenity and construction timeframes:

- Has the number of staff parking spaces been configured?
- Will our car park be only accessible for psych rehab staff or will general Maitland Hospital staff be using our car park also?
- Will the footpaths be accessible to everyone, or are they only accessible to patients and visitors?
- When is construction completion expected?

Next steps

The feedback from consultation on the schematic design will be used to:

- inform the detailed design phase of the facility
- inform topics and themes of information that is shared in upcoming project updates

Project updates will continue to be made available through e-Newsletters to the subscribed community database and on the project website. The project team will remain contactable by staff and the community via the dedicated project email address: HI-MaitlandMH@health.nsw.gov.au

Appendix

Figure 1 Community drop-in information session photos– Concept Design (August 2024)

Figure 2 Community drop-in information session photos – Schematic Design (November 2024)

Figure 3 Map of area covered for flyer drop (16 Aug 2024)

Figure 4 Letterbox drop flyer

Figure 5 Media Release | Concept designs revealed (August 2024)

Figure 6 Media Release | Schematic designs revealed (November 2024)

Figure 7 Maitland Mental Health Rehabilitation facility Concept Design

Figure 8 Maitland Mental Health Rehabilitation facility Schematic Designs

Figure 1 | Community drop-in sessions – Concept Design (August 2024)



Figure 2 | Community drop-in sessions – Schematic Design (November 2024)



