

Concept Design Stakeholder and Community Engagement Summary

Rouse Hill Hospital Development

November 2024



The new \$700 million Rouse Hill Hospital will provide expanded clinical services and capacity to meet the needs of the growing north-western Sydney community.

The new hospital will be built on the corner of Windsor Road and Commercial Road, Rouse Hill. It will include a welcoming main entry, wellness arcade, inpatient wards with views to the mountains, parks and creeks, outdoor space and a multi-storey car park, all in proximity to public transport and Rouse Hill Town Centre. Visitor services and retail outlets at lower levels will surround a covered walkway and landscaped spaces to create a health facility with a welcoming, active community feel. The full scope of health services provided by the new hospital will be confirmed when planning and design is finalised.

Engagement with the community, consumers, health services and stakeholders is being carried out to help inform this planning. This report provides a summary of community and stakeholder engagement undertaken between August and October 2024 to inform the project design and State Significant Development Application.

How we engaged

Engagement included online and in-person activities to ensure a broad range of stakeholders, community members and health services staff were able to participate and provide feedback about the project.

Activities included:

- Six in-person community pop up information sessions
- Stakeholder briefings
- Council and agency briefings
- An online survey

Engagement was promoted through a local communications and advertising campaign designed to reach a broad range of staff, stakeholders and the community.

Communications and advertising directed people to the project website for information and invited people to attend consultation activities, complete the online survey and sign up for project alerts.

Communications and advertising activities included:

- NSW government media announcement
- Local newspaper and social media advertising
- Information on the project website
- Communication and outreach to staff, local stakeholder groups, organisations and agencies.

Who we consulted

The project team engaged with a broad range of stakeholder groups including:

- Dharug Traditional Custodians
- Interest groups, local organisations and multicultural representatives
- Local residents, community and businesses
- Western Sydney Local Health District (WSLHD) staff and clinicians, consumers, visitors and volunteers
- Local Councils
- Local MPs
- NSW Government agencies
- Media.

Consultation snapshot

350

community pop up
information session participants



90

stakeholder
interactions



572

surveys
completed



2,150

visits to the
project websites



315

project update
registrations received



What we heard

Aspirations

It would be great to have a hospital close to home so that I wouldn't have to travel so far to get to work.

It's a great and much needed initiative for the Hills community as current residents need to either travel to Westmead or Blacktown for emergency and hospitalisations.

This is a facility that will greatly improve the area.

Let's build this urgently.

The increase in population and growth of population around the Rouse Hill area makes it essential for a hospital to be built.

Having a new hospital is so important and exciting.

Healthcare workers would be happy to work in a hospital which is well connected by Metro, which can save their commute.

Thank you for building a much-needed hospital.

Key areas of interest



Clinical services and future hospital operations



Traffic conditions, proximity to public transport and car parking



Planning and delivery milestones



Consumer, visitor and community experience



Hospital design, outdoor spaces, architectural treatment, sustainability and connecting with Country



Town planning and infrastructure locally



Future job opportunities



Community queries and what we said

Consultation provided stakeholders, community members and staff the opportunity to share their views on the project and raise any concerns. A mixed range of feedback and queries were received. For the benefit of people who were not able to attend our engagement sessions, our top queries and responses from the project team are summarised below.

