



# ROYAL PRINCE ALFRED HOSPITAL REDEVELOPMENT



# OUTCOMES REPORT

**CONSTRUCTION  
COMMUNICATIONS  
JUNE 2024**

[VERSION 1.0]

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## Executive summary

### Introduction

This Outcomes Report details communications and engagement activities undertaken to highlight key construction activities and impacts to stakeholders with a focus on recent activities associated with the Church Street closure that forms part of the Temporary Helicopter Landing Site works. This builds on the many engagement activities that have been delivered as part of this project and is guided by the Communications and Engagement Plan for the RPA Hospital Redevelopment. The report captures collateral, activities and feedback received from notification of construction impacts. The NSW Government has committed \$940 million to the redevelopment of the Royal Prince Alfred (RPA) Hospital to deliver a new hospital building and refurbishment of existing spaces.

To support main works construction activities, regular communications channels and platforms are updated to notify stakeholders of key impacts and upcoming disruptions. The communications team provide regular communications on key disruptions and construction impacts across digital and print platforms, as well as face to face channels including briefings, door knocks and community pop ups.

The communications and engagement plan and approach supports the commencement of main works for the project and ensures stakeholders are informed of the project milestones, construction activities, project plans and next steps. Communications for the project provides the opportunity for staff, stakeholders and members of the public to voice their questions, concerns, and provide feedback.

The construction communications includes engagement with key stakeholders as well as with consumers, staff, neighbours and the community. The construction communications is highly accessible, detailed and is targeted when applicable to different packages of work.

This outcomes report focuses on the package of work aligned with the closure of Church Street as part of the construction activities for the temporary helicopter landing site. The engagement was carried out during May and June 2024.

## Construction communications overview

Construction consultation and communications is delivered in a number of ways summarised below.

Communication	Regularity	Purpose
Logistics communications	Weekly on Friday	Overview of current road closures and loading dock impacts
Works notices	As required	Alongside disruption notices
Fortnightly construction update	Fortnightly on Monday	Overview of current construction activities on campus
Project updates	Quarterly	Newsletter highlighting project activities and construction stories
Website latest news	As required	Latest news stories highlighting construction activities
Interactive digital map	In line with works notices	Interactive map of hospital campus to view current construction and linked to works notices

<b>Letterbox drops</b>	As required	Deliver communications to nearby residents on upcoming impacts and project updates
<b>Doorknocks</b>	As required	Doorknock impacted residents to discuss upcoming construction activities and provide opportunity for feedback
<b>Stakeholder briefings</b>	As required	Presentation to impacted stakeholders to discuss construction activities and provide opportunity for feedback/input

## Construction consultation objectives

The objectives that underpin the approach to communications and engagement for the RPA Hospital Redevelopment are:

1. Genuine and meaningful engagement across the lifecycle of the project to ensure local voices inform key outcomes
2. Build on critical and long-established relationships to engage in the RPA project
3. Garner support for key operational changes required to facilitate the delivery of the project
4. Build awareness of the RPA Redevelopment with all internal and external stakeholders
5. Demonstrate to staff they are valued partners and that their feedback informs the project
6. Ensure accurate, timely and regular information is disseminated to staff and other key stakeholders
7. Highlight benefits and drivers for the project, including future health, educational, research and employment opportunities.

## Church Street closure communications approach

The RPA Hospital Redevelopment team communications approach for the Church Street closure was split into two separate consultation periods. A range of communications platforms and tools were utilised to ensure staff, consumers and community members we informed and updated on the construction activities taking place. The below tables summarise the communication approach taken for the construction consultation and notice period.

Table 1.1 Communications approach phase 1

Type	Time and date	Details
Individual briefings to stakeholders (non health)	Invite to briefing sent via email on 2 May 2024	<p>Collateral:</p> <ul style="list-style-type: none"> <li>- Works notice</li> <li>- Map</li> <li>- PowerPoint for briefings</li> </ul> <p>Emailed neighbouring stakeholders with information provided and an option to attend a briefing for further information.</p> <p>Briefing with neighbouring stakeholders on Wednesday 8 May, 2-2.30pm</p>

