

HEALTH INFRASTRUCTURE

Bathurst Hospital Redevelopment

State Significant Development Application Engagement Report

9/07/2024

Version Number 1.0

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A	29/2/2024	Annabel Dunlop		Initial Draft for Project Team review
B	09/07/2024	Annabel Dunlop		Final for SSDA submission



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Executive Summary

This Engagement Report has been prepared by Health Infrastructure for the redevelopment of the Bathurst Hospital at 361-365 Howick Street, Bathurst.

The site is located at 361-365 Howick Street, Bathurst, in the Bathurst Local Government Area. It is occupied by Bathurst Health Service, a Level C referral facility in the Western NSW Local Health District.

This report accompanies a State Significant Development Application that seeks approval for the construction and operation of a new-build expansion, refurbishment and repurposing works to the existing Bathurst Health Service main hospital building. Proposed works will include:

- A new-build, multi-storey health services building expansion toward Mitre St (including 1 plant level) to include overnight inpatient accommodation and non-admitted care services and a new hospital front-of house and entrance
- A new-build, two-storey expansion to the Emergency department and Operating Theatres (plus 1 plant level)
- A new-build, single-storey expansion to the existing Cancer Service building – Daffodil Cottage
- Refurbishment and repurposing to areas of the existing hospital
- Site establishment, demolition of some existing structure, cut and fill and remediation works
- Vehicular circulation and car parking improvements
- Tree removal
- Landscape works
- Alteration and amplification of existing hospital plant and services infrastructure

For a detailed project description, refer to the Environmental Impact Statement prepared by Ethos Urban. Secretary’s Environmental Assessment Requirements

This Engagement Report supports a State Significant Development Application (SSDA) for the redevelopment of the Bathurst Hospital at 361-365 Howick Street, Bathurst. The applicant is NSW Health Infrastructure.

This report addresses the requirement for community and stakeholder engagement specified in the Department of Planning and Environment’s Secretary’s Environmental Assessment Requirements (SEARs) for the project, issued on 21 November 2023. It follows the principles set out in the *Undertaking Engagement Guidelines for State Significant Projects*.

SEARs	Section or Report
Detail engagement undertaken and demonstrate how it was consistent with the Undertaking Engagement Guidelines for State Significant Projects. Detail how issues raised and feedback provided have been considered and responded to in the project. In particular, applicants must consult with:	This report
<ul style="list-style-type: none">• the relevant Department assessment team.	Environmental Impact Statement (EIS)
<ul style="list-style-type: none">• any relevant local councils	EIS
<ul style="list-style-type: none">• any relevant agencies	EIS and specific technical reports This report
<ul style="list-style-type: none">• the community	This report

SEARs	Section or Report
<ul style="list-style-type: none">if the development would have required an approval or authorisation under another Act but for the application of s 4.41 of the EP&A Act or requires an approval or authorisation under another Act to be applied consistently by s 4.42 of the EP&A Act, the agency relevant to that approval or authorisation.	EIS This report



Artist Impression Mitre Street Entrance

Background

Purpose

This Engagement Report, developed specifically for the Bathurst Hospital Redevelopment outlines the engagement activity that has been undertaken during the preparation of the State Significant Development Application (SSDA) to meet the Secretary’s Environmental Assessment Requirements (SEARs). The Bathurst Hospital Redevelopment project is considered a State Significant Development (SSD) and recognises the need for meaningful, proportionate 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 Bathurst Hospital Redevelopment engagement has helped the project team understand and identify potential issues and develop mitigation measures to address them.



Artist Impression Mitre Street Main Entrance Foyer

Project description

The NSW Government has committed \$200 million towards the Bathurst Hospital Redevelopment, which will deliver enhanced access to a range of clinical services available at the hospital for patients, staff and the community, including improved parking both on campus and in the surrounding streets. The project will:

- Redevelop the existing hospital to provide patients, carers and visitors with modern health facilities which can offer first-class care as close to home as possible
- Expand clinical services
- Improve the hospital experience for patient, carers and visitors
- Grow Bathurst as a major health hub for surrounding communities including Blayney, Oberon and Rylstone
- Help attract and retain valuable healthcare staff by delivering fit for purpose, contemporary working environments
- Boost the local economy through construction and health jobs, and business opportunities.

