



Health  
Infrastructure

# John Hunter Health and Innovation Precinct

Communications and Engagement  
Consultation Report

State Significant Development Application

April 2021

## Document Management

Version	Date	Author	Description
1	16 April 2021	Health Infrastructure	Issued for ToA submission

Table 1 - Version history

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## 1 Purpose

HI continues to work closely with Hunter New England Local Health District (**HNELHD**) and TSA Management (the consultant Project Manager) to implement the strategy for the coordination and delivery of engagement covering all aspects of the planning and design of the John Hunter Health and Innovation Precinct (**JHHIP**) project. An Integrated Project Team has been established and will continue to work closely with all Government agencies including the City of Newcastle and Transport for NSW to inform and refine the delivery of the Project.

Engaging and partnering with consumers and community remains a core objective in planning for the JHHIP project to ensure NSW Health delivers a new hospital that responds to the needs of patients, carers, families and the community.

The Communications and Stakeholder Engagement Strategy for the JHHIP project is an active collaboration between HI and HNELHD. Key communication and engagement objectives for the project include meaningful, transparent and proactive stakeholder and community engagement, and relevant timely and proactive communications.

The JHHIP project team has undertaken a wide range of activities to engage with large and complex stakeholder groups including:

- Regular clinical and staff consultation to support the design of future models of care and the new Acute Services Building. These include user groups, information sessions, drop-in consultation sessions and newsletters;
- The establishment of a Stakeholder Consultative Committee with broad consumer representation;
- Consultation sessions in the community;
- Establishment of a project website and email to facilitate information sharing and communication with all stakeholders;
- Presentations to key community and consumer stakeholder groups including HNELHD's Closing the Gap Aboriginal Collaborative Committee, Youth Health and Wellbeing Council and Family Advisory Committees
- Regular reporting and consultation through the JHHIP and NSW Health governance structures for decision making and endorsement of key project deliverables
- Consultation with a wide range of Government and statutory bodies, including those outlined in the SEARs as priority stakeholders
- Extensive engagement with Transport for NSW (**TfNSW**) to ensure the planning and delivery of the JHHIP project is coordinated with the Newcastle Inner City Bypass project (being delivered by TfNSW).

## 2 Introduction

### 2.1 Overview

In June 2019, the NSW Government announced a significant expansion of the John Hunter and John Hunter Children's Hospitals with the \$780 million JHHIP project.

The JHHIP will transform healthcare services for Newcastle, the greater Hunter region and northern NSW communities. The infrastructure will provide additional inpatient capacity to the John Hunter and John Hunter Children's Hospitals and create further opportunities for partnerships with industry and higher education providers.

The JHHIP will deliver an innovative and integrated precinct with industry-leading facilities working in collaboration with health, education and research partners to meet the current and future needs of the Greater Newcastle, Hunter New England and Northern NSW regions.

The John Hunter Health and Innovation Precinct Project is being planned and designed with ongoing communication and engagement with clinical staff, operational staff, the community and other key stakeholders with a strong focus on the following:

- Patient-centred care
- Contemporary models of care
- Future economic, health and innovation development opportunities
- Environmental sustainability.

## 2.2 Subject Site

The John Hunter Health Campus (JHHC) is located on Lookout Road, Lambton Heights, within the City of Newcastle Local Government Area (LGA), approximately 8km west of the Newcastle CBD. The hospital campus is located approximately 3.5km north of Kotara railway station.

The JHHC comprises the John Hunter Hospital (JHH), John Hunter Children's Hospital (JHCH), Royal Newcastle Centre (RNC), the Rankin Park Rehabilitation Unit and the Nexus Unit (Children & Adolescent Mental Health). JHHC is a Level 6 Principal Referral and tertiary Hospital, providing the clinical hub for medical, surgical, child and maternity services within the HNELHD and across northern NSW through established referral networks. Other services at the campus include the Hunter Medical Research Institute (HMRI), Newcastle Private Hospital and the HNELHD Area Headquarters.



