

## Community Open Day – Q&A Panel Session

Thursday 24 March 2021 | 9.30am

A live panel session was held as part of the Tweed Valley Hospital Online Community Open Day.

Panel members included:

- **Northern NSW Local Health District** (NNSW LHD) Chief Executive, Wayne Jones
- **Health Infrastructure** (HI) Project Director, Jackie Hawkins
- **Lendlease** Regional Director, Lee Hughes

The questions posed by community members and responses by the panelists are summarised below.

1. How tall will the main hospital building be, and how tall is the crane that recently arrived on site?
2. How many Northern Rivers businesses are currently working onsite?
3. How many employment enquiries have been made by local people vs regional enquiries?
4. Is the project still on time, particularly considering recent weather patterns?
5. Is there enough parking to accommodate staff parking and visitors? Will there be adequate staff parking?
6. Why are you spending money on upgrades to The Tweed Hospital?
7. Are there any plans for The Tweed Hospital?
8. How has the design of the hospital taken into account people with a disability?
9. With regard to recruitment, is outreach being undertaken to Year 12 students for job opportunities
10. What tertiary facilities are you working with? Are you also working with TAFE?
11. Will the hospital be public or private? Are there any plans at this stage for the Health Precinct?
12. How have you been involving local communities, particularly Aboriginal communities, in the planning?
13. Has the COVID pandemic changed any aspects of hospital design?
14. What staff education facilities have been incorporated?
15. What (if any) complaints have been made this year and what was the resolution?
16. When can we expect to see the next aerial video of the site?
17. Will there be a fee for parking at the hospital?
18. Will clinical service provision continue at Murwillumbah Hospital?
19. Are there provisions for fresh air levels or access within the hospital building other than ground level?
20. Will there be a staff gym or childcare facilities?
21. Will full rehabilitation facilities be available (including a hydrotherapy pool, whirlpool, gym?)
22. Can you please provide an update on the Oncology Services that will be available at TVH?

### 1. How tall will the main hospital building be, and how tall is the crane that recently arrived on site?

HI: The hospital site is sloped, so we have had the opportunity to build levels into the slope of the site to reduce the overall height of the building. From Cudgen Road, the building will be six stories [Ground floor, plus levels 1-5] and around 36m high. The new tower crane on site is about 100m high, so to provide some context, the building will be about one third of the height of the crane.

### 2. How many Northern Rivers businesses are currently working onsite?

Lendlease: We are in the early stage of engaging contractors for the main works [which commenced in January 2021]. Three local businesses have been awarded main subcontracts so far. These businesses are looking after concrete supply and placement, key environmental controls in the coastal wetlands area and a car park contractor. There will shortly be a fourth local business who will manage the high voltage connection for permanent electrical supply.

### **3. How many employment enquiries have been made by local people vs regional enquiries?**

NNSWLHD: Recruitment of staff is an ongoing process. We've been delighted by the people reaching out, wanting to know the roles that will come out of TVH. We are in the workforce planning phase and we will start a significant recruitment program as we ramp up towards the opening of TVH.

Job vacancies will be advertised by the Local Health District as they become available.

### **4. Is the project still on time, particularly considering recent weather patterns?**

Lendlease: It has definitely been wet over the last few weeks. Despite that, all of our basement slabs are poured, and we have commenced the suspended slabs on lower ground floor, which includes the Emergency Department. Construction programs take historical data from rain events over a series of years and factor them into the program. The program for Tweed Valley Hospital is robust and includes allowances for inclement weather. The project remains on program and on track to open in 2023.

### **5. Is there enough parking to accommodate staff parking and visitors? Will there be adequate staff parking? What are the security arrangements for staff traversing the car park?**

HI: During the planning phase, numerous studies were undertaken, and staff travel habits were surveyed. A lot of work was done to understand parking demand.

The existing Tweed Hospital has around 230 car parking spaces, shared between staff and patients. The new hospital will have 1,200 parking spaces on day one – a combination of the multideck car park to the west and an at grade carpark to the east. We are confident that this will meet the need, and given that the hospital is planned to 2031, there is opportunity to increase to 1,500 spaces if required.

The multideck carpark will include dedicated staff parking, which will be secure and accessible to staff only. It will be fitted with security cameras and access between the carpark and the hospital will be via a secure walkway.

We are also currently reviewing the recently released "Anderson Report" into hospital security and we will be progressing implementation of the recommendations that include campus safety for staff.

### **6. Why are you spending money on upgrades to The Tweed Hospital?**

NNSWLHD: We've said a number of times that the existing Tweed Hospital is tired and limited; staff are working in an incredible way in very old facilities. Building (a new hospital) takes time and we are not going to move into the new hospital until 2023. We needed to invest some of the money to provide an increase in the number of operating theaters as they were at capacity, we put in some extra beds and improved space in the ED and added some additional services to enable us to continue to operate safely and meet demand until the new hospital opens.

