

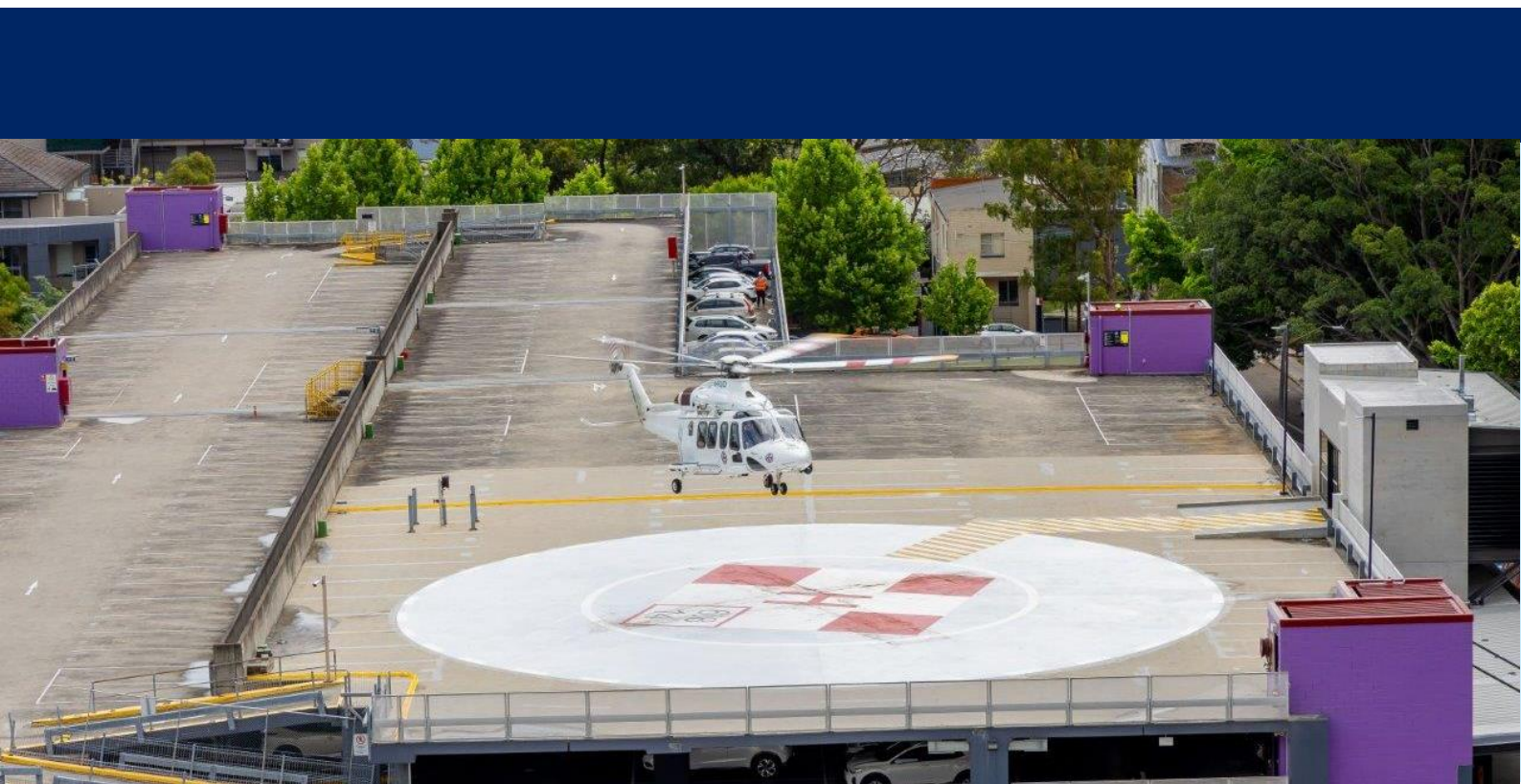
# Temporary helicopter landing site completion

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## Engagement outcomes report

Version 1

29 January 2025



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# Executive summary

The helipad, or helicopter landing site (HLS), at Royal Prince Alfred Hospital has been temporarily relocated to the roof of the Staff and Visitor Car Park, located on the corner of Hospital Road and Grose Street. The temporary HLS became operational in December 2024.