Figure 3 | Flyer drop area map

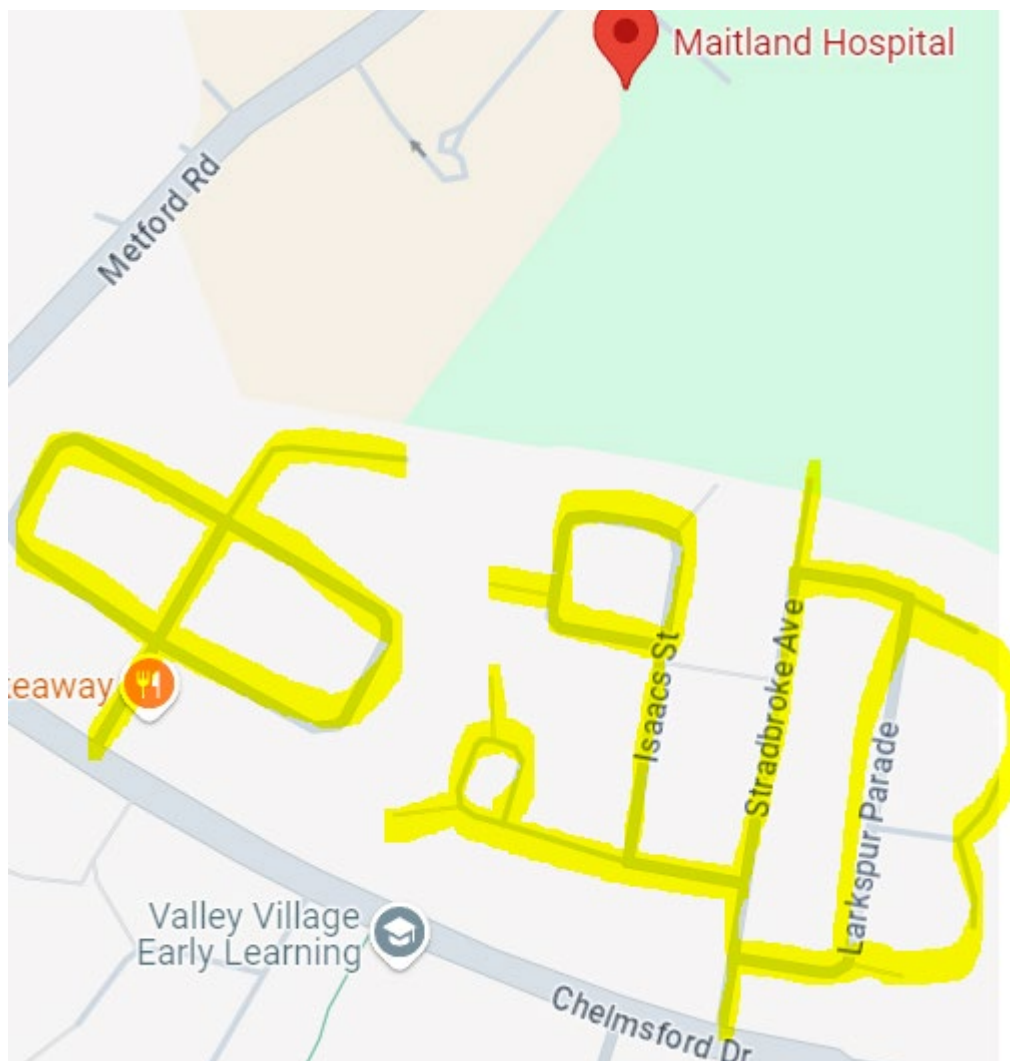


Figure 4 | Letterbox drop flyer (August 2024)



Statewide Mental Health Infrastructure Program

Maitland Mental Health Rehabilitation project

PROJECT UPDATE | August 2024



Designs unveiled for Maitland Mental Health Rehabilitation facility

Staff and the community are being offered the first look at concept designs for a new mental health rehabilitation facility that will be located on the Maitland Hospital campus.

The facility will provide a new location for some of the services currently operating out of Morisset Hospital, including rehabilitation and forensic mental health services.

What's being delivered?

- Front of house with main entry and reception
- Staff work areas including offices and amenities
- Three inpatient wards with living and dining areas, as well as indoor and outdoor activity and therapy spaces
- Integration with the surrounding landscape, with walking paths that allow consumers, visitors and staff to connect with nature.
- Staff and visitor parking

Community information sessions

Drop in to the main foyer at Maitland Hospital on **Wednesday, 21 August** between 10am-12pm or 3pm-5pm to meet the project team, ask questions and learn more about the new facility.

Share your thoughts

Provide your feedback by completing a short survey on the project website via this QR code by 30 August 2024.



1/08/2024

www.hninfra.health.nsw.gov.au/projects/maitlandmh

hninfra.health.nsw.gov.au

Figure 5 Media Release | Concept designs revealed (August 2024)

Rose Jackson

Minister for Water, Minister for Housing,
Minister for Homelessness, Minister for Mental Health,
Minister for Youth, Minister for the North Coast



Jenny Aitchinson

Minister for Regional Transport and Roads

Media Release

Designs unveiled for new Maitland Mental Health Rehabilitation facility

Wednesday, 14 August 2024

Editor's note: Link to new images [here](#)

The NSW Government has reached a new milestone with the unveiling of the first designs for the new Maitland Mental Health Rehabilitation facility, marking a significant step forward in the project's development.

Co-located on the Maitland Hospital campus in Metford, the facility will provide a new location for some of the services currently operating out of Morisset Hospital, including rehabilitation and forensic mental health services.

The integration of these services on the Maitland Hospital campus supports a transitional model of mental health care, emphasising a holistic, rehabilitation-focused approach.

The concept design maps out the location of services within the building and highlights key connections with surrounding structures, travel routes and the natural environment.

The early designs outline:

- A front of house area, including the main entry and reception
- Staff work areas, including offices and amenities
- Three inpatient wards with living and dining areas, as well as indoor and outdoor activity and therapy spaces
- Integration of the building into the surrounding landscape including a range of walking paths that offer opportunities for staff, consumers and visitors to connect with nature.

The community is encouraged to learn more about the new facility and provide their feedback at two drop-in sessions at the Maitland Hospital main foyer on:

- **Wednesday, 21 August at 10.00am-12.00pm and 3.00pm-5.00pm.**

The community can provide feedback on the concept designs by completing a short online survey, available on the project website until Friday, 30 August:

<https://www.hneinfra.health.nsw.gov.au/projects/maitlandmh/design/concept-design>

The new Maitland Mental Health Rehabilitation facility is being delivered as part of the NSW Government's \$700 million Statewide Mental Health Infrastructure Program; an initiative designed to support mental health care reform across the state.

Quotes attributable to Minister for Mental Health Rose Jackson:

"The design of the facility has been a collaborative process with input from a broad range of stakeholders, including Hunter New England Local Health District mental health service staff, clinicians and most importantly, people with lived experience of mental health.

