



## Nepean Hospital and Community Base Services Redevelopment Stage 2

# Consultation Summary Report for SSDA

Issue Date: December 2021

<b>Project Reference:</b>	SSD-16928008
<b>Project Name:</b>	Nepean Hospital and Community Base Services Redevelopment Stage 2
<b>Project Address/Location:</b>	Derby Street, Kingswood New South Wales 2747

Version	Date	Issued To	Status
1.0	03/07/2021	Internal review	<b>Draft</b>
1.1	12/09/2021	Eternal review	Draft Final
1.2	10/11/2021	Internal review	Draft Final
1.2.1	12/11/2021	Final review	Final
1.3	02/12/2021	Final	Final

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# 1 Consultation

Consultation with the following stakeholders have been undertaken to date for the Nepean Hospital Redevelopment Stage 2 project:

- Government Architect NSW (State Design Review Panel);
- Penrith City Council;
- Transport for NSW (TfNSW);
- Adjacent Landowners;
- Sydney Water;
- Telstra;
- Jemena / Western Energy;
- Endeavour Energy;
- Local Aboriginal community;
- Hospital user groups; and
- The local community.

The following sections provide details of the consultation undertaken with the above stakeholders.

## 1.1 NSW Government Architect – State Design Review Panel

### 1.1.1 1st State Design Review Panel meeting on 26 August 2020

The State Design Review Panel provided commentary on the following matters at the concept / master plan phase, as summarised:

- Integration of the development into the campus and creating a continuous pedestrian spine from north to south through the campus. It was noted that the spine should provide for a positive and informed experience for people entering and travelling through the hospital.
- Landscaping and external circulation concepts to be further developed with the architecture, including providing deep soil areas to allow for flora canopy planting. Campus movement is to be supported by ground treatment, planting and intuitive wayfinding strategies to create a positive pedestrian experience.
- Architecture - the 'knuckle' that links Tower 1 to Tower 2 is a critical junction and requires careful articulation.
- Development of a sustainability strategy addressing opportunities for renewable energy, water and waste recycling, Water Sensitive Urban Design (WSUD) measures and passive building performance.
- Development of an Aboriginal cultural / heritage and art strategy given Penrith's demographics and diversity.

### 1.1.2 2nd State Design Review Panel meeting on 7 April 2021

The State Design Review Panel provided commentary on the following matters during the schematic design phase:

- The proposed relocated principal entry from the west and north/south landscape spine is supported. The location of the Stage 2 building, associated landscape areas and connections are logical and effectively respond to clinical planning imperatives.
- Landscaping design is to encourage walkable links between the outdoor landscaped spaces and through the Stage 2 building to realise the benefits that landscaping has to offer. The covered walkway with proposed art soffit is supported in principle. The formal and detailed development of this element requires further consideration to fully integrate it with the proposed Stage 2 building.
- Material selection, façade articulation and ESD measures should be expanded upon in the next SDRP.
- Where possible, internal spaces should capitalise on the aspects and views from the upper levels of the building. Extended corridors, waiting areas and lift lobbies should have access to natural light, sky and green views, wherever possible.
- Carparking and transportation across the campus should be flexible to accommodate further expansion of the hospital. Locations of pedestrian circulation, the user journey and experience between arrival and destination, and proximity to entry lobbies should be focussed upon during design development.

### 1.1.3 3rd State Design Review Panel meeting on 8 September 2021

The State Design Review Panel provided commentary of the following matters during the design development phase:

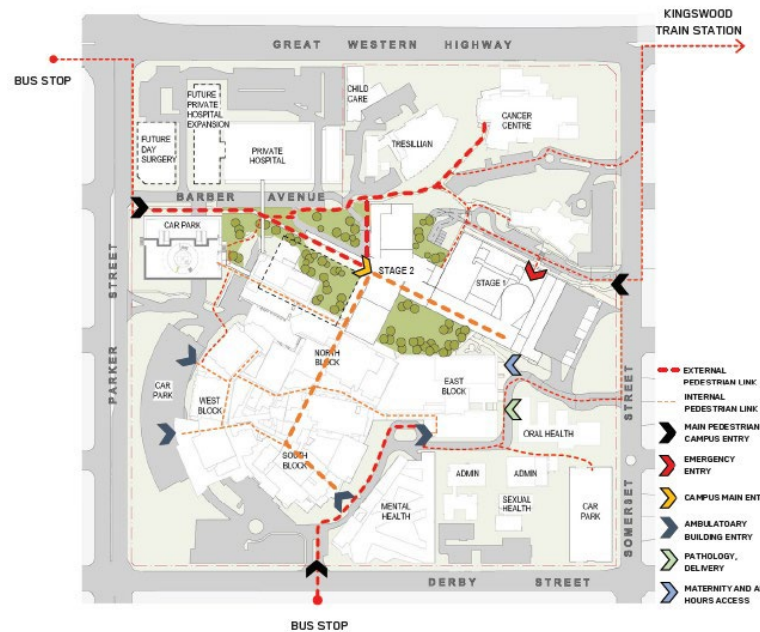
- The aspects of design supported by the State Design Review Panel are as follows:
  - The floor plate arrangement of the Stage 2 building with its floor plate depths and good access to natural light and outlooks from the internal spaces
  - The arrangement of the ground plain including the provision of a public cafe, access to several different courtyards and retail spaces
  - The upper-level Level 6 terrace
  - The retention of the existing north-east corner landmark tree at the termination of Barber Avenue
  - The development of the project through more refined focus on detail design and interface conditions
  - The use of mix mode ventilation and adjustable shading devices to promote thermal comfort and energy efficiency.
  
- The following comments provided further advice and recommendations for the project to assist in the design development phase:
  - Landscape and Open Space
    1. Further attention to the landscape areas that are directly accessed / adjacent to the Stage 2 building including courtyards, terraces, and entry zones.
    2. Review the extent and width of pathways to allow for clear wayfinding.
    3. Ensure the ratio of new paving / permeable areas are logical and applied throughout the project.
    4. Revisit the design principles for WSUD presented in SDRP#2. The variation of planting in distinct pockets as a response to the WSUD principles will also assist as a wayfinding element within the site.
    5. Ensure appropriate planting for the Nepean climate is specified.
    6. Provide sections and details ensuring that the Northern Courtyard / Indigenous Courtyard will have adequate deep soil planting and garden beds to support medium to dense planting. Consultation with the Aboriginal community should continue.
    7. Select plant species that assist, respond to, and promote favourable micro-climates in the different courtyard conditions.
    8. While visual amenity is positive, explore active uses for the upper-level landscaped areas.
  - Architectural and Public Domain
    1. Increase the visual presence and identity of the entry canopy / structure at the drop-off and entry zone.
    2. Continue to develop the materiality and architectural language of the facades throughout the design, with attention to human scale and details.
    3. Prepare a detailed wayfinding strategy
    4. Ensure a clear and protected path of travel is provided between the existing carpark and the main entry of Stage 2.
    5. Where possible, continue the landscaping themes of the areas directly adjacent to the ground level into the entry lobby, the cafe and other gathering spaces.

### 1.1.4 Responses to the State Design Review Panel recommendations

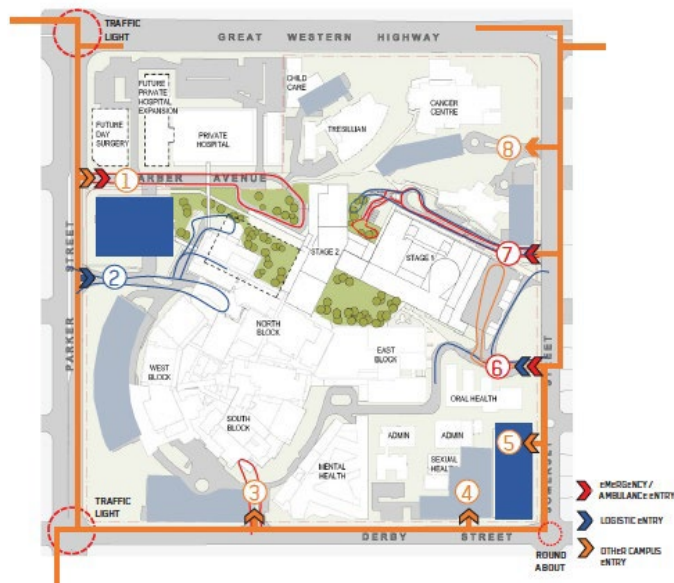
- Building Access:
  - Pedestrian access:

Main public transportation around the site includes bus stops on Great Western Highway and Derby St, as well as Kingswood Train Station, from which people can access the site through 4 main entry points.

An internal pedestrian network will connect public members to all building entries. Through each entry an internal public link leads people to different buildings throughout the campus. In response to the Zonal Masterplan, a strong pedestrian spine has been recognised and emphasized both internally and externally. The zone in front of the main entry has also been identified as a prominent public domain.



With the exception of Great Western Highway, there are vehicle entries on 3 sides of the campus as illustrated in the diagram below.

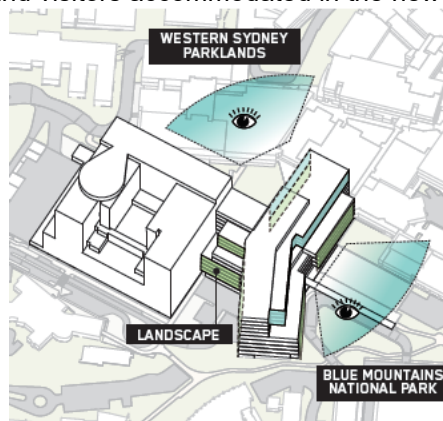


- Public carpark connection to the campus

There are 3 main pathways for people to move from the Barber Avenue multi-storey car park to the remainder of the campus.



- Landscaping design development
  - The landscaped terrace on Level 1 provides amenity for staff and a dedicated indigenous outdoor garden space, whilst the southern courtyard will accommodate public art and a variety of landscape solutions to be used by visitors, patients and staff to provide respite to the internal hospital environment.
- Architecture
  - The location and the orientation of the Stage 2 building has limited impact on views and visual privacy from surrounding developments due to the reduced height, bulk, scale, and location within the Nepean Hospital Campus.
  - Potential existing vista's available from the development include:
    1. Western Sydney Parklands to the south/east; and
    2. Nepean River and the Blue Mountains National Park towards the north, west and the south.
  - The location and the orientation of the Stage 2 building provides the opportunity to create outlook and views for staff, patients and visitors accommodated in the new Stage 2 Building.



- Views from the existing North Block ICU and IPU's in East Block (Level 3) will be impacted by the new development. However, this is proposed to be mitigated by the development of a green space courtyard contained within the space established by the new building footprint. This new courtyard seeks to provide an enhanced level of visual amenity and privacy for patients accommodated along the northern façade of East Block. Visual access to existing vistas in the West and South Blocks are predominately maintained due to the relative location of the Stage 2 building

- Sustainability / ESD Strategy
  - Materials selection has considered embodied energy and the use of recycled materials. The harmful content of materials (such as volatile organic compounds) has been minimised.
  - Orientation, shading, and insulation properties have been considered to minimise potential energy consumption, whilst maximising natural light and views to the outside. Natural ventilation will be implemented in the main atrium space and public and staff zones through a mixed mode mechanical system.
  - The overall number of façade types has been minimised for clarity and to tie into the façade language of the Stage 1 Tower. Key façade types retain flexibility within the system to further articulate facades and adjust for internal planning changes.
- Development of an Aboriginal cultural / heritage and art strategy
  - an Aboriginal cultural / heritage and art strategy has been prepared and endorsed by the Local Health District
  - The landscaped terrace on Level 1 provides amenity for staff and a dedicated indigenous outdoor garden space, whilst the southern courtyard will accommodate public art and a variety of landscape solutions to be used by visitors, patients, and staff to provide respite to the internal hospital environment.
  - Selection of indigenous plant species that assist, respond to, and promote favourable micro-climates in the different courtyard conditions. Indigenous Blue Mountains species that tolerate shady cool winter and sunny warm summer variations have been chosen.
  - The new Stage 2 building aims to “promote a healing, health promoting and ecologically sustainable environment.” By providing a harmonious and respectful cultural and art experience for patients, staff and visitors, this will promote the health considerations above.

## 1.2 Penrith City Council

Engagement with Council has centred on the traffic management strategy for Barber Avenue. A meeting was held on 18 October 2021 to present the current concept for the Stage 2 project.

Further consultation will be held with Council on the traffic management arrangements in late 2021 / early 2022 during design development.

## 1.3 Transport NSW (TfNSW)

Consultation commenced in early 2021. This included a meeting to discuss a new B-Line bus route between Penrith and the Aerotropolis. Several attempts were made to have a further meeting with TfNSW in October 2022, although not successful. Attempts continue in the aim to arrange a meeting with TfNSW representatives.

## 1.4 Adjacent Landowners – Nepean Private Hospital (Healthscope) & Nepean Health Hub

A meeting was held on 26 November 2020 to present the Barber Avenue strategy. Both Healthscope and the Nepean Health Hub were supportive of the proposed strategy and requested further consultation as the design progresses. Further consultation will occur during the design development phase of the NR Stage 2 project.



## 1.5 Service Providers

### 1.5.1 Sydney Water

A feasibility application was lodged with Sydney Water on 10 December 2020. The following key meetings have been held with Sydney Water.

Date	Consultation	Summary of Meeting	Response
04/11/2020	HI & Sydney Water	A request was made by HI for Sydney Water to assign a Western Sydney liaison to support Stage 1 and 2 Projects.	Sydney Water assigned a liaison person to assisted with all the various Sydney Water interfaces and planning approvals.
03/04/2021	Meeting with Craig Simons, Strategic Project Coordinator, Development Projects, Sydney Water	Health Infrastructure met with Sydney Water to explain the Nepean Redevelopment (Stage 1 and future Stage 2).	Ongoing communication between parties was supported by Sydney Water.
25/10/2021	A meeting was held between Health Infrastructure to provide an overview of the NR Stage 2 Project	<p>Items discussed:</p> <ol style="list-style-type: none"> <li>1. Relocation of existing Nuclear Imaging &amp; Therapy re trade waste requirements</li> <li>2. Application Fees</li> <li>3. Design Review &amp; Involvement required by Sydney Water</li> <li>4. Stage 2 SSDA</li> </ol>	<p>Typical limits are held for chemical types and discharge rates. Review to be carried out re. existing allowances</p> <p>Application will proceed as normal – Section 76 application will be required.</p> <p>Sydney Water will assess the Stage 2 design and comment / make recommendations.</p> <p>Sydney Water team will be notified when SSDA is lodged so that internal stakeholders are notified and aware of the progression of works.</p>

### 1.5.2 Telstra

A presentation to Telstra was held on 14 October 2021 to provide an overview of the Nepean Hospital Redevelopment Stage 2 project. The following was discussed:

- DAS System Head-end
  - That the Stage 2 design consultants were progressing the design for the Digital Antenna System (DAS) and queried whether the Stage 1 head end could be extended to accommodate the Stage 2 requirements.
  - It was noted that the Stage 1 DAS room could be reused and extended however, the Stage 1 DAS room would need to install additional IM (integrated module) units in the main DAS head-end room to accommodate a capable system to facilitate coverage for the Stage 2 Tower.
  - It was agreed that Stage 2 will maintain the current space allocated on Level 0 of Stage 2 Tower for additional DAS repeater and/or head-end equipment.
  - The Stage 2 design consultant queried whether there was an option for the Stage 2 design to be fast tracked and submitted to Telstra for approval before the proposed January 2022 deadline stipulated in the Draft 2021 'DAS Design Specification for Distributed Antenna Systems' (MCF21), with Stage 2 being an extension of the 4G capable system in Stage 1.
  - It was agreed that options would be provided identifying pros and cons for fast tracking the design as per the current specification, or alternatively designing to the new design specification (MCF21) including upgrading Stage 1 infrastructure.

