



Community and Stakeholder Engagement Report

Wollongong Private Hospital Expansion

AA Crown Holdings Pty Ltd

Prepared by:

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SLR Project No.: 660.V30174.00001

Client Reference No.: SSD-84096206

24 March 2026

Revision: 3.0

Revision Record

Revision	Date	Prepared By	Checked By	Authorised By
1.0	8 December 2025	Pim Rattanahan	Esther Diffey	Esther Diffey
2.0	15 December 2025	Pim Rattanahan	Esther Diffey	Roland Short
3.0	24 March 2026	Hisami Arai	Astrid Ruban	

Basis of Report

This report has been prepared by SLR Consulting Australia (SLR) with all reasonable skill, care and diligence, and taking account of the timescale and resources allocated to it by agreement with AA Crown Holdings Pty Ltd (the Client). Information reported herein is based on the interpretation of data collected, which has been accepted in good faith as being accurate and valid.

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Executive Summary

This Community and Stakeholder Engagement Report outlines the engagement activities undertaken consistent with the *Undertaking Engagement Guidelines for State Significant Projects* as required by the Planning Secretary's Environmental Assessment Requirements (SEARs).

This report also informs the Social Impact Assessment (SIA) for the proposed Wollongong Private Hospital Expansion. The expansion is intended to meet growing demand for private health services in the Illawarra region, with proposed upgrades including a new nine-storey western wing, Emergency Department, imaging facilities, and revised access and parking arrangements. The Project is progressing under a new State Significant Development Application (SSD-84096206), following the withdrawal and redesign of a previous application in 2022.

Consultation outcomes from the 2022 State Significant Development (SSD) application and the Draft Health Precinct Strategy (2025) are summarised in this report. In addition, engagement activities were undertaken in May 2025 to inform the updated proposal and included a letter drop to 666 surrounding residents and an online community survey. Key concerns included increased traffic congestion, inadequate parking, disruption from future construction, and impacts to privacy and amenity, especially for nearby residential properties. The suitability of Urunga Parade as the main access point was also questioned, alongside perceptions that the expansion may deliver limited benefit to the broader community.

The feedback gathered has informed the evolution of the project, the SIA and mitigation strategies. Key recommendations include improving traffic and parking communication, managing construction impacts, refining the built form interface, and clearly articulating the social value of the expansion. Ongoing transparent engagement will be essential to ensure the Project remains responsive to local needs as it advances through the planning process.



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Acronyms and Abbreviations

CSEP	Community and Stakeholder Engagement Plan
DPHI	NSW Department of Planning, Housing and Infrastructure
EIS	Environmental Impact Statement
ERI	Environmental Resources and Infrastructure
GFA	Gross Floor Area
IAMS	Illawarra Aboriginal Medical Service
IAP2	International Association of Public Participation
ICU	Intensive Care Unit
ISLHD	Illawarra Shoalhaven Local Health District
LGA	Local Government Area
LHD	Local Health District
NSW	New South Wales
SDRP	State Design Review Panel
SEARs	Secretary's Environmental Assessment Requirements
SIA	Social Impact Assessment
SLR	SLR Consulting Australia Pty Ltd
SSD	State Significant Development
SSDA	State Significant Development Application
WLEP	Wollongong Local Environmental Plan
WPH	Wollongong Private Hospital



1.0 Introduction

1.1 Purpose of this document

AA Crown Holdings Pty Ltd (the Proponent) engaged SLR Consulting Australia Pty Ltd (SLR) to prepare this Social Impact Assessment (SIA) for the proposed expansion of the Wollongong Private Hospital (WPH) at Nos. 15, 17, 19, 21, and 23 Urunga Parade & 360-364, 366 and 368 Crown Street, Wollongong.

The purpose of this Community and Stakeholder Engagement Report (the Report) is to provide an overview of the communications, stakeholder engagement, and consultation activities undertaken by SLR in support of the SIA. The Report has been prepared in accordance with the *Undertaking Engagement Guidelines for State Significant Projects*, as required by the Planning Secretary's Environmental Assessment Requirements (SEARs). The SIA will assess both the positive and potential negative impacts of the expansion, focusing on factors such as community wellbeing, access to services, and overall quality of life.

This Report outlines the engagement objectives and approach, as identified in the Social Impact Assessment: Community and Stakeholder Engagement Plan (CSEP). It also summarises the key findings, themes, and insights emerging from engagement activities, and highlights considerations to inform consultation during future stages of the Project.

1.2 Project background and overview

The Wollongong Private Hospital (WPH), located at 360–364 Crown Street within Wollongong Health Precinct, is operated by Ramsay Health Care. It was approved for construction in April 2011 and became operational in 2013. Since then, the hospital has expanded its range of services to meet growing healthcare demands in the Wollongong and broader Illawarra region. The hospital currently provides:

- 171 inpatient beds.
- Intensive Care Unit (ICU).
- Day surgery and oncology services.
- 10 operating theatres.
- Cardiac catheterisation and vascular labs.
- Radiology, pharmacy, and specialist suites.
- Three basement levels of parking (301 spaces).
- The hospital operates 24/7, but does not currently provide an Emergency Department, requiring emergency presentations to be directed to Wollongong Public Hospital.
- The existing facility is eight storeys above three basement levels and is accessed from Crown Street (main entry) and Urunga Parade (service entry).

To meet continued growth in demand, a new SSDA (SSD-84096206) is being prepared for the proposed expansion of WPH. This proposal follows the withdrawal and redesign of a previous SSDA (SSD-30240120) in 2022, which was informed by community and stakeholder feedback. The current SSDA has been developed in accordance with the



Modified Planning Secretary's Environmental Assessment Requirements (SEARs) issued on 10 November 2025 for the Wollongong Private Hospital Expansion.

The expansion aims to improve healthcare delivery in the region by increasing operating capacity for both general and specialised services, while improving operational efficiency and enhancing healthcare outcomes for the local community.

1.2.1 Overview of the proposed expansion

This application seeks consent for lot consolidation, demolition of five dwellings, excavation, construction of a new twelve (12) storey western wing to the existing hospital, extension of the existing basement levels and an additional three (3) basement levels for parking and a new radiation oncology, and retention of two existing buildings, including the existing heritage item on the site, to be leased to the Illawarra Aboriginal Medical Service (IAMS) for medical use.

The extension will consist of a new emergency department, satellite imaging, radiation oncology, additional patient units, expanded intensive care unit, operating theatres, recovery and central sterile supply department, meeting-conference spaces, tenancies with waiting rooms and amenities, offices and administration areas, plant and servicing areas. Furthermore, the proposal will provide medical accommodation at the upper levels of the expansion.

The proposal will largely retain the form and internal layout of the existing hospital building including an existing radiology, pharmacy, café, kitchen and store, day surgery, oncology, in-patient units, cath lab, tenancies', administration and plant room.