"Aboriginal community consultation in partnership with Mindaribba Local Aboriginal Land Council has also provided feedback on important cultural considerations that will ensure the new facility is a safe and welcoming space for all members of our community.

"Our top priority is to deliver the highest quality care for those seeking mental health support. We are modernising and enhancing mental health facilities to better serve consumers and the broader community."

Quotes attributable to Minister for Regional Transport and Roads, Member for Maitland, Jenny Aitchison:

"Maitland has long needed modern facilities and services to help people with mental health challenges.

"I am pleased the Maitland community will have an opportunity to provide input into how these services and facilities will be established and operate.

"I'd like to say a big thank you to all the incredible advocates for mental health who have stood with me to advocate for better services for our community."


Quotes attributable to Dr Anand Swamy, Executive Director for Hunter New England Mental Health Services:

"The new facility will support the delivery of best-practice care in a contemporary, residential style environment that is appropriate for the needs of consumers and best supports their recovery and journey back into the community."

Figure 6 | Media release – Schematic designs released (November 2024)

OFFICIAL

Rose Jackson
Minister for Water, Minister for Housing, Minister for Homelessness,
Minister for Mental Health, Minister for Youth, Minister for the North Coast



Media Release

Designs unveiled for new Maitland Mental Health facility

Tuesday, 12 November 2024
****Link to new images [here](#)****

Artist's impression images of the Maitland Mental Health Rehabilitation facility have now been released, providing the community with a detailed look at the new, purpose-built facility.

Located on the Maitland Hospital campus in Metford and due to be completed by 2027, the facility will provide a range of rehabilitation and forensic mental health care services.

The design previews a modern facility that has been specifically designed to support a rehabilitation model of care. It will include three inpatient units, including low and medium secure forensic units, and a rehabilitation and recovery unit.

All units will provide single bedrooms featuring ensuites and shared kitchen, dining and living areas, as well as contemporary indoor and outdoor therapy spaces.

The project also includes additional parking spaces for the new service to ensure that staff, visitors, consumer transport and emergency service vehicles have easy access to the facility.

Once completed, some services currently located at the Morisset Hospital campus will be relocated to the new Maitland Mental Health Rehabilitation facility.

The facility's design has been shaped by extensive consultation with staff, consumers, and community members through various forums including Project User Groups, Connecting with Country working group, and the Arts in Health program.

Feedback gathered during community consultation sessions earlier this year has also been incorporated into the design, ensuring the facility meets the needs of patients and the wider community.

Community members are encouraged to attend two upcoming drop-in sessions to learn more about the project on **Tuesday, 26 November**:

- 10:00 am - 2:00 pm at Stockland Green Hills shopping centre
- 3:00 pm - 4:30 pm in the Maitland Hospital foyer

The Maitland Mental Health Rehabilitation facility is being delivered under the NSW Government's \$700 million Statewide Mental Health Infrastructure Program.

For more information about the project and ongoing consultation opportunities, visit www.hneinfra.health.nsw.gov.au/projects/maitlandmh or contact the project team by emailing HI-MaitlandMH@health.nsw.gov.au

Client Confidential

OFFICIAL

Minister for Mental Health Rose Jackson said:

"We're proud to share the latest designs for the Maitland Mental Health Rehabilitation facility. In these designs, we have taken the comments of staff and people with lived experience of mental ill health on board, and their input has helped shape this project into something we can all be proud of.

"This project builds on our commitment to provide world-class mental healthcare to those who need it and to upgrade and reform our mental health infrastructure across the state.

"Once built, the new facility will increase the number of low- and medium-secure rehabilitation units available in NSW, helping forensic patients to safely progress through their recovery and rehabilitation."

Member for Maitland Jenny Aitchison said:

"I'm pleased to see this project is progressing, and I encourage the community to attend the drop-in sessions to learn more about it and provide their feedback.

"With features such as single rooms, shared living spaces, and therapeutic outdoor areas, this facility is designed to foster recovery and well-being.

"This new purpose-built facility will bring quality mental health care services to the region, meeting the needs of patients today and into the future."

