



ROYAL PRINCE ALFRED HOSPITAL REDEVELOPMENT



OUTCOMES REPORT

TEMPORARY HELIPAD
LANDING SITE RELOCATION

[VERSION 1.0]

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EXECUTIVE SUMMARY

The integrated project team delivered a series of engagement activities in April 2023 informing key stakeholders and the community of the necessary temporary relocation of the Helicopter Landing Site (HLS). This program allowed the project team to notify and inform stakeholders of the plans to temporarily relocate the helicopter landing site, detail the purpose of the relocation, provide information on the expected impacts of the plans, and enable the opportunity for staff, stakeholders, and members of the public to voice their questions, concerns, and feedback prior to the relocation and throughout the process.

The HLS at RPA Hospital needs to be relocated due to the planned construction activities that will take place on the east campus to deliver the \$750 million Royal Prince Alfred (RPA) Hospital Redevelopment. Once redevelopment works are underway on RPA's east campus, the required construction tower cranes for these works will make safe access to the existing helipad not possible. Temporary relocation of the helipad will ensure the safety of patients, staff, consumers, residents and construction workers. The helipad will be temporarily relocated to the roof of the multi-storey car park south of the Queen Mary Building on RPA's western campus. The continued operation of a Helicopter Landing Site during the RPA redevelopment is crucial to RPA's role 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.

The successful delivery of this consultative program included engagement with key stakeholders as well as with consumers, staff, adjoining neighbours and the community. The program saw the development of highly accessible, detailed, and targeted information packages that were distributed through direct and indirect channels. The program consisted of a direct email to staff, key external stakeholders and project email to subscribers, and a doorknock and letterbox drop campaign.

This Outcomes Report details stakeholder feedback captured during the engagement of the HLS for the redevelopment in April 2023.

Engagement statistics

The consultation was delivered in a number of ways, with a summary of these outlined below.



An update was published on the RPA Hospital Redevelopment project website on 26 April



6633 properties letterbox dropped 2 May



Approximately 340 properties door knocked on 26 April



Email distributed to all RPA staff, project subscribers, and 6 key external stakeholders from 26 April – 5 May

CONSULTATION PROGRAM

| STAKEHOLDER | ACTIVITY / COLLATERAL | DATE |
|---|---|----------|
| Local Community Door Knock | Door knock 'Sorry we missed you' flyer Helipad relocation fact sheet Helipad relocation FAQ's document | 26 April |
| Strata Management: 138 Carillon Ave | Emailed with information, and offered a briefing Helipad relocation fact sheet Helipad relocation FAQ's document | 26 April |
| Sydney University St John's College St Andrew's College Sancta Sophia College | Email with information Helipad relocation fact sheet Helipad relocation FAQ's document | 28 April |
| Unilodge Student Accommodation, Queen Mary Building | Email with information Helipad relocation fact sheet Helipad relocation FAQ's document | 28 April |
| Sydney Local Health District (SLHD) Buildings: Marie Bashir, King George V, Parents and Baby Unit, Infusion Centre | SLHD to provide information directly: Helipad relocation fact sheet Helipad relocation FAQ's document | 28 April |
| General Manager (GM) email to RPA staff | GM to provide email to all staff at RPA Message from the GM Helipad relocation fact sheet Helipad relocation FAQs document | 5 May |
| Local Community Letterbox Drop | Letterbox drop Helipad relocation fact sheet Helipad relocation FAQ's document | 2 May |
| Direct briefing | Briefing invitation to resident at 138 Carillon Avenue. Invite them to participate in a briefing with HI. | 11 May |

Engagement activities

1. Direct emails to staff, subscribers and impacted stakeholders

An email from the project inbox was sent to subscribers on 26 April to align with website updates and the door knock. This email included links to the Temporary Helipad Site FAQs and Fact Sheets on the RPA Redevelopment website.