Scope of works

The redevelopment project works will include:

- A new-build, three-storey health services building expansion (including 1 plant level) to include overnight inpatient accommodation and non-admitted care services and a new hospital front-of house and entrance
- A new-build, two-storey expansion to the Emergency department and Operating Theatres (plus 1 plant level)

- A new-build, single-storey expansion to the existing Cancer Service building – Daffodil Cottage
- Refurbishment and repurposing to areas of the existing hospital
- Site establishment, demolition of some existing structure, cut and fill and remediation works
- Vehicular circulation and car parking improvements
- Tree removal
- Landscape works
- Alteration and amplification of existing hospital plant and services infrastructure

Project milestones

Date/ Timeframe	Activity Milestone
February 2023	Clinical Services Plan Endorsed by Ministry of Health
February 2023	Master Plan
August 2023	Concept Design
February 2024	Strategic Business Case
March 2024	Schematic Design
End 2024	State Significant Development Application lodged
End 2024	Final Business Case
Mid 2024	Detail design complete
Early 2025	Main works
Late 2027	Construction completion



Artist Impression Howick Street Entrance

Engagement

Objectives

The communications and engagement objectives for this project are to:

- Develop targeted, effective communications outputs for staff, patients, consumers, clients, carers, families and community at all stages and milestones.
- Champion inclusion to ensure that everyone has an opportunity to be heard. We will communicate in the formats which are most likely to engage our stakeholders, such as social content, and video content
- Identify and engage with stakeholders at every stage of the project to ensure we hear a diversity of views.
- Explore all opportunities to ensure engagement is purposeful, meaningful, collaborative, sustainable, informative and genuine.
- Be respectful of people's time and contribution. Where decisions are proscribed, or have already been taken, we will make every effort to identify other negotiable opportunities in which stakeholders can shape and influence outcomes in a positive way.
- Ensure engagement and communication is open and honest, and expectations are clear.
- Ensure communication to all stakeholders is clear, consistent, relevant, timely, and easily accessible.

Engagement Approach

The communications and engagement approach for Bathurst Hospital 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 project and community.

The level of public participation required for this project is informed by the IAP2 spectrum, and based on the level of public impact from the project and the scope for community and stakeholder input to the Bathurst Hospital Redevelopment.

Based on the IAP2 Spectrum, the project team listed its key stakeholders (internal and external) and the most suitable approach for engagement as shown in the table below. (For reference: [IAP2 Public Participation Spectrum](#).)

Inform	Consult	Involve	Collaborate
We will keep you informed	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decision to the maximum extent possible
<ul style="list-style-type: none"> • NSW Treasury / Finance • State Member for Bathurst • Local and metro media • Bathurst Health Council • Bathurst Clinical Council • Daffodil Cottage volunteers • Bathurst Garden Club • Bathurst Health Advocacy Network • Inter-university meeting (Western Sydney University and Charles Sturt University) • U3A • WSU Community Research Group • Bathurst Community Health Committee 	<ul style="list-style-type: none"> • Western NSW Local Health District Board (WNSWLHD) • Staff • Neighbours • Local residents and community members • Community Reference Group • Patients • LHD staff not directly involved in project user groups • Bathurst Local Aboriginal Land Council • Bathurst Aboriginal Interagency Meeting • Wiradjuri Elders Group • Bathurst Regional Council • Bathurst Hospital Auxiliary • Daffodil Cottage Advisory Council (DCAC) • Bathurst Community Transport • Downer • Country Women's Association (CWA) • Bathurst Neighbourhood Centre • Bathurst Uniting Support Services (BUSS) 	<ul style="list-style-type: none"> • NSW Ambulance • NSW Communities and Justice • NSW Police 	<ul style="list-style-type: none"> • Community Reference Group • Aboriginal Health Unit • Project User Groups • WNSWLHD Heads of Departments