On 9 November 2021, Telstra advised that the DAS is to be designed / installed to MCF2021 standards and activated with only 4G Radio Base Station Equipment, but allowing for a 5G capable system to be added later once Stage 1 has (in the future) also been upgraded for 5G coverage.

### 1.5.3 Endeavour Energy

An application for connecting an additional HV feeder associated with the Stage 2 Redevelopment was submitted to Endeavour Energy on 14 April 2020. A Supply Offer (Standard Connection Service letter offer) was received from Endeavour Energy on 8 May 2020.

A presentation to Endeavour Energy was also held on 20 October 2021 to provide an overview of the Nepean Hospital Redevelopment Stage 2 project. The following was discussed:

- Stage 1 spare HV Conduit
  - It was noted that Stage 1 installed a spare HV conduit and this conduit will be utilised for the Stage 2 project.
- Nepean Hospital HV Feeder Route
  - Details containing the HV feeder to Kingswood Station recently issued to Endeavour Energy were discussed
  - Details regarding the existing conduits along this feeder route will be utilised where possible to minimise additional trenching and construction works in public roads
  - Ducts installed by Stage 1 are for future hospital upgrades and therefore can be used for the Stage 2 project.
- Kingswood substation capacity
  - Endeavour Energy has consolidated breakers in the substation to allow and freed-up individual breakers to accommodate the Stage 2 project
  - Endeavour Energy provide these works
- Links between Stage 1 and 2
  - It was noted further development is required for the linking of Stage 1 & 2 to be progressed by Stage 2
  - Endeavour Energy supported these works.
- Stage 1 and 2 Load
  - It was noted the peak loads occur approx. 15 days per year (summer), for the rest of the year there is only approx. 60% of the load being drawn. Scheduled maintenance and servicing would likely occur in lower load times (winter).
- Switching Station requirements
  - The interconnection with Stage 1 and will occur internally within the campus infrastructure.

### 1.5.4 Jemena / Western Energy

An application for new gas connection associated with Stages 1 and 2 of the Nepean Hospital Redevelopment (as well as existing gas loads) was made in December 2020.

A presentation to Jemena and Western Energy was held on 18 October 2021 to provide an overview of the Stage 2 project, the location of the tower within the Nepean Hospital precinct, and the major services to be connected. The following was discussed:

- Existing Gas meter room
  - It was confirmed that the metering installed during the Stage 1 upgrade included allowances for the Stage 2 forecast gas loads.
  - It was noted any future redevelopment stages would require a review of loads and additional works may be required
  - Health Infrastructure will provide updated Stage 2 gas requirements to Jemena for review to assess the forecast loads

- It was noted that if additional gas requirements are proposed there is a 12-month lead to manufacture a new meter set would be required.
- Meter Set for isolation
  - The Stage 1 gas meter set has dual feed for a ring connection for isolation purposes.
- Connection Fees
  - No additional fees necessary unless further works are required re. upgrades and construction.
- Network Contract
  - The existing contract with Western Energy expires 2023. An LHD extension negotiation needs to take place.

## 1.6 Local Aboriginal Community

- The first Aboriginal Patient and Community Survey was held in October 2019 with seventeen Aboriginal and Torres Strait Islander participants. The survey was distributed by the Aboriginal Liaison Officers to patients and families who were visiting the service over a two-week period. 76% of the participants were from the Nepean Blue Mountains Local Health District (NBMLHD) area and 24% from residents residing in other Western NSW areas.
- The second Aboriginal Patient and Community Survey (via online Survey Monkey) was held in November 2019 with fifty-seven participants, 53 of which were identified as Aboriginal and Torres Strait Islander people. Participants were invited from a wider Greater Western Sydney and Blue Mountains demographic area.

- Project Responses and Outcomes:

Key issue	Project response or project outcome	Relevant reference/report
Hospital Artwork and Colour themes	Extensive consultation with Arts Working Group with multicultural aboriginal and local community engagement.	Architectural Design Statement
Culturally appropriate indoor spaces	Aboriginal family / lounge and multi-purpose rooms with art installations by a local indigenous artist have been provided.  An external Aboriginal courtyard space has been provided where extended family members can gather	Aboriginal Consultation Report Architectural Design Statement
Culturally appropriate outdoor spaces	The landscape design has provided for aboriginal elements; Acknowledgment to Country; seating areas for rest and storytelling; information plaques; gathering places for ceremonies; and feature paving.	Aboriginal Consultation Report Architectural Design Statement
Wayfinding / Signage	The Darug Language Signage project was created to develop an Aboriginal signage program to support wayfinding through the campus. This included providing signage that could be directly translated into the Darug language and phonetic pronunciation.	Aboriginal Consultation Report Architectural Design Statement
Flora and fauna	Aboriginal medicinal planting has been incorporated into the redevelopment landscaping. With seedlings being sourced from the indigenous community.	Aboriginal Consultation Report Architectural Design Statement
Artwork	The selection of Aboriginal Art is an ongoing process that is being coordinated by the Project Team, the Aboriginal Support team and Health Infrastructure. The project Arts and Culture Strategy has been included as Appendix 3 within the Aboriginal Consultation report.	Aboriginal Consultation Report Architectural Design Statement

- Aboriginal Health - Front of House Space and External Spaces Discussion meetings kicked off 27 October 2021
- The Aboriginal community involvement led to an arts program for Aboriginal artwork. With the Arts & Cultural Strategy – Design Development Meeting kick off meetings recommencing 4 November 2021

*For further information on Aboriginal consultation, refer to Appendix A of this report.*

## 1.7 Hospital User Groups

The Project Team has completed concept / feasibility Project User Groups (PUGs), and schematic design PUG’s. These meetings covered all clinical departments, such as Imaging and ICU Departments, whilst other campus-wide meetings focussed on whole of hospital issues including (but not limited to) wayfinding, lighting, security, and landscaping. Following these meetings, further focus groups were scheduled for other matters that required additional consultation with users.

## 1.8 The Local Community

### 1.8.1 Engagement Carried Out

A “register your interest” community participation campaign for Stage 2 was launched by the Member for Penrith, Stuart Ayres, on 8 December 2020.

The participation program gathered input and feedback into the design of Stage 2 and supporting models of care from the Penrith and Blue Mountains community. The community participation sessions, included a range of webinars, focus groups, social media questions, online surveys, and project user group participation, commenced in February 2021 and will continue throughout design development until March 2022.

Activities include:

- Monthly consumer committees – 10 committee members from the Penrith, Hawkesbury, and Blue Mountains areas, represent people from the aged care sector, volunteers, people with multicultural and Aboriginal backgrounds, carers, people with disability, and families.
- The key role of the committee is to help inform the campus-wide hospital wayfinding, the arts and culture program, disability access to the hospital and the design of internal public spaces within Stage 2 tower.
- From November 2020 to February 2021, the Redevelopment team launched a community “register your interest” campaign to develop a database of active / passionate consumers who would like to inform the design of the hospital. The LHD now has a database of more than 55 consumers from the Blue Mountains and Penrith LGA who have specified exactly what they are interested in and how they would like to be engaged i.e., face-to-face, phone, online survey etc.
- In April 2021, disability advocate and consumer committee member provided concept designs for a new ramp access into the hospital campus to the Penrith Council Access Committee for approval and feedback. Approximately 15 people from disability backgrounds attended this meeting and provided feedback such as: the path needed to be wide enough for two wheelchairs to pass, including some seating along the footpath for mobility impaired people to rest.
- Virtual Engagement Campaign: Since February 2021, every month the Redevelopment team has launched a new question to the community to help inform the design and patient experience within the Stage 2 tower. These questions have been recorded on the project database and promoted via social media / advertisement with the Western Weekender Newspaper. A media release, issued by Local Member for Penrith, Stuart Ayres was also published in March 2021 and again in June 2021. Consumers had the opportunity to provide feedback online or by telephoning the “call back” number and leaving recorded messages.
- Examples of questions asked include:

Dates		Questions
1	24 Feb – 23 March 2021	How can we make the new Front of House (reception area and main entrance) at Nepean Hospital more welcoming and convenient for you?
2	23 March – 19 April 2021	If you use public transport to get to Nepean Hospital, how can we make that journey easier for you?
3	20 April – 31 May 2021	What type of art would you like to see in Nepean Hospital’s new front entrance?
4	21 May – 30 June 2021	What would help make our campus more accessible?
5	1 July – current 2021	What types of plants, seating, and gathering spaces would you like to see in the public outdoor areas?

1.8.2 Community Views

- Project Responses and Outcomes

Key issue	Project response or project outcome	Relevant reference/report
Site location to cater for future demand	The CSP developed for the project provides a needs assessment until 2031 and demonstrates the current project will meet that demand.	EIS
Overshadowing due to the scale of building in residential area	Setbacks Green space	Architectural Design Statement
Change in orientation of front of house in relation to public transport	A traffic assessment has been undertaken, discussions are ongoing with Transport for NSW and LHD looking at reinstating a shuttle bus service to transport patients and visitors around the campus.	Traffic and Transport reports
Signage orientation to enable clear	Addressed in the campus wide wayfinding package.	Campus wide wayfinding package presently under development.

visibility / access to all		
Access & Public transport requirements	Independent traffic assessment together with consultation with ongoing discussion with Penrith Council, and Transport for NSW are underway to ensure any access issues that arise are managed in a holistic manner.	Stage 2 meetings for Design Development to continue from end 2021 with Penrith City Council and Transport for NSW
Hospital Artwork and Colour themes	Extensive consultation with Arts Working Group with multicultural aboriginal and local community engagement.	Architectural Design Statement
External courtyard, planting, gathering spaces	The landscape design has provided for all areas of the community; seating for gatherings, private spaces and rest; information plaques; planting and feature paving.	Architectural Design Statement
Front of House, waiting and public areas	Extensive consultation with the project Consumer Committee and User Group has ensured the required spaces have been catered for within the design	Architectural Design Statement

### 1.8.3 Engagement undertaken and to be carried out

- Consultation and Engagement Timeline

Target Date / Timeframe	Activity / Milestone
2019	Clinical Services Plan development
2020	Functional design brief / early planning/ scope finalised
Late-2020	Preliminary Business Case
Early 2021	Schematic design
Mid-2021	Final Business Case completed / Schematic design complete
Late-2021	State Significant DA lodged
Early 2022	Detailed design complete
Mid-2022	Stage 2 works commence
Q3 2025	Stage 2 works completed

*For further information on Engagement, refer to Appendix B of this report.*

- Consultation and Engagement Tracker

Nepean Redevelopment Stakeholder Engagement Tracker									
Date	Stakeholder	No. reached	Activity	Promotion	Purpose	Key findings/ feedback	Project Response	Associated docs	
1/10/2019	Aboriginal Community	23	Face-to-face	Conducted with patients by ALOs	Design and Model of Care	Front of House and courtyard: Outdoor space for smoking ceremonies, a yarnning/ gathering space for 5-10 people, an easily identifiable culturally approp. Space, local Darug art, someone to greet me at the door	Aboriginal family/ lounge with local art, seating area for gathering outside, gathering spaces for ceremonies, Darug language signage, Aboriginal medicinal plants, colour palette of building in native fauna and flora. Volunteers.	<a href="#">Aboriginal Engagement Report</a>	
11/11/2020	Hospital staff	228	Survey/ Online surv	Staff newsletter, EDM, Flyers	Design and Model of Care	Pulse check survey to measure Hospital staff's general understanding about the redevelopment and how they wanted to get their redevelopment updates	The redevelopment team received an general confidence rating of 3.2 out of 5. Staff prefer newsletters, project website and intranet for their content.		
1/11/2021	Aboriginal Community	53	Survey/ Online surv	Social media, EDM, website, flyer	Design and Model of Care	Front of House and courtyard: Outdoor space for smoking ceremonies, a yarnning/ gathering space for more than 15 people, an easily identifiable culturally approp. Space, healing garden, Local Darug art, Darug signage, someone to greet me at the door	Aboriginal family/ lounge with local art, seating area for gathering outside, gathering spaces for ceremonies, Darug language signage, Aboriginal medicinal plants, colour palette of building in native fauna and flora. Volunteers.	<a href="#">Aboriginal Engagement Report</a>	
1/12/2021	General public	65	Form/online form	Social media, advert in newspaper, media release, website	Design and Model of Care	General public submitted a form saying how they'd like to be engaged and what services they are interested in providing feedback	Database of consumers are emailed or contacted whenever a relevant feedback opportunity on the project arises	<a href="#">Consumer Participation Form</a>	
1/12/2021	Community/ support gro	30	Forum/workshop	Promoted via LHD consumer advisory team	Design and Model of Care	During an LHD community engagment forum, the Nepean Redevelopment was invited to present and invite attendees to register their interest in getting involved in Stage 2	Sign ups at the event	<a href="#">Consumer Participation Form</a>	
21/02/2021	General public	5000	Form/online form		Design	Mail box drop within 10km radius to invite people to register their interest in having say	Sign ups via QR code		
22/01/2021	Aboriginal community	17	Meeting	Email invitation	Design	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be printed and adopted by redevelopment		
25/02/2021	Advisory Committee	8	Meeting	Email invitation	Planning	Outpatient services   M of C to align with wayfinding strategy, would be good to improve the flow of information between the different services i.e. avoid patient repeating a story multiple times, could patient system connect directly to My Health Record, integrated booking system for multiple appointments, considerations for CaLD community regarding signage etc	Change team to provide update on how Consumer Committee's feedback has been captured for outpatient services	<a href="#">Minutes</a>	
29/02/21	Advisory Committee	8	Meeting	Email invitation	Project update		feedback has been implemented into the		
1/03/2021	Advisory Committee	6	Meeting	Email invitation	Design	Digital "you are here" signage right height for wheelchair visitors, braille, Clear signage that starts from bus stop and train signage. Colour coded.	All these items have been addressed in wayfinding package.		
5/03/2021	Aboriginal community	17	Meeting	Email invitation	Design and Model of Care	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be printed and adopted by redevelopment		
Feb - Mar 21	General public	52	Social Pinpoint	Social media, advert in newspaper, media release, website	Design and Model of Care	Front of House design (see Report #1 for details)		<a href="#">Community engagement report #1</a>	
25/03/2021	Advisory Committee	8	Meeting	Email invitation	Project update	The redevelopment team took the advisory team to lunch to thank them for volunteering their time.	N/A		
Mar - April 21	General public	29	Social Pinpoint	Social media, advert in newspaper, media release, website	Design and Model of Care	Public transport requirements (see report #2 for details)		<a href="#">Community engagement Report #2</a>	
22/04/2021	Advisory Committee	8	Meeting	Email invitation	Project update	Concerns were raised about lack of wheelchair access from Parker Street onto footpath adjacent to the new car park. Redevelopment invited interested committee members to be part of campus wayfinding working party.	Redevelopment agreed to carry out a traffic assessment and come up with a solution. Four members added to wayfinding working party		
Apr - Mar 21	General public	20	Social Pinpoint	Social media, advert in newspaper, EDM, website	Design	Hospital artwork and colour themes (see report #3 for details)		<a href="#">Community engagement Report #3</a>	
May - June 21	Hospital staff	297	Survey/ Online surv	Staff newsletter, EDM, Flyers	Design and Model of Care	Pulse check survey to measure Hospital staff's general understanding about the redevelopment and measure their confidence levels	The redevelopment team received a general confidence rating of 3.2 again. This time staff indicated they preferred online information updates and getting information from their line managers.		

