

State Significant Development Application Engagement Report

Bankstown Hospital (New)

Final

March 2026

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1 Purpose

This Engagement Report has been developed specifically for the New Bankstown Hospital project. It outlines the engagement activity that has been undertaken prior to the Environmental Impact Statement (EIS) under the State Significant Development Application (SSDA) to meet the Secretary's Environmental Assessment Requirements (SEARs).

It has been prepared by Health Infrastructure on behalf of the Health Administrative Corporation to assess the potential environmental impacts that could arise from the construction and operation related to the New Bankstown Hospital project ("the development") at 490 Chapel Road in Bankstown ("the site"). This report supports the assessment of the proposed Activity under Part 4 of the *Environmental Planning and Assessment Act 1979* ("the EP&A Act").

Industry-specific SEARs were issued on 5 February 2026 for the New Bankstown Hospital (SSD-105396208). Development for the purposes of a hospital with an Estimated Development Cost (EDC) of more than \$30 million is state significant development under Clause 14 of Schedule 1 of the State Environmental Planning Policy (Planning Systems) 2021 ("Planning Systems SEPP").

The proposed works will have an EDC exceeding \$30 million, and therefore the development is considered State Significant Development. Additionally, under Section 2.60 of State Environmental Planning Policy (Transport and Infrastructure) 2021 ("the TI SEPP"), development for the purpose of health services facility can be carried out by any person with consent on land in a prescribed zone.

A prescribed zone includes the SP2 Infrastructure and MU1 Mixed Use zones within which the site is located. Therefore, development for a 'health services facility' is permitted with consent on the site.

This report has been prepared to demonstrate the consistent, transparent and proactive communications and engagement, which are essential to delivering a successful project outcome.

Health Infrastructure, in partnership with South Western Sydney Local Health District (SWSLHD), recognises the need for genuine and meaningful engagement with all stakeholders, tailored in a way that best supports them to understand the project planning environment and enables them to provide informed feedback.

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 New Bankstown Hospital engagement has helped the project team understand and identify potential issues and develop mitigation measures to address them.

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.

2 Secretary’s Environmental Assessment Requirements (SEARs)

The Department of Planning, Housing and Infrastructure (DPHI) issued Secretary’s Environmental Assessment Requirements (SEARs) on 5 February 2026 (Reference: SSD-105396208) for the preparation of an Environmental Impact Statement (EIS) for the proposed development.

The SEARs outlined the following requirements in relation to engagement.

SEARs specification and report references relating to engagement

SEARs	Section or report
27. Engagement	
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:	
The relevant Department assessment team	Refer to Section 7.4 "Agency Engagement"
Any relevant local councils	Refer to section 6.0 "Engagement"
Any relevant agencies	Refer to Section 7.4 "Agency Engagement"
The community	Refer to section 7.3 "External Engagement" and 7.5 "Neighbourhood Engagement"
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.	Not applicable

Key deliverable: State Significant Development Application Engagement Report

3 Project description



Artist impression of the New Bankstown Hospital main entry plaza on Chapel Road, Bankstown

Between 2016 and 2031, the Canterbury-Bankstown Local Government Area (LGA) population is projected to grow by 20%.

While growth is projected across all age groups, growth for people aged between 70 and 84 years and 85 years or older is projected to be 61% and 41% respectively (*SWSLHD Clinical Services Plan 2021*).

To meet the increased health needs of the growing and ageing population, a Bankstown Health Neighbourhood is proposed to include:

- The New Bankstown Hospital providing key acute tertiary and SWSLHD services
- A repurposed existing Bankstown-Lidcombe Hospital site proposed to provide day surgery, community health and other health services
- A range of SWSLHD-wide services, including a residential community mental health service
- Digital solutions for future healthcare.

The NSW Government is investing \$2 billion in the construction of the New Bankstown Hospital to meet the healthcare needs of the diverse and growing community.

The New Bankstown Hospital will be built on Chapel Road, Bankstown, close to city centre, bus and train services, and the future Metro.

The project will:

- Transform the delivery of healthcare in Bankstown and its surrounding suburbs
- Give residents access to more health services closer to home
- Provide opportunities for research and education
- Provide diverse, local job opportunities
- Deliver contemporary working environments and create new career opportunities through an increased capacity for research, education and training which will help attract and retain critical health care staff.

The Enabling Works to prepare the site for the New Bankstown Hospital were approved under a Review of Environmental Factors (REF) that was exhibited from 13 November to 12 December 2025 and subsequently approved on 24 January 2026.

The proposed development includes the construction and operation of a new health services facility (hospital) including the following works:

- A 14-storey hospital building, plus roof plant
- A 10-storey building for logistics and multi-storey car park
- Site preparation, including earthworks, cut and fill and tree removal
- Construction of new vehicular access points, internal roads and on-grade car parking spaces
- In-ground building services works and utility adjustments, including service diversions
- Building foundation works
- Signage, including wayfinding
- Landscaping.

The EIS prepared by Colliers provides a full description of the proposed works.

4 Scope of works

The scope for the New Bankstown Hospital will be determined through the planning process, and is expected to include:

- Emergency Department
- Operating theatres
- Intensive Care Unit
- Surgical and medical services
- Women and children's health services, including maternity
- Mental health inpatient services
- Ambulatory care
- Cancer services
- Aged care health services
- Multi-storey car park and on-ground parking.

The project is currently in the schematic design stage.



Artist impression of the Emergency Department entry and city entry on French Avenue

5 Project Milestones

The table below outlines indicative key milestones during the planning, design and delivery phases of the New Bankstown Hospital.

Milestone	Indicative dates/month	Status
Planning		
Site selection process commenced	2019	Completed
Lead design team appointed	2021	Capital Insight and Architectus appointed
Site announced	2023	Announced December 2023
Master Plan completed	2025	Announced March 2025
Design		
Concept design commenced	June 2025	Released November 2025
Schematic design commenced	Late 2025	In progress
Detailed design commenced	2026	Not yet commenced
Detailed design completed	2026	Not yet commenced
Delivery		
REF early works planning application lodged	13 November 2025	Completed
DA (decontamination) lodged with Canterbury Bankstown City Council	December 2025	Completed
REF early works planning application approved	24 January 2026	Completed
Enabling works contract awarded	16 February 2026	Completed
DA (remediation) approved	March 2026	In progress
Raw Ave acquired from Canterbury Bankstown City Council	March 2026	Completed

Milestone	Indicative dates/month	Status
Enabling works started	March 2026	In progress
Enabling works completed	Expected to be completed in 2027	In progress
Main works contract awarded	Expected to be awarded in 2027	
Main works started	Expected to commence in 2027	
Main works completed	Expected to be completed in 2031	
Commissioning	To be confirmed as the project progresses	
Go Live	To be confirmed as the project progresses	
Official opening	To be confirmed as the project progresses	

6 Engagement

6.1 Objectives

The communication and engagement objectives for this project are to:

- Encourage community participation in the planning and design of the New Bankstown Hospital and establish a strong community network that will remain after the New Bankstown Hospital opens
- Listen to feedback and ensure it is considered at key and relevant decision-making points in the project
- Ensure that engagement activities have been assessed and planned to provide the best opportunities to inform, consult and/or involve residents living in Bankstown
- Develop targeted, effective communications outputs for all key stakeholders and the community at all stages and milestones
- Provide clear information and regular information about the project's progress, as well as specific staff and consumer benefits of the new facilities
- Proactively and efficiently manage the flow of information between all key stakeholders to mitigate risks or misinformation and identify opportunities early
- Proactively and efficiently manage the flow of information, mitigating any risks and misinformation relating to the project.

Reporting and evaluation will also consider these objectives.

6.2 Engagement approach

The communication and engagement approach for the New Bankstown Hospital focuses on early, meaningful, open and regular communications and engagement throughout all stages of the project, with two-way feedback to support genuine engagement.

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.

Health Infrastructure has been actively engaging with stakeholders and the community about the New Bankstown Hospital since 2022.

The level of public participation required for this project is informed by the International Association for Public Participation (IAP2) spectrum and based on the level of public impact from the project and the scope for community and stakeholder input to the New Bankstown Hospital.

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	Empower
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	We will implement what you decide
Local health services	Patients and consumers		Bankstown Hospital Consumer and Community Engagement Network and other LHD consumer networks	Generally aspirational for the public
Project neighbours including institutions, owners and occupiers	The local community		LHD Project design and user groups	
Local businesses	The multicultural community and other target communities		LHD Aboriginal Health	
Local interest groups	Local Dharug community		LHD Multicultural Health	
Local schools	Local Canterbury Bankstown City Council		LHD staff	
Local Health District (LHD) staff not directly involved in user groups	NSW Government agencies			
Local Members of Parliament and other representatives				

7 Engagement activities undertaken

7.1 Internal stakeholder engagement

The New Bankstown Hospital project is supported by several internal project engagement committees and groups that report into project governance. Internal project engagement groups and their frequency of occurrence, include:

- Executive Steering Committee (ESC), Planning & Delivery Committee (PDC), Executive User Group (EUG) – monthly meetings
- Communications & Engagement Working Group – monthly meetings
- Transport Working Group – monthly meetings – including Transport for NSW and Canterbury Bankstown Council
- Other Project Working Groups (PWGs) – monthly meetings or as per program
- TAFE NSW/Health Infrastructure Joint Communications and Engagement Working group – quarterly (2024 – 2026)
- Project User Groups or Design User Groups as per program
- Staff briefings for Senior Managers, Heads of Department, Medical Staff Council, all-staff briefings online, and in-person briefings at key milestones or as required.

Hospital staff and volunteers are key stakeholders in our consultation and engagement process, with many living locally, and having lived experience of the hospital as patients, visitors and even staff members.

Community members told us that staff are trusted sources of information, making staff engagement a project priority.

Internal workshops and briefings to date (not including PUGs for functional briefing or design) have included:

- Vision Workshop
- Sustainability Workshop and all-staff information sessions
- Site selection staff briefings including briefings for Senior Managers, Heads of Department, Clinical Council and Medical Staff Council
- Master Plan briefings, including online town hall and in-person meetings
- Concept Design meetings, including all-staff briefings and representative workshops.

Internal communications include:

- *South-West Central* staff e-newsletter
- General Manager's weekly email update
- Staff meetings and briefings
- Email and print project newsletter
- Hospital staff Facebook group
- Project overlay, including display banners, boards, newsletters and posters.

7.2 Design Consultation Groups

Design Consultation Groups (sometimes called PUGs) are the structured mechanism through which clinicians, non-clinical staff, operational leaders and the project team work together to shape the design of a new or redeveloped hospital facility.

The purpose of the group is to translate models of care into practical design requirements, test layouts and workflows, identify risks early, and confirm that the building will safely and efficiently support clinical operations.

Design Consultation Groups are a formal part of project governance. They ensure that operational expertise directly informs design decisions at each stage of development from schematic design through to detailed documentation.

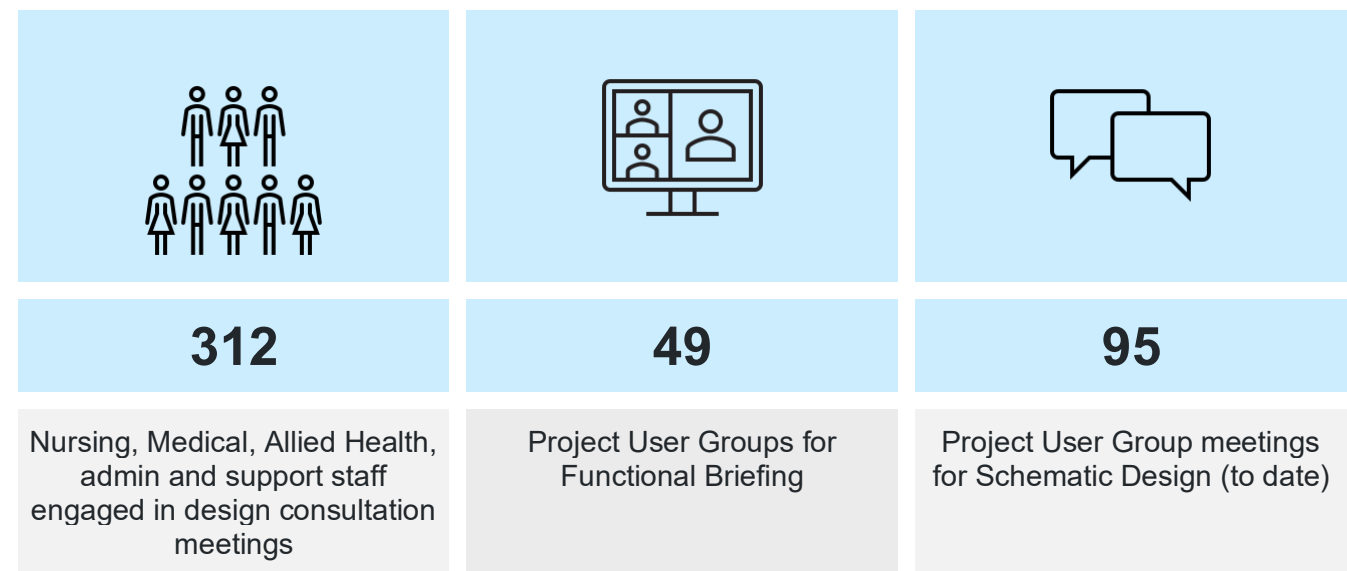
Each group includes a broad representation of stakeholders from within the service and includes SWSLHD staff, hospital staff, clinicians and consumer representatives, where required.

Design Consultation Groups are designed to achieve the following:

- Generate clinical and operational planning input for the design process
- Provide feedback on health delivery matters
- Represent the interests of the departments included in the development
- Identify representatives who provide a conduit of information to, from and for the broader workforce
- Work collaboratively with the project team.

Groups were established during the planning phase to engage on:

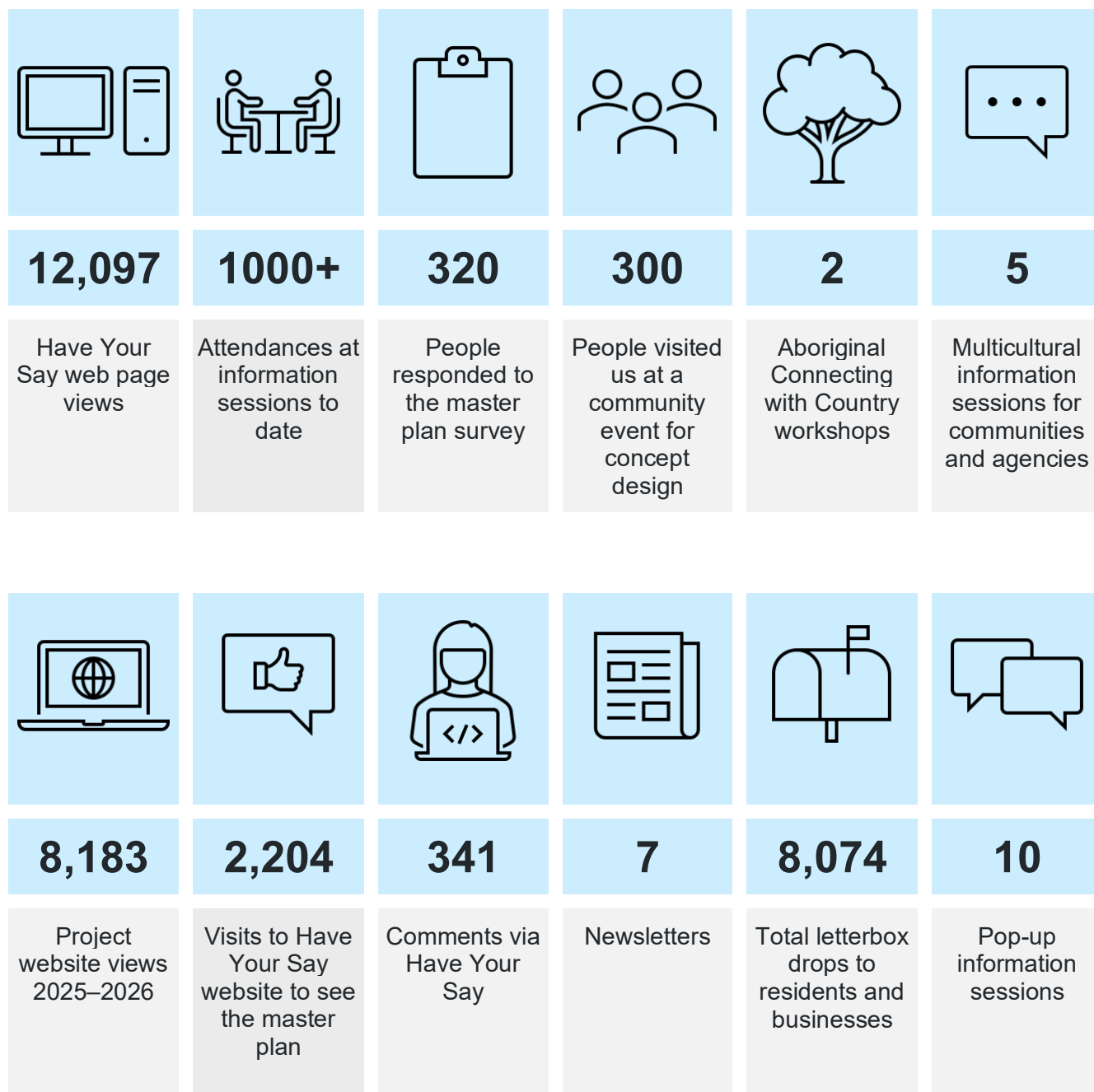
- Functional Design Briefs for each department or service
- Concept Design (executive user group, including staff representatives)
- Schematic Design.



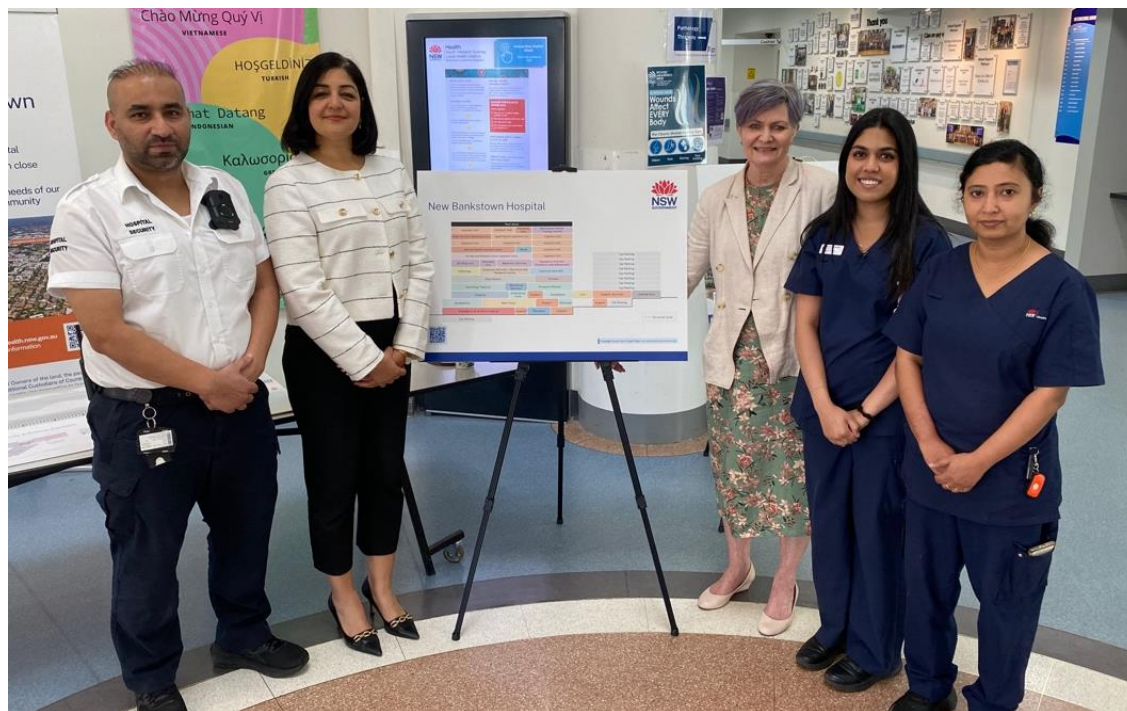
Above: Summary of Project User Group engagement

7.3 External engagement

External engagement on the project to inform the statutory planning process, including the proposed scope, has been facilitated via the following channels.



Above: External engagement snapshot



Bankstown-Lidcombe Hospital pop-up information session in November 2025



Chinese community consultation in November 2025

Engagement channels

Engagement channel	Scope
Project website	NSW Government has a dedicated New Bankstown Hospital page on the Health Infrastructure website for up-to-date project information and to advertise opportunities for engagement. The site includes a project overview and the latest news items. Contact details include a dedicated email address and telephone number for questions, comments and feedback, and information for the translation service. The site complies with disability requirements including screen reading capability. nsw.gov.au/newbankstownhospital
Have Your Say	NSW Government has a dedicated consultation platform called Have Your Say to promote two-way feedback between the project and its stakeholders. Online content can be translated into the reader's language of choice. The site includes an email address and phone number for questions, comments and feedback, and details for the translation service. The site complies with disability requirements including screen reading capability. https://www.haveyoursay.nsw.gov.au/new-bankstown-hospital (Appendix 7.1)
Project mailbox	A project specific email address, advertised on all project collateral and project websites, was established to provide an avenue for staff, stakeholder and community enquiries – hi-newbankstownhospital@health.nsw.gov.au
Project phone number	The project has a dedicated 1300 number for people who do not have access to email or the internet, or would prefer to speak to a project team member: 1300 176 082
Translation service	A translation service is available for people to hear information in their language by calling 131 450 TIS International (Translation and Interpreting Service) and asking them to call 02 9978 5426.
Collateral	Project collateral helps staff, community, stakeholders to learn more about the project and provide feedback. Our collateral includes: General project information available on our website in English or community languages nsw.gov.au/newbankstownhospital

Engagement channel	Scope
	• A fact sheet providing a summary of key environmental factors available on our website in English and community languages, and as a downloadable PDF in English haveyoursay.nsw.gov.au/new-bankstown-hospital • Project overview - available online in English and can be translated into community languages • Project Master Plan fact sheet online in English and can be translated into community languages (see Appendix 7.10) haveyoursay.nsw.gov.au/new-bankstown-hospital/new-bankstown-hospital-master-plan • Project concept design fact sheet in English (print) and online available in 16 community languages. • Letterbox drops to Chapel Road and Eldridge Road to promote engagement opportunities (see Appendix 7.7) • Display boards with artist impressions and project planning information (see Appendix 7.9) • Newsletters available on our website and Have Your Say in English and community languages, as a downloadable PDF (see Appendix 7.2), and as a e-newsletter haveyoursay.nsw.gov.au/new-bankstown-hospital/project-update-july-2025
Media releases	Media releases were distributed to promote community information sessions and feedback opportunities for those who could not attend in person (see Appendix 7.6)
Advertising	Geotargeted Facebook and Instagram advertising was used to promote engagement with: • REF Early Works Planning Application • Concept Design consultation • SSDA (scheduled) Print advertisements were placed in The Torch local newspaper inviting community members to attend information sessions or contribute online for Master Planning (see Appendix 7.5)
Social media	Project updates and opportunities for community information sessions were included across various Health Infrastructure and SWSLHD social media channels. Examples include: • Health Infrastructure LinkedIn (see Appendix 7.3) https://www.linkedin.com/posts/health-infrastructure • Bankstown Hospital Facebook (see Appendix 7.3) https://www.facebook.com/BankstownLidcombeHospital/posts • SWSLHD Aboriginal Health (see Appendix 7.3) https://www.facebook.com/SWSLHDAboriginalHealth

Engagement channel	Scope
Survey	In 2024, a staff, consumer and community experience survey was advertised via events, on the project website and via social media channels. The survey encouraged participants to share their views and help inform Master Planning. A total of 320 people completed the survey, and findings were shared in the Master Plan Fact Sheet issued in June 2025 (see Appendix 7.10) View online: https://www.haveyoursay.nsw.gov.au/new-bankstown-hospital/new-bankstown-hospital-master-plan
Community information sessions	In-person community engagement sessions occur at key milestones. Three rounds of pop-up consultations have been delivered to date. No RSVP was required. Community members and staff were welcome to drop in at any time to meet the project team, ask a question or provide comment. Project Vision in-person community information sessions: • Bankstown-Lidcombe Hospital main foyer, Thursday 6 June 2024, 8am to 12pm • Bankstown-Lidcombe main foyer, Thursday 20 June 2024, 10am to 2pm • Bankstown Central Shopping Centre, Friday 5 July 2024, 10am to 2pm • Bankstown Central Shopping Centre, Saturday 6 July 2024, 10am to 2pm. Master Plan in-person community information sessions: • Bankstown-Lidcombe Hospital main foyer, Wednesday 18 June 2025, 11am to 1pm • Bankstown-Lidcombe Hospital main foyer, Thursday 19 June 2025, 7am to 9am • Bankstown Central Shopping Centre, Thursday 26 June 2025, 5pm to 7pm. Concept Design in-person community information sessions: • Bankstown-Lidcombe Hospital main foyer, Tuesday 11 November 2025, 8am to 1pm • Bankstown-Lidcombe Hospital main foyer, Thursday 13 November 2025, 8am to 1pm • Bankstown Central Shopping Centre Thursday 13 November 2025, 5pm to 7pm. To date, more than 1,000 people have attended in-person pop-up information sessions. This does not include targeted briefings and workshops for staff and community groups.
Community briefings, presentations and meetings	Various briefings, presentations and meetings were carried out with external stakeholders to support planning. This has included engagement with key consumer groups, community organisations, local businesses and neighbours including:

Engagement channel	Scope
	• Catholic Archdiocese of Sydney • Sydney Catholic Schools • LaSalle Senior College • St Felix Catholic Primary School • St Felix de Valois Catholic Church • St Luke's Catholic Church, Revesby • Canterbury Bankstown Multicultural Interagency • Lebanese Muslim Association • Aboriginal Elders, community members and knowledge holders including Dharug representatives and Gandangara Local Aboriginal Land Council via Design Jam workshops – see video https://youtu.be/EvLF-rjo810?si=ErVxK-YyHyZP6yGo • Bankstown Hospital Maternity consumers – open day • Chinese community groups – Padstow and Revesby. To date, about 300 people have specifically attended a community group briefing or visited us at a targeted community event.
Consumer and Community Engagement Network	The Bankstown-Lidcombe Hospital Consumer and Community Engagement (CCE) Network is made up of consumers, patients, and carers who work in a voluntary capacity with hospital staff to improve healthcare services through feedback, co-design, and representation on committees. The purpose of the network is to generate more inclusive and patient-centred care. These representatives share their experiences to influence policies, review materials, and guide service improvements, ensuring community voices are heard in the SWSLHD's health planning. The network meets monthly. To date, the group has received: • Two extended workshops to inform the vision for the new hospital and prepare for design consultation (for report see Appendix 11.1) • Palliative care briefing and consultation session • Targeted project updates for key milestones • General project updates at regular monthly meetings.
Letterbox drops	Communication with neighbours is a priority for the project. To date the project has delivered: • Master Plan printed fact sheet for 1,630 households around the existing hospital and 5,188 households around the new site to provide information about next steps, including the future of the existing site, and how to have your say

Engagement channel	Scope
	• Early works application exhibition notification letters mailed to 1,065 ratepayers/owners as part of the communications required for statutory planning in relation to the REF with links to the website for general project information • Early works fact sheets letterbox dropped to 1,256 residents/households in relation to the REF exhibition including general project information • Door knocks and letters for noise monitoring • Letterbox drop for electrical substation works to 130 residential addresses. This is in addition to the information available online. Translation service details were made available and a QR code to the online version which can be translated into multiple community languages.