The proposal will also provide new vehicular access from Urunga Parade with one entry lane and two exit lanes off each street. Existing access from Crown Street will be maintained and lead to the ground level consisting of an ambulance bay, doctors parking and a public emergency drop off area exclusively for the Emergency Department only near the main entry lobby, which is to be retained as existing. The access from Urunga Parade will lead to the basement parking levels with drop off area for hospital patients and visitors and doctors parking and loading dock with turntable.

The proposal will also provide considerable landscaping across the site and provide opportunities for public artwork.

Notably, the heritage building at No. 366 Crown Street and the existing building at No. 368 Crown Street will both be retained and existing uses as medical tenancies', maintained and leased to IAMS. Specifically, it is understood that the tenancy at No. 366 will be utilised as a birthing centre for expecting mothers of the Indigenous community whilst the tenancy at No. 368 will be utilised as a general medical centre for the Indigenous community, whereby both tenancies' s will refer patients to the hospital where necessary. No changes are proposed to the existing buildings, however, landscaping and parking design will be enhanced which will improve upon the existing arrangements and ensure the sites are well-integrated with the hospital development.

1.2.2 Site location and context

The Project site is at No. 15, 17, 19, 21 and 23 Urunga Parade and 360, 366 and 368 Crown Street, Wollongong, New South Wales. Located within the Wollongong Local Government Area (LGA), the Project site is located within the Wollongong Health Precinct, a strategically important health, education and research cluster anchored by Wollongong Public Hospital, Wollongong Day Surgery and specialist health providers. The Illawarra-Shoalhaven region is experiencing strong population growth and rising demand for emergency, inpatient and



specialist services. The *Draft Wollongong Health Precinct Strategy (2025)* identifies this precinct as a priority location for hospital expansion, enhanced health infrastructure and improved public domain.

The site has an area of 9,399 m², with frontages to Crown Street and Urunga Parade measuring 107.85m and 121.89 in length, respectively. Currently contains the existing Wollongong Private Hospital operated by the Proponent at No. 360-364 Crown Street which measures 4,986 m², as shown in Figure 1. It has dual frontage to Crown Street and Urunga Parade, with existing medical suites are located at 366 Crown Street.



Figure 1 Site location

The immediate site context exhibits a health care precinct character with residential surrounds. Specifically, land uses in vicinity of the site include:

- North – Land is zoned R1 General Residential and R2 Low Density Residential consisting of the Wollongong Hospital carpark and low-density residential dwellings of varying architectural styles.
- South – Land is zoned SP1 Special Activities comprising of various commercial and retail uses and the Caltex Service Station.
- East – Land is zoned SP1 Special Activities and consists of the Wollongong Day Surgery and Wollongong Public Hospital.



- West – Land is zoned SP1 Special Activities and consists of low-density residential housing.

The surrounding road network provides convenient access to the Princes Motorway (M1) to the west and is well-connected to public transport services, with several bus stops located along Crown Street. The site is approximately 1 km walking distance from Wollongong Railway Station and around 60 km south of the Sydney CBD.

2.0 Community and stakeholder engagement overview

2.1 Overview

Community and stakeholder engagement for the Wollongong Private Hospital Expansion commenced on 14 May 2025, strategically timed following the Federal Election period to avoid overlap with political correspondence and reduce the risk of letterbox overload.

In recognition of prior engagement activities conducted under the Wollongong Health Precinct Master Plan and the initial SSDA lodged in 2022, a light-touch engagement approach was adopted. This approach acknowledged the community's previous contributions and sought to minimise consultation fatigue, while still ensuring meaningful opportunities for feedback to inform the current SIA and EIS. Importantly, the matters raised during previous consultation process have been reviewed as background context for this Report and have informed both the evolution of the current design and the focus of this of engagement. These matters, alongside the requirements outlined in SEARs, continue to guide the preparation of the SIA and other supporting technical assessments.

Engagement for this phase focused on informing local residents and inviting their participation via a targeted letter drop and an online survey. A total of 666 letters were distributed within the defined consultation catchment area surrounding the project site.

2.2 Approach and objectives

The engagement approach was designed to be transparent, inclusive, and efficient, aligning with the NSW Government's *Undertaking Engagement Guidelines for State Significant Projects* (2024) and with the *NSW Social Impact Assessment Guideline for State Significant Projects* (July 2025). Engagement activities were carried out at the 'Inform' and 'Consult' levels of the Engagement Institute (formerly International Association of Public Participation - IAP2) Spectrum, providing balanced information and opportunities for community feedback.

As part of the new SSDA, a comprehensive SIA is being prepared to assess how the Project may may affect people, communities and social environments across the eight social impact categories:

- Way of life
- Community
- Accessibility
- Culture
- Health and wellbeing
- Surroundings
- Livelihoods
- Decision-making systems



The objectives of the engagement process, undertaken is outlined below:

- Ensure the community was informed about the revised proposal and planning process.
- Undertake a transparent, inclusive, and culturally appropriate engagement process by tailoring consultation methods to the needs and preferences of different stakeholder groups.
- Provide clear and accessible channels for community input.
- Gather insights to complement the social baseline and identify local priorities and values.
- Build community acceptance through clear communication of local benefits and timely, accurate information across traditional and digital channels, presented in formats that are culturally appropriate and accessible.

These engagement activities form part of a broader strategy to maintain community involvement throughout the Development Assessment process and inform future project stages.

2.3 Stakeholder identification

The Project's key stakeholder groups were identified based on their respective levels of interest in, and influence over, various aspects of the proposed development. The IAP2 Spectrum of Public Participation was applied to assess and determine the appropriate level of engagement for each group.

Table 1 summarises the organisations and stakeholder groups identified in the Community and Stakeholder Engagement Plan (CSEP). For the consultation activities undertaken in May 2025, engagement was focused specifically on surrounding residents, who were invited to participate through a targeted letter drop and online community survey.

Broader agency and government stakeholders were not re-engaged directly by SLR during this phase, as targeted consultation with these groups had already occurred as part of the previous SSDA. To minimise consultation fatigue, these stakeholders were provided with a project update via email on 6 June 2025, acknowledging their earlier contributions and outlining the next steps in the planning pathway. Stakeholders were also advised that the updated SSDA would be placed on public exhibition and encouraged to review the revised documentation at that time.

However, the Proponent has continued to engage directly with these agencies through its own consultation activities, as summarised in Section 3.0.

Table 1 Stakeholder list

Stakeholder Group	Stakeholder	IAP2 Level of Engagement
Local Council	• Wollongong City Council - Planning and Environment team • Greg Doyle, General Manager • Michelle Guido	Consult
State Government, Authority and Agency	• The Hon. Ryan Park, Minister for Health • The Hon. Paul Scully MP	Consult



Stakeholder Group	Stakeholder	IAP2 Level of Engagement
	- The Hon. Alison Byrnes MP - Department of Planning, Housing and Infrastructure (DPHI) - NSW Environment and Heritage - NSW Environment Protection Authority - NSW Health - Illawarra Shoalhaven Local Health District (ISLHD) - Endeavour Energy - Transport for NSW - Sydney Water - WaterNSW - Property Council - Business Illawarra - Jemena	
First Nations Groups	- Local Aboriginal Land Council - Traditional Owners - Illawarra Aboriginal Medical Service (IAMS)	Consult
Surrounding Neighbours	- Crown Street - Urunga Parade - Dudley Street - Matthews Street - Hillcrest Street - Sperry Street - Staff Street - Mangerton Road - Rowland Avenue - Crana Place - Howarth Place	Consult
Broader Community within the Project's Social Locality	- Local businesses - Local interest groups - Local media	Inform

2.4 Communication and engagement tools and activities

A targeted communication strategy was implemented to inform the community about the proposed expansion and encourage participation in the engagement process. The approach focused on two primary methods: a project information letter and an online community survey.



