



HEALTH INFRASTRUCTURE

REF Communications & Engagement Report

Batemans Bay Community Health

24 June 2024

Background

The NSW Government has committed \$20 million to deliver a modern, integrated, and convenient health service for the Batemans Bay community. Batemans Bay Community Health is being designed to meet the health care needs of the local community and provide improved local access to a range of services such as:

- Allied Health
- Child, Youth and Family Services
- Women's Health
- Sexual Health
- Community nursing, wound management, and palliative care
- Aboriginal Health
- Mental Health and Drug and Alcohol

Extensive consultation occurred during the master plan and design phases for the new facility including Eurobodalla Health Service staff and clinicians, the local Aboriginal community, local residents and neighbours, Eurobodalla Shire Council, disability services and support groups and the wider community.

Purpose

This Engagement Report, developed specifically for Batemans Bay Community Health, outlines the engagement activity that has been undertaken during planning and design phases. The Batemans Bay Community Health development 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 community and stakeholder engagement that has informed the development of the proposal and contributed to better outcomes
- Explain 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 connects the community, stakeholders and consumers to the project.

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

Project milestones

Timeframe	Activity / Milestone
January 2022	\$20 million funding announced
December 2022	Lead design team appointed
December 2022	Staff and community information sessions
November 2023	Site selection announced
January 2024	Masterplan released
Jan/ Feb 2024	Staff and community consultations
June 2024	Designs released
June 2024	Staff and community consultation

November 2024	Construction expected to commence
April 2026	Batemans Bay Community Health expected to be operational
March 2027	Carpark Commencement
May 2027	Carpark Completion and Operation

Engagement

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 communications and engagement objectives for the Batemans Bay Community Health 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 local Aboriginal and community groups,
- 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 Batemans Bay Community Health focuses on early, proactive, transparent and regular communications and engagement throughout all stages of the project. This approach 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.

Engagement undertaken

This section outlines how the Batemans Bay Community Health project is strategically and proactively engaging the community and key stakeholders including staff, neighbours and surrounding communities – 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.

Internal stakeholder engagement

Project user groups and working groups were established early 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 hospital and LHD staff.

External engagement

The project team engages with various external stakeholders within Batemans Bay and surrounding 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 undertaken in alignment with the various design stages.

Below is the list of external engagement activities*.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project response/ design changes
7 December 2022	Local Government	6	Meeting	Introductory project briefing	Council to be kept informed of the project planning	Regular briefings to be scheduled
12 and 13 December 2022	Staff	28	2 x Staff information sessions	Update staff on project and meet the design team	Staff registered interested in being involved in the planning and design	Schedule regular staff newsletters and meetings to keep staff up to date.
13 December 2022	Community	12	Community drop-in	Meet the design team	Members met Project managers and architect. Registered interested in being involved in the planning and design	Signed community up to mailing list to be kept up to date with the project
8 March 2023	Local Government	4	Meeting	Site selection consultation	Eurobodalla Shire Council town planning and property team provided feedback on potential site locations for the project.	Consultation feedback was used to inform site selection strategy for the project
10 May 2023	Aboriginal Community	7	Meeting	Connecting with Country – location of new facility	Water estuary runs in low lying area of Batemans Bay commercial area. No significant concerns about proposed location	Project team continue to explore location options
2 August 2023	Local Government	6	Meeting	Project update	Council provided the latest information on the project planning	Ongoing updates to be held
4 October 2023	Local Government	6	Meeting	Project update	Council provided the latest information on the project planning	Ongoing updates to be held
5 December 2023	Local Government	6	Meeting	Project update	Council provided the latest information on the project planning and design	Ongoing updates to be held