## 2.3 SSSA Proposal

Approval is being sought for a new Acute Services Building and refurbishment of existing hospital facilities at the JHHC comprising:

- Construction and operation of a new seven-storey Acute Services Building (plus 4 semi-basement levels) to provide:
  - an expanded and enhanced Emergency Department;
  - expanded and enhanced medical imaging services;
  - expanded and enhanced intensive care services - Adult, Paediatric and Neonatal;
  - expanded and enhanced Operating Theatres including Interventional Suites;
  - an expanded Clinical Sterilising Department;
  - Women's Services including Birthing Unit, Day Assessment Unit and Inpatient Units;
  - integrated flexible education and teaching spaces;
  - expanded support services;
  - associated retail spaces;

- new rooftop helipads;
- new semi-basement car parking;
- Refurbishment of existing buildings to provide:
  - additional Inpatient Units;
  - expanded support services;
- A new Hospital entry canopy and works to the existing drop off;
- Link bridge to the Hunter Medical Research Institute (HMRI);
- Campus wayfinding and signage;
- Landscape works;
- Site preparation including bulk earthworks, tree removal, environmental clearing, cut and fill;
- Mines grouting remediation works;
- Construction of internal roads network and construction access roads and works to existing at-grade carparking;
- Connection to the future Newcastle Inner City Bypass; and
- Inground building services works and utility adjustments.

## 2.4 Secretary’s Environmental Assessment Requirements (SEARs)

SEARS Table and Requirements		
Item	SEARS Requirement	Relevant Sections of Report
Consultation	During the preparation of the EIS, you must consult with the relevant local, State or Commonwealth Government authorities, services providers, community groups, relevant special interest groups, including Aboriginal land councils and registered Aboriginal stakeholders and affected landowners. In particular, you must consult with: <ul style="list-style-type: none"> <li>● The relevant Council</li> <li>● Government Architect NSW (through the NSW SDRP process)</li> <li>● Transport for NSW</li> </ul>	A summary of consultation activities including liaison with the nominated groups is provided in Table 5 below
Consultation	Consultation should commence as soon as practicable to inform the scope of investigation and progression of the proposed development	Activities undertaken since project initiation in May 2019 are detailed in Tables 4 and 5
Consultation	The EIS must describe and evidence the consultation process and the issues raised and identify where the design of the development has been amended in response to these issues. Where amendments have not been made to address an issue, a short explanation should be provided	Table 6 summarises design amendments resulting from consultation activities

Table 1 - SEARS Requirements

## 3 Engaging Project Stakeholders

### 3.1 Communications, Engagement and Media Plan

A Communications, Engagement and Media Plan (**CEMP**) for the project was implemented at the commencement of the planning phase and will continue to form the framework for all activities throughout the future project phases, including the current design phase.

The CEMP is the foundation of all activities for both the redevelopment and broader precinct establishment. The plan guides the management of key activities to ensure all stakeholders, including staff and community, are informed, engaged and consulted in an effective, timely and meaningful manner.

### 3.2 Engagement approach

Communications and engagement activities have been and will continue to be undertaken throughout all phases of the project – planning, design and delivery.

The focus is keeping stakeholders and the community engaged, informed and included in the evolution of the project. Through establishing transparent relationships, the project team also seeks to proactively identify risks to the project to ensure effective mitigation and management in a timely manner.

The approach builds on an information base available to all stakeholders with tailored communication content and pathways to specific stakeholders. A tailored approach will be applied as it correlates to the level of interest or influence in the project for each stakeholder or community member, or as it relates to risk mitigation.

The approach to communications and engagement adopts the International Association for Public Participation's (IAP2) engagement model, recognising that stakeholders are at different levels of engagement. These engagement levels of inform, consult, involve, collaborate and empower are mapped to the communications and engagement tools and noted in additional activities and collateral as required.

The project aims to deliver a successful outcome by building upon a high level of project awareness.

The table below describes the communication and consultation outcomes and objectives in general terms and by project phase.

Communications and Engagement Objectives		
Project Phase	Objective	KPI
Planning	Create awareness of the project and communicate the need for the project	Media coverage incorporating key information Build stakeholder awareness
	Build stakeholder and community relationships through engagement and consultation	Feedback on the project Stakeholder and community participation in project user groups
Design	Facilitate meaningful consultation with key stakeholders in the layout and design of the building including its internal and external elements	Considered and demonstrated changes to design based on stakeholder engagement including staff, community and consumers
	Anticipate and respond to potential issues or concerns transparently	Early identification of issues or concerns and quick resolution
	Build stakeholder and community relationships through engagement and consultation	Stakeholders including consumers, community and staff are actively participating in project development
	Create information baseline and resource for all stakeholders	Information publicly available and accessible for all stakeholders through existing and project specific channels
Delivery	Accurate and timely communication, tailored to the needs of each stakeholder and the community	Early identification of issues and concerns Issues managed promptly and with maximum transparency Project information understood

Communications and Engagement Objectives		
	Support project awareness	Consistent enhanced reputation of all project partners across the life of the project Project announcements at relevant milestones
Commissioning and opening	Communicate information about the benefits to community Consistent enhanced reputation of all project partners across the life of the Precinct	Project announcements via media, social media and other channels
	Create awareness of the project and communicate the need for the project	Media coverage incorporating key information Build stakeholder awareness

Table 2 - Key objectives for each key project phase

## 4 Stakeholders

The stakeholder types for the project have been identified as follows:

- Internal Stakeholders including staff;
- External Stakeholders including the Aboriginal and Torres Strait Islander community and the broader community;
- Project partners;
- Government including Local Government, State Government and other agencies; and
- Existing and future precinct partners.

