

## Frequently Asked Questions

### Project overview

#### What is the Albury Wodonga Regional Hospital project?

The Albury Wodonga Regional Hospital project is one of the largest regional health projects currently underway in NSW and Victoria, delivering a major new hospital and improved health services for Albury, Wodonga and border communities.

#### How much is being invested in the project?

In October 2022, the NSW and Victorian governments announced a joint funding commitment to redevelop the Albury Hospital campus, with NSW and Victoria each committing \$225 million to the project. This was in addition to the \$108 million already committed by the NSW and Australian governments, bringing the total project investment to \$558 million.

#### What is being delivered within the scope of the \$558 million?

The project will deliver a new, multi-storey clinical services building and upgrades to existing facilities at the Albury Hospital campus. The project scope will continue to be confirmed through the planning and design process, and is expected to include:

- more medical and surgical beds
- new operating theatres
- expansion of outpatient and specialist treatment spaces
- a new Intensive Care Unit (ICU)
- relocation of maternity and newborn services
- a new children's inpatient unit
- contemporary new adult acute mental health inpatient unit to replace Nolan House
- more car parking, including a multi-storey carpark
- a new helipad.

#### Why are we building on the Albury Hospital campus?

Investing in a major new build on the Albury Hospital campus is more sustainable, delivers better value for money and allows us to deliver the project sooner.

It also means we can build upon recent investments made to infrastructure and services at the Albury Hospital campus, allowing the hospital to fulfill its role as a regional health hub.

These investments include:

- the \$75 million Albury Wodonga Regional Cancer Centre that brings together a comprehensive set of specialised cancer services under the one roof
- the soon to be completed \$36 million new Emergency Department and Short Stay Unit that will become operational in 2024
- the University of NSW Rural School of Clinical Medicine which brings medical education to the Albury Hospital campus
- the Hilltop Albury Wodonga Patient and Carer Accommodation facility that provides patients and their families with a home away from home when receiving treatment.

#### Who is delivering the project?

The Albury Wodonga Regional Hospital project is jointly funded by the Australian, NSW and Victorian governments. The project is being delivered by Health Infrastructure in partnership with the Victorian Department of Health, Victorian Health Building Authority and Albury Wodonga Health.

#### When will the project be complete?

The project is expected to be complete by 2027/28.

### Master planning

#### What phase is the redevelopment at?

The project reached a significant milestone in the planning process with the master plan for the Albury Wodonga Regional Hospital project finalised and released for consultation in October 2023. Following the completion of the master plan and consultation process, further detailed planning and design will continue in 2024.

#### Where can I see the master plan?

The master plan is available to view on the project website, along with other resources including the master plan images, project update, briefing pack and consultation summary. In response to feedback received from the community during master plan consultation, the Albury Wodonga Regional Hospital Project - 2023 Master Plan Report is also available on the website and provides additional technical information in relation to the planning and design.

## What is the master plan and why is it important?

Master planning is an important first step in the hospital planning process. The master plan sets out the vision and a framework for development at the Albury Hospital campus including the optimal location of the new clinical services building and future expansion zones.

The master plan prioritises the expansion and enhancement of clinical and non-clinical services, addresses immediate and long-term planning goals, builds upon recent investments made to clinical services and infrastructure at Albury, enables sustainability and delivers a better-connected health care environment for the community.

## How was the master plan developed?

The master plan was developed by Health Infrastructure, in collaboration with the Victorian Department of Health and Albury Wodonga Health with input from a broad range of stakeholders including health service staff, senior clinicians, local councils, NSW and Victorian government agencies, clinical planning specialists and architects, as well as community feedback from consultation carried out in early 2023.

The master plan aligns with Albury Wodonga Health's clinical services planning recommendations, consolidating acute services onto a single site to deliver sustainable health care facilities and services for the community, while providing the best value for money.

As part of the early planning process, considerable time was taken to review previous site reports, undertake new site investigations and review all potential options to get the planning for the new hospital right. This process was guided by clinical and service planning work undertaken by Albury Wodonga Health and the Victorian Department of Health.

## What are the objectives of the master plan?

The master plan has been designed to:

- support the hospital expansion now and into the future, as the demand for health care changes over time.
- deliver a strategic and orderly approach to consolidating services onto a single site in line with the \$558 million project budget.
- build upon recent investments made to clinical services and infrastructure at the Albury Hospital campus.
- provide a flexible framework for future growth of the campus through infrastructure, development and partnership opportunities that can be enabled over the coming decades.
- ensure a development pathway that supports operational continuity to minimise disruptions to day-to-day hospital operations.