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The NSW Government has committed \$940 million to the redevelopment of Royal Prince Alfred (RPA) Hospital to deliver a new hospital building and refurbishment of existing spaces.

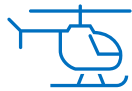
When complete, the RPA Redevelopment will deliver:

- Expanded and enhanced Emergency Department and Intensive Care Units
- State-of-the-art operating theatres
- Expanded and improved adult and paediatric inpatient ward accommodation
- Increased interventional and imaging services
- Expanded neonatology services
- Improved roads, signage and landscaping throughout the hospital
- New northern arrival and a new open garden courtyard.

The HLS was relocated due to construction activities under way on the east campus to deliver the Royal Prince Alfred Hospital Redevelopment. Tower cranes are required on the east campus and once they are installed it will be unsafe to access the HLS. Temporary relocation of the helipad will ensure the safety of patients, staff, consumers, residents and construction workers. Continued availability of a HLS during the redevelopment is crucial for RPA as a tertiary and quaternary referral hospital providing life-saving specialised ICU, surgical and interventional care to patients from the Sydney Metropolitan area and other parts of NSW, especially Western NSW.

This report provides a summary of community and stakeholder engagement undertaken between October and December 2024 to inform the community and staff about the final construction activities relating to the temporary HLS. It also provides an update on the operational status of the HLS. These latest activities build on the communication and engagement undertaken during the planning and construction phases of the HLS, to ensure the community has been well informed about its temporary relocation.

# Engagement snapshot



**2500+**  
Views of test flight video on social media platforms



**4500+**  
Residents letterbox dropped in catchment area



**90**  
Nearby residents doorknocked



**2300+**  
Views of interactive map on Social Pinpoint



**662**  
Views of content on project website

## Communications approach

To ensure broad reach and engagement, the communications approach included multiple channels, such as community newsletters, website updates, Social Pinpoint posts, internal and external emails, letterbox drops, doorknocks and social media posts. Clear, consistent messaging was used to explain the purpose of the temporary HLS, the timeline for its activation, and the importance of test flights to ensure safety and operational readiness.

Key milestones communicated included the completion of construction, the initiation of test flights and the expected transition to full operational use. Feedback from the community was actively monitored, and responses were provided in a timely manner to ensure transparency and maintain trust.

The communications approach raised awareness, managed expectations, and fostered community relations in preparation for the commissioning of the HLS.

The communication and engagement activities outlined build on the previous engagement undertaken throughout the planning and construction of the temporary HLS, which began in September 2022 and continued until December 2024. The [outcomes reports](#) for all engagement activities on the RPA Hospital Redevelopment are on the [project website](#).

# Who we engaged

Engagement included online and in-person activities to ensure a broad range of stakeholders, community members and health services staff were informed of the impacts associated with the HLS.

Communications focused on informing the community of the upcoming impacts, operational plans, and procedures. A range of communications channels were used, as detailed in Table 1.

Table 1: Communications

Type	Time and date	Details	Stakeholder
Signage	October 2024	Warning signage was installed around the temporary HLS exclusion zone, the car park and on construction fencing.	Internal and external stakeholders
Strata notification	29 October 2024	Email with information sheet attached distributed to Strata Choice (138 Carillion Avenue)	Local residents
Student/resident notification	November 2024	Student information provided to Queen Mary Building (Sydney University) to distribute to residents	Impacted stakeholders
Website updates	November 2024	Communications uploaded to website to remain source of truth throughout all the impacts and changes: <ul style="list-style-type: none"> <li>• Works notices</li> <li>• Information sheet</li> <li>• Latest news story</li> <li>• Year in Review 2024</li> </ul>	Internal and external stakeholders
Social Pinpoint	October to December 2024	Ongoing updates to Social Pinpoint platform	Internal and external stakeholders
Stakeholder briefings	23 and 24 October 2024	Presentation provided to neighbouring stakeholders in online briefing which discussed: <ul style="list-style-type: none"> <li>• HLS operational impacts</li> <li>• Operational overview</li> <li>• Test flights</li> <li>• The patient pathway</li> <li>• Spray sealing works</li> <li>• Exclusion zones</li> </ul>	Sydney University, Sydney University Sport and Fitness, St John's College, Sancta Sophia College, St Andrew's College, Queen Mary Building including UniLodge.
Doorknock	13 November 2024	Doorknock nearby stakeholders: To inform stakeholders of upcoming test flights. Doorknock area (Church Street 90 houses) <ul style="list-style-type: none"> <li>• Works Notice</li> <li>• Sorry we missed you flyer</li> </ul>	Local residents
Letterbox drop	1 November 2024	Letterbox drop information sheet to 4000+ residents – 1 November 2024  Letterbox drop of test flight works notices and updates to Carillion Ave and area around Church Street – 13 November 2024	Local residents
RPA Hospital all staff email	6 November 2024	Staff email with link to information sheet and works notices	Internal stakeholders