Individual briefings to stakeholders – health buildings	Invite to briefing sent via email on 2 May 2024	Some stakeholders led by SLHD and supported by HI.
Web update	2 May 2024	Collateral: - Works notice
Doorknock	6 May 2024	Collateral: - Sorry we missed you flyer - Works notice  Door knock/deliver works notice to impacted houses on Church Street.
Printed notice on parked cars	6 May 2024	Collateral: - Works notice  Placed works notice on parked cars along Church Street to notify prior to closure.
EDM to RPA Staff	6 May 2024	EDM to all staff from GM with web link to RPA Redevelopment works notice
Letterbox drop	7 May 2024	Letterbox drop works notice
Social PinPoint	2 May 2024	Pin placed on Social PinPoint with details on the construction activities and linked to the works notice on the project website
Project email	6 May 2024	Project email distributed to project subscribers with works notice
Fortnightly construction communications	13 May 2024	Included in the fortnightly construction communications
Logistics communications	3 May 2024	Included in weekly logistics communications
Google Maps	15 May 2024	Temporary road closure updated on Google maps
Email notification	7 May 2024	Email sent with works notice to construction company working on nearby private residential development

Table 1.2 Communications approach phase 2

Type	Time and date	Details
Contact residents who have contacted us with update	Contact to be made 16 May 2024	Works update and works waiting authority approvals.
Web update	17 June 2024	Collateral: - Works notice
Letterbox drop	17 June 2024	Collateral: - Works notice with approved date of commencement
Printed notice on parked cars	17 June 2024	Collateral: Works notice with approved date of commencement
EDM to RPA Staff	17 June 2024	EDM to all Staff from GM with web links to RPA Redevelopment works notice
Social PinPoint	17 June 2024	Pin placed on Social PinPoint with details on the construction activities and linked to the works notice on the project website
Project email	17 June 2024	Project email distributed to project subscribers with works notice
Fortnightly construction communications	24 June 2024 and ongoing until completion of works	Included in the fortnightly construction communications ongoing
Logistics communications	14 June 2024 and ongoing until completion of works	Included in weekly logistics communications
Google Maps	20 June 2024	Temporary road closure updated on Google maps
Email notification	17 June 2024	Email sent with updated dates sent to construction company working on nearby private residential development

## Church Street closure communications report

The activities allowed the project team to encourage feedback and build positive associations with the redevelopment while building awareness of the necessary impacts involved in construction activities. Feedback was encouraged informally via in-person conversations and formally via email, phone, and written correspondence.

Information was provided via multiple channels to ensure a wide audience was reached, which included:

- Website update including:
  - Works notice
  - Project update
  - Fortnightly construction communications
- Interactive map edits
- Neighbouring stakeholder consultation
- Consumer and volunteer update
- Email out to project subscribers
- General Manager electronic distribution mailout out to all staff
- Print outs distributed around campus
- Letterbox drops, doorknocks, street parking flyers

The program allowed for targeted communication through multiple channels and provided engagement opportunities for community, consumers and staff living and working in the inner-west.

### Targeted stakeholders

<b>Local community</b>	Immediate residential neighbours Surrounding residential neighbours General public
<b>RPA Hospital</b>	Executive, Heads of Department and staff RPA Clinical Council Volunteers Hospital patients, visitors, carers & families RPA Pharmacy
<b>Consumer Groups</b>	Consumer & Community Advisory Network Consumer Representatives
<b>Surrounding Landholders/Institutions</b>	The University of Sydney St John's College St Andrew's College Charles Perkins Centre Centenary Institute Chris O'Brien Lifehouse Professor Marie Bashir Centre, SLHD Mental Health Susan Wakil Health Building Student Accommodation Providers Newtown North Public School

#### Emails to staff, consumers and project subscribers

An email from the project inbox was sent to 241 subscribers on 6 May 2024 to notify of the construction activities planned on Church Street and its upcoming closure.

The email included links to the project website for further information and had the initial works notice attached. A follow up email was provided on 13 June 2024 to notify of authority approval received and updated work date.

An all-staff EDM was distributed on 6 May 2024 and 13 June 2024 to continue to keep internal stakeholders information of the upcoming construction impacts.

All communications highlighted the most appropriate contact to direct questions, queries and/or concerns.

#### Neighbouring stakeholder direct briefing

A formal meeting was offered to neighbouring stakeholders to attend on Wednesday 8 May 2024 from 2.00pm to 2.30pm. The direct briefing was held with stakeholders, contractors and project team. The formal meeting was documented with minutes.

#### Nearby residents doorknock and letterbox drop

The project team carried out a doorknock on Monday 6 May 2024 along Church Street to speak with impacted residents on the upcoming planned closure. 90 properties were doorknocked. 57 properties didn't answer and a works notice and "Sorry we missed you" flyer was placed in the letterbox. 33 residents answered and were happy to receive

the information, with many expressing positive sentiments about the project. Following the letterbox drop and doorknock, there were two community member enquiries received via voicemail to the project inbox to further discuss the works. Community members were responded to by the project team in agreed timeframes.