- Consultation and Engagement Tracker (Cont'd)

May - June 21	General public	151	Survey/ Online surv	Social media, advert in newspaper, EDM website	Design	Improving hospital access. Transport access/ getting around the hospital	Ongoing discussion with Penrith Council. Transport NSW along with Roads and Maritime Services are underway to ensure any access issues that arise are managed in an holistic manner with next the next round of Stage 2 Introduction meeting kicking off end of October 2021	<a href="#">Online survey results #4</a>
15/05/2021	Aboriginal community	17	Meeting	Email invitation	Design	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be printed and adopted by redevelopment	<a href="#">Darug Language Signage List</a>
27/05/2021	Advisory Committee	8	Meeting	Email invitation	Project update	A dedicated palliative care unit was raised by the group. Keen to see this be addressed in the redevelopment. Committee also asked to be included in the different "community hub" working groups.	Re: Palliative care - Redevelopment acknowledged their requests. While it isn't included in Stage 2 scope there are going to be dedicated palliative care bedrooms in the IPU and consumer advisory committees feedback will be taken to the LHD executive.	
June - July 21	General public	25	Social Pinpoint	Social media, advert in newspaper, EDM website	Design and Model of Care	External courtyard, planting, gathering spaces		<a href="#">Community Engagement Report #5</a>
1/07/2021	Advisory Committee	8	Meeting	Email invitation	Project update	Campus wayfinding strategy update was provided. Consumer asked for update of Stage 2 Gateway interviews.	Both requests were responded to in the meeting on 29th July.	
15/07/2021	Multicultural community	10	Meeting	Invitation to attend Penrith Council's multicultural meeting	Project update	Consumer committee member, Joe Rzepcki provided a project update on behalf of the redevelopment	No feedback reported.	
28/07/2021	Hospital staff	82	Forum/workshop	Staff newsletter, email invitation	Project update	General update about Stage 2 and projected milestones. This was also recorded and shared on the LHD intranet		
29/07/2021	Advisory Committee	8	Meeting	Email invitation	Project update	Request from committee to provide an update on final wayfinding signage	This was done in the September meeting. Redevelopment to invite Bethany and Emma to present on department naming conventions.	
July - Aug 21	General public	12	Social Pinpoint	Social media, advert in newspaper, EDM website	Design and Model of Care	Waiting room and public areas		<a href="#">Community Engagement Report #6</a>
6/08/2021	Aboriginal community	17	Meeting	Email invitation	Design	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be printed and adopted by redevelopment	<a href="#">Darug Language Signage List</a>
11-Aug-21	Community groups	8	Meeting	Invitation by Penrith Access committee	Design	Parker St Ramp and footpath. Penrith Access Committee requested pathway into car park before car park vehicle entry and exit road.	Independent traffic assessment concluded pathway unsafe. Alternative is to include pedestrian crossing across entrance and appropriate signage to ensure cars approach entry carefully and keep any eye out of pedestrians and wheelchair pedestrians.	
Aug - Sept 21	General public		Social Pinpoint	Social media, advert in newspaper, EDM website	Design	Patients and carers: How can we improve your experience when attending clinical appointments at the new Nepean Hospital?		
23/09/2021	Advisory Committee	8	Meeting	Email invitation	Project update	Allocation of committee members into detail design working groups for FOH, wayfinding, landscaping and interiors	Allocation confirmed, pending DD PUG restarts	
8/10/2021	Aboriginal community	17	Meeting	Email invitation	Design	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be printed and adopted by redevelopment	<a href="#">Darug Language Signage List</a>



**Appendix A: Aboriginal Consultation Report, dated 24 September 2021**



## Aboriginal Consultation

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# Nepean Hospital Redevelopment - Stage 2

Issue Date:

September 2021

<b>Project Reference:</b>	-
<b>Project Name:</b>	Nepean Hospital Redevelopment Stage 2
<b>Project Address/Location:</b>	Derby Street, Kingswood New South Wales 2747

Version	Date	Issued To	Status
1.0	6 Sept 2021	Internal Review	Draft
2.0	8 Sept 2021	Draft review	Draft
3.1	24 Sept 2021	Health Infrastructure / NBMLHD	Final

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# 1 Introduction

## 1.1 Overall Project Overview

In November 2016, the New South Wales Government announced funding for a major redevelopment of the Nepean Hospital, delivering expanded hospital services, and integrated community health facilities for the Nepean Blue Mountains Local Health District.

In October 2020, the concept design for Stage 2 of the Nepean Redevelopment was unveiled. The design identified further expansion and upgrade of essential clinical services over and above those that were being provided for Stage 1. The Stage 2 expansion includes: clinical support areas; future kitchen; end-of-trip facilities; front-of-house; back-of-house; retail; transit lounge; education and training facilities; Medical Imaging / Nuclear Medicine department; Interventional Radiology department; Intensive Care and Close Observation Unit; Incentre Dialysis & Renal Inpatient Unit; Paediatric Inpatient Unit; and a future 28-bed Inpatient Unit.

Extensive consultation and planning with clinical staff and the community will continue into 2021/22 to ensure the best design outcomes are achieved for Stage 2.



## 2 Community and Consultation Strategy

In January 2019, an initial Community Engagement Report was prepared to help inform the project design and clinical models of care. This report included a strategy for undertaking consultation with the Aboriginal community.

### 2.1 Stage 1 and Stage 2

The Community Engagement Report was provided to the Project Team to assist in creating an appropriate project outcome by collaborating with project working groups and project user groups. As the design progressed through the planning stages, it was deemed essential that consultation should be held with Aboriginal representatives to improve design outcomes for the indigenous community.

As the Stage 1 design evolved, Aboriginal patient and carer surveys were undertaken to inform the functional design briefs. A design program for landscaping and front-of-house areas was also produced as the design development. Stage 2 has and will continue to build on the Stage 1 principles with further user group consultation to be led by the Aboriginal Health Unit during design development for Stage 2.

It needs to be noted that the ongoing Covid outbreak has had an impact with ongoing Aboriginal engagement during Stage 2. The preferred method of face-to-face communications with Aboriginal communities has been minimal, which has meant that the Project Team and the Aboriginal Health Unit have had less consultation and engagement with the indigenous communities than desired. With that being said, the Project Team is extremely pleased to note that the Darug language signage project has had excellent success by using video conferencing technologies.

## 3 Aboriginal Patient and Community Survey Outcomes

### 3.1 October 2019 Survey

The first Aboriginal Patient and Community Survey was held in October 2019 with seventeen Aboriginal and Torres Strait Islander participants. The survey was distributed by the Aboriginal Liaison Officers to patients and families who were visiting the service over a two-week period. 76% of the participants were from the Nepean Blue Mountains Local Health District (NBMLHD) area and 24% from residents residing in other Western NSW areas.

The following table provides a summary of the questions asked of the participants, and the feedback provided.

Question	Feedback
Would you feel more comfortable and welcome if you had a culturally appropriate space at the main entry and foyer (Front of House) of the hospital?	64% - <b>Yes, somewhere easily identified on entry</b> 18% - Yes, but not clearly visible to all 12% - No, prefer space away from main entrance
If a culturally appropriate indoor space was provided in the hospital's new main entry and foyer, what would you like to see?	48% - A quiet place to sit and relax 82% - <b>Family friendly space where I can chat</b> 40% - An area to access outdoor space 48% - Beverage facilities and entertainment space
If a culturally appropriate outdoor space (with seating) was provided near the hospital's new main entry and foyer, what would you like it to be?	62% - <b>A yarnning circle and family gathering</b> 48% - A place to hold smoking ceremonies 52% - <b>A traditional Aboriginal Healing Garden</b> 81% - <b>A garden featuring native plants</b>
Approximately how many people should a family gathering space be able to accommodate?	3% - 1 - 5 people 41% - <b>5 - 10 people</b>

	<p>18% - 10 - 15 people</p> <p>37% - more than 15 people</p>
What would help you find your way around the hospital?	<p>48% - <b>Someone to greet me at the entrance and ask me where I need to go</b></p> <p>35% - A digital touch screen</p> <p>51% - <b>Directional Signage in the Darug language.</b></p>
Other Outcomes	<ul style="list-style-type: none"> <li>- <b>Welcome to Country mural</b> at every entrance and more colour</li> <li>- More <b>artwork</b>, signage, screen with staff faces on it</li> <li>- Artwork and mural seating</li> <li>- Incorporate <b>more indigenous art</b></li> <li>- Better parking signage / more places to validate parking</li> <li>- Better accommodation – a place to cook for yourself and access cancer care parking on weekends</li> </ul>

### 3.2 November 2019 Survey

The second Aboriginal Patient and Community Survey (via online Survey Monkey) was held in November 2019 with fifty-seven participants, 53 of which were identified as Aboriginal and Torres Strait Islander people. Participants were invited from a wider Greater Western Sydney and Blue Mountains demographic area.

The following table provides a summary of the questions asked of the participants, and the feedback provided.

Question	Feedback
Would you feel more comfortable and welcome if you had a culturally appropriate space at the main entry and foyer (Front of House) of the hospital?	<p>71% - <b>Yes, somewhere easily identified on entry</b></p> <p>10% - Yes, but not clearly visible to all</p> <p>18% - No, prefer space away from main entrance</p> <p>10% - I don't require a specific space</p>
If a culturally appropriate indoor space was provided in the hospital's new main entry and foyer, what would you like to see?	<p>26% - A quiet place to sit and relax</p> <p>42% - <b>Family friendly space where I can chat</b></p> <p>9% - An area to access outdoor space</p> <p>7% - Beverage facilities and entertainment space</p> <p>16% - Other</p>
If a culturally appropriate outdoor space (with seating) was provided near the hospital's new main entry and foyer, what would you like it to be?	<p>67% - <b>A yarning circle and family gathering</b></p> <p>30% - A place to hold smoking ceremonies</p> <p>67% - <b>A traditional Aboriginal Healing Garden</b></p> <p>83% - <b>A garden featuring native plants</b></p> <p>03% - Other</p>
Approximately how many people should a family gathering space be able to accommodate?	<p>7% - 1 - 5 people</p> <p>18% - 5 - 10 people</p> <p>26% - 10 - 15 people</p> <p>49% - <b>more than 15 people</b></p>

<p>What would help you find your way around the hospital?</p>	<p>58% - Someone to greet me at the entrance and ask me where I need to go</p> <p>46% - A digital touch screen</p> <p>54% - Directional Signage in the Darug language.</p>
<p>Other Outcomes</p>	<ul style="list-style-type: none"> <li>- Direct (contact) number to Aboriginal staff</li> <li>- An Aboriginal concierge (someone to connect with me when I come in)</li> <li>- Important to welcome and accept Aboriginal people. Staff to be sensitive to racial sensitive clients, which affects client participation in hospital. Read: "Why warriors lie down" book describing this very topic in the NT.</li> <li>- I think government institutions should go out of their way to ensure Aboriginal people feel welcome and respected</li> <li>- Free parking. Carpark is too expensive</li> <li>- Artwork to show culturally important details of Aboriginal heirs (history?)</li> <li>- Artwork and more Indigenous staff, someone to greet us and let us know what's going to happen to us</li> <li>- Welcome to Country mural at every entrance to Nepean Hospital and more colour</li> <li>- More artwork, signage, screen with staff faces on it</li> <li>- Artwork and mural seating</li> <li>- Incorporate more indigenous art</li> <li>- Better parking signage. More places to validate parking</li> <li>- Better accommodation. A place to cook for yourself and access to cancer care parking on weekends.</li> <li>- Make it more welcoming and comfortable, use flower Aboriginal paintings</li> </ul>

## 4 Community Consultation Outcomes

As the Stage 1 design progressed, further community consultation was carried out. This consultation aimed at seeking community input into the detailed design phase of the project. Consultation focused on the following aspects:

1. Wayfinding and access
2. Look and feel of public spaces such as front-of-house foyers and waiting areas
3. Furniture and amenities
4. Integrated artwork - themes and colours.



The following table provides a list of additional forums where consultation occurred, and some of the key feedback provided.

Stakeholder Group Meeting	Activity	Outcomes / Feedback
Stakeholder Group Meetings	Mans Shed (30 November 2018) Baabayn Women’s Aboriginal Group (4 December 2018)	<ul style="list-style-type: none"> <li>- Signs that display other languages including acknowledgement to the Aboriginal people of the land.</li> <li>- More Aboriginal representation at entrances, dressed in easily distinguishable uniform.</li> <li>- Focus on Koori artwork and a mix of traditional and modern Aboriginal artwork</li> </ul>
Pop Up Kiosks	Aboriginal Family Fun Day (24 November 2020)	<ul style="list-style-type: none"> <li>- Area for Aboriginal families to perform smoking ceremony for deceased on campus</li> <li>- Aboriginal representatives and staff in emergency</li> <li>- Natural themed artwork to include:                             <ul style="list-style-type: none"> <li>o Native flora and fauna</li> <li>o Nepean River</li> <li>o Blue Mountains</li> <li>o Wildlife, including ocean life</li> <li>o Bush trails</li> <li>o Landscapes</li> <li>o Forest walls</li> <li>o Rivers and water</li> </ul> </li> <li>- Use of music to create a sense of calm (natural sounds and nature)</li> </ul>

## 5 Aboriginal Community Survey - Design Response

In response to the Aboriginal community feedback, many of the requests were considered then integrated into the design process to support the cultural needs to the Aboriginal and Torres Straight people. The following table provides a list of design responses that were considered following the feedback provided.

Aboriginal Survey Feedback	Design Response
Culturally appropriate indoor spaces	Aboriginal family / lounge and multi-purpose rooms with art installations by a local indigenous artist have been provided. An external Aboriginal courtyard space has been provided where extended family members can gather
Culturally appropriate outdoor spaces	The landscape design has provided for aboriginal elements; Acknowledgment to Country; seating areas for rest and storytelling; information plaques; gathering places for ceremonies; and feature paving.
Wayfinding / Signage	The Darug Language Signage project was created to develop an Aboriginal signage program to support wayfinding through the campus. This included providing signage that could be directly translated into the Darug language and phonetic pronunciation.
Flora and fauna	Aboriginal medicinal planting has been incorporated into the redevelopment landscaping. With seedlings being sourced from the indigenous community.
Artwork	The selection of Aboriginal Art is an ongoing process that is being coordinated by the Project Team, the Aboriginal Support team and Health Infrastructure. The project Arts and Culture Strategy has been included as Appendix 3.

These responses have been further described and detailed in the following sections.

## 6 Design Elements

### 6.1 Interior Design

The Interior Design approach for the redevelopment is focused on the Nepean and Blue Mountains trail / wellness journey through the local natural environment and landmarks. By referencing the indigenous history and environment, and embedding these elements into the art and architecture, the Project Team has attempted to integrate the interior design principles with the Darug, Gundungurra, and Wiradjuri people foremost in mind.



### 6.2 Landscaping

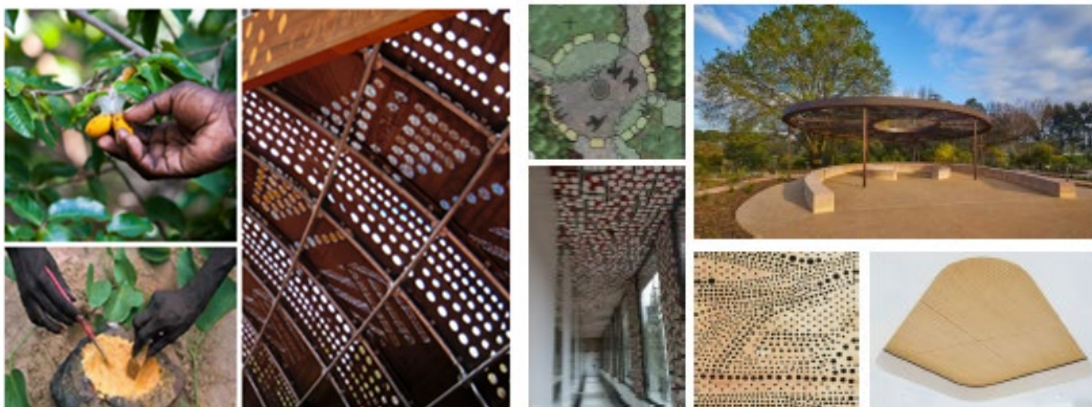
For many Indigenous people, the pathway to healing is inextricably linked to culture, spirit, and connection to Country. Through incorporating traditional flora and healing spaces within the internal and external landscaped areas, the Project Team has attempted to provide for a holistic healing environment for indigenous patients.

