

HEALTH INFRASTRUCTURE

Rouse Hill Hospital

State Significant Development Application Engagement Report

5/09/2025

Version 1.0

Revision	Date	Author	Approval	Description
Rev A	05/09/25	Michelle Delaat	Katie Babula Matt Malone Matt Satherley	Consultation report for SSDA application

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Background

Purpose

This Engagement Report, developed specifically for the Rouse Hill Hospital, outlines the engagement activity that has been undertaken prior to the Environmental Impact Statement (EIS), under State Significant Development Application (SSDA) (SSD-XXXXXXXX) to meet the Secretary’s Environmental Assessment Requirements (SEARs). The importance of meaningful, proportionate and tailored engagement is recognised for the new Rouse Hill Hospital project.

The aim of this report is to:

- Demonstrate a clearly planned and timely approach to engagement
- Outline the engagement undertaken that has informed the development of the proposal and contributed to better outcomes
- Report on how engagement has shaped the project under assessment.

Consistent, transparent and proactive communications and engagement are essential to delivering a successful project outcome. Engaging with the right people at the right time informs project planning, design and delivery, as well as links the community, stakeholders and consumers at all levels of the health system to the project.

Engagement undertaken for the new Rouse Hill Hospital has helped the project team understand and identify potential issues for the project and develop mitigation measures to address them.

Secretary’s Environmental Assessment Requirements (SEARs)

The Department of Planning, Housing and Infrastructure (DPHI) issued Secretary’s Environmental Assessment Requirements (SEARs) on ## ##### #### (Reference: SSD-XXXXXXXX) for the preparation of an Environmental Impact Statement (EIS) for the proposed development. The SEARs outlined the following requirements in relation to engagement.

SEARs specification and report references relating to engagement

27. Engagement report	
Detail engagement undertaken and demonstrate how it was consistent with the Undertaking Engagement Guidelines for State Significant Projects. Detail how issues raised and feedback provided have been considered and responded to in the project. In particular, applicants must consult with:	Refer to section ‘Engagement’
<ul style="list-style-type: none"> • the relevant Department assessment team. 	Environmental Impact Statement
<ul style="list-style-type: none"> • any relevant local councils. 	Refer to section ‘Engagement’
<ul style="list-style-type: none"> • Any relevant agencies (including the Western Parkland City Authority • for development within the Western Parkland City). 	Refer to section ‘Engagement’ for relevant agencies The project does not fall within the Western Parkland City authority area
<ul style="list-style-type: none"> • the community. 	Refer to section ‘Engagement’
<ul style="list-style-type: none"> • if the development would have required an approval or authorisation under another Act but for the application of s 4.41 of the EP&A Act or requires an approval or authorisation under another Act to be applied consistently by s 4.42 of the EP&A Act, the agency relevant to that approval or authorisation. 	Not applicable

Key deliverable: State Significant Development Application Engagement Report

Project description

The new Rouse Hill Hospital project is being delivered in partnership with Health Infrastructure and Western Sydney Local Health District (WSLHD). It will deliver expanded clinical services and capacity to meet the healthcare needs of the growing north-western Sydney community.

The NSW Government initially committed \$300 million, to build a new hospital on the corner of Commercial Road and Windsor Road. In late 2021, the site was acquired. In 2023, the NSW Government committed an additional \$400 million bringing the total budget for the hospital to \$700 million. In April 2025, the Federal Government made a commitment for an additional \$120 million to deliver maternity and birthing services at Rouse Hill Hospital, followed by an additional \$90 million additional funding commitment by the NSW Government announced in May 2025.

The new hospital is being specifically designed to embrace advanced digital technology and innovative models of care to bring world-class care right to Sydney's northwest. The new Rouse Hill Hospital will ensure communities in north-western Sydney will have access to the very best contemporary health care much closer to home. The new Rouse Hill Hospital will complement Blacktown, Mount Druitt, and Westmead Hospitals to ensure comprehensive healthcare throughout the northwest.

The proposed development comprises:

- Site preparation including earthworks and tree removal;
- Construction of internal roads with connection to Commercial Road;
- Incoming electrical and communications services
- Construction of hospital buildings up to eleven storeys;
- Construction of a ten storey above-ground car park;
- Pedestrian and cycle pathway connections;
- Landscaping; and
- Ancillary works to Commercial Road, comprising:
 - minor works (including realignment of existing median strip, kerb and gutter, footpath and lane marking) to provide access from Commercial Road into Hospital Road; and
 - associated tree removal along Commercial Road.

The scope of the proposed works includes:

- An emergency department and primary access clinic
- Comprehensive birthing services including birthing rooms and a maternity inpatient unit
- Inpatient beds and day surgery services
- Short stay medical assessment services
- Pathology, pharmacy, and medical imaging services
- Outpatient and ambulatory care services including paediatrics and renal dialysis and antenatal and postnatal services
 - Virtual care and hospital in the home services
 - Prehabilitation, rehabilitation and lifestyle medicine.



Artist's impression of Rouse Hill Hospital

Scope of works

The below table outlines indicative key milestones during the planning, design and delivery phases of the new Rouse Hill Hospital project.

Project milestones

Date/ Timeframe	Activity Milestone
Complete	Clinical services plan development
Complete	Masterplan completion
Complete	Concept design completion
Complete	Pre-SSDA stakeholder consultation and community engagement
Complete	Strategic Business Case
2025	Schematic design completion
2025	Review of Environmental Factors (REF) for early works notified
2025	REF for early works determined
2025	State Significant Development Application (SSDA) lodged

*Construction timeframes will be confirmed once planning and design phase is complete and following the award of a construction contract.

Engagement

Objectives

The communication and engagement objectives for this project are to:

- Encourage community participation in the planning and co-design of the Rouse Hill Hospital and establish a strong community network that will remain after the new Rouse Hill Hospital opens.
- Listen to feedback and ensure it is considered at key and relevant decision-making points in the project.
- Ensure that engagement activities have been assessed and planned to provide the best opportunities to inform, consult and/or involve residents living in Rouse Hill.
- Develop targeted, effective communications outputs for all key stakeholders and the community at all stages and milestones.
- Provide clear information and regular information about the project’s progress, as well as specific staff and consumer benefits of the new facilities.
- Proactively and efficiently manage the flow of information between all key stakeholders to mitigate risks or misinformation and identify opportunities early.

Engagement Approach

The communication and engagement approach for the new Rouse Hill Hospital focuses on early, proactive, transparent and regular communications and engagement throughout all stages of the project. This helps to develop community and stakeholder understanding for the project, ensure opportunities for stakeholder and community input and feedback, identify and manage issues early and help achieve better outcomes for the project and community.

Health Infrastructure has been engaging with stakeholders and the community since 2020, including engagement related to the previously lodged Concept and Stage 1 State Significant Development Application (subsequently withdrawn following additional project funding) , and a recently approved REF to facilitate early works.

The level of public participation required for this project is informed by the IAP2 spectrum, and based on the level of public impact from the project and the scope for community and stakeholder input to the new Rouse Hill Hospital.

Based on the IAP2 Spectrum, the project team listed its key stakeholders (internal and external) and the most suitable approach for engagement as shown in the table below. (For reference: **IAP2 Public Participation Spectrum.**)

Inform	Consult	Involve	Collaborate	Empower
We will keep you informed	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decision to the maximum extent possible	We will implement what you decide

Inform	Consult	Involve	Collaborate	Empower
Local health services	Patients and consumers		Rouse Hill Hospital	Generally aspirational for the public
Project neighbours	The local community		Consumer Reference Group	
Local businesses	The multicultural community		LHD Project User Groups	
Local interest groups	Local Dharug community		LHD Aboriginal Health Unit	
Local schools	Local Councils		LHD Multicultural Unit	
Local Health District (LHD) staff not directly involved in user groups	NSW Government agencies			
Local Members				

Engagement undertaken

This section outlines how the new Rouse Hill Hospital project is strategically and proactively engaging the community and key stakeholders including staff, health providers, Government agencies, patients, neighbours and surrounding communities – from planning and design through to construction and handover.

Internal stakeholder engagement

The new Rouse Hill Hospital project is supported by several internal project engagement committees and groups that report into project governance. Internal project engagement groups and their frequency of occurrence, include:

- Executive Steering Committee (ESC), Planning & Delivery Committee (PDC), Executive User Group (EUG) - monthly meetings
- Project Working Groups (PWGs) - ad-hoc basis
- Communications & Engagement Working Group – monthly meetings
- Project User Groups (PUGs) - multiple rounds during Concept Design and Schematic Design summarised below
- Staff briefings - as required