Emails to key stakeholders on the temporary relocation of the HLS were distributed from the project from 26-28 April to ensure key stakeholders who are directly impacted are kept updated and well-informed of the upcoming plans.

Personalised emails were distributed to the 6 key stakeholders listed below:

- Sydney University
- St John's College
- St Andrew's College
- Sancta Sophia College
- Queen Mary Building (via Unilodge)
- Strata Choice, agency for 138 Carillon Avenue

An all-staff electronic direct mail (EDM) was distributed to all staff on 28 April. This ensured staff felt supported, informed and empowered to support any community queries on the matter, with communications highlighting most appropriate contact to direct questions, queries and/or concerns.

2. Doorknock

During the consultation period, the project team undertook a targeted community doorknock.

The doorknock campaign was carried out on 26 April and engaged with approximately 340 individual properties, inclusive of 333 residential properties and 7 commercial properties. As indicated in Figure 1, the doorknock was conducted on portions of Mallett Street, Church Street, Fowler Street, Rochester Street, Fitzgerald Street and Carillon Avenue. Within this catchment there are a number of University of Sydney owned buildings, engagement with occupants of these buildings will be coordinated through direct email with the University team.

During the doorknock we spoke directly with 24 occupants. Key themes that were discussed were as follows:

- It was noted by 6 individuals that they were already aware of the HLS relocation and had received information previously;
- 3 individuals said they support the relocation, to ensure continuity of care for patients;
- 1 individual expressed concern over the location due to noise; and
- The remainder of those we spoke to did not express any concerns regarding the temporary relocation of the HLS helipad

A 'sorry we missed you' flyer was delivered if no one was home for the doorknock along with the Helipad fact sheet and FAQs (see Appendix, Figure 4).

Contact details were provided across all materials and to date, no contact has been made.