**Consultation feedback**

During the recent activities and engagement sessions, the project team received a range of feedback. The key feedback themes received during consultation are summarised below:

- Impact of construction on nearby residents and insight into best street access and further road closures
- Street parking enquiries and access to impacted residences
- Proposed construction traffic management plan
- Importance of continued stakeholder and community engagement
- Project timeline and timeframe
- Construction noise, dust and vibration

**Project contacts**

We had the following contacts following the distribution of communications materials:

Date	Method	Subject	Response	Status
07/05	Phone call	Questions relating to road closure and in particular the detour route.	Route was amended for closure following feedback from resident and information was provided back to resident.	Closed
09/05	Phone call	Resident was concerned with parking impacts associated with closure. Resident requested alternate parking.	Spoke with resident re parking impacts and resident requested alternate parking. No alternate parking available. Information provided back to resident.	Closed
19/05	Phone call	Resident called to ask if internet and power will be disrupted during the closure.	No outages are planned as part of the Church St closure. Phoned resident to advise.	Closed



## Appendix A – Communications collateral

Figure 1: Works notice phase 1



### Works notice: Wednesday 15 May 2024 Church Street road closure and detour in place

There will be a complete road closure on Church Street from Carillon Avenue intersection through to Grose Street expected to commence from Wednesday 15 May for a period of approximately four weeks pending authority approvals.

Vehicle access to Church Street and Grose Street will be via Hospital Road and Lucas Street or Mallett Street and Fowler Street. Pedestrian access will be maintained but adjusted at times. Due to insufficient space for a turning circle there will be no street parking available in the closed area. Traffic controllers will be on site to help you navigate the space and will provide residents access to driveways when required.

Work hours will be from 7am to 5pm weekdays and there may be some noise and dust from construction activities during this time. All noisy works will be completed in intervals of work and respite, and there will be noise and dust monitors installed to help minimise impacts where possible.

To minimise construction impacts, this package of works has been staged. Stage 2 will require a road closure further down Church Street between Fowler Street and Grose St. We will provide an update and communicate the dates for Stage 2 when they are confirmed.

#### Key impacts

- No access to Church Street via Carillon Avenue
- Full road closure on small section of Church Street
- Access Church Street and Grose Street via Hospital Road and Lucas Street or Mallett Street and Fowler Lane
- Loss of parking on small section of Grose Street
- Possible noise and dust from construction work on Church Street



#### Temporary helicopter landing site

These works are part of the construction of the temporary helicopter landing site, which will take a period of 12 months to complete. Once complete, the temporary helicopter landing site will be in use for a period of approximately 24 months. Learn more in our [Fact Sheet](#) and [FAQs](#) on our [project website](#).

#### More information

The health, safety and well-being of staff, patients, neighbours and community are our highest priority. 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. We thank you for your patience and cooperation while we complete these necessary works.

The RPA Redevelopment Redevelopment Team



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[RPAredevelopment@health.nsw.gov.au](mailto:RPAredevelopment@health.nsw.gov.au) | [RPAredevelopment.health.nsw.gov.au](http://RPAredevelopment.health.nsw.gov.au) | (02) 9978 5901