Table 2 Engagement Tools and Activities

Tool	Description	Activity Summary
 The letterbox drops	Physical delivery of project information to local households within a defined radius of the site. Delivered via walker service on 14 May 2025.	Included project overview, architectural renders, QR code and survey link (https://tinyurl.com/WPHexpansion). Aimed to inform and invite participation. Total of 666 letters distributed.
 The online community survey	Hosted on a secure digital platform - Zoho, accessible via QR code or direct link. Enabled collection of feedback and suggestions.	Open from 14-28 May 2025. • 117 visits, • 12 responses (8 completed). Survey analytics tracked engagement; demographic and sentiment data gathered.
 Project contact email	Dedicated email address (WPHexpansionSIA@slrconsulting.com) to support community access and two-way communication with the SIA team	Enabled residents to submit feedback or request clarification. No direct submissions received but used to follow up with two participants who had survey queries. Email was sent to agency stakeholders on 6 June 2025: • Sent to 11 agency stakeholders • 1 response

3.0 Engagement undertaken by the Proponent

The Proponent has undertaken a structured and ongoing engagement program with key government, health, community and technical stakeholders between March and November 2025. Engagement activities were designed to inform stakeholders of the revised scheme, seek feedback during key design milestones and ensure alignment with emerging strategic planning directions, including the Draft Wollongong Health Precinct Strategy.

A summary of engagement activities undertaken during this period is provided in Table 3, including key meetings, participants and the matters explored. This also includes engagement with the IAMS, whose involvement has been integral to shaping the project's approach to cultural values, Connection to Country, and the proposed use of heritage buildings at 366 Crown Street.

Table 3 Summary of engagement undertaken by the Proponent

Stakeholder	Date	Description
Local Members	14 March 2025	Briefing to elected officials on the revised scheme and alignment with the Draft Wollongong Health Precinct Strategy. Attendees included The Hon. Ryan Park MP, The Hon. Paul Scully MP, The Hon. Alison Byrnes MP, Greg Doyle (Wollongong City Council), Michelle Guido (Wollongong City Council), Ramsay Health Care Executive Team & 360 Property Agency.



Stakeholder	Date	Description
Wollongong City Council - Planning and Environment team	8 April 2025	Briefing to Council's Planning and Environment team on the revised scheme and local precinct integration. Attendees included Greg Doyle, Michelle Guido, Linda Davis (Director, Planning & Environment), Mark Grimson (Economic Development Manager, WCC Planning & Environment team, Ramsay Health Care & 360 Property Agency).
Illawarra Shoalhaven Local Health District (ISLHD)	11 April 2025	Briefing to ISLHD CEO regarding scheme updates and opportunities for alignment with health service planning.
	28 April 2025	Briefing to ISLHD Board on the revised scheme and emerging precinct considerations.
	25 August 2025 18 September 2025 17 November 2025 25 November 2025 10 December 2025	Ongoing email correspondence regarding potential impacts of the proposed development and construction activities on helicopter operations at the Wollongong Base Hospital heliport. Engagement included the provision of an aeronautical assessment, and NSW Health was invited to review the report and participate in follow-up discussions to confirm operational requirements.
NSW State Design Review Panel	14 May 2025	Presentation of the revised scheme for early design advice and integration with the Health Precinct Strategy.
Ambulance NSW	N/A	Engagement to discuss Emergency Department planning and emergency access.
NSW Department of Planning, Housing and Infrastructure	13 June 2025	Discussion with NSWDPHI on the Draft Wollongong Health Precinct Strategy and implications for the project.
	21 August 2025	Early conversation to obtain preliminary feedback on scheme design and planning considerations.
	5 November 2025	Engagement to discuss updated plans, including height, heritage and FSR matters.
Ramsay Health Care	23 July 2025	Engagement with the Hospital's primary tenant to ensure alignment with operational requirements.
The Hon. Ryan Park, Minister for Health	31 October 2025	Briefing update to the Minister on scheme refinements and NSWDPHI advice received to date.
IAMS	June - August 2025	Engagement to explore IAMS involvement in the project, potential use of heritage buildings and guidance on Connection to Country.
NSW Air Ambulance	10 April 2025	Contact made to discuss the proposed development and construction activity, and to understand potential impacts on existing flight operations at Wollongong Hospital Helicopter Landing Site (HLS).
AviPro	14 April 2025	Engagement to seek specialist aviation input on the proposed development, including potential impacts on current flight operations.
Toll Helicopters	14-15 April 2025 12 May 2025	Engagement initiated to discuss existing flight operations and potential impacts of the proposed development.



4.0 Communications and stakeholder engagement outcomes

4.1 Previous consultation for 2022 SSDA (SSD-30230120)

Community and stakeholder feedback received as part of the 2022 SSDA provides important context for understanding local expectations and sensitivities associated with development on the site. Engagement during that process primarily involved email and phone correspondence with nearby residents, local businesses and other interested stakeholders.

Feedback at the time centred on a range of concerns, including building height and design quality, heritage considerations, traffic and parking pressures, and broader amenity impacts. Stakeholders also raised concerns relating to construction noise, vibration, dust, traffic management, and the behaviour of contractors, reflecting past experiences with works at the site.

This feedback informed subsequent stages of design refinement and remains relevant to understanding community sensitivities. Earlier consultation directly influenced several key project outcomes. These included adjustments to the building layout and height to improve compliance with planning controls and reduce visual impacts, the decision to retain and adaptively reuse heritage buildings in response to strong community objection to demolition, and improvements to the access and circulation strategy following concerns raised by residents, Transport for NSW and emergency services.

Feedback from Aboriginal stakeholders, including IAMS, also played an important role in shaping the current proposal. Their input informed the cultural integration strategy, including the use of water symbolism, traditional medicine plants and meeting place concepts within the landscape design, as well as the activation of heritage buildings for Aboriginal community-controlled health services. This approach responds to identified gaps in culturally safe care and aligns with the partnership model supported by the NSW State Design Review Panel (SDRP).