Consumer Group Workshop, October 2025

7.4 Agency engagement

The project team undertook consultation with key government agencies to inform statutory planning. This has included engagement with:

- Ausgrid
- Airservices Australia
- Bankstown Airport
- City of Canterbury Bankstown Council
- Civil Aviation Safety Authority
- Department of Planning Housing and Infrastructure
- eHealth NSW
- Fire and Rescue NSW
- Gandangara Local Aboriginal Land Council
- Government Architect NSW (State Design Review Panel)
- HealthShare
- Heritage NSW
- Ministry of Health
- Native Title Services Corporation Limited (NTS Corp Limited)
- NSW Ambulance
- NSW Health Pathology
- NSW Telco Authority
- Office of the Registrar, Aboriginal Land Rights Act 1983
- South Western Sydney Local Health District
- NSW State Emergency Service
- Sydney Water
- The National Native Title Tribunal
- Transport for NSW.

7.5 Neighbourhood engagement

The New Bankstown Hospital site is adjacent to LaSalle Catholic College, St Felix Catholic Primary School and St Felix de Valois Catholic Church.

The Catholic Archdiocese of Sydney and Sydney Catholic Schools are also key stakeholders in the administration of the schools and parish, and management of adjacent grounds.

Engagement with this group of stakeholders has included:

- Face to face and online meetings and briefings with school and parish leadership
- Meetings with the Archdiocese in relation to potential development
- Briefings at key milestones including information provided for school and parish communities
- Project information shared via schools and parish
- Regular project updates.

Consultation is ongoing.



Artist impression of the new hospital from the western side

8 Engagement tracker

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
2020	Bankstown-Lidcombe Hospital staff, Consumer and Community Engagement Network representatives, SWSLHD	Meeting	200	Develop functional briefs for hospital departments	Functional briefs draft completed for hospital departments	Feedback provided to planning team to inform hospital scope
16/7/2021	General public and landowners	Site selection EOI	39 submissions	Identify suitable hospital sites	Sites submitted for assessment	Feedback provided to NSW Government to progress site selection
4/12/2021	Bankstown-Lidcombe Hospital staff	Staff town hall project update	100	Provide a site selection and project update	Discussions around timing, scope, services, staffing, parking and traffic, site	Feedback provided to project team to inform early planning
6/12/2021	Bankstown-Lidcombe Hospital staff, SWSLHD representatives,	Workshop (vision workshop)	60 participants 1700 staff via email and newsletter	Develop a vision for the hospital project	The new hospital should reflect its unique community aspirations, values and beliefs and	Feedback provided to architects for Master Planning to create vision statement and directly inform design approach

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
	HealthShare NSW, NSW Health				respond to our unique needs; integrate into its physical surrounds and be open and connected to its environment, but should also give us the opportunity to connect across our health neighbourhood; generate economic prosperity for the community through job creation, training and enterprise; use technology to enhance care; deliver excellent clinical care and a great experience of that service. Bankstown is diverse, multicultural, community-focused, colourful, vibrant, eclectic, growing, progressive, welcoming and hard-working. Full report https://www.nsw.gov	

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					.au/health-and-wellbeing/health-infrastructure-projects/document-library/new-bankstown-hospital-vision-report-2022	
6/12/2021	Bankstown-Lidcombe Hospital staff, patients and visitors	Survey	180	Identify what is important to staff and community in the new hospital design	Stakeholders identified community as unique and diverse	Feedback provided to project team to inform design
6/12/2021	Bankstown-Lidcombe Hospital staff, patients and visitors	Newsletter	1,700	Provide a project update	N/A	N/A
14/12/2021	Bankstown-Lidcombe Hospital staff	Town Hall meeting	44	Update staff on project progress and provide opportunities for comment and questions	Discussion re: timing, scope, services, site selection	Feedback provided to project team
6/2/2022	Bankstown-Lidcombe Hospital staff, patients and visitors	Newsletter	1,700	Provide a project update	N/A	N/A

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
7/2/2022	Bankstown-Lidcombe Hospital general services staff	Meeting	15	Update staff on project progress and provide opportunities for comment and questions	Feedback re: ensuring doorways and corridors are wide enough to accommodate traffic and equipment. Introduce technology to make it easier to find missing staff	Feedback provided to project team to inform design
16/2/2022	NSW Government Architect	Meeting	NA	Provide an update on planning and seek expert feedback from the panel	Review of site context and initial planning/ placemaking	Development of Project Brief (a first for Health Project engagement with Govt Architect)
18/2/2022	Bankstown-Lidcombe Hospital staff	EOI for Arts in Health Working Group	1,700	Seek expressions of interest in the Arts in Health working group	Support for arts projects which enhance well-being, reduce anxiety and reflect unique local community	EOIs submitted to project team for future working groups
18/2/2022	Bankstown-Lidcombe Hospital staff	EOI Sustainability Working Group	1,700	Seek expressions of interest in the Sustainability Working Group	Support for sustainability initiatives	EOIs submitted to project team for future working groups

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
2022	Bankstown-Lidcombe Hospital staff	Project User Groups	409	Review functional briefs	Clinical and design feedback	Feedback provided to project team to directly inform hospital design
25/2/2022	Consumer and Community Engagement Network	Workshop	20	Seek consumer feedback on the planning to date; identify what is important from a consumer perspective; explain planning process and next steps.	Hospital should be welcoming and reflect community; importance of nature, light, space, social space, carer zones; parking and traffic management; site selection should improve access	Feedback provided to project team to directly inform design
31/3/2022	David Coleman MP on behalf of a constituent	Correspondence	1	Respond to feedback about site selection.	Feedback re project timing and site selection	Response provided noting that a decision will be made in due course Feedback provided to project team
31/3/2022	General public	Correspondence	1	Planning	Feedback re: car parking and patient entertainment systems.	Feedback provided to project team Response provided noting that car parking will be confirmed as project progresses

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
5/4/2022 7/5/2022	Bankstown-Lidcombe Hospital staff	Workshop	40	Identify priorities for master planning (site agnostic)	Feedback re: staff areas, logistics, storage, social spaces, retail, landscaping and green spaces, workforce operational issues	Feedback provided to project team to inform design Operational issues feedback provided to Bankstown-Lidcombe Hospital
28/4/2022	Bankstown-Lidcombe Hospital Executive Leadership Team	Site selection update meeting	8	Inform key stakeholders about site selection progress and master planning	Site selection feedback including parking traffic, scope and timing	Feedback noted by project team for further advice when site is confirmed
3/5/2022	Bankstown-Lidcombe Hospital Clinical Council	Site selection update meeting	11	Provide a project progress and site selection update and opportunity for comment and questions	Site selection feedback including parking, traffic, scope, timing, research and educational opportunities, public transport access	Feedback noted by project team for further advice when site is confirmed
3/5/2022	Consumer and Community Engagement Network	Site selection update meeting	9	Provide a project progress and site selection update and opportunity	Site selection feedback including parking, traffic, scope, timing, research and educational	Feedback noted by project team for further advice when site is confirmed

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
				for comment and questions	opportunities, public transport access	
3/5/2022	Bankstown-Lidcombe Hospital Service Managers Meeting	Site selection update meeting	62	Provide a project progress and site selection update and opportunity for comment and questions	Site selection feedback including parking, traffic, scope, timing, research and educational opportunities, public transport access	Feedback noted by project team for further advice when site is confirmed
5/5/2022	Bankstown-Lidcombe Hospital Medical Staff Council	Site selection update meeting	26	Provide a project progress and site selection update and opportunity for comment and questions	Site selection feedback including parking, traffic, scope, timing, research and educational opportunities, public transport access	Feedback noted by project team for further advice when site is confirmed
3/6/2022	Aboriginal community including staff, Elders, community members and knowledge holders	Design Jam workshop for Connecting to Country	40	Develop Connecting with Country principles to inform master planning	Generated more than 200 ideas for team and architects to consider including ways to Connect to Country, wayfinding, social spaces, cultural spaces, sorry business spaces, family spaces,	Feedback directly informed design to make hospital more welcoming for patients and carers, and family Wayfinding, arriving and cultural experiences to be progressed at design stage

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					landscaping and artwork	
8/6/2022	Bankstown-Lidcombe Hospital staff, SWSLHD staff	Sustainability Workshop	40	Identify priorities for sustainability initiatives in the new hospital	New hospital should aim for innovation, reduce and repurpose waste especially clinical waste, be fully electrified and design should consider whole of life cycle of the building	Feedback provided to project team to inform planning and design; electrification supported
29/06/2022	Bankstown-Lidcombe Hospital staff, patients and visitors, community	Newsletter 4	1,200	Provide an update on project progress	None noted	N/A
11/7/2022	Aboriginal community, community	Design Jam video and social media posts	198	Provide an update on the Design jam and project progress for stakeholders who could not attend the Design Jam	Hospital should be a supportive place for Indigenous people	Feedback issued to architects and project team for incorporation in master plan and concept design.
14/07/2022	Staff	Project vision briefing	62	Provide an update on project progress	Staff provided feedback re parking,	Feedback provided to project team to inform planning and design.

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					site selection and services.	
11/12/2023	All stakeholders	Media announcement	N/A	Announce the new hospital site on Chapel Road, Bankstown and invite feedback	N/A	N/A
11/12/2023	Bankstown-Lidcombe Hospital staff	Site selection briefing	180	Provide an update on project progress, site selection and next steps for master planning	Staff are supportive of a move to the city centre Discussions about scope, timing, staffing, services, master planning process	Feedback provided to project team to inform planning and design
15/12/2023	Canterbury Bankstown City Council	Site selection advice	N/A	Provide an update on project progress, site selection and next steps for master planning	Discussions re: planning and engagement with relevant Canterbury Bankstown City Council departments	Commitment to continuing engagement
19/12/2023	Community	Correspondence	3	Provide a response re: site selection	Feedback re site selection; College	Feedback noted and response provided

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					site; Trotting Club option	
15/3/2024	Kylie Wilkinson MP, Member for East Hills	Site selection briefing	1	Provide an update on project progress, site selection and next steps for master planning	N/A	N/A
11/04/2024	Bankstown-Lidcombe Hospital senior managers	Site selection briefing	40	Provide an update on project progress, site selection and next steps for master planning	General discussion re: services and planning, next steps	Project team commitment to advise timeframes as planning progresses
12/5/2024	Aboriginal community	Design Jam 2 (workshop)	25	Provide an update on project progress and site selection, and seek feedback on priorities for master planning	Need for parking, accessibility, connection and ongoing engagement re wayfinding, cultural spaces, landscaping, artworks, room design, social spaces	Feedback provided to project team to inform master plan design and future design stages
20/5/2024	Bankstown-Lidcombe Hospital staff	Master planning workshop	30	Provide an update on	Feedback re: green space, parking, traffic,	Feedback provided to project team to inform master planning

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
				project progress and seek feedback on priorities for master planning	compact hospital, sustainability initiatives	
1/6/2024	All stakeholders including staff, patients, visitors, community	Master planning survey	320	Seek feedback on master planning issues	Comments re: traffic, parking, clinical services, project timing, workforce, patient experience, staff experience	Feedback provided to project team to inform master planning
6/6/2024	Bankstown-Lidcombe Hospital staff, patients and visitors, community	Master planning and site selection pop-up information session	100	Provide an update on project progress and seek feedback on priorities for master planning	Comments re: traffic, parking, clinical services, project timing, workforce, patient experience, staff experience	Feedback provided to project team to inform master planning
11/6/2024	Lebanese Muslim Association	Health Expo community event	60	Provide an update on project progress and seek feedback on priorities for master planning	Feedback re need for disability services, accessible facilities, welcoming facility, wayfinding, information in language	Feedback provided to project team to inform future design stages

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
17/6/2024	eHealth NSW	Master planning briefing	10	Provide an update on project progress and seek feedback on priorities for master planning	Discussion re: digital connectivity, virtual care	Feedback provided to the project team to inform master planning Commitment to ongoing consultation
17/6/2024	Canterbury Bankstown City Council	Master planning briefing	6	Provide an update on project progress and seek feedback on priorities for master planning	Discussions re: location, traffic, parking, transport, construction impacts, civic uplifts, 'Eds and Meds' precinct opportunities, Canterbury Bankstown City Council's Complete Streets plan	Feedback provided to the project team to inform master planning Commitment to ongoing consultation
19/06/24	Transport for NSW	Master planning briefing	3	Provide an update on project progress and seek feedback on priorities for master planning	Discussion included: traffic and transport planning to be progressed; noting current traffic issues in Bankstown CBD; mode shift to public transport.	Feedback provided to the project team to inform master planning Commitment to ongoing consultation

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
20/6/2024	Bankstown-Lidcombe Hospital staff, patients and visitors, community	Master planning pop-up information session	80	Provide an update on project progress and seek feedback on priorities for master planning	Discussion included: parking traffic, public transport; future of existing hospital and TAFE; services; bed numbers	Feedback provided to the project team to inform master planning Commitment to ongoing consultation
21/6/2024	NSW Health Pathology	Master planning briefing	4	Provide an update on project progress and seek feedback on priorities for master planning	Discussion included: requirements for access; parking; equipment and emerging technology	Feedback provided to the project team to inform master planning Commitment to ongoing consultation
24/6/2024	Bankstown-Lidcombe Hospital staff, patients and visitors, community	Master planning information session	100	Provide an update on project progress and seek feedback on priorities for master planning	Discussion included: parking and traffic; public transport; future of existing hospital and TAFE; hospital services; bed numbers	Feedback provided to the project team to inform master planning Commitment to ongoing consultation
27/6/2024	HealthShare NSW	Master planning briefing	5	Provide an update on project progress and seek feedback on	Discussion included requirements for access, parking and logistics	Feedback provided to the project team to inform master planning Commitment to ongoing consultation

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
				priorities for master planning		
27/6/2024	NSW Ambulance	Master planning briefing	8	Provide an update on project progress and seek feedback on priorities for master planning	Discussion included requirements for access, parking, alternative routes, bay design	Feedback provided to the project team to inform master planning Commitment to ongoing consultation to confirm parking and access Alternative routes identified as part of planning and endorsed 2026
5/7/2024	Community	Master planning pop-up information session at Bankstown Central shopping centre	90	Provide an update on project progress and seek feedback on priorities for master planning	Discussion included: parking traffic, public transport; future of existing hospital and TAFE; services; bed numbers	Feedback provided to the project team to inform master planning Commitment to ongoing consultation
6/7/2024	Community	Master planning pop-up information session at Bankstown Central shopping centre	65	Provide an update on project progress and seek feedback on priorities for master planning	Discussion included: parking traffic, public transport; future of existing hospital and TAFE; services; bed numbers; impact on local neighbours	Feedback provided to the project team to inform master planning Commitment to ongoing consultation

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
16/8/2024	Consumer and Community Engagement Network	Briefing re: master planning	10	Provide an update on project progress and seek feedback on priorities for master planning	Discussion included accessibility features, parking, bed numbers, palliative care	Feedback provided to the project team to inform master planning
20/08/2024	Catholic Archdiocese and Sydney Catholic Schools	Briefing re master planning	4	Provide an update on project progress and seek feedback on priorities for master planning	Discussion re impact on schools, access to playing fields, future development, school zones, safety and amenity	Feedback provided to the project team to inform master planning Commitment to ongoing consultation
22/8/2024	All stakeholders	Newsletter 5	165	Provide an update on project progress	General information provided; no feedback noted.	N/A
23/8/2024	Bankstown-Lidcombe Hospital and Local Health District staff representatives including clinical, medical, allied health and support services	Concept Design Workshop	25	Explore priorities for concept design	Discussion re: location of departments, project scope, parking, sustainability and	Feedback provided to the project team to inform planning

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
29/8/2024	Canterbury Bankstown City Council	Briefing	5	Provide an update on project progress	Discussion re: Complete Streets plan, parking, traffic, public transport, sustainability	Feedback provided to the project team to inform planning (including Transport Working Group)
29/8/2024	TAFE NSW	TAFE NSW and Health Infrastructure Joint Project Communications and Engagement Working Group	3	Provide an update on project progress and planning for the TAFE NSW relocation	Discussion re: TAFE NSW relocation communications, hospital planning	N/A
3/9/2024	Bankstown-Lidcombe Hospital Senior Managers	Clinical prioritisation workshop	25	Master planning	Priority areas identified including confirming emergency, intensive care, theatres, mental health, women's and children's health and other	Scope updated to reflect clinical priorities agreed by staff
21/9/2024	Community members interested in maternity services	Maternity Open Day pop-up information stand	30	Provide an update on project progress and invite feedback about maternity and	Community seeking contemporary birthing options close to home	Feedback provided to the project team to inform planning

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
				children's services		
23/9/2024	Canterbury Bankstown Multicultural Interagency	Briefing	14	Provide an update on project progress and seek feedback re: master planning	Community seeking welcoming and inclusive approach to design and delivery of services	Feedback provided to the project team to inform planning; arrival and wayfinding identified for future consultation
15/11/2024	Consumer and Community Engagement Network	Project Update	10	Provide an update on project progress and seek feedback re: master planning	Discussion re: public transport, arrival experience, accessibility, parking	Feedback provided to the project team to inform planning
20/11/2024	LaSalle Catholic College, St Felix Parish, Sydney Catholic Schools, St Felix Catholic Primary School, Catholic Archdiocese of Sydney	Briefing	6	Provide an update on project progress and seek feedback re: master planning	Discussion re: safe arrival and departure experience for students and community, school zones, parking, traffic, educational opportunities	Project commitment to ongoing consultation with stakeholders including students, families and community Future educational opportunities will be advise including skills and training
20/2/2025	Aboriginal community, agencies and stakeholders including National	Aboriginal Cultural Heritage Assessment (ACHA) as per	15 Registered Aboriginal parties (RAPs)	Addresses the potential impacts to Aboriginal	The study area is situated in a highly modified landscape that is located	The full report is available in Appendix FF Aboriginal Cultural Heritage Assessment Report by Eco Logical Australia

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
	Native title Tribunal, NTS Corp, Heritage NSW, Office of the Registrar, Gandangara Local Aboriginal Land Council, Canterbury Bankstown City Council, South Western Sydney Local Health District (Aboriginal Health)	the Aboriginal cultural heritage consultation requirements for proponents 2010 (DECCW 2010a)		cultural values within the study area and provide management and mitigations.	approximately 1km to the north of Salt Pan Creek; no specific social or aesthetic values have been attributed to the study area; no historic associations were identified for the study area through consultation; no spiritual significance was identified within the study area during consultation with Aboriginal stakeholders	Feedback received by the project team Project commitment to embedding Connecting with Country principles and continuing engagement with Aboriginal community
26/03/2025	Kylie Wilkinson MP, Member for East Hills	Briefing	2	Provide an update on project progress and master planning	Discussion re progress of master planning, TAFE NSW	N/A
27/3/2025	Canterbury Bankstown City Council	Briefing	5	Provide an update on project progress and master planning	Discussion re: parking, traffic, public transport, sustainability	Feedback provided to the project team to inform planning (including Transport Working Group)

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
6/6/2025	All stakeholders	Media announcement by NSW Government	456,000 Daily Telegraph 1,141,000 ABC News 1,917,000 Channel 7 News 1,880,000 Channel 9 News	Announce an additional \$700 million for the project for a total NSW Government commitment of \$2 billion, making it the biggest health capital investment in NSW	Comments in support via social media and Have Your Say; parking, traffic, scope and various comments noted	Feedback provided to the project team to inform planning Responses provided via Have Your Say
6/6/2026	Bankstown-Lidcombe Hospital Senior Managers	Briefing re Budget announcement	50	Provide an update on project progress and master planning	General feedback re: scope and timing	Feedback provided to the project team to inform planning
6/6/2025	LaSalle Catholic College, St Felix Parish, Sydney Catholic Schools, St Felix Catholic Primary School, Catholic Archdiocese of Sydney	Email to stakeholders re budget announcement	6	Provide an update on project progress and master planning	Budget update noted	

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
12/6/2025	Bankstown-Lidcombe Hospital staff	Briefing	60	Provide an update on project progress and master planning, and seek feedback	General feedback re: scope and timing	Feedback provided to the project team to inform planning
18/6/2025	Bankstown-Lidcombe Hospital staff	Pop-up information session	150	Provide an update on project progress and master planning, and seek feedback	General feedback re: scope and timing	Feedback provided to the project team to inform planning
19/6/2025	Bankstown-Lidcombe Hospital staff	Pop-up information session	50	Provide an update on project progress and master planning, and seek feedback	General feedback re: scope and timing	Feedback provided to the project team to inform planning
21/06/2025	Neighbours near the existing hospital site	Letterbox drop – Chapel Road	5,188	Provide an update on project progress and master planning, and seek feedback	General feedback re: scope and timing, parking and traffic	Feedback provided to the project team to inform planning