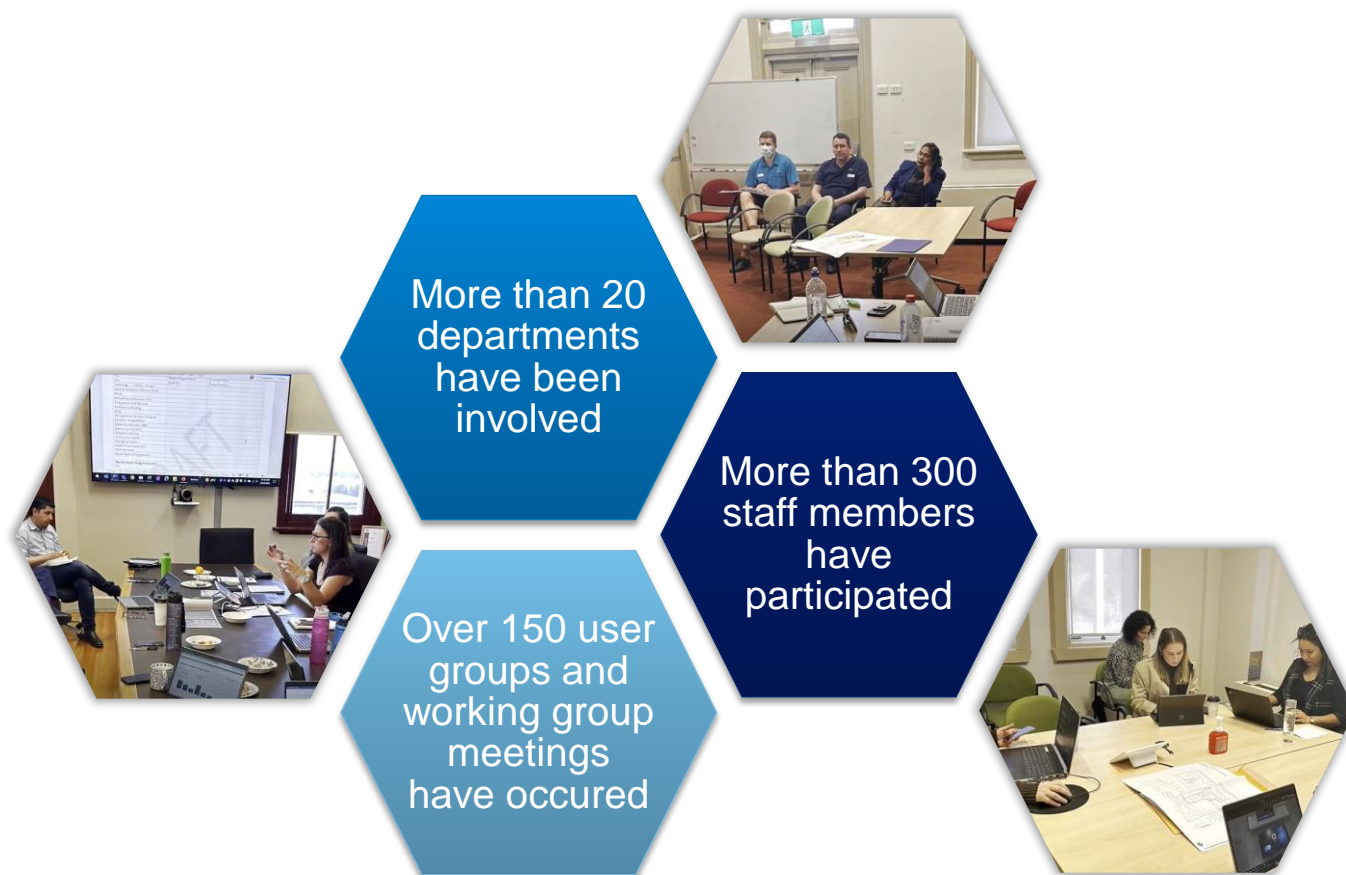
Engagement undertaken

This section outlines how the Bathurst Hospital Redevelopment project is strategically and proactively engaging the community and key stakeholders including staff, health providers, Government agencies, patients, neighbours and surrounding communities – from planning and design through to construction and handover. The below information is extracted from our SSDA engagement tracker which records all internal and external stakeholder engagement activities.