Type	Time and date	Details	Stakeholder
Consumer Working Group presentation	12 November 2024	Presentation to consumers in Working Group meetings held in October and November.	Consumers
Project subscriber email	6 November 2024	Email to subscribers with information sheet and planned upcoming test flights	Internal and external stakeholders
Year in Review Newsletter	16 December 2024	Year in Review story on HLS Completion	Internal and external stakeholders
Social media	11 December 2024	SLHD Facebook post/video announcing successful test flights with over 2500+ views	Internal and external stakeholders

## Communications report

The below summarises the key communication activities undertaken to inform stakeholders about the preparation, test flights, and commissioning of the temporary helicopter landing site (HLS).

### Key activities

#### Works notices

- Spray Sealing (8 October 2024): A notice was distributed to internal and external stakeholders about spray sealing works in preparation for the temporary HLS activation.
- Test Flights (19 and 21 November 2024): Notices informed stakeholders of both day and nighttime test flights to and from the temporary HLS.
- Construction Updates (11 and 25 November 2024): Fortnightly updates included details on test flights and HLS activation, with links to works notices and additional resources.

#### Information sheet

- Information Sheet (29 October 2024): Distributed to stakeholders to provide information on the completion and commissioning activities for the temporary HLS.

#### Signage

- Warning Signage (October 2024): Prepared and installed around the temporary HLS exclusion zone and car park for safety.

#### Stakeholder consultation

- PowerPoint Presentation (October 2024): Developed to brief key stakeholders, including Sydney University and associated colleges, on the HLS impacts and activities.
- Stakeholder Briefings (23-24 October 2024): Online briefings provided key stakeholders with an operational overview, including impacts from test flights, spray sealing works, exclusion zones, and more.



## Engagement activities

- Doorknocks for nearby residents (13 November 2024): Engaged with 90 residents on Church Street, delivering works notices and flyers to inform about the upcoming test flights.
- Letterbox Drops (1-13 November 2024): Notices and information sheets were distributed to more than 4,000 residents, informing them about the test flights and HLS activities.

## Digital and online communication

- Website Updates (November 2024): Key updates, including works notices and information sheets, were uploaded to the project website to ensure stakeholders had access to the latest information.
- Social Pinpoint (October - December 2024): Ongoing updates were provided through the Social Pinpoint platform, engaging both internal and external stakeholders.
- Social Media (11 December 2024): A Facebook post/video showcasing the successful test flights had more than 2,500 views.

## Additional communications

- Strata Notification (29 October 2024): Direct email communication with information sheets was sent to Strata Choice and residents at 138 Carillion Avenue.
- Consumer Communications and Engagement Working Group Presentation (12 November 2024): A presentation was made to the Working Group to discuss the project's progress and impacts.
- Newsletter (16 December 2024): A Year in Review article celebrated the completion and commissioning of the HLS, sent to internal and external stakeholders.

## Engagement outcomes

The communication strategy reached a broad range of stakeholders, including residents, internal and external hospital staff, neighbours and the wider community. Multiple communication channels were utilised to ensure information was disseminated throughout the planning, preparation, and activation stages of the temporary helicopter landing site (HLS).

Website updates and the use of Social Pinpoint allowed stakeholders to keep updated on ongoing activities. The integration of social media further increased visibility, with positive engagement from the community, as demonstrated by the over 2,500 views of the Facebook post about the successful test flights.

Direct communications were sent to targeted groups, including strata members, businesses, and consumer working groups, to address specific needs and concerns.

The communication approach was effective in ensuring stakeholders were informed and involved throughout the process of activating the temporary HLS. In conclusion, the consultation process met its objectives of keeping stakeholders informed, addressing concerns, and ensuring that the temporary HLS could be activated with minimal impact on the local community.