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
21/06/2025	Neighbours near the new hospital site	Letterbox drop – Eldridge Road	1,630	Provide an update on project progress and master planning, and seek feedback	General feedback re: scope and timing, parking and traffic	Feedback provided to the project team to inform planning
26/06/2025	Community	Pop-up information session Bankstown Central	120	Provide an update on project progress and master planning, and seek feedback	General feedback re: scope and timing, parking, traffic, job opportunities, TAFE NSW plans	Feedback provided to the project team to inform planning
24/7/2025	Medical Staff Council	Briefing	29	Provide an update on project progress and master planning, and seek feedback	General feedback re: scope and timing	Feedback provided to the project team to inform planning
25/7/2025	Consumer and Community Engagement Network	Briefing	10	Provide an update on project progress and master planning, and seek feedback	Consumer input needed as design progressed; palliative care unit needed	Feedback provided to the project team to inform planning; palliative care unit issue to be progressed

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
28/7/2025	Hospital staff and visitors, community	Newsletter	Approx 1,700 via staff email 90 via e-newsletter	Provide an update on project progress and master planning, and seek feedback	None noted	N/A
27/7/2025	Community	Petition from community members and submissions via Have Your Say re: multi-faith space	2,100 noted on petition as of 12 January 2026 114 comments noted via Have Your say	Respond to community enquiries regarding the multi-faith space.	Catholic and Christian community members advised that they want a separate Christian/Catholic chapel	Response provided and feedback noted and consultation sessions commenced with pastoral care team to inform design; note – petition not formally received but comments also noted Project response: NSW hospitals prioritise spiritual and religious needs by providing multi-faith facilities for patients, visitors and staff. These spaces are designed to be inclusive and accessible, offering a place for prayer, reflection, meditation, and quiet contemplation. The new Bankstown Hospital will include a non-denominational multi-faith space as part of the front-of-house facilities. Before we confirm a design, location or layout, we consult extensively with the hospital's pastoral care team, staff, community

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
						members and faith leaders – this will happen at a later stage in the project.
5/8/2025	LaSalle Catholic College, St Felix Parish, Sydney Catholic Schools, St Felix Catholic Primary School, Catholic Archdiocese of Sydney	Briefing	6	Provide an update on project progress and master planning, and seek feedback	Broad support but further engagement needed as project progresses; discussions re: road safety	Feedback noted by the project and team and further consultation sessions to be scheduled
5/8/2025	Canterbury Bankstown City Council	Briefing	6	Provide an update on project progress and master planning, and seek feedback	Discussion re: parking traffic, city planning, construction impacts	Feedback noted by the project team; ongoing engagement planned
5/8/2025	Consumer and Community Engagement Network	Referral notes (correspondence) re: palliative care, safe design and multi-faith space.	10	Respond to design and planning issues raised by the consumer network	Support for a dedicated palliative care unit, safe design, and a multi-faith space	Feedback noted by the project team Safe design principles advised Further consultation and briefing organised regarding palliative care needs resulting in dedicated palliative care unit (see 19/9/2025)

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
						Multi-faith space confirmed with wash facilities as recommended in Australasian Health Facility Guidelines
8/8/2025	Canterbury Bankstown Multicultural Interagency	Briefing	30	Provide an update on project progress and master planning, and seek feedback	Community needs welcoming facilities that reflect the diverse community needs e.g. signage, wayfinding, interpreters Community wants to receive information from trusted leaders	Feedback provided to the project team to inform planning
17/9/2025	Medical Staff Council	Briefing	20	Master plan	Discussion re: timing, scope, parking	Feedback provided to the project team to inform planning
19/9/2025	Consumer and Community Engagement Network	Palliative Care briefing	10	Ward design	Community needs a dedicated palliative care unit to provide supportive end of life care	Project team considered the clinical requirements and advocacy from the consumer network; palliative care unit confirmed after consultation with clinicians and consumers.
22/9/2025	All stakeholders	Media event to launch concept design – invitation to Have Your Say	456,000 Daily Telegraph Plus online media	Launch new artist impressions and invite feedback	Have Your Say: 20 contributions; 1940 views, 1599 visits Feedback re: access, parking, traffic, room	Response provided and feedback shared with the project team to inform planning and design

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
			(readership not available)	via Have Your Say	design, services and scope.	
24/9/2025	Bankstown-Lidcombe Hospital Pastoral Care team	Hospital design and multi-faith space briefing	3	Consult with pastoral care team re: approach for multi-faith space, and invite feedback	The community needs facilities which reflect their culture and religious practices	Feedback provided to the project team for consideration; stakeholders advised consultation will progress in 2026 with opportunities to contribute
9/10/2025	Kylie Wilkinson, Member for East Hills	Briefing	2	Provide a project update	No feedback noted	N/A
16/10/2025	Transport for NSW Canterbury Bankstown City Council	Workshop	16	Review transport planning and complete site walk to view hospital site, Heath Street, Chapel Road and school zones,	Feedback provided re: road network and intersection options; traffic to and from the hospital; bus lanes and bicycle paths; improving hospital experience; CBD parking impact	Feedback provided to the project team to inform next iteration of planning Further traffic surveys to be conducted by consultants Further consultation to be conducted with catholic schools and parish neighbours Planning to be progressed via Transport Working Group
17/10/2025	Consumer and Community Engagement Network	Workshop	8	Engage with consumers regarding	70 recommendations provided to project team including:	Feedback provided to the project team; findings will be

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
				design of the new hospital	— Emergency department (paediatric and family experience) — Carer accommodation and facilities — Patient rooms and ward design — Wayfinding, communication and information systems — Public spaces and amenities — Access, transport and parking — Culture, policy and service integration (architectural implications) — Emotional and sensory design.	considered as part of schematic design
23/10/2025	Medical Staff Council	Briefing	30	Provide a design and planning update	Palliative Care and mental health need access to courtyards; Emergency	Feedback provided to the project team to inform future design stages; mental health courtyard spaces confirmed and

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					Department needs easy access; workforce needs appropriate workspaces	design will progress in future stages; Emergency Department mental health courtyard relocated based on feedback, with final design to be confirmed; workspace issues noted for future consultation
28/10/2025 29/10/2025	Chinese Community Groups at Revesby and Padstow	In-language information session (Mandarin and Mandarin / Cantonese)	50	Provide a project update, explain planning process and seek feedback	Comments re availability of parking, emergency wait times, bed numbers, size of hospital (beds)	Parking spaces and hospital capacity will be confirmed as the project progresses. Comments regarding emergency department wait times referred to the hospital (operational)
5/11/2025	Catholic school and parish stakeholders	Email to Catholic schools, parish and administration to advise Early Works REF on exhibition and open for submissions	5	Share the project update and invite submissions for the early works planning application (REF)	None noted at this stage	Stakeholder meeting agreed for early 2026
6/11/2025	All stakeholders	Media announcement for concepts design 'block and stack' showing	531,000 Ten News Online media (readership not available)	Announce concept design and invite feedback on the concept design and early works	Via Have Your Say, feedback re: location of departments, traffic, access, services,	Feedback provided to the project team to inform future design

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
		layout of departments	Via Have Your Say during consultation period: 4.072 views, 2,665 visits, 49 contributions.	planning application (REF) Advise online and in-person engagement opportunities	amenity and next steps	
6/11/2025	Catholic Archdiocese of Sydney Sydney Catholic Schools LaSalle Catholic College St Felix catholic Primary School St Felix de Valois Parish, Bankstown Parishioners and families	Email fact sheet and link to resources for concept design release	5 organisations	Advise stakeholder that REF is on exhibition and invite submissions; explain impacts and next steps	Meeting requested to discuss early works impacts	Meeting to be scheduled early 2026
6/11/2025	Bankstown-Lidcombe Hospital staff	Concept design town hall briefing 3pm and pop-up information sessions 3.30pm – 5pm	60	Provide a project update for concept design and REF and invite feedback	Clinician feedback re: department locations, size of units, access, parking and workspaces Community feedback re: timing, scope,	Layout was updated in response to clinical feedback General comments noted by project team

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					parking and future of current site	
11/11/2025	Bankstown-Lidcombe Hospital staff	Concept design pop-up information session 8am – 11am	60	Provide a project update for concept design and REF and invite feedback	Clinician feedback re: department locations, size of units, access, parking and workspaces Community feedback re: timing, scope, parking and future of current site	Layout was updated in response to clinical feedback General comments noted by project team
12/11/2025	TAFE NSW	Email to TAFE NSW with fact sheet and link to resources for concept design	N/A	Provide general information for TAFE NSW staff and students	None noted	N/A
12/11/2025	Canterbury Bankstown City Council	Statutory planning advisory letter	1 organisation	Advise stakeholder that REF is on exhibition and invite submissions	Council generally supports the proposed activity; potential impacts during the works and ongoing operation of the site for TAFE uses need to be appropriately mitigated	Feedback noted for action when works commence

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
12/11/2025	Sydney Water	Statutory planning advisory letter	1 organisation	Advise stakeholder that REF is on exhibition and invite submissions	Health Infrastructure NSW must follow the Sydney Water developer delivered process via the engagement of a Water Servicing Coordinator to manage the disuse of Sydney Water owned assets.	Feedback noted for action when works commence
12/11/2025	Transport for NSW	Statutory planning advisory letter	1 organisation	Advise stakeholder that REF is on exhibition and invite submissions	A Construction Pedestrian Traffic Management Plan (CPTMP) detailing construction vehicle routes, number of trucks, hours of operation, access arrangements and traffic control should be submitted to Council for review and endorsement prior to the commencement of works. Should the proposed construction activities impact traffic flows at, or the functioning of,	Feedback noted for action when contractor is appointed

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					any Traffic Control Signals, a Road Occupancy Licence (ROL) should be obtained from Transport Management Centre (TMC).	
13/11/2025	Bankstown-Lidcombe Hospital staff	Concept design pop-up information session 8am – 11am	90	Provide a project update for concept design and REF and invite feedback	Clinician feedback re: department locations, size of units, access, parking and workspaces Community feedback re: timing, scope, parking and future of current site	Layout was updated in response to clinical feedback General comments noted by project team
13/11/2025	Community	After hours concept design pop-up information session 5pm – 7pm	100	Provide a project update for concept design and REF and invite feedback	Community feedback re: timing, scope, parking and future of current site	General comments noted by project team
14/11/2025	Property owners adjacent to the new hospital site	Mail letter of advice to property owners re: proposed early	1,065	Advise stakeholders that REF is on exhibition and	General comments re: timing and impact including impact on	Feedback provided to project team for further consideration; responses provided

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
		works and opportunity to provide a submission		invite submissions; explain impacts and next steps	businesses; local flora and fauna	
14/11/2025	Occupiers/residents adjacent to the hospital site	Letterbox drop fact sheet about the proposed early works	1,256	Advise stakeholder that REF is on exhibition and invite submissions; explain impacts and next steps	General comments re: timing and impact	Feedback provided to project team for further consideration; responses provided
14/11/2025	Consumer and Community Engagement Network	Concept Design briefing to discuss 'block and stack'	10	Engage with consumer representatives re: 'block and stack' for new hospital and seek feedback	Feedback re: location of services, car park design including ramps and fire stairs, arrival experience, number and location of accessible spaces, size of parking spaces, security and safety, crime reduction, shade, traffic management, retail and food choices, size of lifts for wheelchairs and carers, lift wait times	Feedback regarding design of clinical areas noted and will be progressed in future sessions A new standard for car park spaces is expected shortly but the project will plan the size of car spaces based on the new standard Other car park design issues will be progressed through the user group with consumer input Lifts will be able to accommodate carers and wheelchairs/stretchers

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
3/12/2025	Facebook and Instagram users in Bankstown area	Geotargeted advertising	53,358 reach 421 clicks to website Approx 0.1% above average engagement	Invite community members to see the planning information and provide feedback for concept design and REF (early works)	Facebook comments re: designing for safety, department locations, traffic and parking	Feedback provided to the project team for consideration
9/12/2025	Bankstown-Lidcombe Hospital staff and visitors, other stakeholders	Newsletter	Approx 1,700 via staff email and hospital 90 via e-newsletter	Provide a general project update	N/A	N/A
10/12/2025	Bankstown-Lidcombe Hospital staff	Multicultural Services staff briefing	20	Engage with multicultural health staff; provide a project update; invite feedback for concept design	Feedback provided on concept design, Integrated Health Hub (existing hospital site), parking, wayfinding, TAFE NSW, rehabilitation services, interpreter services	Feedback provided to project team to inform ongoing planning and design work Noting that existing hospital site will be retained as an Integrated Health Hub
7/1/2026	Ambulance NSW	SSDA pre-consultation	N/A	Consult re: concept design including ambulance	NSW Ambulance strongly supports the proposed New	Feedback noted and provided to project team to inform ongoing planning and consultation

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
				parking and access	Bankstown Hospital development. Health Infrastructure has engaged with NSW Ambulance during the planning phase of the project, including discussions on internal and external access arrangements. Our paramedics are trained and authorised under the Road Rules 2014, <i>Road Transport Act 2013</i> and <i>Work Health and Safety Act 2011</i> to use emergency driving procedures and warning devices when required. They routinely manage challenging traffic and environmental conditions to deliver safe patient care. If severe congestion or road network disruption occurs, NSW Ambulance has	

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					procedures to maintain emergency response. Ambulances use real-time traffic monitoring and GPS integrated with Transport Management Centre systems to reroute via the most efficient path. When traffic is stationary, emergency vehicles may use opposing lanes, shoulders or emergency access points under controlled conditions. Patients remain safe throughout, as all ambulances are clinically equipped and staffed to provide advanced life support until arrival. NSW Ambulance is confident that emergency access and patient safety will be upheld under all traffic conditions, supported by robust	

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					procedures and real-time traffic management systems.	
13/1/2026	Residents	Letterbox drop	130	Advise works notification for kiosk substation and local impacts	None noted	Project team will provide further opportunities for consultation regarding site works
15/1/2025	Transport Working Group	Meeting	17	Consider transport issues	Discussions re: locations for signals/roundabout; Chapel Road and Meredith Street future operations; cycle lanes; bus shelters	Feedback provided to project team to inform planning and design Preferred location for Chapel Road outbound bus shelter identified Cycle lane planning and signals/roundabouts to be progressed
16/1/2026	NSW Ambulance	Consultation meeting	3	Consult re: schematic design requirements	Discussion re: ambulance bays, key adjacencies, loading, write-up space and amenities	NSW Ambulance has been involved in the Schematic Design Consultation Meetings for the planning of the Emergency Department to date and that there may be one or

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
						two more meetings to finalise the schematic design
22/1/2026	Bankstown Airport	Consultation meeting	3	Consultation regarding construction and final building height in relation to airport operations	Airport focus is on operations and ongoing consultation requested Noted that hospital will not have a helipad, and the maximum building height is within current and future limits	Feedback noted and further consultation will be arranged through the formal Controlled Activity Application process
22/1/2026	Airservices Australia	Consultation meeting	6	Project update and consultation regarding building height in relation to airport operations, and other aeronautical impacts	Significant changes to airspace requirements are anticipated in the near future	Project team to submit relevant application and continue consultation
29/1/2026	SES	Consultation meeting	4	Project update and design consultation	Access and egress on Chapel Road are important as are the access paths to/from hospital which need to	Ongoing development of design, including considering SES feedback, and continuing consultation

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					be being clearly defined	
30/1/2026	NSW Telco Authority	Consultation meeting	3	Project update and discussion regarding requirements from Telco Authority which may need to be considered in the ongoing design and planning process	Location of ICT infrastructure and next planning steps including relevant applications	Project team to submit relevant applications and continue consultation
9/2/2026	Sydney Catholic Schools LaSalle Catholic College St Felix catholic Primary School St Felix de Valois Parish, Bankstown Parishioners and families	Consultation meeting	6	Project update on early works, concept and schematic design	Concerns re: long-term access to playing fields, traffic, school zones, kiss and ride locations, student and community safety, views over the playing fields	Project to progress further discussion regarding playing fields access, impact of early works, traffic plan and long-term access Project confirmed that student, staff and community safety is a priority – further advice to be provided when early works contractor is appointed Project to provide further details regarding views from car park onto the playing fields and explore design solution e.g. car park facade screening

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
20/2/2026	Bankstown-Lidcombe Hospital Consumer and Community Engagement Network	Design consultation meeting	12	Design consultation for final draft concept design block and stack, and schematic design for front of house and dementia care including consultation re: ward name	Design of the Dementia Care Unit including single rooms, connection to outdoors and space for therapy equipment 'Older Persons Dementia Care Unit' name discussed and recommendation to retain 'dementia care' in preference to other suggestions Front of house connection to parking areas, disabled parking, toilets, and car park design.	Recommendations regarding the design and naming of units noted by the project team Further consultation scheduled for women's and children's health floor, emergency department, car park design
18/3/2026	SWSLHD Mental Health Consumer and Community Consultation Committee	Design consultation meeting	12	Design consultation for mental health units and Emergency Dept mental health zone	Strong support for design of mental health zone in Emergency Department; general support for mental health units with more information requested Feedback re: facilities for visiting family and friends, design of	Recommendations regarding the design noted by the project team for response Further consultation will be scheduled to address questions regarding visitor facilities and other consumer issues

Date	Stakeholder	Activity	Number reached	Purpose	Key findings/ feedback	Project Response/ Design changes
					courtyards, parking and entry, and models of care	
20/3/2026	Bankstown-Lidcombe Hospital Consumer and Community Engagement Network	Design consultation meeting	8	Design consultation women's and children's health including paediatric zone in Emergency Dept, and size of lifts	Support for design of rooms and separation of paediatrics in Emergency Feedback included disabled access, operation of doors, furniture for carers (beds/chairs), availability of education rooms	Recommendations regarding the design noted by the project team Rooms for patient education confirmed – located in Maternity Other issues to be confirmed as detailed design progresses e.g. furniture, carer arrangements, doors Lift sizes demonstrated for advice and supported Ongoing consultation scheduled for car park design, palliative care and other areas of interest
2026	Aboriginal Elders, knowledge holders and community members LGBTQI+ community	Design consultation workshops and engagement sessions	N/A	Schematic and detailed design consultation	Key feedback in reference to Aboriginal community is noted in Appendix F. Design Report	For note: consultation sessions have been scheduled or are currently being scheduled but feedback was not available for this report

9 Key project response and outcomes

The New Bankstown Hospital project team has worked proactively throughout to identify potential and emerging issues for the early works and develop mitigation measures (outlined in the table below).

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 issues relating to the proposal have been identified below.

Key issue	Project Response	Outcome
Transport and traffic		
- Concerns about traffic congestion, especially during peak hours - Suggestions include opening new roads, creating alternate routes and scheduling construction work outside of peak hours - Maintain accessibility and clearly sign any detours and traffic changes - Consider the needs of local schools adjacent to the site, including drop-off and pick-up, and school zones - Consider arrangements for staff parking and/or transport access - Upgrade local roads and make the hospital easily accessible to public transport and expanding bus routes, including new roundabout or signals - Providing adequate parking and/or a shuttle service for construction workers to avoid impacting residents and businesses - Consider safety issues for staff arriving or leaving at night/early morning - Cycle lanes required to encourage active transport	- Health Infrastructure is working closely with Transport for NSW and local Canterbury Bankstown City Council. - The Environmental Impact Statement (EIS) seeks approval for ancillary works to Chapel Road, including minor works to manage access at the Heath Street intersection and at the new entries on Chapel Road and French Avenue, and associated tree removal along Chapel Road. - Chapter 6.4 of the EIS considers the relationship between the proposed development and surrounding transport infrastructure, including: - Proposed car parking on the site - Proximity to public transport including train, bus and Metro - Pedestrian and cyclist connections. - The location of the hospital provides for easy access from the metro (10 to 15-minute walk) and access via bus. - Arrangements for local road and traffic infrastructure falls outside of the scope of the New Bankstown Hospital project and	- A Transport and Accessibility Impact Assessment, including Preliminary Green Travel Plan (Appendix X), have been prepared for the SSDA to outline the expected impacts and measures during construction works. - A Construction Traffic Management Plan (CTMP) including a Traffic and Pedestrian Management Plan (TPMP) will be prepared prior to construction. - Notification be given to local residences prior to works being undertaken. - Schedule construction traffic outside peak hours where possible. - Appoint a traffic controller to manage the site access including safety of footpath users on Chapel Road. - Locations for new signals/roundabout have been identified in the Transport Plan - Chapel Road changes to be progressed by Transport for NSW - Roundabout proposed for French Ave and Meredith Street subject to consultation and approval.

Key issue	Project Response	Outcome
	is under the jurisdiction of the relevant road authority.	- Cycle lane options identified for further consultation. - Hospital entry driveways on Chapel Road reduced to improve bus operations
Parking		
- Concerns about sufficient parking on site - Concerns about parking impact on local streets - Consider the needs of a range of people including elderly and disabled people - Building sufficient parking to improve the parking for staff and visitors, and to reduce impact on local street - Interest in ample parking with larger spaces for bigger vehicles which are making it hard to park - More disabled parking spaces with easy access to lifts - EV chargers need to be included in car parks - Ambulance bay and parking need to be considered - Emergency Department drop-off and parking improvements needed to avoid queueing and parking issues for consumers	- There will be a multi-storey car park in the middle of the site (between Chapel Road and Heath Street). - The Transport & Accessibility Impact Assessment confirms the development satisfies the recommended parking supply, while leveraging the surrounding public transport initiatives being undertaken. - The project will consider new draft parking space guidelines which recommend updated car space sizes to accommodate larger vehicles. - Hospital footprint reconsidered to provide improved access.	- The new multi-storey car park design will provide disabled parking spaces close to lifts with easy access to the main hospital building via accessible pathways or links. - EV chargers will be included in the car park design. - Ambulance parking improved by adjusting hospital footprint. - Emergency Department drop-off and parking improved with the addition of extra short-term dedicated parking spaces beneath the building to allow for parking after drop-off or direct access to reception – avoids queuing at entry.
Noise and environmental impacts during construction		
- Concern about the timing of work with a preference to reduce work at night and receiving advanced notice of work at night - Minimising and managing dust levels - Impact on local schools and residents	A Noise and Vibration Impact Assessment has been undertaken as part of this SSDA to assess noise and vibration associated with the construction work.	- A Noise and Vibration Impact Assessment has been undertaken as part of this SSDA to assess noise and vibration associated with the construction work. - Measures to minimise and mitigate the potential impacts on the surrounding community are detailed in the Noise and Vibration Impact Assessment prepared by Acoustic Studio

Key issue	Project Response	Outcome
		provided within the EIS Appendix T. - A comprehensive communications and engagement plan will ensure residents are informed in a timely way about any impact on local amenity including project updates via email, in-person information sessions and online activities. 24/7 site contact will be provided. - The project will continue to consult closely with local schools at every stage of construction.
Site vegetation		
- Preserve greenery around the construction site as much as possible - Preserve animal habitats	- The hospital site is approximately 4 hectares and in addition to the hospital buildings, multi-storey car park and internal roads, will include open space and landscaped areas. - Construction of the hospital requires removal of existing vegetation on the site to facilitate necessary services infrastructure to support the hospital, which is not expected to impact local biodiversity.	- Trees will be retained where possible, including mature indigenous trees. - Trees will be replaced, and more trees will be planted, as part of the hospital's landscaping plan later in the project. - This includes focusing on local tree species, trees which do well in hotter conditions, and trees which can provide shade.
Front of house		
- Retail spaces with a variety of food choices and price points such as halal and vegan options - Convenience services e.g. groceries, ATM - Access to food and drinks 24/7 e.g. after house meal vending machine for staff, visitors and carers - All-weather protected pick-up and drop-off areas with seating	Front of house arrival experience and amenities have been considered as part of the design.	- Retail spaces will be located on the Chapel Road level 2 upon entry to the hospital. - Retail facilities may include a café and convenience services. - Leases for retail offering will be determined once the building construction is progressed. - Drop-off and pick-up area designs will promote amenity and ease of access.
Location of services and clinical design		