### **7. Are there any plans for The Tweed Hospital?**

All existing hospital services will transfer to the new hospital in 2023. We are looking at a HealthOne model to remain in the Tweed Heads area, which would deliver a broad range of community health and hospital out-reach services. Planning is ongoing, and we will work closely with consumers and health providers to develop the right mix of health services to meet the ongoing health care of the Tweed Heads community.

### **8. How has the design of the hospital taken into account people with a disability?**

When we design a hospital, we engage an expert in disability access to ensure the building is DDA compliant and supports equitable access. Examples of considerations at Tweed Valley Hospital include accessible bathrooms, signage that supports visually impaired people, looking at the gradient of pathways to ensure they can be used by a person in a wheelchair, and the height of reception desks.

**9. With regard to recruitment, is outreach being undertaken to Year 12 students for job opportunities at the TVH such as allied health, nursing, and pathology careers?**

NNSWLHD: We promote nursing, allied health and other health service careers through Year 12 open days and information that we send out to local High Schools. We work closely with our education partners in promoting health as a career path for Year 12 students, a recent example of this is our work with the Indigenous Allied Health Academy and local Universities to identify Indigenous Year 12 students who wish to undertake a cadetship in a range of Allied Health fields. We recognise the benefits in working not only with our local Year 12 students, but also other groups in High Schools and also our local TAFE providers to ensure there are clear and high quality educational/training pathways into local healthcare professions and opportunities.

**10. What tertiary facilities are you working with? Are you also working with TAFE?**

NNSWLHD: We support a number of Universities with medical, allied health and nursing placements. We are also in the process of tendering an opportunity for a University to partner with us and develop a second floor of the Learning, Development and Research health hub on the hospital site.

We will continue to provide undergraduate opportunities and build on University connections with undergrad and postgrad students. Tweed Valley Hospital will become a magnet that will attract a skilled workforce and be regarded as a place where people want to work and learn.

We are also working with TAFE on a range of fronts [including the Tweed Valley Skills Centre]. We have had a long and productive relationship with TAFE; and we will continue to do so.

**11. Will the hospital be public or private? I have heard the term 'Health Precinct' previously used for the area surrounding the hospital site. Are there any plans at this stage for inclusions in this precinct?**

NNSWLHD: The NSW Government commitment equates to a total investment of \$723M [\$673 m plus \$50 m for the multideck carpark] – every cent of that is for a public hospital. It is the largest capital health investment funded entirely by the NSW Government in regional NSW history.

As mentioned, there are opportunities to see if Universities want to partner with us, and we won't knock back those opportunities as they bring great benefit to our workforce and services. We also work closely with [Local] Council when it comes to people wanting to deliver services that are complementary to health.

HI: When we master planned for the site, we needed a certain area to build hospital and a car park; and we also looked at how we could expand or replace hospital buildings over time. There is plenty of room on this site to do that. There is also the opportunity to partner with the private sector or other complementary health services. The term 'Precinct' talks to that opportunity, for example with TAFE across the road, or if a University partner is brought on board. It is about planning to deliver services that will best support the community.

**12. How have you been involving local communities, most particularly Aboriginal communities, in the planning of the hospital? I have seen areas in other larger hospitals that are culturally supportive and designed specifically for Aboriginal families when there are medical, accident and grief and loss**

Lendlease: During early works, Lendlease exceeded the Aboriginal employment targets with an average of 12 per cent of total workforce identifying as Aboriginal or Torres Strait Islander (equivalent of more than 14,000 hours worked onsite).

Since start of main works earlier this year, 10 per cent of total workforce has identified as Aboriginal and Torres Strait Islander, with just over 500 hours worked onsite in January. Two new Aboriginal apprentices also started working onsite in February.

The project has undertaken extensive stakeholder engagement within the community and held discussions with providers for indigenous employment and subcontractors to ensure they understand our contractual requirements, but also morally that they understand the bigger picture.

HI: Culture has, and will continue to be, a key consideration in our planning. Throughout design the project held over 500 Project User Group (PUG) meetings to design the new hospital, primarily with our clinical staff and operational staff, to ensure we get the best possible design.

We also have a community reference panel (comprising 52 members), and some of these panel members worked with us in design groups to bring the personal patient experience into the groups, to achieve that balance.

We have an Aboriginal community working group, to ensure we have appropriate areas for Sorry Business and family gatherings. We have also worked with the South Sea Islander community to ensure we recognise their history on the site and seek their guidance on reusing stones retained from walls on the site, to incorporate these into the landscape design of the hospital.

We've held workshops with our community groups regarding wayfinding – for example asking them “what do you need to see on signs to understand where to go”; as well as landscaping and many other design components.

Noting that while staff have participated in the design process, they have still been doing their day job and we thank them for their contribution to this important process.

### **13. Has the COVID pandemic changed any aspects of hospital design? Has Covid-19 changed (i.e. increased) the amount negative pressure areas required?**

Lendlease: The construction site has remained open throughout the pandemic. This has been achieved through working collaboratively with all our stakeholders to ensure health and safety is paramount and that advice from the NSW government is implemented on site.