# Appendices

## Appendix A Information sheet



### Temporary helicopter landing site completion

The helipad at RPA Hospital is being temporarily relocated to the roof of the Staff and Visitor Car Park located on the corner of Hospital Road and Grose Street. Works are scheduled to be completed in November 2024, with the temporary helicopter landing site (HLS) expected to be operational in December 2024.



#### What to expect

##### Test flights

To finalise construction activity, test flights are scheduled to be carried out in November 2024. During the test flights, a helicopter will arrive and depart from various directions based on both wind conditions and air traffic clearances. Dates for the test flights and completion of the HLS are dependent on power being connected, which has been impacted by the industrial action by the Electrical Trades Union against Ausgrid.

##### Helicopter activity

Data on helicopter activity at RPA Hospital indicates that we should expect a minimum of 10 landings per month.

Helicopter landings and take-offs will occur at various times throughout the day and night. While we aim to limit disturbances, nearby residents will experience some noise associated with helicopter movements.

All helicopter operations adhere to strict safety protocols to ensure the wellbeing of patients and community members. The HLS is equipped with proper lighting and safety measures for efficient and safe landings.

The temporary helicopter landing site has two dedicated ambulance bays on Grose Street. You may notice emergency vehicle activity near the HLS during landings and we encourage patience and caution in these areas.

##### Patient journey

Following a helicopter arrival, each patient will be taken via newly installed lifts to a waiting ambulance on Grose Street. The ambulance will then take the patient to the RPA Hospital east campus for treatment via the travel path indicated on the above map.

## Appendix B Works notice – Spray sealing



### RPA Hospital Redevelopment

October 2024

## Works notice: Tuesday 8 October 2024 Maintenance and spray sealing works

From Tuesday 8 October 2024 for approximately six weeks, maintenance and protective works will commence in the vicinity of the RPA Hospital Staff and Visitor Car Park to prepare the area for future helicopter landings.

#### Works will involve:

- Excavation and flattening of earth in the vacant land adjacent to the car park
- Removal of existing vegetation
- Installation of construction banner mesh
- Spray sealing the surface

The spray sealing process is essential to ensure a safe and secure landing zone for helicopters. This work will minimise dust, improve surface integrity, and enhance safety for both helicopter operations and the surrounding community.



#### Temporary helicopter landing site

As we finalise construction activity for the temporary helicopter landing site (HLS), test flights are expected to commence in late 2024. We will update the community once a date has been confirmed and provide further information on the plans for the HLS to become operational. Learn more in the [Fact Sheet](#) and [FAQs](#) on the [project website](#).

#### More information

The health, safety and well-being of staff, patients, neighbours and community are our highest priorities. For any queries relating to this work, please contact the RPA Hospital Redevelopment Team via email [RPAREdevelopment@health.nsw.gov.au](mailto:RPAREdevelopment@health.nsw.gov.au) or phone (02) 9978 5901.

#### The RPA Hospital Redevelopment Team

[RPAREdevelopment@health.nsw.gov.au](mailto:RPAREdevelopment@health.nsw.gov.au) | [RPAREdevelopment.health.nsw.gov.au](https://rparedevelopment.health.nsw.gov.au) | (02) 9978 5901



## Appendix C Works notice – Test flights

HEALTH INFRASTRUCTURE

### RPA Hospital Redevelopment



November 2024

## Works notice: Tuesday 19 November 2024 Temporary helicopter landing site test flight

From Tuesday 19 November 2024 helicopter test flights are expected to commence on the temporary helicopter landing site (HLS) located on the rooftop of the RPA Hospital Staff and Visitor Car Park.

During the test flights, a helicopter will arrive and depart from a variety of directions based on both wind conditions and air traffic clearances issued by tower control at Sydney Airport. Some noise and wind can be expected during the test landing and take-off.

