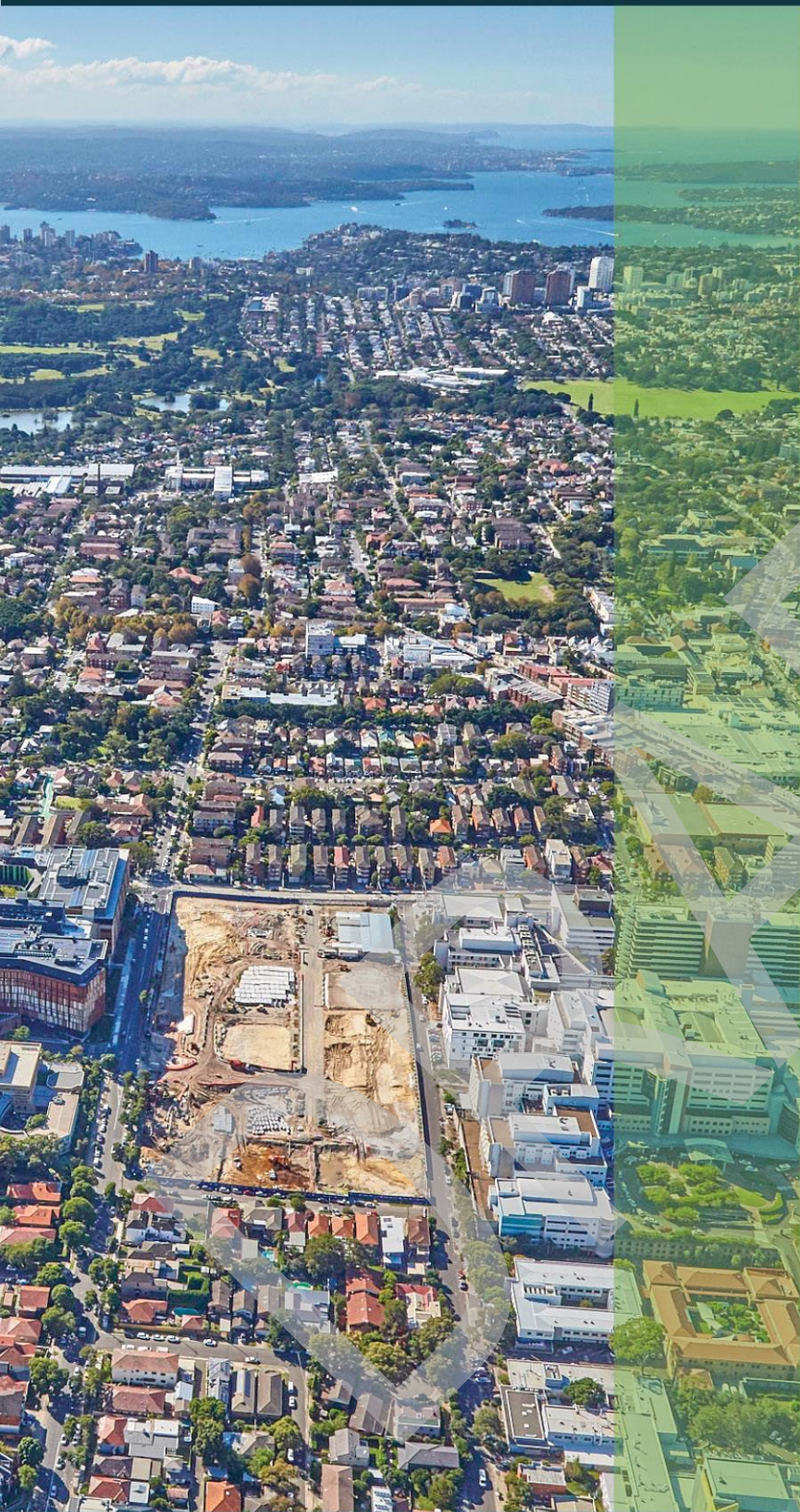




# RANDWICK

## CAMPUS REDEVELOPMENT



### CONSULTATION REPORT

### SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S COMPREHENSIVE CANCER CENTRE

HEALTH INFRASTRUCTURE

VERSION 1.0

28 April 2021

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Version	Date	Issue by	Status
V 1.0	20/02/2021	Health Infrastructure	First review
V 1.1	01/02/2021	Health Infrastructure	Second review
V 1.2	28/04/2021	Health Infrastructure	Final review

## 1. Introduction

In early 2019 the NSW and Federal Governments announced \$608 million to deliver brand new, state-of-the-art paediatric health, medical research and education facilities as part of the Sydney Children's Hospital Stage 1 and the Children's Comprehensive Cancer Centre (the Project).

The Randwick Campus Redevelopment team is working with the Sydney Children's Hospitals Network (SCHN), Children's Cancer Institute (CCI) and UNSW Sydney to plan and design Sydney Children's Hospital Stage 1 and Australia's first Children's Comprehensive Cancer Centre.

Bounded by Hospital Road, High Street and Botany Street, the redevelopment will connect with UNSW's Health Translation Hub and the Prince of Wales Hospital Integrated Acute Services Building to bring the Randwick Hospitals Campus and UNSW Kensington Campus together, as part of the Randwick Health & Innovation Precinct.

The collocation of paediatric healthcare, education and research environments will accelerate learning discoveries, engage clinical innovation with bedside care and meet the complex health needs of Sydney's growing population with a future ready workforce.

This is a once in a generation opportunity to transform paediatric services and the next exciting phase of the broader Randwick Campus Redevelopment.

This Communications and Engagement Consultation Report has been prepared in accordance with the Secretary's Environmental Assessment Requirements (SEARs) dated 2 December 2020 during the development of the Environmental Impact Statement (EIS) for the Sydney Children's Hospital Stage 1 and Children's Comprehensive Cancer Centre (the Project) as part of the Randwick Campus Redevelopment.

The scope of the Project includes the following elements:

- A new Emergency Department
- A new Intensive Care Unit
- Short Stay Unit
- Day and inpatient CCCC oncology units
- Children's Comprehensive Cancer Centre
- Ambulance access, parking, back of house and loading dock services accessed via the lowered Hospital Road
- Connection to Integrated ASB (IASB), currently under construction and UNSW HTH that is also subject of a separate planning approval
- Public domain and associated landscaping
- Tree removal
- Utilities services and amplification works; and
- Site preparation and Civil works.

Health Infrastructure (HI) has a strong commitment to consultation across all stages of the Randwick Campus Redevelopment. Engaging with Randwick Health & Innovation Precinct (the Precinct) partners, consumers and the community remains a core planning objective so that we deliver a new children's hospital and research centre that responds to the needs of staff, patients, carers, families and the community now and into the future.

HI's guiding communications and engagement principles for capital projects have been used to develop the Randwick Campus Redevelopment overarching Communications and Stakeholder Engagement Strategy as well as the specific plans for each phase of the redevelopment. HI's principles of proactive stakeholder engagement, transparent communications, coordinated and accessible information and collaboration, have informed a targeted and meaningful program of consultation and engagement that supports planning of the Project.

HI has undertaken consultation in the preparation of the EIS with the following stakeholder groups:

- Sydney Children's Hospitals Network
- Children's Cancer Institute
- University of New South Wales
- Randwick Health & Innovation Precinct
- Randwick Hospitals Campus
- Randwick City Council
- Government Agencies (local and state)
- Ministry of Health
- Consumers



- Indigenous Community
- Immediate neighbours
- Local business and commerce
- Local Randwick Community

## **2. Project context**

The Randwick Hospitals Campus is home to a cluster of leading health, education and research partners including the South East Sydney Local Health District incorporating Prince of Wales Hospital, Royal Hospital for Women, Eastern Suburbs Mental Health Service, SCHN and the University of NSW.