Key issue	Project Response	Outcome
- Co-location of departments particularly location of Operating Theatres in relation to Maternity, ICU - Ward footprints are somewhat restricted	- Co-location of departments was considered as part of concept and schematic design consultation. - Ward design was considered as part of consultation.	- Issues regarding co-location of Maternity, Operating Theatres and Intensive Care were resolved with departments retained in their original locations. - Some units were repositioned for better clinical outcomes for future expansion potential. - The building footprint was expanded to create more clinical space for improved flows and access.
- Rooms should have access to natural light, carer and patient lounges and amenities - Carer zones needed for carers to stay overnight - Access to gardens and outdoor areas is required - Emergency waiting area should be spacious and comfortable – bigger than currently - General waiting areas should be spacious and comfortable - Wards/rooms need ample secure storage for personal mobility items modified wheelchairs, walking aids etc.	The project's priority is to deliver design which supports excellent health outcomes, positive patient experience and recovery.	- The design principles for the hospital rooms are to provide access to natural light, social spaces, places for respite, and ease of supervision for nursing and medical staff. - Inpatient room features, colour palette and furnishing will be subject to further design work. - Bankstown Hospital consumers will be able to wait in a range of flexible areas, inside or outside depending on preference. Access to natural light and landscaped areas will be available.
- Clinical services and future hospital operations - Interest in clinical service planning - Interest in virtual care provisions	- The clinical services plan for the hospital considers the population, demographics, future projections and staff and community feedback. - We recognise that there is a broad range of health services that people require. The new hospital will be part of SWSLHD to provide for other health services as needed. - The hospital is being designed so that it could be expanded in the future and respond to evolving needs.	- The new hospital will include hospital in the home services and virtual care. This means that, where deemed clinically appropriate, patients will be able to receive care in their home in addition to appointments with the hospital. This has the benefit of allowing people to stay within the comfort of their own home while still maintaining contact with their hospital clinicians. - As a SWSLHD hospital, New Bankstown Hospital services will network with Liverpool, Campbelltown and Fairfield hospitals and other health facilities in the network. - The new hospital operates in a neighbourhood model with the

Key issue	Project Response	Outcome
		existing hospital (future Integrated Health Hub) and in a district network to provide comprehensive integrated care.
Interest in mental health services	- The new hospital will include mental health inpatient units and provision for mental health and drug and alcohol services within the Emergency Department and other clinical services. - The new Hospital team will work within SWSLHD to facilitate appropriate care on a case-by-case basis which may require referrals to alternative locations and/or services for ongoing treatment.	Purpose-built mental health facilities will be confirmed as the design progresses.
Interest in design for neurodivergent consumers and people with other sensory needs	The design considers the needs of all users including people with a range of diverse sensory needs.	Accommodation for neurodivergent people, including quiet places and de-escalation rooms, has been considered as part of the design and will be confirmed as the project progresses.
Interest in a new palliative care service	A dedicated palliative care 'pod' included in the scope as part of cancer care services.	The design of the new palliative care unit will be determined as the project progresses.
Interest in maternity services and paediatrics	Maternity and birthing are included in the scope.	- The design of maternity services including a new birthing centre will be confirmed as design progresses. - A paediatric precinct for inpatient and outpatient services is included in the project, and the design will be confirmed as the project progresses.
Interest in services for older people and people with dementia	Inpatient and outpatient services will be provided for older people, with dedicated inpatient units for dementia care.	The design of the Older Persons Dementia Care Unit, Aged Health Inpatient Unit and outpatient services will be confirmed as the project progresses.
Interest in surgical services	The new hospital will be equipped with facilities for surgery including digital theatres and cardiac catheterisation facilities.	Surgical services will be provided, and the new hospital will be networked with other SWSLHD services to provide some specialist surgical services

Key issue	Project Response	Outcome
		including orthopaedic surgery and hand surgery at Fairfield Hospital.
Interest in security and safety	- The building will have dedicated facilities for security in Emergency Department and main entry. - CCTV, access control and other security measures will be incorporated into the design. - CPTED (Crime Prevention Through Environmental Design) will help deter crime through better lighting, access control, and fostering community ownership, making spaces feel safer.	- All parts of the building will be designed to promote safety, security and wellbeing. - Security protocols will be determined as part of the building commissioning.
Accessibility		
- Easy wayfinding and signage - Help points and assistance - Ease of signing in - Easy access between the car park and hospital building	A wayfinding strategy will be developed as part of the design process and the project team will seek input from consumers.	Inclusive design principles will include ease of access, accessible signage.
Staffing and jobs		
- Staffing and jobs - An interest in adequate hospital staffing arrangements - Interest in clinical and non-clinical jobs once the hospital is operational - Interest in jobs during construction including hiring local people/contractors	- Workforce planning is being undertaken to provide to staffing requirements as the project process continues. - There is expected to be a range of clinical and non-clinical job opportunities at the new hospital. - There opportunities will be advertised closer to the time of the new hospital opening.	Will generate a significant number of construction jobs and a diversity of operational jobs, supporting the local economy.
Consultation and engagement		
- Regular and transparent communication and updates about the construction progress and potential impacts - Providing an opportunity for residents to ask questions, give feedback and stay informed about	Community members can stay informed by signing up for the project e-newsletter.	- The project team will continue to actively engage with community and stakeholders at every stage of the project and provide opportunities for genuine and meaningful collaboration. - Information in plain English and other languages as required will

Key issue	Project Response	Outcome
the project's timeline and process. - Involving schools and residents in the planning process and considering their input in decision making - Keeping the community informed about key project milestones and providing regular updates - Request for simple explanatory information including easy to understand diagrams		be supportive by explanatory visuals.
- Aboriginal community engagement - Connecting with Country - Providing for cultural safety	- The New Bankstown Hospital team is working with Aboriginal representatives across SWSLHD, and in the community, to ensure the hospital design is culturally safe for all people. - In addition, Connecting with Country work is being undertaken to ensure caring for Country principles are integrated into the design process.	The project team will continue to actively engage with community and stakeholders at every stage of the project and provide opportunities for genuine and meaningful collaboration.
Engaging with multicultural community	The project is actively engaging with the multicultural community through local networks and the Local Health District.	The project team will continue to actively engage with community and stakeholders at every stage of the project and provide opportunities for genuine and meaningful collaboration.
Interest in LGBTQI+ design guidelines	New design guidelines have been developed to ensure inclusivity.	- Guidelines will be implemented in the delivery of room designs, wayfinding, signage and other design priorities. - The project team will actively engage with community and stakeholders at every stage of the project and provide opportunities for genuine and meaningful collaboration.

Planning and delivery milestones

- Completing the project on time and adhering to the planned timeline to avoid disruptions - Scheduling construction deliveries outside of peak traffic	Management plans for traffic, noise and environmental impacts will be developed in accordance with the planning application including a Construction Traffic Management Plan and	Construction timeframes for the new development will be confirmed as planning progresses and following the appointment of a building contractor.
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Key issue	Project Response	Outcome
hours to minimise disruption to the community Pre-planning for traffic management, noise control and dust reduction	Construction Environmental Management Plan. In general, deliveries will be scheduled outside of peak times to minimise disruption.	

10 Next steps

This Engagement Report demonstrates how planned and transparent communication and engagement activity has met the consultation requirements prescribed by the SEARs.

The New Bankstown Hospital project team 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 its stakeholders after the approvals phase, through to the delivery and operational commissioning phases.

The New Bankstown Hospital project team will continue to update project webpages and produce regular content to keep all stakeholders informed and engaged throughout the lifecycle of the project.

The Project Communications and Engagement Plan is regularly updated to guide the project's proactive engagement approach during the planning, design, construction and operational commissioning of the project.

This plan details the activities to support the SSDA exhibition period which will include:

- Have Your Say online engagement (in English and other languages) to promote the exhibition via the NSW Government Planning Portal
- Promotion via newsletters, displays and social media
- Neighbourhood letterbox drop
- Publication of the consultation outcomes following the exhibition period.

Contact us

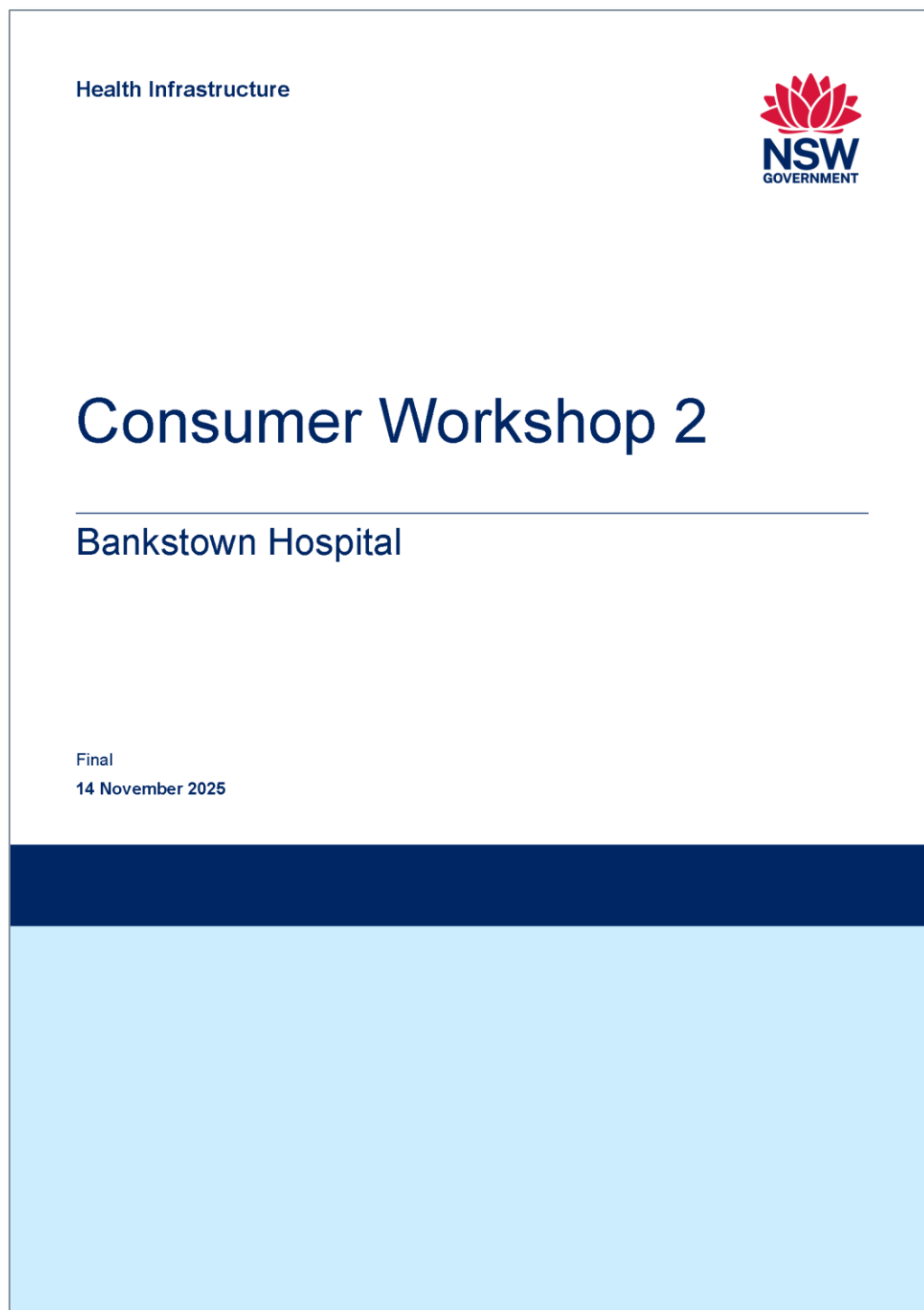
To make a comment or ask a question about this plan:

Visit www.nsw.gov.au/newbankstownhospital

Call 1300 176 082

11 Appendices

11.1 Consumer and Community Engagement Design Readiness Report



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1 Workshop Summary

The second Bankstown Hospital workshop focused on exploring the lived experience of patients, carers, and families to inform the design and planning of the new hospital.

The session aimed to understand what a supportive, efficient, and calming hospital environment looks like from the consumer's perspective.



1.1 Who attended

- 10 consumer representatives

1.2 Who was listening

- Project Communications & Engagement Manager, Health Infrastructure
- Manager – Communications and Engagement, South Western Sydney Local Health District
- Consumer and Community Engagement Manager, Bankstown-Lidcombe Hospital

1.3 What we did

The workshop included:

- A project update
- A reflection on workshop 1 and how feedback was incorporated into the concept design
- An introduction to universal design – this was in response to previous consumer feedback that the way we design for people at all abilities was not well understood
- Two exercises to prepare the consumer group to consider the concept design and participate in schematic design sessions including a visualisation exercise from the point of view of a carer or a patient
- Development of 'guidepost words' to help inform future consultation
- Development of a checklist for the project team with 70 suggestions for consideration.

1.3.1 Exercise 1 – Great Ideas

Consumer representatives were asked to consider their experience at Bankstown Hospital or any other hospital, and suggest great design ideas that should be considered for the new hospital.

The feedback provides an insight into the needs and expectations of patients, carers, and community members in relation to hospital design, accessibility, comfort, and cultural inclusivity.

Recurring themes include:

- Importance of affordable and accessible parking
- Carer and family support
- Calming and sensory-friendly environments
- Inclusive food and design
- Improved communication and wayfinding.

The comments highlight a desire for hospitals to be welcoming, functional, culturally aware, and supportive of both patients and their families throughout the care journey.

1.3.2 Exercise 2 – the Perfect Day, Imagining the Ideal Experience

Consumers were invited to describe an ideal day in the hospital.

This creative exercise encouraged consumers to express what good care feels like, not just what it looks like.

Consumer Workshop 2

This creative exercise encouraged consumers to express what good care feels like, not just what it looks like.

Key discussion themes:

- Feeling safe, respected, and informed throughout the care journey
- Smooth admissions and discharge processes
- Clear communication, including updates by text and visible staff identification
- Calming environments that reduce stress and anxiety
- Access to food, rest areas, and amenities for families and carers.

1.3.2.1 Carer Journey – A Day in the Life of a Carer

The carer journey group worked together to co-design a “day in the life” story of an ideal carer experience. The narrative explored what it’s like to stay overnight with a loved one, manage daily routines, and participate in care decisions.

Key insights:

- Comfortable, convertible bedding for carers instead of recliner
- Access to hot showers, lockers, and meals alongside patients
- Functional carer kitchens and shared family areas with hot water
- Reliable Wi-Fi and work “touchdown” spaces for carers balancing family and work
- 24-hour parking with multiple entries and exits for flexible access
- Systems that include carers in decision-making and communication — such as journey boards, carer-facing updates, and scheduled meetings with clinical teams
- Recognition of carers as partners in care, supported by clear policies and facilities.

1.3.2.2 Patient Journey – A Calm and Caring Emergency Experience

The patient journey group explored what a positive experience looks like for children and families visiting the emergency department. Consumers described an ideal journey that felt safe, welcoming, and well-organised from arrival through discharge.

Key priorities raised:

- A separate children’s emergency area that feels calm, non-threatening, and family-friendly
- Quick, efficient admission and discharge processes
- Comfortable family spaces, with chairs and lounges that convert into beds
- Entertainment, school and play facilities, and free Wi-Fi for children
- Touch-free and hygienic design features (automatic doors, clean spaces)
- Frequent text updates and clear communication about care progress
- A family room with amenities, good public transport access, and calm transitions home.

1.3.3 Exercise 3 - Guidepost Words

Guidepost words clarify what really matters.

Guidepost words (like safety, respect, inclusion, trust, sustainability, or innovation) help stakeholders (including consumers) identify the core values or priorities that should guide decision-making.

When choices get complicated or competing interests arise, these words remind people what's non-negotiable.

Across all activities, consumers emphasised that the hospital experience should be:

- **Supportive:** inclusive of families and carers, with compassionate staff and facilities that meet emotional and cultural needs
- **Efficient:** easy to navigate, well-organised, and designed for smooth transitions of care
- **Calming:** quiet, comfortable, and designed to reduce stress for patients and families alike.

1.4 Next steps and measuring success

The workshop has generated a list of priorities for the architects and project team.

A future workshop will evaluate the design against these criteria to determine how successfully consumer viewpoints have been incorporated into the design.

The next briefing in November 2025 will focus on the concept design for the new hospital.

2 Exercise 1 Great Ideas

Consumer representatives were asked to consider their experience at Bankstown Hospital or any other hospital and suggest great design ideas that should be considered for the new hospital.

The feedback provides an insight into the needs and expectations of patients, carers, and community members in relation to hospital design, accessibility, comfort, and cultural inclusivity.

Recurring themes include:

- Importance of affordable and accessible parking
- Carer and family support
- Calming and sensory-friendly environments
- Inclusive food and design
- Improved communication and wayfinding.

This section is an authentic record of consumer comments; duplicate comments are included.

2.1 Access and Parking

Participants highlighted that parking and access are major sources of stress and frustration, particularly before appointments.

Suggestions focused on affordability, availability, clear information about parking spaces, and ensuring accessible options for people with disabilities.

Suggestions:

- Needs to be simple – people get nervous anxious about appointments and finding parking
- Public parking easy so you can be on time on time
- Cheap parking
- Wide disability parking and have them near the lifts
- Disability parking needs to be wider
- Disability parking size for wheelchairs the line
- Wheelchair parking close to outpatient areas
- Parking updates
- Signage in car park to indicate number of spaces available so you don't waste your time
- More disabled parking near main entry and emergency.

2.2 Carers, Visitors and Families

There was a strong emphasis on supporting carers and visitors through better facilities, privacy, rest spaces, and orientation.

Consumer Workshop 2

Carers need clear information, storage for belongings, and access to amenities like showers, kitchens, and quiet areas.

Suggestions:

- Respect for visitors including overnight beds
- Doctor visits are communicated so carers can plan
- Emergency and nurse call button accessible to both carers and patients
- Courtyard outside patient rooms where carers can go when stressed or upset about their family members so patients can't see them
- Parents showers in paediatric areas showers need to be warm not cold
- Extra hook on the toilet door for carers items
- Privacy for carers
- Lockable drawer for carers to secure items
- Patients room with lockers for carers who are there a long time and need to leave their personal items to have a break
- Bay window for second bed space and single rooms carers
- Carer zone
- Touch screen near the nurses station where carers can put a non-urgent request if staff are not there instead of waiting
- Ward orientation for instance where are the blankets and sheets, or where you can get water a drink or food
- Functional parents kitchen with hot water
- Functional kitchen with hot water for parents needs to be like kids hospital where they have the basics like bread, tea, coffee, breakfast, toaster, milk
- Kitchenette for long time stays
- Tea, coffee available for long term carers and patients.

2.3 Comfort, Design and Environment

Participants envisioned a hospital environment that feels welcoming, calm, and human-centred.

They suggested sensory gardens, artworks, places for rest and reflection, greenery, and personalisation to make spaces less clinical and more comforting.

Suggestions:

- Sensory gardens
- Dementia activity areas
- Walls and games for kids also in waiting areas free line food court
- Seating you line garden sculptures setting paths for strolling around
- Plants to look at
- Prayer nooks and somewhere to put Quran
- Garden areas

Consumer Workshop 2

- Courtyard outside patient rooms where carers can go when stressed or upset about their family members so patients can't see them
- Artwork to distract and calm you
- Rest spots
- Personalisation for instance are places to put personal things
- A garden area to meet families especially in palliative and dementia areas
- Quiet rest spots, not enclosed - discreet places for calm and de-escalation
- Bay window for second bed space and single rooms carers
- Curtains designed for privacy
- Double curtains for more privacy for women, Muslim women who need privacy
- Lifts/escalators go slow or stop to conserve electricity when not in use
- Quiet alarms and quiet ward policy.

2.4 Wayfinding, Signage and Communication

Clear communication and intuitive signage were identified as key to improving the hospital experience.

Suggestions included illustrated and interactive signs for multicultural and dementia-friendly accessibility, journey boards, and updates that keep patients and carers informed.

Suggestions:

- Summary of patient journey
- Communication boards needed, and need to be used by all staff
- Journey boards accessible to everyone of every culture
- Illustrated signage for icons to help dementia and multicultural patients
- Clear and intuitive signage that's interactive.

2.5 Inclusivity and Cultural Needs

Feedback reflected the need for spaces and services that respect cultural diversity and spiritual practices.

Participants requested inclusive food options, prayer spaces, privacy measures, and facilities that reflect cultural sensitivity.

Suggestions:

- Prayer nooks and somewhere to put Quran
- Cultural food days
- Multicultural food choices
- Double curtains for more privacy for women, Muslim women who need privacy
- Personal memory board in palliative care and dementia with families could put photos all Quran or pray.

2.6 Food and Retail

Food was repeatedly mentioned as important for both patients and visitors.

Participants wanted affordable, varied, and culturally inclusive options, with access to microwaves, tea, and coffee facilities similar to children's hospitals.

Suggestions:

- Options for food
- Vegan food
- Food options
- Cultural food days
- Multicultural food choices
- More café, retail spaces
- Leave space for volunteers and charity shop/stalls
- Functional kitchen with hot water for parents needs to be like kids hospital where they have the basics like bread, tea, coffee, breakfast, toaster, milk
- Microwave in each kitchen which the public can use
- Illustrative signage including icons
- Vegan food
- Atrium open air retail food court
- IGA
- Mini market for carers so they don't have to leave to get basic items like personal hygiene items like period products
- Volunteer retail charity space word orientation for carriers and visitors

2.7 Accessibility and Mobility

Comments stressed the importance of universal design for accessibility – from seating and sensory considerations to automatic doors and suitable facilities for people with disabilities, neurodivergent patients, and carers.

Suggestions:

- Seating needed in long hallways needed at intervals for people to sit for a short break
- Seating that pulls down for breaks in long corridors
- Automatic push button sliding doors
- No traditional opening doors - not suitable for people with disabilities
- Bidet toilets
- Wide disability parking and have them near the lifts
- Disability parking needs to be wider

Consumer Workshop 2

- Disability parking size for wheelchairs the line
- Wheelchair parking close to outpatient areas
- Quiet alarms and quite ward policy.

2.8 Neurodiversity, Dementia and Sensory Design

Participants emphasised designing for neurodivergent, dementia and sensory-sensitive patients.

Key themes included sensory gardens, quiet pods, de-escalation spaces, clear signage, and design elements that reduce sensory overload.

Suggestions:

- Quiet pods for quiet time or de-escalation, private conversations
- Quiet pods used for anxiety, dementia de-escalation
- De-escalation rooms not just in mental health for example dementia, paediatric, areas adolescent
- De-escalation room for autistic people or people with ADHD
- Design for people with neurodiversity, reduce sensory overload
- Hide medical tubes/equipment to reduce sensory overload and agitation
- Sensory dementia garden and sensory walls
- Dementia garden
- Design for neurodivergent, disabled and dementia patients to reduce sensory overload.

2.9 Children and Families

Participants wanted more child-friendly environments that support play, distraction, and family comfort.

This included play areas, warm showers, parent facilities, and accessible spaces close to family members.

Suggestions:

- Parents showers in paediatric areas showers need to be warm not cold
- Play areas with walls and games
- Indoor play area near the cafe
- Play areas in waiting areas as well as play areas in paediatrics
- Walls and games for kids also in waiting areas free line food court.

2.10 End-of-Life and Palliative Care

Palliative and end-of-life care should be compassionate, private, and sensitive to family needs.

Spaces should provide dignity, privacy, and comfort for both patients and families.

Suggestions:

Consumer Workshop 2

- End of life care needs to be a supportive experience
- Palliative care needs privacy
- Personal memory board in palliative care and dementia with families could put photos all Quran or pray.

2.11 Safety and Functionality

Several ideas focused on ensuring functional, safe, and practical design – from call buttons and toilets to storage, kitchens, and communication tools that help carers and staff coordinate care efficiently.

Suggestions:

- Emergency and nurse call button accessible to both carers and patients
- Touch screen near the nurses station where carers can put a non-urgent request if staff are not there instead of waiting
- Hide medical tubes to reduce sensory overload and agitation
- Extra hook on the toilet door for carers items
- Lockable drawer for carers to secure items.

We also discussed how good design can make places safer.

The project uses a Crime Prevention Through Environmental Design (CPTED) approach, which will be incorporated into the design.

3 Exercise 2 The Perfect Day: Imagining the Ideal Experience

3.1 Summary

Consumers were invited to describe an ideal day in the hospital.

This creative exercise encouraged consumers to express what good care feels like, not just what it looks like.