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 and have included community representation from members of the Community Reference Group.



Agency Engagement

Prior to lodging the SSDA and to satisfy the SEARs, the table below provides an outline of the key agency meetings.

Agency	Date
State Design Review Panel (SDRP)	8 February 2023, 10 May 2023, 9 August 2023 and 13 December 2023
Bathurst City Council	5 December 2022, 2 March 2023, 24 July 2023, 16 August 2023, 11 March 2024, 26 June 2024
Transport for NSW	22 July 2024
NSW Ambulance	12 September 2023, 8 March 2024
NSW Communities and Justice	7 June 2023, 14 March 2024
NSW Police	12 September 2023, 22 March 2024

External engagement

In addition to the project user groups and working groups, the project team also actively engages with the various external stakeholders within 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. Below is the list of internal and external engagement activities (excluding the above mentioned project user groups and working groups). Engagement activities have been supported with communications via media releases, local media advertising, regular project updates, post consultation reports for each design phase, updates to the dedicated project website, development of Frequently Asked Questions and dedicated project hotline via email and phone.

Engagement Tracker

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
3-Nov-22 11-Nov-22 17-Nov-22 24 Nov-22 25-Jan-22	Bathurst Health Service staff and community	116	Introductory project briefing about the planning process	Early engagement for project planning	Staff and community interested to hear about the planning process and how consultation will occur throughout every phase of the project as during the 2008 redevelopment there was a perceived lack of consultation with staff and the broader community.	There will be extensive patient, community and staff consultation throughout the project. Staff and community representatives will participate in Project User Groups, known as PUGs, to help plan the services or departments for the new hospital. There will also be PUGs for hospital-wide considerations such the 'front of house' and 'whole of hospital' which looks at the patient and visitor experience, main entry and orientation thorough the hospital. The community will have the opportunity to provide feedback throughout the main planning and design milestones and the project. There will also be working groups for which community members can provide an Expression of Interest to join.
17-Nov-22	Bathurst Clinical Council	10	Introductory project briefing about the planning process	Early engagement for project planning	Clinicians keen to be kept informed of the project planning and particularly involvement in their departments.	Staff and community representatives will participate in Project User Groups, known as PUGs, to help plan the services or departments for the new hospital. Bathurst Clinical Council to be briefed at key milestones.
5-Dec-22	Bathurst Regional Council	11	Introductory project briefing about the planning process	Early engagement for project planning	Council to be kept informed of the project planning.	Regular briefings to be scheduled for key areas of interest and milestones.
5-Dec-22	Bathurst Health Advocacy Network	5	Introductory project briefing about the planning process	Early engagement for project planning	Very pleased to be included in consultation and interested to hear about the planning process and how consultation will occur through-out every phase of the project.	Regular briefings to be scheduled for key project milestones.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
8-Feb-23	Government Architect NSW (SDRP)	5	Introductory project briefing about the planning process	Early engagement for project planning	Pleased that an informal session was arranged as a project introduction and to discuss arrangements for the future formal SDRP meetings	Regular briefings to be arranged for the formal SDRP process.
16-Feb-23	Bathurst Aboriginal Interagency Meeting	15	Introductory project briefing about the planning process and Connecting with Country strategy development	Connecting with Country engagement	Aboriginal community keen to be involved in the project and very grateful to be included at the outset of the project.	Walk on Country for all Aboriginal community stakeholders scheduled for the following month.
22-Feb-23 - 31-Mar-23	Bathurst Health Service staff and community	184	Consultation	Master plan	<p>Feedback was received from staff and visitors around the need for outdoor space.</p> <p>Interested to understand if the master plan considered future expansion beyond this redevelopment.</p> <p>There was feedback and concern around the provision of current staff as well recruiting new staff for the expanded clinical services.</p> <p>There was consistent interest in the provision of parking on site as part of the redevelopment.</p>	<p>The hospital's design has a strong Connection to Country, with light-filled spaces, as well as direct access to recreational areas and improved connection to Victoria Park to create a welcoming environment for patients, visitors and staff.</p> <p>The campus master plan provides the opportunity for expansion zones to the north of the building to meet the future needs of the community in the coming decades.</p> <p>A workforce plan has been drafted by WNSWLHD to support the redevelopment.</p> <p>The redevelopment will deliver improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking.</p>
28-Feb-23	Daffodil Cottage Advisory Council	6	Consultation	Master plan	Feedback centred around the need for undercover walkway between Daffodil Cottage and the main hospital.	A covered walkway to be included in concept design between Daffodil Cottage and the new expanded area of ED for staff and patients.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
2-Mar-23	Bathurst Regional Council	13	Consultation	Master plan	There was consistent interest in the provision of parking on site as part of the redevelopment and the potential involvement of Bathurst Regional Council.	The redevelopment will deliver improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking.
2-Mar-23	Community Reference Group	12	Consultation	Master plan	Feedback centred around positive impact of new front entrance facing Mitre Street and the expansion of the Emergency Department (ED).	Community Reference Group to be consulted prior to key milestone releases to inform the design prior to public release.
8-Mar-23	Bathurst Health Advocacy Network	5	Consultation	Master plan	Appreciative of opportunity to be consulted as a group and acknowledge the consultation approach of the project team.	Regular briefings to be scheduled for key project milestones.
15-Mar-23	Bathurst Hospital Auxiliary	15	Consultation	Master plan	Very pleased to be included in consultation.	Nil
16-Mar-23	Bathurst Aboriginal Interagency Group	13	Walk on Country	Connecting with Country	Through the listening, the key findings included the cultural importance of the river and acknowledgement of it as massacre site. Bathurst is a resettlement city so acknowledging displacement and recognition of all nations. Patient experience centred of the need for the facility to be culturally safe and welcoming for Aboriginal people on arrival with visibility of the Aboriginal Health Workers. The requirement for outdoor spaces for quiet areas as well as large gatherings.	Connecting with Country strategy developed to incorporate the key cultural elements including the river a central navigation path through the expanded facility. Design updated to include relocation of Aboriginal Health Workers to front entrance with direct access to a cultural courtyard.