Dr Anand Swamy, Executive Director Hunter New England Mental Health Services said:

"The new Maitland Mental Health Rehabilitation facility has been designed with rehabilitation at its core, providing a welcoming environment that promotes recovery, with the addition of outdoor therapy spaces and walking paths, alongside shared living areas, creating a healing environment for consumers."

"These designs reflect the hard work and input from staff, consumers, and the community. We've listened to the feedback, and we're delivering a facility that is modern, therapeutic, and designed to best meet the mental health needs of the consumers of these services."

Figure 7 | Concept design

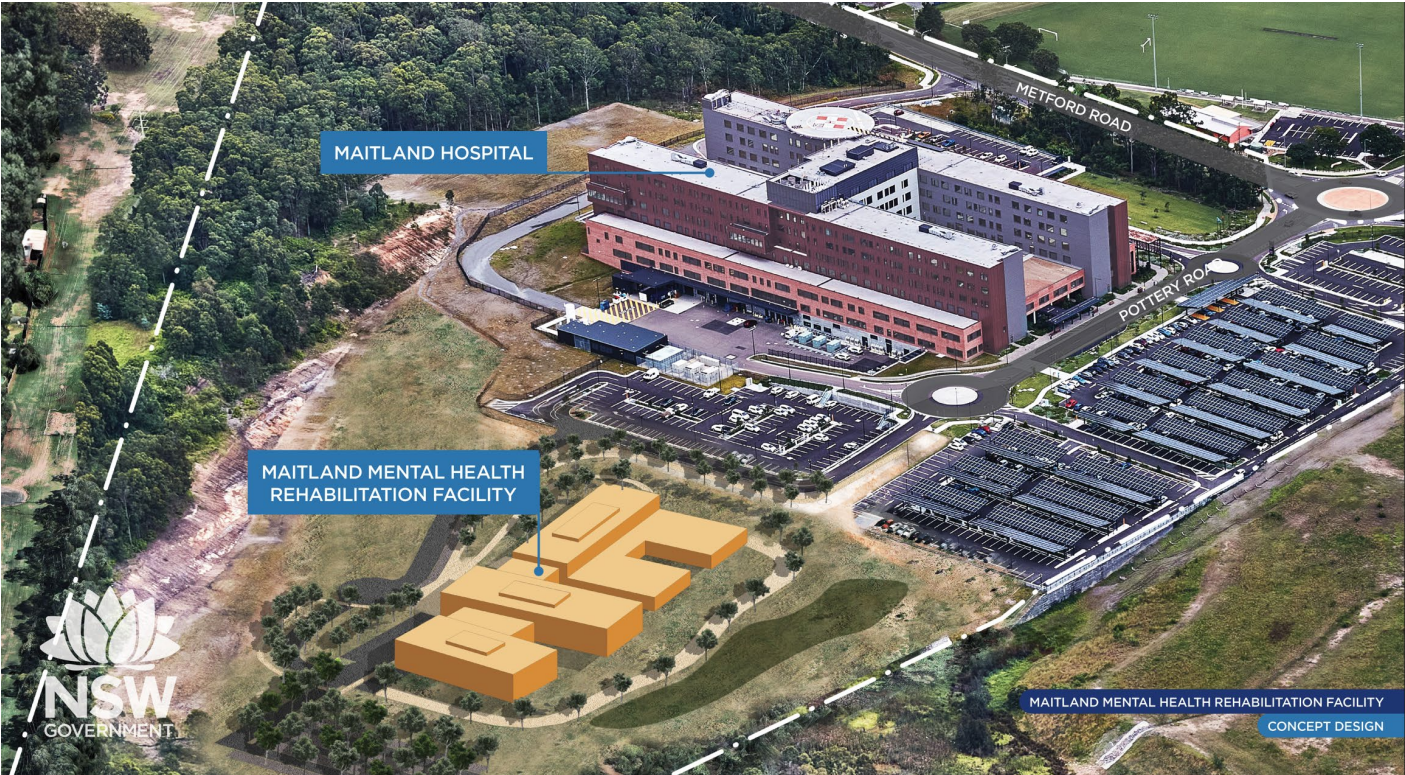


Figure 8 | Schematic designs



Contact Details

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