Rather than focusing on problems or technical details, this activity encourages people to think about what a *really good experience* would look and feel like.

Participants are asked to describe their “perfect day” in their own words – what they see, hear, feel, and do as a patient, carer, staff member, or visitor.

The goal is to uncover what truly matters to people and identify the feelings, values, and practical features that contribute to a positive experience.

It helps planners and designers understand not just *what* people want, but *why* it matters to them.

These two narratives created by the consumers capture what a supportive, efficient, and calming day might feel like for someone staying with a loved one.

The stories demonstrate how thoughtful design, communication systems, and carer inclusion policies can transform hospital care, making it easier, more dignified, and more human for carers and families.

3.2 Carer Journey

I woke up in the hospital this morning, but for once, I hadn't spent the night in a recliner chair.

Instead, I'd slept comfortably in a single-patient room, on a lounge that converts into a proper bed, with real pillows, blankets, and sheets. It felt like such a small thing but it made a huge difference.

When I woke, I checked on my loved one.

The nurse came in soon after, and that gave me the perfect opportunity to have a shower because carers staying overnight can use the patient bathroom.

I had my own locker, so I could easily grab my toiletries and clothes.

The patient bathroom had a hot shower, and while I was there, I knew my loved one was being cared for by staff.

Afterwards, I joined my patient for breakfast. Carers staying overnight receive meals alongside patients, including breakfast, lunch, and dinner.

Because the hospital posts the doctors' rounds times each day, I knew we had time for a walk before they arrived.

I went to the storage area to collect our wheelchair.

We bring the wheelchair from home because it's personalised for my loved one. There's now a proper lockable space to keep it, which makes things so much easier.

We took a walk through the garden. It was fully accessible, with wide paths and gentle gradients, so moving the wheelchair in and out was effortless.

Consumer Workshop 2

The garden had sensory plants and quiet corners where we could sit, talk, and take a moment to breathe before heading back to the ward.

There were a few things I wanted to ask the nurse, but they weren't urgent.

Now, carers have a personal PIN code that lets us log into a tablet near the nurses' station. I used it to leave a message for the nurse to respond when they had time.

The same system also gives me access to carer-facing updates about my loved one's health and progress, so even if I miss the doctor's visit, I can still stay informed and feel confident about what's happening.

I feel genuinely supported in decision-making now. Important conversations with health professionals are scheduled in advance, so I can be present and help make the best decisions for my loved one.

The room itself has been designed with privacy in mind. Double curtains mean my patient is protected from being seen from the corridor, and staff are always respectful when entering the space.

Later in the day, I needed to pick up my children from school, but I didn't feel anxious about leaving.

Carers have access to 24-hour parking with multiple entries and exits, so I can come and go as needed.

The parking pass can also be shared with other carers staying overnight, which takes away so much stress.

When my loved one is resting, I sometimes go downstairs to grab a few things from the hospital shops or have a coffee.

There are small pods and calm seating areas where I can sit, read, or do some work.

Touchdown spaces near the atrium let me check my emails without having to stay on the ward.

I feel reassured knowing there are plenty of nurses and support staff around. It's clear the hospital has strong workforce planning in place.

What makes the biggest difference, though, is the culture. There's a real policy commitment to supporting carers who stay overnight.

That includes access to the patient bathroom, flexible visiting hours, meal provision, and clear parking arrangements.

It's a much better system than what we had in the old hospital – one that recognises carers as partners in care, not just visitors.

3.3 Patient journey

When we arrived at the hospital, I was nervous – no-one likes coming to the emergency department.

But straight away, I noticed that the children's emergency area was separate from the adult space. It wasn't noisy or frightening.

The lights were soft, the staff spoke gently, and everything felt calm and safe.

There was no long wait or confusion.

Admission was quick and efficient, and the staff at the desk greeted us with a smile.

Everyone wore name badges that said "Hello, my name is..." in large, easy-to-read letters.

It helped my child feel more comfortable knowing who everyone was.

Once we were settled, we were shown to a patient room space where my family could stay together.

Consumer Workshop 2

There were comfortable chairs and lounges that converted into beds, so I could sleep beside my child instead of sitting upright all night.

It made the experience feel less like a hospital and more like a hotel.

The staff even referred to the service as a patient concierge – someone was always around to help us with information or comfort items.

There was entertainment to help pass the time including movies, activities, and free Wi-Fi so my child could use their iPad.

There was even a small school and play area nearby, where children could draw, read, and do light lessons if they needed to stay longer.

It made the day go by quickly and kept my child distracted and happy.

The environment was clean, bright, and thoughtfully designed.

The doors opened automatically with touch-free sensors, helping everyone maintain good hygiene.

Around us, people were respectful and kind – staff, volunteers, and other families alike.

Communication was clear and constant.

We received text updates throughout the day about our appointments and the next steps in care.

Everything felt organised and on time. It was reassuring to know what was happening and when.

There was also a family room nearby with comfortable seating, a kitchenette, and quiet corners to take a break.

When it was finally time to go home, the transit lounge made discharge easy. It was a calm, comfortable space to wait while final paperwork was sorted out.

4 Exercise 3 Guidepost words

The final part of the workshop was to consider the great ideas and the ideal experience, and come up with some words that capture those aspirations.

These 'guidepost words' are helpful when you're considering complex decisions because they act as anchors or reference points that keep your thinking clear, consistent, and values-driven.

Here's why they are important.

They clarify what really matters

Guidepost words (like safety, respect, inclusion, trust, sustainability, or innovation) help you identify the core values or priorities that should guide your decision.

When choices get complicated or competing interests arise, these words remind you what's non-negotiable.

For example, if "equity" is a guidepost word, it reminds you to consider how each option affects different groups, not just what's most efficient or popular.

They reduce decision fatigue

Complex decisions often involve too much information or too many perspectives. Guidepost words act as mental shortcuts that help you focus on what aligns with your goals, saving cognitive effort and emotional energy.

They create consistency and transparency

When everyone on a team uses the same guidepost words, decisions become more consistent and defensible.

They also make it easier to explain the reasoning behind a choice, which builds trust and accountability.

They balance emotion and logic

Guidepost words bridge the gap between analytical reasoning and ethical or emotional considerations.

They ensure decisions are not only rational but also values-aligned.

They support collaboration and communication

Using shared guidepost words gives teams a common language for discussion and debate.

This helps people align on priorities and navigate disagreements productively.

In summary, guidepost words help you stay grounded in your principles, simplify complexity, and make thoughtful, transparent, and consistent decisions, especially when the stakes or uncertainty are high.

Consumer Workshop 2

Our key words were:

- Supportive
- Efficient – design, communication, functional, accessible
- Confident / assured
- Informed
- Educated – consumers understand
- Respected – staff and consumer respect
- Calm
- Welcoming
- Health

We decided that our guidepost words are **supportive**, **calming** and **efficient**.

4.1 Supportive

Use supportive as a lens to ensure the design meets the needs of everyone who uses the hospital — patients, carers, staff, and visitors.

Ask:

- Does this design make people feel cared for and included?
- Does it support staff to deliver safe, compassionate care?
- Does it make things easier for families during stressful times?

A supportive design includes comfortable spaces for rest, clear wayfinding, inclusive facilities, and environments that promote wellbeing and dignity.

4.2 Calming

Use calming to influence the sensory and emotional experience of the hospital.

Ask:

- Does this environment reduce stress for patients and families?
- Are colours, lighting, and acoustics gentle and soothing?
- Does the design minimise noise, clutter, and confusion?

A calming environment promotes healing, helps patients feel safe, and supports better recovery and staff wellbeing.

4.3 Efficient

Consumer Workshop 2

Apply efficient to guide how spaces, workflows, and resources are planned.

Ask:

- Does this layout reduce unnecessary steps or delays?
- Are patient journeys logical and easy to navigate?
- Does the design help staff work effectively and communicate easily?

Efficiency ensures that spaces function smoothly — improving patient flow, staff productivity, and the overall use of public investment.

4.4 How to use these words

In practice, when weighing design options, test each decision against the three guidepost words:

- Is it supportive?
- Is it efficient?
- Is it calming?

If a solution meets all three, it's likely to deliver a better, more human-centred hospital experience.

5 Project Team Summary Design Requirements from Consumer Workshop #2

This section summarises the specific design requirements identified through Consumer Workshop #2, which explored patient, carer and family experiences through the 'Perfect Day', 'Carer Journey', and 'Patient Journey' engagement exercises.

The purpose is to provide clear direction for architects and planners to integrate consumer priorities into the hospital's functional design.

The themes reflect the guiding principles of a hospital that is **supportive, efficient and calming**.

5.1 Emergency Department (Paediatric and Family Experience)

Objective: Create a calm, family-friendly environment that reduces anxiety for children and supports parents and carers.

Design requirements:

1. Separate children's emergency area distinct from adult emergency, acoustically and visually separated.
2. Non-threatening visual environment: warm lighting, child-friendly colours, artwork, and sound-absorbing materials.
3. Family zones within ED with recliners or convertible lounge-beds for carers.
4. Play and distraction spaces (e.g. activity walls, small playroom, digital entertainment).
5. School or education room for longer-stay paediatric patients.
6. Free hospital-wide Wi-Fi for children to use iPads and devices.
7. Family amenities nearby (toilets, kitchenette, lounge area).
8. Wayfinding signage designed for children — icons, colour-coded, clear language.
9. Staff visibility and identification: large print 'Hello, my name is...' badges.
10. Efficient admissions and discharge area with clear flow and minimal wait times.
11. Transit lounge adjacent to discharge area for families awaiting transport or medications.
12. Calming acoustics and lighting with dimmable options to reduce sensory overload.

5.2 Carer Accommodation and Facilities

Objective: Support carers as partners in care with comfort, privacy, and inclusion in the care process.

Design requirements:

Consumer Workshop 2

13. Carer sleep facilities in patient rooms — recliners or convertible sofa beds with proper bedding (pillows, sheets, blankets).
14. Carer lockers in each room or nearby storage zone for personal items.
15. Access to patient bathrooms for overnight carers, with hot showers.
16. Functional carer kitchenettes on each ward with basics: toaster, kettle, microwave, tea, coffee, bread, milk.
17. Provision of carer meals (breakfast, lunch, dinner) through the hospital kitchen system.
18. Quiet zones or pods for rest, reflection, or private calls.
19. Shared family lounges with comfortable seating, natural light, greenery, and kitchenette.
20. Accessible gardens and courtyards with sensory plants, seating, and level paths for wheelchair access.
21. Carer parking system: 24-hour access, multiple entries/exits, transferable permits between carers.
22. Touchdown workspaces near wards and public spaces with Wi-Fi and power outlets.
23. Digital carer interface: tablets or wall-mounted screens at nurse stations for leaving non-urgent requests or viewing patient progress updates.
24. Journey boards or carer-facing displays showing schedules for rounds, appointments, and key contacts.
25. Privacy features: double-layer curtains or screens to maintain modesty and separation.
26. Storage for mobility aids such as wheelchairs near patient rooms.

5.3 Patient Rooms and Ward Design

Objective: Create environments that are safe, private, and emotionally supportive, while promoting healing and connection.

Design requirements:

27. Private or semi-private rooms with sufficient space for both patient and carer overnight stay.
28. Double curtain or screening systems for enhanced privacy, including for cultural and gender sensitivity.
29. Natural light and outdoor views (e.g. bay windows).
30. Restorative materials and finishes: warm tones, low noise surfaces, biophilic design.
31. De-escalation and sensory rooms in general wards (not only mental health).
32. Acoustic insulation to reduce ward noise.
33. Hand-free operation of doors and fixtures to improve hygiene and accessibility.
34. Clear visual sightlines from nursing stations for safety and observation.
35. Quiet alarms and calm ward policies to minimise noise.
36. Built-in storage for patient and carer belongings.

5.4 Wayfinding, Communication and Information Systems

Objective: Ensure patients and carers can easily navigate, access information, and stay informed throughout their hospital journey.

Design requirements:

- 37. Clear, intuitive wayfinding system – colour-coded zones, pictograms, multilingual signs, and digital maps.
- 38. Electronic journey boards in wards showing care updates, visiting hours, and meal times.
- 39. Digital communication tools: SMS updates about appointments, discharge, and care progress.
- 40. Touchscreen information kiosks for carers and visitors.
- 41. Staff name visibility: consistent 'Hello, my name is' badges in large, legible text.
- 42. Multilingual signage and translated information materials.
- 43. Orientation materials for carers and visitors (e.g., maps, 'Welcome to the Ward' posters).

5.5 Public Spaces and Amenities

Objective: Provide a comfortable, welcoming and inclusive public environment for all hospital users.

Design requirements:

- 44. Atrium or open-air retail food court with café, healthy food options, and cultural food offerings.
- 45. Volunteer or charity retail space for patient and visitor engagement.
- 46. Accessible prayer and reflection rooms with ablution facilities and flexible multi-faith layout.
- 47. Rest spots and seating every 5–10 minutes' walking distance for people with mobility limitations.
- 48. Landscaped gardens and sensory spaces throughout the campus for rest and connection.
- 49. Art installations and calming visual design throughout patient and visitor areas.
- 50. Free, high-speed Wi-Fi in all public and inpatient areas.
- 51. Automatic doors, touchless taps, and hands-free entry systems in high-traffic zones.

5.6 Access, Transport and Parking

Objective: Make arrival, navigation, and departure simple and stress-free.

Design requirements:

- 52. Clear, separate access routes for emergency, public, and staff parking.
- 53. Real-time parking availability signage at entry points.
- 54. Wide accessible parking bays near lifts and entrances.
- 55. Safe pedestrian routes with shelter and lighting.
- 56. Proximity to public transport, including frequent bus and train connections.

- 57. Dedicated drop-off and pick-up zones for patients and carers.
- 58. Traffic flow design to reduce congestion at entry and exit points.

5.7 Culture, Policy and Service Integration (Architectural Implications)

Objective: Support a culture of inclusion, respect, and efficiency through design.

Design requirements:

- 59. Spaces that facilitate compassionate interactions — private rooms for sensitive discussions, family meeting spaces near wards.
- 60. Visible presence of staff and volunteers in public zones to assist with navigation and reassurance.
- 61. Hotel-style concierge or welcome desk at key entry points.
- 62. Design that reflects cultural diversity — art, signage, prayer facilities, and menu options.
- 63. Zoning for calmness: separate noisy and quiet areas, clear circulation to avoid crowding.
- 64. Integration of digital systems for wayfinding, communication, and service updates.

5.8 Emotional and Sensory Design

5.8.1.1 Objective: Create a hospital that feels safe, calm and healing for all users.

Design requirements:

- 65. Calming colour palette and lighting strategy across wards and public areas.
- 66. Sensory gardens for dementia and neurodivergent patients.
- 67. De-escalation rooms for anxiety, dementia, and autism outside of mental health units.
- 68. Hide intrusive medical equipment where possible to reduce anxiety.
- 69. Soundscaping and noise-reduction materials in patient and waiting areas.
- 70. Visual art, texture and nature views to promote calmness and recovery.

5.9 Summary

Delivering this consumer vision requires design that empowers carers and families to be active partners in care, supports children and vulnerable patients through comfort, clarity, and calmness, and combines efficient systems with human-centred design.

The architecture should create a cohesive, inclusive, and healing environment that embodies the core guidepost principles – supportive, efficient and calming.

6 Next steps

This report will be shared with our project team.

Section 6 details the consumer recommendations in a format that we can revisit and assess in future sessions as design continues.

The guidepost words and prompts will be provided to the Consumer & Community Participation Network as a poster to use in future consultation sessions.

The project team will continue to provide regular briefings to consumers and community, and report back on how we used the feedback.

For more information:

Project Communications & Engagement Manager

Health Infrastructure

<https://www.haveyoursay.nsw.gov.au/new-bankstown-hospital>

11.2 Fact Sheets

Project Fact Sheet 2026 (easy to read)



Fact Sheet

New Bankstown Hospital

March 2026



Artist's impression: main entry

The NSW Government has committed \$2 billion for a new Bankstown Hospital.

The new Bankstown Hospital will help our doctors, nurses and health staff deliver the best possible care to our community.

The new hospital will be on Chapel Road, Bankstown. It will be a 14-storey building surrounded by landscaped areas.

There will also be a multi-storey car park with ample parking spaces and a link bridge that connects it to the hospital building.

It will be built on Chapel Road in Bankstown, close to bus and train services, the future Sydney Metro, and Bankstown Central shopping centre.

We are consulting with staff, patients, visitors and community members to ensure the hospital truly reflects the needs of our community.

When planning and design is finished, construction will start. The hospital construction is expected to be finished in 2031.

The existing Bankstown-Lidcombe Hospital site will remain a health facility. When the new building is completed, services will transfer to the new hospital and the existing site will be used for other services such as day surgery and clinics.

In 2026 we will be demolishing the TAFE NSW buildings on the site. We will also continue to plan and design our new hospital.

Visit our website to find out more about the project in English or other languages.



Scan the QR code to sign up for the latest news or visit nsw.gov.au/newbankstownhospital

For more information

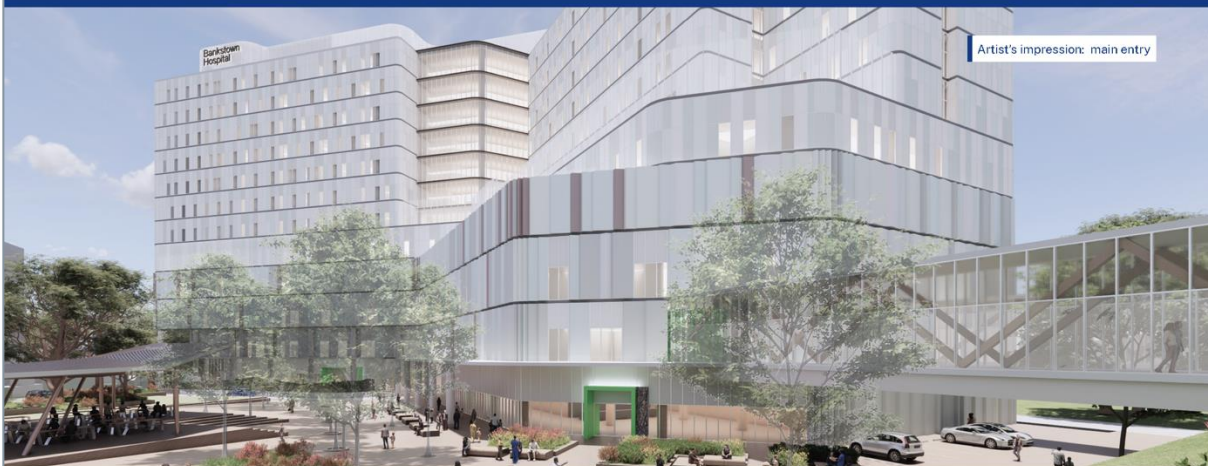
T: 1300 176 082
E: hi-newbankstownhospital@health.nsw.gov.au
W: nsw.gov.au/newbankstownhospital

Project Fact Sheet 2026

Fact Sheet New Bankstown Hospital



March 2026



Artist's impression: main entry

The NSW Government has committed \$2 billion for a new Bankstown Hospital to meet the healthcare needs of our diverse and growing community.

The Bankstown community will benefit from a state-of-the-art new hospital which will help our doctors, nurses and health staff deliver the best possible care to the community.

The new hospital will be built on Chapel Road Bankstown, close to bus and train services, and the future Sydney Metro.

The new location will help improve access to high quality healthcare, and help us attract and retain valuable health care staff looking to work in satisfying new work environments.

The new hospital is currently being designed. Services will be confirmed as the project progresses.

Zones for future expansion are also included in a long-term master plan for the site, so the hospital can continue to meet the communities needs for generations to come.

The New Bankstown Hospital will include expanded new facilities for:

- Emergency Department
- Intensive care
- Operating theatres
- Medical and surgical wards
- Women's and children's health including maternity
- Mental health
- Outpatients clinics
- Other services
- Ample parking in a new a multi-storey car park, plus extra on-ground parking.

The existing Bankstown-Lidcombe Hospital site will remain as a health facility. When the new building is completed, services will transfer to the new hospital and the existing site will become a health hub for other services such as day surgery and clinics.

nsw.gov.au/newbankstownhospital

Site plan

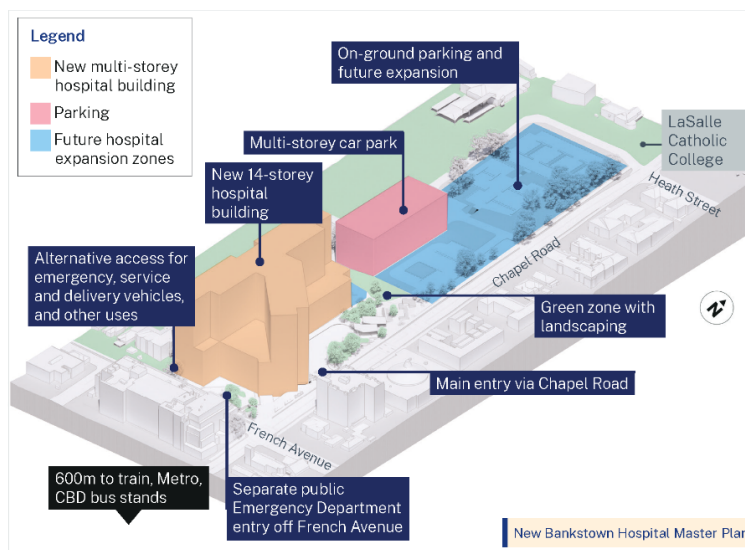
We worked closely with hundreds of staff, patients, visitors and community members throughout the planning process to ensure the hospital truly reflects the needs of its diverse local community.

The result is a thoughtfully designed 14-storey hospital, with inpatient wards located on the upper levels to make the most of natural light and views, and lower levels that are well-connected to the surrounding city.

Landscaped areas wrap around the lower levels to create welcoming places to rest and recharge, while elevated courtyards provide accessible outdoor spaces for patients, carers and staff.

Convenient patient drop-off and pick-up areas will be located at both the Emergency Department and the main entry.

The hospital building, car park and landscaped areas will be fully accessible, supporting easy and dignified movement for people with mobility needs.



Next steps

Early works, including demolition of the TAFE NSW buildings, are under way.

Planning and design will continue in 2026, including the design of all the departments, patient rooms and circulation spaces like the main entry.

The final design will be confirmed as building progresses, and the building is expected to be completed in 2031.

The project is expected to create around 3,600 construction and future health jobs.

We acknowledge the Dharug people as the traditional custodians of the Country on which our new hospital will be built. We extend that respect to all Traditional Owners and acknowledge their continued connection to land, water and culture.



Stay connected

We will continue to consult with staff, patients, visitors and the community as the project progresses.

Scan the QR code or visit our website to sign up for project news including construction updates and consultation opportunities.

Make a comment or ask a question www.haveyoursay.nsw.gov.au/new-bankstown-hospital



For an interpreter, call 131 450 and ask them to call 02 9978 5426

To read this information in your language, visit our website nsw.gov.au/newbankstownhospital

For more information

T: 1300 176 082

E: hi-newbankstownhospital@health.nsw.gov.au

W: nsw.gov.au/newbankstownhospital

Project Fact Sheet 2024 (translated)



NEW BANKSTOWN
HOSPITAL

FACT SHEET: JUNE 2024

ARABIC

مستشفى بانكستون الجديد (New Bankstown Hospital)

سيساعد بناء مستشفى بانكستون الجديد على أحدث طراز على تلبية احتياجات الرعاية الصحية لمجتمعنا سريع النمو والمتنوع .

سيتم بناء المستشفى الجديد في وسط مدينة بانكستون، بالقرب من خدمات الحافلات والقطارات والمetro الجديد وسيكون موقعه على طريق تشابل في بانكستون (Chapel Road Bankstown (مكان "التأليف" حاليًا TAFE NSW). وستشتمل المستشفى الجديد على خدمات رعاية الحالات الحرجة مثل قسم الطوارئ الموسع، وغرف العمليات والعناية المركزة، وخدمات للنساء والأطفال (بما في ذلك خدمات الولادة) والصحة العقلية، بالإضافة إلى موقف للسيارات.

خصّصت حكومة نيو ساوث ويلز مبلغ 1.3 مليار دولار للمشروع الذي يتوقع أن يخلق فرص عمل جديدة في مجالات الرعاية الصحية والبناء والأبحاث.