Project User Groups

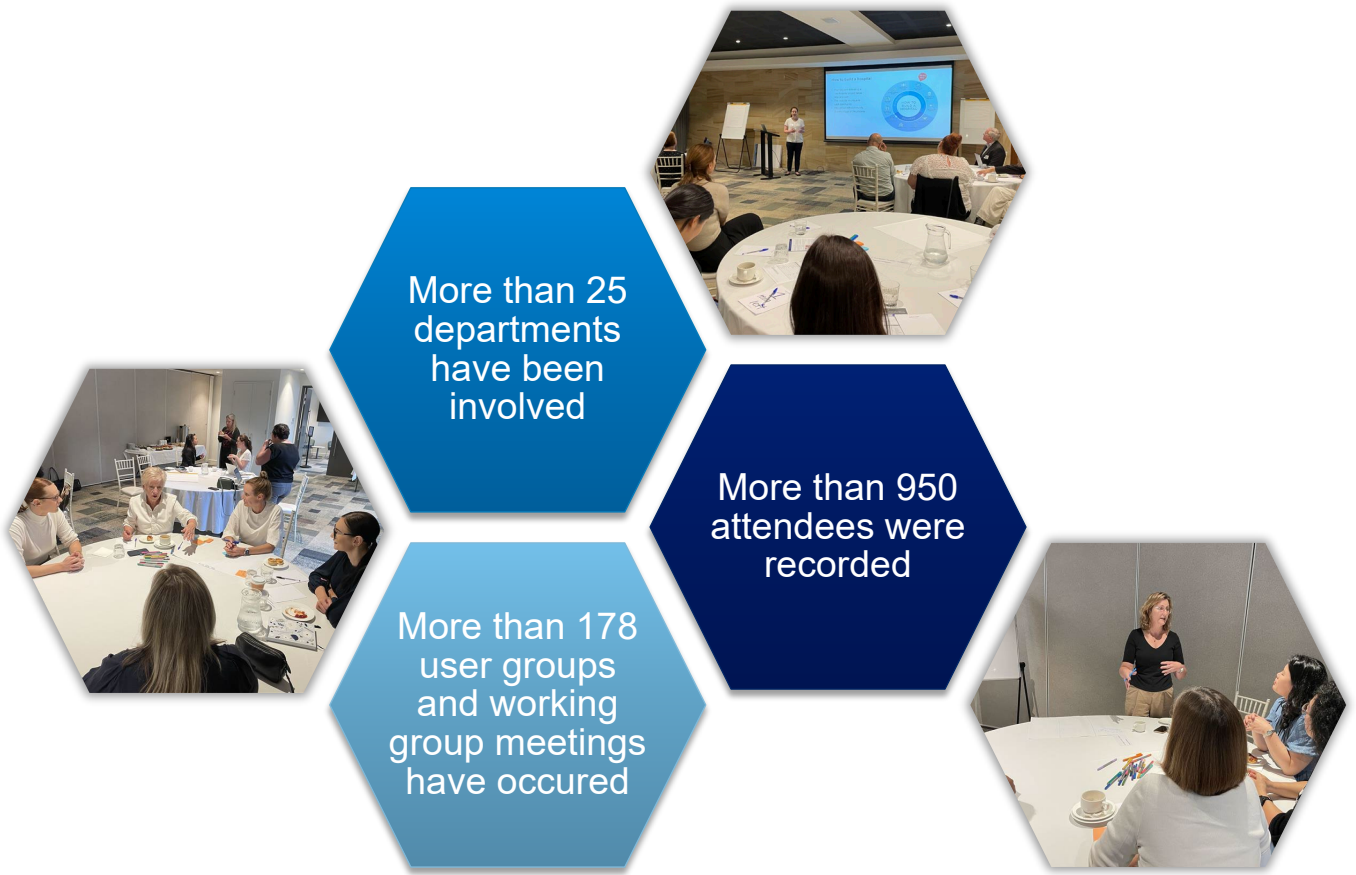
Project User Groups (PUGs) are a key consultation forum between the project team and clinical stakeholders and form part of the governance for the Rouse Hill Hospital project. The membership of each PUG is selected to ensure a broad representation of stakeholders from within the service and are made up of Western Sydney Local Health District (WSLHD) staff, hospital staff, clinicians, carers and consumer representatives.

PUGs are designed to achieve the following:

- Generate clinical and operational planning input for the design process
- Provide feedback on health delivery matters
- Represent the interests of the departments included in the development
- Identify representatives who provide a conduit of information to, from and for the broader workforce
- Work collaboratively with the project team.

PUGs were established in during the planning phase by the project team to engage on Summary of Model of Care/ Service PUGs, Functional Design Brief (FDB) PUGs and Schematic Design (SD) PUGs.

Below is a summary of the number of PUGs undertaken to support the project:



External engagement



Community and staff information pop up at Blacktown Hospital

In addition to the project user groups and working groups, the project team also actively engages with the various external stakeholders within the Hills and Blacktown LGAs, across WSLHD and surrounds to ensure we are building a facility that meets their health needs and is designed to make everyone feel safe, welcome, and comfortable. These engagement activities are done in alignment with the various design stages. Below is the list of internal and external engagement activities (excluding the above mentioned project user groups and working groups).

Community, consumer and staff engagement

External engagement has been facilitated via the following channels:

Engagement channel	Engagement outcomes
Project website	Health Infrastructure and WSLHD established dedicated Rouse Hill Hospital websites for up-to-date project information and to advertise opportunities for engagement.
Project mailbox	A project specific email address, advertised on all project collateral and project website, was established to provide an avenue for staff, stakeholder and community enquiries – HI-@rousehillhospital@health.nsw.gov.au
Collateral	A series of project specific collateral was prepared to assist staff, community and stakeholders to learn more about the project and provide feedback. These included:

Engagement channel	Engagement outcomes
	<ul style="list-style-type: none"> • A pre-SSDA factsheet providing a summary of key environmental factors (See Appendix A) • A project specific factsheet to provide key project information including scope (see Appendix B) • A project flyer to advertise community information sessions in 2024 (see Appendix C) • A project business card to provide project contact details (See Appendix D) • 6 display boards with artist’s impressions and project planning information (See Appendix E) <p>Specific project collateral was also developed for the August 2025 REF exhibition providing key information about the planning approval and updates to the project scope.</p>
Media release	<p>A media releases to advertise the pre-SSDA community information sessions was distributed on 16 August 2024.</p> <p>A further media release to advertise REF specific community information sessions was distributed on 4 August 2025.</p>
Newspaper advertising	<p>A newspaper advertisement was placed in the Hills to Hawkesbury community news on 23 August 2024 to advertise the community information sessions (See Appendix F).</p> <p>A further newspaper advertisement was placed in the Hills to Hawkesbury community new on Friday 8 August 2025 to advertise REF specific community information sessions.</p>
Social media	<p>Project updates and advertisements for community information sessions were included across various Health Infrastructure and WSLHD social media channels.</p> <p>Further project updates and advertisements for REF specific community information sessions were included across various Health Infrastructure and WSLHD social media channels.</p>
Survey	<p>A social impact survey was advertised in August and September 2024 via events, on the project website and via social media channels. The survey encouraged participants to sign up for project alerts. 572 people completed the survey and findings are captured in Appendix AE– Social Impacts Assessment.</p> <p>A further survey was advertised in August 2025 to seek feedback on maternity services. Outcomes of this survey at to be confirmed.</p>
Community information sessions	<p>350 people visited a program of community information sessions that were held in person between Saturday 24 August and Thursday 12 September 2024 at the following locations:</p> <ul style="list-style-type: none"> • Saturday 24 August – Galungara Reserve, Farmland Drive Schofields • Wednesday 28 August – Westmead Hospital, Entrance 4 • Wednesday 28 August – Vinegar Hill Memorial Library, Rouse Hill • Tuesday 3 September – Castle Towers • Sunday 8 September – Sydney Boutique Markets

Engagement channel	Engagement outcomes
	<ul style="list-style-type: none">Thursday 12 September – Blacktown Hospital. <p>261 people visited a program of community information sessions that were held in person between 12 and 23 August 2025 at the following locations:</p> <ul style="list-style-type: none">Tuesday 12 August 10.00am-2.00pm Castle Towers, near ColesWednesday 13 August 10.00am-2.00pm at Schofields Village, near ColesThursday 14 August 11.00am-1.00pm at Blacktown Hospital, outside Gloria JeansWednesday 20 August 3.00pm-7.00pm at Rouse Hill Town Centre, outside WoolworthsSaturday 23 August 10.00am-1.00pm at Tallawong Village, near main entrance on ground floor
Briefings, presentations and meetings	<p>Various briefings, presentations and meeting were carried out with external stakeholder to support planning, design and SEARs requirements, this has included engagement with key consumer groups, community organisations, local businesses and neighbours including:</p> <ul style="list-style-type: none">GPTHealth Co. (HMC Capital)Norwest Private HospitalThe FiddlerThe MercureKFCRaine and HorneMQ HealthAutumn propertiesDariusshLocal Dharug community membersLocal multicultural health workers and community membersRouse Hill Hospital consumer reference groupWSLHD consumer councilWSLHD youth councilRegistered Aboriginal parties.

A summary of community organisations and stakeholders consulted is provided in the Engagement Tracker below.

Agency engagement

The project team undertook consultation with key government agencies to inform preparation of the EIS and SSDA, and as part of SEARs requirements. This has included engagement with:

- Transport for NSW (TfNSW)
- The Hills Shire Council
- Blacktown Council
- Government Architect NSW (State Design Review Panel)
- State Emergency Service
- Department of Planning, Housing and Infrastructure
- Sydney Water
- Endeavour Energy
- NSW Ambulance
- HealthShare
- Native Title Tribunal
- Heritage NSW
- Office of the Registrar, Aboriginal Land Rights Act (ORALRA)
- Greater Sydney Local Land Service
- Fire and Rescue NSW
- Sydney Metro
- NSW Police

A summary of government agencies consulted is provided in the Engagement Tracker below.