The Randwick Hospitals Campus is identified as an Education and Health Strategic Centre and a Health and Education Precinct in the Greater Sydney Commission's A Plan for Growing Sydney (2014) and Eastern City District Plan (2018), respectively. Through these strategic documents, the Greater Sydney Commission is positioning Sydney as a premier location for global commerce, business and investment through increasing and maximising opportunities in economic activity and jobs, including a 19 percent increase in economic activity and an additional 12,000 new jobs in health and education services.

The Randwick Campus Redevelopment is a catalyst for realising the Greater Sydney Commission's strategic objectives for Randwick. The Project is guided by the vision of the Randwick Health Collaboration Agreement to be globally renowned for excellence in health, teaching, education and delivering the highest standard of care to patients in world class facilities. The Randwick Campus Redevelopment includes:

- A new Prince of Wales Hospital Integrated Acute Services Building, due to open in 2022
- The Project, due to open in 2025
- The proposed UNSW Sydney's Health Translation Hub, due to open in late 2026.

### 3. Engaging Project stakeholders

The overarching Communications and Stakeholder Engagement Strategy for the Randwick Campus Redevelopment, as well as the Communications and Engagement plans to support each stage of the redevelopment, including the Project, have been developed in line with HI's guiding principles for capital projects, which are:

**Proactive stakeholder engagement** – identification and engagement of stakeholders from the outset of the project to ensure everyone is informed across the project lifecycle

**Proactive and transparent communications** – direct contact with targeted stakeholders to build relationships prior to any works commencing

**Coordinated information** – information is accessible to all impacted stakeholders as required in accordance with the agreed communication delivery dates

**Collaboration** – internal collaboration is encouraged for all members involved in the delivery of the Project to ensure a unified approach.

There are a broad range of stakeholders who have varying degrees of involvement and engagement with the Randwick Campus Redevelopment. Significant work has been undertaken to identify and develop collaborative and productive relationships with key stakeholders and these have been and will continue to be leveraged throughout planning, design and delivery of the Project.

The table below describes the communication objectives and typical methods of engagement which will be undertaken. Our focus is on bespoke engagement, to meet the unique needs of each stakeholder through the Statutory Planning lifecycle to ensure they remain informed on the project and issues raised are resolved quickly so that we remain on track to deliver this essential infrastructure project for NSW.

**Figure 1.0 Key objectives have been set for each of the main phases for the Project**

Project Phase	Objective	KPI
Planning and design, including the Request for SEARs	<ul style="list-style-type: none"> <li>Inform community, other stakeholders and government agencies about the proposal</li> <li>Where possible, involve community in planning to inform decision making</li> <li>Build on established relationships</li> <li>Provide an avenue for feedback to be received and considered by the project team</li> </ul>	Build stakeholder awareness about the proposal, its features and how it may relate to them
Preparation of EIS	Create awareness about the drivers and benefits of the Project	Build stakeholder awareness about the proposal
	Engage project neighbours as planning progresses	Ensure residents and precinct stakeholders are aware of the proposal and have clear lines of communication with the project team should they have any questions or feedback
	Provide stakeholders with clear communication channels to raise issues and provide project feedback	<ul style="list-style-type: none"> <li>Stakeholders feel valued and confident their feedback is received</li> <li>Stakeholders receive timely responses to complaints and enquiries</li> </ul>
	Anticipate and respond to potential issues or concerns transparently	Early identification of issues or concerns and quick resolution where possible
	Leverage existing stakeholder and community relationships to deliver meaningful and targeted engagement and consultation	Stakeholder feedback incorporated in the project design and delivery

## CONSULTATION REPORT SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S COMPREHENSIVE CANCER CENTRE

Exhibition of EIS	Work with project neighbours to plan the delivery of the new infrastructure	Identify issues which may require mitigation or modification to optimise the program and improve amenity
Final planning for commencement of construction	Deliver accurate and timely information that addresses the needs of each stakeholder group	<ul style="list-style-type: none"> <li>Stakeholders understand key stages of construction and how impacts are managed</li> <li>Build and maintain project awareness</li> <li>Ongoing identification of issues and concerns</li> <li>Issues are managed promptly with transparency</li> </ul>
Site establishment and construction	Deliver a comprehensive communications program that ensures stakeholders are pro-actively notified of and clearly understand changes to site conditions	<ul style="list-style-type: none"> <li>Stakeholders understand how the construction activities affects them</li> <li>Stakeholders clearly understand how to provide feedback or lodge complaints regarding construction activities</li> </ul>
	Provide stakeholders with clear communication channels to raise issues and provide project feedback	<ul style="list-style-type: none"> <li>Stakeholders feel valued and confident their feedback is received</li> <li>Stakeholders receive timely responses to complaints and enquiries</li> </ul>
	Utilise notification platforms to document and communicate potential disruptions for the Randwick Hospitals Campus	<ul style="list-style-type: none"> <li>Disruptions are communicated in a timely, interactive and transparent manner</li> <li>Disruptive works are approved by key campus stakeholders</li> <li>Stakeholders are provided with advance notice of disruptions</li> <li>Disruption to Hospital campus operations are minimised and effectively coordinated</li> </ul>
	Deliver site specific inductions to all workers engaged in the Project	All site workers conduct their business in a respectful manner and understand their responsibilities when working in a live Hospital environment and in close proximity to sensitive receivers
	Accurate and timely communication, tailored to the needs of each stakeholder and the community	<ul style="list-style-type: none"> <li>Early identification of issues and concerns</li> <li>Issues managed promptly and with maximum transparency</li> <li>Stakeholders understand the features of the project and how it relates to them</li> </ul>
Future stage - Commissioning and opening of the Project	Communicate information about the benefits to community, site changes	<ul style="list-style-type: none"> <li>Stakeholders understand the features and benefits of the project, and how they can access new services</li> <li>Stakeholders are fully aware of changed site conditions to support public safety</li> </ul>

### 4. Stakeholders

The Project's stakeholder environment is complex and extensive. The ongoing proactive identification of issues and sound analysis of stakeholders' needs have been critical factors in successfully managing the Project's interface with staff, health consumers and the community.