Previous concerns regarding construction impacts have also informed commitments to strengthened construction environmental management, including measures relating to noise, dust, access management and community communication protocols. Public domain and pedestrian connectivity improvements incorporated into the current design respond to feedback received through Health Precinct engagement, which highlighted the need for higher quality landscaping and improved connections between existing and proposed health facilities. Consultation for the Wollongong Health Precinct Strategy (2023-2024)

Between 15 December 2023 and 16 February 2024, the NSW Department of Planning, Housing and Infrastructure (DPHI) undertook extensive community and stakeholder engagement to inform development of the Wollongong Health Precinct Strategy. The discussion paper *Shaping the Wollongong Health Precinct Strategy* was released for public feedback, supported by a broad engagement program that included online information, social media outreach, digital feedback tools, targeted workshops, and community information sessions. In total, the engagement reached 56,210 people online, with 33 online survey responses, 11 written submissions, four face-to-face workshops, and eight community information sessions. The *Engagement Outcomes Report* (2024) summarises feedback received from local residents, businesses, community organisations, health sector partners and government agencies on the emerging vision and draft priorities for the Health Precinct.

Feedback received through this process provides important contextual background for the Wollongong Private Hospital Expansion, particularly as the project sits within the broader



health precinct. Community and stakeholder submissions emphasised several recurring themes. Parking and transport were consistently identified as significant issues, with calls for improved public transport access, better walking and cycling connections, and optimisation of parking for patients, visitors and staff. Participants also highlighted the need to enhance public and community open spaces, creating places to rest, meet and support wellbeing within the precinct.

Housing and workforce needs were another strong theme, with feedback emphasising the importance of affordable and key worker accommodation to support health precinct operations. Additional feedback supported opportunities to enhance amenities, diversify local services and improve safety and comfort for people moving through the area, including those using mobility aids. Submissions also raised opportunities for improved activation, partnership across health and education sectors, and greater emphasis on Aboriginal and Torres Strait Islander health needs.

Across the workshops, submissions and survey responses, participants supported clearer integration of health services and better coordination between public and private facilities. Feedback on the draft core principles highlighted the importance of patient-centred planning, collaboration across service providers, and strengthening cultural safety for Aboriginal communities. Respondents also strongly supported early directions related to improving patient experience, enhancing transport connections and providing additional services needed to support a 24-hour health precinct.

The outcomes of this precinct-wide engagement provide important strategic context for the Wollongong Private Hospital Expansion. Many of the themes raised align with issues identified during previous project-specific consultation, including the importance of improved connectivity, public domain enhancements, coordinated health service integration and consideration of workforce needs. These broader insights help to understand community aspirations for the Health Precinct and the expectations that new development, including the proposed hospital expansion, responds to these priorities.

4.2 Meetings with broader agency and government stakeholders undertaken by the Proponent

The following summary of consultation outcomes with broader agency and government stakeholders has been prepared using information supplied by the Proponent and reflects the engagement undertaken between March and November 2025.

4.2.1 Local members

Engagement with local and state elected representatives helps confirm broad support for expanding private health service within Illawarra. Members emphasised the importance of alignment with the Draft Wollongong Health Precinct Strategy and noted that final judgement should be guided by the NSW State Design Review Panel (SDRP). The briefing ensured decision-makers remained informed of the project's intent and health system benefits.

4.2.2 Wollongong City Council

Council officers acknowledged the revised scheme and its potential contribution to the broader health precinct. No further outcomes or comments were documented in the provided material.



4.2.3 Illawarra Shoalhaven Local Health District (ISLHD)

Briefings with the ISLHD CEO and Board helped ensure the revised scheme complemented the public health network. ISLHD welcomed efforts to improve service integration and expressed interest in consistent communications once the Draft Health Precinct Strategy was released.

4.2.4 NSW State Design Review Panel

The SDRP provided early advice on strengthening the architectural, heritage and urban design merit of the scheme. Key recommendations included enhancing the value and activation of the heritage buildings and improving the project's Connection to Country elements. The Panel's feedback informed subsequent design revisions and supported alignment with the precinct vision being prepared by NSWDPHI.

4.2.5 Ambulance NSW

Discussions with Ambulance NSW regarding the proposed Emergency Department and access routes. No further outcomes were documented.

4.2.6 NSW Department of Planning, Housing and Infrastructure (NSWDPHI)

A series of engagements across June, August and November 2025 helped clarify planning expectations under the Draft Wollongong Health Precinct Strategy. Engagement with both the Infrastructure Assessment Team and the Concierge Team allowed the Proponent to respond proactively to advice and refine the scheme accordingly.

4.2.7 Ramsay Health Care

Engagement with Ramsay Health Care focused on ensuring that the scheme supported current and future operational requirements for the Wollongong Private Hospital. Input from clinical and operational teams helped refine internal functions and service expansion needs.

4.2.8 Minister for Health – The Hon. Ryan Park

The Minister received an update on key changes and discussed issues arising from NSWDPHI advice. No further outcomes documented.

4.2.9 Illawarra Aboriginal Medical Service (IAMS)

The Proponent engaged extensively with IAMS following initial advice from the NSW State Design Review Panel (SDRP) regarding the need for a stronger Connection to Country and more meaningful use of the heritage buildings. Discussions explored opportunities for IAMS to occupy the buildings under a long-term, peppercorn lease to support expanded community health services. Across a series of meetings, site inspections and design workshops, IAMS provided guidance on culturally appropriate uses, service delivery opportunities and the integration of cultural values into the project's urban design and landscape plan. This included shaping the Connection to Country narrative, artwork themes and the proposed use of the dwellings for a Mum's and Bubs Clinic and a Walk-In Health Clinic. Engagement concluded with agreed design directions that have been incorporated into the revised scheme, supported by a Memorandum of Understanding subject to SSDA approval.



4.2.10 Aviation Stakeholders

Engagement with aviation stakeholders focused on understanding how the proposed development and associated construction activities may interact with helicopter operations at the Wollongong Base Hospital (WBH) heliport. This engagement was undertaken both by the Proponent and by Avlaw, who led technical consultation as part of the aeronautical study prepared in response to the SEARs.

The *Aeronautical Impact Assessment* (Avlaw, 2025) concluded that a ten-degree northerly (clockwise) rotation of the existing R-234° south-western flightpath track would avoid interactions between the development and operational airspace, while also improving the obstacle environment by avoiding existing tall trees. With this rotation, the future as-built form and construction cranes would not interfere with the operational airspace for helicopter services to the Wollongong Base Hospital heliport.

NSW Air Ambulance (Proponent)

Engagement confirmed awareness of the proposed development and construction activity. No additional feedback or operational issues were documented.

AviPro (Avlaw)

Engagement involved discussing the proposed development and its potential interaction with existing helicopter operations, including the option of a ten-degree rotation of the current R-234° south-western flightpath track. AviPro also provided comments regarding Toll Helicopters' CASA approval, noting that it enables southern departures aligned with the 'H' marking on the heliport. No further outcomes were documented.

Toll Helicopters (Avlaw)

Initial engagement was positive, however Toll Helicopters did not provide further information in response to follow-up enquiries. No substantive operational feedback was documented.

4.3 Resident letters drop

On 14 May 2025, 666 letters were distributed to residents and property owners in streets surrounding the hospital site (**refer to Appendix A**). The letters included an overview of the redesigned proposal, a QR code linking to the online community survey, and refreshed architectural renders of the development. The letter also provided key details regarding the planning process and upcoming SSDA, including contact information for the SIA team and instructions for accessing further information via the NSW Planning Portal.