Engagement Tracker

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
19 May 2020	Blacktown Council	2	Meeting	Planning/masterplanning	Early planning - needs around traffic access and egress	Council needs considered in the design process.
20 May 2020	TfNSW	2	Meeting	Planning/masterplanning	Discussions around early traffic planning and options development and discussion. Supported option requires acquisition of private land.	TfNSW views on options considered in the design process. Further reviews sought during land acquisition stage.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
18 Sep 2020	TfNSW	2	Meeting	Planning/masterplanning	Presentation on early traffic planning based on previous discussion	N/A
16 Oct 2020	TfNSW	2	Meeting	Planning/masterplanning	Discussions and agreement around traffic assessment requirements. Collaboration to continue.	Requirements were factored into project planning and further meetings with TfNSW were required to progress.
6 Nov 2020	TfNSW	6	Meeting	Planning/masterplanning	Presentation with traffic consultant for early traffic planning, discussion of changed signals subject to further modelling.	Arup submitted information
19 Nov 2020	TfNSW	Various	Correspondence	Planning/masterplanning	Confirming discussions and advice to date on options and traffic assessment.	HI progressed discussions post completion of land acquisition
24 Feb 2021	TfNSW	6	Meeting	Planning/masterplanning	Update on modelling exercise, methodology, Rouse Hill Drive access, pedestrian access - TfNSW to provide feedback on pedestrian access.	Feedback considered in the design process.
11 Mar 2021	Endeavour Energy	2	Meeting	Planning/masterplanning	Discussion regarding interfaces in the context of the existing substation, HV cables and easements - Draft proposal from Northrop to be issued to EE technical team.	Action items for future works noted to be progressed upon appointment of traffic consultant. Northrop liaised with EE regarding EV and services.
30 Mar 2021	Hills Shire Council	1	Meeting	Planning/masterplanning	Site selection and processes for continued collaboration.	N/A
30 Mar 2021	GPT	Various	Correspondence	Planning/masterplanning	Site selection update.	N/A
31 Mar 2021	Blacktown Council	Various	Correspondence	Planning/masterplanning	Early planning - site selection.	N/A.
9 Jun 2021	GPT	Various	Meeting	Planning/masterplanning	Initial introductions and discussion regarding the site and Rouse Hill Hospital - expressed support of project but concerns regarding parking, increased traffic/queueing/employment, GPT master plan. Requested follow up briefing.	Feedback considered in the planning and design process.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
1 Aug 2021	Hills Shire Council	1	Meeting	Planning/masterplanning	The Hill Shire Council requested additional meeting with HI.	Project team was unable to provide additional details on master plan or Clinical Services Plan (CSP). Hence, the meeting was deferred.
2 Sep 2021	Hills Shire Council	Various	Correspondence	Planning/masterplanning	Update on site selection.	N/A
2 Sep 2021	DPIE (now DPPI)	Various	Correspondence	Planning/masterplanning	Site selection and processes for continued collaboration.	No response received.
2 Sep 2021	Norwest Private Hospital	Various	Correspondence	Planning/masterplanning	Advice on location of acquired site and expressed interest in continued collaboration.	N/A
Dec 2021	Consumer Health care providers Local Dharug community Multicultural community	158	Focus groups and workshops and introductory community information session	Clinical services planning	Views about clinical services required and different types of models of care including: ambulatory care, digital hospital, consumer focussed care, hospital in the home, integrated care, virtual hospital and specialist hospital. Participants showed preferences for: <ul style="list-style-type: none"> • An accessible service close to home • Close to public transport • Adequate resources and trained staff • Communication pathways • Patient centred care • Central co-ordination • Infrastructure was felt to be crucial to support all the models Participants also supported a blending of models in the provision of care, citing concerns about disease severity, accessibility and choice when discussing standalone models. In summary, consumers and providers within the Rouse Hill catchment are invested in the creation of an innovative, well integrated hospital that will service the changing needs of the community.	Findings were used to inform Clinical Services Planning for ongoing design decisions and model of care development.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
24 Feb 2022	Hills Shire Council	11	Meeting	Planning/masterplanning	Strategic planning collaboration – council presented plans for the local area.	Council strategic plans considered in the design process. Meeting to follow post development of Master Plan and CSP.
9 Mar 2022	Sydney Water	Various	Correspondence	Planning/masterplanning	Project status update.	N/A
9 Mar 2022	GPT	Various	Meeting	Planning/masterplanning	Planning discussions with GPT.	Acknowledgement for continued engagement to assist with the planning, design and approval processes .
23 Mar 2022	DPIE (now DPHI) Hill Shire Council	6	Meeting	Project update	Council provided an update on existing an potential development applications and well as current and planned roadworks.	Information provided was used for ongoing planning and design development.
6 Apr 2022	State Design Review Panel	16	Meeting	Design review	Design feedback was provided for consideration including embedding Connecting with Country narratives, embed nature in the design including ecological corridors, collaboration with indigenous communities, ensure connectivity to indoor/outdoor public spaces, Rouse Hill town centre and surrounds, provide integrated urban design, and sustainability (passive design, narrow floorplates, illustrate decarbonisation strategies).	Feedback was used for ongoing design process and to be addressed in the following meeting.
11 Apr 2022	GPT	4	Meeting	Project update	To discuss status update and alignment of the planning and design for Rouse Hill Hospital and GPT site.	Feedback was used to inform masterplanning of services infrastructure for each site.
12 Apr 2022	TfNSW	12	Meeting	Project update	Meeting with TfNSW to discuss proposed design for access to the hospital. Design option received in principle agreement, TfNSW requested additional modelling of Commercial Road intersections and assumptions to be noted.	Health Infrastructure will continue to engage with TfNSW to work through solutions. Detailed modelling completed.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
20 Apr 2022	GPT	5	Meeting	Project update	Meeting with GPT to discuss status of Connecting with Country and First Nations engagement approach for respective projects.	Feedback from GPT used to inform the ongoing planning and design work. Further meeting beneficial once RHH project team commences engagement and Northern Precinct design progresses.
21 Apr 2022	Hills Shire Council	2	Correspondence	Planning/masterplanning	Correspondence regarding stormwater management and seeking a meeting.	HSC noted consultation is not required prior to SSDA lodgement.
16 May 2022	GPT	10	Meeting	Project update	Meeting to discuss respective project strategies for civil and stormwater engineering coordination. GPT still developing design, presented strategy from previous Development Application.	Health Infrastructure will continue work with GPT to work through solutions.
1 Jun 2022	State Design Review Panel	11	<ul style="list-style-type: none"> Meeting 	Design review	Project team presented response to feedback from session 1. Support received for integration of Connecting with Country principles, design within the larger Rouse Hill master plan framework and sustainability.	Feedback was used for ongoing design process and to be addressed in the following meeting.
6 Jun 2022	Endeavour Energy	8	<ul style="list-style-type: none"> Meeting 	Project update	Meeting to discuss impacts of proposed work on Endeavour Energy assets. Endeavour Energy provided information on the location of existing assets.	Further investigation work to be conducted and Health Infrastructure will continue to work through solutions with Endeavour Energy.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
Jun - Aug 2022	Local Aboriginal community	20	<ul style="list-style-type: none"> Focus groups 	Clinical services planning	<p>Using a co-design approach led by Aboriginal team members, the cultural and health needs were gathered from Aboriginal community members who live or work in the Rouse Hill catchment. Across the yarning circles, participants identified key cultural, strengths, limitations and enablers relevant to accessing health care in hospitals as well as making comments on the evidence-based models of care.</p> <p>Common themes of respect and recognition, relationships and partnering and capacity building emerged as important consumer and provider considerations when developing and evaluating care services. Participants supported a range of models citing concerns about accessibility and choice when discussing evidence-based models of care. Aboriginal community members and providers are invested in the co-creation of an innovative, well-integrated hospital that will meet the needs of the community.</p>	Findings were used to inform Clinical Services Planning for ongoing design decisions and model of care development.
17 Jun 2022	Registered Aboriginal Parties	6	<ul style="list-style-type: none"> Meeting 	Planning/masterplanning	Site survey and meeting conducted by ACHAR consultant archaeologist's Urbis following invitation of RAP's (Registered Aboriginal Parties) to attend a site survey purpose to conduct a walkover, thorough briefing, discuss potential archaeological mitigation strategies.	Feedback provided was incorporated into the ACHAR report
28 Jun 2022	Sydney Water	Various	<ul style="list-style-type: none"> Correspondence 	Planning/masterplanning	Health Infrastructure submitted a feasibility application to Sydney Water for assessment.	Sydney Water assessment to inform ongoing planning and design process. Sydney Water to provide confirmation of capacity required to feed into design.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
15 Jul 2022	Endeavour Energy	Various	<ul style="list-style-type: none"> Meeting 	Project update	<p>Meeting with Endeavour Energy to present sketch design for relocation of assets due to road widening.</p> <p>Endeavour Energy in principle supported design and acquisition intent. Land acquisition requirements were discussed.</p>	Feedback informed further design and survey work. Project team conducted further detailed design following further survey works. EE provided existing relevant documentation. Land acquisition to be determined.
18 Jul 2022	TfNSW GPT	6	<ul style="list-style-type: none"> Meeting 	Project update	Meeting with GPT and TfNSW to discuss the existing Rouse Hill Town Centre. TfNSW have reviewed and provided a response to Hills Shire Council which requires modelling to include the future hospital site.	Project team to coordinate with GPT as required on traffic impacts to precinct road network.
20 Jul 2022	Consumers Health care providers Local Dharug community Multicultural community	15	<ul style="list-style-type: none"> Information session 	Planning/masterplanning	Project information in clinical services research presented to group.	N/A
25 Aug 2022	GPT	9	<ul style="list-style-type: none"> Meeting 	Project update	Meeting to discuss further design elements for the civil aspects and stormwater.	Feedback to inform ongoing planning and design work. Stormwater options and impacts discussed with GPT. Project team finalised stormwater strategy following meeting.
15 Sep 2022	TfNSW	10	<ul style="list-style-type: none"> Meeting 	Planning/masterplanning	Meeting with Transport for NSW to address previous feedback in regard to intersections along Commercial Road.	Additional modelling was undertaken to address feedback with regards to intersections along Commercial Road and submitted as part of Stage 1 SSDA.
21 Oct 2022	TfNSW	1	<ul style="list-style-type: none"> Correspondence 	Planning/masterplanning	Notification letter issued to TfNSW advising previous Concept and Stage 1 Early Works SSDA submission.	TfNSW requested modelling files supporting previous Stage 1 SSDA which Project team provided on 2/11/22.
21 Oct 2022	Endeavour Energy	1	<ul style="list-style-type: none"> Correspondence 	Planning/masterplanning	Notification letter issued to Endeavour Energy advising previous Concept and Stage 1 Early Works SSDA submission.	Receipt of letter confirmed and forwarded it on to the relevant internal stakeholders.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
4 Nov 2022	Sydney Water	3	<ul style="list-style-type: none"> Correspondence 	Planning/masterplanning	Response received from Sydney Water regarding Feasibility Application.	Response received to inform ongoing design work.
9 Nov 2022	The Mercure/Fiddler HealthCo. (HMC Capital)	2	<ul style="list-style-type: none"> Correspondence 	Project update	Project update provided.	Project team to arrange meeting and provide a further briefing.
30 Nov 2022	Endeavour Energy	10	<ul style="list-style-type: none"> Planning/masterplanning 	Project update	Meeting with Endeavour Energy to discuss progress of Commercial Road design.	Project team to review design with Transport for NSW. Further design development work will be undertaken for submission to Endeavour Energy for assessment.
13 Dec 2022	Fiddler/Mercure	1	<ul style="list-style-type: none"> Phone call 	Project update	Project overview and details on current project status provided.	Agreement that the project team will provide another update at the commencement of enabling and early construction work.
19 Dec 2022	Health Co. (HMC Capital)	3	<ul style="list-style-type: none"> Meeting 	Project update	Meeting to provide current project overview and status	Project team to follow up with HMC Capital in early 2023 prior to the commencement of enabling and early construction works.
24 Jan 2023	Sydney Metro	1	<ul style="list-style-type: none"> Meeting 	Planning/masterplanning	Meeting with Sydney Metro to provide a project overview and current status. Sydney Metro provided information relating to operations and maintenance requirements at Rouse Hill Station.	Project team and Sydney Metro to continue to meet during project planning and design to discuss project progress.
25 Jan 2023	TfNSW	7	<ul style="list-style-type: none"> Meeting 	Planning/masterplanning	Meeting to discuss queries raised by Transport for NSW in previous SSDA submission.	Project team to update Transport Impact Assessment (TIA) and provide updated traffic modelling to support the response to submission process.
14 Feb 2023	Health Co. (HMC Capital)	1	<ul style="list-style-type: none"> Correspondence 	Project update	Project update provided noting Concept & Stage 1 Early Works SSDA to be lodged	N/A
14 Feb 2023	Fiddler/Mercure	1	<ul style="list-style-type: none"> Correspondence 	Project update	Project update provided noting Concept & Stage 1 Early Works SSDA to be lodged.	N/A
14 Feb 2023	GPT	1	Correspondence	Project update	Project update provided noting Concept & Stage 1 Early Works SSDA to be lodged.	N/A