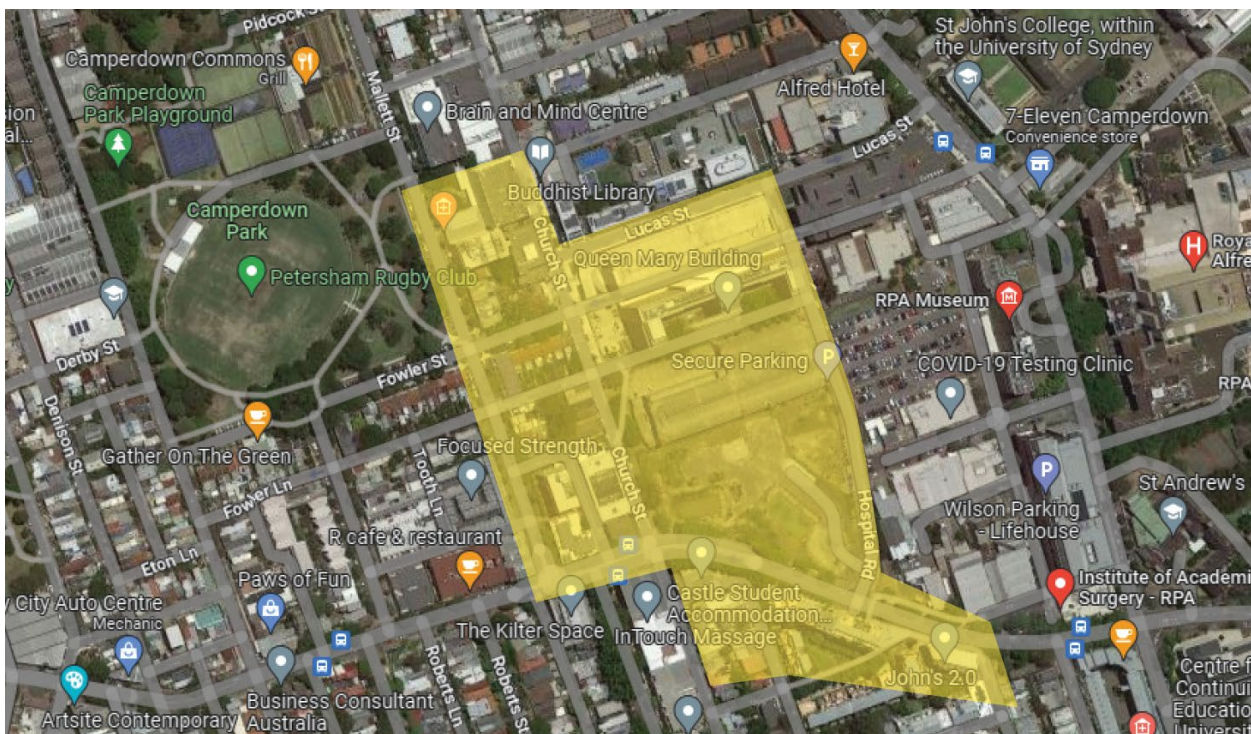


Figure 1: Map of area covered in the 26 April 2023 doorknock to approximately 340 properties

3. Letterbox drop

A letterbox drop was successfully delivered on 2 May to approximately 6633 residents within the Camperdown area. They received a copy of the Helipad fact sheet and the FAQs.

4. Direct briefing/online meeting

A direct briefing was offered to a local resident of 138 Carillon Avenue, who had raised concerns around the temporary helipad landing site relocation. The online briefing was provided to allow the resident an opportunity to discuss a response to the objections and provide details around the program of works, helipad design, and engagement activities, offering a chance for questions.

The local resident was emailed on Thursday 11 May 2023 with an invite to attend a briefing with the time/date most suitable to them. After a two-week period where there was no response from the resident the consultation period was closed.

Communication and promotion

General information about the temporary relocation of the HLS was delivered through:

- Information on RPA Redevelopment website, from 26 April 2023.
- EDM to staff and project email to subscribers on 5 May 2023.
- Email to 6 key stakeholders on 26-28 April 2023.
- Direct briefing offered to concerned resident on 11 May 2023.
- Doorknock to the local community covering approximately 340 homes on 26 April 2023.
 - Helipad Relocation fact sheet
 - Helipad Relocation FAQs
- Letterbox drop to 6633 private residences and businesses carried out on 2 May 2023.
 - Helipad Relocation fact sheet
 - Helipad Relocation FAQs

Please see Appendix A to view material related to the targeted community engagement.

CONSULTATION OUTCOMES

The consultation program for the temporary relocation of RPA Hospital’s HLS proactively engaged key stakeholders enabling staff, patients, carers, neighbours and community to remain well-informed and engaged in the change process regarding the plans for the HLS temporary relocation.

Commencing from 26 April, the project team effectively reached key stakeholders located near the site of the relocated HLS through the use of website updates, doorknock, letterbox drops and email to staff, local business and the community.

The project team distributed emails on 26 and 27 April to 6 key identified stakeholders who have an increased interest due to locality to the impacted area:

1. Sydney University
2. St Johns College
3. Sancta Sophia College
4. St Andrews College
5. Queen Mary, via Uni Lodge

6. Strata Choice, agency for 138 Carillon Avenue

The email provided the opportunity to update the key stakeholders on the relocation of the HLS and provide additional information, following the last engagement in late 2022.

The consultation programme for the relocation of the HLS unveiled a range of key insights specific to the temporary helipad site as well as around the broader redevelopment of RPA Hospital. Feedback from individuals engaged by the project team expressed that they felt well informed and the overall sentiment towards the HLS relocation was positive.

Staff engagement activities ensured staff were effectively informed of the project and able to advocate for the change when speaking to patients and carers. Through the delivery of fact sheets and FAQ's to community stakeholders the project team ensured patients and carers were informed of the plans.

