



# 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 recently delivered a series of engagement activities in September 2022 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 enabled the opportunity for staff, stakeholders, and members of the public to voice their questions, concerns, and queries prior to the relocation and throughout the process.

The Helicopter Landing Site at RPA Hospital needs to be relocated due to the planned 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 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 multideck car park south of the Queen Mary Building. The successful delivery of this program facilitated engagement with critical health and non-health stakeholders as well as with consumers, staff, and the community. The program saw the development of highly accessible, detailed, and targeted information packages that were distributed through direct and indirect channels to stakeholders, staff, consumers, and community. The program consisted of a series of stakeholder briefings, promotion and publication of online informative materials, Electronic Distribution Mailouts (EDMs) to staff and a doorknock and letterbox drop campaign.

This outcomes report details stakeholder, staff and community feedback captured during the engagement of the HLS for the redevelopment in September 2022.

### Engagement statistics

Information about temporary relocation of the HLS, the consultation was delivered in a number of ways, a summary of these is outlined below.



**6 key non-health stakeholders offered individual briefings, 1 requested  
4 individual briefings connected with key health stakeholders held**



**An update was published on the RPA Hospital Redevelopment Project website  
October 6**



**7191 properties letterbox dropped or doorknocked September 28 and September 29**



**An Electronic Distribution Mailout was delivered to RPA staff September 28**

## CONSULTATION PROGRAM

STAKEHOLDER	ACTIVITY / COLLATERAL	DATE
Hospital Staff	EDM from RPA General Manager <ul style="list-style-type: none"> <li>• Helipad relocation fact sheet</li> <li>• Helipad relocation FAQ's document</li> </ul>	28 September
Local Community	Letterbox drop/Door knock <ul style="list-style-type: none"> <li>• Helipad relocation fact sheet</li> <li>• Helipad relocation FAQ's document</li> </ul>	28, 29 September
RPA Neighbours	Letterbox drop/Door knock <ul style="list-style-type: none"> <li>• Helipad relocation fact sheet</li> <li>• Helipad relocation FAQ's document</li> </ul>	29 September
St John's College St Andrew's College Sancta Sophia College	Individual briefing <ul style="list-style-type: none"> <li>• Slide deck</li> <li>• Helipad relocation fact sheet</li> <li>• Helipad relocation FAQ's document</li> </ul>	Offered from 26 September
Sydney Uni	Individual briefing <ul style="list-style-type: none"> <li>• Slide deck</li> <li>• Helipad relocation fact sheet</li> <li>• Helipad relocation FAQ's document</li> </ul>	Offered from 26 September
Queen Victoria Building (residents)	Individual briefing <ul style="list-style-type: none"> <li>• Slide deck</li> <li>• Helipad relocation fact sheet</li> <li>• Helipad relocation FAQ's document</li> </ul>	Offered from 26 September
SLHD Buildings: Marie Bashir, King George V, Parents and Baby Unit, Infusion Centre	Individual briefing led by Health Infrastructure <ul style="list-style-type: none"> <li>• Slide deck</li> <li>• Helipad relocation fact sheet</li> <li>• Helipad relocation FAQ's document</li> </ul>	Offered from 26 September

### Engagement activities

#### 1. *Individual Briefings*

Individual briefings to key health and non-health stakeholders on the temporary relocation of the helicopter landing site commenced September 26. Each individual briefing was tailored to the specific interests, impacts and needs of the key stakeholder, however each presentation provided:

- The scope of the project
  - Overview of the planned relocation
  - The determination process of the new HLS site
  - The objective
  - The purpose and deliverables
- The community engagement program
- A Q&A session
- The next steps and timeline for the relocation inclusive of engagement program, the early works and when the site would begin operations

The project team conducted 7 individual briefings with key non-health stakeholders and with the support of Health Infrastructure the project team conducted 4 individual briefings with key health stakeholders.

Individual briefings with key non-health stakeholders were offered to the following:

- Sydney University
- Queen Mary Building
- St Andrew's College
- Sancta Sophia College

Individual briefings with key non-health stakeholders were requested by the following:

- St John's College

- Queen Mary Building

Individual briefings with key SLHD stakeholders located in various buildings proximal to the HLS were held with the following:

- Marie Bashir
- KGV
- Parents and Baby Unit
- Infusion Centre

## 2. Doorknock and letterbox drop

During the consultation period, the project team employed a targeted community and stakeholder activity through a doorknock and letterbox drop campaign on 28, 29 September. Each of these actions delivered FAQ's and Fact Sheets to the recipients as well as a sorry we missed you flyer in the case of the Door Knock engagement.

The doorknock campaign was carried out on 29 September and the letterbox drop was delivered on 28 September and engaged with 7191 private resident properties and businesses.

## **Communication and promotion**

General information about the temporary relocation of the Helicopter Landing Site was delivered through:

- Website content on HI website, from 6 October 2022.
- Door knock and letterbox drop to the local community (XXX homes from 29 September 2022).
  - Helipad Relocation fact sheet
  - Helipad Relocation FAQs
- An Electronic Distribution Mailout (EDM) to staff on 28 September 2022.