The letters were dropped across the following streets:

- Crown Street
- Urunga Parade
- Dudley Street
- Matthews Street
- Hillcrest Street
- Sperry Street
- Staff Street
- Mangerton Road
- Rowland Avenue
- Crana Place
- Howarth Place.



These areas were selected due to their proximity to the site and likelihood of experiencing construction and operational impacts. The approach ensured that potentially affected residents had early and convenient access to project information and an opportunity to share their inputs.

4.4 Online community surveys

An online community survey was developed and open from 14 to 28 May 2025 to gather feedback from local residents about the proposed expansion. The survey invited input on perceived impacts, concerns, and suggestions for improvement. Participants could access the survey via a QR code provided in the project letter or through a direct link.

During this period, the survey platform recorded 117 visits, with the QR code scanned 11 times. A total of 12 submissions were received, only eight of which were completed responses (refer to Appendix B). Although participation was modest, the insights obtained were valuable in highlighting key community issues. The limited response may reflect consultation fatigue due to overlapping engagement activities, such as the concurrent 'Have Your Say' campaign for the draft Wollongong Health Precinct Strategy that happened between 24 April and 11 June 2025.

Respondents were predominantly long-term Wollongong residents, with representation across a range of age groups (25–34, 55–64, and 65+), as shown in Figure 2. While all respondents were aware of the Project, most expressed opposition based on recurring concerns about traffic congestion, parking pressure, noise impacts, and stress associated with earlier construction phases. A few participants also raised broader amenity and access concerns specific to Urunga Parade and adjacent residential streets.

Although one response reflected a personal grievance related to healthcare experience at the hospital rather than the proposed development itself, the majority of feedback focused on tangible planning and operational issues. Additionally, recurrent themes included the overflow of hospital parking into residential areas, noise disruptions from previous works, and the potential loss of privacy due to the height and placement of the expanded facility.