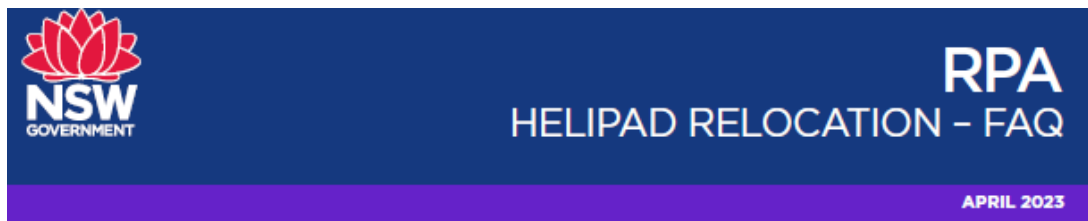
The development of the consultation programme allowed the project team to manage expectations around the scope and timeframes of the project, allowing project to continue delivery on its communications and engagement promise of a 'no surprises' approach.

Through effective consideration of each stakeholder and by using targeted delivery channels, the project team ensured that the adjoining neighbours were well informed of the plans and had the opportunity to be consulted and provide feedback.

The consultation managed and mitigated key risks and concerns about the temporary relocation of RPA Hospital's HLS, ensured all relevant and interested stakeholders had the opportunity to be informed, provided staff with the opportunity to become advocates and effective points of contacts to deliver confidence to patients and carers and provided transparency on potential impacts of the plans on neighbours of the temporary site.

Appendix A – Engagement Collateral

Figure 2: HLS Temporary Relocation FAQs



Frequently Asked Questions (FAQs)

Helicopter Landing Site - Temporary Relocation

Why is the helipad being relocated?

The Helicopter Landing Site (HLS) at RPA Hospital will be relocated due to the upcoming construction activities that will take place on the east campus to deliver the \$750m RPA Hospital Redevelopment. Once redevelopment works are underway on RPA's east campus, the required construction tower cranes for these works will interfere with the safe access to the existing helipad. The relocation will ensure the safety of patients, staff, locals, and construction workers.

Why is the continued helipad service needed?

The continued operation of a Helicopter Landing Site during the RPA redevelopment is crucial to RPA's role 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.

Transfer to RPA by helicopter is the safest transport method for patients referred to RPA for time-critical care including specialised cardio-thoracic support, complex levels of intensive care and the advanced surgical and interventional treatment available at RPA. The rapid transfer of newborn babies requiring Neonatal Intensive care (NICU) is another important reason for maintaining access to RPA by the Newborn & Paediatric Emergency Transport Service (NETS) helicopter service.

As the NSW centre for liver transplantation, one of the largest obstetric and NICU services and a major referral centre for cardio-thoracic, neurosurgical, orthopaedic, renal transplantation and advanced gastrointestinal surgery, RPA needs to retain the capacity to receive patients for whom transfer by helicopter provides the safest and most effective option.

Is it temporary?

The relocation of the helipad is temporary and will operate for the duration of construction that limits access to the existing helipad. The lifts that will be built to support this change will remain part of the car park once the landing site moves to the east campus, improving the accessibility of the car park for future use.

Where is the helipad being relocated to?

The helipad will be temporarily relocated to the roof of a multi-storey carpark located off Hospital Road and Grose Street, to the south of the Queen Mary Building.

Why this location for the Temporary HLS?

Health Infrastructure worked closely with representatives from the Sydney Local Health District, NSW Ambulance and Avipro (Aviation Management and Safety Advisors) to ensure the proposed relocation site was safe, appropriate, fit for purpose and caused minimal impact on the local community and environment.

The proposed location is deemed to be the only feasible alternate location on or near the RPA campus. The temporary HLS location was selected after considering multiple options during the preliminary design stage. Three locations were considered in the site selection process. The alternate locations were not feasible for a number of reasons.

Did you consider other locations for the Temporary HLS?

The existing HLS located in the east campus is situated unacceptably close to the construction zones for the proposed works, creating multiple hazards to helicopter flight and preventing continued and safe Helicopter Emergency Medical Service (HEMS) operations to that site.