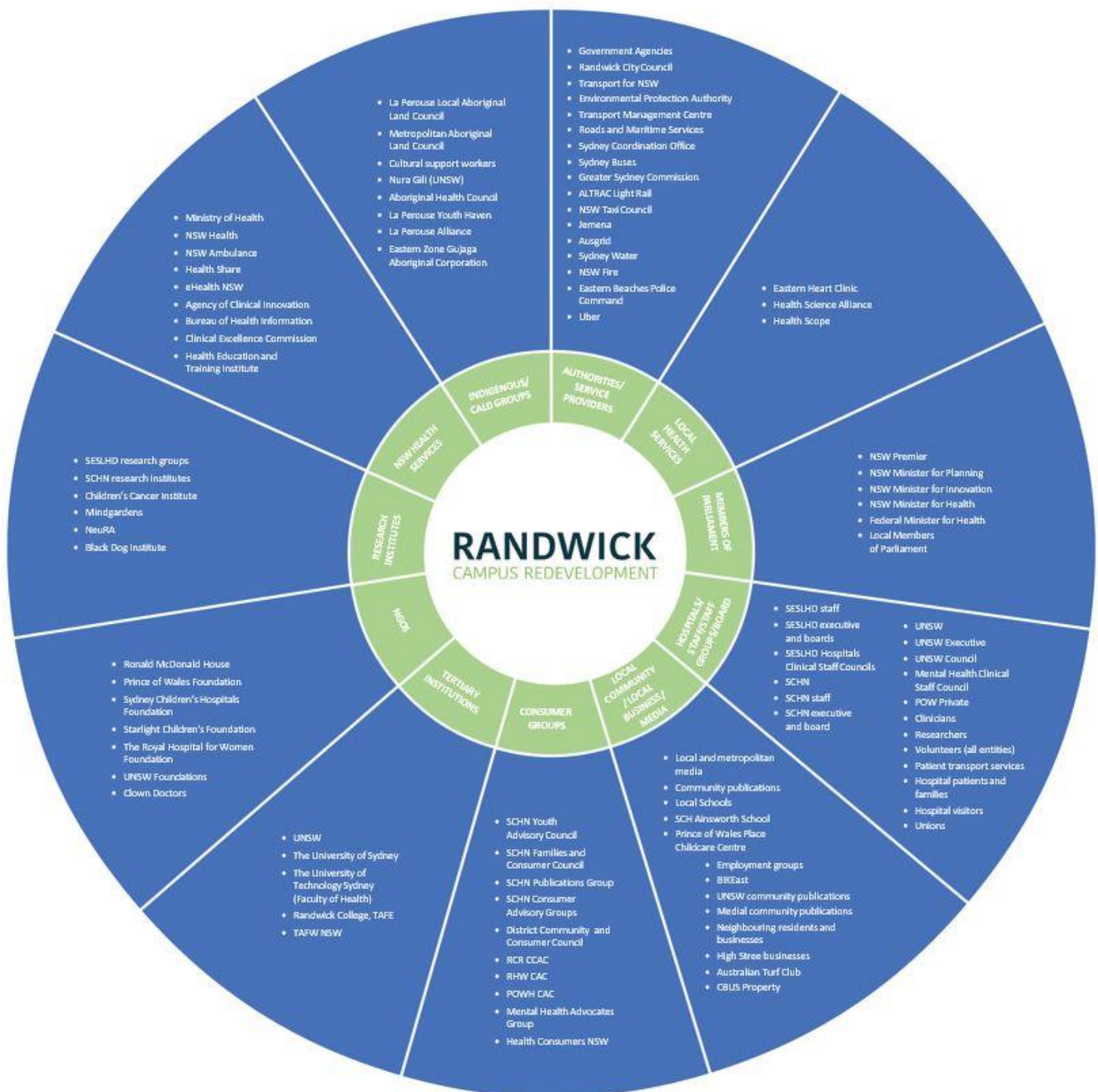
The Project team has developed a deep understanding of stakeholders and the engagement environment which has informed the timing, method and level of engagement across all stages of the redevelopment.

In communicating and engaging with stakeholders, the Randwick Campus Redevelopment project team aims to ensure:

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- Stakeholders are aware of the Project and its purpose within the broader redevelopment
- Stakeholders understand the impacts, benefits and drivers for the Project
- Stakeholders understand how they can find out more, ask questions and provide feedback about the Project
- Stakeholders are given the opportunity to provide input into the planning and design of the Project within communicated parameters
- Stakeholders are listened to and understand how their feedback has been used

Figure 2.0 Summary of Project stakeholders



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Figure 3.0 Table of Stakeholders – Summary of engagement objectives and methods

Stakeholder Group	Area of Interest	Engagement objectives	Typical methods of engagement
<b>Sydney Children's Hospital Network</b> <ul style="list-style-type: none"> <li>Executive</li> <li>Board</li> <li>Donors</li> <li>Staff</li> <li>Patients and families</li> <li>Visitors</li> <li>Volunteers</li> <li>Unions</li> <li>Suppliers</li> <li>Sydney Children's Hospital Foundation</li> </ul>	All aspects	<ul style="list-style-type: none"> <li>Build awareness</li> <li>Ensure accurate and timely information to staff and other stakeholders, including regular updates, pop-up stalls and briefings where required</li> <li>Show staff they are valued partners</li> <li>Highlight benefits and drivers for the Project, including future health, educational, research and employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Project Governance</li> <li>Staff Forums, Ward updates, Pop-Up Stands</li> <li>Randwick Campus Redevelopment Control Group</li> <li>Communications materials – signage, newsletters, intranet, noticeboard, email</li> <li>Social media</li> </ul>
<b>Children's Cancer Institute</b> <ul style="list-style-type: none"> <li>Executive</li> <li>Board</li> <li>Donors</li> <li>Consumers</li> <li>Visitors</li> <li>Volunteers</li> <li>Unions</li> <li>Suppliers</li> </ul>	All aspects	<ul style="list-style-type: none"> <li>Build awareness</li> <li>Show staff they are valued partners</li> <li>Ensure accurate and timely information to staff and other stakeholders, including regular updates, pop-up stalls and briefings where required</li> <li>Highlight benefits and drivers for the Project, including future health, educational, research and employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Project Governance</li> <li>Clinical Council meetings, Senior Managers Forum</li> <li>Staff participation in PUGs</li> <li>Staff Forums, pop-up information stands</li> <li>Communications materials – newsletters, fact sheets, intranet, noticeboard, email</li> <li>Social media</li> </ul>
<b>University of New South Wales</b> <ul style="list-style-type: none"> <li>Executive</li> <li>Board</li> <li>Staff</li> <li>Students of UNSW</li> </ul>	All aspects	<ul style="list-style-type: none"> <li>Build awareness</li> <li>Ensure accurate and timely information, including regular updates and briefings</li> <li>Work with UNSW to ensure staff and students have advance notice of issues which may affect them</li> </ul>	<ul style="list-style-type: none"> <li>Briefings – formal and informal</li> <li>UNSW Newsletter</li> <li>Pop up information stands</li> <li>Virtual Community Engagement</li> <li>Signage</li> </ul>
<b>Randwick Health &amp; Innovation Precinct</b> <ul style="list-style-type: none"> <li>Executive</li> <li>UNSW</li> <li>HI</li> <li>South East Sydney Local Health District</li> <li>SCHN</li> </ul>	All aspects	<ul style="list-style-type: none"> <li>Involved in project Governance</li> <li>Actively participate in strategic development</li> <li>Project and Precinct Champions - representing the vision and engaging other</li> </ul>	<ul style="list-style-type: none"> <li>Project and Precinct Governance</li> <li>Briefings – formal and informal</li> </ul>