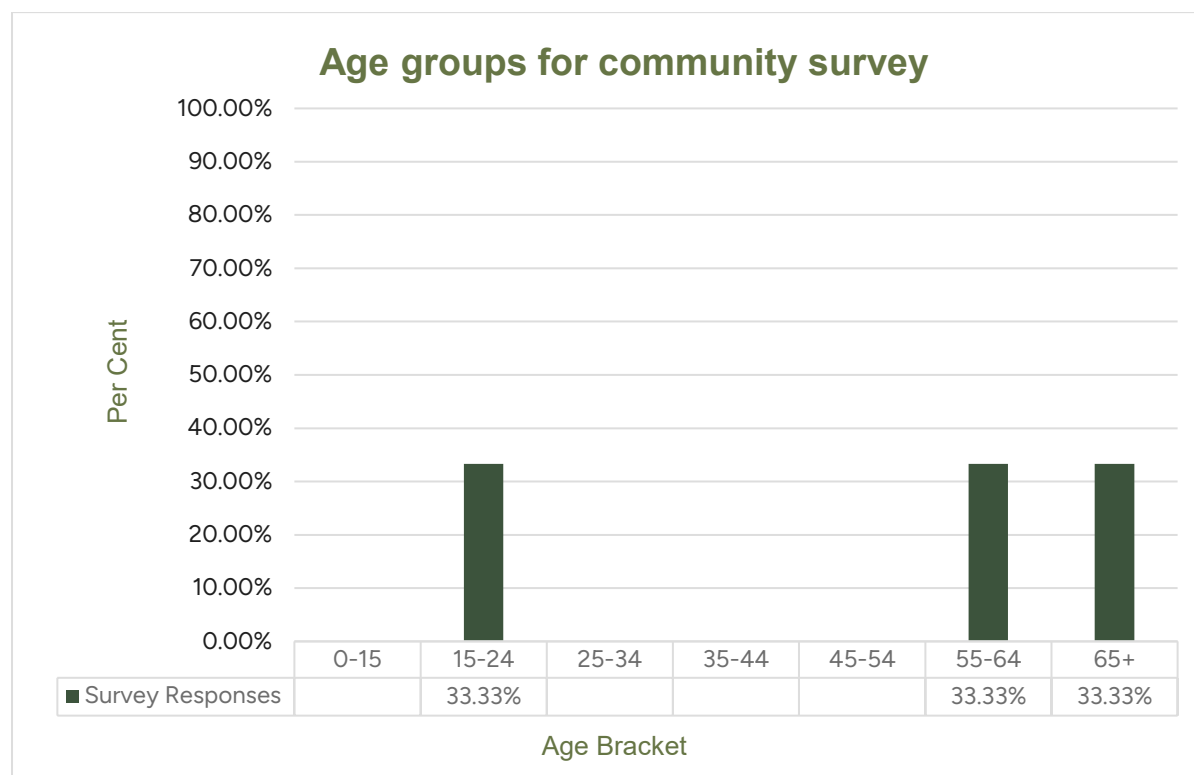


Figure 2 Percentage of Age Brackets of Respondents

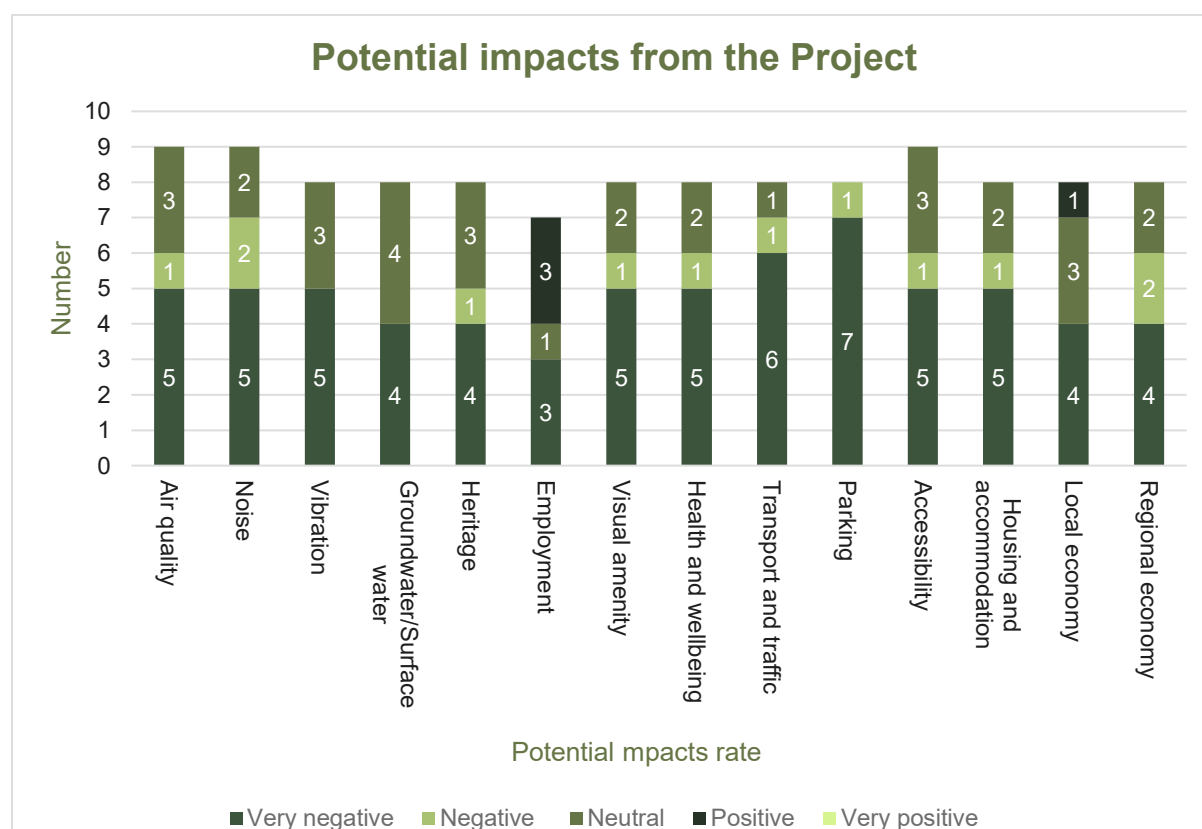


Figure 3 Number of Potential Impacts



4.5 SIA project email

As part of this engagement phase, a project update email was sent to 11 agency and government stakeholders who had previously participated in consultation for the initial SSDA. This email served to acknowledge their earlier contributions, provide an update on the revised proposal, and outline the next steps in the planning and assessment process. Only one formal response was received. A summary of this agency-level correspondence is provided in Appendix C.

Community feedback was primarily received through the online survey, with two participants requesting further information about traffic management. Although no direct submissions were received via the dedicated email address (WPHexpansionSIA@slrconsulting.com), the SIA project team followed up with both individuals to respond to their questions regarding traffic congestion and access to free parking for patients and visitors, and to confirm that their feedback was acknowledged as part of the engagement process (Appendix D).

In the response, the SIA team clarified that the Project is currently in the pre-lodgement phase, and that a Traffic Management Plan, alongside other technical assessments including the SIA, is being prepared as part of the EIS for the upcoming SSDA. Once the application is submitted, all project documentation will be made publicly available during the statutory exhibition period, at which time the community will have the opportunity to review materials, ask questions, and provide feedback.

To support ongoing transparency and information sharing, community members were encouraged to subscribe for email notifications via the NSW Planning Portal. This allows individuals to receive automatic updates when the SSD application is placed on exhibition or when new project information becomes available. Instructions and links to subscribe were provided in the correspondence.

5.0 Summary of key insights and themes

A thematic summary of key insights gathered through the community and stakeholder engagement program is provided below. These insights from the engagement will inform the development of mitigation strategies within the SIA and contribute to an overall approach that is responsive to the local context.

5.1 Sentiment overview

While there is a general understanding of the need for expanded healthcare infrastructure, concerns were largely driven by perceptions of cumulative impacts on local amenity, mobility, and quality of life. Specifically, past experiences with construction, operational pressures, and perceived lack of community benefit continue to influence local perceptions of the proposed Project.

5.2 Key themes

The key themes from the feedback forms have been analysed below in order of priority.

5.2.1 Traffic congestion

Respondents were particularly concerned about increased vehicle movements in an already congested area. Crown Street and Urunga Parade were specifically mentioned as sites of peak-hour gridlock, with fears the expansion would exacerbate existing traffic pressures. A respondent stated that:



“We need more open space in Central Wollongong not more development. Wollongong has the transport infrastructure of a large country town and not a city. This is shown by traffic jams all over the city now. This development will only make things worse in Central Wollongong”

5.2.2 Parking availability

The shortage of on-street parking, particularly in nearby residential areas like Mangerton Road and Matthews Street, was a recurring concern. Some respondents highlighted that patients and staff currently avoid hospital fees by parking on local streets, reducing availability for residents and clients of home-based businesses. A respondent stated that:

“Since the hospital has been built the traffic in my street (Mangerton Road) has significantly increased and the street parking situation has become ridiculously difficult. I run a small home-based beauty business and parking for clients was never an issue whereas since the opening of Wollongong Private Hospital, my clients are struggling to find parking”

5.2.3 Construction impacts

Several pieces of feedback reflected negatively on past construction activities, describing sustained noise, dust, and disruption over a two-year period during the original development. Respondents were concerned about enduring similar impacts again, including early morning noise and contractor behaviour:

“The noise of groundwork then construction work on the first development badly affected my mental health. It was relentless for two years. The sound of jackhammers and then the sound of riggers talking about what they did on the weekend was like it was in our bedroom”

5.2.4 Amenity and privacy

The potential for new hospital windows to overlook private properties and gardens was raised as a significant privacy issue. Visual and acoustic impacts from plant equipment (e.g. air conditioning units) were also cited as unresolved concerns from the initial development:

“There will be serious privacy issues with public windows in the new development looking right in our garden. The noise of the air-conditioner in the first development is unbearable in summer how much more so will it be with the new development.”

5.2.5 Access and road suitability

Residents questioned the suitability of Urunga Parade as the main access route for increased hospital-related traffic and deliveries. The street was described as narrow and residential in nature, and respondents expressed concerns about turning Matthews Street into a de facto through-road:

“Urunga Pde is a back street not a major road and as such it cannot supported massively increased heavy vehicle/supply traffic”

5.2.6 Perceived lack of community benefit

A number of responses reflected a view that the hospital expansion would not directly benefit local residents, with some perceiving it as primarily a private commercial initiative. One respondent's opposition stemmed from dissatisfaction with the hospital's quality of care, rather than the development itself.



5.2.7 Consultation fatigue and distrust

Some participants expressed frustration with repeated consultation processes, suggesting that previous feedback had not led to tangible change. One submission questioned the credibility of the process and raised concerns about bias.

5.2.8 Connection to Country and Cultural Expression

Feedback from IAMS and the NSW State Design Review Panel highlighted the importance of embedding cultural narratives within the project's design. Comments emphasised the expression of cultural narratives through design; water as symbol of life, renewal and healing; traditional medicine plants and healing practices; meeting places where culture and medicine unite; heritage buildings serving genuine community purposes.

5.2.9 Sustainability

Health Precinct consultation participants and community survey respondents consistently emphasised the need for strong sustainability outcomes. Feedback focused on sustainable building design including natural heating/cooling and waste minimisation; concerns about drainage and flood risk; desire for green infrastructure integration.

6.0 Recommendations and future considerations

Findings from the community and stakeholder engagement process highlight several key areas requiring targeted attention as the Project progresses through the planning and approvals pathway. The following recommendations aim to ensure the Project responds to community values and expectations, while mitigating potential social impacts identified during the consultation.

First, it is recommended that detailed traffic and access planning be clearly communicated to the community. There is a need to demonstrate how traffic generated by the expansion will be managed, including the capacity of local roads, revised access arrangements via Urunga Parade, and any associated upgrades or mitigation measures. Clear justification for road use and visibility of traffic impact assessments will be critical to building trust with affected residents.