A framework for these stakeholders has been established to achieve the following:

- Identify key project stakeholders - external including the broader community, internal including staff, precinct partners, government and current campus community;
- Identify project stakeholder types, groups, tiers and communications and engagement goals;
- Identify the primary contact points from each stakeholder to the project team;
- Map touchpoints for all stakeholders to the project to ensure coverage of activities and identify potential areas for improvement; and
- Identify key communication, engagement and media pathways for all stakeholders.

Ongoing identification and analysis of stakeholders is critical to determine the timing of communication, appropriate levels of engagement and channels for communication.

The project team has engaged and consulted with internal and external stakeholders throughout the planning phase and this has continued throughout the current design phase.

Due to the complex stakeholder environment, strategic stakeholder engagement is critical to the success of the project. In communicating and engaging with stakeholders, the JHHIP project team has ensured that stakeholders:

- are aware of the project;
- understand the benefits and impacts of the project;
- understand how they can find out about the project and provide feedback;
- help to shape the new hospital design and where appropriate, service delivery;
- feel listened to and understand how their feedback has been used; and
- are empowered with a sound understanding of all stakeholders and work collaboratively to ensure their needs are addressed through each phase of the project.

## 5 Methods and Pathways for Communicating and Engaging with Stakeholders

A number of methods and pathways have been established and continue to be utilised throughout the project as tailored for the specific needs of each stakeholder.

Engagement pathways	
Type	Frequency
JHHIP Project Website	Always available <a href="http://johnhunter.health.nsw.gov.au">http://johnhunter.health.nsw.gov.au</a>
JHHIP Project Email	Always available <a href="mailto:HI-JHHIP@health.nsw.gov.au">HI-JHHIP@health.nsw.gov.au</a>
JHHIP Comms Hub	Always available – Royal Newcastle Centre entrance
JHHIP Project Newsletter	Issued quarterly and always available <a href="http://johnhunter.health.nsw.gov.au">http://johnhunter.health.nsw.gov.au</a>
JHHIP Staff Newsletter	Issued bi-monthly to staff
HI and HNELHD Media releases and announcements	As required
HNELHD Social Media	As required
HI Social Media	As required
Community Events and Information Sessions	As required
Surveys	As required
Letterbox Drops	As required
Staff Information Sessions	As required
Frequently Asked Questions	As required
Face to Face and Virtual Meetings	As scheduled, required and as per project Governance
Images, videos and drone footage	As required
Infographics and other collateral	As required

Table 3 - Stakeholder engagement pathways

## 6 Summary of stakeholder engagement and consultation activities

The John Hunter Health and Innovation Precinct project team has undertaken a wide range of activities to engage with large and complex stakeholder groups. Table 4, below, summarises consultation activities completed with Government Agencies, Councils and Utility Providers. Table 5 details consultation activities with wider groups.

### Engagement with Other Government Agencies, Councils and Utility Providers

Date	Activity	Summary of Meeting	Feedback	Project Response
<b>Government Architect NSW and State Design Review Panel (SDRP) meetings</b>				
16 Feb 2020	SDRP meeting # 1	Introductory meeting and summary of project objectives	GA advice letter dated 21 Feb 2020	Refer to the Architect's Report for further details
23 Sept 2020	SDRP meeting # 2	Introduction to the form of the ASB and details of landscape opportunities	GA advice letter dated 15 October 2020	Refer to the Architect's Report for further details
10 Mar 2021	SDRP meeting # 3	Evolution of the design of the ASB in response to SDRP # 2 and Schematic Design Consultation.	GA advice letter dated 19 March 2021	Refer to the Architect's Report for further details
5 May 2021	SDRP meeting # 4	Meeting scheduled to provide an update following SDRP # 3	-	-
<b>City of Newcastle (Local Council)</b>				
21 Oct 2019	Briefing for City of Newcastle Strategy, Innovation and Smart Cities team	Briefing to City of Newcastle representatives on the Precinct Vision, Precinct Plan and activation strategies. Discussion occurred around integration with City of Newcastle led smart cities initiatives and alignment with commitments within the Greater Newcastle Metropolitan Plan.	Broad support for the project and commitment to continued engagement	Ongoing engagement and collaboration.
April 2020	City of Newcastle consultation regarding current leasing arrangements to surrounding lots	Consultation with City of Newcastle representatives regarding the current leasing arrangements for adjacent sites to the development	Information supplied to assist project team.	Ongoing liaison
October 2020	Preliminary consultation with City of Newcastle relating to draft Traffic Impact reports	Submission of preliminary Traffic Impact reports to City of Newcastle.	City of Newcastle supplied information regarding parallel developments to assist in planning for the cumulative impacts.	Ongoing liaison
18 Nov 2020	Briefing for City of Newcastle CEO	Briefing to Chief Executive Officer, City	Broad support for the project and introduction	Ongoing liaison regarding management