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Stakeholder Group	Area of Interest	Engagement objectives	Typical methods of engagement
		stakeholders to participate <ul style="list-style-type: none"> <li>Ensure all Precinct Partners are engaged on project development and progress</li> </ul>	
<b>Randwick Hospitals Campus</b> <ul style="list-style-type: none"> <li>Royal Hospital for Women</li> <li>Prince of Wales Hospital</li> <li>Prince of Wales Private Hospital</li> <li>Eastern Suburbs Mental Health Service</li> <li>Other health and research institutions</li> </ul>	All aspects	<ul style="list-style-type: none"> <li>Build project awareness</li> <li>Ensure accurate and timely information to staff and other stakeholders, including regular updates</li> <li>Highlight benefits and drivers for the Project, including future health, research, educational and employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Briefings - Staff Forums, Ward Updates</li> <li>Communications materials – newsletters, intranet, noticeboard, email</li> <li>Pop-up information stands</li> <li>Virtual Community Engagement</li> <li>Variable Message Signage</li> </ul>
<b>Randwick City Council</b> <ul style="list-style-type: none"> <li>General Manager</li> <li>Planning</li> <li>Traffic and engineering staff</li> <li>Communication Manager</li> <li>Councillors</li> </ul>	Planning components	<ul style="list-style-type: none"> <li>Build project awareness</li> <li>Ensure accurate and timely information, especially around the planning process and potential impacts on local residents</li> <li>Be available for briefings as required</li> <li>Collaborate during planning to ensure feedback, technical requirements are adequately considered in building design and construction staging</li> </ul>	<ul style="list-style-type: none"> <li>Formal and informal briefings, letters</li> <li>Written correspondence</li> </ul>
<b>Government Agencies</b> (local and state) <ul style="list-style-type: none"> <li>Transport for NSW</li> <li>CBD and South East Sydney Light Rail</li> <li>Greater Sydney Commission</li> <li>Heritage NSW</li> <li>Government Architect NSW</li> <li>NSW Environmental Protection Agency</li> <li>Ambulance NSW</li> <li>Ausgrid</li> <li>Sydney Water</li> <li>Sydney Airport Corporation Limited (SACL)</li> </ul>	<ul style="list-style-type: none"> <li>Planning components</li> <li>Precinct development</li> </ul>	<ul style="list-style-type: none"> <li>Build awareness</li> <li>Collaborative approach to planning and vision</li> <li>Regular meetings, focused on interface issues, traffic and access and construction management</li> </ul>	<ul style="list-style-type: none"> <li>Project and Precinct Governance</li> <li>Briefings – formal and information</li> <li>Communications materials – newsletters, email</li> </ul>

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Stakeholder Group	Area of Interest	Engagement objectives	Typical methods of engagement
<ul style="list-style-type: none"> <li>Civil Aviation Safety Authority</li> <li>Air Ambulance</li> </ul>			
<b>Information and Communications Technology providers</b> <ul style="list-style-type: none"> <li>eHealth</li> <li>HealthShare</li> </ul>	All aspects	<ul style="list-style-type: none"> <li>Collaborative approach to planning and vision</li> <li>Regular meetings focused on developing a strategy for an integrated IT network, and planning campus logistics and back of house services in collaboration with the Prince of Wales IASB project team</li> </ul>	<ul style="list-style-type: none"> <li>Formal and informal briefings</li> </ul>
<b>Ministry of Health</b>	<ul style="list-style-type: none"> <li>Precinct development</li> <li>Funding</li> <li>Financial and workforce implications</li> <li>Project benefits realisation</li> </ul>	<ul style="list-style-type: none"> <li>Collaborative approach to planning and vision</li> <li>Collaborate during planning to ensure feedback, technical requirements are adequately considered in building design and construction staging</li> </ul>	<ul style="list-style-type: none"> <li>Project Governance</li> <li>Formal and informal briefings</li> </ul>
<b>Consumers</b> Members of the community actively participating in planning for the Redevelopment	All aspects as required	<ul style="list-style-type: none"> <li>Build project awareness</li> <li>Keep informed</li> <li>Engage consumers to participate within the project Governance structure</li> <li>Where relevant, involve the project's CCAC in planning for matters which relate to or impact consumers and the community</li> </ul>	<ul style="list-style-type: none"> <li>Monthly CCAC meetings</li> <li>Website, phone and email</li> <li>Briefings – formal and informal</li> <li>Pop ups</li> <li>Signage, factsheets, project website</li> </ul>
<b>Indigenous community</b> <ul style="list-style-type: none"> <li>La Perouse Local Aboriginal Land Council</li> <li>Bidjigal People</li> <li>Aboriginal Health Council</li> <li>Local Aboriginal Groups</li> <li>Gujaga Foundation</li> </ul>	All aspects as required – especially planning	<ul style="list-style-type: none"> <li>Engaged in planning throughout project development</li> <li>Identify opportunities for meaningful Aboriginal engagement</li> </ul>	<ul style="list-style-type: none"> <li>Briefings – formal and informal</li> <li>Seek opportunities for representation of Aboriginal history and connection to place in the building design</li> <li>Engaged regarding Aboriginal Archaeology</li> <li>Virtual Community Engagement</li> </ul>

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Stakeholder Group	Area of Interest	Engagement objectives	Typical methods of engagement
<b>Community</b> Immediate neighbours	All aspects as required – especially project planning, design and delivery	<ul style="list-style-type: none"> <li>• Build awareness, keep regularly informed about developments</li> <li>• Understand key impacts and mitigations proposed as part of the project</li> <li>• Regular contact to discuss project developments</li> <li>• Provide digital content and newsletters targeted at items of interest for those living, working, doing business near the hospital campus</li> <li>• Where relevant, involve the project's CCAC in planning for matters which relate to or impact consumers and the community</li> </ul>	<ul style="list-style-type: none"> <li>• Community Engagement Officer to perform regular consultation by door knock as project information becomes available with immediate neighbours</li> <li>• Regular community updates</li> <li>• Website, phone and email</li> <li>• Virtual engagement during EIS Public Exhibition</li> </ul>
<b>Community</b> <ul style="list-style-type: none"> <li>• Local business</li> <li>• Commercial</li> </ul>	All aspects as required	<ul style="list-style-type: none"> <li>• Build awareness, keep regularly informed about developments</li> <li>• Understand key impacts and mitigations proposed as part of the project</li> <li>• Regular contact to discuss project developments</li> <li>• Provide digital content and factsheets targeted at items of interest for those living, working, doing business near the hospital campus</li> <li>• Where relevant, involve the project's CCAC in planning for matters which relate to or impact consumers and the community</li> </ul>	<ul style="list-style-type: none"> <li>• Community Engagement Officer to perform regular consultation by door knock as project information becomes available with immediate neighbours</li> <li>• Regular community updates</li> <li>• Website, phone and email</li> <li>• Virtual Community Engagement</li> <li>• Virtual engagement during EIS Public Exhibition</li> <li>• Business Chamber briefings</li> </ul>
<b>Community</b> Wider community	All aspects as required	<ul style="list-style-type: none"> <li>• Provide regular engaging and informative content and factsheets that promotes accurate information and reiterates the Project drivers and benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Regular community updates</li> <li>• Website, phone and email</li> <li>• Virtual engagement sessions</li> <li>• Pop- up information booths at Randwick Hospitals Campus</li> </ul>

## 5. Summary of stakeholder engagement and consultation activities

The Project team has undertaken a wide range of activities to engage with the large and complex stakeholder groups outlined in the table below.

