

29 January 2014

## Consultation report – Northern Community Health Centre at Mona Vale Hospital

The consultation undertaken to develop the design of the new Northern Community Health Centre has been with a variety of stakeholders including Pittwater Council, Department of Planning & Infrastructure, Aboriginal Land Council, Landowners and service providers, namely Hammond Palliative Care with regard to related issues concerning the proposed works. An issues and response table has been prepared to detail the consultation undertaken.

Health Infrastructure has actively sought early engagement with Pittwater Council regarding the development proposals. The first meeting with Council was held on site on 5 September 2012. This meeting was attended by Health Infrastructure's Director and Local Health District General Manager, Council's General Manager and the Manager from Pittwater Council's Community Library and Economic Development division. A further meeting was held with Council on 3 October 2012, and a series of three meetings have been held throughout 2013.

On 13 September 2013, a meeting was held to brief Hammond Care about the Northern Community Health Centre, in line with Health Infrastructure's strategy to inform site neighbours about the project and solicit any unforeseen issues associated with the demolition and construction of the new facility. The meeting was positive and Hammond Care was receptive to working closely with the project team to minimise the impact on patients, staff and visitors throughout the project.

| Issue                                                   | Description                                                                                                                                                                                                                                                                                               | Response / Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Scheme design<br><br>(raised by Pittwater Council)      | Project team to consider: <ul style="list-style-type: none"> <li>- Sustainable development</li> <li>- Bringing innovation and best practice to the completion of the design</li> <li>- Site expansion / space</li> <li>- Corridor view</li> <li>- Visual impact</li> <li>- Roof height / level</li> </ul> | <p>Ecologically Sustainable Development (ESD) initiatives will be developed as part of the Design Development phase of the project.</p> <p>The project team has confirmed that the preferred procurement route will be a Design Finalisation and Construct form with Contractors encouraged to innovate and adopt best practice in relation to completion of the design.</p> <p>The areas identified as expansion space will be developed as shell and core, with the intent to complete these spaces as part of the main contract works.</p> <p>A Visual Impact Assessment will be developed to address potential impact of the project on the identified viewing corridors.</p> <p>The project team is looking to minimise the height of the roof, and has relocated plant and equipment to the lower levels removing clutter from the roof, therefore improving visual amenity to neighbours.</p> |
| Construction dust<br><br>(raised by Palliative Care)    | Concern raised regarding the generation of dust and possible impact to patients using the balconies directly adjacent to the existing Community Health facility. The balconies are used frequently by patients.                                                                                           | <p>Dust mitigation will be addressed in the EIS. However, dust mitigation will include:</p> <ul style="list-style-type: none"> <li>- Covering stockpiles on site</li> <li>- Watering of spoil</li> <li>- Trucks to be washed/hosed before departing the site</li> <li>- No dust generating works to be undertaken in windy conditions</li> </ul> <p>In addition, this matter will be monitored daily by the Contractor throughout the construction period.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Construction noise<br><br>(raised by Pittwater Council) | Concerns raised in relation to the noise impact to patients during demolition of the existing facility. Interested in how the works can possibly be                                                                                                                                                       | <p>All construction activities will be undertaken during standard working hours, i.e:</p> <ul style="list-style-type: none"> <li>- Monday to Friday: 7am to 6pm</li> <li>- Saturday: 8am to 1pm</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |



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| and Palliative Care)                                                      | sequenced to minimise impact to patients.                                                                                                                                                                                                                                                                                                      | <p>The impact of construction noise will be considered as part of the EIS. However, noise mitigation will include:</p> <ul style="list-style-type: none"> <li>- Machinery to be turned off when not in use</li> <li>- Any work outside the standard working hours will be notified using a Disruption Notice system</li> <li>- Keep any non-essential work activities that generate excessive noise to a minimum when next to or near residential areas and other sensitive receivers</li> <li>- All Construction Workers to be inducted to raise awareness about impacts the project has with the local community, service providers and residents.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                          |
| <p>Site access during construction</p> <p>(raised by Palliative Care)</p> | <p>Hammond Care expressed concern about access for patients, visitors and staff through the demolition and construction phase. Currently there are over 20 patients attending the facility each day. Half-a-dozen staff exit and enter the facility each day to provide in-home nursing and palliative care services to patients off-site.</p> | <p>Access for patients, staff and visitors will be maintained at all times throughout the demolition and construction of the new facility.</p> <p>Way-finding signage will be in place to ensure a continuity of access for patients.</p> <p>A project briefing will be provided to staff to help determine any addition issues for patients and visitors, with information provided throughout the project.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p>Parking</p> <p>(raised by Pittwater Council)</p>                       | <p>Concerned about the impact of the project on parking for local residents and communications should be prepared to respond.</p> <p>Concerned vehicle headlights at site entrance might be raised by immediate neighbours.</p>                                                                                                                | <p>The new Northern Community Health Centre does not represent an increase of the use of the site, rather replacement of the existing services.</p> <p>There will be no parking reconfiguration as part of this project, therefore the concern about vehicle headlights nuisance is a matter for the local authority.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>Communications approach</p> <p>(raised by Pittwater Council)</p>       | <p>Council has requested confirmation that landowners, local residents and the community are well informed about the project, and are invited to make comments during the display of the EIS when appropriate.</p>                                                                                                                             | <p>A robust communication and engagement plan has been developed to support a 21 calendar day public exhibition of the EIS in response to Pittwater Council's request regarding the provision of information. This will include:</p> <ul style="list-style-type: none"> <li>• Community, resident and external stakeholder notifications</li> <li>• Door-knock residents living in direct location of Mona Vale Hospital</li> <li>• Distribution area to cover 1000 metres radius</li> <li>• A brochure for the Mona Vale Hospital detailing information about the project</li> <li>• Advertising the contact hotline</li> <li>• Information about the works placed on the project website</li> <li>• Arrange briefing with Pittwater Council representatives</li> <li>• Keep Service providers, namely Palliative Care regularly informed about the progress of the project.</li> </ul> <p>Please note, consultation activities would continue during all stages of the project through to the opening of the new Northern Community Health Centre.</p> |