Date	Activity	Summary of Meeting	Feedback	Project Response
		of Newcastle on progress of project, amendments to leases covering land to the north of the JHHC and opportunities for precinct activation consistent with Greater Newcastle Metropolitan Plan	made to City of Newcastle property team	of land to the north of JHH and coordination of bushfire management activities
24 Nov 2020	Introduction to City of Newcastle Natural Areas Manager	Meeting with Natural Areas Manager to discuss Bypass and works planned with TfNSW and coordination of management of fire trails on the JHHC and adjacent lands leased to City of Newcastle	Agreement around coordinated engagement with TfNSW and future management of surrounding areas	Ongoing series of meetings established.
<b>Joint Organisations</b>				
5 December 2019	Briefing to Greater Newcastle Metropolitan Plan Committee Meeting	Briefing to five lower hunter General Managers and Mayors together with RMS (TfNSW), DPC, DPIE and Hunter Central Coast Development Corporation (HCCDC)	Broad support and interest in progress of launching the concept plan and alignment with GNMP objectives	Ongoing engagement with TfNSW, DPC and HCCDC
<b>Ambulance Service of NSW</b>				
2 Feb 2021	Briefing to Ambulance Service of NSW on overall project design and briefing on rooftop helipad	Briefing on the site master plan, Acute Services Building design and refurbishment space. Focussed discussion on the rooftop Helipad design including approach and arrival pathways.	Support for the design of the rooftop helipad and maintaining the general approach and departure path	Continued engagement during detailed design and commissioning.
12 Apr 2021	Briefing to Ambulance Service of NSW on overall project design focussing on the Emergency Department and Ambulance Bay	Briefing on the site master plan, Acute Services Building design and refurbishment space. Focussed briefing on the Emergency Department and Ambulance Bay design.	Support for the design of the Ambulance Bay and Emergency Department noting need for flexibility for additional vehicles to be accommodated in the future	Continued engagement during detailed design and commissioning.
<b>Transport for NSW</b>				
31 Oct 2019	TfNSW and NSW Health collaboration meeting	Introductory meeting with TfNSW Senior Managers to agree governance of project	Meeting cycle set and agreement to collaborate to ensure	Ongoing liaison

Date	Activity	Summary of Meeting	Feedback	Project Response
		interfaces. Reviewed status and progress of the JHHIP and Bypass projects and public transport service planning activities. Agreed communications team interfaces and principles.	best for project outcomes	
11 Dec 2019	TfNSW and NSW Health collaboration meeting	Reviewed development of communication and governance protocols and general progress of the two projects. Agreed a shared program of activities.	Governance and information sharing arrangements agreed.	Ongoing liaison
17 March 2020	TfNSW and NSW Health collaboration meeting			Ongoing liaison
29 October 2020	TfNSW and NSW Health Executive Management Group	First executive meeting to review coordination between the Transport and Health projects to agree interfaces between the two projects	Principles agreed and structure of future coordination points nominated	Ongoing liaison
2 Nov 2020	TfNSW and NSW Health Program Control Group meeting	First of project officer meetings to agree coordination issues between the Transport and Health projects	Project Updates on programme, procurement approach and key interface risks.	Ongoing liaison
7 Dec 2020	TfNSW and NSW Health Program Control Group meeting	Second of project officer meetings to agree coordination issues between the Transport and Health projects	Design working groups established	Ongoing liaison
15 Feb 2021	TfNSW and NSW Health Executive Management Group	Second meeting of executive officers to review interfaces	Updates on respective project programme and designs shared.	Ongoing liaison
1 Mar 2021	TfNSW and NSW Health Program Control Group meeting	Third of project officer meetings to agree coordination issues between the Transport and Health projects	Updates on respective project programme and procurement approach provided.	Ongoing liaison
19 April 2021	TfNSW and NSW Health Program Control Group meeting	Meeting has been scheduled	N/A	N/A
<b>Subsidence Advisory NSW</b>				
23 Sept 2019	Project Briefing to Subsidence Advisory	Meeting with SANSW Leadership to provide an overview of the	Broad support for investigation strategy.	Ongoing liaison