State Significant Development Application Engagement Report: Rouse Hill Hospital

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
14 Feb 2023	Sydney Metro	1	Correspondence	Project update	Project update provided noting Concept & Stage 1 Early Works SSDA to be lodged.	N/A
20 Mar 2023	Autumn Properties	1	Correspondence	Project update	Project update provided noting Concept & Stage 1 Early Works SSDA to be lodged.	N/A
20 Mar 2023	Dariusz	1	Correspondence	Project update	Project update provided noting Concept & Stage 1 Early Works SSDA to be lodged.	N/A
14 Feb 2024	State Design Review Panel	23	Meeting	Design review	Design feedback was provided for consideration including the continued integration of Connecting with Country principles, narratives, and modes of communicating deeply into the design process, public domain, built form, landscaping and sustainability.	Feedback was used for ongoing design process and to be addressed in the following meeting.
29 Feb 2024	Health Co. (HMC Capital) Western Sydney Local Health District	2	Meeting	Project update	Meeting to discuss the planning status of the respective projects – Commercial Road Private Hospital and Rouse Hill Hospital	Follow up meeting to be scheduled following Rouse Hill Hospital Concept Design in 2024.
27 Mar 2024	TfNSW	4	Meeting	Planning/concept design	Meeting to present planning update.	Follow up meetings to be scheduled following further traffic modelling pre-SSDA and TfNSW in relation to Windsor Road.
1 May 2024	NSW Ambulance	2	Meeting	Planning/concept design	Meeting to present the planning proposed Ambulance Bays, consultation on access routes, Emergency Department/ Primary Access Clinic.	Follow up meeting to be scheduled following further design development.
15 May 2024	HealthShare	4	Meeting	Planning/concept design	Meeting to discuss DeliverEASE opportunities.	Follow up meeting to be scheduled following further design development.
15 May 2024	Rouse Hill Consumer Reference Group	9	Meeting	Planning/concept design	Meeting with the Rouse Hill Consumer Reference Group (CRG) to discuss inpatient room design.	Feedback implemented into project user group process for inpatient design. Design response established a mix of single, double and multiple inpatient rooms.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
21 May – 6 Jun 2024	Native Title Tribunal Heritage NSW Hills Shire Council Office of the Registrar, Aboriginal Land Rights Act (ORALRA) Greater Sydney Local Land Service	Various	Correspondence	Pre-SSDA consultation	Notification of ACHAR process	N/A
8 Jun 2024	General community	Various	Public advertisement	Pre-SSDA consultation	Advertisement for ACHAR process in The Daily Telegraph newspaper.	N/A
12 Jun 2024	State Design Review Panel	26	Meeting	Design review	Design feedback was provided for consideration including the continued integration of Connecting with Country principles, narratives, and modes of communicating into the design process, consolidation of built form to increase open space and landscaped area, location of basement parking within building footprints, introduction of roof gardens, preliminary landscape design approaches, views out at corridor ends in the IPU's.	Feedback was used for ongoing design process and to be addressed in the following meeting.
11 Jul 2024	Rouse Hill Consumer Reference Group	5	Meeting	Pre-SSDA lodgement consultation	Feedback on in patient unit (IPU) configuration and consumer journeys provided.	In patient unit design outcomes communicated back to the group in the following session.
July 2024	Various agencies and Council	10	Letter	Pre-SSDA lodgement consultation	Letter outlining status of project and offering a project briefing	The project team provided a briefing to those agencies/ Councils that wished to receive a project briefing. These briefings were held through August 2024.
14 Aug 2024	Blacktown City Council	5	Meeting	Pre-SSDA lodgement consultation	Project briefing with Blacktown City Council (BCC). Feedback was provided on local community needs, consultation approaches, Health Worker Accommodation (HWA) and queried if emergency vehicles had direct access from Windsor Rd.	Feedback to inform ongoing planning and design work.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
16 Aug 2024	Community	Various	Media release	Media release distributed to promote community information sessions	N/A	

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
14-19 Aug 2024	Local stakeholders and neighbours	Various	Email	Emails sent to the below promoting community information sessions. Hawkesbury District Health Service, Fiddler, HomeCo, HealthCo, The Mercure, KFC, Raine and Horne Rouse Hill, Rouse Hill Health Care Centre, Rouse Hill Town Medical and Dental Centre, Rouse Hill Specialist Clinic, North West Health Medical Centre, Community Foundation of North Western Sydney, SydWest Multicultural Services (Rouser Hill chapter), Rouse Hill Family Medical Centre, Hills Kellyville Rotary Club , Kellyville Ridge Public School, Rouse Hill Public School, Rouse Hill High School, Ironbark Ridge Public School, North Kellyville Public School, Beaumont Hills Public School, Kellyville High School, St Angela's primary school, Bella Vista Public School, Rouses Hill Anglican College, The Ponds School, Kellyville Ride Public School, St Johns XXIII Catholic College		

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
19 Aug 2024	State Emergency Service	6	Meeting	Pre-SSDA lodgement consultation	Project briefing with the State Emergency Service. Feedback was noted to be provided in written response.	Feedback to inform ongoing planning and design work was received on 18 September 2024
20 Aug 2024	Sydney Water	4	Meeting	Pre-SSDA lodgement consultation	Project briefing with Sydney Water and presentation of proposed site services infrastructure.	Ongoing consultation with Sydney Water to continue ahead of formal SSDA submission.
20 Aug 2024	Aboriginal community Registered Aboriginal Parties	Various	Meeting	Pre-SSDA lodgement consultation	Project briefing on ACHAR process.	N/A
22 Aug 2024	NSW Police	5	Meeting	Pre-SSDA lodgement consultation	Project briefing with NSW Police. NSW Police flagged items for consideration security design.	Feedback to inform ongoing planning and design work. NSW Police to be included in consultation for security design.
22 Aug 2024	Endeavour Energy	3	Meeting	Pre-SSDA lodgement consultation	Project briefing with Endeavour Energy to present design.	Feedback to inform ongoing planning and design work. Ongoing consultation with EE required as design develops to discuss various aspects of the project.
23 Aug 2024	General community	Various	Advertisement in the Hills to Hawkesbury community news	To advertise community information sessions	N/A	N/A
24 Aug 2024	Community information session	50	Information session at Schofields	Pre-SSDA lodgement consultation	Project commitment, timeline and scope, construction and design - noise, overshadowing, trees.	Feedback to inform ongoing planning and design work.
28 Aug 2024	Community information session	30	Information session at Westmead Hospital	Pre-SSDA lodgement consultation	Project commitment, staffing, scope of services, number of beds, multi-faith room, transport connections	Feedback to inform ongoing planning and design work.
28 Aug 2024	Community information session	15	Information session at Rouse Hill Library	Pre-SSDA lodgement consultation	Timeline, milestones, jobs, hospital size and scope, parking, services for older people, ambulance services	Feedback to inform ongoing planning and design work.