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

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## CONSULTATION OUTCOMES

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

Individual engagement briefings were effectively offered or requested and delivered to 5 key non-health stakeholders and 4 key SLHD stakeholders located in various buildings proximal to the HLS. The consultation programme unveiled a range of key insights in relation to the temporary helipad relocation and broader redevelopment including that those spoken to felt well informed and were happy that the project was progressing. Other enquiries focused on the schedule and number of parking spaces being removed.

Staff engagement activities were well received and enabled staff to effectively advocate for the change when speaking to patients and carers. Through the considered development and effective delivery of fact sheets and FAQ's to relevant community stakeholders the project team ensured patients and carers were informed of the plans. By informing key health and non-health stakeholders and enabling staff to champion the change plans the project team has facilitated an environment where patients and carer can access information, remain confident that their care will not be affected in the short-term, and that the relocated services will offer the same quality of patient experience.

The strategic and effective development of the consultation program also allowed the project team to manage expectations around the scope and timeframes of the project, allowing project to continue delivery on their communications and engagement promise of 'no surprises'.

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

The consultation effectively managed and mitigated key risks and concerns about the temporary relocation of RPA Hospital's Helicopter Landing Site. The consultation ensured all relevant and interested stakeholders had the opportunity to be informed, allowed staff to become advocates and effective points of contacts to deliver confidence to patients and carers around the continued quality of care and service by the hospital and provided transparency on potential impacts of the plans on neighbours of the temporary site.



## Appendix A – Engagement Collateral

Figure 1: HLS Temporary Relocation FAQs

SEPTEMBER 2022

### Frequently Asked Questions (FAQs)

#### Helicopter Landing Site – Temporary Relocation

##### Why is the helipad being relocated?

The Helicopter Landing Site 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 make safe access to the existing helipad not possible. 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 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.

##### 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.

##### How are stakeholders and the community kept informed about the helipad relocation?

Stakeholders and the community will be kept informed about the RPA helipad relocation:

- Via the project website
- Emailing information through our distribution list
- Doorknocks
- Letterbox drops
- Community and staff information sessions

##### Where can I find out more information?

You can check the RPA Redevelopment website for further information or email the Redevelopment team at [rparedevelopment@health.nsw.gov.au](mailto:rparedevelopment@health.nsw.gov.au)

##### How long will the helipad be here for?

The temporary helipad landing site will be operational for the duration that the tower cranes are in place for the main works (approximately 24 months from main works commencement).

##### Will there be many car spaces temporarily closed?

Due to the relocation of the helipad, around 190 car spaces will be closed on the top floor of the car park. As planning progresses strategies are being reviewed to understand if this can be reduced. 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.

##### When operational, how noisy will it be for nearby residents?

There will be noise associated with helicopter transport of patients at times for nearby residents.

##### Will this impact local plants, trees, and animals?

The helipad relocation will cause little disturbance to plants, trees, and animals in the area.

##### How often will helicopters land at the temporary helipad?

Based on previous activity, there will be around 10 landings each month.

##### Will helicopters land at night?

Yes, helicopters will land at any time during the day or night.

##### Will the temporary helipad relocation impact patient care?

Significant planning and consultation is taking place to make sure that RPA Hospital's high standards for delivery of patient care will not be affected by the relocation.

##### When will work to establish the temporary helipad start?

Works will start in approximately mid-2023 to have the helipad relocated and operational by early 2024.

##### What work will be done to establish the temporary helipad?

Establishing the temporary helipad will involve structural works on top of the carpark, installation of lights and a patient transfer elevator, and removal of obstructions at the site.

Figure 2: HLS Temporary Relocation Fact Sheet

FACT SHEET - SEPTEMBER 2022

As part of the NSW Government's \$750 million investment in the new RPA Hospital Redevelopment, the hospital's helicopter landing site is being temporarily relocated.

Operating from early 2024, the temporary helipad will be located on the roof of the multi-storey carpark located 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.

## Ensuring safety – Helicopter Landing Site Temporary 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 cranes are expected to be required for up to 24 months, beginning when the construction tower cranes are built.

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 environment.

Due to the relocation of the helipad, around 190 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 their mission of world-class delivery of patient care with the support of the temporary helipad.

Based on previous activity, there will be about 10 landings each month. Nearby residents are likely to experience some noise associated with helicopter transport of patients and landings at times. 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 mid-2023. Early works will see removal of any obstacles, structural works on top of the car park and installation of lights and a patient transfer elevator. These works are expected to be complete, and the site to be operational by early 2024.

Stakeholder engagement and community consultation plays a critical role in ensuring the helipad relocation plans are considered. Consultation during this phase is vital to ensure that the relocation plan is heading in the right direction, providing a means for adjustments to be made to ensure quality and valued outcomes are delivered that meet stakeholder and operational needs.

Engaging with key hospital staff, patients, business owners, residents and other critical stakeholders throughout the planning and delivery of the temporary helipad relocation allows our valued stakeholders and local community to remain informed and part of the conversation from start to finish.



RPA HOSPITAL HELIPAD RELOCATION AERIAL SITE VIEW



Figure 3: 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](http://www.rparedevelopment.health.nsw.gov.au)

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