10-May-23	Government Architect NSW (SDRP)	5	Consultation	Master Plan	Very supportive of connecting with Country response, new Mitre Street frontage, hospital street aspiration and outlook to the Bathurst plains from the Inpatient unit (IPU).	Continual improvement on connecting with Country response and site architectural, landscaping and Ecologically Sustainable Development (ESD) improvements during the development of the design in the concept phase.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
1-Jun-23	Bathurst Garden Club	1	Consultation	Daffodil Cottage	Interested to understand the impact of the Daffodil Cottage expansion on the garden.	Regular briefings to be scheduled as planning progresses for Daffodil Cottage.
1-Jun-23	Bathurst Regional Council	4	Consultation	Offsite car parking	Supportive of the proposal to reline mark Mitre Street as well as new line marking on upper Mitre Street and Howick Street.	Regular briefings to be scheduled as planning progresses.
7-Aug-23	WNSWLHD Board	2	Consultation	Concept design	Very supportive of the concept design and the thorough consultation to date.	Nil
7-Aug-23 – 16 Aug 23	Bathurst Health Service staff and community	235	Consultation	Concept design	Very supportive of the greenspace and access to natural light	Courtyard areas, natural light and landscaping further developed for schematic design
					There was interest in the provision of parking as part of the redevelopment.	The redevelopment will deliver improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking.
					The taxi rank is currently taking up car spaces on Howick Street and there is no ability to book a taxi.	Taxi phone included in the design and to be located at the new front of house.
					Very positive feedback around the discharge lounge to be located at the existing entrance accessed from Howick Street	Nil
8-Aug-23	Neighbours	100	Letter box drop	Concept design	Nil	Nil
9-Aug-23	Government Architect NSW (SDRP)	5	Consultation	Concept design	Supportive of analysis of site opportunities and constraints and the commitment to truth telling from the significant engagement with the local Aboriginal Knowledge holders.	Continual improvement on connecting with Country response and site architectural, landscaping and ESD improvements during the development of the design in the schematic phase.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
9-Aug-23	Daffodil Cottage volunteers	8	Consultation	Concept design	Very supportive of the inclusion of the covered access between Daffodil Cottage and ED as included in the concept design	Covered access between Daffodil Cottage and ED further enhanced for schematic design.
10-Aug-23	AECG	23	Consultation	Connecting with Country	Very supportive of the of the Connecting with Country approach and findings to date. As planning progresses, the AECG is keen to hear about opportunities for children to be involved in the artwork.	Arts Working Group to reach out to Aboriginal Education Consultative Group (AECG) once established to ascertain any opportunities for Aboriginal children to contribute to the art and culture.
16-Aug-23	Bathurst Regional Council	8	Consultation	Concept design	Appreciative of opportunity to be consulted as a group and acknowledge the consultation approach of the project team. There was interest in the provision of parking as part of the redevelopment.	BRC attended the public consultation for concept design to ascertain how it was undertaken as positive feedback was received. The redevelopment design includes improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking.
17-Aug-23	Bathurst Aboriginal Interagency Meeting	16	Consultation	Feedback to Connecting with Country	Project team provided the draft Connecting with Country strategy to ascertain feedback around the interpretation. Positive feedback received as reflecting what was heard through the non-linear building form and provision of greenspace and gathering.	Nil Curved non-linear building form and greenspace further developed for schematic design with strong reference to local culture and landforms.
21-Aug-23	Daffodil Cottage Advisory Council (DCAC)	5	Consultation	Concept design	Very supportive of the inclusion of the covered access between Daffodil Cottage and ED as included in the concept design	Covered access between Daffodil Cottage and ED further enhanced for schematic design.
22-Aug-23	Bathurst Health Advocacy Network	6	Consultation	Concept design	Appreciative of opportunity to be consulted as a group and acknowledge the consultation approach of the project team.	Regular briefings maintained for milestone consultation.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
24-Aug-23	Inter-university meeting	13	Consultation	Concept design	Appreciative of opportunity to be consulted as a group and acknowledge the consultation approach of the project team.	Nil
28-Aug-23	U3A	33	Consultation	Concept design	Interest in the provision of parking on site as part of the redevelopment. Questions around the provision of current staff as well recruiting new staff for the expanded clinical services.	The redevelopment design includes improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking A workforce plan has been drafted by WNSWLHD to support the redevelopment. The WNSWLHD is committed to recruiting and retaining staff for all rural and regional locations.
28-Aug-23	WSU Community Research Group	28	Consultation	Concept design	Appreciative of opportunity to be consulted as a group and acknowledge the consultation approach of the project team.	Nil
7-Sep-23	Bathurst Community Transport	1	Consultation	Transport and Accessibility	Consultation on discharge lounge and the accessibility for patients and visitors. Also increasing the frequency of Community Transport to support accessibility.	Daffodil Cottage radiation bus pick-up/drop off point relocated offsite to aid parking for patients and create additional parking spaces.
7-Sep-23	Wiradjuri Elders Group	5	Consultation	Connecting with Country	Project team provided the draft Connecting with Country strategy to ascertain feedback around the interpretation. The group requested the inclusion of 'fire' as one of the key pillars.	'Fire' incorporated into the Connecting with Country framework.
15-Sep-23	CWA	15	Consultation	Concept design	Interested in promoting the CWA funded rural scholarship to attract rural clinicians. Appreciative of opportunity to be consulted as a group and acknowledge the consultation approach of the project team.	LHD project team promoted the opportunity through appropriate internal forums.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
12-Dec-23	Community Reference Group	6	Consultation	Schematic design	There was interest in the provision of parking on site as part of the redevelopment, alongside accessibility for patients and visitors with limited mobility.	The redevelopment design includes improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking
13-Dec-23	Government Architect NSW (SDRP)	5	Consultation	Schematic design	Supportive of the overall design development and collaboration with internal HI design assurance which has assisted the design process.	Continual improvement on connecting with Country response and site architectural, landscaping and ESD improvements during the development of the design in the detailed design phase prior to submitting the EIS.
7-Feb-24	WNSWLHD Board	10	Consultation	Schematic design	There was interest in the provision of parking on site as part of the redevelopment. Very supportive of the colour scheme and interpretation of interior and exterior design to reflect Country.	The redevelopment design includes improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking. Nil
12-Feb-24 – 28 Feb 24	Bathurst Health staff and community	223	All staff briefing & consultation	Schematic design	There was interest in the provision of parking on site as part of the redevelopment. There was very positive feedback centred around the distribution of spaces and improved pedestrian access. Positive feedback for location of Aboriginal Health Workers and access to the courtyard with provision for family gathering.	The redevelopment design includes improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking. Nil