State Significant Development Application Engagement Report: Rouse Hill Hospital

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
28 Aug 2024	Fire and Rescue NSW	4	Meeting	Pre-SSDA lodgement consultation	Project briefing with Fire and Rescue. Feedback was provided on sprinkler system and booster location.	Feedback to inform ongoing planning and design work and agreed to reconvene in Sep 2024.
29 Aug 2024	The Hills Shire Council (HSC)	14	Meeting	Pre-SSDA lodgement consultation	Project briefing with THSC. Feedback was provided on access, parking, site access and connectivity.	Feedback to inform ongoing planning and design work.
24 Aug-4 Oct 2024	Stakeholders and the community	572	Survey	Social Impact Assessment survey	Key findings to be detailed in the Social Impact Assessment.	Findings to inform further planning, design and delivery management.
1 Sept 2024	Community	Various	EDM to Rouse Hill Hospital newsletter subscribers promoting SIA survey	Social Impact Assessment survey	N/A	N/A
6 Sep 2024	Community	Various	EDM to Rouse Hill Hospital newsletter subscribers promoting community information sessions	Pre-SSDA lodgement consultation	N/A	
3 Sep 2024	Community information session	65	Information session at Castle Towers shopping centre	Pre-SSDA lodgement consultation	Timeline, scope, size of hospital, bed numbers, interest in Paediatrics, Mental Health services, jobs, sustainability, parking, traffic impacts	Feedback to inform ongoing planning and design work.
4 Sep 2024	Fiddler/Mercure	2	Meeting	Pre-SSDA lodgement consultation	Project briefing with Fiddler and the Mercure. Feedback was provided on traffic and parking	Feedback to inform ongoing planning and design work.
23 Aug 2024	Community/WSLHD Staff	Various	Pre SSDA community information sessions promoted in WSLHD Pulse story, LinkedIn and Facebook. It was also promoted via broadcast to all WSLHD staff and shared on digital screens at WSLHD facilities.	Pre-SSDA lodgement consultation	N/A	N/A

State Significant Development Application Engagement Report: Rouse Hill Hospital

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
8 Sep 2024	Community information session	150	Information session at Rouse Hill Boutique Markets	Pre-SSDA lodgement consultation	Timeline, scope, size of hospital, bed numbers, Paediatrics, Intensive Care service, Jobs, recruitment processes, Maternity, traffic, parking, sustainability	Feedback to inform ongoing planning and design work.
9 Sep 2024	KFC, Rouse Hill Raine and Horne, Rouse Hill	2	Meeting	Pre-SSDA lodgement consultation	Project briefing with KFC and Raine and Horne.. Feedback was provided on xxx	Feedback to inform ongoing planning and design work.
10 Sep 2024	Multicultural community stakeholders and multicultural department at LHD	6	Community engagement session	Pre-SSDA lodgement consultation	Birthing services, parking, opportunity for future development, prenatal and postnatal programs, Video interpreter services, community transportation	Feedback to inform ongoing planning and design work.
11 Sep 2024	Rouse Hill Consumer Reference Group	7	Meeting	Pre-SSDA lodgement consultation	Front of House feedback: Access, clear signage, Confidential check-in area, waiting area for pick up, security. Feedback on Emergency Department: sufficient seating, direct route from reception, infection control, alert system to know wait times	Feedback to inform ongoing planning and design work.
12 Sep 2024	Community information session	40	Information session at Blacktown Hospital	Pre-SSDA lodgement consultation	Timeline, scope, size of hospital, bed numbers, Parking, Recruitment, Multicultural consultation input into design, Community health, Mental Health, Surgical offerings	Feedback to inform ongoing planning and design work.
11 Sep 2024	Rouse Hill Consumer Reference Group	8		Meeting Pre-SSDA lodgement consultation	Feedback provided on Front of House (reception designs, ticket system like Service NSW, volunteers), ED (enough seating, alert system to see wait times, beverage bay)	Feedback to inform ongoing planning and design work.
18 Sep 2024	Transport for NSW	7	Meeting	Pre-SSDA consultation	Project briefing with Transport for NSW Feedback was provided on trip generation numbers, traffic modelling, TIA	Feedback to inform ongoing planning and design work.
19 Sep 2024	Sydney Metro	9	Meeting	Pre-SSDA consultation	Project briefing with Sydney Metro. Feedback was provided on Metro Protection Guidelines, mobile equipment area designation, Noise and Vibration impact studies.	Feedback to inform ongoing planning and design work.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
23 Sep 2024	MQ Health	3	Meeting	Pre-SSDA	Project briefing with MQ Health. Feedback was provided on the nature of their service.	Feedback to inform ongoing planning and design work.
25 Sep 2024	Fire and Rescue NSW	2	Meeting	Pre-SSDA consultation	Project briefing with Endeavour Energy. Feedback was provided on booster locations.	Feedback to inform ongoing planning and design work.
26 Sep 2024	HealthCo	2	Meeting	Pre-SSDA	Project briefing with HealthCo. Feedback was provided on status of their planning.	Feedback to inform ongoing planning and design work.
27 Sep 2024	Aboriginal community	5	Community engagement session	Pre-SSDA consultation	Consultation with both First Nations (Aboriginal who may not be from Dharug Country) and Traditional Custodians (Dharug people) voices, consider inclusion of traditional Aboriginal medicine, smoking ceremony appropriate areas, cultural training for staff, sustainability, sufficient seating area in Emergency Department	Feedback to inform ongoing planning and design work.
29 Aug 2024	The Hills Shire Council	4	Meeting	Pre-SSDA consultation	Project briefing with the Hills Shire Council. Feedback was provided on parking, site access and connectivity and building height.	Feedback to inform ongoing planning and design work.
30 Sep 2024	Blacktown Council	4	Meeting	Social Impact Assessment interview	Interview conducted by Social Impact Assessment Consultant GHD to input in SIA Report for SSDA (Blacktown Council)	Preparation of SIA Report for SSDA
1 Oct 2024	WSLHD Consumer Council	12	In person presentation	Project update and discussion of design aspects	Feedback provided on transport, accessibility, sustainability, carer support, timeframes and consultation, clinical services, childcare and Aboriginal services.	Feedback to inform ongoing planning and design work.
2 Oct 2024	WSLHD Youth Council	10	In person presentation	Project update and discussion of design aspects	Feedback provided on mental health and clinical services, building elements, youth services, models of care, childcare and parking	

State Significant Development Application Engagement Report: Rouse Hill Hospital

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
4 Oct 2024	State Design Review Panel	19	Meeting	Design review	Design feedback was provided for consideration including Country-led initiatives and principles, ongoing development of sustainability, landscaping recommendations, revised Care Arcade and 'Pebble' podium, landscaped spaces at the upper storeys, façade and material strategy, and art strategy.	Feedback was used for ongoing design process and to be addressed in the following meeting.
18 Oct 2024	Hills Shire Council	12	Meeting	Pre-SSDA consultation	Pre-lodgement meeting to discuss any considerations prior to the SSD application	Feedback to be incorporated into the SSD application
21 Oct 2024	TfNSW	7	Meeting	Pre-SSDA consultation	Meetings with Transport for NSW to discuss transport information prior to SSD application	Feedback to be incorporated into the SSD application
19 Dec 2024	DCCEW	6	Email	General advice regarding approval of Heritage Management Plans (HMP)	Advice regarding HMP process and salvage process received.	HMP to be submitted with the ACHA in EIS stage for review by Heritage NSW to ensure efficient approval of HMP post SSD approval (conditions of consent)
04 Dec 2024	TfNSW	16	Meeting	Pre-SSDA Consultation	Meetings with Transport for NSW to discuss transport information prior to SSD application	Feedback to be incorporated into the SSD application
21 Jan 2025	TfNSW	20	Meeting	Pre-SSDA Consultation	Meetings with Transport for NSW to discuss transport information prior to SSD application	Feedback to be incorporated into the SSD application
23 Jan 2025	WSLHD Youth Council	10	Meeting	Project update and discussion of design aspects	Feedback provided on youth services, outpatient services, multicultural community engagements, traffic and transport, HiTH, OT, translation services, Ambulance NSW engagement, translation services, socio-economic factors, and initial comments on digital touchpoints	Feedback to inform ongoing planning and design work.
29 Jan 2025 And ongoing in 2025	TfNSW	16	Meeting	Pre-SSDA Consultation	Meetings with Transport for NSW to discuss transport information prior to SSD application	Feedback to be incorporated into the SSD application
27 Feb 2025	<ul style="list-style-type: none"> Rouse Hill Consumer Reference Group 	<ul style="list-style-type: none"> 5 	<ul style="list-style-type: none"> Meeting 	Consultation	Feedback provided on access to the hospital and multi-faith room	Feedback to inform ongoing planning and design work

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
7 March 2025	<ul style="list-style-type: none"> WSLHD Disability Inclusion Action Plan committee 	<ul style="list-style-type: none"> 5 	<ul style="list-style-type: none"> Meeting 	Project update and discussion of design aspects	Feedback on parking, hoists in inpatient rooms, ED, wayfinding, changing places, digital touchpoints	Feedback to inform ongoing planning and design work.
	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 			
31 March 2025	<ul style="list-style-type: none"> WSLHD Youth Council 	<ul style="list-style-type: none"> 10 	<ul style="list-style-type: none"> Meeting 	Project update and discussion of design	Feedback provided on signage, digital touchpoints	Feedback to inform ongoing planning and design work.
16 May 2025	<ul style="list-style-type: none"> Dharug led panel discussion 	<ul style="list-style-type: none"> 5 	<ul style="list-style-type: none"> Meeting 	Consultation with Aboriginal community	Feedback on Aboriginal family lounge, outdoor spaces, children's play areas, Aboriginal archaeology, Aboriginal language in naming, wayfinding	Feedback to inform ongoing planning and design work.
5 June 2025	<ul style="list-style-type: none"> Rouse Hill Consumer Reference Group 	<ul style="list-style-type: none"> 5 	<ul style="list-style-type: none"> Meeting 	Consultation	Feedback provided on covered access from carpark to hospital, drop off area, signage, lounge area, outdoor spaces, rehab IPU, ED	Feedback to inform ongoing planning and design work.
06 June 2025	WSLHD Disability Action Plan Committee committee	2	Meeting	Consultation with DIAP committee	Feedback provided on parking, covered access from carpark to hospital, wayfinding, sun protection in outdoor spaces	Feedback to inform ongoing planning and design work.
4 August 2025	<ul style="list-style-type: none"> Community 	<ul style="list-style-type: none"> Various 	<ul style="list-style-type: none"> Media release 	Media release distributed to advertise community of REF specific community information sessions.	N/A	
12-23 August 2025	<ul style="list-style-type: none"> Community information sessions 	<ul style="list-style-type: none"> 261 	<ul style="list-style-type: none"> Information sessions at Castle Towers, Schofields Village, Blacktown Hospital, Rouse Hill Town Centre and Tallawong Village 	Community engagement while REF was on public exhibition	Feedback provided on scope and services, timeline, size of hospital, maternity unit, staffing and jobs, cancer care, future proofing the hospital, pedestrian access, disability access, traffic	Feedback to inform ongoing planning and design work.
August 2025	<ul style="list-style-type: none"> Community 	<ul style="list-style-type: none"> TBC 	<ul style="list-style-type: none"> Survey 	Maternity services survey to inform design	TBC	Feedback to inform ongoing planning and design work.
5 Sep 2025	<ul style="list-style-type: none"> WSLHD Disability Action Plan committee 	<ul style="list-style-type: none"> 7 	<ul style="list-style-type: none"> Meeting 	Design consultation	Continued discussion on previous feedback provided including design outcomes.	Feedback to inform ongoing planning and design work.