Figure 2: Works notice phase 1 reporting icongraph

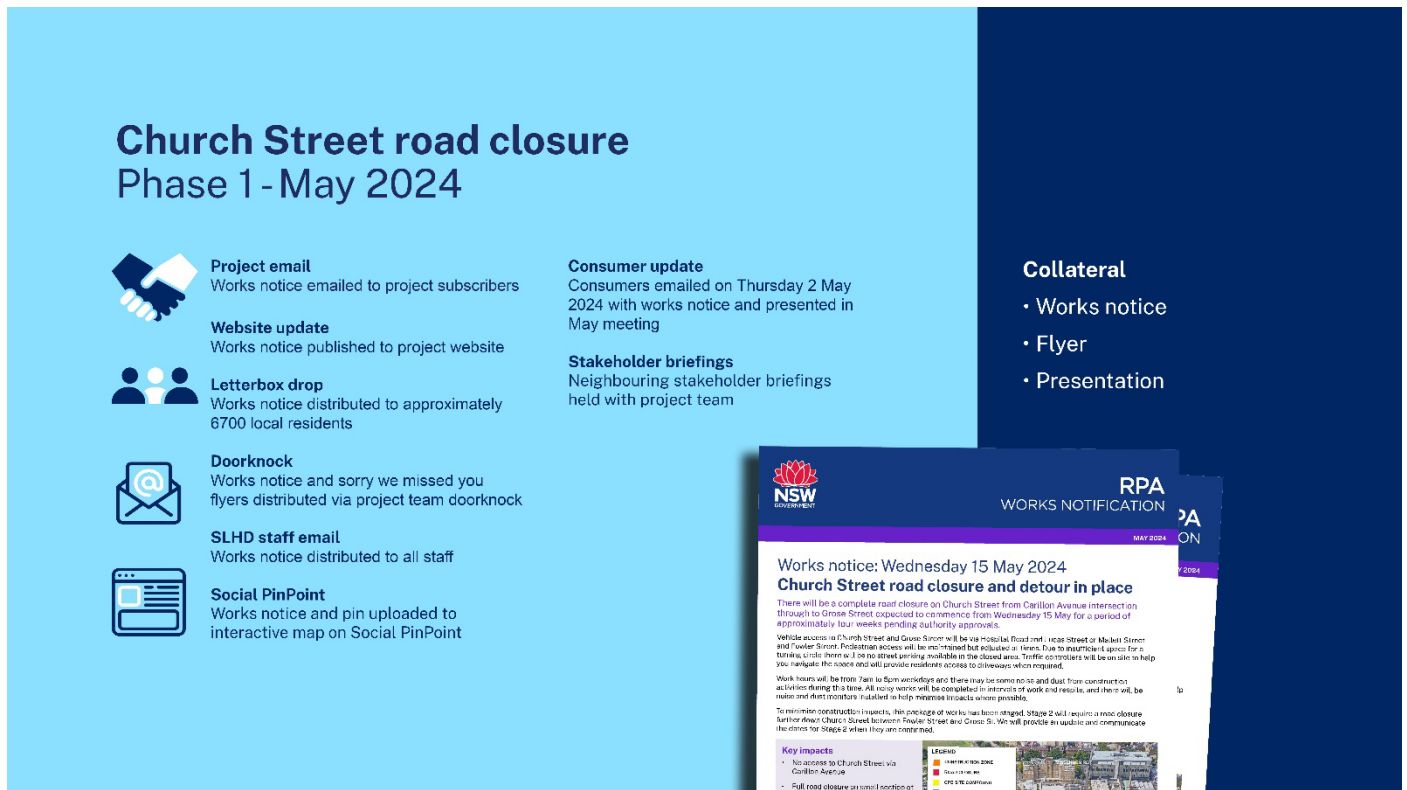
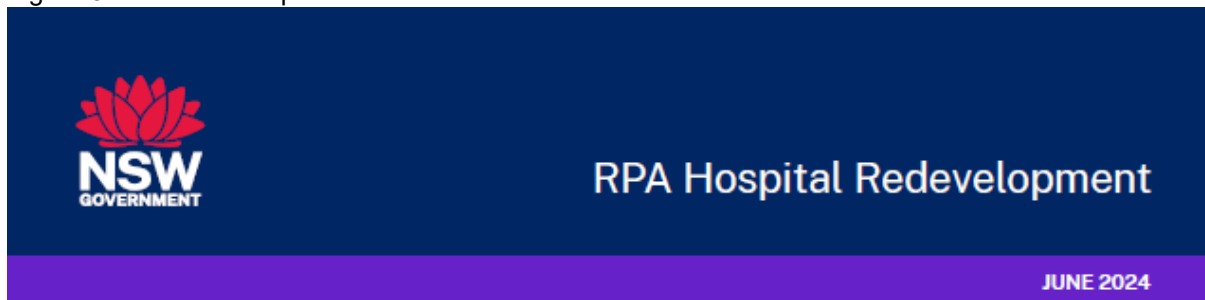


Figure 3: Works notice phase 2



## Works notice: Thursday 20 June 2024 Church Street road closure and detour in place

From Thursday 20 June 2024 there will be a complete road closure on Church Street from Carillon Avenue intersection through to Grose Street for approximately four weeks.

Vehicle access to Church Street and Grose Street will be via Hospital Road and Lucas Street or Mallett Street and Fowler Street. Pedestrian access will be maintained but adjusted at times. Due to insufficient space for a turning circle there will be no street parking available in the closed area. Traffic controllers will be on site to help you navigate the space and will provide residents access to driveways when required.