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
					Very supportive of the design and colour scheme.	Nil
					Positive feedback for the front of house, views to the park and accessibility to onsite greenspace.	Nil
12-Feb-24	Neighbours	100	Letter box dop	Schematic design	Neighbour concerned the project may utilise Victoria Park.	There are no plans for the project to expand into Victoria Park.
15-Feb-24	WSU students	20	Consultation	Schematic design	Really like the design and positive feedback around the consultation.	Nil
15-Feb-24	Bathurst Clinical Council	24	Consultation	Schematic design	Supportive of the provision of clinical services.	Nil
21-Feb-24	Bathurst Hospital Auxiliary	9	Consultation	Schematic design	Very supportive of the relocation and expansion of the café to the front of house.	Detailed engagement to occur re specific requirements to suit the need of the café.
21-Feb-24	Bathurst Aboriginal Interagency Group	10	Consultation	Connecting with Country	Very supportive of the colour scheme and interpretation of interior and exterior design to reflect Country.	Nil
28-Feb-24	Bathurst Health Council	6	Consultation	Schematic design	There was interest in the provision of parking on site as part of the redevelopment	The redevelopment design includes improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking.
					There was interest in the provision clinical services and the longevity of the Clinical Services Plan (CSP).	The CSP was endorsed by the Ministry of Health in February 2023 and the project is working to deliver the core clinical services outlined in the CSP.
6-Mar-24	Wiradjuri Elders Group	3	Consultation	Connecting with Country	Very supportive of the colour scheme and interpretation of interior and exterior design to reflect Country.	Nil