Methods being used to support this traditional healing concept includes:

- Use of a medicinal planting palette
- Spatial design that supports traditional healing, for example, soft, intimate, and protected spaces
- Providing spaces for cultural practices, such as yarning, contemplation, mourning and ceremonies
- Celebrating Indigenous identity via art, wayfinding, and incorporation of language
- Supporting connection to Country via exploration of dreaming stories connected to place
- Complementary material palettes - i.e., natural materials, soft colours, etc.

Many Indigenous people view health as a complex system of interconnectedness, with Country, spirit, ancestors, physical, social, and emotional well-being, not only within themselves but also with the community.

By paying respect to the above factors and celebrating Indigenous culture and practices, it is believed that the landscape design can help to facilitate this holistic healing.



## 7 Darug Language Signage Project

A local working group was formed in January 2020 with local Aboriginal staff, community members, and Darug Language educators.

The working group meets with the Redevelopment team every couple of months to progress the interpretations and translations for services across the campus. Each Darug sign features

- health service department names
- Darug words
- English interpretation of the Darug words
- phonetic pronunciation of the Darug words.

Four language educators led discussions and the decision-making process at community review sessions. As an outcome from these sessions:

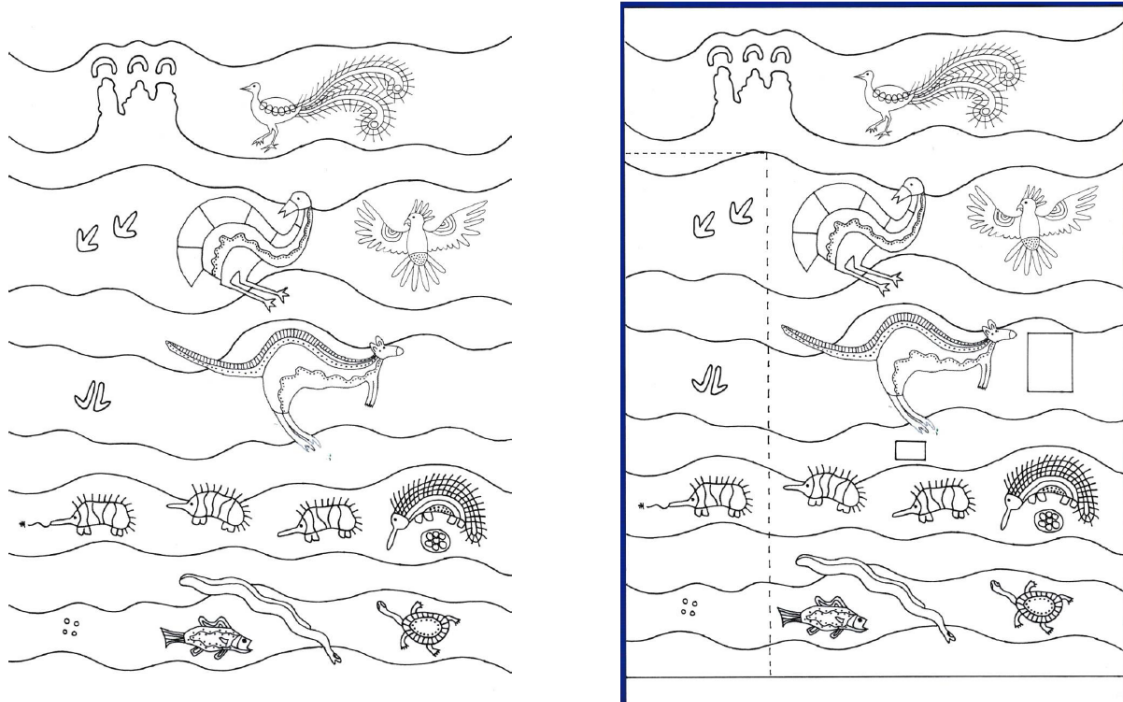
- Artwork for the language signage was obtained through a community driven expression of interest (EOI) process. The Aboriginal community members from the group and Elders voted on the artwork they desired.
- The EOI was advertised in local newspapers and on social media. It was also distributed through the Aboriginal Health Unit community networks and to the Darug Language working group.
- After the artwork was completed, it was digitised and incorporated into the Stage 1 signage.
- The Stage 1 signage was completed in October 2020 (example attached) and launched during NAIDOC 2020 week (see photograph below).
- The Stage 2 artwork is scheduled for completion in late 2021 / early 2022.



## 8 Aboriginal Artwork Program

During the Stage 1 artwork program, the Project Team was advised that there were potential issues with Aboriginal people not waiting for treatment at the Emergency Department (ED).

- To reduce the “Did Not Wait” status, the Project Team worked closely with the Aboriginal Health Unit to design the new Emergency Department so that it is more culturally welcoming and appropriate.
- Two local Aboriginal artists were engaged to create artwork for the main ED waiting area wall and paediatric treatment areas.
- The artist concepts are currently being reviewed by the Aboriginal Health Unit. One of the concepts under review is provided below.



The artwork program will continue as part of Stage 2 Design Development phase to ensure that the indigenous population feels welcome on entry to the new front-of-house / hospital. This program will continue to be led by the LHD Aboriginal Health Unit.

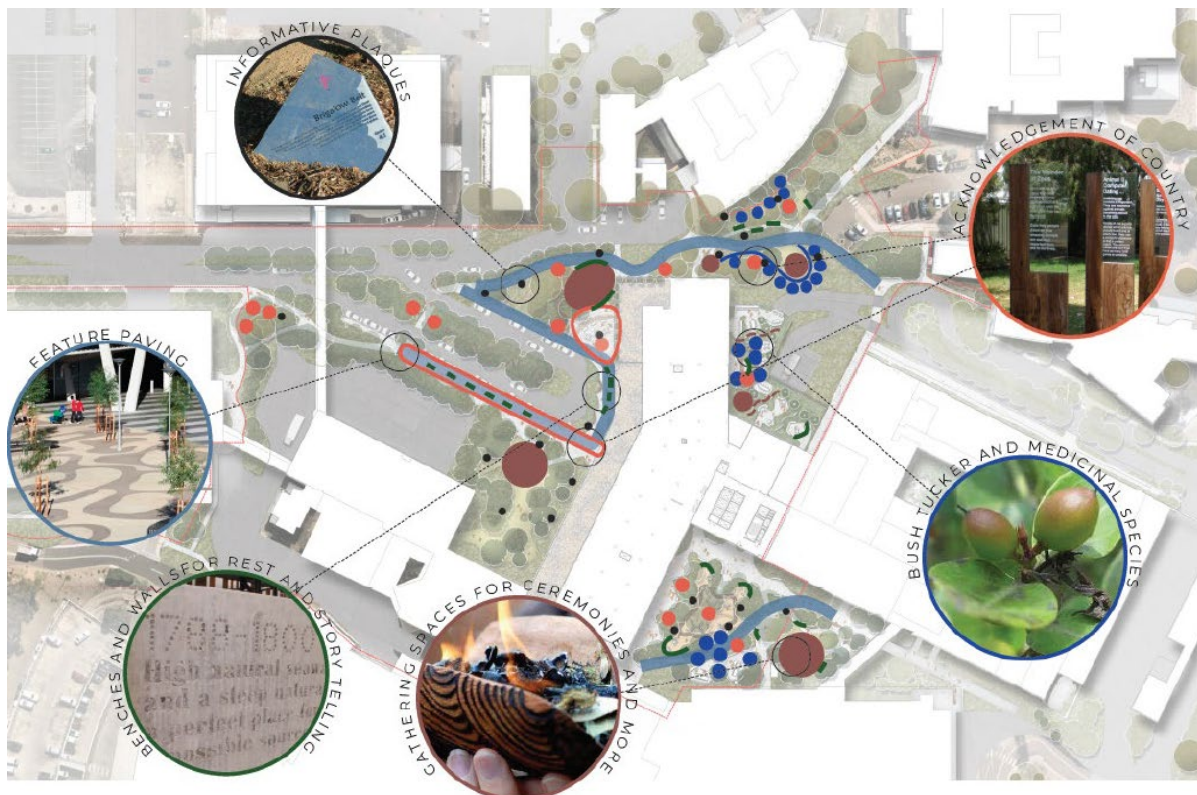
## 9 Stage 2 Design

The following sections have been provided to expand on the previous sections of this report. These following concepts will be refined as the Stage 2 project moves into the design development phase.

### 9.1 Public Realm Landscape Zones

Current landscape concepts for the Stage 2 public realm areas were considered during the schematic design phase. The Project Team understands that for many Indigenous people, the pathway to healing is linked to culture, spirit, and connection to Country. To respond to these matters, landscape elements that are currently being explored to support the traditional healing belief include:

- Using a medicinal planting palette for flora
- Creating a spatial design that supports traditional healing e.g., soft, intimate, and protected spaces
- Providing spaces for cultural practices, such as yarning, contemplation, mourning and ceremonies
- Installing artwork, wayfinding (incorporating indigenous language), and 'Acknowledgement of Country' signage
- Providing complementary materials palettes e.g., natural materials, soft colours and feature paving.



### 9.2 Interior Wayfinding Signage

Stage 2 interior signage will build upon the signage created for Stage 1. Tower 2 will therefore extend upon this Stage 1 concept with continued focus on creating a sense of place inspired by natural landmarks from the Nepean region.

The key areas of Tower 2 has been inspired by the following:

- Front-of-House – Inspired by the 'Yandhai Bridge-Nepean River'
- Educational spaces – Inspired by 'Claustral Canyon'
- Paediatrics Department – Inspired by 'Clifftop Walk'

- Clinical support areas will extend upon the floor scheme (e.g., Valley Earth or Flora and Fauna) to ensure clear wayfinding is achieved.



### 9.3 A Welcoming Front-of-House Entrance

The new Stage 2 front-of-house area has been designed to create a welcoming and identifiable entry into the hospital. The entry forecourt has been created to provide a feeling of one 'indoor / outdoor' coherent space for visitors and patients entering the hospital.

The foyer area is triple height to give a feeling of openness, whilst still maintaining a warm, human scale ambience through well placed, comfortable furniture and artwork. There are both reception areas and check-in kiosks to assist with wayfinding and directions to other locations within the hospital. This assistance will help reduce anxiety for people who are unfamiliar with the hospital.



## 9.4 Aboriginal Space and Courtyard

This Aboriginal space is a dedicated area and will provide amenity for Aboriginal visitors in a family friendly environment, and for a “place to gather”. This area has been designed as easily identifiable upon arrival at the main foyer entry. A meeting room, family / lounge room, and multi-purpose room have also been provided.

The Courtyard area is a unique external space and will include a native garden. The courtyard will also be used for the following:

- Smoking ceremonies
- NAIDOC celebrations
- Sorry business
- Mob gatherings / barbeques.

The Aboriginal courtyard and lounge will be open from hours 7am to 7pm.

The family lounge is collocated with the courtyard and can open out into the courtyard for aboriginal ceremonies. These areas will have aboriginal artwork and murals. The lounge will accommodate seater lounges, TV, fridge, tea and coffee facilities, phone, and videoconferencing capability. An ensuite is also provided off the family / lounge area for the change and showering of Aboriginal dancers and ceremonial dress.

The multi-purpose room is required for a sensory space, in which to perform artwork, with a resource cupboard, including artwork supplies, brochures and other resources, a children’s corner with toys, aboriginal mat and cushions.



LO1 ABORIGINAL HEALTH- TERRACE CONNECTION

## 10 Conclusion

Despite the restrictions of Covid on allowing face-to-face consultation with the Aboriginal community, the Stage 2 Project Team has used the experience gained from the Stage 1 project to continue designing areas and elements for the Aboriginal community into Tower 2 and the surrounding public realm.

Moreover, as Stage 1 and Stage 2 will ultimately be one cohesive and integrated project, it is believed that this approach will continue to respect the needs of the Aboriginal people. The Project Team will nevertheless endeavour to reconnect with the Aboriginal community once Covid restrictions have been eased across Western Sydney.

In summary, the Project Team has strived to incorporate the following elements into the current Stage 2 design and that these elements will continue to be further developed throughout the detail design phase.

- Continuation of the Darug language signage project
- Continuation of the Indigenous Art program (including an arts project for external walkways that will direct people towards the main hospital entrance)
- Providing soft and hard landscaping within the public realm, incorporating:
  - spaces for cultural practices, such as yarning, contemplation, mourning and ceremonies
  - Aboriginal medicinal planting
  - spatial design to support traditional healing
  - feature paving to assist with wayfinding
- An Aboriginal courtyard space, incorporating areas for:
  - smoking ceremonies
  - family gatherings
  - native reconciliation garden
  - celebrations and mourning
- Aboriginal family / lounge and multi-purpose rooms for gatherings, teaching and meetings
- Providing wayfinding (internal and external), including the incorporation of the local indigenous language
- Inclusion of both reception areas and check-in kiosks within the front-of-house entry to assist with wayfinding and directions.



## Appendix 1: October 2019 Survey

## Aboriginal patient and community survey October 2019

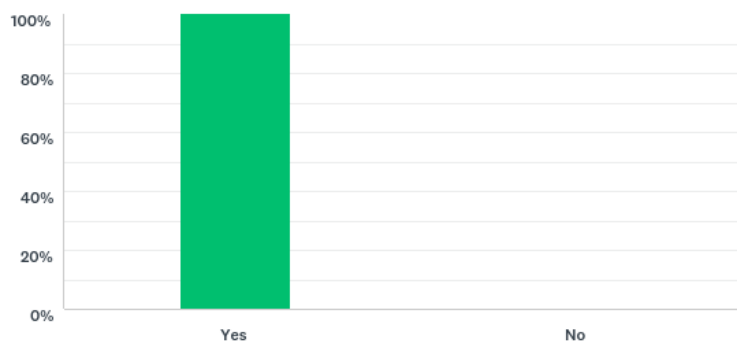
No. of application: 17 people (all identified as Aboriginal and Torres Strait Islander)

### Location of applicants

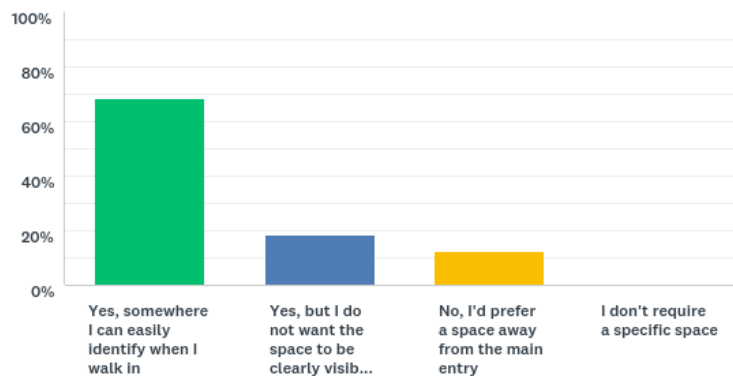
NBMLHD catchment are: 76 per cent

Western NSW resident: 24 per cent

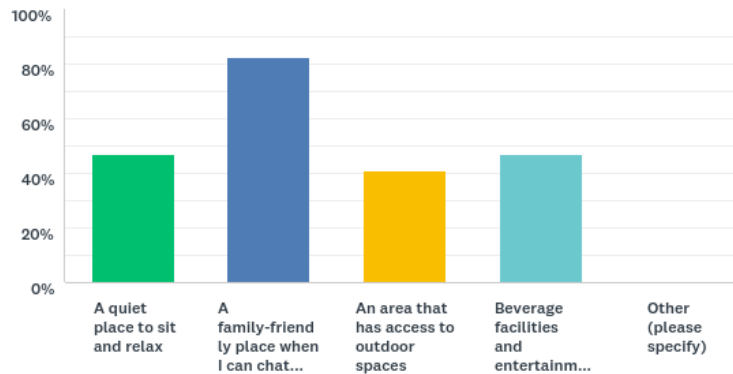
Do you identify as an Aboriginal person or Torres Strait Islander?