Work hours will be from 7am to 5pm weekdays and there may be some noise and dust from construction activities during this time. All noisy works will be completed in intervals of work and respite, and there will be noise and dust monitors installed to help minimise impacts where possible.

To minimise construction impacts, this package of works will be done in stages. Stage 2 will require a road closure further down Church Street between Fowler Street and Grose St. We will provide an update and communicate the dates for Stage 2 when they are confirmed.

**Key impacts**

- Full road closure on small section of Church Street. No access to Church Street via Carillon Avenue.
- Access to Church Street and Grose Street via Hospital Road and Lucas Street or Mallett Street and Fowler Lane.
- No parking on small section of Church Street.

The map shows the hospital building and surrounding streets. A blue area indicates the 'STAFF AND VISITOR CAR PARK', an orange area indicates the 'CONSTRUCTION ZONE', and a red line indicates the 'CHURCH ST ROAD CLOSURE'. Labels for 'LUCAS ST', 'GROSE ST', 'HOSPITAL RD', and 'CARILLON AVE' are visible.

### Temporary helicopter landing site

These works are part of the construction of the temporary helicopter landing site, which will take a period of 12 months to complete. Once complete, the temporary helicopter landing site will be in use for a period of approximately 24 months. 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 priority. 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.



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The RPA Hospital Redevelopment Team