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
11-Mar-24	Bathurst Community Health Committee	11	Briefing	Schematic design	<p>There was interest in the provision of parking on site as part of the redevelopment</p> <p>There was interest in the provision clinical services and the longevity of the CSP.</p>	<p>The redevelopment design includes improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking in Mitre and Howick Streets to be delivered through line marking.</p> <p>The CSP was endorsed by the Ministry of Health in February 2023 and the project is working to deliver the core clinical services outlined in the CSP.</p>
4-Apr-24	Bathurst Ladies Probus Club	31	Briefing	Schematic design	<p>There was interest regarding accessing services at the hospital campus and car parking, as well as provisions within the project for oncology services, hydrotherapy pool, local mental health services, and overall clinical planning for the Bathurst catchment area.</p>	<p>Car parking and access design and consultation is ongoing, and more information will be released publicly as this is resolved.</p> <p>Oncology services are included within the scope of the project per the clinical services plan.</p> <p>Potential improvement opportunities for community to access to the hospital hydrotherapy pool; community collaboration being investigated.</p>
26-Jun-24	Bathurst Regional Council	4	Consultation	Offsite car parking	<p>Supportive of the proposal to reline mark Mitre Street to 90 degrees, reline Howick Street to 45 degree parking.</p>	<p>Parking changes to be presented to Local Traffic Committee who will advise Council.</p>
17-Jul-24	Bathurst Community Transport	1	Consultation	Transport and Accessibility	<p>Very supportive of approach with multiple areas for pick-up and drop off.</p>	<p>Consideration for wayfinding and a dedicated parking space for community transport</p>
22-Jul-24	TfNSW	2	Briefing	Off street parking	<p>Appreciative of consultation prior to SSDA lodgement and noted that TfNSW's primary interest relates to the safety and operation of the existing classified (State) road network</p>	<p>Consideration for specific items including swept paths and accessibility to be included in SSDA documentation.</p> <p>The project will present the Local Traffic Committee, which is attended by a TfNSW representative.</p>
23-Jul-24	Bathurst Buslines	2	Consultation	Location of bus stops servicing Bathurst Hospital	<p>Appreciative of consultation for maintaining the existing bus stop or relocating bus stop to Mitre Street. No concerns either way as the bus route remains the same.</p>	<p>Both bus stops to be included in SSDA documentation.</p>