Date	Stakeholder	No. reached	Activity	Purpose	Key findings/ feedback	Project Response/ Design changes
18 Sep 2025	<ul style="list-style-type: none">Rouse Hill Community Reference Group	<ul style="list-style-type: none">5	<ul style="list-style-type: none">Meeting	Virtual health strategy consultation	Consumer feedback providing on access and using virtual health and factors for Rouse Hill Hospital	Feedback to inform ongoing planning and design work.

Briefings to The Hills Shire Council and Blacktown City Council are being scheduled for the week commencing 3 November 2025.

Key project response and outcomes

The new Rouse Hill Hospital project team has worked proactively throughout the project to identify potential and emerging issues and develop mitigation measures, which are outlined in the below table. A strategic and early engagement approach has enabled the project team to respond in a timely matter and achieve outcomes that meet the needs of the project, its community and stakeholders.

Key issue	Project Response	Outcome
<p>Traffic conditions, public transport and parking</p> <ul style="list-style-type: none"> Concerns about traffic congestion, especially during peak hours Suggestions include opening new roads, creating alternate routes and scheduling construction work outside of peak hours Creating dedicated routes for construction traffic to avoid using residential streets and minimising disruption to local traffic Maintain accessibility and clearly sign any detours and traffic changes Consider the needs of a range of people including elderly and disabled people <p>Upgrade local roads and make the hospital easily accessible to public transport and expanding bus routes.</p> <ul style="list-style-type: none"> Providing adequate parking and/or a shuttle service for construction workers to avoid impacting local residents and businesses Building a multi-level carpark to reduce impact on local street Consider arrangements for staff parking and/or transport access. 	<p>Health Infrastructure is working closely with Transport for NSW and local Councils.</p> <p>The Environmental Impact Statement (EIS) seeks approval for ancillary works to Commercial Road, including minor works to provide access from Commercial Road into Hospital Road, and associated tree removal along Commercial Road.</p> <p>Chapter 6 also considers the relationship between the proposed development and surrounding transport infrastructure, including:</p> <ul style="list-style-type: none"> Proposed car parking on the site Proximity to public transport services including the Rouse Hill Metro Station Surrounding development Pedestrian and cyclist connections <p>There will be a multi-storey car park at the northern end of the site (near Commercial Road). Arrangements for parking will be determined later in the planning and design process.</p> <p>The location of the hospital provides for easy access from the metro (a 5–10-minute walk) and access via bus.</p> <p>Arrangements for local road and traffic infrastructure falls outside of the scope of the Rouse Hill Hospital project and is under the jurisdiction of the relevant road authority.</p>	<p>A Transport and Accessibility Impact Assessment, including Green Travel Plan (Appendix S) have been prepared for the SSDA to outline the expected impacts and measures during construction works.</p> <p>A Construction Traffic Management Plan (CTMP) including a Traffic and Pedestrian Management Plan (TPMP) will be prepared prior to construction.</p> <p>Notification be given to local residences prior to works being undertaken.</p> <p>Sufficient on-site parking will be provided for construction workers.</p> <p>Schedule construction traffic outside peak hours where possible.</p> <p>Appoint a traffic controller to manage the site access including safety of footpath users on Commercial Road.</p>
<p>Noise and environmental impacts during construction</p> <ul style="list-style-type: none"> Concern about the timing of work with a preference to reduce work at night and receiving advanced notice of work at night Minimising and managing dust levels 	<p>A Noise and Vibration Impact Assessment has been undertaken as part of this EIS to assess noise and vibration associated with the construction work.</p>	<p>A Noise and Vibration Impact Assessment has been undertaken as part of this SSDA to assess noise and vibration associated with the construction work. Measures to minimise and mitigate the potential impacts on the surrounding community are detailed in section 6.10 of the EIS and the Noise and Vibration Impact Assessment prepared by JHA provided at Appendix Y.</p>

Key issue	Project Response	Outcome
<p>Buildings and outdoor spaces</p> <ul style="list-style-type: none"> - Preserve greenery around the construction site as much as possible - Size of the hospital - Retail spaces and waiting areas - Interior spaces 	<p>The hospital site is approximately 2.35 hectares and in addition to the hospital buildings, multi-storey car park and internal roads, will include open space and landscaped areas.</p>	<p>The design principles for the hospital rooms are to provide access to natural light, and ease of supervision for nursing and medical staff. Inpatient room features, colour palette and furnishing will be subject to further design work.</p> <p>Rouse Hill Hospital consumers will be able to wait in a range of flexible areas, inside or outside depending on preference. Access to natural light and landscaped areas will be available.</p> <p>Retail spaces will be located on the ground level in the wellness arcade upon entry to the hospital. Retail facilities may include a cafe, and small shops. Leases for retail offering will be determined once the building construction is progressed.</p> <p>Construction of the hospital requires removal of existing vegetation on the site to facilitate necessary services infrastructure to support the hospital, which is not expected to impact local biodiversity.</p>
<p>Clinical services and future hospital operations</p> <ul style="list-style-type: none"> - Interest in clinical service planning - Interest in virtual care provisions 	<p>The clinical services plan for the hospital considers the population, demographics, future projections and staff and community feedback.</p> <p>We recognise that there is a broad range of health services that people require. The new hospital will be part of WSLHD to provide for other health services as needed.</p> <p>The hospital is being designed so that it could be expanded in the future and respond to evolving needs.</p> <p>The new hospital is expected to include:</p> <ul style="list-style-type: none"> • An emergency department and primary access clinic • Comprehensive birthing services including birthing rooms and a maternity inpatient unit • Inpatient beds and a day surgery unit • Short stay medical assessment services • Pathology, pharmacy, and medical imaging services • Outpatient and ambulatory care services including paediatrics, renal dialysis and antenatal and postnatal services • Virtual care and hospital in the home services • Prehabilitation, rehabilitation and lifestyle medicine. 	<p>The new hospital will include hospital in the home services and virtual care. This means that, where deemed clinically appropriate, patients will be able to receive care in their home in addition to appointments with the hospital. This has the benefit of allowing people to stay within the comfort of their own home while still maintaining contact with their hospital clinicians.</p> <p>The new Rouse Hill Hospital will include both inpatient and outpatient paediatric services.</p> <p>As a WSLHD hospital, Rouse Hill Hospital services will network with Westmead and Blacktown Hospitals.</p> <p>T</p> <p>The new hospital will provide comprehensive integrated care and community-based services through outpatient clinics. The new hospital will work with the primary health network to ensure holistic care for patients.</p>

Key issue	Project Response	Outcome
- Interest in mental health services	The new hospital will include provisions for outpatient mental health and drug and alcohol services within the Emergency Department, Primary Access Clinic and other clinical services. The new Hospital team will work within WSLHD to facilitate appropriate care on a case-by-case basis which may require referrals to alternative locations and/or services for ongoing treatment.	A new Integrated Mental Health Complex (separate project) is currently under construction in Westmead to respond to the WSLHD Mental Health Clinical Services Plan (CSP).
- Interest in palliative care	A supportive and palliative care unit is not included in the planned scope of services for Rouse Hill.	A new dedicated supportive and palliative care unit (separate project) is being planned for Westmead Hospital, in addition to the current services within WSLHD at Mount Druitt and Auburn.
- Interest in an intensive care unit (ICU)	Rouse Hill Hospital is planned to include an Emergency Department. Intensive care units are available at Westmead and Blacktown Hospitals which benefit from the full range of services required to support ICU.	There is an integrated network of WSLHD hospitals to support ICU requirements.
- Interest in domestic violence services	<p>WSLHD provides a free and confidential counselling service for victims of domestic violence. The service offers:</p> <ul style="list-style-type: none"> • advocacy, information and referrals to other services • access to a forensic medical service (for documentation of your injuries for Police and Court) • ongoing counselling. 	
- interest in services for older people	Older people will be supported through inpatient and outpatient services including lifestyle medicine, prehabilitation, rehabilitation and day surgery as well as virtual care and hospital in the home to allow people to stay in the comfort of their own homes wherever possible.	
- Interest in surgery	The new hospital will be equipped with facilities for a range of day surgery procedures. The new hospital will also provide for prehabilitation and rehabilitation for more complex surgeries undertaken at other hospitals within WSLHD.	
Staffing and jobs - An interest in adequate hospital staffing arrangements - Interest in clinical and non-clinical jobs once the hospital is operational - Interest in jobs during construction including hiring local people/contractors	<p>Workforce planning is being undertaken to provide to staffing requirements as the project process continues.</p> <p>There is expected to be a range of clinical and non-clinical job opportunities at the new hospital. These opportunities will be advertised closer to the time of the new hospital opening.</p>	The project is expected to generate approximately 1,550 direct jobs during construction.