Date	Activity	Summary of Meeting	Feedback	Project Response
	NSW and visit to project site	project's site investigation and initial mitigation strategy.		
13 Apr 2021	Project Briefing to Subsidence Advisory NSW and visit to project site	Meeting with SANSW Leadership to provide an update on project design and mine grouting strategy including due diligence reports and peer review of strategy.	Broad support for proposed approach and peer review strategy.	Ongoing liaison
<b>Fire Rescue NSW</b>				
18 Aug 2019	Project Briefing to Fire Rescue NSW	Site inspection with FRNSW Bushfire Officer to provide an overview of the master plan and proposed approach to bushfire mitigation.	Broad support for the project's approach to Bushfire mitigation	Ongoing liaison
25 Mar 2020	Project Briefing to Fire Rescue NSW	Briefing on the project's Concept Design with focussed discussion on proposed approach to fire services assets to be provided for use by FRNSW.	Broad support for the concept design and proposed approach.	Ongoing liaison
23 Feb 2021	Project Briefing to Fire & Rescue NSW	Briefing on the project's Schematic Design with focussed discussion on proposed approach to fire services assets to be provided for use by FRNSW.	Broad support for the concept design and proposed approach.	Ongoing liaison
<b>Rural Fire Services</b>				
27 March 2020	Submission of Pre-DA documentation to NSW Rural Fire Service (inclusive of response)	Submission of pre-DA lodgement pack for agency review. Response received on <b>30 April 2020</b>	Broad support for development requesting alignment with relevant state legislations and policies	Government
<b>Hunter Water Corporation</b>				
19 Jun 2019	Pressure and Flow enquiry	Submission of Pressure and Flow enquiry	Receipt of preliminary Pressure and Flow information on 24 July 2019.	Ongoing liaison (as required)
4 Feb 2020	Preliminary Service Advice Application	Submission of Preliminary Service Advice Application	Response received on 10 June 2020 noting the existing network capacity with sufficient to meet the forecast needs of the project.	Ongoing liaison (as required)
14 Sep 2020	Pressure and flow statement (amended application)	Project submitted an amended application	Pressure and flow statement received on 1 October 2020.	Ongoing liaison (as required)

Date	Activity	Summary of Meeting	Feedback	Project Response
		for pressure and flow statement.		
<b>Ausgrid</b>				
25 Feb 2020	Project Briefing to AusGrid and consultation regarding easements	Discussion regarding internal road designs and interface with existing easements	Informed design of the internal road network	Ongoing liaison (as required)
17 Aug 2020	Application for connection lodged to Ausgrid	Submission of project's application for connection lodged to Ausgrid	N/A	Ongoing liaison (as required)
<b>Jemena</b>				
9 Mar 2020	Project Briefing to Jemena and submission of feasibility application	Project briefing to Jemena covering initial scope, design and programme.	Response to feasibility application received on 16 March 2020 confirming that the existing network capacity is sufficient to meet the forecast needs of the project noting that Gas Meter infrastructure upgrades would be required within project site.	Ongoing liaison (as required)
29 Sep 2020	Amended application meter upgrade / downgrade submitted to Jemena	Submission from the project of alternate approach to Gas Meter upgrade submitted.	Amended request declined on 9 October 2020 with original advice referred to.	Ongoing liaison (as required)
<b>Precinct Partners</b>				
4 Oct 2019	On site stakeholder briefing – Ronald McDonald House Charities (RMHC)	Briefing to RMHC Board on the Precinct Vision and Precinct Plan.	Broad support for the Precinct Vision and Plan	Ongoing Liaison (as required)
10 Oct 2019	On site stakeholder briefing – Hunter Medical Research Institute (HMRI) Board	Briefing to the HMRI Board on the Precinct Vision and Precinct Plan	Broad support for the Precinct Vision and Plan. Request to contribute through Project Working Groups and Governance committees where appropriate.	Inclusion within relevant working groups. Ongoing liaison.
November 2019	Workshop with Hunter and Central Coast Development Corporation (HCCDC)	Briefing to HCCDC stakeholders on Project and Precinct Master Plan	Broad support for the Precinct Vision and Plan. Offer to support precinct development as required	Ongoing liaison.
<b>Industry / Community Bodies</b>				
October 2019	Community Information and Engagement Session – Hunter Business Chamber	Briefing to the HBC members on the Precinct Vision and Plan	Broader support for the Precinct Vision and Plan	Ongoing liaison.