HI: From a design perspective - during the pandemic the Ministry of Health undertook an evidence-based review of the design responses required to safely manage COVID-19. We are lucky to be at a stage where we are able to incorporate their pandemic management design recommendations in the Tweed Valley Hospital.

We have negative pressure rooms and they will be built in all of the inpatient wards and other departments like the Emergency Department. We also have isolation rooms.

There are impacts on how we air condition departments like theatres, ED and critical care. There are also recommendations about staff safety that even consider the number of sinks included in tea rooms. These recommendations are progressively being released and we are working with clinicians and the design team to implement these recommendations.

### **14. What staff education facilities have been incorporated? Is there infrastructure to facilitate professional development and education for individual departments? Are staff rooms going to be meeting rooms and lecture rooms or will there be local and designated meeting/education areas?**

NNSWLHD: There will be multiple opportunities and modalities for learning spaces, a lot of these provided through the Learning, Development and Research (LDR) hub.

We are developing New Ways of Working to get the most efficient use of space. Ongoing professional education and development is a must in health. Considerable effort is being made to ensure that we have a number of modalities, and we believe we have all of that well and truly covered.

HI: The Learning, Development and Research hub is in the final design stage. The focus of this area is staff education and it will include simulation and skills rooms, computer lab training and an auditorium. Wayne spoke earlier to University partner opportunities, and they would be located on a second floor of this building.

There also will be opportunities for staff to train in meeting rooms throughout the hospital. These rooms will be IT equipped to facilitate training opportunities within departmental areas.

**15. What (if any) complaints have been made (i.e. environmental etc.) this year and what was the resolution of any concerns from residents?**

Lendlease: A concerned community member approached us earlier this month about pedestrian safety on Cudgen Road while bus shelter works were in progress. We were able to address the issue and resolved it amicably. Traffic control was in place, and a temporary bus shelter was provided.

Environmentally – there are a lot of controls in place, especially in the wetlands. We monitor these areas constantly and regularly report on them.

**16. When can we expect to see the next aerial video of the site?**

HI: Unfortunately, due to COVID restrictions we couldn't open the site up to the public today, so we created a virtual site tour video to take you around the site, which is available on the Open Day portal.

There is also a new flyover video on the Open Day portal, as well as new aerial photographs on the project website. Keep an eye on the project website, new aerial images [and other project updates] are added every month. It is important to us to keep the community informed. Let us know what you would like to see.

**17. Will there be a fee for parking at the hospital?**

HI: We are aware that there is some confusion in the community about car parking, and there have been announcements that it will be free; and other announcements saying it will be in line with Lismore. There is no confirmed decision on this. I can tell you that a range of funding options are being considered, including the possibility of adopting fees in accordance with the current parking fees at Lismore Base Hospital.

**18. Will clinical service provision continue at Murwillumbah Hospital?**

HI: We know that Murwillumbah Hospital is very important to the Murwillumbah community. The advice I've received is that Murwillumbah will continue to provide clinical services once the Tweed Valley Hospital opens.

**19. Are there provisions for fresh air levels or access within the hospital building, like a roofed balcony at other than ground level?**

HI: Yes – there are a number of outdoor terraces. There is one in ambulatory care for gym work, there is an outdoor area for paediatrics and the special care nursery, as well as a terrace connected to critical care area.

There are also extensive green spaces on the hospital grounds, including the northern terrace located near the hospital main entry and retail area; and the pocket park at the front of the hospital site.

Cultural response is also really important and has been considered throughout design. In terms of our Aboriginal community who need to be with family to conduct Sorry Business, in consultation with that community, we have created a large culturally appropriate space within the hospital near the ED, and also an external courtyard.

The Aboriginal Health Service will be located in one of our health hub buildings and will be culturally sensitive to what is important to our Aboriginal community. This area also has an outdoor courtyard.

**20. Will there be a staff gym or childcare facilities?**

HI: There is opportunity and space for complementary partnerships. The LHD has not as yet started exploring those opportunities however a childcare centre, or a gym for staff may be considered if they are commercially viable.

**21. Will full rehabilitation facilities be available (including a hydrotherapy pool, whirlpool, gym?)**

HI: There is a gym. There is no hydro pool in this facility. The facilities will include an inpatient rehabilitation facility, and a day unit.

**22. Can you please provide an update on the Oncology Services that will be available at TVH?**

NNSWLHD: The Cancer Service will be one of the jewels in the crown. We will be developing a full cancer service at TVH, we will be establishing a radiation oncology service that will allow people to receive their full cancer services at TVH.

A PET-CT scanner is one of the additional things we have been able to include due to the additional \$91m allocated to us by the NSW Government in May last year. A comprehensive cancer service will mean that people in our local community won't have to travel out of the region to access this treatment and this will be a life-changer for many of our patients and their families.