Figure 4: Works notice phase 2 reporting icongraph

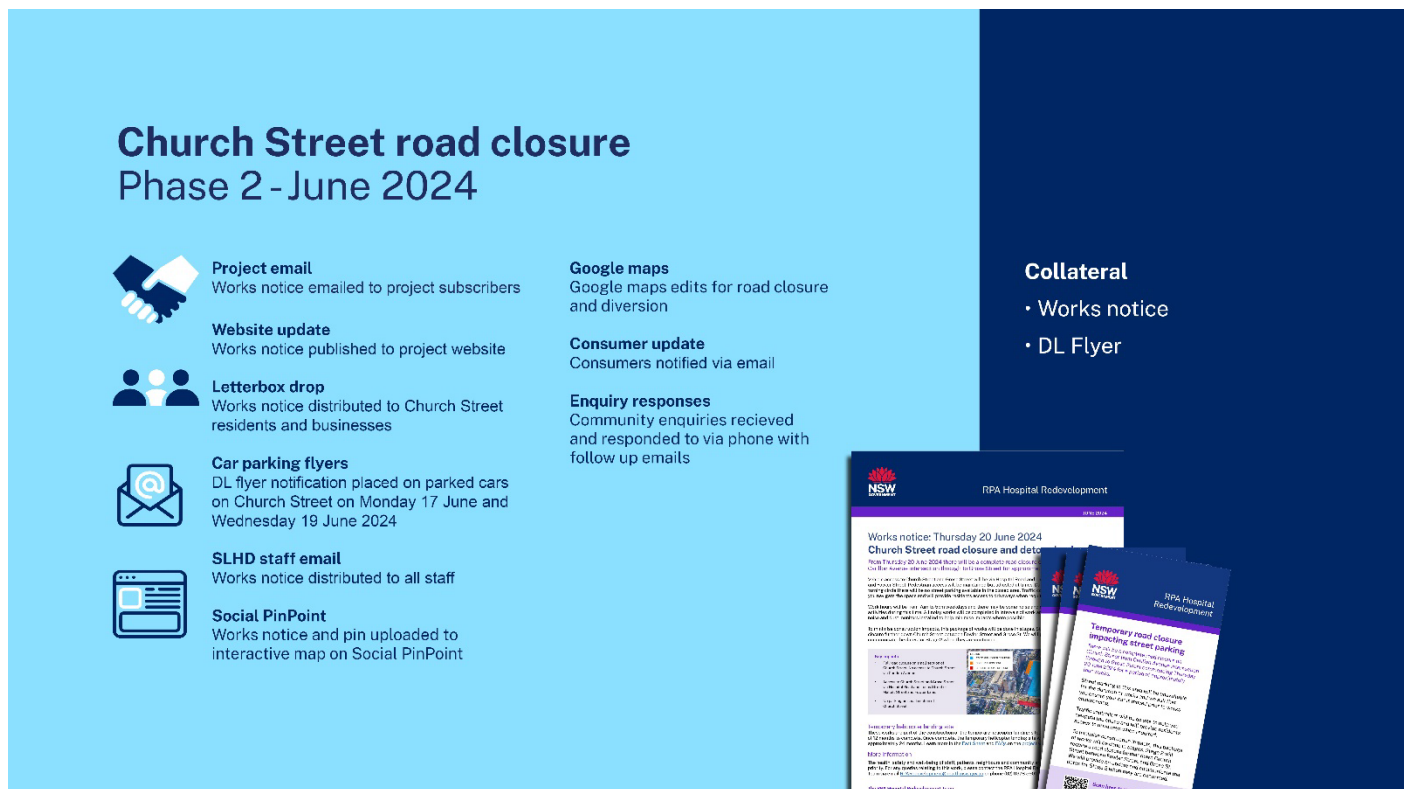


Figure 4: Works update flyer



The flyer features a dark blue header with the NSW Government logo (a red stylized flower) and the text 'NSW GOVERNMENT' on the left, and 'RPA Hospital Redevelopment' in white on the right. Below the header, the title 'Works update Church Street road closure' is displayed in purple. The main text, in black, states that the complete road closure on Church Street from Carillon Avenue to Grose Street is expected to start on Wednesday 15 May, pending approvals. Contact information for the RPA Redevelopment Team is provided in purple, including a phone number and an email address. A QR code is located in a light purple box, with the text 'Scan here to learn more in the works notice on the RPA Hospital Redevelopment' next to it. The footer is a dark blue box containing the phone number (02) 9978 5901 and two email addresses: RPAredemption@health.nsw.gov.au and RPAredemption.health.nsw.gov.au.

**NSW GOVERNMENT**

**RPA Hospital Redevelopment**

## Works update Church Street road closure

The complete road closure on Church Street from Carillon Avenue intersection through to Grose Street was expected to commence from Wednesday 15 May.

These works are pending authority approvals and we will continue to keep you notified once the commencement date has been confirmed.

For any queries relating to this work, please contact the RPA Redevelopment Team on via phone (02) 9515 4685 or email [RPAredemption@health.nsw.gov.au](mailto:RPAredemption@health.nsw.gov.au)



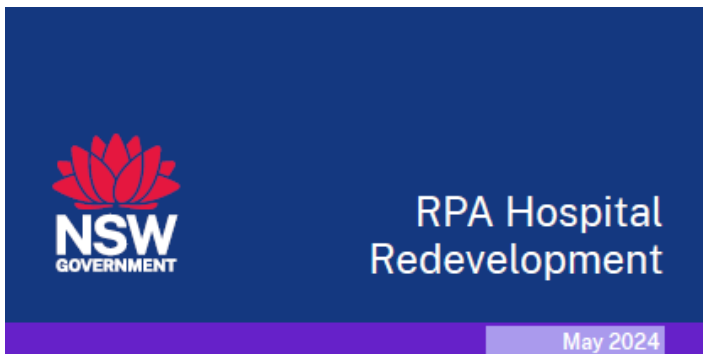
Scan here to learn more in the works notice on the RPA Hospital Redevelopment

(02) 9978 5901  
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[RPAredemption.health.nsw.gov.au](mailto:RPAredemption.health.nsw.gov.au)

Figure 5: Doorknock map



Figure 6: 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 a temporary complete road closure on Church Street as part of the RPA Hospital Redevelopment project.

If you would like to learn more about the construction activities, we invite you to get in touch or read more in the works notice on our project website.



Learn more in our works notice



Subscribe to our project updates

### For more information contact:

[RPAredemption@health.nsw.gov.au](mailto:RPAredemption@health.nsw.gov.au)

[RPAredemption.health.nsw.gov.au](http://RPAredemption.health.nsw.gov.au)

(02) 9978 5901

Figure 7: Street parking flyer

The flyer features a dark blue header with the NSW Government logo on the left and the text 'RPA Hospital Redevelopment' on the right. Below the header is a purple horizontal bar. The main body of the flyer is white with purple text. It contains a section header, three paragraphs of text, a QR code, and a contact information section at the bottom.

**NSW**  
GOVERNMENT

RPA Hospital  
Redevelopment

## Temporary road closure impacting street parking

There will be a complete road closure on Church Street from Carillon Avenue intersection through to Grose Street commencing Wednesday 15 May for a period of approximately four weeks.

Street parking in this area will be unavailable for the duration of works and we ask that you ensure your car is moved prior to works commencing.

Traffic controllers will be on site to help you navigate the space and will provide residents access to driveways when required.

This package of works has been staged. Stage 2 will require a road closure further down Church Street between Fowler Street and Grose St.



Scan here to learn more  
in the works notice on the  
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**For more information contact:**  
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Figure 8: Letterbox drop diagram