Key issue	Project Response	Outcome
<p>Communication and consultation</p> <ul style="list-style-type: none"> - Regular and transparent communication and updates about the construction progress and potential impacts - Providing an opportunity for residents to ask questions, give feedback and stay informed about the project's timeline and process. - Involving residents in the planning process and considering their input in decision making - Keeping the community informed about key project milestones and providing regular updates 	<p>Community members can stay informed by signing up for the project e-newsletter at: Subscribe to Rouse Hill Hospital - Newsletter Database</p> <p>The project team will keep the community and stakeholders up-to-date on project milestones, construction impacts and future engagement opportunities.</p> <p>The Rouse Hill project team has established a consumer reference group for ongoing consultation and local resident input throughout the planning and design process.</p>	
<p>Multicultural and Aboriginal engagement</p> <ul style="list-style-type: none"> - Connecting with Country - Providing for cultural safety 	<p>The Rouse Hill Hospital team is working with multicultural and Aboriginal representatives across WSLHD, and in the community, to ensure the hospital design is culturally safe for all people.</p> <p>In addition, Connecting with Country work is being undertaken to ensure caring for Country principles are integrated into the design process.</p>	
<p>Planning and delivery milestones</p> <ul style="list-style-type: none"> - Completing the project on time and adhering to the planned timeline to avoid disruptions - Scheduling construction deliveries outside of peak traffic hours to minimise disruption to the community - Pre-planning for traffic management, noise control and dust reduction 	<p>Management plans for traffic, noise and environmental impacts will be developed in accordance with the planning application including a Construction Traffic Management Plan and Construction Environmental Management Plan.</p> <p>In general, deliveries will be scheduled outside of peak times to minimise disruption.</p>	<p>Construction timeframes for the new development will be confirmed as planning progresses and following the appointment of a building contractor. Indicative timeframes are outlined in chapter 3 of the EIS.</p>
<p>Accessibility</p> <ul style="list-style-type: none"> - Easy wayfinding and signage - Help points and assistance - Ease of signing in - Easy access between the car park and hospital building 	<p>A wayfinding strategy will be developed as part of the design process and the project team will seek input from consumers.</p>	<p>Design principles will include ease of access, accessible signage.</p>

Next steps

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

The Rouse Hill Hospital project team will consider and respond to any issues raised with this submission and continue to engage with the community, health service staff and relevant agencies during future stages of the planning, development, and approvals process.

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

The Rouse Hill Hospital project team will continue to update project webpages and produce regular content to keep all stakeholders informed and engaged throughout the lifecycle of the project. A Communications and Engagement Plan

has been developed and is regularly updated to guide the project's proactive engagement approach during the planning, design, construction and operational commissioning of the project.

Appendix A – pre SSDA factsheet



Rouse Hill Hospital Development

Fact sheet



ARTIST IMPRESSION

The new \$700 million Rouse Hill Hospital will provide expanded clinical services and capacity to meet the needs of the growing north-western Sydney community.

The new hospital will be built on the corner of Windsor Road and Commercial Road, Rouse Hill. It will include a welcoming main entry, wards and a multi-storey car park, all in proximity to public transport.

Outpatient clinics, visitor services and retail at lower levels will surround an external covered walkway and landscaped spaces to create a community-focused environment.

Project planning and managing potential Impacts

Health Infrastructure has submitted a request for Secretary's Environmental Assessment Requirements (SEARs) for the new Rouse Hill Hospital, as part of the first formal stage of a State Significant Development application (SSDA).

The next stage of the SSDA will be to prepare and submit an Environmental Impact Statement (EIS), which will be publicly displayed and open for submissions. During the exhibition period, anyone can make a submission directly to the Department of Planning, Housing and Infrastructure (DPHI).

The EIS will detail potential impacts of building and operating the new Rouse Hill Hospital. It will identify strategies to avoid, mitigate and manage these potential impacts to the environment and community.


Early community, consumer and stakeholder feedback has been, and will continue to be, key to identifying potential impacts. By examining potential issues early in design development, the project may avoid or minimise impacts, where possible.



ARTIST IMPRESSION

A summary of potential impacts, and considerations for assessment as part of the EIS is provided over the following pages.

Further information about the planning process can be found at: planningportal.nsw.gov.au/major-projects/projects/new-rouse-hill-hospital.

 Construction summary	
Site location	The corner of Commercial Road and Windsor Road at Rouse Hill.
Truck and construction vehicle access	Trucks will access the site from Commercial Road (right or left turn).
Site access - emergency	Commercial Road, further emergency access will be investigated.
Proposed construction hours	Monday to Friday 7am-6pm and Saturdays 8am-1pm. Occasionally work may be required outside of standard construction hours.
Proposed construction duration	Construction is expected to take up to three years to complete. Construction timeframes will be confirmed following further planning and design with health professionals and the community.
Project neighbours	<p>The project has identified the nearest current neighbours as:</p> <ul style="list-style-type: none"> • The Fiddler • Centrelink • Medicare • Services Australia • Petstock - Rouse Hill • Supercheap Auto - Rouse Hill • Go with the Gecko - van and ute hire • Crocs Playcentre Rouse Hill • Guardian Childcare and Education Rouse Hill • Rouse Hill Podiatrist • Rouse Hill Women's Health Physio • Raine & Horne - Rouse Hill • KFC • HealthCo • Live Well Health Clubs • Rouse Hill Town Centre • Transport for NSW (bus interchange and metro station) <p>Subject to future development, neighbours are also likely to include apartment residents.</p>





Hospital operation summary

Hospital location	The corner of Commercial Road and Windsor Road at Rouse Hill.
Hospital scope of services	<p>The scope of services will be refined throughout design development and is expected to include:</p> <ul style="list-style-type: none"> An emergency department and primary access clinic Inpatient beds and a day surgery unit Short stay medical assessment services Pathology, pharmacy, and medical imaging services Outpatient and ambulatory care services including paediatrics, renal dialysis and antenatal and postnatal services Virtual care and hospital in the home services Prehabilitation, rehabilitation and lifestyle medicine.
Hospital site	The site is approximately 2.4 hectares and will include hospital buildings, a multi-storey car park, internal roads and open space.
Hospital entry – staff and the general public	An upgraded intersection between Commercial Road and the new main Hospital access road to provide access.
Emergency access	Commercial Road, further emergency accesses will be investigated.
Transport links	Rouse Hill Metro Station and T-way buses on Windsor Road.
Parking – staff and visitors	A multi-storey car park at the northern end of the site (near Commercial Road). Arrangements for parking will be determined during design development.

Cumulative Impacts

Rouse Hill Town Centre and the broader region is rapidly changing, with further development anticipated due to the establishment of the Rouse Hill Metro Station, the new Rouse Hill Hospital, and the growing residential population in surrounding areas. Several mixed use and residential flat building proposals have been recently approved or are under assessment in the vicinity of the site. Potential cumulative impacts of approved and likely future developments will be considered as part of the EIS.

- Current and planned car parking on the site
- Proximity to public transport services including the Rouse Hill Metro Station
- Surrounding development
- Emergency access to the site
- Pedestrian and cyclist connections

Traffic and transport

The project is expected to change traffic and transport flows in the local area. The EIS will seek approval for the indicative location of the internal roadways (including widening) across the site and upgrading the intersection of Commercial Road/ main Hospital Road to include traffic lights. The EIS will consider the relationship between the proposed development and surrounding transport infrastructure, including:

Noise and vibration

The project is expected to generate noise above background levels during construction. A Noise and Vibration Assessment will be undertaken to assess noise and vibration associated with the construction work. The assessment will outline measures to minimise and mitigate the potential impacts on the surrounding community. The assessment will also consider any potential noise impacts on and from the hospital use based on the conceptual site layout.

Social Impacts

Health Infrastructure has been engaging with consumers, community and service providers, local council and across NSW Government about the new Rouse Hill Hospital. A social impact assessment will be included as part of the EIS. It will be informed by community and stakeholder feedback and detailed social impact research with community members and stakeholders. Please use the QR code below to undertake a survey and contribute to the social impact assessment.

Aboriginal heritage

An Aboriginal Cultural Heritage Assessment Report (ACHAR) will be prepared in accordance with the Guide to Investigating, Assessing and Reporting on Aboriginal Cultural Heritage in NSW (OEH 2011). This report will be provided as part of the EIS.

Contamination

Investigations will be carried out prior to the EIS. If necessary, a Remediation Action Plan (RAP) will be prepared in accordance with Managing Land Contamination Planning Guidelines and would be included as part of the EIS.

Biodiversity

Based on the results of the preliminary assessment, the site is not identified as containing biodiversity values

and the natural soil profile has been substantially disturbed. Biodiversity will be further considered as part of the EIS.

Waste

A Construction Waste Management Plan and Operational Waste Management Plan will be included in the EIS to ensure waste is appropriately managed.

In addition, the EIS will consider the following:

- Bushfire
- Flooding
- Architectural detailing and/or materiality
- Building Code of Australia Compliance
- Accessibility
- Crime Prevention Through Environmental Design (CPTED)
- Green Travel Plan
- Arboricultural Impact Assessment
- Landscape Plan
- Geotechnical Assessment
- Salinity Management Plan
- Preliminary Hazard Analysis
- Electro Magnetic Fields (EMF) Analysis
- Operational details.