**Table 4.0 Stakeholder engagement and consultation activities undertaken to date**

Activity	Responsibility	Date	Stakeholder group
<b>Stakeholder Engagement Phase 1- Early 2019 – Mid 2020</b> NSW and Federal Government project funding commitment announced, project planning commences, Concept Design commences.  Key Objectives: <ul style="list-style-type: none"> <li>• Build relationships</li> <li>• Begin consultation with key stakeholders</li> <li>• Raise project awareness among key stakeholders</li> </ul>			
Activity	Responsible	Date	Audience
<b>SCHN patient experience survey</b>	SCHN	July 2019	SCHN families
<b>Project visioning workshop facilitated</b>	SCHN	October 2019	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• SCHN staff</li> </ul>
<b>Project factsheet released</b>	Communications Team	November 2019	All stakeholders
<b>SCHN staff forum</b>	SCHN	December 2019	SCHN staff
<b>SCHN staff survey</b>	SCHN	December 2019	SCHN staff
<b>Project User Groups to support Concept Design commences</b>	Project Team	Early 2020 – August 2020	<ul style="list-style-type: none"> <li>• SCHN staff and executive</li> <li>• CCI staff and executive</li> <li>• UNSW staff</li> <li>• Consumers</li> </ul>
<b>Fortnightly co-design meetings with the UNSW HTH planning team</b>	Project Team	February 2020 – ongoing	<ul style="list-style-type: none"> <li>• UNSW Estates Management Team</li> <li>• UNSW design consultants</li> </ul>
<b>Development of the SCHN Consumer Engagement Framework</b>	SCHN	April 2020	<ul style="list-style-type: none"> <li>• Family and Consumer Council</li> <li>• Staff</li> <li>• Consumers</li> </ul>
<b>Two workshops attended by 30 families undertaken to gather insights on the patient and family experience at the Sydney Children's Hospital, Randwick</b>	Communications Team (led by SCHN)	May- June 2020	SCHN patients and families



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Activity	Responsibility	Date	Stakeholder group
<b>Stakeholder Engagement Phase 2 – Mid 2020 to November 2020</b> Early engagement undertaken in preparation submitting the letter to Request SEARs from DPIE. Key objectives: <ul style="list-style-type: none"> <li>• Inform community, other stakeholders and government agencies about the proposals</li> <li>• Build relationships</li> <li>• Provide an avenue for feedback to be received and considered by the project team</li> </ul>			
Activity	Responsible	Date	Audience
<b>Surveys and activity sheets distributed to consumers and community to gather input on the design of the new building. 540 survey responses and 50 activity sheets were received.</b>	Communications team (led by HI and SCHN)	May – Aug 2020	<ul style="list-style-type: none"> <li>• SCHN patients and families</li> <li>• CCI patients and families</li> <li>• Randwick Hospitals Campus staff</li> <li>• UNSW staff</li> <li>• Local residents</li> <li>• Randwick Community</li> <li>• Local schools</li> <li>• Businesses</li> <li>• NSW Public</li> </ul>
<b>SCHN fortnightly Project update email</b>	SCHN	June 2020 – ongoing	<ul style="list-style-type: none"> <li>• SCHN staff</li> </ul>
<b>Four workshops attended by 30 CCI consumers focussing on the design opportunities for the Children's Comprehensive Cancer Centre</b>	Communications Team PwC Billard Leese Partnerships (BLP)	July 2020	<ul style="list-style-type: none"> <li>• CCI oncology families</li> <li>• Researchers</li> <li>• University students</li> <li>• Donors</li> <li>• Corporate sponsors</li> </ul>
<b>Expression of Interest released for the Consumer and Community Advisory Committee</b>	Communications Team (led by SCHN)	July 2020	Distributed to families registered on the SCHN database
<b>Consultation begins with the Aboriginal Health Unit to develop the Aboriginal Engagement Strategy</b>	SCHN	July 2020	Aboriginal Health Unit
<b>Fortnightly all staff emails from the Director of Clinical Operations at the Network.</b>	SCHN	July 2020 – ongoing	SCHN staff
<b>Flyer dropped to 600 local residents encouraging</b>	Communications Team	August 2020	Local residents

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Activity	Responsibility	Date	Stakeholder group
participation in future project activities			
<b>Project User Groups commence to support Schematic Design phase. Over 19 meetings are held over a 12- week period.</b>	Project team	August 2020- Early 2021	<ul style="list-style-type: none"> <li>SCHN executive and staff</li> <li>CCI executive and staff</li> </ul>
<b>Arts and Play Joint Working Group commences to inform the project's Arts and Play Strategy</b>	Randwick Project Team Westmead Project Team	September 2020	<ul style="list-style-type: none"> <li>SCHN staff</li> <li>Sydney Children's Hospitals Foundation staff</li> <li>CCI staff</li> </ul>
<b>Expression of Interest closes for the Consumer and Community Advisory Committee. Of the 25 candidates interviewed, 14 are selected.</b>	Communications Team (led by SCHN)	September 2020	<ul style="list-style-type: none"> <li>SCHN families</li> <li>CCI families</li> <li>UNSW staff and students</li> <li>Local community</li> </ul>
<b>First Consumer and Community Advisory Committee meeting</b>	Communications Team (SCHN led) BLP	September 2020	CCAC members
<b>Meeting with La Perouse Local Aboriginal Land Council</b>	Communications Team (HI led)	September 2020	La Perouse Local Aboriginal Land Council
<b>Workshop with 15 attendees on shared family spaces and play areas</b>	Communications Team (led by SCHN) BLP	September 2020	<ul style="list-style-type: none"> <li>SCHN families</li> <li>CCI families</li> </ul>
<b>Meeting with Randwick City Council to discuss project intent</b>	Project team	September 2020	Randwick City Council
<b>Initial meeting with Heritage NSW to discuss project intent</b>	Project team	September 2020	Heritage NSW Senior Team Leader, Aboriginal Cultural Heritage Regulation- South
<b>Architectural Working Group commences</b>	Project Team (led by PwC)	October 2020	<ul style="list-style-type: none"> <li>SCHN executive and staff</li> <li>CCI executive and staff</li> </ul>
<b>Finalisation of the Aboriginal Engagement Strategy</b>	Project team Aboriginal Health Population Unit	October 2020	<ul style="list-style-type: none"> <li>SCHN staff</li> <li>Sydney Children's Hospital Network</li> </ul>

# CONSULTATION REPORT SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S COMPREHENSIVE CANCER CENTRE

Activity	Responsibility	Date	Stakeholder group
			Aboriginal Health Workers <ul style="list-style-type: none"> <li>Aboriginal parents of children at the hospital</li> <li>Aboriginal community members</li> <li>Aboriginal members of SCHN parent group</li> </ul>
<b>Develop Expression of Interest and Terms of Reference for the Student Reference Group</b>	Communications Team (led by HI and UNSW)	October 2020	<ul style="list-style-type: none"> <li>UNSW students</li> <li>UTS students</li> <li>TAFE students</li> </ul>
<b>CCAC meeting – workshop held on single patient bedrooms</b>	Communications Team BLP PwC	October 2020	<ul style="list-style-type: none"> <li>CCAC members</li> </ul>
<b>Project flyer to announce commencement of Statutory Planning letterbox dropped to 600 residents</b>	Communications Team	October 2020	<ul style="list-style-type: none"> <li>Local residents</li> <li>Local businesses and commerce</li> </ul>
<b>Stakeholder Engagement Phase 3 – Late 2020 to Early 2021</b> Key stakeholder and community engagement during the EIS preparation Key objectives: <ul style="list-style-type: none"> <li>Inform community, other stakeholders and government agencies about the proposals</li> <li>Build relationships</li> <li>Provide an avenue for feedback to be received and considered by the project team</li> </ul>			
Activity	Responsible	Date	Audience
<b>Meeting with Randwick City Council to discuss potential impacts to parking, access and transport</b>	Project team	November 2020	Randwick City Council senior planning officials
<b>Retail survey undertaken to establish preferred retail options and services to be included in the redevelopment. 170 responses were received.</b>	Retail consultant Project team	November - December 2020	<ul style="list-style-type: none"> <li>Consumers</li> <li>Local community</li> <li>RCR distribution list</li> </ul>
<b>Consumer and Community Advisory Committee meeting</b>	Communications Team BLP	November 2020	Consumer and Community Advisory Committee members