Design and environmental impacts

Query	Project response
What is the size of the hospital?	<p>Rouse Hill Hospital will be approximately 30,000 square metres. As a reference Rouse Hill Hospital is roughly the size of Auburn Hospital.</p> <p>The new hospital is expected to include:</p> <ul style="list-style-type: none">• An emergency department and primary access clinic• Inpatient beds and day surgery services• Short stay medical assessment services• Pathology, pharmacy, and medical imaging services• Outpatient and ambulatory care services including paediatrics, renal dialysis and antenatal and postnatal services• Virtual care and hospital in the home services• Prehabilitation, rehabilitation and lifestyle medicine.
Will the hospital be expanded in the future?	<p>The hospital is being designed to allow for future expansion subject to funding.</p>
When will the development application be undertaken?	<p>An Environmental Impact Statement (EIS) for the SSDA is currently being prepared and is expected to be lodged and placed on public exhibition in 2025.</p> <p>There will be an opportunity for stakeholders and the community to have a say.</p>
When will the hospital be built?	<p>Construction timeframes for the new development will be confirmed as planning progresses and following the appointment of a building contractor.</p>
How will traffic and other impacts be managed?	<p>Health Infrastructure is working closely with Transport for NSW and local Councils.</p> <p>The EIS will seek approval for the indicative location of the internal roadways across the site and upgrading the intersection of Commercial Road and the main hospital road to provide access to the hospital.</p> <p>The EIS will consider the relationship between the proposed development and surrounding transport infrastructure, including:</p> <ul style="list-style-type: none">• Proposed car parking on the site• Proximity to public transport services including the Rouse Hill Metro Station• Pedestrian and cyclist connections.
Will there be parking and will it be paid?	<p>There will be a multi-storey car park at the northern end of the site (near Commercial Road). Arrangements for parking will be determined later in the planning and design process.</p>
How far is the new hospital from public transport?	<p>The location of the hospital provides for easy access from the Metro (a 5–10-minute walk) and access via bus.</p>



Query	Project response
<p>How will the project manage noise and dust, and will there be out of hours work?</p>	<p>The project is expected to generate noise above background levels during construction. A Noise and Vibration Assessment will be undertaken as part of the EIS to assess noise and vibration associated with the construction work. The assessment will outline measures to minimise and mitigate potential impacts on the surrounding community. The assessment will also consider any potential noise impacts on and from the hospital use.</p>
<p>Will there be trees and green spaces around the hospital?</p>	<p>The site is approximately 2.4 hectares and in addition to the hospital buildings, multi-storey car park and internal roads, will include open space and landscaped areas.</p>
<p>What sort of retail spaces will be inside the hospital?</p>	<p>Retail spaces will be located on the ground level in the wellness arcade upon entry to the hospital. Retail facilities may include a cafe, and small shops. Leases for retail offerings will be determined once the building construction is progressed.</p>
<p>What will the waiting areas be like and will there be natural light?</p>	<p>Rouse Hill Hospital consumers will be able to wait in a range of flexible areas, inside or outside depending on preference. Access to natural light and landscaped areas will be available.</p>
<p>How will you engage with the community?</p>	<p>Community members can stay informed by signing up for the project e-newsletter at: Rouse Hill Hospital – Rouse Hill (rousehillhospital.health.nsw.gov.au/news-and-publications/contact-us) We'll keep you up-to-date on project progress and future engagement opportunities.</p>
<p>How are multicultural and Aboriginal perspectives being incorporated into the planning and design process?</p>	<p>The Rouse Hill Hospital project team is working with multicultural and Aboriginal representatives across WSLHD and in the community, to ensure the hospital design is culturally safe for all people. In addition, Connecting with Country work is being undertaken to ensure caring for Country principles are integrated into the design process.</p>

Clinical services planning, models of care and hospital operations

Query	Project response
<p>How has the clinical services been decided upon?</p>	<p>The clinical services plan for the hospital considers the population, demographics, future projections and staff and community feedback.</p> <p>We recognise that there is a broad range of health services that people require. The new hospital will be part of WSLHD to provide linked access to other health services as needed.</p> <p>The hospital is being designed so that it could be expanded in the future and respond to evolving needs.</p>
<p>Will the new hospital include maternity services?</p>	<p>The new Rouse Hill Hospital is expected to include antenatal and postnatal outpatient services.</p> <p>As a WSLHD hospital, Rouse Hill Hospital services will network with Westmead and Blacktown hospitals to provide access to the full range of birthing services including special care nurseries and neonatal intensive care units (NICUs) to cater to the needs of both mothers and newborns.</p>
<p>What mental health services will be provided?</p>	<p>The new hospital will include provisions for consult liaison and outpatient mental health and drug and alcohol services. The new hospital team will work within WSLHD to facilitate appropriate care on a case-by-case basis which may require referrals to alternative locations and/or services for ongoing treatment.</p> <p>Further information about mental health services provided by WSLHD can be found here: Mental Health Services – WSLHD (wslhd.health.nsw.gov.au/mental-health-services/mental-health-services)</p> <p>Further information about drug and alcohol services can be found here: Drug health – WSLHD (wslhd.health.nsw.gov.au/drug-health)</p> <p>A new Integrated Mental Health Complex is being designed to respond to the WSLHD Mental Health Clinical Services Plan (CSP). To learn more about this project please visit: Integrated Mental Health Project at Westmead – Health Infrastructure (hinfra.health.nsw.gov.au/projects/project-search/integrated-mental-health-complex-westmead)</p>
<p>What paediatric services will be provided?</p>	<p>The new hospital will include both inpatient and outpatient paediatric services.</p>
<p>Will there be palliative care?</p>	<p>A supportive and palliative care unit is not included in the planned scope of services for Rouse Hill. A new dedicated supportive and palliative care unit is being planned for Westmead Hospital, in addition to the current services within WSLHD at Mount Druitt Hospital and Auburn Hospital. Rouse Hill Hospital will be able to link consumers with supportive and palliative care services within WSLHD.</p>
<p>Will there be an Intensive Care Unit (ICU)?</p>	<p>Rouse Hill Hospital is planned to include an Emergency Department and a close observation unit linked with other intensive care units within WSLHD.</p>
<p>What services for youth will be available?</p>	<p>The Rouse Hill Hospital team is working with clinicians and youth representatives to review potential youth outpatient services. This work is evolving, and further information will be made available once progressed.</p>