23 January 2024	Neighbours	4	Door knock/ letterbox drop	Introductory meeting with neighbours and advice around planning	<p>Feedback included:</p> <ul style="list-style-type: none"> • concern regarding future access to rear of properties • staging of construction activities • parking for current vehicles using the space designated for the new facility • concern about the reduction in on-site parking and any associated issues with local traffic movements (during and post construction) • maintenance to southern rear of the hospital grounds • access to services and utilities 	<p>Feedback has been provided to neighbours requesting information.</p> <p>Our advice is that there is no ongoing requirement for NSW Health to provide continued access or right-of-carriageway to the rear of properties as the area in question is under government title.</p> <p>All access arrangements to the construction site will be finalised as part of ongoing planning activities. Staging of the building works and the various components are being developed. As construction activities approach, neighbours will be kept up to date on what to expect during construction.</p> <p>The design of the new facility includes a new dedicated car park to support the services that will be provided on the site. It is anticipated there will be significantly reduced demand on the existing parking spaces around Batemans Bay Hospital once the new Eurobodalla Regional Hospital is operational, and as majority of services transition to the new hospital.</p> <p>As part of planning for the new facility, the project team is currently working through potential options to manage staff and visitor parking during construction.</p>
30 January – 2 February 2024	Community	128	3 x Drop-in	Consultation sought feedback on a range of matters relating to the project planning and design.	<p>Feedback included:</p> <ul style="list-style-type: none"> • community generally supportive of the location of the new facility on the existing Batemans Bay Hospital site • comments relating to accessibility and provision of sufficient parking for patients and visitors 	<p>Project team noted community feedback and have addressed key aspects relating to access and parking as part of the design.</p> <p>Additional parking spaces to be made available outside the new facility.</p> <p>Once Batemans Bay Hospital closes existing parking spaces will become available for community health patients and visitors.</p>
31 January 2024	Aboriginal Community	20	2 x Workshops	Consultation sought feedback on a range of matters relating to the project planning and design.	<p>Feedback included:</p> <ul style="list-style-type: none"> • request to incorporate nature and outdoor areas for meeting and gathering • request to include local Dhurga language on signage and wayfinding • Local First Nations art included in design • landscaping to incorporate native and medicinal species • aspects of the building such as awnings to be curved to reflect local nature such as oyster shell or 	<p>Architect attended all sessions and has included key feedback as part of the design of the new facility.</p> <p>An outdoor, sheltered waiting area and an enclosed courtyard will be provided in the facility.</p> <p>Local Dhurga language will be used on signage.</p> <p>An arts strategy is being developed for the project to guide the incorporation of artwork in the facility, with the involvement of the local community and First Nations people.</p> <p>The landscaping includes many native plants recommended by the Eurobodalla Botanic Gardens including burrawang and kangaroo paw.</p>

					Mutton Fish (Abelone), pipis, river cockle.	The oyster and shellfish are the inspiration for the colour scheme. Curved lines that incorporate features of shellfish will be introduced in the design of the eaves, ceilings, lighting, and wayfinding graphics.
31 January 2024	Staff	18	Workshop	Consultation sought feedback on a range of matters relating to the project planning and design.	<p>Feedback included:</p> <ul style="list-style-type: none"> parking considerations for staff, patients and visitors facility should be designed to be inclusive for all design elements that consider safety and security 	<p>Architect attended all sessions and has included key feedback as part of the design of the new facility.</p> <p>It is anticipated there will be reduced demand on the existing parking spaces around Batemans Bay Hospital once the new Eurobodalla Regional Hospital is operational and most of the services transition to the new hospital.</p> <p>As part of planning for the new facility, the project team is currently working through potential options to manage staff parking during construction.</p> <p>Safety and security of staff, patients and visitors is a key priority for the project. The design will align with the NSW Health Protecting People and Property requirements.</p>
1 February 2024	Individuals living with disability	2	Workshop	Consultation sought feedback on a range of matters relating to the project planning and design.	<p>Key feedback included:</p> <ul style="list-style-type: none"> accessible parking spots and a drop-off zone. step-free access and pathways from bus stops. clear wayfinding and signage to help people find their way to and around the new facility. 	<p>Accessible carparks and a drop-off zone will be provided close to the front entrance.</p> <p>An accessible, step-free pathway will be provided from the bus stop and car park to the main entrance.</p> <p>Clear and intuitive wayfinding and signage will be provided inside and outside the new facility as well as on the surrounding road network to help simplify and improve navigation for all users. The project team will work with a range of stakeholders and specialists to develop an inclusive and accessible wayfinding approach for the new facility as part of further design.</p>
7 February 2024	Local Government	3	Meeting	Project update	Council provided the latest information on the project planning	Ongoing updates to be held.
22 Jan – 19 Feb 2024	Community and Staff	87	Survey	Consultation sought feedback on a range of matters relating to the project planning and design.	<p>Key feedback included:</p> <ul style="list-style-type: none"> parking considerations for staff, patients and visitors easy access for wheelchairs and ample disability parking support for location on Batemans Bay Hospital site a dedicated area for mental health consumers; with calming colours. 	<p>It is anticipated there will be reduced demand on the existing parking spaces around Batemans Bay Hospital once the new Eurobodalla Regional Hospital is operational and most of the services transition to the new hospital.</p> <p>As part of planning for the new facility, the project team is currently working through potential options to manage staff parking during construction.</p>