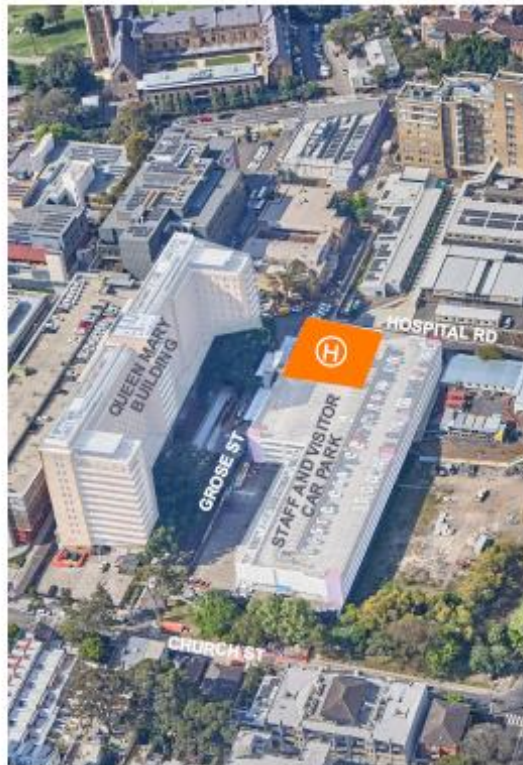
The test flights are part of the final activities planned as part of the construction of the temporary HLS. Following construction completion, the temporary HLS is expected to commence operation from December 2024 and will be in use for approximately 2 years.

The flights are expected to occur during the day and night. Pedestrians are advised to avoid the area during helicopter movements and to follow any instructions around the flight zone.

Find out more about the temporary helicopter landing site and the operational plans in the **Fact Sheet** and **FAQs** on the **project website**.

#### Works will involve:

- Helicopter landing and take-off on the roof of RPA Hospital Staff and Visitor Car Park
- Noise and wind from helicopter downwash within the helicopter exclusion zone



#### More information

The health, safety and wellbeing of staff, patients, neighbours and community is our highest priority. For any queries relating to this work, please contact the RPA Redevelopment Team via email [RPAREdevelopment@health.nsw.gov.au](mailto:RPAREdevelopment@health.nsw.gov.au) or phone (02) 9978 5901.

We thank you for your patience and cooperation while we complete these important works.

The RPA Hospital Redevelopment Team

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(02) 9978 5901

HEALTH INFRASTRUCTURE



## RPA Hospital Redevelopment

November 2024

### Works notice: Thursday 21 November 2024 Temporary helicopter landing site test flight

On Thursday 21 November 2024 a helicopter test flight is expected to occur late in the evening on the temporary helicopter landing site (HLS) located on the rooftop of the RPA Hospital Staff and Visitor Car Park.

Following the success of the day time test flight undertaken on Tuesday 19 November 2024, a night test flight is required to finalise the construction of the temporary helicopter landing site.

Due to the helipad's close proximity to Sydney Airport, the flight is dependent on air traffic approval and is expected to occur after 11.30pm when the Sydney Airport curfew commences.

During the test flight, a helicopter will arrive and depart from a variety of directions based on both wind conditions and air traffic clearances issued by tower control at Sydney Airport. Some noise and wind can be expected during the test landing and take-off.

Following construction completion, the temporary HLS is expected to commence operation from December 2024 and will be in use for approximately two years. Find out more about the temporary helicopter landing site and the operational plans in the [Fact Sheet](#) and [FAQs](#) on the [project website](#).

#### Works will involve:

- Helicopter landing and take-off at night on the roof of RPA Hospital Staff and Visitor Car Park following Sydney Airport curfew
- Noise and wind from helicopter downwash within the helicopter exclusion zone



#### More information

The health, safety and wellbeing of staff, patients, neighbours and community is our highest priority. For any queries relating to this work, please contact the RPA Redevelopment Team via email [RPAreddevelopment@health.nsw.gov.au](mailto:RPAreddevelopment@health.nsw.gov.au) or phone (02) 9978 5901.

We thank you for your patience and cooperation while we complete these important works.

The RPA Hospital Redevelopment Team

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## Appendix D Flyers – Test flights

### HEALTH INFRASTRUCTURE



### RPA Hospital Redevelopment

#### Temporary helicopter landing site

From Tuesday 19 November 2024, helicopter test flights are expected to commence on the temporary helicopter landing site (HLS) located on the rooftop of the RPA Hospital Staff and Visitor Car Park.

During the test flight, a helicopter will arrive and depart from a variety of directions based on both wind conditions and air traffic clearances issued by tower control at Sydney Airport. Some noise and wind can be expected during the test landing and take-off.

The test flight is part of the final activities planned as part of the construction of the temporary HLS. The test flights are expected to occur during the day and night in line with guidance from Sydney aviation.



