

Frequently Asked Questions

Albury Wodonga Regional Hospital project



May 2025

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 improved health services for the border communities.

What is being spent on the new Albury Wodonga Regional Hospital project?

The Albury Wodonga Regional Hospital is being delivered through a partnership between the NSW, Victorian and Commonwealth Governments.

This government partnership will deliver over half a billion dollars into significantly enhanced health services for the Albury, Wodonga and Border Communities.

The \$558 million Albury Wodonga Regional Hospital project will deliver more beds, more points of care,

more parking spaces, and enhanced intensive care, maternity, birthing and mental health services.

It is one of the most significant regional health infrastructure investments ever for border communities.

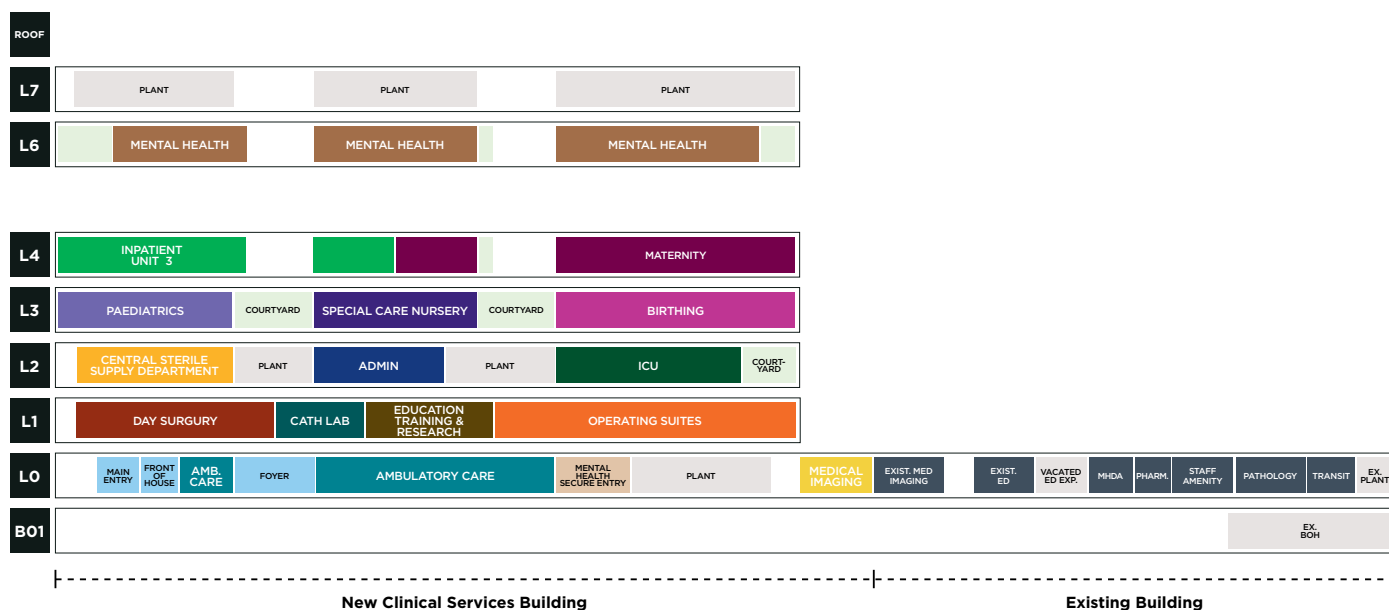
Funding sources include:

- \$225 million each from the NSW and Victorian Governments
- \$108 million previously committed by NSW and Commonwealth Governments including \$20 million from the Commonwealth Government as party to the Albury City Deal.

Over the last 5 years the NSW Government has invested approximately over \$35 million in the site and in service enhancements for the Albury Wodonga community, including \$30 million for a new emergency department (\$36 million total with Victorian Government), \$3 million for the Brain and Mind service, \$2 million for key worker accommodation and \$975,000 for facilities upgrades.

Clinical Services Building department layout

Cut through – view from the south



Will the project increase bed numbers at Albury?

Yes. The project will deliver over 80 new inpatient beds on top of the existing surgical and medical inpatient units already provided at Albury Hospital. Clinical capacity will significantly increase because of the new Albury Wodonga Regional Hospital project. The new beds will be located in the new 7-storey Clinical Service Building (CSB) across 3 new inpatient units providing a mix of single and double rooms.

The new CSB will also see the relocation of maternity and birthing beds from Wodonga to Albury. The colocation of maternity and birthing with special care nursery and paediatrics on one site will improve safety for patients and reduce the need for urgent travel between the Wodonga and Albury campuses (see CSB layout on page 1).