# CONSULTATION REPORT SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S COMPREHENSIVE CANCER CENTRE

Activity	Responsibility	Date	Stakeholder group
<b>Project update provided to Randwick City Council General Manager</b>	Randwick Campus Redevelopment Senior Project Director	November 2020	Randwick City Council General Manager
<b>Project factsheets letterbox dropped to local residents and uploaded to the Randwick Campus Redevelopment website:</b> <ul style="list-style-type: none"> <li>• Sydney Children's Hospital Stage 1 and Children's Comprehensive Cancer Centre</li> <li>• Children's Comprehensive Cancer Centre</li> <li>• UNSW Health Translation Hub</li> </ul>	Communications Team	November 2020	<ul style="list-style-type: none"> <li>• Local residents</li> <li>• Hospital consumers</li> <li>• SCHN staff</li> <li>• CCI staff</li> <li>• Randwick Hospitals Campus staff</li> <li>• UNSW staff and students</li> <li>• General public</li> </ul>
<b>Meeting with Randwick City Council</b>	Project team	December 2020	Director of City Planning RCC planning staff
<b>Local resident doorknocks undertaken with UNSW to provide a project and Statutory Planning update on both the Project and UNSW Health Translation Hub.</b>	Communications Team UNSW Estates Management Team	December 2020	Local residents on - <ul style="list-style-type: none"> <li>• Barker St</li> <li>• Hay Lane</li> <li>• Hay St</li> <li>• Oval Ln</li> <li>• Norton Ln</li> <li>• Norton St</li> <li>• Botany St</li> <li>• High St</li> <li>• Blenheim St</li> <li>• Clara St</li> <li>• Wansey St</li> <li>• Botany St</li> <li>• Arthur St</li> <li>• Belmont Rd</li> </ul>
<b>Randwick Campus Redevelopment Community Update distributed to over 10,000 local households and businesses</b>	Communications Team	December 2020	<ul style="list-style-type: none"> <li>• Local residents</li> <li>• Randwick Community</li> <li>• Randwick Campus Hospitals staff</li> </ul>
<b>Randwick Hospitals Campus all staff update</b>	Integrated Project Team	December 2020	Randwick Hospitals Campus staff
<b>Local resident doorknocks undertaken with UNSW to provide a project and Statutory Planning update</b>	Communications Team UNSW Estates Management Team	February 2021	Local residents on - <ul style="list-style-type: none"> <li>• Barker St</li> <li>• Hay Lane</li> </ul>



**CONSULTATION REPORT SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S  
COMPREHENSIVE CANCER CENTRE**

Activity	Responsibility	Date	Stakeholder group
on both the Project and UNSW Health Translation Hub.			<ul style="list-style-type: none"> <li>• Hay St</li> <li>• Oval Ln</li> <li>• Norton Ln</li> <li>• Norton St</li> <li>• Botany St</li> <li>• High St</li> <li>• Blenheim St</li> <li>• Clara St</li> <li>• Wansey St</li> <li>• Botany St</li> <li>• Arthur St</li> <li>• Belmont Rd</li> </ul>
<b>Consumer and Community Advisory Committee meeting</b>	Communications Team BLP	February 2021	Consumer and Community Advisory Committee members
<b>Meeting with La Perouse Local Aboriginal Land Council and the Gujaga Foundation</b>	Communications Team	March 2021	<ul style="list-style-type: none"> <li>• La Perouse Local Aboriginal Land Council</li> <li>• Gujaga Foundation</li> </ul>
<b>Inception meeting with the Hospital School at Randwick to design an art workshop to support planning for Public Domain.</b>	SCHN Team	March 2021	The Hospital School at Randwick
<b>Consumer and Community Advisory Committee meeting</b>	Communications Team BLP	March 2021	Consumer and Community Advisory Committee members
<b>Meeting held with Transport for NSW, pre SSDA lodgment briefing</b>	Project Team	March 2021	<ul style="list-style-type: none"> <li>• Sydney Coordination Office</li> <li>• CBD and South-East Sydney Light Rail</li> <li>• RMS</li> </ul>
<b>Meeting held with Randwick City Council, pre SSDA lodgment briefing</b>	Project Team	March 2021	<ul style="list-style-type: none"> <li>• Coordinator of Strategic Planning</li> <li>• Senior Strategic Planner</li> <li>• General Manager</li> </ul>
<b>Consumer and Community Advisory Committee meeting</b>	Communications Team BLP	April 2021	Consumer and Community Advisory Committee members

# CONSULTATION REPORT SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S COMPREHENSIVE CANCER CENTRE

Activity	Responsibility	Date	Stakeholder group
SCHN Redevelopment staff information pop-up	SCHN Team Communications Team	April 2021	<ul style="list-style-type: none"> <li>SCHN staff</li> </ul>
Meeting held with Emergency Services	Project Team	April 2021	<ul style="list-style-type: none"> <li>Newborn Emergency Transport Service (NETS)</li> <li>Police NSW</li> <li>Fire NSW</li> <li>Ambulance NSW</li> </ul>
<b>Stakeholder Engagement Phase 4- Mid 2021</b> Consultation activities planned during public exhibition of the EIS. Key objectives: <ul style="list-style-type: none"> <li>Respond to questions from community and other stakeholders to reduce likelihood of project submissions to DPIE</li> <li>Provide engaging and informative content that promotes the project drivers and benefits.</li> </ul>			
Activity	Responsible	Date	Audience
Local resident doorknock to be undertaken at the commencement of the Public Exhibition period	Communications Team	May 2021	Local residents on - <ul style="list-style-type: none"> <li>Barker St</li> <li>Hay Lane</li> <li>Hay St</li> <li>Oval Ln</li> <li>Norton Ln</li> <li>Norton St</li> <li>Botany St</li> <li>High St</li> <li>Blenheim St</li> <li>Clara St</li> <li>Wansey St</li> <li>Botany St</li> <li>Arthur St</li> <li>Belmont Rd</li> </ul>
Information pop-ups at Randwick Hospitals Campus	Communications Team	May 2021	<ul style="list-style-type: none"> <li>Randwick Hospitals Campus Staff</li> <li>Local residents</li> <li>Randwick Community</li> <li>Patients and families</li> <li>General Public</li> </ul>
Online platform created to support equity of access to EIS documents	Communications Team	May-June 2021	<ul style="list-style-type: none"> <li>Randwick Hospitals Campus Staff</li> <li>Local residents</li> <li>Randwick Community</li> <li>Patients and families</li> <li>General Public</li> </ul>

Activity	Responsibility	Date	Stakeholder group
<b>Stakeholder Engagement Phase 5- Mid 2021</b>			
Post public exhibition period. Respond to issues raised in Submissions Report.			

## 6. Impact of stakeholder engagement

With a strong commitment to ensuring we deliver world- class facilities that respond to the needs of patients, families, staff and the community now and into the future, the Project has benefited from input into the planning and design from large and complex stakeholder groups.