سيستمر مستشفى بانكستون-ليدكوم (Bankstown-Lidcombe) الموجود على طريق إلدريدج بانكستون (Eldridge Road, Bankstown) بتوفير الخدمات الصحية حتى يتم افتتاح المستشفى الجديد و سيوفر مجموعة من الخدمات للحالات غير الحرجة في المستقبل مثل خدمات الصحة المجتمعية وعمليات اليوم الواحد.

لمزيد من المعلومات، امسح رمز الاستجابة السريعة أدناه لزيارة موقعنا الإلكتروني على www.newbankstownhospital.health.gov.au

VIETNAMESE

Bệnh viện Bankstown Mới (New Bankstown Hospital)

Bệnh viện Bankstown Mới hiện đại sẽ giúp đáp ứng nhu cầu chăm sóc sức khỏe của cộng đồng đa dạng và đang phát triển nhanh chóng của chúng ta.

Bệnh viện mới sẽ được xây dựng ở trung tâm thành phố Bankstown, gần các dịch vụ xe buýt, xe lửa và tàu điện ngầm Metro mới. Bệnh viện sẽ nằm trên đường Chapel Road Bankstown (hiện nay là TAFE NSW).

Bệnh viện mới sẽ bao gồm các dịch vụ cấp tính như khoa cấp cứu mở rộng, các phòng giải phẫu và khu chăm sóc đặc biệt, các dịch vụ dành cho phụ nữ và trẻ em (kể cả sản khoa) và sức khỏe tâm thần, cũng như bãi đậu xe.

Chính phủ NSW đã cam kết tài trợ 1,3 tỷ đô la cho dự án này, dự kiến sẽ tạo ra nhiều cơ hội việc làm mới trong lĩnh vực y tế, xây dựng và nghiên cứu.

Bệnh viện Bankstown-Lidcombe hiện nay tại Eldridge Road, Bankstown sẽ tiếp tục cung cấp các dịch vụ y tế cho đến khi cơ sở mới mở cửa, và trong tương lai sẽ cung cấp nhiều dịch vụ không cấp tính như y tế cộng đồng và phẫu thuật trong ngày.

Để biết thêm chi tiết, hãy quét mã QR dưới đây để truy cập trang mạng của chúng tôi tại www.newbankstownhospital.health.gov.au

We acknowledge the Traditional Custodians of Country, the Darug Nation, and all Traditional Owners of Country throughout Australia, their continuing connections to culture, land, sea, sky and community.



Ask for information in your language: call 131 450 for an interpreter and ask them to call 02 9978 5402.

Health Infrastructure | New Bankstown Hospital | March 2026

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Review of Environmental Factors Fact Sheet 2025

Health Infrastructure



Early Works Review of Environmental Factors Summary New Bankstown Hospital

October 2025

The NSW Government has committed \$2 billion for a new hospital in the Bankstown CBD to meet the healthcare needs of our diverse and growing community. Here's what you need to know about the approval for early works on site, and how you can have your say.

The new Bankstown Hospital will deliver modern facilities which support nurses, doctors and other healthcare staff to deliver the best possible care to our community.

The new Bankstown Hospital will be built on Chapel Road Bankstown, on the site currently occupied by TAFE NSW.

It will include an emergency department, operating theatres, intensive care unit, outpatient clinics and wards, including facilities for women's and children's health, and mental health.

About the planning process

Major developments in NSW have a detailed planning approval process which includes explaining what we are doing on the site, and how we will manage any impact on the local environment or community.

The new Bankstown Hospital project will have a staged planning approval process.

Before the hospital construction can begin, the project team is seeking planning approval for the demolition of TAFE NSW buildings on the site, and other works to get the site ready for main construction e.g. removal of existing pipes and cables in the ground.

A second application in 2026 will deal with construction and operation of the new hospital, including the hospital building and multi-storey car park.

There will also be a planning application lodged later with the local council the removal of inground decontamination.

By using a staged approach, work can begin as soon as possible to prepare the site, while planning and design work for new hospital is continuing.



nsw.gov.au/newbankstownhospital

Early works

The first planning application is called an Early Works Review of Environmental Factors (REF). It has been prepared in accordance with the relevant provisions of the Environmental Planning and Assessment Act 1979 (EP&A Act), the Environmental Planning and Assessment Regulation 2021 (EP&A Regulation) and State Environmental Planning Policy (Transport and Infrastructure) 2021 (TI SEPP).

It assesses:

- Tree removal
- Aboriginal cultural artefact salvage works if required
- How construction vehicles enter and exit the site
- Demolition works
- Construction of temporary road to access the sports field
- Site sheds and amenities, at-grade contractor and visitor parking
- Services connections relating to early works.

This document provides a summary of this work and what the community can expect. The full planning document can be found at haveyoursay.nsw.gov.au/new-bankstown-hospital



Scan the QR code to view the plans and make a submission.

Submissions can be provided until 11.59pm on 3 December 2025.

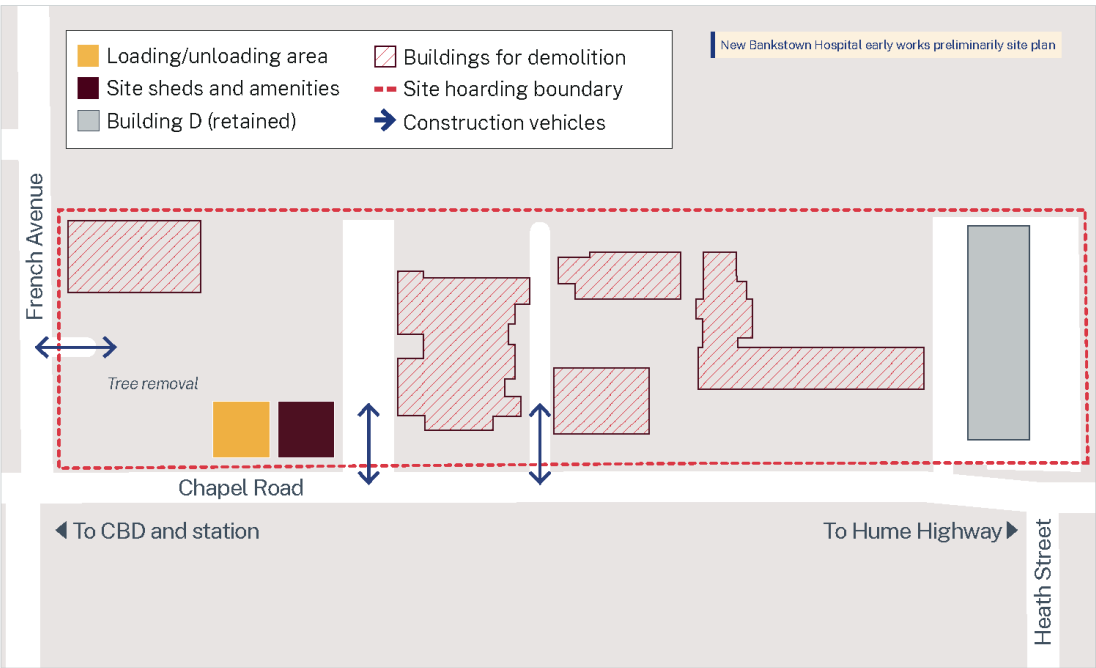
For general project feedback please continue to contact the project team at: Hi-newbankstownhospital@health.nsw.gov.au

Next steps

Health Infrastructure will consider submissions in their assessment of the REF. The outcome of the assessment will be published on the project website and people who lodged a submission will be notified of the outcome.

Health Infrastructure will continue to plan for a further statutory planning approval that will consider the main works and operation of the new Bankstown Hospital.

Stakeholders and the community will be notified when this subsequent planning application is placed on public exhibition.



Early Works Review of Environmental Factors Summary

Where is the site?	The site is located at the corner of Chapel Road and French Avenue Bankstown in the Canterbury Bankstown Local Government Area.
What are the early works?	The early works include the demolition of Buildings A, C, E, G, J, and L and the on-grade car park at the corner of Chapel Road and French Avenue. Building D will not be demolished at this stage. Work will also include: - Removal of services in the ground, such as pipes and cables - Remediation, which means removal of any hazardous materials in the building prior to demolition
When is work starting?	Early 2026, pending planning approval.
How long will the work take?	Approximately 9 to 12 months, weather and site conditions permitting (further work is required for construction of the hospital).
What are the work hours?	Monday to Friday 7am to 6pm Saturday 8am to 1pm Night works may be undertaken to minimise impacts associated with road closures.
How will construction vehicles get into and out of the site?	From Chapel Road through the existing internal road access. A traffic controller will manage the site access.
How many staff will be on site?	Approximately 20 people.
What equipment will be brought in?	Hydraulic hammers, jackhammers, excavators, vibrator rollers, dump trucks
Sustainability	The Review of Environmental Factors (REF) planning application includes waste minimisation, fossil fuel avoidance and sourcing of responsible building materials.
Will trees be removed?	152 trees will need to be removed as part of the early works but these are mostly on the city end of the site, but our plan is to preserve as many other trees as possible. 145 trees will be retained on site, including the relocation of 8 trees. The trees that are being retained on site include the mature indigenous trees. Trees will be replaced, and more trees will be planted, as part of the hospital's landscaping plan later in the project. This includes focusing on local tree species, trees which do well in hotter conditions, and trees which can provide shade.
Are there Aboriginal artefacts on the site?	No Aboriginal artefacts have been found to date, but if they are found during investigation works, artefacts will be managed in accordance relevant legislation, in consultation with Aboriginal stakeholders.
Sheds, amenities and parking	Site offices, an amenities block, materials storage and limited site car parking will use existing facilities or will be established if required. These facilities will be connected to services.
Where will workers park?	Car parking will be provided on site for construction vehicles and construction workers. Workers will also be encouraged to use public transport.

What to expect



Traffic and access

Overall traffic is expected to reduce when TAFE NSW leaves, but there will be truck movements and construction workers entering and leaving the site. Additionally, the footpath on Chapel Road may require temporary closures at times.

To minimise disruption, these works would be scheduled outside of peak traffic hours. Traffic impacts may also be compounded by other construction activities in the area, however overall local intersection performance is expected to remain similar to current levels.

Traffic changes will be carefully managed through traffic control measures, warning signals, and scheduling of road closures to occur at the least disruptive times. Limited parking will be provided on site due to the nature of the works. Workers will be encouraged to use public transport to access the site.



School zones

School zones and drop-off areas will be preserved.

Construction vehicle access will be located approximately 200 metres from the school drop-off and bus zone.

Traffic controllers will be in place.

Schools will be advised about any impacts to the local roads.



Noise and vibration

Noise and vibration from these works may be noticeable at nearby properties.

The project team will undertake acoustic assessments and vibration surveys as required to assess the need for control measures during the work.



Dust and air quality

The work may result in dust generation. Water sprays will be used when required. Regular services of plant and equipment will also minimise the potential for odours or emissions from machinery.



Stormwater

Health Infrastructure is working with Sydney Water to ensure continued maintenance and operation of the stormwater system. As such, these works are not expected to impact upon stormwater flows.



Waste removal

Waste will need to be removed from the site and may be reused on other construction sites or disposed of at appropriately licenced facilities.



Cumulative impacts

We recognise that Bankstown is a busy and growing city centre.

Health Infrastructure is working with other NSW government agencies and Council to minimise cumulative impacts wherever possible.



Community engagement

Early community, consumer and stakeholder engagement has been key to identifying potential impacts. Since 2022, we have spoken to more than 650 community members and stakeholders and heard from 350 people through our master plan survey. The concerns, issues and aspirations of the community and next steps by the project are examined in the community engagement report at haveyoursay.nsw.gov.au/-new-bankstown-hospital.

Community consultation helps us manage local issues and reduce the impact on the local community.

For more information

T: 1300 176 082

E: hi-newbankstownhospital@health.nsw.gov.au

W: nsw.gov.au/newbankstownhospital

11.4 Have Your Say

www.haveyoursay.nsw.gov.au/new-bankstown-hospital



Living in NSW

Working and business

What's happening

Have your say

Easy Read

Home

Have your say

New Bankstown Hospital

Have your say

New Bankstown Hospital

The state-of-the-art New Bankstown Hospital will help meet the healthcare needs of our fast-growing and diverse community.

Follow



Art's impression. Main entry view from Chapel Road

Subscribe to the newsletter

Subscribe to stay up-to-date with the latest project news

Subscribe to the newsletter

Contact Us

If you would like to make a comment or ask a question, please contact us:

Phone

1300 176 082

Email

HC-NewBankstownHospital@health.nsw.gov.au

Website

www.nsw.gov.au/new-bankstown-hospital

Open

Feedback form

Use this form to make a comment or ask a question about the project

Leave a comment or ask a question

Type your email address if you would like a response

Submit

Timeline

2023 Site confirmed

2024 Master planning begins

2025 Master Plan announced

2025 Concept Images released

2025 Concept Design consultation

2025 Early Works REF Planning Application lodged

2025 Concept Design released

See less

Document Library

Bankstown Hospital Concept Design Fact Sheet

PDF (5.12 KB)

Early Works Fact Sheet (REF)

PDF (2.28 KB)

Find out more about our early works planning application now open for submissions.

New Bankstown Hospital Master Plan Fact Sheet, June 2025

PDF (8.88 KB)

Read more about the future of the site and how we consulted with our community to help develop the plan.

We acknowledge the Dharug people as the traditional custodians of the Country on which our new hospital will be built. We extend their respect to all Traditional Owners and acknowledge their continued connection to land, water, sky, earth and culture.

The New Bankstown Hospital is being delivered in partnership by Health Infrastructure and South Western Sydney Local Health District.

See the new hospital layout

See our new concept plan which shows the arrangement of the hospital departments.

See the plan

Planning application open for comment

We are proposing to start demolition of the TAFE NSW buildings in early 2026 - planning application open for comment until Friday 12 December at 11.59pm.

See the REF planning application



Art's impression. Emergency and public entry from French Avenue

A second perspective (below) shows the French Avenue entry and Emergency Department entry.

The scope of the new Bankstown Hospital will be finalised through the planning process but is expected to include:

• Emergency Department

• Operating Theatre

• Intensive Care

• Surgical and medical services

• Health services for women and children including maternity

• Mental health

• Outpatients

• Aged Health

• Other clinical services to be defined as planning progresses.

The project includes a new multi-storey car park and on-ground parking.

The existing Bankstown Hospital site will remain as a health facility, and will deliver contemporary healthcare and a better healthcare experience across a broad range of community and hospital-based services.

The project is currently in the early planning stage, and consultation with staff, patients and community members will continue every step of the way.

Concept design, which explains the layout of the new hospital, will be released shortly.

Health Infrastructure | New Bankstown Hospital | March 2026

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11.5 Project Newsletters

December 2025 Project News (electronic version)

Health Infrastructure



New Bankstown Hospital Project News
December 2025



First look at new hospital plans

The community has had a 'first look' at the floor plans for the new Bankstown Hospital.

Called a concept design, the floor plans show the main departments on each level, and how they relate to each other.

The design provides a strong connection to the existing city centre with Emergency Department, main entry and outpatients on the lower levels with direct links to parking.

Operating theatres, intensive care, and pathology are in the middle levels of the building for easy access to the wards above and the Emergency Department below.

Patient wards (inpatient units) are located on the upper levels for maximum light and views.

The final hospital design and number of parking spaces will be confirmed as the project progresses.



NSW Premier Chris Minns and NSW Minister for Health Ryan Park with local MPs and health staff at the launch of the new artist impressions.

See the floor plans and have your say

Consumers and staff shape design

It's been a busy couple of months with workshops, information sessions and consultation under way for the design of the new hospital building.

Thanks to the hospital's terrific Consumer and Community Participation Network members who recently attended briefings and workshops. Their feedback has been invaluable and we're looking forward to their participation in the upcoming room design meetings.

We also welcomed more than 250 hospital visitors, community members, patients and staff to the drop-in sessions at the hospital and Bankstown Central shopping centre.

An engagement feedback report will be shared in 2026 to explain how we used community feedback to shape the new hospital design.



Hospital tours



Bankstown Hospital staff recently visited some of Sydney's best new hospital buildings to see the latest design innovations in areas such as intensive care, patient bedrooms, sterilising and operating theatres. The team will use their new-found knowledge in consultation meetings to design the new Bankstown Hospital facilities.

Chinese community meetings



Bankstown Hospital Intensive Care Nurse Unit Manager Jinru Sun was guest speaker at two Chinese community information sessions.

She provided a project update in Mandarin for about 50 people at Padstow. She was joined at the Revesby group by Jasmine Enright from SWSLHD Multicultural Health, who co-presented in Cantonese.

Many thanks to the wonderful community members who gave us such a warm welcome!

If you would like a presentation in language to your community group, please contact us at hi-newbankstownhospital@health.nsw.gov.au.

Canterbury Bankstown Beyond!



Health Infrastructure Chief Executive Emma Skulander, South Western Sydney Local Health District Chief Executive Sonia Marshall and NSW Minister for Health Ryan Park at the 'Canterbury Bankstown Beyond!' event.

Thanks to the Western Sydney Leadership Dialogue for the recent invitation to present to around 100 local community and business leaders, who were keen to hear about opportunities for clinical innovation, research, education and training.

NSW Minister for Health Ryan Park used the opportunity to launch the hospital's concept designs.

Health Infrastructure Chief Executive Emma Skulander said the new building will be one of the state's "most sustainable hospital projects".

The project will include measures to repurpose construction waste, reduce urban heat, prioritise the use of solar panels, and provide EV chargers for vehicles.

For South Western Sydney Local Health District Chief Executive Sonia Marshall, the priority is "to service the health needs of current and future generations".

"It is clear that the hospital redevelopments in our district have become a catalyst for innovation and growth in the clinical, research, education and training sectors," Ms Marshall said.

Education was also on the agenda for Western Sydney University with plans for a new health faculty for Bankstown to "train and retain" a local health care workforce.

The new hospital project is expected to create more than 3,000 direct and indirect jobs.

July 2025 Project News

New Bankstown Hospital



New Bankstown Hospital News

July 2025



It's happening: our \$2 billion hospital master plan!

The New Bankstown Hospital has received a \$700 million boost, bringing the total NSW Government investment in the project to \$2 billion – the largest capital works investment in a public hospital in the state's history.

The master plan for the project was also released last month, signalling a major step forward in the development of our new purpose-built hospital.

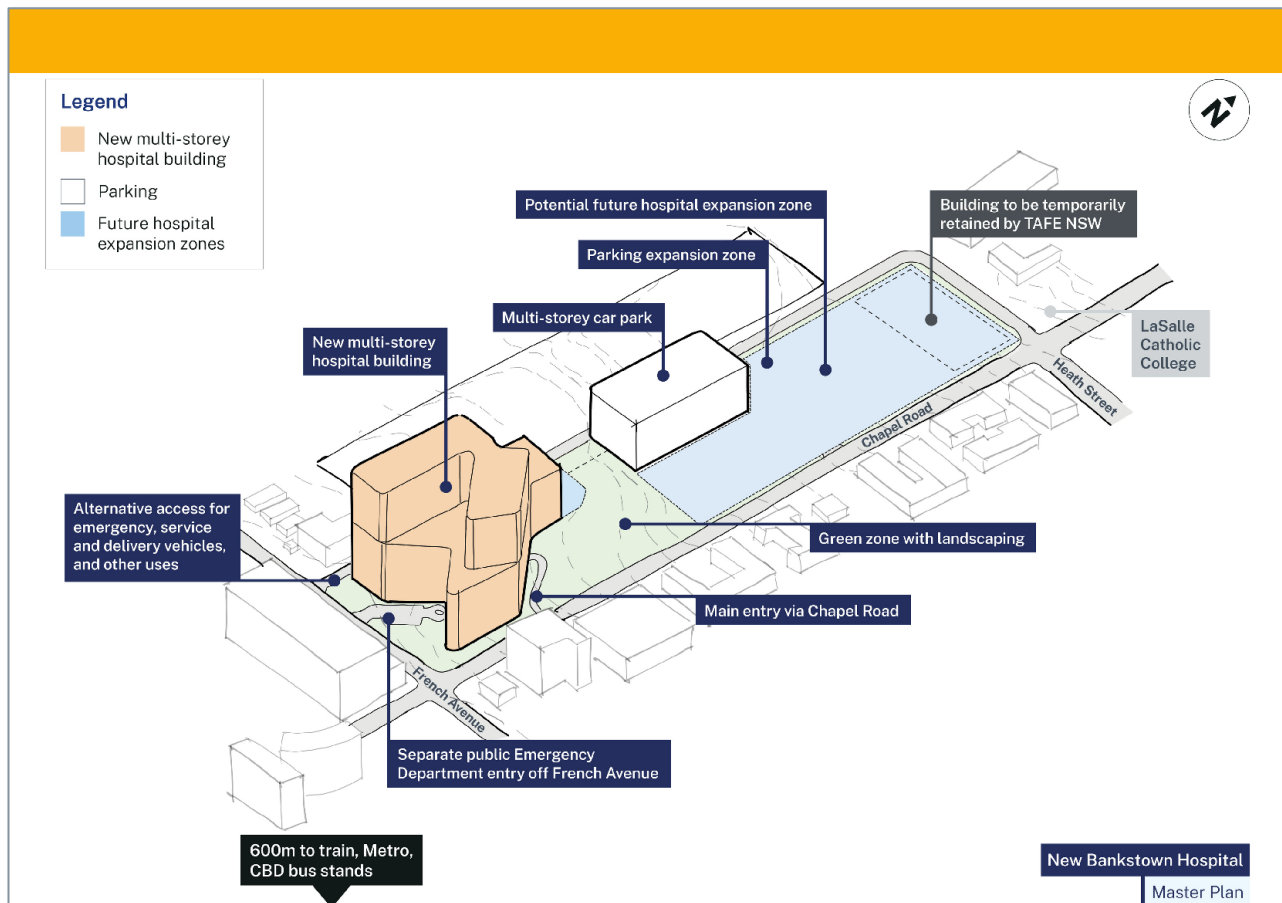
The plan outlines the location of the multi-storey hospital building on Chapel Road in the Bankstown CBD, close to the CBD's shopping centre, trains and Metro.

Acting General Manager Bankstown-Lidcombe Hospital Paul Crowe said he was thrilled that the planning of the New Bankstown Hospital was progressing.

"Building a new hospital for Bankstown is an incredible opportunity to deliver world-class health care for our community," he said.

[L – R]: Member for Bankstown Jihad Dib, Member for Auburn Lynda Voltz, the Hon Steve Whan, Minister for Skills, TAFE and Tertiary Education, Health Infrastructure Acting Chief Executive Amanda Bock, South Western Sydney Local Health District Chief Executive Sonia Marshall, Bankstown-Lidcombe Hospital Acting General Manager Paul Crowe, the Hon Ryan Park, Minister for Health and Minister for Regional Health, and Health Infrastructure Acting Executive Director - Western Region Nicolas Di Condo.





Let's take a closer look at what's in store

It's an exciting time for the community. Your feedback was provided to the project team to develop this master plan.

The New Bankstown Hospital will be built on Chapel Road. The existing Bankstown-Lidcombe Hospital site will remain as a health facility.

A multi-storey hospital building will be built at the French Avenue end of the site, with a multi-storey car park near the building. There will be separate entries for the main hospital and emergency.

Wards will be located on the upper floors with city and local views. Landscaping between the buildings, courtyards and gardens will create space for respite.

Construction will start as soon as possible after TAFE NSW relocates in 2026. This may include demolition and other early works to get the site ready for major construction.

Your views are important to us.

We will continue to consult with staff, patients, carers and community at every stage of the project.

Snapshot of the new hospital

- Close to Bankstown CBD, transport and services
- Multi-storey hospital building
- Multi-storey car park
- Emergency, operating theatres, intensive care, services for women and children including maternity, mental health, and more
- Long-term development zones for future health uses

“An investment in the future”



“If you’ve got children or grandchildren, it’s an investment in the future!” This comment rang true for us and many of the 400 staff and community members we spoke to recently. Your thoughts on parking, services and accessibility have been shared with the project team. We will continue to keep you informed and garner your feedback.