- sufficient clinical and educational spaces
 - should build in existing hospital
 - improve landscaping on the street front and provide shade trees on the verge for summer heat respite
- An accessible, step-free pathway will be provided from the bus stop and car park to the main entrance. Accessible carparks and a drop-off zone will be provided close to the front entrance.
- The feedback about a dedicated area for mental health is being reviewed and considered by the project team. Further consultation on the design of clinical and non-clinical spaces will be carried out to inform design. The design will focus on safety and security for staff, patients and visitors.
- Investigations into using part of the existing building for the new facility were undertaken, however were deemed unfeasible due the complexity and costs associated with redeveloping an aging building and disruption it would cause to hospital operations.
- The area around the new facility will include landscaping, seating and green spaces for patients, visitors and staff.

3 March 2024	Local Government	3	Meeting	Project update	Council provided the latest information on the project planning	Ongoing updates to be held
17 and 18 June 2024	Community	87	2 x drop-in sessions Batemans Bay area	Consult on the release of the designs	<p>Feedback included</p> <ul style="list-style-type: none"> • positive feedback on designs • happy there will be a service in Bateman • like the look of designs • make sure there is enough carparking • solar panels and car charging station 	<p>It is anticipated there will be reduced demand on the existing parking spaces around Batemans Bay Hospital once the new Eurobodalla Regional Hospital is operational and most of the services transition to the new hospital.</p> <p>As part of planning for the new facility, the project team is currently working through potential options to manage staff parking during construction.</p> <p>Sustainability measures including solar panels will be included in the building.</p>
21 June 2024	Staff	22	Meeting	Provide general update on designs and respond to questions	<p>Feedback included</p> <ul style="list-style-type: none"> • positive feedback on designs • requested latest information on the options for staff parking during construction 	The project team is continuing to work through potential options to manage staff parking during construction.

* Note some of the feedback received during the consultation sessions fell outside the scope of the project including the future closure of the Batemans Bay Hospital and Emergency Department, wider upgrade of health services across the Eurobodalla region, the transition of services to the new Eurobodalla Regional Hospital when built, and access to the recently opened Batemans Bay Medicare Urgent Care Clinic.



Next steps

This Engagement Report demonstrates how strategic and transparent communication and engagement activity is meeting the consultation requirements as part of the planning and design of the Batemans Bay Community Health projects. It demonstrates how feedback from staff, patients and the community have shaped elements of the project planning and design.

The Batemans Bay Community Health team will continue to consult with the community, health service staff and relevant agencies during future stages of the planning, development, and approvals for the project. This includes maintaining feedback pathways and opportunities, providing regular updates to community and stakeholders, keeping the project website up to date, and producing regular communications materials to keep all stakeholders informed and engaged throughout the lifecycle of the project.

The project will consider and respond to any issues raised with this REF submission as required.

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.