## What are the key features of the master plan?

The key features of the master plan include:

- a new multi-storey clinical services building.
- a new hospital main entrance and public drop-off zone from Keene Street.

- targeted refurbishment of existing buildings.
- improved landscaping, pedestrian links, wayfinding and connectivity throughout the campus.
- a new multi-storey car park and better designed car parking spaces to increase parking capacity on site and improve access for health service staff, patients and visitors.

## How does the master plan address clinical service planning and priorities?

The master plan addresses the strategic objectives of Albury Wodonga Health and the region to:

- respond to the clinical services planning recommendations of the Albury Wodonga Clinical Services Plan to address growth in services.
- enable Albury Wodonga Health to provide safe, efficient and effective care in a contemporary environment, allowing the community access to care that is closer to home with trust and confidence.
- create a welcoming, people-centred and culturally safe environment with improved amenity and access to enhance the experience of patients, visitors and health service staff.
- enable the hospital to fulfill its role as a regional health hub.
- improve patient safety, reducing the duplication of services and travel between two hospital campuses which will increase the capability and responsiveness of the health service.

## What site studies have been undertaken for the Albury Hospital campus?

Site investigations were carried out as part of the early planning process to ensure suitability of the Albury Hospital campus for future development, and this has helped inform the master plan. Further detailed geotechnical and site investigations are being undertaken as part of the design phase to inform the groundworks and the design of building foundations for the new and refurbished facilities.

## The Albury Wodonga Regional Hospital Project – 2023 Master Plan Report has been published and includes information on clinical services planning – is this what will be delivered as part of the redevelopment?

The project scope and master plan is informed by the planning recommendations of the Albury Wodonga Health Clinical Services Plan which outlines what services and future capacity may be needed to support healthcare delivery in the future.

The information on the clinical services outlined in the 2023 Master Plan Report is indicative only at this early stage of planning. The final project and clinical scope, including bed numbers, will be determined through the planning and design process as it progresses.

There will be more opportunities for the community, health staff and stakeholders to provide feedback on the project this year.

## **Was the 2021 Albury Wodonga Hospital Draft Master Plan considered as part of master planning?**

Prior planning for an Albury Hospital campus was undertaken by Albury Wodonga Health with a master plan drafted in 2021. This master plan was not endorsed by government, and it did not progress to feasibility.

In October 2022 the NSW, Victorian and Australian governments committed \$558 million to the Albury Wodonga Regional Hospital project. Health Infrastructure appointed a project team in early 2023. As part of the early planning process, considerable time was taken to review previous site reports, including the 2021 Albury Wodonga Health Draft Master Plan.

## **What consultation was undertaken with the community on the master plan?**

Consultation on the Albury Wodonga Regional Hospital project master plan was held from 16 October 2023 to 24 November 2023. Master plan consultation sought feedback from health service staff, stakeholders and the community on a range of matters relating to the project planning and design, which will inform the development of the concept design and other detailed planning and design activities.

## **Master plan consultation feedback**

*Consultation on the master plan during October and November 2023 provided health service staff, stakeholders and the community with an opportunity to participate in the master planning process for the project and provide feedback. Feedback received within the scope of the project is being used to inform further planning and design activities. Included below is a summary of what we heard.*

### **Should the master plan consultation have provided detailed information on clinical services and bed numbers?**

The planning, design and consultation process undertaken to develop the Albury Wodonga Regional Hospital Project master plan is consistent with Health Infrastructure projects across NSW, the NSW Health Facility Planning guidelines and statutory planning requirements.

The 2023 Master Plan Report provides additional detail on the preliminary studies and technical inputs that have shaped the master plan. The information on the project and clinical services scope, including bed numbers, is indicative only at this early stage of planning and will be determined through the planning and design process as it progresses.

### **How many beds and what amenities will be delivered as part of the redevelopment?**

The finalised clinical scope for the project, including bed numbers will be determined through the planning and design process as it progresses. The project will deliver more medical and surgical beds, new operating theatres, expanded outpatient and specialist treatment spaces, a new Intensive Care Unit (ICU), relocated maternity and newborn services, a new children's ward inpatient

unit and a new adult acute mental health inpatient unit. Once complete, the project will improve patient safety, reducing the duplication of services and travel between the Wodonga Hospital and Albury Hospital sites, and increase the capability and responsiveness of the health service to meet the future health care needs of the community.