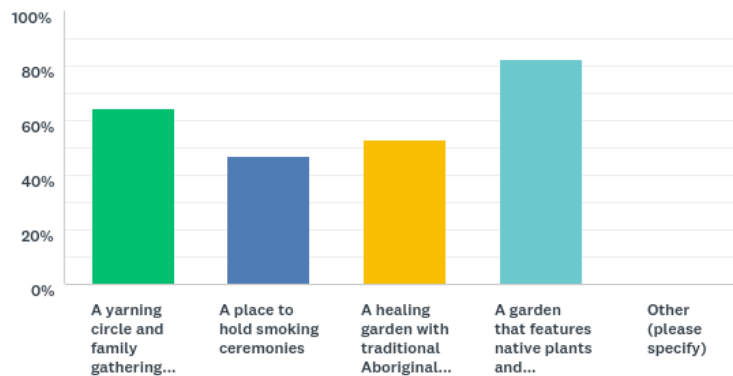
Would you feel more comfortable and welcome if you had a culturally-appropriate space at the main entry and foyer (Front of House) of the hospital?



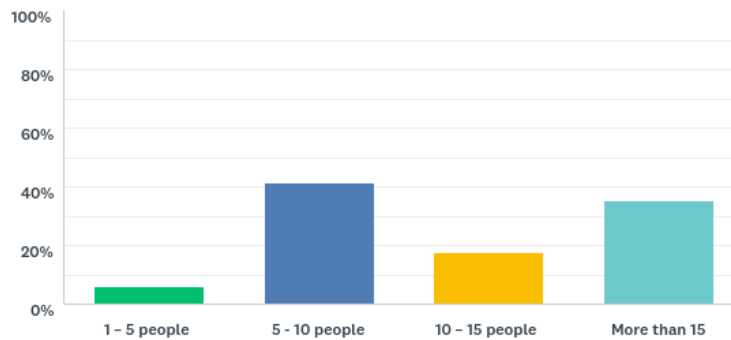
If a culturally-appropriate indoor space was provided in the hospital's new main entry and foyer, what would you like to see? (You can select more than one)



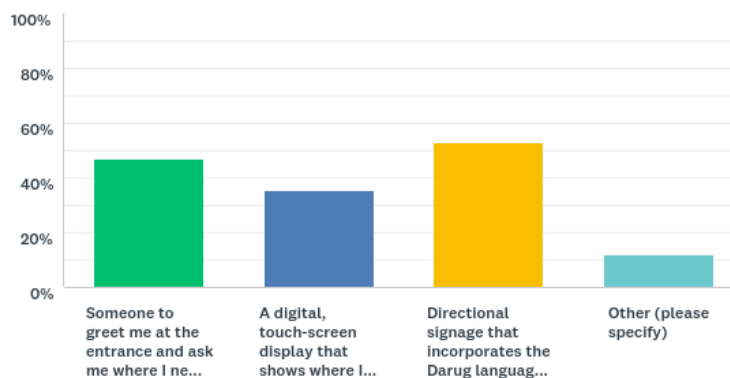
If a culturally-appropriate outdoor space (with seating) was provided near the hospital's new main entry and foyer, what would you like it to be? (You can select more than one option.)



Approximately how many people should a family gathering space be able to accommodate?



What would help you to find your way around the hospital? (You can select more than one.)



Other comments:

- Welcome to Country mural at every entrance to Nepean Hospital and more colour
- More artwork, signage, screen with staff faces on it
- Artwork and mural seating
- Incorporate more indigenous art
- Better parking signage. More places to validate parking
- Better accommodation. A place to cook for yourself and access to cancer care parking on weekends.



## Appendix 2: November 2019 Survey

## Aboriginal patient and community survey

*Updated: 12 November 2019*

No. of application: 57 people (53 identified as Aboriginal and Torres Strait Islander)

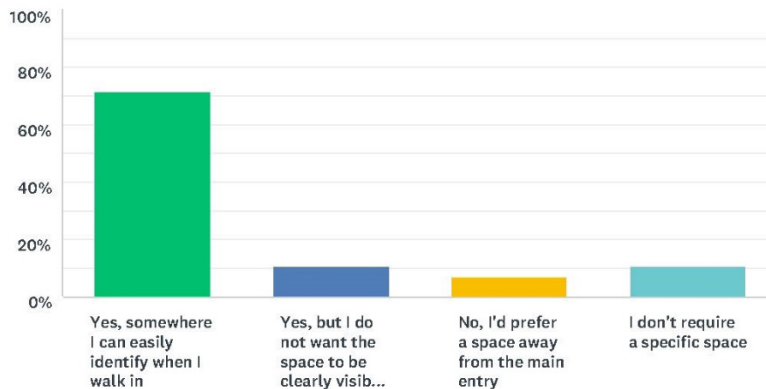
### Location of applicants

2 x Kingswood  
8 x Mount Druitt  
3 x Blacktown  
2 x Blackett  
Berkshire Park  
Blackheath  
Blue Mountains  
Cambridge Park  
Colyton  
Coonamble  
2 x Cranebrook  
2 x Dharruk  
Doonside  
Dubbo  
Emu Plains  
Glenmore Park  
Hassall Grove  
2 x Lethbridge Park  
Lithgow  
Marayong  
Mudgee  
North Saint Marys  
1 x Not provided  
4 x Penrith  
Plumpton  
Quakers Hill  
Saint Clair  
South Penrith  
South Windsor  
St Clair  
St Mary's  
Wellington  
4 x Willmot  
2 x Wentworth Falls  
Werrington Downs



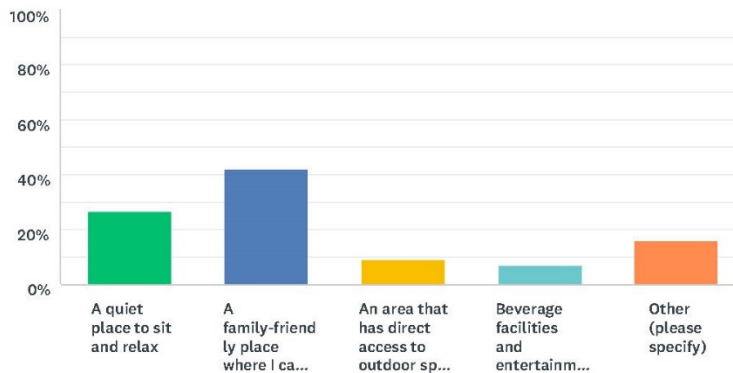
## Would you feel more comfortable and welcome if you had a culturally-appropriate space at the main entry and foyer (Front of House) of the hospital?

Answered: 56 Skipped: 1



## If a culturally-appropriate indoor space was provided in the hospital's new main entry and foyer, what would you like to see? (You can select more than one).

Answered: 57 Skipped: 0

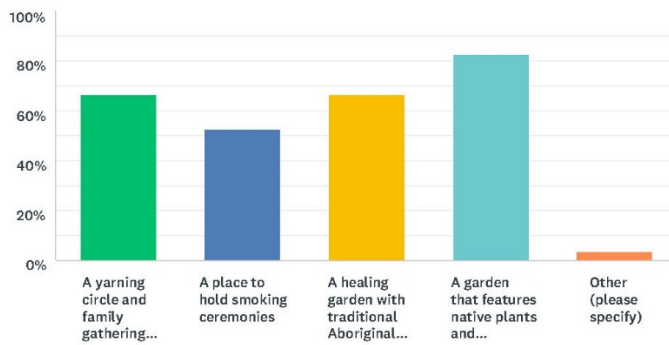


ANSWER CHOICES	RESPONSES
A quiet place to sit and relax	26.32% 15
A family-friendly place where I can have a yarn with family and friends, and ask staff questions about hospital services	42.11% 24
An area that has direct access to outdoor space and natural light	8.77% 5
Beverage facilities and entertainment (ie TV, WIFI and mobile phone charging stations)	7.02% 4
Other (please specify)	15.79% 9
TOTAL	57



If a culturally-appropriate outdoor space (with seating) was provided near the hospital's new main entry and foyer, what would you like it to be? (You can select more than one option.)

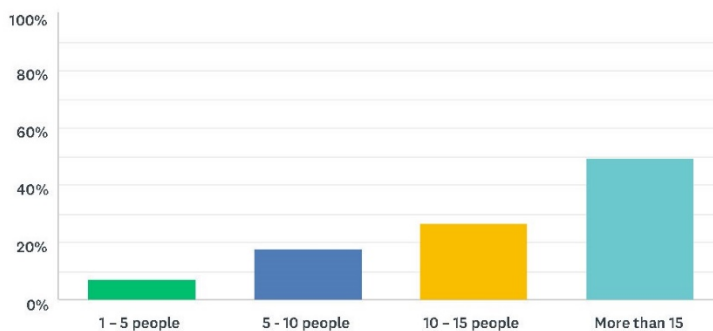
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES
A yarning circle and family gathering space	66.67% 38
A place to hold smoking ceremonies	52.63% 30
A healing garden with traditional Aboriginal medicinal plants	66.67% 38
A garden that features native plants and indigenous artwork	82.46% 47
Other (please specify)	3.51% 2
Total Respondents: 57	

Approximately how many people should a family gathering space be able to accommodate?

Answered: 57 Skipped: 0



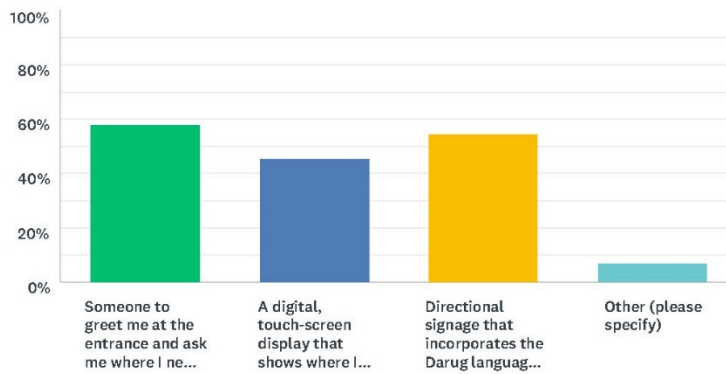
ANSWER CHOICES	RESPONSES
1 - 5 people	7.02% 4
5 - 10 people	17.54% 10
10 - 15 people	26.32% 15
More than 15	49.12% 28
TOTAL	57





## What would help you to find your way around the hospital? (You can select more than one.)

Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES
Someone to greet me at the entrance and ask me where I need to go	57.89% 33
A digital, touch-screen display that shows where I am and how to get to the right place (like a shopping mall)	45.61% 26
Directional signage that incorporates the Darug language and interpretation (Similar to the Wiradjuri example below) Maternity Unit Ngaabingidyal Ngurang Yinaa-galand Ngurang-gu Examination place - Woman's place	54.39% 31
Other (please specify)	7.02% 4
Total Respondents: 57	

### Other comments:

- Direct (contact) number to Aboriginal staff
- An Aboriginal concierge (someone to connect with me when I come in)
- Important to welcome and accept Aboriginal people. Staff to be sensitive to racial sensitive clients, which affects client participation in hospital. Read: "Why warriors lie down" book describing this very topic in the NT.
- I think government institutions should go out of their way to ensure Aboriginal people feel welcome and respected
- Free parking. Carpark is too expensive
- Artwork to show culturally important details of Aboriginal heirs (history?)
- Artwork and more Indigenous staff, someone to greet us and let us know what's going to happen to us
- Welcome to Country mural at every entrance to Nepean Hospital and more colour
- More artwork, signage, screen with staff faces on it
- Artwork and mural seating
- Incorporate more indigenous art
- Better parking signage. More places to validate parking
- Better accommodation. A place to cook for yourself and access to cancer care parking on weekends.
- Make it more welcoming and comfortable, use flower Aboriginal paintings



## Appendix 3: Redevelopment Arts and Culture Strategy



## **ARTS + CULTURE STRATEGY**

### **Nepean Hospital Redevelopment Stage 2**

Updated 28 June 2021



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# INTRODUCTION

The link between art and health outcomes around the world are well documented. Hospitals internationally and across Australia recognise the importance of arts and culture in the psychology of healing and wellbeing.

The integration of arts into the design and delivery of health services through Health Infrastructure's Arts in Health initiative will benefit patients, visitors and staff and includes all art forms including heritage, literature, visual, performing and dramatic arts.

The intention for the Stage 2 Strategy is to ensure arts and culture continue to contribute to the cultural identity of the hospital and imbues it with a unique sense of place. The strategy proposes a broad mix of integrated permanent contemporary artworks and dedicated cultural spaces. The aim is to provide a diverse range of arts and culture experiences, designed to soothe, relax and delight hospital staff, patients and their families.

Proposed works for Stage 2 include: A suspended artwork in the front of house entrance, providing a calming and uplifting entry experience; a collaborative artwork produced by an established ceramic artist with community and staff members; Internal Walls artwork - an extension of Stage 1; Direct commission of a Dharug artist to create concepts responding to the cultural heritage of the Dharug Nation for the exterior walkway soffit and the walls within the Aboriginal Multi-purpose room.

The value of the arts in a health environment has been acknowledged in Australia by the National Arts and Health Framework and in the NSW Health and The Arts Framework. This has informed the arts and culture strategy for the Nepean Hospital Redevelopment Stages 1 + 2.

*“Scientific studies tell us that art heals by changing a person’s physiology and attitude. The body’s physiology changes from one of stress to one of deep relaxation, from one of fear to one of creativity and inspiration. Art can alter brain wave patterns, affect a person’s autonomic nervous system, their hormonal balance and their brain neurotransmitters. Art can affect every cell in the body to create a healing physiology that changes the immune system, a person’s perceptions, attitude, emotional state, and pain perception, creating hope and positivity.”* Journal of Arts & Health



# METHODOLOGY

In preparing and delivering the Stage 2 Nepean Hospital Redevelopment Arts + Culture Strategy, our methodology and approach includes:

- Collaboration with BVN and Arcadia to ensure the arts and culture program, architecture and landscape work in harmony
- Consultation with key stakeholders including the NBMLHD Aboriginal Health Unit and the NBMLHD Multicultural Health Unit for inclusive art opportunities that align with the Vibrant Culture Framework
- Lessons learned through the delivery of previous hospital art programs including the Stage 1 Nepean Hospital Redevelopment
- Providing value for money through streamlined procurement methods, developing artworks to be used across multiple sites and engaging the community to create collaborative artworks
- Developing projects which will contribute to cultural, social and environmental sustainability. Including artist professional development, capacity building, mentorships and creative educational opportunities for hospital staff
- Development of projects which meet the highest international standard for art and culture in a health setting



# CURATORIAL FRAMEWORK

## Shades of a Vast Landscape

An extensive mountainous area, the natural context for the Nepean Hospital is filled with colours of the land.

Dense vertical elements, textured surfaces and layers of light contribute to an immersive experience. Forests of Eucalyptus trees give the Blue Mountains their appearance - a blue haze created by the oil emitted from the trees.