**Figure 5.0 Outcomes from stakeholder engagement and how stakeholder input has informed the design development process.**

Issue raised	Stakeholder group	Forum / avenue	How stakeholder input has informed the design development process.
<b>Provision of a welcoming and homely hospital environment</b>	CCAC GANSW Local community Local residents	Monthly meeting Formal and informal briefings Doorknock	Consideration to create a thoughtfully designed hospital environment responds to the needs of intellectual, physical, sensory disability and mental illness populations and accommodates Culturally and Linguistically Diverse communities.  The provision of shared family spaces, private rest zones, sibling activities, soft furnishings, age appropriate recreation areas, and indoor and outdoor play areas are designed to create a homely feel and keep families together during often extended stays during treatment. Consistent with this approach, amenity provisions will create a more restful stay and create a sense of normalcy.
<b>Dedicated parents lounge to rest and meet other families</b>	SCHN staff	Schematic Design Project User Groups	A parent's lounge with a beverage bay has been incorporated into the design which is further complimented by waiting areas with play zones, parenting and interview rooms, flexible play areas, multipurpose therapy, recreation and quiet study rooms.
<b>Provision of dedicated oncology family support areas</b>	CCAC SCHN staff CCI staff	Monthly meeting Schematic Design Project User Groups	Centralised and decentralised approach to the provision of family support areas has been adopted across the Oncology Inpatient Unit (IPU) and Day Treatment Area. This includes the provision of central family retreat zone.
<b>Adequate space provided for families, carers and staff in single patient rooms</b>	CCAC	Monthly meeting	The single room has been designed with careful consideration to create dedicated zones for patients, their families and staff. The layout and spatial provisions of the room have been reviewed to optimise access to natural light, create a private

# CONSULTATION REPORT SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S COMPREHENSIVE CANCER CENTRE

Issue raised	Stakeholder group	Forum / avenue	How stakeholder input has informed the design development process.
			family and carer zone and enable the child to personalise the room with creative built in joinery solutions. This design optimises both the patient experience and clinical efficiency and functionality.
<b>Building design and features cater to children of all ages</b>	Local community SCHN consumers SCHN staff CCI staff	Monthly meeting Workshop Schematic Design PUG	A diverse range of age-appropriate art forms, colours and interior design solutions have been incorporated into the overall design to enliven the hospital environment and create pleasant diversions and opportunities for community and sibling involvement and interaction.
<b>Provision of a safe and secure hospital environment that protects staff, patients, families and visitors</b>	CCAC SCHN staff CCI staff GANSW	Monthly meeting Project User Groups Formal and informal briefings	Design solutions have been incorporated to enable: <ul style="list-style-type: none"> <li>Central lockdown after hours and in emergency situations.</li> <li>Lift core design has been changed to enhance security for patients and families and facilitate access to the Triage zone of Emergency Department (ED) from the basement carpark.</li> <li>Measures to control access in and out of the building in pandemic situations or equivalent.</li> <li>Adoption of security systems that do not impede on the functionality and optimisation of the space.</li> <li>Measures taken to support security and safety in high risk areas.</li> </ul>
<b>A welcoming and culturally inclusive building, with Aboriginal Health made visible from the street frontage</b>	SCHN Aboriginal Health Workers Aboriginal parents of children at the hospital Aboriginal community members Aboriginal members of SCHN parent group	Formal and informal meeting and briefings, correspondence	The provision of a gathering space for Aboriginal patients, families and visitors on the ground floor of the new building. Members of the SCHN Aboriginal Health Unit will also be able to work from this space.



# CONSULTATION REPORT SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S COMPREHENSIVE CANCER CENTRE

Issue raised	Stakeholder group	Forum / avenue	How stakeholder input has informed the design development process.
<b>Recognition of Aboriginal culture in building design and landscape</b>	SCHN Aboriginal Health Workers Aboriginal parents and families of patients Aboriginal community members Aboriginal members of SCHN parent group GANSW CCAC	Formal and informal meeting and briefings, correspondence	Engagement of Aboriginal consultant Yerrabingin to advise on building design and landscaping.  An Aboriginal garden will be located in close proximity to the Aboriginal Health Space within the external Front of House.
<b>Wayfinding improved to reduce anxiety when moving between hospital departments</b>	CCAC SCHN staff and executive GANSW	Monthly meeting Formal and informal briefings	The following design solutions have been incorporated to improve wayfinding: <ul style="list-style-type: none"> <li>• Use of consistent lighting, floor coverings and architectural finishes in public circulation areas.</li> <li>• Situating memorable landmarks and architectural features at key decision points (memorable and functional).</li> <li>• Distinguish public from non-public corridors by using different finishes, colours and lighting.</li> <li>• Providing consistent cues to assist wayfinding.</li> <li>• Clearly locating information desks within public entry zones.</li> </ul>
<b>Green spaces to enhance wayfinding and permeability</b>	CCAC GANSW	Monthly meeting Formal and informal briefings	Seamless, interconnected green spaces will create a permeable Randwick Health & Innovation Precinct through intuitive wayfinding spanning across Hospital Road, through to the shared plaza of the Project, the IASB and the proposed HTH.  Seating, shaded areas, play areas and gardens offer areas for respite, as well as providing connection for families and a healing environment through the culturally rich planting and landscape.
<b>Provision of landscaped areas on every level of the building</b>	GANSW	Formal and informal briefings	The provision of landscape works is being explored on some roof terraces of the building in an effort to provide improved visual amenity for patients, families and staff.
<b>Ease of access to outdoor areas</b>	CCAC	Monthly meeting	The play, recreation, multipurpose and therapy rooms will have direct access to the outdoors, allowing play therapists and the Allied Health team to optimise the use of indoor and outdoor activities, including

# CONSULTATION REPORT SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S COMPREHENSIVE CANCER CENTRE

Issue raised	Stakeholder group	Forum / avenue	How stakeholder input has informed the design development process.
			<p>the Front of House plaza and playgrounds.</p> <p>The multipurpose nature and flexible design of those rooms will support after hours and weekend access for families.</p>
<b>Front of House designed to engage visitors of all ages</b>	CCI staff SCHN staff SCHN and CCI patients and consumers CCAC	Schematic Design Project User Groups Workshops Monthly meetings	<p>The internal Front of House aims to:</p> <ul style="list-style-type: none"> <li>incorporate public and industry labs to showcase research</li> <li>integrate clinical care, education and research through play using the Discovery Centre and Entertainment Zone</li> <li>enhance the use experience at arrival and throughout the patient journey.</li> </ul>
<b>Physical integration of education and research with clinical care</b>	CCI staff SCHN staff	Schematic Design Project User Groups	<p>The CCCC integration model of care, education and research drove the Concept Design, delivering the CCCC over three (3) levels; enabling the physical co-location of clinical, research and education spaces.</p>
<b>Consistency in design of the UNSW HTH and the Project</b>	GANSW	Formal and informal briefings	<p>Ongoing design collaboration work has been undertaken through a series of co-design workshops involving the UNSW Estate Management team and their design team.</p> <p>This collaborative design approach has enabled a set of Primary Integration Co-Design Principles to be established for the Northern Health Research Zone. These principles have continued to inform the ongoing integration of the two projects.</p>
<b>Provision of access to fresh, healthy and affordable food</b>	CCAC SCHN staff CCI staff Local community	Monthly meeting Formal and informal briefings Doorknock	<p>A new food services model (based on an 'on demand' model) is currently under review which aims to improve the quality, freshness and nutritional value of the food offering for patients.</p> <p>Pantry and beverage bays will be provided throughout the clinical areas to offer a variety of healthy snacks through the day, as well as healthy foods options through the various retail offerings.</p>