Date	Activity	Summary of Meeting	Feedback	Project Response
January 2020	Project Briefing to Westpac Rescue Helicopter Service	Briefing on the Project Master Plan and interim Concept Design with a focus on Helicopter arrival and departure during construction and post completion	Broad support for the project design.	Ongoing liaison.

Table 4 - Engagement with Other Government Agencies, Councils and Utility Providers

**Engagement with broader stakeholder groups**

Stakeholder engagement and consultation activities		
Activity	Indicative timeframe	Stakeholder group
Project Governance Pathways including monthly Planning and Development Committee and monthly Executive Steering Committee	Established 2019 - ongoing	Internal Governance
Formation of Communications Working Group for monthly meetings and establishment of Terms of Reference	May 2019 - ongoing	Internal Governance
Regional NSW Leadership Executive Meetings - Quarterly	Established 2019 - ongoing	Internal Governance
Executive User Groups	Established 2019 - ongoing	Internal Project Partners
Project User Groups – Functional Briefing	Established 2019 - ongoing	External Internal Project Partners
Clinical Council Meetings - Medical Staff Council (JHH) and Medical Leadership Team (JHCH)	July 2019 – ongoing and as required	Internal
All staff update and project information session	August 2019 – ongoing and as required	Internal
Master Plan Launch – media release, social media update and webpage	August 2019	All stakeholders
HNELHD Social media Post – traffic congestion and parking	August 2019	All stakeholders
Six monthly reviews (minimum) and update to the Communications and Engagement Framework	August 2019 - ongoing	Project partners
JHHIP Staff Newsletter	Established August 2019 - ongoing	Internal
Project Notice – geotechnical assessments	September 2019	Internal
Community Information and Engagement Session – HMRI Open Day	October 2019	All stakeholders Community
Community Information and Engagement Session – Presentation at Property Council of Australia Lunch with Q&A and Audience Ideas Card	October 2019	External Community Precinct partners
Participation in Regional Leadership Executive Economic Development Sub-Committee	November 2019 – ongoing quarterly	Government

Information and Engagement Session – HNELHD Youth Health and Wellbeing Council – Community, consumer and stakeholder representatives	February 2020	External
Emotional Design Brief – Community, consumer, patient and staff consultation and engagement	February 2020 – April 2020	Internal External Consumers
Monthly meetings – Property Council of Australia (Hunter Chapter)	Established March 2020 – ongoing	External
Sustainability Working Group	Established March 2020 – ongoing	Internal
Commencement of JHH Emergency Department Interim Expansion Stage 1 – media release, social media updates and webpage	April 2020	All stakeholders
Weekly Staff Newsletter – JHH Emergency Department Interim Expansion Stage 1	April 2020 – August 2020	Internal
Project Newsletter – staff – bi-monthly – Project Connect	Established April 2020 - ongoing	Internal
Information and Engagement Session – JHH Closing the Gap Committee	May 2020	External Internal
On site stakeholder briefing – Possum Place	May 2020	External
Information and Engagement Session – HNELHD Family Advisory Council – Community, consumer and stakeholder representatives	June 2020	External
Formation of Stakeholder Consultative Committee and establishment of Terms of Reference – Community, consumer and stakeholder representatives	June 2020 - September 2020	External
Establishment of consumer and community representative database - Community, consumer and stakeholder representatives	June 2020 – ongoing	External
Commencement of Interim Traffic Works – Jacaranda Drive and Lookout Road Intersection Upgrade – social media and LED traffic signage	July 2020	All stakeholders
Jacaranda Drive Intersection Upgrade Newsletter	July 2020 - September 2020	Internal
Retail survey – online – internal	August 2020	Internal
Retail survey – online - external	September 2020	All stakeholders
Fortnightly Newsletter – JHH Emergency Department Interim Expansion Stage 2	September 2020 – ongoing	Internal
Commencement of bi-monthly Stakeholder Consultative Committee meetings - Community, Consumer and Stakeholder Representatives	October 2020 - ongoing	External
Project website launch	October 2020	All stakeholders
Concept Design Images Launch – milestone event, media release, social media and website	October 2020	All stakeholders
Commencement of JHH Emergency Department Interim Expansion Stage 2 – media release, socials and website	October 2020	All stakeholders
Near neighbour door knock – acoustic monitoring activities	October 2020	External