### **Is there enough space at the site to accommodate the healthcare services that our community needs?**

The master plan demonstrates that through the development of a new Clinical Services Building at the south-west corner of the site, as well as through the refurbishment of existing facilities, the Albury Hospital campus is able to accommodate a range of expanded and enhanced clinical and non-clinical services to meet the needs of the community. The existing characteristics of the site, including its topography and natural and built form, have been considered during master planning.

### **Does the master plan consider options for a greenfield site?**

The project was announced and funded as a major new hospital redevelopment on the existing Albury Hospital campus, and there are no plans to consider another site.

Investing in a major new build at the Albury Hospital campus is more sustainable, delivers the best value and means the project can start sooner, which means communities will have access to new and expanded health care facilities and services sooner.

It also means that the redevelopment can build on clinical services and infrastructure that already exist at the site including the Albury Wodonga Regional Cancer Centre, University of NSW Rural School of Clinical Medicine and Hilltop Accommodation Centre, as well as the new \$36 million Emergency Department and upgraded Short Stay Unit currently underway and due for completion in 2024.

### **The master plan includes high-level information on future expansion zones and stages of development. What is the timeframe for these future stages, and how will they be funded?**

When developing the master plan, consideration was given to how other infrastructure, development and partnership opportunities could be accommodated at the Albury Hospital campus over time, to help the health service expand to meet the health care needs of the community. Future stages of redevelopment, including what this looks like, timing and funding arrangements, fall outside of the scope of the Albury Wodonga Regional Hospital project.

### **When does construction start?**

The project is in the planning and design phase which will continue throughout 2024. The project team will continue to keep staff, stakeholders and the community up to date on construction timeframes as the project progresses.

To learn more about the project phases please visit **How to build a hospital - Health Infrastructure NSW.**

### **How will construction works be undertaken on the existing hospital campus without impacting and interrupting current services and demands?**

Albury Hospital will remain open and continue to provide services during construction. A well-planned and staged approach to construction will minimise any interruptions and impacts to hospital services. It is common to see changes made to access arrangements at the site during the construction period. Any changes will be communicated with staff, patients, visitors and the community well in advance. Patient, visitor, staff and emergency access will be maintained at all times.

### **Where will people park during construction?**

A Construction Traffic Management Plan will be prepared before construction starts, outlining the measures that will be put in place to manage matters such as construction vehicle movements, parking and traffic control procedures. Further information on parking arrangements during construction will be communicated well in advance of works being undertaken.

### **How will the new hospital and facilities be staffed?**

A workforce plan will be developed to support Albury Wodonga Health's existing efforts to attract and retain staff. The NSW Government also has several initiatives in place to support workforce development in regional and rural areas.

### **Will \$558 million be enough to deliver this project?**

The project will deliver a new, multi-storey clinical services building and upgrades to existing facilities as part of the \$558 million project budget. The project will deliver a major new regional hospital and improved health services at the Albury Hospital campus to meet the health care needs of Albury, Wodonga and border communities.

### **Did the master plan have input from staff, healthcare workers and the community?**

Consultation with health service staff and clinicians is essential to the planning and design of the hospital and will continue throughout the project delivery process. The master plan was developed with input from a broad range of stakeholders which included health service staff, senior clinicians, local councils, government agencies, clinical planning specialists, architects and feedback collected from the community earlier in the year.

Project User Groups (PUGs) are a key consultation forum between health service staff and the project team, that help inform the detailed clinical and non-clinical design, as well as the future operating models of new and refurbished facilities. PUGs were established in September 2023 and will continue throughout the design process.

## **Consultation and next steps**

### **How will the community be kept informed about the project and be able to participate in a meaningful way?**

Designing and building a hospital is a complex process that involves extensive consultation with health service staff, health care professionals, patients, key stakeholders and the community to ensure the right clinical needs are met.

The project team is committed to ensuring proactive, collaborative, transparent and meaningful communications and consultation activities with health service staff, stakeholders and the community. 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 delivery.

Health service staff, stakeholders and the community will continue to be kept informed and have opportunities to provide feedback as the project planning and design progresses. The project website will be updated regularly and information will also be shared via project newsletters, direct correspondence and consultation activities at key project milestones.

### **What are the next steps in the project?**

Following completion of the master plan and consultation, further detailed planning and design will be undertaken throughout 2024. Feedback on the master plan will help inform the development of the concept design and other detailed planning and design activities. The concept design is the next stage of planning and design for the project and is followed by the schematic and detailed designs and preparing to submit the State Significant Development Application (SSDA).

## **Contact us**

**To register your interest in receiving regular project updates, visit:**  
[infra.health.nsw.gov.au/alburycampusredev](https://infra.health.nsw.gov.au/alburycampusredev)

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