Other key features of the new Clinical Services Building outlined in the Concept Design figure above include:

- New and enhanced Intensive Care Unit (ICU)
- New and enhanced Maternity and birthing services, including a special care nursery
- 32-bed Mental Health inpatient unit to replace and expand the existing Nolan House current 24-bed service
- New Surgical and operating theatres, including a hybrid theatre plus procedure rooms
- New Cardiac Catheter Lab
- New central sterile supply department adjacent to theatres
- Expanded ambulatory care, cardiac diagnostics and allied health therapies
- New hospital main entrance and public drop-off zone from Keene Street, Aboriginal Family Lounge, Multi-faith Centre and retail opportunities

Once the current ICU space and existing theatres move to the new Clinical Services Building, the area will be refurbished to provide 14 additional points of care for the Emergency Department, as well as a new six-bed Mental Health and Alcohol and Other Drugs Unit adjacent to the Emergency Department.

A new contemporary building such as the planned Clinical Services Building will better support current models of care and health service delivery as the hospital design enables flexible use of beds in all clinical areas, as demand requires. This means that wards can be reconfigured if a department needs more beds at any given time.

Bed numbers are not the primary measure of a health service capacity and do not reflect the full scope of a

hospital's capabilities and services. Models of care have shifted to patient outcomes, efficiency and the quality of care which is driven by advancements in technology and the rise of outpatient services, for example palliative and post-partum care in the home.

What is within the scope of the \$558 million?

The project scope has been informed by the Albury Wodonga Health Clinical Services Plan, which outlines what services and future capacity will be needed to support health care delivery in the future.

Health Infrastructure, Albury Wodonga Health, NSW Health and the Victorian Department of Health determine the infrastructure requirements to meet the needs of the border communities and what can be provided within the budget.

Numbers will be finalised as planning and design progresses.

The project scope prioritises clinical services, a better-connected health care environment and will deliver more beds at the Albury Hospital campus. This investment will deliver a hospital that can accommodate the community's immediate needs while providing considered locations for future growth for decades to come.

Is there an increase after you transfer beds from Wodonga Hospital?

Yes. The Albury Wodonga Regional Hospital project will deliver a net increase in inpatient beds. Further planning will be undertaken by AWH, in consultation with both the Victorian and NSW governments (in mid to late 2026) regarding future service planning and investment requirements.

Will the project provide additional car parking at the Albury Hospital campus?

Yes, the project will deliver additional onsite carparking. Car parking demand studies, which examined parking needs based on current and projected clinical services have informed planning and design resulting in an increase in parking capacity. These documents are made publicly available during planning applications on exhibition.

We understand that parking is an important aspect for staff and the community, particularly during the construction phase. The project will deliver new and formalised car parking spaces for staff, patients, and visitors before any changes are made to existing parking areas.

During construction works, a Construction Traffic Management Plan will be prepared to manage parking and traffic control. The building contractor is required to minimise any impacts with any changes to access and egress during construction works will be communicated in advance to all those who might be affected.

The increase in parking capacity will be progressively finalised during the design phase of the project. Further plans will be released in the coming months, that will include further information on car parking.

Why is there no approved business case? Does this put the project at risk?

No. The NSW, Victorian and Commonwealth Governments have committed \$558 million to providing enhanced and expanded health care services in contemporary facilities to support Albury, Wodonga and Border communities.

Health Infrastructure has been tasked with delivering the design and construction of the Albury Wodonga Regional Hospital project.

Projects are procured and delivered in line with NSW Government's infrastructure, capital planning and procurement policies and framework is available on the NSW Treasury website at [treasury.nsw.gov.au – www.treasury.nsw.gov.au/information-public-entities/centre-for-economic-evidence/nsw-business-case-policy-and-guidelines](https://treasury.nsw.gov.au/information-public-entities/centre-for-economic-evidence/nsw-business-case-policy-and-guidelines)

All major NSW Government infrastructure projects require business case preparation to occur concurrently with the planning and design. This process applies to all new health facilities enabling extensive community and staff consultation which feeds directly into the development of the final business case.

A strategic business case was completed to support the planning and design process. NSW Health Infrastructure is now progressing the Final Business Case which will support the major infrastructure investment commitment made by the NSW, Victorian and Commonwealth Governments.

Delivery of the new Northeast Building early works is consistent with above guidelines and remains on track, with construction to start later this year following planning approval and the appointment of the early works contractor.