Milestones



Provide your feedback

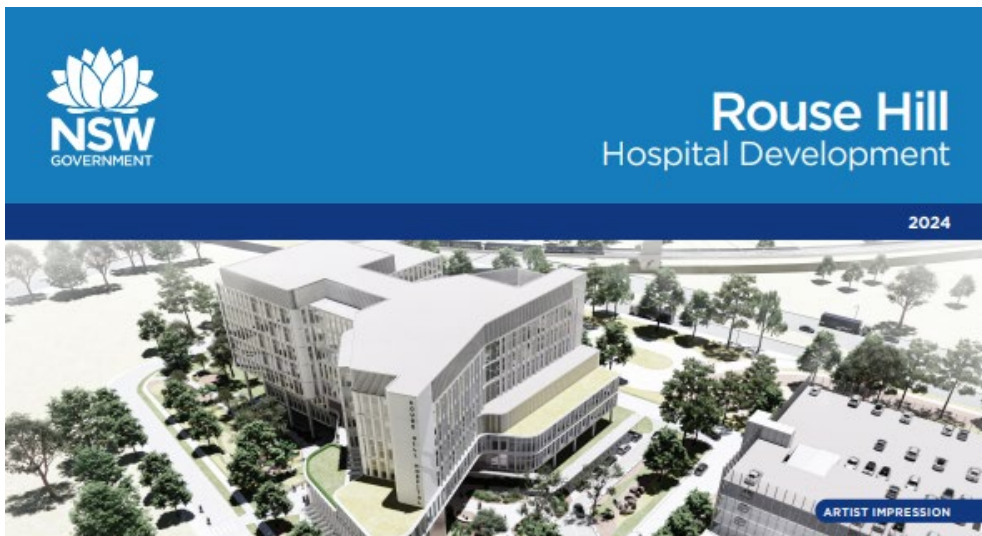
Health Infrastructure, in collaboration with the Western Sydney Local Health District, want to know what is important to you. To provide feedback that will be considered as part of the social impact assessment for the EIS, please use the QR code to access a short survey.

We thank you for your contribution to this important project.

For more information

Email: rousehillhospital@health.nsw.gov.au | Visit: rousehillhospital.health.nsw.gov.au

Appendix B – project factsheet



The new \$700 million Rouse Hill Hospital will provide expanded clinical services and capacity to meet the needs of the growing north-western Sydney community.








The new hospital will be built on the corner of Windsor Road and Commercial Road, Rouse Hill. It will include a welcoming main entry, wellness arcade, inpatient wards with views to the mountains, parks and creeks, outdoor space and a multi-storey car park, all in proximity to public transport and Rouse Hill Town Centre.

Outpatient clinics, visitor services and retail outlets at lower levels will surround an external covered walkway


and landscaped spaces to create a with a welcoming, active community feel.

The full scope of health services provided by the new hospital will be confirmed when planning and design is finalised. Consultation with the community, consumers, staff and stakeholders is being carried out to help inform this planning.

The new hospital is expected to include:

	An emergency department and primary access clinic		Outpatient and ambulatory care services including paediatrics, renal dialysis and antenatal and postnatal services
	Inpatient beds and a day surgery unit		Virtual care and hospital in the home services
	Short stay medical assessment services		Prehabilitation, rehabilitation and lifestyle medicine
	Pathology, pharmacy, and medical imaging services		

Construction timeframes for the new development will be confirmed as planning progresses and following the appointment of a building contractor.



Project benefits

Provide an integrated and networked facility with tertiary services at Blacktown and Westmead hospitals	Deliver a digital hospital with the latest technology and interconnectivity including digital outreach into the community	
Provide ambulatory care services close to where people live , including diagnostics, observation, treatment and rehabilitation	Include easy access to transport , including between hospitals for patients and staff	
Develop a local health hub	Have partnerships with primary care to ensure a range of acute and community-care based services are available across the community	
Deliver an integrated and networked digital Rouse Hill Hospital and health precinct that will deliver more than a stand-alone traditional hospital		

Milestones

- NOV 2022
○ Masterplan completed
- OCT 2023
○ Community invited to register their interest and website launched
- MAY 2024
○ Artist impressions of new hospital released
- JULY 2024
○ Concept design completed
- COMING SOON
○ Have your say when the Environmental Impact Statement is placed on public exhibition by the Department of Planning, Housing and Infrastructure

Keep up to date

For more information about Rouse Hill Hospital visit: rousehillhospital.health.nsw.gov.au

Scan the QR code to subscribe to our newsletter



For more information

Email: rousehillhospital@health.nsw.gov.au | Visit: rousehillhospital.health.nsw.gov.au

Appendix C – poster



Community information sessions

You're invited to join us at our upcoming information sessions to learn more about the new Rouse Hill Hospital Development.

It's part of our commitment to keep our local community informed and involved in the project planning, design, and delivery processes.

Sessions will be held at the following locations:

- Saturday 24 August | 11.00am - 1.00pm**
Galungara Reserve, Farmland Drive, Schofields
- Wednesday 28 August | 12 midday - 2.00pm**
Westmead Hospital, Entrance 4
- Wednesday 28 August | 4.00pm - 6.00pm**
Vinegar Hill Memorial Library, Rouse Hill, Nina Perry room
- Tuesday 3 September | 10.00am - 2.00pm**
Castle Towers, near Coles
- Sunday 8 September | 10.00am - 4.00pm**
Sydney Boutique Markets, Rouse Hill Town Centre
- Thursday 12 September | 1.00pm - 3.00pm**
Blacktown Hospital, Hospital Street, outside of Gloria Jeans

Bookings are not required. Please pop in.





To subscribe to our newsletter, scan the QR code or visit:
rousehillhospital.health.nsw.gov.au
Email us at:
HI-RouseHillHospital@health.nsw.gov.au

Appendix D – advertisement



ROUSE HILL HOSPITAL

Community information sessions

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of Gloria Jeans

Find out more: rousehillhospital.health.nsw.gov.au

Appendix E – display boards



Rouse Hill Hospital



Rouse Hill Hospital



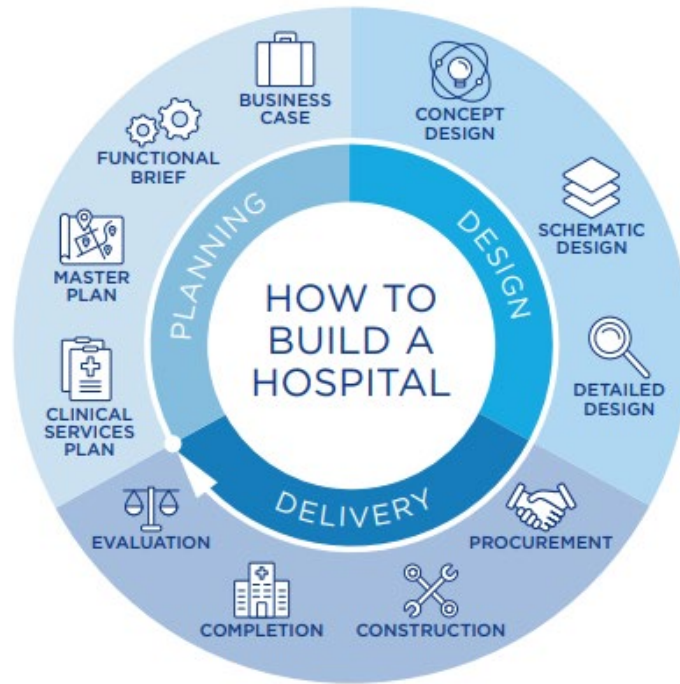
ARTIST'S IMPRESSION: OUTDOOR GARDEN AREA



Rouse Hill Hospital

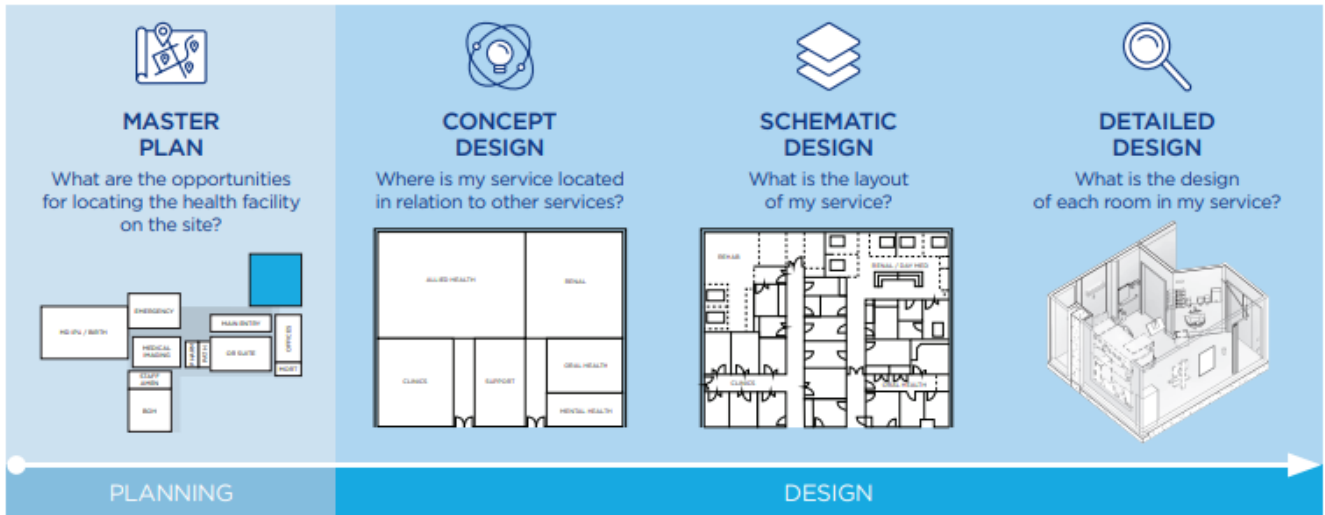


HEALTH INFRASTRUCTURE
How to Build a Hospital





HEALTH INFRASTRUCTURE
Planning and Design Process



EXAMPLE OF PROJECT PLANNING AND DESIGN PROCESS



**Subscribe to
our newsletter**



Rouse Hill Hospital

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