**CONSULTATION REPORT SYDNEY CHILDREN'S HOSPITAL STAGE 1 AND CHILDREN'S  
COMPREHENSIVE CANCER CENTRE**

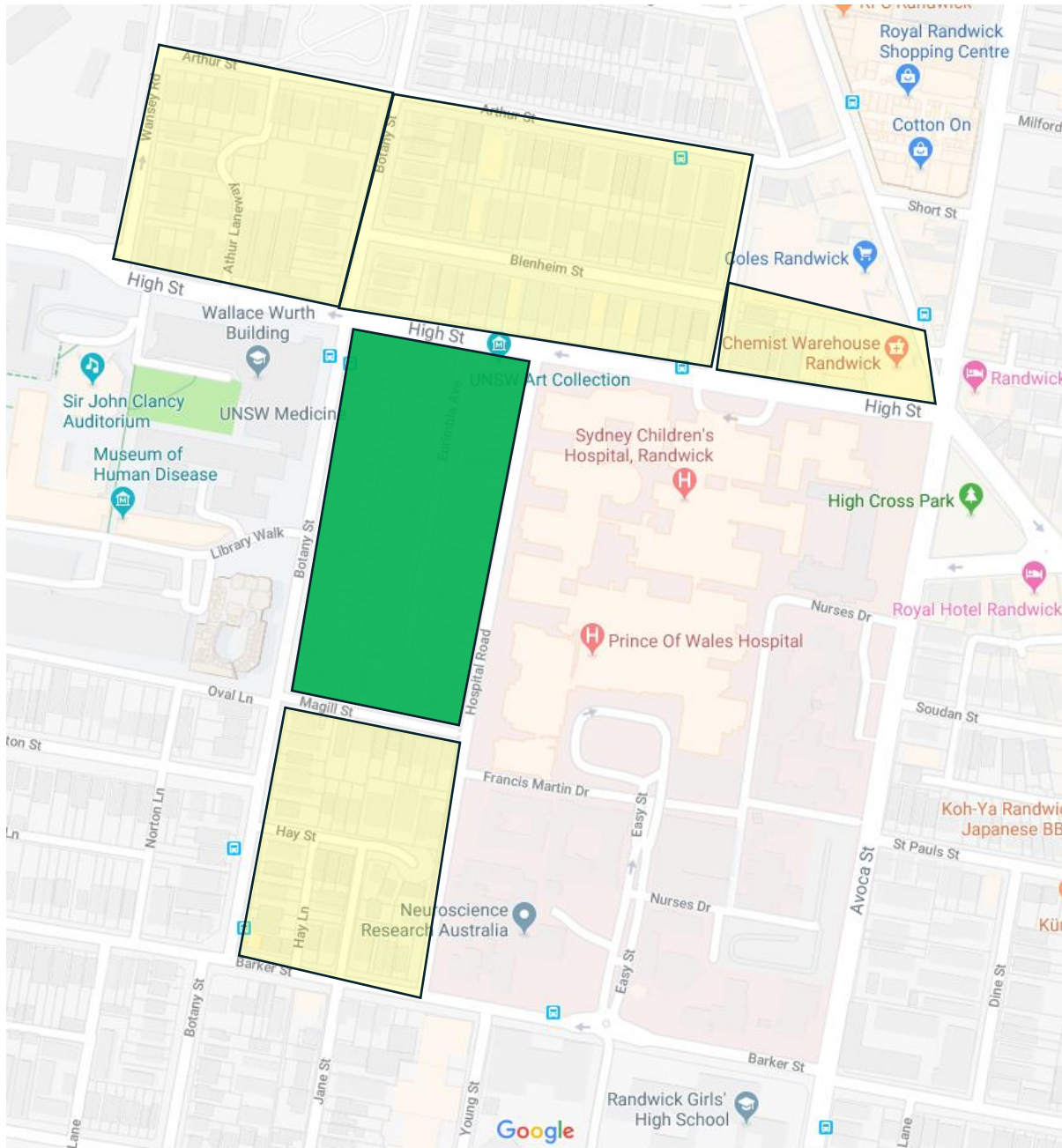
Issue raised	Stakeholder group	Forum / avenue	How stakeholder input has informed the design development process.
<b>Concerns about the transit time to the existing POWH mortuary facility and need for a dedicated viewing room in the Project</b>	SCHN staff CCAC	Schematic Design Project User Groups  Monthly meeting	A viewing room inclusive of ancillary support areas has been provisioned on Level B02.
<b>Adequate spacing of the pathology area for infectious and non-infectious patients</b>	SCHN staff CCI staff	Schematic Design Project User Groups	A separate collection space for infectious patients as well as an overflow area has been provisioned within the building.
<b>Provision of adequate space for bed storage</b>	SCHN staff CCI staff	Schematic Design Project User Groups	Bed storage has been incorporated and provisioned within the design.
<b>Storage of therapy equipment on wards</b>	SCHN staff (Allied Health Team)	Schematic Design Project User Groups	Multipurpose therapy spaces have been incorporated into the design and allocated throughout the building inclusive of equipment stow away options.

## Appendix 1 – Project doorknock and letterbox distribution

In addition to the Randwick Campus Redevelopment doorknock and letterbox distribution areas outlined below, regular Community Updates are distributed to over 10,000 local homes and business near the Randwick Hospitals Campus.

Yellow shading – local residents

Green shading – Randwick Campus Redevelopment





## Appendix 2 – Children's Activity Sheet

Examples of completed children's activity sheets.

### Join our design team

We are designing a new building for Sydney Children's Hospital, Randwick and our team would love you to help.

Using words and pictures, tell us what you would like to see in a children's hospital. Why not also colour in the pictures?

#### Activity 1

Draw your dream hospital here and don't forget to ask for help if you need it!



#### Activity 2

List three things you would love to see or experience at the new hospital:

1. a tv room
2. a bathroom
3. a school

Name: Liam Age: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
My parent or guardian gives permission for Randwick Campus Redevelopment to use my illustration in future project material.  
Print name: \_\_\_\_\_ Sign: \_\_\_\_\_



**RANDWICK**  
CAMPUS REDEVELOPMENT

PLEASE SEND THIS ACTIVITY SHEET BACK VIA EMAIL OR POST:  
© randwickcampusdevelopment@health.nsw.gov.au  
Sydney Children's Hospital, Randwick, PR Department,  
Ground floor, High Street, Randwick NSW 2031

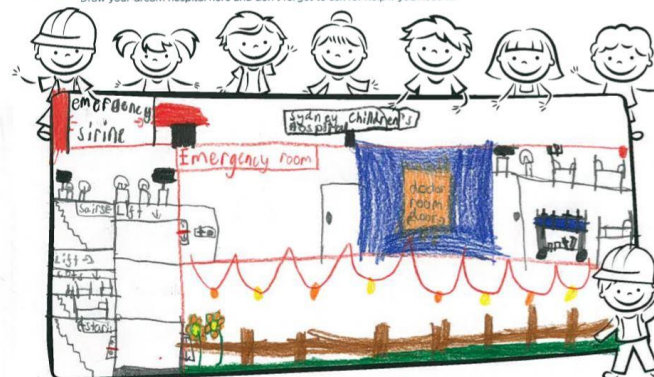
### Join our design team

We are designing a new building for Sydney Children's Hospital, Randwick and our team would love you to help.

Using words and pictures, tell us what you would like to see in a children's hospital. Why not also colour in the pictures?

#### Activity 1

Draw your dream hospital here and don't forget to ask for help if you need it!



#### Activity 2

List three things you would love to see or experience at the new hospital:

1. more fun thing for the kids
2. more care in for the sick kids
3. sick kids can play more video games with their friends

Name: Jacob Age: 7  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
My parent or guardian gives permission for Randwick Campus Redevelopment to use my illustration in future project material.  
Print name: \_\_\_\_\_ Sign: \_\_\_\_\_



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Ground floor, High Street, Randwick NSW 2031