

## Batemans Bay Community Health – FAQs

### What is Batemans Bay Community Health?

The NSW Government is providing \$20 million to deliver a modern, integrated, and convenient health care 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 services close to home.

### What services will be included in Batemans Bay Community Health?

Batemans Bay Community Health is being designed to meet the healthcare 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
- Community Mental Health and Drug & Alcohol

### How did NSW Health determine which services would be included in Batemans Bay Community Health?

The first stage in the development of a new health service in NSW is a Clinical Services Plan.

The Clinical Services Plan, developed by Southern NSW Local Health District, ensures Batemans Bay has sustainable health care and is based on the community's current and future needs.

Southern NSW Local Health District use a variety of information to predict the demand for health services and plan future service provision to the community.

Information such as current health demographics, current and future health service activity, population data in addition to comprehensive feedback from health service staff and community members are utilised to determine which services will be included in the future Batemans Bay Community Health.

The Batemans Bay Community Health service will work together with the new Eurobodalla Regional Hospital to meet the health care needs of the community.

## Where will Batemans Bay Community Health be located?

The Batemans Bay Community Health service will be located on the existing Batemans Bay Hospital site.

Part of the existing hospital site on Pacific Street will be redeveloped to accommodate Batemans Bay Community Health following a comprehensive review of several possible site options by Health Infrastructure and Southern NSW Local Health District.

## Why has the Batemans Bay Hospital been selected as the site for the new service?

The site of the existing Batemans Bay Hospital building has been selected as the location for the new service due to its proximity to the Medicare Urgent Care Clinic, providing convenience to the community, and the ability to make use of the existing infrastructure and transport routes already in place at the hospital.

## What will happen to the current Batemans Bay Hospital services while Batemans Bay Community Health and the Eurobodalla Regional Hospital are developed?

Batemans Bay Hospital including the Emergency Department will continue to provide healthcare services for the community while the new Eurobodalla Regional Hospital and Batemans Bay Community Health are built.

## Is Batemans Bay Hospital/ Batemans Bay Emergency Department closing?

Batemans Bay Hospital (and Moruya Hospital) will continue to provide healthcare services, including emergency services for the community, while we build the new community health service and Eurobodalla Regional Hospital.

Hospital services from Batemans Bay and Moruya Hospital services will transition to the new Eurobodalla Regional Hospital once the new hospital is ready to commence operations.

## Where will Batemans Bay Community Health be located on the hospital site?

The community health service will be built on the site of the existing Batemans Bay Hospital and close to the Medicare Urgent Care Clinic, providing the community with easy access between the two services.

The location will make use of the existing infrastructure and transport routes already in place at the hospital, to maximise and maintain healthcare access for the community.

The community health service will be built on available hospital land towards the top of the hill on the Batemans Bay hospital site, minimising disruption to hospital services during construction.

## How will existing services such as Ambulance, patient transport, as well as access for delivery, and collection of equipment and materials be maintained during the construction of the Community Health facility?

Batemans Bay Hospital services will be maintained throughout the construction of the new Community Health facility.

More information about access arrangements will be made available as the project progresses.

## How will Batemans Bay Community Health benefit the community?

The new service will:

- provide a sustainable, dedicated, health service for the Batemans Bay and surrounding community
- work with the new Eurobodalla Regional Hospital, to ensure the community has access to the right healthcare in the right setting
- use the latest technology and models of care to deliver patient-centred health services close to home.

## What is Allied Health?

The allied health workforce in NSW Health is a diverse group of professionals who work in a health-care team to support a person's medical care.

They provide services that can include diagnosis, treatment, or rehabilitation.

## How has community feedback shaped the design of Batemans Bay Community Health?

In early 2024, Health Infrastructure and Southern NSW Local Health District invited community and stakeholders feedback on the planning and design of the new Batemans Bay Community Health facility. We interacted with more than 350 people over the 4-week consultation period.

Community feedback has guided the facility's design including connection to surrounding nature, access to green spaces and design elements identified by consultation participants including disability advocates and Local First Nations community members.

The consultation report is available on the project website: [www.hinfra.health.nsw.gov.au/bbch](http://www.hinfra.health.nsw.gov.au/bbch)

## Does the Community Health project include additional on-site parking?

The design of the new facility includes a new, dedicated carpark 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 the majority of services transition to the new hospital.

## **Will there be provisions for staff and patient parking during construction?**

As part of planning for the new facility, the project team is currently working through potential options to manage staff parking during construction.

## **How will the new service connect with the new Eurobodalla Regional Hospital?**

Batemans Bay Community Health will work with the new Eurobodalla Regional Hospital Ambulatory and Community Care services to ensure the community will always have access to the right health care in the right setting.

The Medicare Urgent Care Clinic at Batemans Bay will also reduce the wait time at Eurobodalla Regional Hospital Emergency Department by ensuring minor injury or illness is treated outside of an emergency setting.

## **What are the benefits of transitioning emergency and inpatient services to one location at the new Eurobodalla Regional Hospital?**

By transitioning emergency and inpatient services to the new Eurobodalla Regional Hospital, the community will have access to a broader and higher level of specialist care.

The expanded services offered at the new hospital will mean more patients can be treated closer to home, reducing the need to travel out of area for care.

The new modern facilities and services will also help to attract and retain specialist doctors and other health professionals to the Eurobodalla region.

## **How will the Batemans Bay community access urgent and emergency care in the future?**

The Eurobodalla Health Service is being enhanced to provide a higher level of care and keep people closer to home.

Urgent and Emergency Care will be provided from:

- Expanded Emergency Department at the new Eurobodalla Regional Hospital supported by an intensive care unit, diagnostic services, and theatres.
- Urgent Care Clinic at Batemans Bay for urgent treatment of minor injury and illness
- NSW Ambulance - Eurobodalla Health Services is working in partnership with NSW Ambulance to support the healthcare needs of the entire Eurobodalla Shire community from Narooma to Batemans Bay in preparation for the transition of emergency services to the new Eurobodalla Regional Hospital.

## What will happen to the Batemans Bay hospital in the future?

The new Batemans Bay Community Health and the Medicare Urgent Care Clinic will continue to operate on the site of the Batemans Bay Hospital once hospital services transition to the new Eurobodalla Regional Hospital.

Plans for the remaining part of Batemans Bay Hospital site, which is owned by the NSW Government, are yet to be determined.

## What transport options will be available for people needing to travel from Batemans Bay to Eurobodalla Regional Hospital?

Southern NSW Local Health District is investigating options with local transport providers to increase support for people to get to and from Eurobodalla Health Services.

SNSWLHD currently partner with a range of organisations such as NSW Ambulance, Patient Transport Services, Eurobodalla Shire Council, and private transport operators to support the community with transport services to health facilities/hospitals.

More information about transport services will be made available as the project progresses.

## How can I be involved in the planning of Batemans Bay Community Health?

We rely on feedback from our communities to help inform the design of health facilities to ensure they meet local needs.

As planning progresses, there will be opportunities to help shape the face of the new Community Health service.

Look out for news on [our website](#), in the local paper and on social media, or [subscribe to our newsletter](#) to stay up to date.

If you have a question or comment, you can contact the project team by email: [HI-BatemansBayhealth@health.nsw.gov.au](mailto:HI-BatemansBayhealth@health.nsw.gov.au) or phone 1300 391 949.