NAIDOC Week Yarn Up – JHH and JHCH Aboriginal Staff - Information session and Q&A	November 2020	Internal
Information and Engagement Session – HNELHD Rural and Regional Executive Meeting	December 2020	Internal
All staff update and project information session	December 2020	Internal
JHHIP Project Newsletter	December 2020 - ongoing	All stakeholders
Community Information and Engagement Session – Newcastle City Farmer’s Markets	February 2021	All stakeholders
Information and Engagement Session – HNELHD Board sub-committee for Aboriginal Health	February 2021	Project partner
John Hunter Health Committee - Community, Consumer and Stakeholder Representatives	February 2021	External
Social Impact Assessment and Community Engagement Survey	February 2021 – March 2021	All stakeholders
Community and Staff Information and Engagement Session – monthly – JHHIP Comms Hub	Established March 2021 - ongoing	All stakeholders
Design meeting – Connection to Country – Aboriginal stakeholders	March 2021	External Internal
Community and Staff Information and Engagement Session – monthly – JHHIP Comms Hub	Established March 2021 - ongoing	All stakeholders
Design meeting - Aboriginal Stakeholders	April 2021	External Internal
Community and stakeholder tactical communication plan	From Stage 1 SSSA lodgement	External Internal

Table 5 - Stakeholder Engagement summary register

## 7 Impact of Stakeholder Engagement

With a strong commitment to ensuring NSW Health places the community at the centre of what it does, the JHHIP project has benefited from community and consumer input into the design and planning for the project to date and this is anticipated to continue throughout the life of the project.

The table below outlines the key changes made to the design as a direct result of stakeholder engagement:

Changes to design of the development as a result of stakeholder engagement			
Issue raised	Stakeholder Group and Details	Forum / avenue	What change as a result
Site location, relationship of new ASB to existing health services, campus connectivity and services flow	Project Partners Internal (Staff, clinicians, on site stakeholders, Lead Design Team)	Design Working Groups Value Management & Options Analysis Workshops (x2)	Arrangement of Acute Services Building including connections into existing facility defined
Stronger involvement of the Aboriginal people in the design and planning process	All stakeholders	Stakeholder Consultative Committee ( <b>SCC</b> ) Community Information and Engagement Sessions Face-to-face and virtual meetings All staff updates Project email	A commitment to the following as part of the planning and design: Aboriginal community is engaged and consulted Aboriginal community members in Project User Groups ( <b>PUGs</b> ) Aboriginal community members in SCC Acknowledgement of and tribute to traditional owners Creation of designated culturally appropriate and welcoming spaces within the facility Project is a standing agenda item on the Closing the Gap Committee and Aboriginal Health Committee Board Employment opportunities and engagement with Aboriginal businesses are maximised during the project Ongoing collaboration with JHH Management and HNELHD Aboriginal Health Unit to deliver engagement
Distances are too great for the elderly to walk, especially from the parking	External (Community)	Stakeholder Consultative Committee General Feedback via existing hospital feedback pathways	Basement parking has been incorporated into the design of the ASB for improved access.

Changes to design of the development as a result of stakeholder engagement			
Issue raised	Stakeholder Group and Details	Forum / avenue	What change as a result
			Designated drop off zones have been included in the design of the redevelopment. A contributing factor in deciding the northern placement option for the ASB is to reduce walking distances.
Car parking	All stakeholders	Stakeholder Consultative Committee Community Information and Engagement Sessions Face-to-face and virtual meetings All staff updates Project email	Project Team engaged a traffic consultant to undertake a demand study which indicated the need for additional parking as a result of the construction of the ASB. Basement parking will be provided in the ASB and through site-wide assessment of requirements.
Traffic congestion	Staff Community Consumers	Stakeholder Consultative Committee Community Information and Engagement Sessions Face-to-face and virtual meetings All staff updates Project email	Accommodated the construction of a north road in the design, to utilise the bypass connection and allow a split of traffic flows to improve precinct access as part of the masterplan.
Fire Hydrant system	FRNSW	Project briefing session	Inclusion of partial upgrade of the existing JHH fire hydrant system. Relocation of existing booster assembly to ASB to provide single point for fire brigade that serves the site.
View impact from surrounding properties	GANSW	State Design Review Panel	Structure and visual form of the building has been designed into 'fingers' to the north to reduce visual impact of the mass of the new building. Detailed view analysis has been completed and results are provided in the Architect's design impact statement.
Mine Subsidence Strategy	SANSW	Project briefings and workshops	The team has worked collaboratively with SANSW to agree