The Blue Mountains rise high above lush rainforests and deep valleys. Spectacular waterfalls, lush rainforests and ravines together with the bird life and vegetation surrounding the Nepean River emphasise the importance of water as a source of life.

Artists are encouraged to take inspiration from the kaleidoscope of greens, blues and colours of the earth in this region.



## Healing and the Land

The healthful elixir of mountain air combined with the healing qualities of eucalypts contribute to the identity of this location as a place of rejuvenation. Eucalyptus essential oil is known for its antiseptic qualities and exudes a heady aroma particularly during the Summer, when the sun's heat releases the oil from the leaves. There are more than one hundred of the world's Eucalypt species in this region.

Eucalyptus oil is today used for healing wounds, ulcers, burns, cuts and abrasions. However, prior to white settlement, the local Aboriginal people for tens of thousands of years, also used it extensively. Binding the leaves around serious wounds to prevent infection, leaves were also used for clearing respiratory congestion, to suppress coughing, to repel the ever-present outback flies and insects, and as a rub for sore muscles, joint pain, and headaches. Sometimes the leaves would be burnt for an inhalation of smoke to relieve a fever. The resin of the eucalyptus tree was collected, boiled, and used as a disinfectant for treating cuts, sores, and other painful conditions.



# CURATORIAL FRAMEWORK

## Aboriginal Heritage

The Aboriginal Dharug, Gundungurra and Wiradjuri, nations are acknowledged as the traditional owners of the Greater Blue Mountains World Heritage Area.

The Blue Mountains including the Nepean and Hawkesbury Rivers and associated valleys, have an important legacy of Aboriginal historical connection to the region, demonstrated by the significant number of Aboriginal sites that have been recorded.

The connections to the region by Aboriginal people extend to ancient pathways that traverse the Mountains, important geographic features and an intense respect for flora and fauna of the region. Aboriginal lore highlights the long-established custodial relationship of Aboriginal people to significant places, plants and animals in the Mountains.



## Vibrant Cultures

Artists are encouraged to develop concepts which celebrate the rich culture and trove of stories and knowledge arising from a diverse community. Referencing these cultures through art is reflective of an inclusive and respectful environment.

The Nepean Blue Mountains area is home to people from many cultural and linguistic backgrounds with 49,302 people who speak a language other than English and approximately 22% of the population born overseas. The diversity of the local community is reflected in the 135 languages spoken by people from 165 different countries.

The largest language group is the IndoArayan language group which includes Bengali, Hindi, Punjabi, Sinhalese, Urdu and others, followed by Arabic, Filipino, Italian, Chinese, Maltese, Spanish, Greek, Croatian and German. These peoples are scattered over a large geographical area.

More recently the area has become home to a significant refugee and asylum seeker population fleeing from a life of war, persecution and human rights abuses. New and emerging communities from Syria, Iraq, Afghanistan, Bhutan, Nepal and Tibet, are finding a home in the Penrith and Blue Mountains area. These people present with complex health, social and medical needs.





## STAGE 2. PERMANENT ARTWORKS + CULTURAL SPACES

PROJECT	SITE	DESCRIPTION	CURATORIAL FRAMEWORK			
			Shades of a Vast Landscape	Healing + The Land	Indigenous Heritage	Vibrant Cultures
<b>PROJECT 1.</b> Suspended Sculpture	Internal FOH void	Major suspended sculptural installation to hang within the front of house void space. Visible from multiple floors this commission will provide a dynamic and welcoming entry experience	t	t		
<b>PROJECT 2.</b> Internal Walls Artwork	Graphic wall artworks for clinical and public spaces	Artwork will create a visual journey from lift lobby to clinical spaces, creating a unique visual identity for each floor and assisting intuitive wayfinding	t	t		
<b>PROJECT 3.</b> Indigenous Walk + Multi-purpose Room	Exterior walkway, entry portal facade and Aboriginal Multi-purpose room	Indigenous heritage to be explored through graphic artwork elements to be integrated with building architecture			t	
<b>PROJECT 4.</b> Paediatric Artwork	Paediatric Ward	Fun and interactive artworks in a range of forms to provide an immersive experience for children and their carers. Forms may include sculpture, digital, soft furnishings and art making activities	t	t		t
<b>PROJECT 5.</b> Community Engagement Artwork	Outdoor tile artwork integrated with stairs	Art making workshops with a professional artist. Artist will develop a contemporary integrated artwork concept which will be informed by ideas from workshop participants			t	t
<b>PROJECT 6.</b> Performance Space	Exterior courtyard	An outdoor stage integrated with landscape dedicated for performing arts, cultural activities and ceremonies	t	t	t	t

# ARTIST SELECTION

## Procurement Methods

A range of procurement methods are recommended for engaging artists for the Stage 2 Arts and Culture Program. Recommendations have been based on:

- The individual needs of each project
- Where a limited tender is likely to deliver a better art outcome
- Where a highly suitable artist has been identified. Direct commissioning an artist also offers the project cost savings by reducing artist proposal fees.
- Cultural protocols and experience working on art projects with the Nepean Aboriginal Health Unit in Stage 1

Procurement methods and a rationale has been outlined in the table provided. Procurement methods are further detailed below.

- Expression of Interest (EOI) - Dharug artists will be eligible to express their interest in being selected for the project. A simple application process will be facilitated in collaboration with the Aboriginal Health Unit. No fees are paid for submitting an EOI.
- Limited Tender - A longlist of pre-qualified artists are presented to the Arts and Culture Working Group (ACWG) with three artists shortlisted and paid a fee to prepare a proposal for consideration.
- Direct Commission - One artist is engaged directly and paid to prepare a proposal for consideration.

## Selection Criteria

All artists will present their artwork proposals to the ACWG who will rate each artist's concept based on the following criteria:

- Artistic vision, quality and originality
- Impact of the concept and its ability to capture an audience
- Suitability to context, durability and response to the site

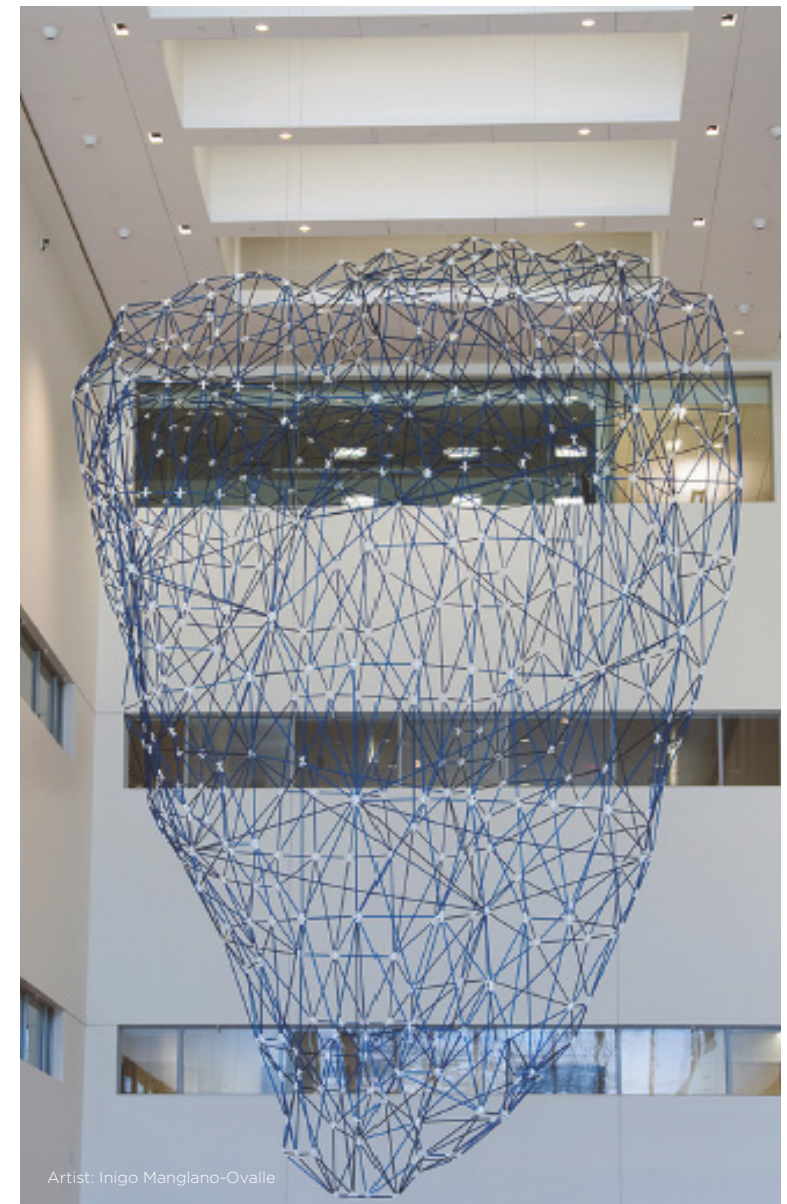
PROJECT	PROCUREMENT	RATIONALE
<b>PROJECT 1.</b> Suspended Sculpture	<b>Limited Tender</b> 3 x Artists shortlisted and paid to prepare proposal	Multiple high calibre artists identified whose work resonates with the curatorial framework and practice includes suspended sculptural installations for architectural spaces.
<b>PROJECT 2.</b> Internal Walls Artwork	<b>Direct Commission</b> 1 x Artist invited and paid to prepare proposal	To ensure continuity between Stage 1 + 2 and provide a cost effective but high quality outcome, it is proposed the suite of artworks by artist Nicola Moss created for Stage 1 be adapted and translated for Stage 2.
<b>PROJECT 3.</b> Indigenous Walk + Multi-purpose Room	<b>EOI</b> <b>Direct Commission</b> 1 x Artist invited and paid to work with designer to prepare proposal	In consultation with Dharug elders and Nepean Hospital's Aboriginal Health Unit an EOI process will be undertaken to ensure all Dharug artists have an opportunity to participate. One artist will be engaged to work collaboratively with a design mentor, to translate their artwork into interior and exterior architectural design elements. Direct procurement is proposed as it is anticipated the artist will need technical assistance to develop concepts for these highly integrated artworks.
<b>PROJECT 4.</b> Paediatric Artwork	<b>Direct Commission</b> 1 x Artist invited and paid to prepare proposal	Artist Tom Moore creates artwork which is unconventional, compelling and technically rigorous. He offers an alternative world where the mundane becomes extraordinary. Tom's work was identified as being highly suitable for paediatrics, where a sense of humour and visual distraction will be important for young patients and their families.
<b>PROJECT 5.</b> Community Engagement Artwork	<b>Limited Tender</b> 3 x Artists shortlisted and paid to prepare proposal	Multiple high calibre artists identified whose work resonates with the curatorial framework and practice includes working with ceramics for architectural spaces.

# PERMANENT ARTWORKS

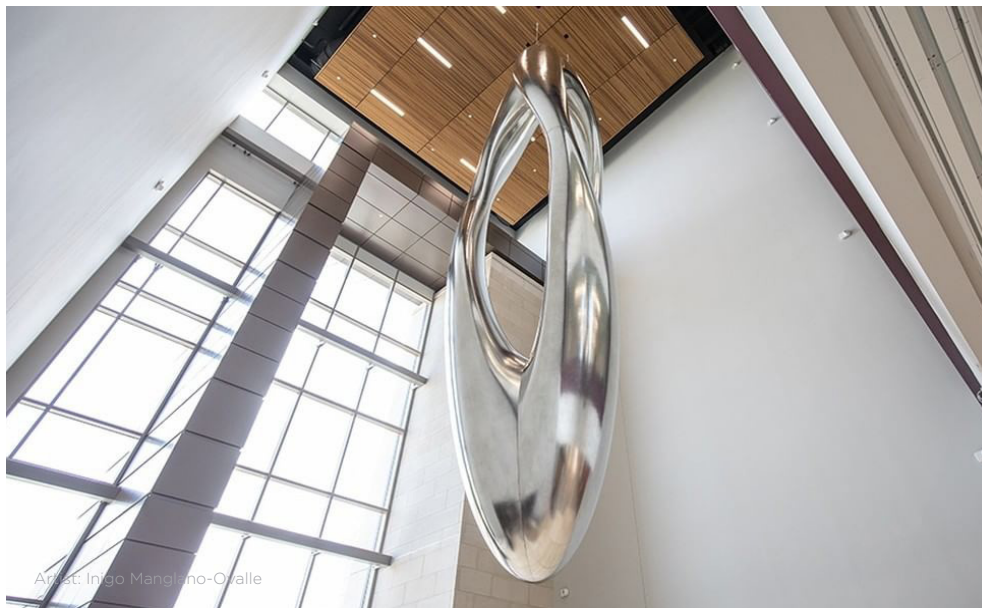
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# Project 1. Suspended Sculpture

DESCRIPTION	CURATORIAL RATIONALE	SITE + SCALE	POTENTIAL ARTISTS
<p>Suspended sculptural installation to hang within the front of house void. Visible from above and below this commission will provide a calming and uplifting entry experience.</p>	<p>The development of a suspended sculptural work for the atrium, will help to create a welcoming space for patients, visitors and staff.</p> <p>The artwork will create a sense of peace, reflecting the local landscape and natural environment.</p>	<p>The artwork must be integrated with pedestrian bridges and designed specifically for the void space (13.5m w x 28.7m l x 11.8m h).</p> <p>The work will be made of light weight robust materials and require minimal maintenance.</p>	<ul style="list-style-type: none"> <li>• Maria Fernanda Cordosa</li> <li>• Pamela Mei-Leng See</li> <li>• Marisa Molin</li> <li>• Hannah Quinlivan</li> <li>• Nuha Saad</li> <li>• Hiromi Tango</li> </ul>



## Exemplar Artworks. Suspended Sculpture



## Site Location. Suspended Sculpture



## Project 2. Internal Walls Artwork

DESCRIPTION	CURATORIAL RATIONALE	SITE + SCALE	PROPOSED ARTIST
<p>To ensure continuity between Stage 1 + 2 and provide a cost effective but high quality outcome, it is proposed the suite of artworks by artist Nicola Moss created for Stage 1. be adapted and translated for Stage 2. The works were created during a residency in the Blue Mountains and feature topography such as canyons, rock cliffs and forest. Responding to the unique landscape, Moss explored themes of diversity in both scale and life form.</p>	<p>Nicola Moss has developed a strong visual narrative using key themes of the curatorial framework, which flows throughout the Hospital. Moss' concept reflects on the experience of intimate details within the vast landscape of the Blue Mountains.</p> <p>Metaphorically the artist draws reference to the Nepean Hospital operating as an ecology in itself - the landscape of care and well- being. Within this ecology each patient, visitor, staff member and carer, experiences details of intimacy, the personal experience, in connected relationships of care and service.</p> <p>As well as an uplifting visual journey, the artworks assist in wayfinding by using repetition and specific colourways developed for Stage 2.</p>	<p>This is a flexible project in terms of sites and scale.</p> <p>It is proposed the artist delivers artwork for various sites across all floors of Stage 2 in consultation with the design team.</p>	<ul style="list-style-type: none"> <li>Nicola Moss</li> </ul>