More information

Scan the QR code or visit www.haveyoursay.nsw.gov.au/new-bankstown-hospital to learn more about the master plan in English or your preferred language.
Email hi-newbankstownhospital@health.nsw.gov.au
Call 1300 176 082 and leave a message for a callback.
To hear this information in your language call 131 450 and ask them to call 02 9978 5426.



**The New Bankstown Hospital is being delivered by
South Western Sydney Local Health District and Health Infrastructure**



11.6 Social Media

Facebook

Community and staff information sessions

Learn about the New Bankstown Hospital master plan!
Main foyer, Bankstown Hospital
11am – 1pm, Wednesday 18 June
7am – 9am, Thursday 19 June

Staff, patients and visitors welcome
No RSVP needed; just drop by!

Can't make it? Learn more at
www.haveyoursay.nsw.gov.au/new-bankstown-hospital





New Bankstown Hospital



Find out more about the New Bankstown Hospital
Thursday 6 June 8am - 12pm
Bankstown-Lidcombe Hospital main foyer
Drop in, meet the team and ask us about your New Bankstown Hospital
Everyone welcome!

11.7 Media

www.localnewsplus.com.au

Canterbury Bankstown Tor

Still time for you to have say on new hospital plans

WITH planning underway for the new \$1.3 billion Bankstown Hospital on Chapel Road at Bankstown, anyone who lives or works in the area has been invited to share their thoughts.

Many have already shared their views at community information sessions at Bankstown Central last week, but there is still time to have a say online.

Stay MP for East Hills, Kylie Wilkinson, said community feedback was very important and would “help ensure that the hospital delivers what our community needs”.

The new hospital, which is expected to include Emergency services, Intensive care, Surgery and interventional procedures, Women’s and Children’s Health, Aged health, Mental health and Ambulatory care services, will be integrated with the existing Bankstown-Lidcombe Hospital site, which will remain as a health facility, to deliver contemporary healthcare and a better healthcare experience across a broad range of community and hospital-based services.

Minister for Health, Ryan Park, said the “new hospital will transform healthcare for the Bankstown and surrounding communities” and was the first major investment in the Bankstown-Lidcombe Hospital since the hospitals merged in 1997.

Have your say at bit.ly/new-bankstownhospital-survey before July 31.



□ The community is being urged to have their say on the new hospital site before July 31.

11.8 Advertising

Facebook and Instagram

Facebook and Instagram geotargeted advertising November/December 2025 for REF application
Add data



11.9 Media Releases

New Bankstown Hospital one step closer, 19 February 2026, early works contractor appointed

Concept design for \$2 billion Bankstown Hospital unveiled, 6 November 2025 block and stack diagrams released for consultation

Future of the new \$2 billion Bankstown Hospital unveiled with first look at design, 22 September 2025 new artist impressions unveiled

New Bankstown Hospital: Building better essential services for NSW, 6 June 2025 additional \$700 million funding commitment

11.10 Letterbox drops

Master Plan letterbox drop to Chapel Road

Community Information New Bankstown Hospital



June 2025

Hello from your New Bankstown Hospital team

We are sending you this information about the New Bankstown Hospital because your home or business is located close to the new hospital site on Chapel Road. Here's what you need to know about the project and the new master plan.

The NSW Government has committed \$2 billion for a new hospital in the Bankstown CBD to meet the healthcare needs of our diverse and growing community.

The new hospital will include an Emergency Department, operating theatres, wards and a range of other services, as well as parking.

Master planning looks at the site and the city around it, and recommends the best locations for important features such as the new hospital building, parking areas and long-term development zones for future health uses.

Construction will start as soon as possible after TAFE NSW relocates in 2026. This may include demolition and other early works to get the site ready for major construction.

Your safety and amenity is important to us. We manage construction very carefully to reduce noise, dust and inconvenience as much as possible. We will provide more information about how we manage construction closer to the time, and we will keep you informed every step of the way.

About the master plan

Community and staff feedback was provided to the project team to develop the master plan with a focus on creating a positive patient experience.

A plan for higher buildings in the nearby city centre allowed us to create a taller, multi-storey hospital building at the French Avenue end of the site with good connections to the city centre, transport and services.

A multi-storey building also provides good walkability inside the hospital, allowing for easy travel across and between floors for deliveries, patient transfers and general movements around the hospital.

The number of storeys will be decided as planning progresses.



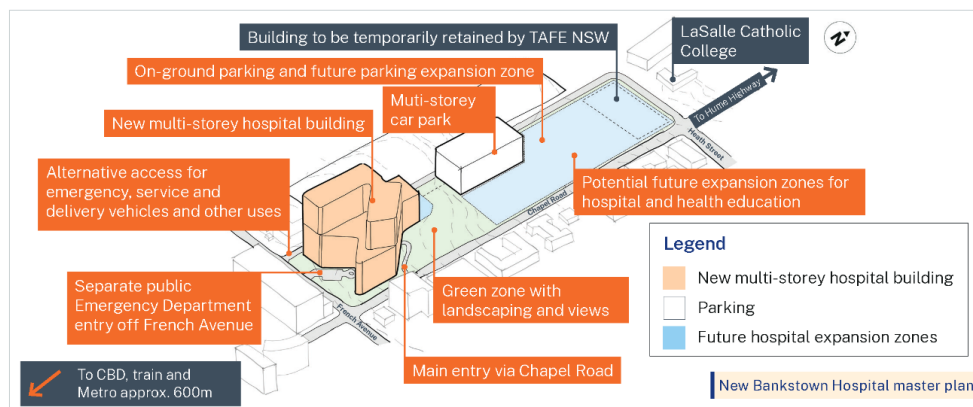
Find out more and have your say

Scan the QR code to find out more or to read this information in other languages.

Or drop in to the community information session on **Thursday 26 June 2025, 5pm - 7pm Bankstown Central shopping centre near Coles.**

www.haveyoursay.nsw.gov.au/new-bankstown-hospital

NBH/Chapel-Road



Light and views

Natural light and views were very important to everyone we spoke to, so wards would be located on the upper floors with views over the local area.

Our community told us that the hospital should be welcoming, with green spaces and places to relax.

Landscaping between the buildings creates a space for respite in the busy hospital environment, with an east-west green zone.

Internal social spaces for visitors and staff will also be developed as the design progresses.

Future stages of design will look more closely at the wayfinding plan and internal design, including the location and layout of departments and the connections between them.

Parking and traffic

A new multi-storey car park would be located near the hospital building, with room to expand in the future.

The parking expansion zone would be used in the short-term for on-ground parking. The number of car spaces will be confirmed at a future stage of planning when the design of the hospital is confirmed.

The Bankstown city centre is a high traffic area. Our project team is consulting with other agencies about plans to reduce traffic issues and improve access around the new hospital site.

TAFE NSW

TAFE NSW will temporarily retain a building on site, and has identified the Western Sydney University Tower in Bankstown as the preferred site for the short-term relocation. Animal studies, early childhood and care, and some digital business and finance courses will permanently relocate to TAFE NSW Padstow.

The New Bankstown Hospital is being delivered in partnership by Health Infrastructure and South Western Sydney Local Health District.

We acknowledge the Dharug People as the Traditional Custodians of the Country referred to in this document, and Traditional Owners of Country throughout Australia.



Scan the QR code to subscribe to our newsletter.

For more information

T: 1300 176 082 | **E:** hi-newbankstownhospital@health.nsw.gov.au | **FB:** /BankstownHospital
W: www.haveyoursay.nsw.gov.au/new-bankstown-hospital

NBH/Chapel-Road

Letterbox Drop Eldridge Road (front page only)

Community Information New Bankstown Hospital



June 2025

Hello from your New Bankstown Hospital team

We are sending you this information about the New Bankstown Hospital because your home or business is located close to the existing Bankstown Hospital on Eldridge Road, Bankstown. Here's what you need to know about the project and the master plan.

The NSW Government has committed \$2 billion for a new hospital in the Bankstown CBD to meet the healthcare needs of our diverse and growing community.

The new hospital will include an Emergency Department, operating theatres, wards and a range of other services, as well as parking.

Master planning is the first major step in the project.

Master planning looks at the site and the city around it, and recommends the best locations for important features such as the new hospital building, parking areas and long-term development zones for future health uses.

Construction will start as soon as possible after TAFE NSW relocates in 2026.

Consultation with staff, patients and community members continues at every stage of the project.

About the master plan

Community and staff feedback was provided to the project team to develop the master plan with a focus on creating a positive patient experience.

A plan for higher buildings in the nearby city centre allowed us to create a taller, multi-storey hospital building at the French Avenue end of the site with good connections to the city centre, transport and services.

A multi-storey building also provides good walkability inside the hospital, allowing for easy travel across and

between floors for deliveries, patient transfers and general movements around the hospital.

The number of storeys will be decided as planning progresses.



Find out more and have your say

Scan the QR code to find out more or to read this information in other languages.

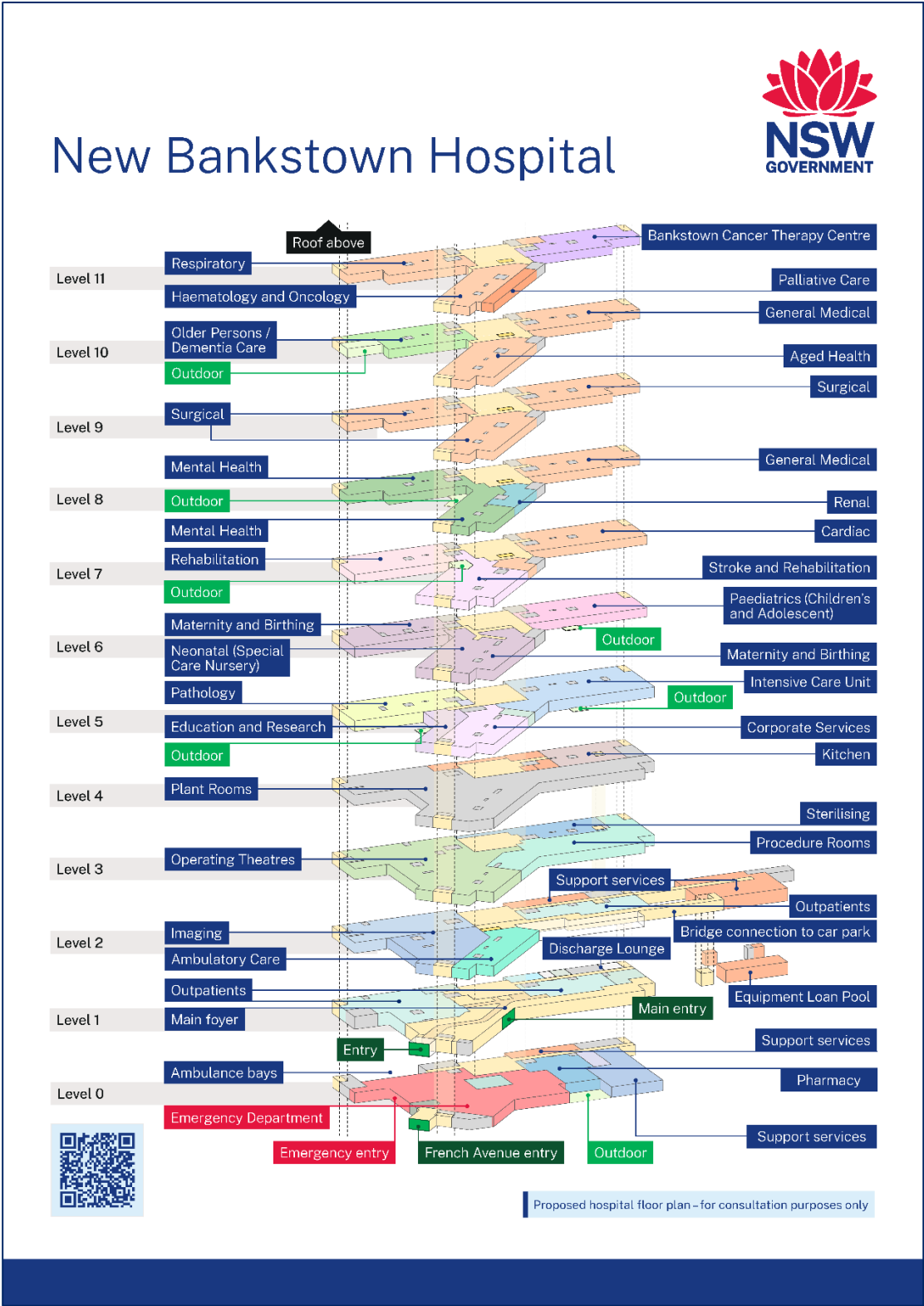
Or drop in to the community information session on **Thursday 26 June 2025, 5pm - 7pm Bankstown Central shopping centre near Coles.**

www.haveyoursay.nsw.gov.au/new-bankstown-hospital

NBH/Eldridge-Road

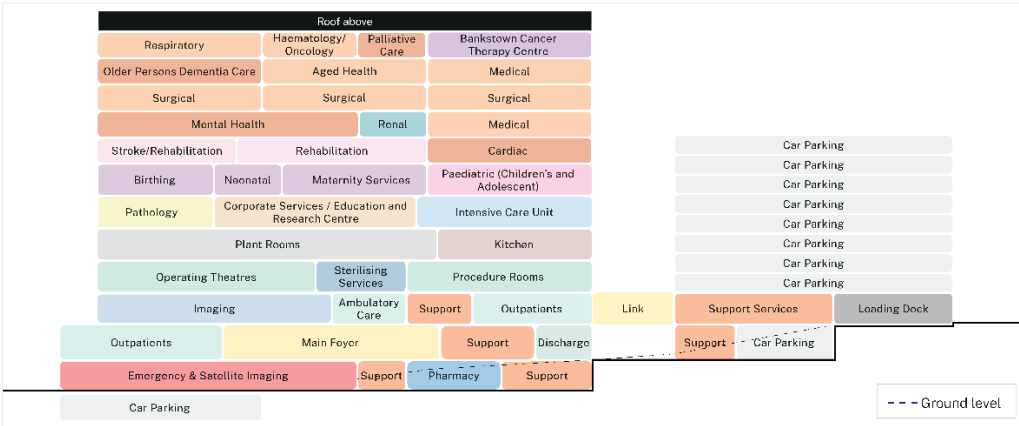
11.11 Display Boards

Please note that images in this section were draft for consultation only may not reflect current planning.



New Bankstown Hospital exploded floor plan A1, November 2025 (draft for consultation only)

New Bankstown Hospital

The diagram illustrates the proposed layout of the New Bankstown Hospital, showing various clinical and support buildings arranged in a stepped fashion above ground level. The layout is organized into several horizontal sections, with a dashed line indicating the ground level.

Roof above

- Respiratory
- Haematology/ Oncology
- Palliative Care
- Bankstown Cancer Therapy Centre
- Older Persons Dementia Care
- Aged Health
- Medical
- Surgical
- Surgical
- Surgical
- Mental Health
- Renal
- Medical
- Stroke/Rehabilitation
- Rehabilitation
- Cardiac
- Birthing
- Neonatal
- Maternity Services
- Paediatric (Children's and Adolescent)
- Pathology
- Corporate Services / Education and Research Centre
- Intensive Care Unit
- Plant Rooms
- Kitchen
- Operating Theatres
- Sterilizing Services
- Procedure Rooms
- Imaging
- Ambulatory Care
- Support
- Outpatients
- Link
- Support Services
- Loading Dock
- Outpatients
- Main Foyer
- Support
- Discharge
- Support
- Emergency & Satellite Imaging
- Support
- Pharmacy
- Support
- Car Parking

--- Ground level

Proposed layout from Chapel Road - for consultation purposes only

New Bankstown Hospital

New Bankstown Hospital proposed works on the TAFE site, early 2026

Before the hospital construction can begin, the project team is seeking planning approval for the demolition of TAFE NSW buildings on the site, and other works to get the site ready for main construction e.g. removal of existing pipes and cables in the ground.

To see the plans or make a comment, visit www.haveyoursay.nsw.gov.au/new-bankstown-hospital

French Avenue

Chapel Road

Heath Street

Loading/unloading area

Site sheds and amenities

Building D (retained)

Buildings for demolition

Site hoarding boundary

Vehicle access and exits

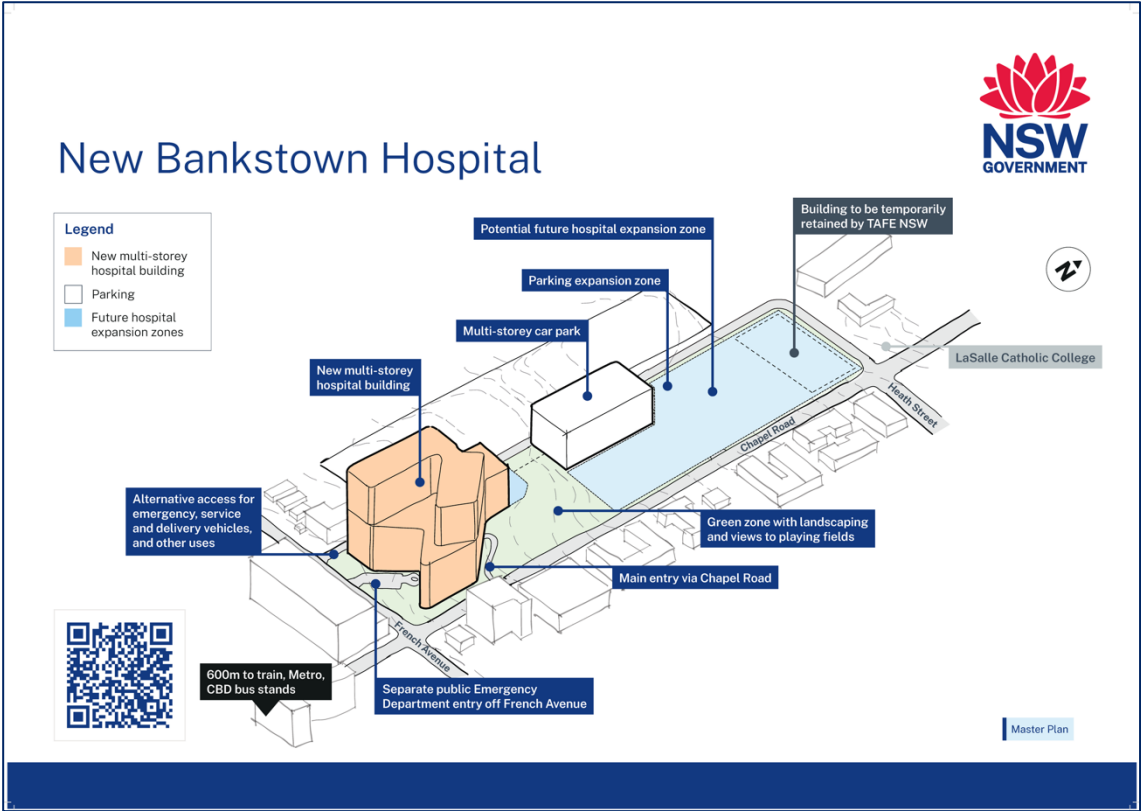
Proposed early works



Bankstown Central Shopping Centre pop-up information session, November 2025



New Bankstown Hospital foyer pop-up information session, November 2025





New Bankstown Hospital



New Bankstown Hospital





11.12 Master Plan Project Update

Project Update New Bankstown Hospital



June 2025



Master Plan

The NSW Government has committed \$2 billion for a new hospital in the Bankstown CBD to meet the healthcare needs of our diverse and growing community. Here's what you need to know about the master plan.

The New Bankstown Hospital will be located on Chapel Road Bankstown (currently TAFE NSW), close to trains, buses and the new Metro.

The new hospital will include:

- Emergency
- Operating theatres
- Intensive care
- Services for women and children including maternity
- Mental health
- Other services
- Parking.

The first step in planning is called master planning.

Master planning looks at the site and the city around it, and recommends the best locations for important features such as the new hospital building, parking areas and long-term development zones for future health uses.

This helps us create a vibrant, city-shaping new place for health, research and education.

Construction will start as soon as possible after TAFE NSW relocates in 2026.

This may include demolition and other early works to get the site ready for major construction.

Your views are important to us.

We will continue to consult with staff, patients, carers and community at every stage of the project.

nsw.gov.au/newbankstownhospital



Who we consulted

We invited staff members, patients, carers, visitors, community members and key agencies to share their views with us as part of the master planning process.

We shared this information with our architects and planners, who considered the feedback when they were developing the master plan.

Our activities included:

- Staff consultation through user groups, surveys and information sessions
- A master planning workshop and sustainability workshops with representatives from all areas of the hospital including medical, nursing, allied health, administration and support services, who attended to represent the views of their colleagues
- A community survey with 300+ responses
- Workshops, briefings, displays and events including information sessions at the existing hospital and Bankstown Central shopping centre
- Workshops with our Aboriginal community, called 'design jams'
- Consultation sessions with multicultural community members.

Briefings for key stakeholders and agencies including:

- HealthShare NSW
- Ambulance NSW
- eHealth NSW
- Transport for NSW
- Department of Planning, Housing and Infrastructure
- NSW Health Pathology
- City of Canterbury Bankstown Council including the Multicultural Interagency meeting
- LaSalle Catholic College, St Felix Catholic Primary School and St Felix Catholic Parish
- NSW Government Architect and other executive groups to ensure our project meets best practice guidelines.



800+ consultation interactions



300+ staff attended a meeting or workshop



318 responses to our community survey



11 briefings for key stakeholders



700+ comments via our community survey



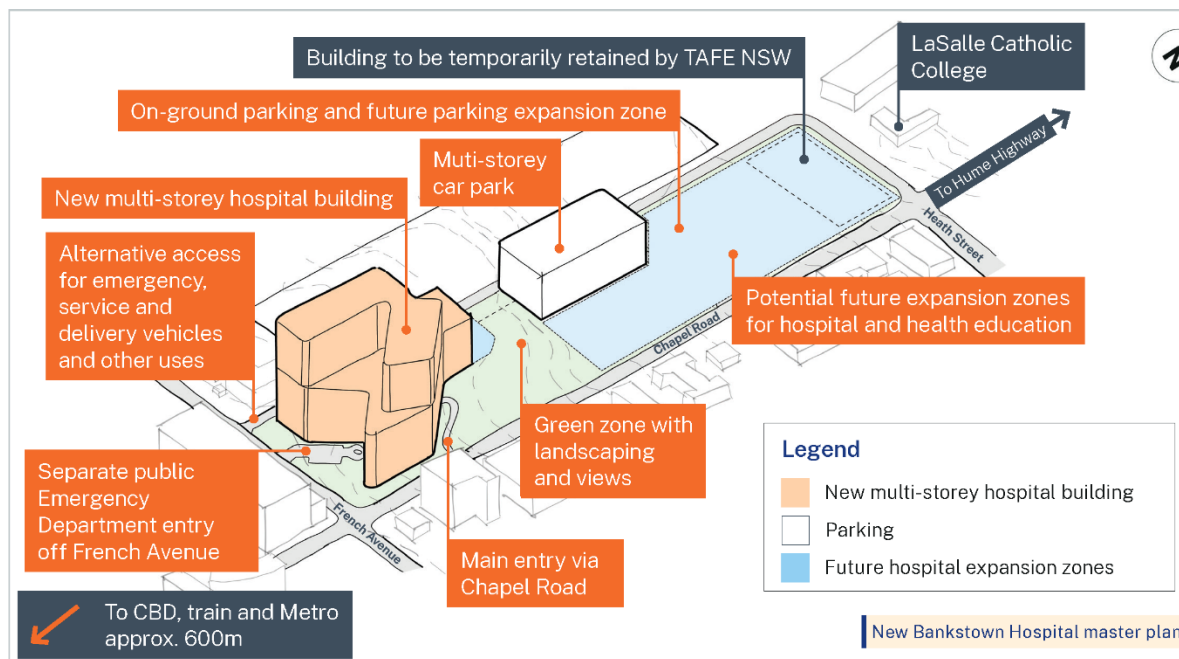
Working groups with TAFE NSW



250+ people came to a hospital information session



Consumer and Community Participation Committee updates



Master Plan key features

Community and staff feedback from the consultation sessions, briefings, surveys and workshops was provided to the project team to develop the master plan with a focus on creating a positive patient experience.

A plan for higher buildings in the nearby city centre allowed us to create a taller, multi-storey hospital building at the French Avenue end of the site with good connections to the city centre, transport and services.