Changes to design of the development as a result of stakeholder engagement			
Issue raised	Stakeholder Group and Details	Forum / avenue	What change as a result
			methodology for modelling grouting strategy through pre-ldgment consultation.
Bypass Interchange	TfNSW	Project coordination meeting	Informed civil design along south-western boundary, and roundabout design at bypass interchange. Has informed detailed coordination of the siting of the roundabout at the new Bypass interchange and road alignment where the two projects intersect.
Sustainability Strategy	LHD Executive	Sustainability Working Group Social media HNE LHD webpages	Informed the project strategy in order to respond to LHD's carbon neutral and sustainability targets.
Helicopter Flight paths	NSW Air ambulance, Westpac rescue helicopter, RAAF Base	Meetings and project correspondence	Provided understanding of helicopter flight paths, and in doing so informed the preferred location of helicopter landing sites.
Gas meter	Jemena	Project correspondence	Expansion of existing gas meter set confirmed with preferred location agreed.
Roads within existing Electrical easement	Ausgrid	Correspondence	Informed location and design of North road alignment to avoid easement as much as possible. Levels of road were designed to avoid earthworks within easement.
Potential limited representation by rural and regional stakeholders in the design of the precinct	External	Stakeholder Consultative Committee	Included rural and regional representatives in the Stakeholder Consultative Committee Wayfinding and signage to assist with those who do not regularly visit the campus. Commitment to continue regional consultation activities.
Disabled access carparking close to the Emergency Department	External	Stakeholder Consultative Committee	Disabled Parking provided at Main

Changes to design of the development as a result of stakeholder engagement			
Issue raised	Stakeholder Group and Details	Forum / avenue	What change as a result
		Community Information and Engagement Sessions	Entrance and Emergency Entrance.
Disabled staff parking	External	Stakeholder Consultative Committee	Disabled Parking provided at Main Entrance and Emergency Entrance.
Cyclist facilities	External	Community event	End of trip facilities incorporated into basement of ASB. Connections to existing cycle routes clarified.
Vegetation clearing and impact to wildlife	External	Community Information and Engagement Sessions	Incorporation of extensive landscaped green spaces within the elevated courtyard and gardens. Careful selection of species of plants to ensure alignment with Connection to Country. Consideration of incorporation of cleared vegetation as part of arts program. Revegetation of land proposed for construction works in areas not required for bushfire protection. Adjustment of the north road levels to reduce earthworks and impact of batters on existing planting. Use of Acceptable Solutions in Bushfire Protection to minimise impacts from APZ.
How emergency vehicles can pass other vehicles to get to the Emergency Department	External	Stakeholder Consultative Committee	Dedicated emergency vehicle travel lane included in the design of internal roads and the proposed roundabouts.
Parking for Community Transport vehicles	External	Stakeholder Consultative Committee External events	Areas identified for community transport vehicles to lay over and drop off consumers.
Potential impacts from helicopter movements resulting in impact to in patient units	External	Stakeholder Consultative Committee	Development of the design to minimise impact on patients, staff

Changes to design of the development as a result of stakeholder engagement			
Issue raised	Stakeholder Group and Details	Forum / avenue	What change as a result
			and the community from the rooftop helipad. Additional acoustic treatment included within the design to minimise noise within the Acute Services Building.
Outdoor area for children near the children's ward	External	Stakeholder Consultative Committee	Retained the current outdoor garden and courtyard space adjacent to JHCH inpatient units. Consideration of use of new outdoor spaces to provide enhanced amenity for all JHH and JHCH consumers and patients.
Drop of zone to support patients	External	Stakeholder Consultative Committee	Expansion of proposed drop-off zone at main entry to include additional spaces and covered connection to main entrance. Space included for community transport vehicles.
Continuity of cycle access to the campus	External	Community Information and Engagement Sessions Stakeholder Consultative Committee Project email	Inclusion of cycle lane along Hospital Access Driveway to connect into the existing network to the north.
Security at night walking to and from the carparks	External	Community Information and Engagement Sessions	Incorporation of basement car parking in the ASB. Providing enhanced link from the existing car park to the main entrance.

Table 6 – Summary of incorporation of Stakeholder engagement feedback