## Exemplar Projects. Internal Walls Artwork





## Site Location. Internal Walls Artwork



### Project 3. Indigenous Walk + Multi-purpose Room

DESCRIPTION	CURATORIAL RATIONALE	SITE + SCALE	POTENTIAL ARTISTS
<p>A Dharug artist will be invited to create artwork which respond to the cultural heritage of the Dharug Nation on which Nepean Hospital is located.</p> <p>The selected artist will work collaboratively with an Indigenous design mentor, who will assist in translating the artwork into interior and exterior architectural design elements.</p>	<p>For Aboriginal people, country is something to be cared for as well as being a provider. Care of the land is the responsibility of all people and is enshrined in traditional social, cultural and spiritual practices.</p> <p>Artists will be encouraged to manifest these ideas in different forms, language or imagery, and evoke a strong site specific narrative. Drawing on themes of Indigenous Heritage and Healing and the Land the artwork will welcome visitors and create a visually striking entrance to the hospital, telling the stories of the Dharug people and their connection to Country.</p> <p>Durable materials are proposed and complementary colour palette to ensure the artwork is in harmony with the interiors and exterior building façade proposed by the architects.</p>	<p>These are integrated artworks with the artwork design being applied to:</p> <ul style="list-style-type: none"> <li>a) the exterior walkway soffit and</li> <li>b) walls and glazing within the Aboriginal family room.</li> </ul> <p>Integration of the artwork design will be determined collaboratively between the curator, artist and design team.</p>	<p>This project is proposed as a mentorship opportunity for an emerging or mid-career artist to collaborate with an experienced designer/fabricator.</p> <p>Dharug elders and Nepean Hospital's Aboriginal Health Unit will be consulted for guidance on suitable artists and procurement processes.</p>



Artist: Gulumbu Yunupingu

## Exemplar Projects. Indigenous Walk + Multi-purpose Room



## Site Location. Indigenous Walk + Multi-purpose Room



## Site Location. Indigenous Walk + Multi-purpose Room



## Project 4. Paediatric Artwork

DESCRIPTION	CURATORIAL RATIONALE	SITE + SCALE	PROPOSED ARTIST
<p>It is proposed that this project be a direct commission of contemporary artist Tom Moore. In collaboration with the curator and design team, Moore will create a series of artworks in various materials – glass sculpture, digital/interactive, functional – allowing children, carers and staff to explore and discover Moore’s magical world, blending art, humour and joy.</p>	<p>Much of the world is not created for children. Hospitals are no exception with long wait times and interiors primarily designed for functionality.</p> <p>Moore is a storyteller who predominately works in blown glass, however his narratives are highly contemporary.</p> <p>Moore will be commissioned to create a fantastical world - magical creatures of the secret forest - inside Paediatrics inspired by the architectural design concept - The Cliff Top Walk Trail.</p> <p>The integration of whimsical artworks and child sized tactile elements into this space will alleviate and distract patients and visitors to the ward.</p>	<p>This is a flexible project in terms of sites and scale.</p> <p>The large wall within the visitor waiting area is proposed as a key site.</p> <p>Exact artwork location will be determined collaboratively between the curator, artist and design team.</p>	<ul style="list-style-type: none"> <li>Tom Moore</li> </ul>



## Exemplar Projects. Paediatric Artwork



## Project Location. Paediatric Artwork



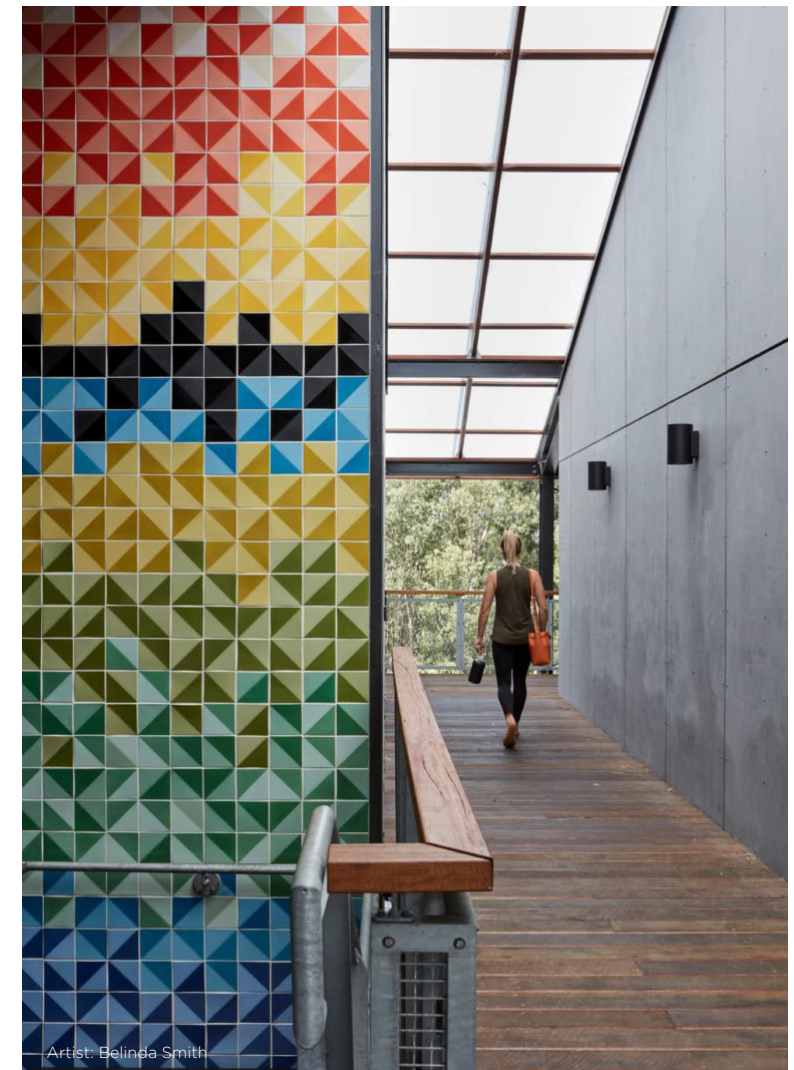


## Project Location. Paediatric Artwork

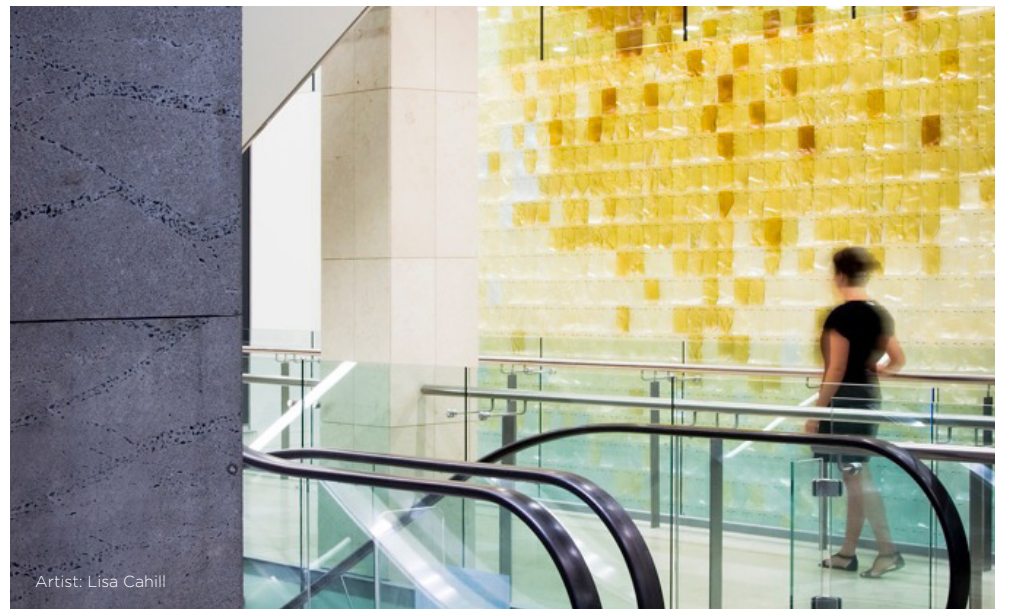


## Project 5. Community Engagement Artwork

DESCRIPTION	CURATORIAL RATIONALE	SITE + SCALE	POTENTIAL ARTISTS
<p>This artwork will celebrate the cultural diversity of the Nepean Hospital catchment area.</p> <p>A collaboration between a professional artist and the Nepean Hospital community. Staff, patients and the local community will be invited to participate in facilitated creative workshops, focused on an exploration of story, visual language, design and mark making.</p> <p>The artist will transform cultural motifs gathered from the workshop creating a permanent artwork to be integrated with landscape design.</p>	<p>In this project the local community will share their cultural identity through colour and motif.</p> <p>It is an opportunity to explore the history of Indigenous, multicultural, and diverse communities within the hospital catchment and reflect the stories and heritage of the Hospital.</p> <p>Workshop content will be developed and translated by the artist into a robust and durable ceramic tile artwork.</p> <p>Workshop participants have an opportunity to make a meaningful contribution to the hospital art program.</p> <p>Workshops to be held at Penrith Regional Gallery and other venues as required.</p>	<p>The proposed site for this artwork is the external stairs on the north side of the Hospital.</p> <p>Exact scale and dimensions to be determined.</p> <p>The artist will be required to work closely with the curator, architectural and landscape design teams to ensure the artwork and exterior building facade are complimentary.</p>	<ul style="list-style-type: none"> <li>• Esther Stuart</li> <li>• Glen Barkley</li> <li>• Sonia van de Haar</li> <li>• Micheal Keighery</li> <li>• Madeleine Preston</li> <li>• Holly Macdonald</li> <li>• Ramesh Nithiyendran</li> </ul>



## Exemplar Artworks. Community Engagement Artwork



## Site Location. Community Engagement Artwork



## Project 6. Performance Stage

DESCRIPTION	CURATORIAL RATIONALE	SITE + SCALE	POTENTIAL USES
<p>An outdoor stage integrated within the landscape designed for cultural activities such as theatre, music, dance and ceremonies</p>	<p>A space where all cultures can be celebrated, providing entertainment for staff, patients and their families. Performances should be curated by an arts professional in collaboration with the LHD.</p>	<p>Site specific and integrated within the landscape.  Allowance for audio equipment within arts and culture budget.</p>	<ul style="list-style-type: none"> <li>• First Nations ceremonies and celebrations</li> <li>• Live performance including pop-up theatre, dance, music, comedy.</li> </ul>



## Site Location. Performance Stage - Exterior





Creating  
places  
with  
cultural  
dimension

0438 761 841

[enquiry@creativeroad.com.au](mailto:enquiry@creativeroad.com.au)

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**Appendix B: Engagement Report, dated 26 November 2021**





HEALTH INFRASTRUCTURE

# Nepean Redevelopment Stage 2

SSDA Engagement Report

26 November 2021

Version 1.1



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## Background

The Nepean Redevelopment Stage 1 was announced in November 2016 by the NSW Government, who committed \$576 million towards a major expansion and upgrade of hospital and community-based services. Construction for Stage 1 is almost complete with preparations underway for a staged opening in 2022.

In March 2018, an additional \$450 million was allocated for Stage 2 to continue the transformation of the Nepean Hospital campus. The design for Stage 2 has progressed, with construction to begin after Stage 1 opens in 2022.

Nepean Hospital has grown from a district hospital in a semi-rural setting to a major metropolitan referral hospital in just a few decades. Located in Kingswood within the Nepean Blue Mountains Local Health District, Nepean Hospital has quickly outgrown its facilities in parallel with a significant increase in the population. The Nepean Redevelopment will ensure that it can provide high quality health services to the Penrith and Blue Mountains region for decades in the future.



The redevelopment is being delivered onsite at the Nepean Hospital's 34-acre site. The new 14-storey hospital tower for Stage 1 was built on the site of the hospital's Somerset car park, and Stage 2 will include:

- Construction of a new hospital tower and enhanced public realm; and
- Repurposing or refurbishing newly vacated areas to increase the back-of-house and loading dock areas.

Stage 2 includes a new Front of House (main hospital entry and drop off zone) that will connect directly to the Stage 1 tower and existing buildings - East Block, South Block and West Block.

Nepean Hospital is close to bus routes and Kingswood train station which is a 500 metre walk from the edge of the campus. As part of Stage 1, a new 600+ multi-storey car park was built to support the uplift in hospital services from the redevelopment.

### Purpose

This Engagement Report - developed specifically for the Nepean Redevelopment Stage 2 - outlines the engagement activity that have been undertaken during the planning and design phase to meet the Secretary's Environmental Assessment Requirements (SEARs). The Nepean Redevelopment Stage 2 project is considered a State Significant Development (SSD) and recognises the need for meaningful, proportionate, and tailored engagement.

The aim of this report is to:

- Demonstrate a clearly planned and timely approach to engagement
- Outlines 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.

Recognising consistent, transparent, and proactive engagement is essential to delivering a successful project outcome. Engaging with the right people at the right time informs planned design and delivery, as well as linking the community, stakeholders, and consumers at all levels of the health system, to the capital works project.

Well planned stakeholder engagement throughout the lifecycle of Nepean Redevelopment Stage 2 has helped the project team identify project risks early and to put effective mitigation measures in place to manage them.

### Scope of works

The Stage 2 project includes the following.

Tower 2:

- Bulk excavation; substructure and superstructure; architecture; interiors; building services; MME; FF&E; security; ICT; wayfinding; artworks; ESD; etc.
- Level 0 – Kitchen; clinical support space; end-of-trip facilities; back-of house and plant areas
- Level 1 – Front of house (main entry); retail; clinical support; transit lounge; education and training facilities; elevated courtyard (to separately cater for staff, aboriginal families, and transit lounge patients)
- Level 2 – Front of house retail; medical imaging / nuclear medicine; education facilities; clinical support space
- Level 3 – Interventional Radiology; shell space (for future operating theatres); clinical support space
- Level 4 – Plant areas; ICU clinical support space
- Level 5 – Intensive Care and Close Observation Unit
- Level 6 – Incentre Dialysis & Renal Inpatient Unit; Paediatric Inpatient Unit; clinical support space
- Level 7 – Future 28-bed Inpatient Unit
- Roof – also catering for plant
- Lift core.

External / public realm works include:

- Demolition works
- Barber Avenue upgrade
- In-ground infrastructure
- Roadworks and associated civil / infrastructure works
- Landscaping (hard and soft)
- Drop-off facilities and canopies / covered walkways.

Existing hospital works include:

- Back of House services involving:
  - Internal / external loading dock upgrade (including linen, waste, storage areas, compactor areas, mortuary, etc)
- Integration works (e.g. external and internal wayfinding, ICT, security, power, pneumatic tube, services, etc).



(Above) Front of house artist's impression.