Early engagement



Early engagement



Walk on Country



Master plan consultation



Concept design consultation



Concept design consultation



Concept design consultation



Community Reference Group



CWA consultation



Schematic design consultation



Schematic design consultation



Schematic design consultation



Schematic design consultation



Staff consultation

Key project response and outcomes

The Bathurst Hospital Redevelopment 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.

Key issue	Project Response	Outcome
The existing front entrance is in the centre of the site with visibility and accessibility to public transport limited.	Review options for main entry to support accessibility to clinical services.	A new front entry, facing Mitre Street designed with direct street access and adjacent undercover parking.
Location and visibility of Aboriginal Health Workers	Review location of Aboriginal Health Workers in line of new main entry	Relocate the Aboriginal Health team to the front of house with direct access to a courtyard.
Lack of available greenspace	Review accessibility of outdoor space and provision of natural light	The hospital Design includes light-filled spaces, direct access to internal courtyards and improved connection to Victoria Park to create a welcoming environment for patients, visitors and staff. The future Masterplan includes a community green.
Navigation through the facility is challenging as there is no central access corridor and some departments are only accessible through other departments.	Review options for navigation to support the main entry and efficient access to clinical services.	'Hospital Street', a key navigational pathway incorporated into the design to link the new front entrance and existing entrance while providing direct access to departments.
Car parking	Review options for on campus and on-street car parking.	The redevelopment will deliver improved car parking options for patients, staff and visitors, as well as pedestrian and traffic access. There will be an increase in public parking with car spaces redistributed across the site including additional spaces directly outside the emergency department and under cover parking accessed from Mitre Street will be prioritised for public use. Increased parking Mitre and Howick Streets to be delivered through line marking.
Staff and community had a perception of a lack of consultation and engagement for the 2008 redevelopment.	Internal and external stakeholder mapping undertaken with extensive consultation with hospital staff, community and stakeholders from early engagement through to SSDA lodgement with engagement to continue throughout the project lifecycle.	Positive feedback received about the extent of consultation with engagement to continue throughout the project lifecycle.

Next steps

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

The Bathurst Hospital Redevelopment 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 also actively engage with our stakeholders after the SSD approvals phase through to the delivery and operational commissioning phases.

The Bathurst Hospital Redevelopment 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 has been developed and is regularly updated to guide the project's proactive engagement approach during the planning, design, construction and operational commissioning of the project.

Contact Details

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