The final location of the temporary HLS was determined following consideration of 3 (three) options:

- Option 1: The South-West vacant site on West campus;
- Option 2 (Preferred): The roof of the multi-deck carpark to the north of the South-West site;
- Option 3: St John's sports fields.

Option 2 was selected as the preferred option. Option 1 was noted by Avipro, the aviation consultant, as unviable as the two aircraft approach and departure paths greatly exceeded the desired maximum angle required for aviation safety requirements even with a necessary removal of vegetation. Option 3 was deemed unfeasible as it would require the establishment of helicopter hardstanding within the playing area including sealed road ambulance access to it. This option would also result in longer patient transfer times, would pose substantial difficulties in managing the public during helicopter operations, and would be too disruptive to games played at St John's College. Due to the tall surrounding obstructions, the playing fields may have had to be closed altogether to make the HLS viable. It was noted that some of the matches played on the oval are televised, top grade events e.g. Shute Shield Rugby.

Figure 3: HLS Temporary Relocation Fact Sheet



RPA HOSPITAL REDEVELOPMENT

FACT SHEET - APRIL 2023

Ensuring safety – Helicopter Landing Site Temporary Relocation

As part of the new RPA Hospital Redevelopment, the hospital’s helicopter landing site (HLS) is being temporarily relocated.

Operating from 2024, the temporary helipad will be located on the roof of the multi-storey carpark off Hospital Road and Grose Street, south of the Queen Mary Building. The temporary helipad relocation is expected to be needed for up to 24 months.



RPA HOSPITAL HELIPAD RELOCATION AERIAL SITE VIEW

Temporary Helipad Relocation

The helipad at RPA Hospital is being temporarily relocated due to the planned redevelopment of Royal Prince Alfred Hospital’s (RPA) east campus. The redevelopment of the RPA east campus requires the installation and use of construction tower cranes. These tall cranes will unfortunately limit safe access to the existing landing site making the relocation of the helipad a necessity. The relocation will ensure the safety of patients, staff, locals, and construction workers.

The helipad will be temporarily relocated to the roof of the multi-storey carpark located off Hospital Road and Grose Street, to the south of the Queen Mary Building. The temporary site will serve as the sole working helipad at RPA for the time that the tower cranes are in place for the construction of the new health facility.

The first stage of planning for the helipad relocation was deciding on the new temporary site. Health Infrastructure worked closely with representatives from the Sydney Local Health District, NSW Ambulance and Avipro (Aviation Management and Safety Advisors) to ensure the proposed relocation site was safe, appropriate, fit-for-purpose and caused minimal impact on local community and the environment.

Due to the relocation of the helipad, car spaces will be

closed on the top floor of the car park. Active management will be in place across the RPA campus to ensure ease of access for those driving to the site through the period of construction of the RPA Redevelopment.

Due to the extensive consultation and strategic planning that has gone into the planned relocation, RPA hospital can continue its mission of world-class delivery of patient care with the support of the temporary helipad.

Based on previous activity, it’s expected there will be about 10 landings each month. At times nearby residents are likely to experience some noise associated with helicopter movements. As these flights are often critical responses to emergency situations, landings can take place at any time during the day or night.

Establishing the temporary helipad will require early works to begin on the site by late-2023. Early works will see removal of any obstacles, structural works on top of the car park, the installation of lights and a patient transfer elevator. These works are expected to be complete, and the site to be operational in 2024.

What work are we doing?

The proposed work to the existing 5 level multi-storey carpark to accommodate the temporary HLS includes provision of:

- Two patient transfer lifts.
- Naturally ventilated enclosed lobby spaces on levels 3, 4 & 5 with patient refuge area.
- Medical gas storage on the roof level for clinical operational purposes.
- Level 4 lobby provision for future public usage.
- Two ambulance car parking bays with canopy cover on Grose Street.
- Security control access to roof (HLS) level.
- The patient transfer lifts will be retained for future use by the car park when the helipad landing site is decommissioned.