## Engagement milestones and timelines

Target Date / Timeframe	Activity / Milestone
2019	Clinical Services Plan development
2020	Functional design brief / early planning/ scope finalised
Late-2020	Preliminary Business Case
Early 2021	Schematic design
Mid-2021	Final Business Case completed/ Schematic design complete
Late-2021	State Significant DA lodged
Early 2022	Detailed design complete
Mid-2022	Stage 2 early works
Late-2022	Main works underway
Q2 2025	Main works complete
Q3 2025	Stage 2 opens

## Engagement objectives

- Ensure that engagement activities have been strategically assessed and planned to provide the best opportunities to inform, consult and involve
- To build facilities that reflects the unique health needs of the communities within the Nepean Blue Mountains Local Health District
- To provide proactive, meaningful engagement for the community and key stakeholders throughout the planning, design, delivery and commissioning phases of the project.
- To be transparent in all that we do
- Reduce risks by involving all stakeholders at key points in the project's delivery
- To encourage participation from local community and staff to generate a sense of community ownership in their hospital
- To engage in a manner that is collaborative, informative, innovative, adaptive, and sustainable
- Leave a positive legacy
- Provide clear information about project milestones and opportunities for feedback



(Above) Public courtyard artist's impression

## Engagement approach

Inform	Involve	Consult	Collaborate/ co-design
<p>NSW Health Infrastructure</p> <p>NSW Treasury / Finance</p> <p>Local Govt. Member</p> <p>NBMLHD Board</p> <p>Local and metro media</p>	<p>General public</p> <p>Local non-government community groups (i.e., Probus, Rotary, Men's Shed)</p> <p>Local Councils</p> <p>The Quarter (Health &amp; Ed precinct)</p> <p>Somerset Cottage</p> <p>Tresillian</p> <p>Unions (HSU, Skilled Trade, etc.)</p> <p>Oral Health</p> <p>Western Sydney University</p> <p>Primary Health Network</p> <p>Local GPs</p> <p>Westmead Redevelopment</p> <p>Katoomba Hospital</p> <p>Lithgow Hospital</p> <p>Springwood Hospital</p> <p>Nepean Private Hospital</p> <p>Hawkesbury Private</p> <p>Hope Cottage</p> <p>Community transport</p>	<p>Patients and consumers</p> <p>NBLHD Consumer Council (with consumer representation)</p> <p>NBMLHD staff not directly involved in user groups</p> <p>Local neighbours</p> <p>Penrith Access Committee</p> <p>Community/ patient representatives for (disability, aged, carers, Aboriginal, multicultural, and surrounding suburbs)</p> <p>NSW Ministry of Health</p> <p>Transport for NSW</p> <p>NSW Ambulance</p> <p>Roads and Maritime Services</p> <p>NSW Water</p> <p>NSW Police</p> <p>NSW Tafe</p> <p>NSW Communities and Justice</p> <p>NSW office of Environment and Heritage</p> <p>NSW Department of Planning, Industry and Environment</p> <p>Agency of Clinical Innovation</p> <p>NBMLHD Planning and Finance</p>	<p>Redevelopment Consumer Committee</p> <p>Aboriginal Health Unit</p> <p>Multicultural Health Unit</p> <p>Clinical Governance Group</p> <p>Medical Staff Council</p> <p>Change Steering Committee members</p> <p>NBMLHD staff involved in department design/ user groups</p> <p>NBMLHD exec</p> <p>Health Infrastructure exec</p> <p>NBMLHD Head of Departments</p> <p>NBMLHD Nurse Managers</p> <p>NBMLHD Allied Health Managers</p>
<p><b>We will keep you informed with relevant information in a timely manner and involve you in key milestone activities</b></p>	<p><b>We will keep you informed and make decisions in your best interests</b></p>	<p><b>We will consult with you to ensure that your needs are understood and influence design decisions. We will provide feedback on how your input was used.</b></p>	<p><b>We will work with you to design and deliver the project. We will provide feedback on how your input influenced decisions made by the program team.</b></p>

## Engagement undertaken

This section outlines how the Nepean Redevelopment Stage 2 project has and is strategically and proactively engaging the community and key stakeholders including staff, health providers, Government agencies, patients, neighbours and surrounding neighbourhoods during planning and design through to construction and handover. The below information is extracted from our project team's engagement tracker which records all internal and external stakeholder engagement activities.

### Internal stakeholder engagement

At the core of the planning and design process is project user groups and working groups which are established to inform the functional design brief, schematic, and detailed design of the project. A snapshot is provided below. Meetings are led by the Nepean Redevelopment Lead Design team and are attended by hospital and NBMLHD staff. When relevant they also include community members.





## External stakeholder engagement

In addition to the project user groups and working groups, the project team has also actively engaged with the various external stakeholders within the Penrith and Blue Mountains Local Government Areas to ensure we are building a facility that not only meets their health needs but is designed to make everyone feel safe, welcome, and comfortable. Below is the list of internal and external engagement activities (excluding the above mentioned project user groups and working groups).

Engagement Tracker							
Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes	Associated docs
1/10/2019	Aboriginal Community	23	Face-to-face	Building design	Front of House and courtyard: Outdoor space for smoking ceremonies, a yarning/ gathering space for 5-10 people, an easily identifiable culturally appropriately. Space, local Darug art, someone to greet me at the door	Aboriginal family/ lounge with local art, seating area for gathering outside, gathering spaces for ceremonies, Darug language signage, Aboriginal medicinal plants, colour pallet of building in native fauna and flora. Volunteers.	<b>Aboriginal Consultation Report</b>
11/11/2020	Hospital staff	228	Survey/ Online survey	Commissioning	Pulse check survey to measure Hospital staff's general understanding about the redevelopment and how they wanted to get their redevelopment updates	The redevelopment team received an general confidence rating of 3.2 out of 5. Staff prefer newsletters, project website and intranet for their content.	
1/11/2021	Aboriginal Community	53	Survey/ Online survey	Building design	Front of House and courtyard: Outdoor space for smoking ceremonies, a yarning/ gathering space for more than 15 people, an easily identifiable culturally appropriate space, healing garden, Local Darug art, Darug signage, someone to greet me at the door	Aboriginal family/ lounge with local art, seating area for gathering outside, gathering spaces for ceremonies, Darug language signage, Aboriginal medicinal plants, colour palette of building in native fauna and flora. Volunteers.	<b>Aboriginal Consultation Report</b>

Engagement Tracker							
Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes	Associated docs
1/12/2021	General public	65	Form/online form	Building design	General public submitted a form saying how they'd like to be engaged and what services they are interested in providing feedback	Database of consumers are emailed or contacted whenever a relevant feedback opportunity on the project arises	<b>Consumer Participation Form</b>
1/12/2021	Community/ support group	30	Forum/workshop	Building design	During an LHD community engagement forum, the Nepean Redevelopment was invited to present and invite attendees to register their interest in getting involved in Stage 2	Signups at the event	<b>Consumer Participation Form</b>
21/02/2021	General public	5000	Form/online form		Building design	Mailbox drop within 10km radius to invite people to register their interest in having say	Signups via QR code
22/01/2021	Aboriginal community	17	Meeting	Patient experience	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be produced and adopted by project	
25/02/2021	Advisory Committee	8	Meeting	Building design	Outpatient services   M of C to align with wayfinding strategy, would be good to improve the flow of information between the different services i.e., avoid patient repeating a story multiple times, could patient system connect directly to My Health Record, integrated booking system for multiple appointments, considerations for CALD community regarding signage etc	Change team to provide update on how Consumer Committee's feedback has been captured for outpatient services	<b>Minutes</b>

Engagement Tracker							
Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes	Associated docs
1/03/2021	Advisory Committee	6	Meeting	Building design	Digital "you are here" signage right height for wheelchair visitors, braille, Clear signage that starts from bus stop and train signage. Colour coded.	All these items have been addressed in wayfinding package.	
5/03/2021	Aboriginal community	17	Meeting	Patient experience	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be printed and adopted by redevelopment	
Feb - Mar 21	General public	52	Social Pinpoint	Building design	Front of House design (see Report #1 for details)		<b>Community Engagement Report #1</b>
25/03/2021	Advisory Committee	8	Meeting	Project update	The redevelopment team took the advisory team to lunch to thank them for volunteering their time.	N/A	
Mar - April 21	General public	29	Social Pinpoint	Local environment or campus design	Public transport requirements (see report #2 for details)		<b>Community Engagement Report #2</b>
22/04/2021	Advisory Committee	8	Meeting	Local environment or campus design	Concerns were raised about lack of wheelchair access from Parker Street onto footpath adjacent to the new car park. Redevelopment invited interested committee members to be part of campus wayfinding working party.	Redevelopment agreed to carry out a traffic assessment and come up with a solution. Four members added to wayfinding working party	

Engagement Tracker							
Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes	Associated docs
24/03/2021	Govt Agency/Council	7	Meeting	Local environment or campus design	Meeting with Transport for NSW to determine the public transport routes and plans for roads about the area.		
Apr - Mar 21	General public	20	Social Pinpoint	Patient experience	Hospital artwork and colour themes (see report #3 for details)		<b>Community Engagement Report #3</b>
May - June 21	Hospital staff	297	Survey/ Online survey	Commissioning	Pulse check survey to measure Hospital staff's general understanding about the redevelopment and measure their confidence levels	The redevelopment team received a general confidence rating of 3.2 again. This time staff indicated they preferred online information updates and getting information from their line managers.	
May - June 21	General public	151	Survey/ Online survey	Local environment or campus design	Improving hospital access. Transport access/ getting around the hospital	Ongoing discussion with Penrith Council, Transport NSW along with Roads and Maritime Services are underway to ensure any access issues that arise are managed in a holistic manner with next the next round of Stage 2 Introduction meeting kicking off end of October 2021	<b>Online survey results #4</b>
15/05/2021	Aboriginal community	17	Meeting	Patient experience	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be printed and adopted by redevelopment	<b>Darug Language Signage List</b>

Engagement Tracker							
Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes	Associated docs
27/05/2021	Advisory Committee	8	Meeting	Building design	A dedicated palliative care unit was raised by the group. Keen to see this be addressed in the redevelopment. Committee also asked to be included in the different "community hub" working groups.	Re: Palliative care - Redevelopment acknowledged their requests. While it isn't included in Stage 2 scope there are going to be dedicated palliative care bedrooms in the IPU's and consumer advisory committee feedback will be taken to the LHD executive.	
June - July 21	General public	25	Social Pinpoint	Design and Model of Care	External courtyard, planting, gathering spaces		<b>Community Engagement Report #5</b>
2/06/2021	Advisory Committee	14	Meeting	Patient experience	Approve the arts and culture strategy for Stage 2. Agree on the different arts projects and performance spaces	Multicultural team requested a specific arts program for CALD community. A multicultural mosaic on front entry stairs has been proposed and endorsed by the multicultural health team.	Stage 2 Arts and Culture Strategy (available on request)
1/07/2021	Advisory Committee	8	Meeting	Project update	Campus wayfinding strategy update was provided. Consumer asked for update of Stage 2 Gateway interviews.	Both requests were responded to in the meeting on 29th July.	
15/07/2021	Multicultural community	10	Meeting	Project update	Consumer committee member, Joe Rzpecki provided a project update on behalf of the redevelopment	No feedback reported.	

Engagement Tracker							
Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes	Associated docs
28/07/2021	Hospital staff	82	Forum/workshop	Project update	General update about Stage 2 and projected milestones. This was also recorded and shared on the LHD intranet		
29/07/2021	Advisory Committee	8	Meeting	Project update	Request from committee to provide an update on final wayfinding signage	This was done in the September meeting. Redevelopment to invite Bethany and Emma to present on department naming conventions.	
July - Aug 21	General public	12	Social Pinpoint	Building design	Waiting room and public areas - See report #6 for details		<b>Community Engagement Report #6</b>
6/08/2021	Aboriginal community	17	Meeting	Patient experience	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be printed and adopted by redevelopment	<b>Darug Language Signage List</b>
11-Aug-21	Community groups	8	Meeting	Local environment or campus design	Parker St Ramp and footpath. Penrith Access Committee requested pathway into car park before car park vehicle entry and exit road.	Independent traffic assessment concluded pathway unsafe. Alternative is to include pedestrian crossing across entrance and appropriate signage to ensure cars approach entry carefully and keep any eye out of pedestrians and wheelchair pedestrians.	

Engagement Tracker							
Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes	Associated docs
Aug - Sept 21	General public		Social Pinpoint	Model of Care	Patients and carers: How can we improve your experience when attending clinical appointments at the new Nepean Hospital?		
23/09/2021	Advisory Committee	8	Meeting	Building design	Allocation of committee members into detail design working groups for FOH, wayfinding, landscaping, and interiors	Allocation confirmed, pending DD PUG restarts	
8/10/2021	Aboriginal community	17	Meeting	Patient experience	Determining the Darug language for stage 2 signage	Final list from Darug Working Party will be printed and adopted by redevelopment	<a href="#">Darug Language Signage List</a>
18/10/2021	Advisory Committee		Meeting	Building design	Invited to present to the PHN Advisory Committee on engagement opportunities for Stage 2	Issued with register your interest form	
19/10/2021	Aboriginal community	7	Meeting	Model of Care	Meeting with Nepean and Dubbo Aboriginal Health Units to discuss lessons learnt by Dubbo team who have incorporated their offices into the new front of house of the hospital. FOH presence has been very positive, some security issues being close to ED, but benefits outweigh the challenges. Open culturally appropriate waiting space, versus swipe access etc.	Information will be taken by Nepean AHU to the FOH detailed design working groups.	

Engagement Tracker							
Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes	Associated docs
25/10/2021	Govt Agency/Council		Meeting	Project update	Meeting with Sydney Water to provide an update on Stage 2	No actions from this meeting. There is a commitment from both parties to each other informed regularly throughout the project.	
27/10/2021	Govt Agency/Council		Meeting	Project update	Penrith City Council - discussed parking and access into the new front of house via Barber Ave. Redevelopment to investigate how to replace some of the free parking that will be lost due to Stage 2.		
28/10/2021	Advisory Committee		Meeting	Project update	Detailed design user groups sessions were allocated to interested consumer committee members	DD PUGS have been and are including consumer reps	
25/11/2021	Advisory Committee		Meeting	Project update			



## Project response and outcomes

Key issue	Project Response	Outcome
Site location to cater for future demand	The CSP developed for the project provides a needs assessment until 2030 and demonstrates the current project will meet that demand.	Reference Masterplan & Architectural Design Statement
Overshadowing due to the scale of building in residential area	Setbacks Green space	Reference Masterplan & Architectural Design Statement
Access & Public Transport Requirements	Independent traffic assessment together with consultation with ongoing discussion with Penrith Council, Transport NSW along with Roads and Maritime Services are underway to ensure any access issues that arise are managed in a holistic manner.	Stage 2 Introduction meetings for DD are set to begin end of October 2021 with Penrith City Council, Transport NSW & Roads and Maritime Services (RMS)
Wayfinding / Signage	Signage orientation to enable clear visibility / access to all have been addressed in the campus wide wayfinding package.  The Darug Language Signage project was created to develop an Aboriginal signage program to support wayfinding through the campus. This included providing signage that could be directly translated into the Darug language and phonetic pronunciation.	Campus wide wayfinding package presently under development.  Aboriginal Consultation Report & Architectural Design Statement
Hospital Artwork and Colour themes	Extensive consultation with Arts Working Group with multicultural aboriginal and local community engagement.	Reference Masterplan & Architectural Design Statement
External courtyard, planting, gathering spaces	The landscape design has provided for all areas of the community; seating for gatherings, private spaces, and rest; information plaques; planting and feature paving.	Reference Masterplan & Architectural Design Statement
Front of House, waiting and public areas	Extensive consultation with the project Consumer Committee and User Group has ensured the required spaces have been catered for within the design	Reference Architectural Design Statement
Culturally appropriate indoor spaces	Aboriginal family / lounge and multi-purpose rooms with art installations by a local indigenous artist have been provided.	Reference Aboriginal Consultation Report & Architectural Design Statement

An external Aboriginal courtyard space has been provided where extended family members can gather

Culturally appropriate outdoor spaces

The landscape design has provided for aboriginal elements; Acknowledgment to Country; seating areas for rest and storytelling; information plaques; gathering places for ceremonies; and feature paving.

Reference Aboriginal Consultation Report & Architectural Design Statement

Flora and fauna

Aboriginal medicinal planting has been incorporated into the redevelopment landscaping. With seedlings being sourced from the indigenous community.

Reference Aboriginal Consultation Report & Architectural Design Statement

Artwork

The selection of Aboriginal Art is an ongoing process that is being coordinated by the Project Team, the Aboriginal Support team, and Health Infrastructure. The project Arts and Culture Strategy has been included as Appendix 3.

Reference Aboriginal Consultation Report & Architectural Design Statement

## Next Steps

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

The Nepean Redevelopment Stage 2 project will consider and respond to any issues raised with this submission and continue to engage with the community, staff and relevant agencies during future stages of the planning, development, and approvals process.

The project team will also actively engage with our stakeholders after the SSD approvals phase through to the delivery and operational commissioning phases.

The Nepean Redevelopment Stage 2 will continue to update project webpages and produce regular content to keep all stakeholders engaged and informed throughout the lifecycle of the project. In addition, a full Communication and Engagement Plan has been developed and is regularly updated outlining the project's proactive communications approach during planning, design, construction, operational commissioning of the project.

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