A multi-storey building also provides good walkability inside the hospital, allowing for easy travel across and between floors for deliveries, patient transfers and general movements around the hospital.

Natural light and views were very important to everyone we spoke to, so wards would be located on the upper floors with local views.

Future stages of design will look more closely at the wayfinding plan and internal design, including service areas, social spaces, gardens, and courtyards to bring light into the lower areas and staff zones.

This includes a central 'hospital street' or spine extending through and connecting all the buildings to make it easy to walk from one end to the other, and would include landscaped areas.

The number of storeys will be decided as planning progresses.

Places to meet and relax

You told us that the hospital should be welcoming, with green spaces and places to relax.

Landscaping between the buildings will create a welcoming space for respite in the busy hospital environment.

Internal social spaces for visitors and staff will also be developed as the design progresses.

"The hospital itself must be a beautiful building and have design excellence. The building and the use of landscaping must inspire people who visit the site."

– Hospital patient

"Having a light and green space... will be important for patients' well-being during prolonged admissions."

– Carer



Parking and traffic planning

Arriving at the hospital should be simple, with drop-off and waiting space, easy parking and connections to public transport.

Parking

A new multi-storey car park would be located near the hospital building, with room to expand in the future.

The parking expansion zone would be used in the short-term for on-ground parking.

The number of car spaces will be confirmed at a future stage of planning when the design of the hospital is confirmed.

Traffic and local roads

Our project team is consulting with other agencies about plans to reduce traffic issues and improve access around the hospital site.

Traffic planning also includes maintaining access for emergency vehicles with alternative routes at peak traffic times, and reviewing bus stops.

School zones

Safe, easy access to the local schools is a priority.

We are already talking to government agencies and local schools about traffic, drop-off and pick-up around the school zones.

We will continue to consult with the local school community and keep everyone informed.

Pedestrian pathways and public transport

Access to city centre services and public transport is a key advantage of the new hospital site, which is only about 600 metres from the station and Metro.

Future planning stages will look at how we can make pedestrian pathways and other active transport connections (like cycleways) attractive to staff and visitors.

Signage and wayfinding (to help you get around easily) will be developed as the design progresses.

Community sentiment

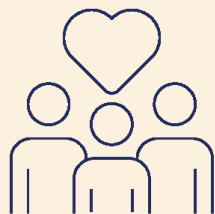
Consultation provided staff, community and stakeholders with an opportunity to share their views on our project and raise any concerns.

A mixed range of feedback was received with strong positive support for the project mixed with community concerns about traffic and parking.

Here are some of the things people told us, in their own words. All the feedback has been provided to the project team to help with the next stage of planning.

Project support

- The community is open, generous and vibrant, and this should be reflected in the hospital design.
- The project is essential to the growing needs of the local community.
- The new site close to the city centre is great for public transport and local retail, food experiences and services such as banking.
- The two-site model is a good idea with overnight services at Chapel Road and day services at Eldridge Road so people don't have to go to the main hospital for short and day appointments.
- Knowing the community will have access to safe, modern healthcare facilities provides peace of mind.
- It's good to know that there will be no interruption of services at the existing hospital while the new hospital is being built.
- Committing to sustainable design is important because healthcare uses a lot of energy and generates a lot of waste.
- Including expansion zones will help future-proof the site so it can grow with the community.
- Consulting staff who work at the hospital is really important - they know what is needed.
- Keeping people informed is important.



Project concerns

- There needs to be sufficient parking for patients, visitors and staff.
- Parking areas are well-designed and easy to use for people of all abilities.
- The hospital does not add to local traffic issues.
- Traffic zones are carefully coordinated to maintain safe and easy access to local schools.
- Arrival experience is positive and easy with simple drop-off and pick-up areas.
- Entries should be designed to discourage people from smoking.
- Patients need natural light and access to outdoor areas such as gardens and courtyards.
- Wards need space for family and friends to visit without disturbing other patients.
- Staff experience needs to be incorporated.
- The project needs to communicate in a variety of ways so everyone is included. Information should be clear, direct and come from a trusted source.
- Site neighbours need to be consulted and kept informed.
- TAFE NSW is important to us.
- The community has waited a long time for the project to start – we're looking forward to it moving ahead.





Next steps

Planning and design

After master planning, we move on to the next stage of design which looks at the location of each department and how all the departments are connected.

TAFE NSW

TAFE NSW is relocating to make way for the construction of the New Bankstown Hospital. TAFE NSW has identified the Western Sydney University Tower in Bankstown as the preferred site for the short-term relocation. Animal studies, early childhood and care, and some digital business and finance courses will permanently relocate to TAFE NSW Padstow.

Construction works

Early works will start on the site as soon as TAFE NSW has relocated, and main hospital construction will start when the design is completed and a builder is appointed.

Existing hospital

The new hospital will integrate with the existing Bankstown-Lidcombe Hospital site, which will remain as a health facility, to deliver contemporary healthcare and a better healthcare experience across a broad range of community and hospital-based services.

Consultation

Consultation with staff, patients and community members continues at every stage of the project.

How to build a hospital

Planning and building new hospital facilities takes time because every development is tailored to the community's unique needs. For more information about how we plan and deliver a hospital, visit nsw.gov.au/health-and-wellbeing/health-infrastructure-projects/how-to-build-a-hospital



Have Your Say

Scan the QR code for additional dates, more information or to make a comment.

For staff members

Staff members are also welcome to visit the website and comment on the master plan. Information will also be shared via staff email and newsletters.

The New Bankstown Hospital is being delivered in partnership by Health Infrastructure and South Western Sydney Local Health District.

We acknowledge the Dharug People as the Traditional Custodians of the Country referred to in this document, and Traditional Owners of Country throughout Australia.



For an interpreter, call **131 450** and ask them to call **02 9978 5426**

For more information

T: 1300 176 082 | **E:** hi-newbankstownhospital@health.nsw.gov.au | **F:** /BankstownHospital
W: nsw.gov.au/newbankstownhospital

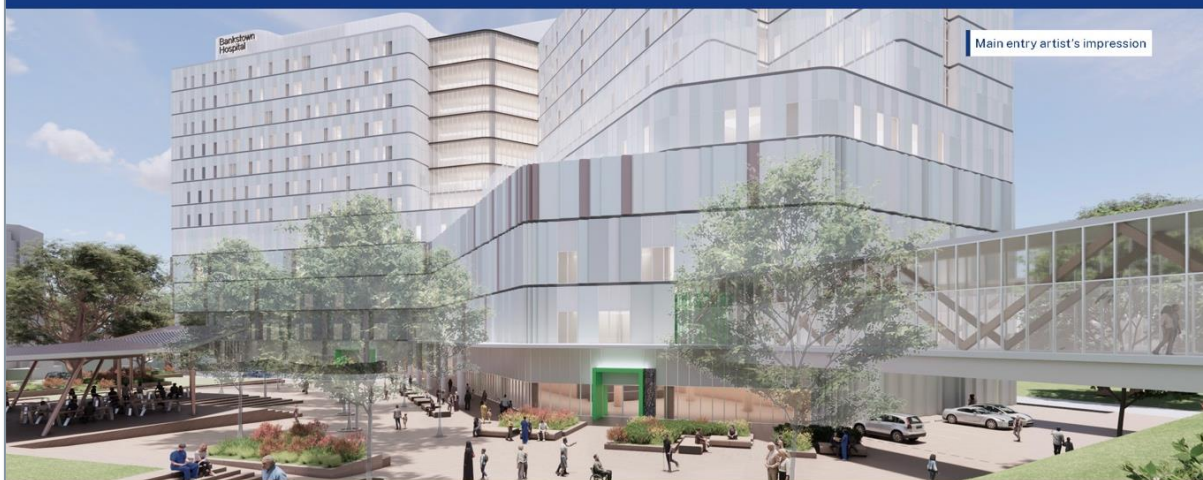
11.13 Concept Design Project Fact Sheet

Health Infrastructure

Fact Sheet New Bankstown Hospital



November 2025



Concept design

The NSW Government has committed \$2 billion for a new hospital to meet the healthcare needs of our diverse and growing community. Here's what you need to know about the latest plans, and how you can help shape the next stage.

Our Bankstown community has been given a 'first look' at the new Bankstown Hospital with plans that show the layout of the new building and multi-storey car park.

Called a concept design, the plans set out where different hospital departments will go, how they relate to each other and how patients, staff and supplies will move around.

Departments that need to be close together will be located near each other so patients can get the care they need quickly and easily, for example, Birthing and Neonatal (Special Care Nursery), or Emergency and surgery.

The project includes a new multi-storey car park plus on-ground parking.

The final design and number of car spaces will be confirmed when a builder is appointed.

Construction will start as soon as possible after TAFE NSW relocates in 2026.

This will include demolition and other early works to get the site ready for major construction.



Scan the QR code to visit our
Have Your Say project site.

nsw.gov.au/newbankstownhospital

Where is the new hospital?

The new hospital will be built on Chapel Road, Bankstown, on the site currently occupied by TAFE NSW.

The new building will be at the southern end of the site on the corner of French Avenue and Chapel Road, closest to the city centre.

Parking and vehicle access

The multi-storey car park will provide about ample parking, including disabled parking spaces close to the lifts.

On-ground parking spaces will be located in the future redevelopment zone in front of the new multi-storey car park, with many of the existing trees preserved to provide shade and reduce urban heat.

Parking is also included for emergency vehicles, patient discharge lounge and other special hospital vehicle parking.

Ambulance entry will be via French Avenue.

Deliveries will be via Chapel Road via an internal road to the loading dock.

Construction works

Work on the site will begin once TAFE NSW has relocated, and major construction on the new hospital will start after the design is finished and a builder is chosen.

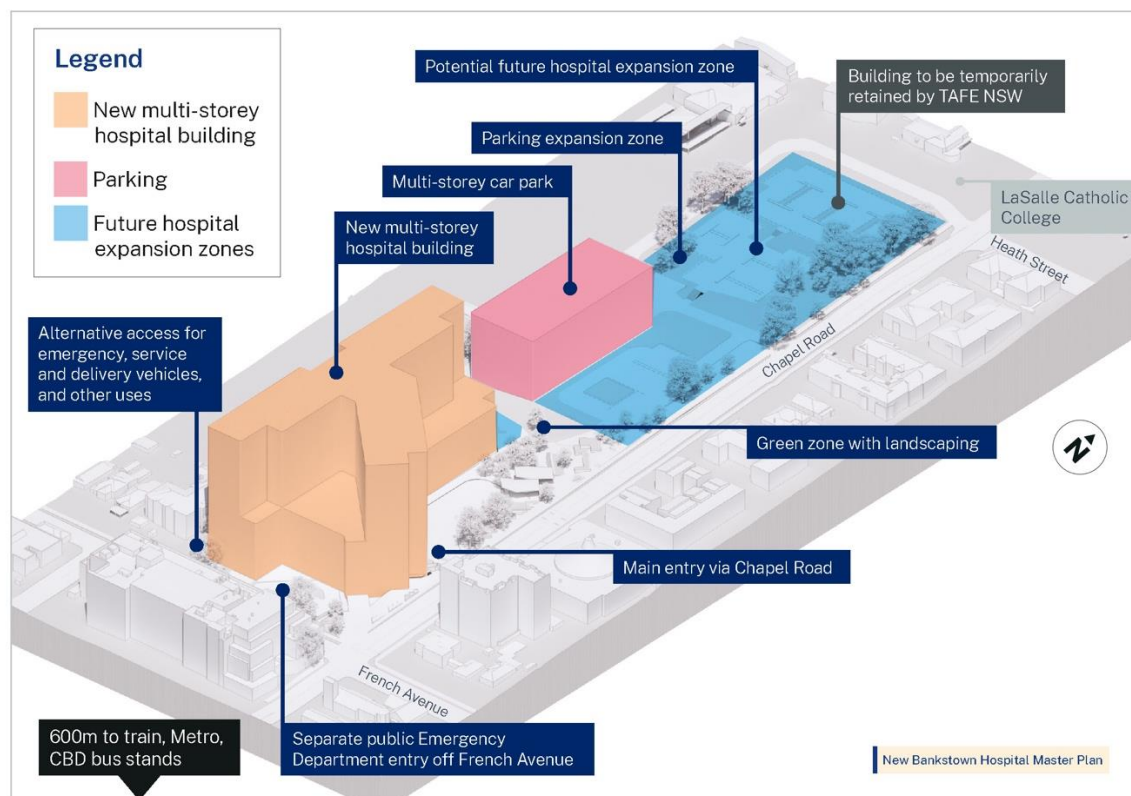
Existing hospital

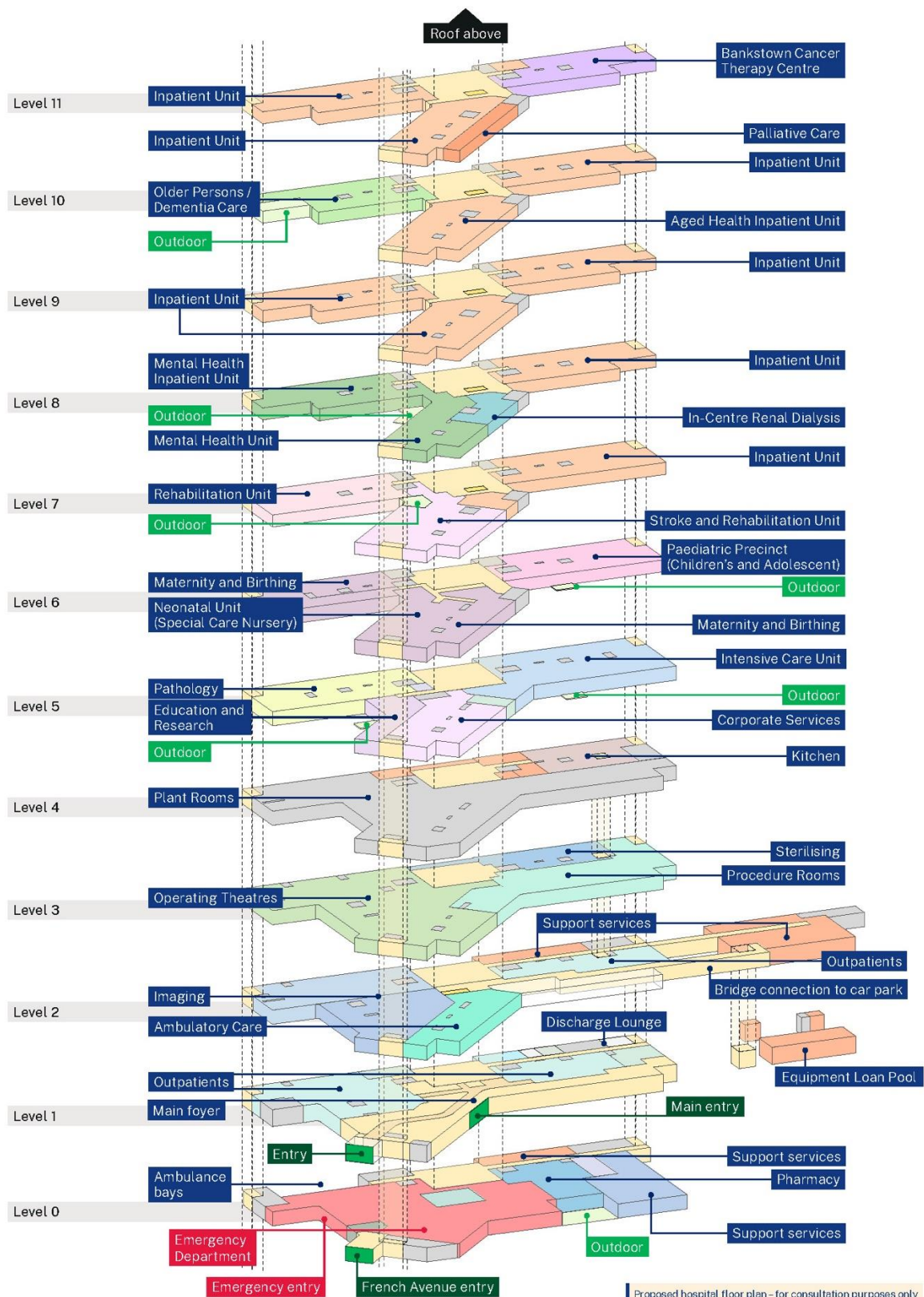
The existing Bankstown-Lidcombe Hospital site will remain as a health facility. When the new building is completed, services will transfer to the new hospital. In the future, the existing site will offer a broad range of services, closely linked to the new hospital and services in the community. The services will be confirmed as planning progresses.

About these plans

These diagrams show the proposed layout of the new building for consultation purposes only.

The design will be finalised as the project progresses.





What services will be in the new hospital?

Floor by floor

This diagram explains what's on each floor.

The Emergency Department is at ground level on French Avenue with drop-off and pick-up zones, waiting areas, ambulance bays, security and radiology.

This floor will have easy access to retail and outdoor areas on this level and above.

A main foyer on ground level on Chapel Road provides a welcoming entry to the new building with reception, retail and other services.

Outpatient clinics on level 3 have a direct link to the multi-storey car park making it easily accessible for patients and visitors.

Operating theatres, intensive care, kitchens and pathology are in the middle levels of the building for easy access to the wards above and the Emergency Department below.

Patient wards are located on the upper levels.

This design provides a strong connection to the existing CBD and a welcoming arrival experience on levels 1, 2 and 3.

The two lower levels of the car park building will be used for general services including linen, waste and cleaning services.

Wayfinding

Getting around inside the hospital will be easy.

A central internal pedestrian corridor called the 'hospital street' forms the spine of the building and provides public access to the wards and key departments.

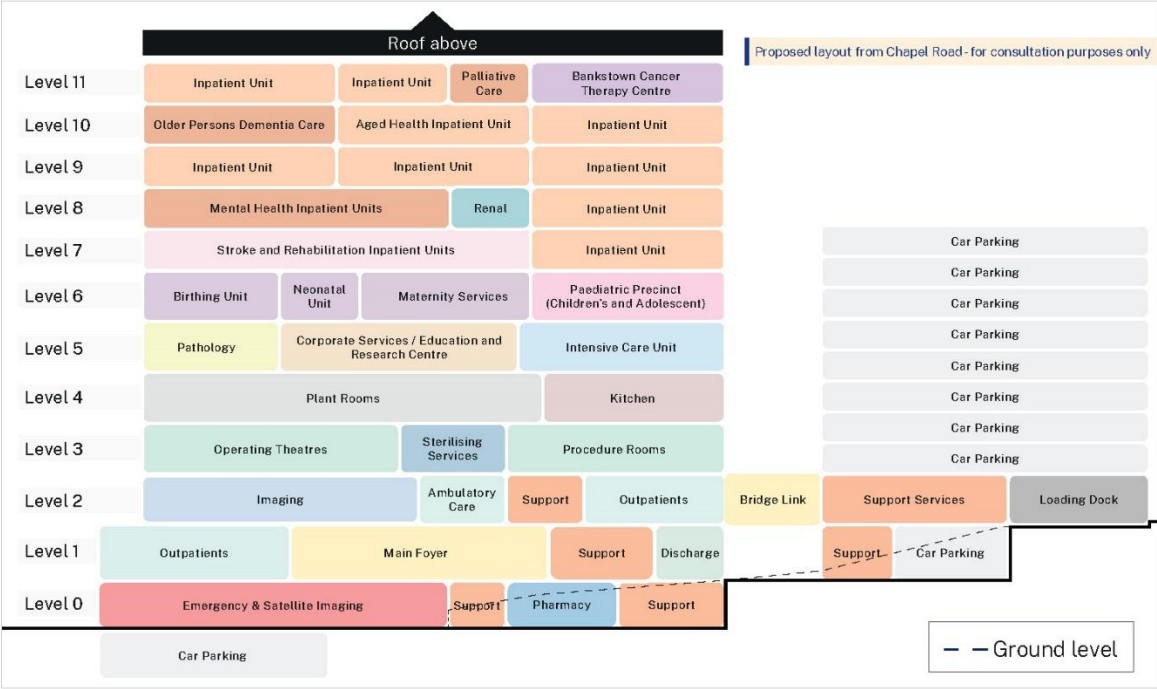
There is a separate internal corridor for services such as meal delivery, linen and cleaning. This corridor will also be used for patient transport, providing more privacy and dignity for patients when they are being moved between departments for tests or treatment.

Public and service lifts are located in a central core or block in the middle of the building, providing access between the floors.

All buildings will be fully accessible, so people with low mobility or disabilities can travel easily from the car parking areas or drop-off zones to any part of the hospital.

Signage and wayfinding (to help you get around easily) will be developed as the design progresses.

The site slopes up Chapel Road towards the Hume Highway, so there is a ground level entry at Emergency, Main Entry and multi-storey car park levels.





Other features of the concept design

Bringing nature in

The master plan released in June 2025 identified landscaped green zones around the hospital buildings.

The concept design builds on staff and community feedback about the importance of bringing light and nature into the buildings, with light wells, courtyards and terraces.

The patient wards are located on the upper floors, and the angled design of the wings allows plenty of light into patient rooms and staff areas.

Emergency Department and Main Entry levels will have direct access to a variety of active and quieter outdoor spaces.

Upper floors will have access to courtyards or terraces, including a terrace for the Intensive Care Unit so patient beds can be wheeled outside.

The design of the courtyards and gardens will be decided as planning

progresses, and in consultation with staff, patients and carers.

Transport and traffic

Our project team is consulting with other agencies about plans to reduce traffic issues and improve access around the hospital site.

Traffic planning also includes maintaining access for emergency vehicles with alternative routes at peak traffic times and reviewing bus stops.

School zones

Safe, easy access to the local schools is a priority.

We're already talking to government agencies and local schools about traffic, drop-off and pick-up around the school zones.

We'll continue to consult with the local school community and keep everyone informed.

Sustainability

We're making sure the hospital will be environmentally friendly and sustainable, with designs that cut down on pollution and waste, save energy and water, and use resources wisely.

As design progresses, we will be exploring:

- Sustainable building materials
- Electrical systems ready for renewable energy
- Smarter ways to handle water
- Landscaping to manage urban heat and
- Recycling systems.

This 'whole of life' approach to building considers the cost of running the hospital as well as building it.

Have Your Say

We can't plan this project without you.

Talking with everyone involved, including hospital staff and the community, is a key part of planning the new hospital.

By working closely with staff, managers, and important groups early at every stage, we can make sure the new hospital meets everyone's needs.

The new Bankstown Hospital project will include different stages where we ask for your opinions and ideas. We want to make sure the process is smooth and everyone has a chance to be heard.

Your feedback will help shape important design choices and improvements for the hospital.

There are two easy ways to get involved:

- Visit the new Bankstown Hospital Have Your Say website to see the concept plans, make a comment or ask a question www.haveyoursay.nsw.gov.au/new-bankstown-hospital
- Come to a pop-up information session to see the concept plans, meet the team or ask a question.

Your feedback will help guide the new hospital's design so we can create the best experience for all hospital users.

Have your Say

See the plans, make a comment or ask a question

Scan the QR code to visit

www.haveyoursay.nsw.gov.au/new-bankstown-hospital

Have Your Say in person

Come to a pop-up information session and talk to a team member

Tuesday 11 November 8am - 1pm
Bankstown Hospital foyer

Thursday 13 November 8am - 1pm
Bankstown Hospital foyer

Thursday 13 November 5pm - 7pm
Bankstown Central shopping centre near Coles



Next steps



How we use your feedback

We'll use your feedback to help plan the next stage, which focuses on the department layouts.

Once we have the department layouts, we move on to designing every individual room and space in the new hospital.

Work on the department designs will start later this year and we expect to have the design completed in 2026.

We will continue to share information and consult you at every stage of the project.

How to build a hospital

Planning and building new hospital facilities takes time because every development is tailored to the community's unique needs.

For more information about how we plan and deliver a hospital, visit nsw.gov.au/how-to-build-a-hospital

Staff consultation

Staff will be regularly updated on the plans through meetings, emails and newsletters.

You are welcome to visit the website too and comment on the plans directly.

We acknowledge the Dharug people as the traditional custodians of the Country on which our new hospital will be built. We extend that respect to all Traditional Owners and acknowledge their continued connection to land, water and culture.



For an interpreter, call 131 450 and ask them to call 02 9978 5426

For more information

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