Managing our Impacts

We aim to manage our work to reduce the impacts to the community and the environment. Our works may be noisy at times, we will do everything we can to minimise impacts.

We would like to thank you for your patience.

Next Steps

Please contact us with any questions you have about our work. We will continue to provide you with updates throughout this project.



ARTIST IMPRESSION OF THE TEMPORARY HELICOPTER LANDING SITE VIEW FROM GROSE STREET

What services will the development deliver?

This is the most significant investment in RPA's 140-year history to support the world-leading services provided at RPA for the 740,000 people who live in Sydney Local Health District and the more than 1 million people who come into the District each day to work, study and visit.

When complete, the RPA Redevelopment will deliver:

| | | | |
|--|---|--|---|
| | Expanded and enhanced Emergency Department and Intensive Care Units | | Expanded neonatology services |
| | State-of-the-art operating theatres | | Facilities and capabilities for integrated research, education and training |
| | Expanded and improved adult inpatient accommodation | | Improved public domain and services including roads, wayfinding, landscaping and information and communications technology infrastructure |
| | Increased interventional and imaging services | | |

Listening to our community

RPA Hospital has a long history of working in partnership with our community. Your feedback is important to us.



Scan the QR code to take our survey and tell us what you think about the temporary helipad landing site.

How can I contact the project team?

If you have any questions or would like more information please contact our project team at the details below.

Email: rpadevelopment@health.nsw.gov.au | **Website:** www.rpadevelopment.health.nsw.gov.au

Figure 4: HLS Temporary Relocation 'sorry we missed you' flyer



Sorry we missed you

Today we visited your property to provide you with an update about important changes in your local area.

We hoped to talk to you about the planned temporary relocation of the RPA helicopter landing site, as part of the RPA Hospital Redevelopment project.

If you would like to learn more about the temporary helipad relocation, we invite you to attend a community meeting on Monday, September 19th.

For more information contact:

W: www.rparedevelopment.health.nsw.gov.au

E: rparedevelopment@health.nsw.gov.au

Figure 5: HLS Temporary Relocation RPA Hospital General Manager Message

Message from the General Manager

This year we have seen significant progress on the enabling works for the \$750 million redevelopment of RPA Hospital. The redevelopment will deliver a new hospital building and refurbishment of existing spaces.

In preparation for the main construction works on the RPA east campus, the Helicopter Landing Site will be temporarily relocated.

The redevelopment of RPA's east campus requires the installation and use of construction tower cranes that will unfortunately limit safe access to the existing landing site.

Operating from 2024, the temporary Helicopter Landing Site will be located on the roof of the staff and visitor carpark off Hospital Road and Grose Street, to the south of the Queen Mary Building.

In preparation for this, early works will be carried out on the staff and visitor car park from mid-2023. The works will include the installation of two patient transfer lifts and two covered ambulance car parking bays.

Due to the relocation of the Helicopter Landing Site, car spaces will be closed on the top floor of the car park, however, we are working across the campus to reduce the impact on car spaces and to ensure ease of access for those driving to RPA during the period of construction.

The continued operation of a Helicopter Landing Site during the redevelopment is crucial to RPA's role as a tertiary and quaternary referral hospital providing life-saving specialised ICU, Surgical and Interventional care to patients from Metropolitan Sydney and other parts of NSW, especially Western NSW.

The temporary helipad relocation is expected to be needed for up to 24 months.

If you have any questions or would like more information, please contact our project team at SLHD-RPAREdevelopment@health.nsw.gov.au or visit the project website rpadevelopment.health.nsw.gov.au.

The redevelopment of RPA will deliver many benefits for our hospital. Thank you for your patience as the project continues.



Kiel Harvey
General Manager
RPA Hospital



Sydney
Local Health District