Query	Project response
<p>What services for domestic violence will be available?</p>	<p>WSLHD provides a free and confidential counselling service for victims of domestic violence.</p> <p>The service offers:</p> <ul style="list-style-type: none"> • advocacy, information and referrals to other services • access to a forensic medical service (for documentation of your injuries for Police and Court) • ongoing counselling. <p>Further information about this service is available here: Domestic Violence Counselling Service – WSLHD (wslhd.health.nsw.gov.au/IVPRS/domestic-violence-counselling-service)</p>
<p>What services will be available for older people?</p>	<p>Older people will be supported through inpatient and outpatient services including lifestyle medicine, prehabilitation, rehabilitation and day surgery as well as virtual care and Hospital in the Home to allow people to stay in the comfort of their own homes wherever possible.</p>
<p>Will the hospital have virtual care and how will that work? Will I still be able to talk to clinicians?</p>	<p>The new hospital will include Hospital in the Home services and virtual care. This means that, where deemed clinically appropriate, consumers will be able to receive care in their home in addition to appointments with the hospital. This has the benefit of allowing people to stay within the comfort of their own home while still maintaining contact with their hospital clinicians.</p>
<p>What will the inpatient rooms be like?</p>	<p>The design principles for the hospital rooms are to provide access to natural light, and ease of supervision for nursing and medical staff. Inpatient room features, colour palette and furnishing will be subject to further design work.</p>
<p>What types of surgeries will be undertaken at the new hospital?</p>	<p>The new hospital will be equipped with facilities for a range of day surgery procedures. The new hospital will also provide for prehabilitation and rehabilitation for more complex surgeries undertaken at other hospitals within WSLHD.</p>
<p>What community health facilities will be available and how will the new hospital work with primary care?</p>	<p>The new hospital will provide comprehensive integrated care and community-based services through outpatient clinics. The new hospital will work with the primary health network to ensure holistic care for consumers.</p>
<p>What job opportunities will there be and when can I apply?</p>	<p>There is expected to be a range clinical and non-clinical job opportunities at the new hospital. These opportunities will be advertised closer to the time of the new hospital opening.</p>



How the community would like to be engaged

The community told us that the best ways to continue to engage would be to:

- Provide opportunities for feedback
- Communicate regularly
- Provide project updates
- Hold community information sessions
- Provide factsheets
- Be transparent about the project
- Provide notice about impacts.



Next steps

Ongoing consultation with a broad range of stakeholders and the community is essential to the hospital planning, design and delivery process and will continue throughout project planning and delivery.

The project team is committed to ensuring health service staff, stakeholders and the community have accurate and timely project information. The project website is regularly updated, and information will also be shared via project newsletters, direct communication and engagement activities at key project milestones.

Keep up to date

For more information about Rouse Hill Hospital visit: rousehillhospital.health.nsw.gov.au



Scan the QR code to subscribe to our newsletter

Project milestones



For more information

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