Second, consideration should be given to improving the availability, affordability, and accessibility of parking for patients, visitors, and staff. A clear strategy to minimise overflow parking in nearby residential streets should be developed and communicated, with particular attention to streets already experiencing congestion and access constraints. Measures to encourage on-site parking use and reduce impacts on local residents should form part of the planning response.

Third, the management of construction impacts should be a high priority during detailed design and delivery planning. Given the negative experiences associated with previous works, proactive measures should be adopted to minimise construction noise, dust, early morning activity, and general disruption. Construction management plans should include clear communication protocols, site access controls, and timing restrictions to reduce amenity impacts on adjacent properties.

Fourth, the design response should consider ways to improve the interface between the hospital and surrounding residential areas. Opportunities to reduce visual bulk, improve privacy, and enhance acoustic performance should be explored. The incorporation of landscaping buffers, screening, and sensitive building orientation will support improved visual amenity and neighbourhood character outcomes.

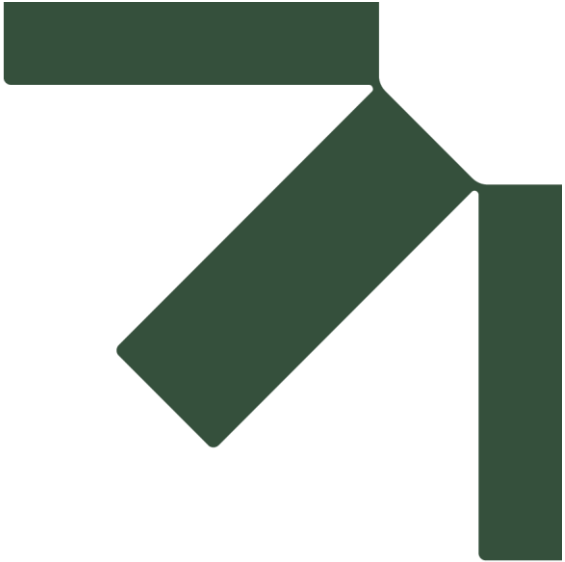


Fifth, the Project team should consider options for articulating the broader community benefit of the development. This may include improved communication of local health service enhancements, employment opportunities, and accessibility outcomes, as well as a transparent explanation of how the facility aligns with broader public health objectives in the region.

Finally, future engagement should focus on maintaining transparency and responsiveness throughout the planning process. This includes providing clear, accessible updates on the status of the SSDA, opportunities for further input, and evidence of how community feedback has been considered in project refinements. Engagement with directly affected residents, especially those in adjacent streets, should continue to ensure concerns are understood and addressed prior to construction.

Collectively, these recommendations are intended to support a more inclusive and informed planning process and to ensure the Wollongong Private Hospital Expansion can proceed in a manner that respects and responds to the local context.





Appendix A SIA Consultation Letter

Community and Stakeholder Engagement Report

Wollongong Private Hospital Expansion

AA Crown Holdings Pty Ltd

SLR Project No.: 660.V30174.00001

24 March 2026

14 May 2025

Attention: Owner / Occupier
Wollongong Private Hospital Expansion

Dear resident,

**RE: WOLLONGONG PRIVATE HOSPITAL EXPANSION
SOCIAL IMPACT ASSESSMENT - CONSULTATION**

The Wollongong Private Hospital Expansion is designed to meet the growing healthcare needs of Wollongong and the surrounding Illawarra region.

This letter follows the withdrawal of the initial State Significant Development Application (SSDA-30230120) in October 2023, and an extensive redesign which was shaped by valuable stakeholder and community feedback.

AA CROWN HOLDINGS PTY LTD C/- 360 Property Agency Pty Ltd now intends to lodge a new State Significant Development Application (SSDA) for the expansion by late June 2025. Once lodged, stakeholders and the community are encouraged to have their say during the public exhibition period.

Site location

The site is located at 5, 17, 19, 21 and 23 Urunga Parade and 360-364, 366 and 368 Crown Street, Wollongong.



SSDA update

Key changes in the revised expansion proposal include:

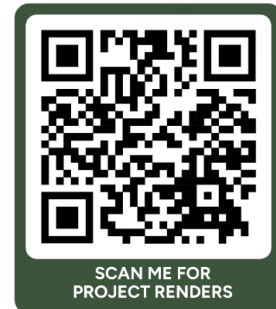
- A new nine-storey western wing connecting to the existing hospital
- New Emergency Department and satellite imaging facilities
- New main vehicle access from Urunga Parade with one entry lane and two exit lanes
- Crown Street access maintained for Emergency Department use only (ambulance bay, doctors parking and emergency drop-off)
- New loading dock with turntable accessible from Urunga Parade

- Retention of the heritage building on site for complementary use
- Enhanced landscaping throughout the site with public artwork.

The project preserves the existing hospital's core functions while significantly expanding healthcare services available to the local community.

To view the project's refreshed renders, scan the QR code.

Detailed planning documents will be available once the application is lodged, please visit the NSW Planning Portal and subscribe via Local Government Area to receive alerts on the SSDA and stay up-to-date: <https://www.planningportal.nsw.gov.au/major-projects/services/subscribe-notifications>



Environmental and Social Impact Assessment

As part of the upcoming SSDA, a comprehensive Environmental Impact Statement (EIS) and Social Impact Assessment (SIA) are being prepared to assess how the project may impact the surrounding community and environment and will identify suitable mitigations.

These assessments will consider areas such as:



The EIS and SIA will be reviewed by the NSW Department of Planning, who will only approve the expansion if suitable mitigations are in place. The community will be kept informed as the project progresses, particularly prior to the commencement of construction.

Help Shape the Wollongong Private Hospital Expansion

SLR Consulting has been engaged by AA CROWN HOLDINGS PTY LTD C/- 360 Property Agency Pty Ltd to prepare the SIA. The SIA will assess both the positive and potential negative impacts of the expansion, focusing on factors such as community wellbeing, access to services, and overall quality of life.

We encourage you to share your thoughts and experiences to help shape the project up until Wednesday, 28 May 2025.

You can participate in the online survey at <https://tinyurl.com/WPHexpansion> or by scanning the QR code.

You can also email your feedback or request a call via WPHexpansionSIA@slrconsulting.com

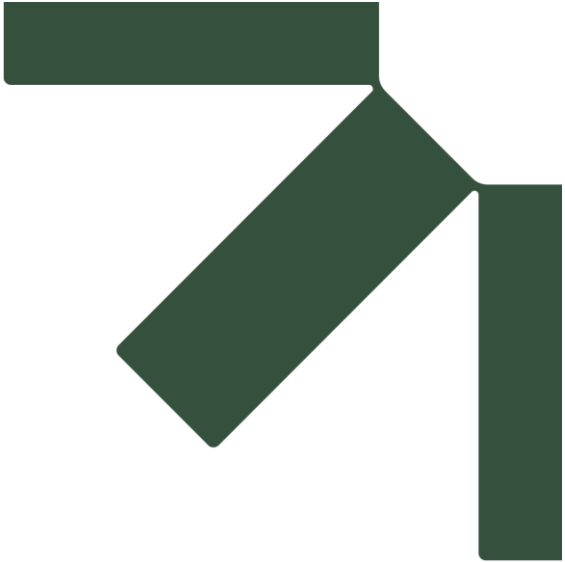
Your feedback is crucial to ensuring the project meets the needs of the community, and we look forward to hearing from you.