**Scan here to learn more**  
in the works notice on the  
RPA Hospital Redevelopment  
project website

**RPAredemption@health.nsw.gov.au**  
**RPAredemption.health.nsw.gov.au**  
**(02) 9978 5901**



## HEALTH INFRASTRUCTURE



### RPA Hospital Redevelopment

## Works update Temporary helicopter landing site

Following the test flights undertaken in November 2024, the temporary helicopter landing site (HLS) located on the rooftop of the RPA Hospital Staff and Visitor Car Park will become active in December 2024.

Data on helicopter activity at RPA Hospital indicates that we should expect approximately 10 landings per month. Helicopter landings and take-offs will occur at various times throughout the day and night.

While we aim to limit disturbances, nearby residents will experience some noise associated with helicopter movements.



**Scan here to learn more**  
in the fact sheet on the  
RPA Hospital Redevelopment  
project website

**T** (02) 9978 5901  
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## HEALTH INFRASTRUCTURE



### RPA Hospital Redevelopment

## Works update Temporary helicopter landing site

The temporary helicopter landing site (HLS) located on the rooftop of the RPA Hospital Staff and Visitor Car Park is now active.

Future helicopter activity will be for medical emergencies and can occur at any time of the day. Please be aware that the area around the landing site will experience increased activity, including occasional noise from incoming and outgoing helicopters.

The temporary helicopter landing site ensures RPA Hospital can continue to provide rapid, life-saving medical care to those in need and we thank you for your understanding and support.

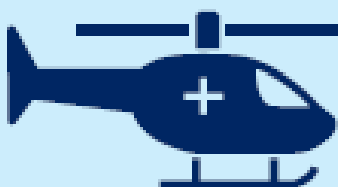


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## Appendix E Signage – Exclusion zone



# Rooftop helicopter landing site

- Pedestrian and vehicle access restricted during helicopter operations
- Possible dust and debris during helicopter operations
- Emergency vehicles travelling from car park to main hospital building
- Always follow traffic management instructions



Scan here to find out more about the temporary helicopter landing site

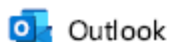


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## Appendix F Letter – Share bikes notification



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### RPA Hospital Redevelopment - Share bike helicopter exclusion zone

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**From** HI-RPARedevelopment <HI-RPARedevelopment@health.nsw.gov.au>

**Date** Wed 11/13/2024 10:49

**To** support@ridebeam.com <support@ridebeam.com>; teamsupportau@ridebeam.com  
<teamsupportau@ridebeam.com>

**Bcc** Prue Tamizi (Health Infrastructure) <Prue.Tamizi@health.nsw.gov.au>; Morgan Tallack (Health Infrastructure) <Morgan.Tallack@health.nsw.gov.au>

Attention Beam,

We are writing to you in regard to a safety risk identified in line with the NSW Government Shared Bike Safety Guidelines 2018.

As part of the RPA Hospital Redevelopment, the helipad at RPA Hospital is being temporarily relocated to the roof of the Staff and Visitor Car Park located on the corner of Hospital Road and Grose Street. Works are scheduled to be completed in November 2024, with the first test flights from 18 November 2024 and the temporary helicopter landing site (HLS) expected to be operational in December 2024.

The temporary helicopter landing site is located close to student accommodation. Share bikes are a popular choice of travel among students and the Camperdown community and many share bikes are parked outside the Queen Mary student accommodation building entrance located on Grose Street, between Hospital Road and Church Street.

This location for drop-off/pick-up is within the helicopter operation zone. It has been identified that share bikes in this area are a safety risk during helicopter movements due to the downdraft and high winds caused from helicopter landings and take-offs.

Share bikes are unable to be dropped off on Grose Street, Camperdown, NSW, in the section between Hospital Road and Church Street and we request that a "geofence" be implemented to minimise any share bikes being parked in the operation zone. Any share bikes that are dropped off in this area are required to be removed as soon as possible. Traffic management will be implemented during helicopter operations and we will install signage to notify people of the exclusion zone.

You can find out more about the temporary helicopter landing site in the fact sheet on the project website.

We hope you tend to this matter with urgency. Reach out with any questions or if you require further clarification.

Kind Regards,  
The RPA Hospital redevelopment team

## Health Infrastructure

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