Regards,

Wollongong Private Hospital Expansion
SIA Project Team

SLR Consulting Australia



Appendix B Community Survey

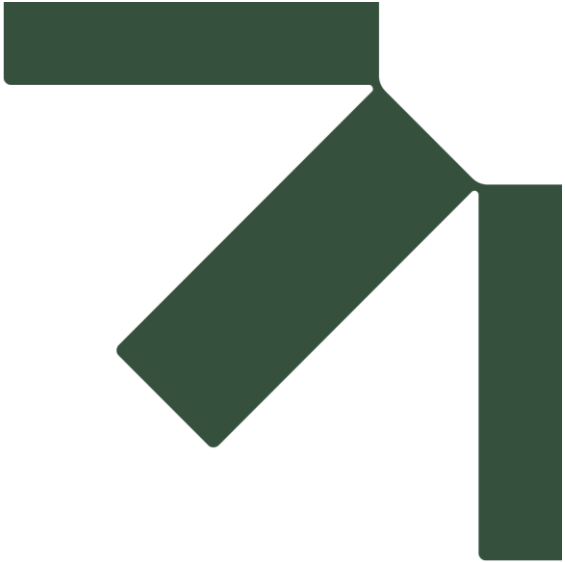
Community and Stakeholder Engagement Report

Wollongong Private Hospital Expansion

AA Crown Holdings Pty Ltd

SLR Project No.: 660.V30174.00001

24 March 2026



Appendix C Summary of Agency Stakeholders

Community and Stakeholder Engagement Report

Wollongong Private Hospital Expansion

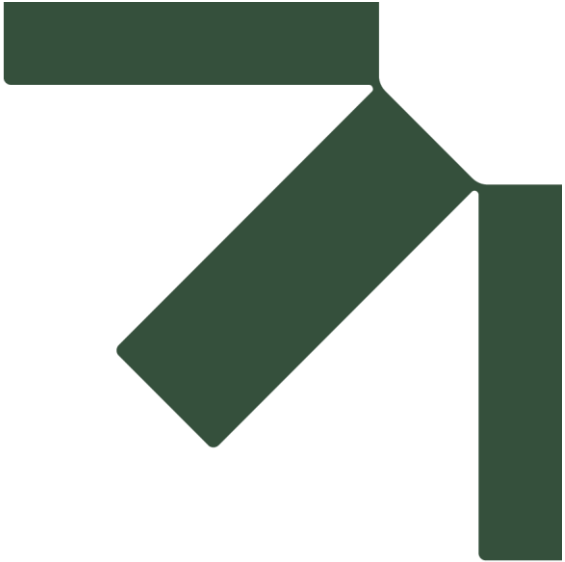
AA Crown Holdings Pty Ltd

SLR Project No.: 660.V30174.00001

24 March 2026

Agency or Authority	Email Sent	Summary
Wollongong City Council (Council)	6 June 2025	No response received
Transport for NSW (TfNSW)	6 June 2025	No response received
DPE – Biodiversity and Conservation Division (BCD)	6 June 2025	No response received
Department of Planning and Environment (DPE)	6 June 2025	No response received
The Illawarra Aboriginal Land Council (LALC)	6 June 2025	No response received
EPA	6 June 2025	Response received but, the EPA advised that there is no comment on this proposal. This is because the proposal does not appear to constitute a Scheduled Activity under Schedule 1 of the <i>Protection of the Environment Operations Act (1997)</i> and so, will not require an Environment Protection Licence under this Act. Further, the site is not being regulated by the EPA under the <i>Contaminated Land Management Act (1997)</i> .
Jemena	6 June 2025	No response received
Endeavour Energy	6 June 2025	No response received
Sydney Water	6 June 2025	No response received
WaterNSW	6 June 2025	No response received
Property Council	6 June 2025	No response received





Appendix D Email Response

Community and Stakeholder Engagement Report

Wollongong Private Hospital Expansion

AA Crown Holdings

SLR Project No.: 660.V30174.00001

24 March 2026

Wollongong Private Hospital Expansion – Social Impact Assessment Consultation



WPHexpansionSIA

To [REDACTED]

↩ Reply

↩ Reply All

→ Forward



Mon 19/05/2025 2:34 PM

Dear Kim Di Leva,

Thank you for taking the time to complete our Social Impact Assessment (SIA) survey for the Wollongong Private Hospital Expansion and for sharing your feedback.

We would like to clarify that we are an independent team conducting the SIA component on behalf of the project proponent. However, we noted your request for information regarding the project's **Traffic Management Plan**.

The project is currently in the early, pre-lodgement stages and a Traffic Management Plan, along with other technical studies (including the SIA), are being prepared as part of the Environmental Impact Statement (EIS) for the State Significant Development (SSD) application. This application will be submitted to the NSW Department of Planning, Housing and Infrastructure.

Once submitted, all key project documents, including the Traffic Management Plan will be publicly available during the public exhibition period. This will provide an opportunity for the community to review the plans, ask questions, and provide feedback.

To stay informed about the progress of the SSD application, including when it is placed on public exhibition, we encourage you to subscribe for email notifications via the NSW Planning Portal. You can do this by selecting your Local Government Area and entering your email address through the following link: <https://www.planningportal.nsw.gov.au/major-projects/services/subscribe-notifications>

This is the best way to receive timely updates as soon as new information becomes available.

Please don't hesitate to contact us if you have any further questions or would like additional information.

Kind regards,

WPHexpansionSIA

E WPHexpansionSIA@slrconsulting.com



Wollongong Private Hospital Expansion – Social Impact Assessment Consultation



WPHexpansionSIA

To [REDACTED]



Tue 27/05/2025 9:16 AM

Dear Boz Couldwell,

Thank you for taking the time to complete our Social Impact Assessment (SIA) survey for the Wollongong Private Hospital Expansion and for sharing your feedback.

We acknowledge your concerns regarding traffic congestion and access to free parking for patients and visitors — these are important considerations for the project.

We would like to clarify that we are an independent team conducting the SIA component on behalf of the project proponent. However, we have noted your request and would like to provide some information on how these matters will be addressed through the planning process.

The project is currently in the early, pre-lodgement stages and a Traffic Management Plan, along with other technical studies (including the SIA), are being prepared as part of the Environmental Impact Statement (EIS) for the State Significant Development (SSD) application. This application will be submitted to the NSW Department of Planning, Housing and Infrastructure.

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This is the best way to receive timely updates as soon as new information becomes available.

Please don't hesitate to contact us if you have any further questions or would like additional information.

Kind regards,

WPHexpansionSIA

E WPHexpansionSIA@slrconsulting.com