Separately, a summary of the project's Final Business Case will be published on Infrastructure NSW's website. This is expected to occur in early 2026.

Who is delivering the project?

The project is a joint funding commitment between the NSW, Victorian and Australian governments. Health Infrastructure is delivering the project in partnership with the Victorian Department of Health; Victorian Health Building Authority and Albury Wodonga Health. Health Infrastructure appointed a project team in early 2023 to deliver the project.

The design

What is a concept design?

The concept design shows the size and scale of the new hospital, as well as the relationships between the clinical functions, services, buildings and other facilities to be delivered as part of the project.

What are the key features of the concept design?

The concept design for the new Albury Wodonga Regional Hospital project has been released and provides a first look at the state-of-the-art health facilities. Key features include:

- a new 7-storey Clinical Services Building
- a new Northeast Building for relocations and future expansion
- additional car parking to increase capacity on site and improve access for staff, patients and visitors
- an adult acute mental health inpatient unit to replace and expand on Nolan House
- new hospital main entrance and public drop-off zone from Keene Street
- targeted refurbishment of existing buildings
- improved landscaping reflecting Country, pedestrian links, wayfinding and enhanced connectivity throughout the campus.

What services will move into the Clinical Services Building?

- Ambulatory Care and Allied Health Services
- Operating theatres
- Intensive Care Unit
- Cardiac Catheter Lab
- Day procedure suite
- Maternity and birthing services
- Special care nursery
- Paediatrics
- New Inpatient Units (IPUs)
- Integrated Mental Health IPU
- Education training and research; and
- Administration and front of house facilities, including food and retail amenity.

The Albury campus will consolidate complex care on one site, which will improve safety for patients and reduce the need for urgent travel between the Wodonga and Albury campuses.

Why is the mental health unit located on the top floor?

It is not uncommon for mental health inpatient units to be located in multistorey clinical services buildings as part of hospital developments.

The sixth floor will be a dedicated inpatient mental health floor. It will provide a safe and private unit which will allow for discreet, non-public transfers of consumers and also provide rapid response to other clinical areas in emergencies.

An upper floor allows access to a private and risk-assessed outdoor area unlike a ground floor unit which can be overlooked by adjacent buildings. There will be courtyards looking outward in multiple directions, offering views of the district.

How does the project address health services for the Border communities?

This project will consolidate a range of acute clinical services and expertise within the Albury Hospital campus. This will deliver safer and more efficient care, resulting in less people needing to travel between the two sites. Wodonga will become a non-emergency care hub for the community.

These major improvements and upgrades will support Albury, Wodonga and Border communities now and into the future. Together the hospital campuses will help strengthen Albury Wodonga's footing as a health hub for the entire region.

Will there be a helipad as part of the Albury Wodonga Regional Hospital project?

The hospital campus is being planned to enable provision for a helipad to be delivered in potential future stages, and suitable locations have been considered as part of planning for the project.

Albury and Wodonga campuses and health services

Why was the Albury campus chosen for the regional hospital project?

The Albury campus was chosen due to its existing infrastructure, location, sustainability, and cost efficiency. It leverages significant past investments, ensuring effective and sustainable regional healthcare and avoids using budget for additional land purchase costs.

The campus has already seen significant investments, including the Regional Cancer Centre, UNSW Rural School of Clinical Medicine, Hilltop Accommodation, and a Negative Pressure Room and the new Emergency Department.

Using these investments and the existing infrastructure enhances the hospital's role as a regional health hub, ensuring it can meet the region's growing healthcare needs effectively and sustainably.

As identified in the Master Plan, the eight-hectare site has significant capacity for expansion to meet the needs of the health service and the broader community in the future. Future stages of expansion have been tested through the planning phases of the design to ensure the project scope enables further investment and growth in site infrastructure.

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.

Wodonga Hospital

The following FAQs are related to the future of Wodonga Hospital which is managed by Albury Wodonga Health and the Victorian Department of Health.

What is the expected timeline for completion for the Wodonga campus?

Wodonga will continue to deliver its current services to the border community until construction on the Albury site is completed. Services would then transfer, paving the way for construction to start at the Wodonga site.

Will you publicly release the Wodonga Entity Services Plan?

The Wodonga Entity Services Plan is an internal planning document, and the first of many steps in this long-term project.

Further planning will occur in the coming years, with services not transitioning until after the Albury Wodonga Regional Hospital project is complete.

There will be opportunities for consultation to occur throughout the coming years as part of the standard planning and infrastructure project process.

Will you do consultation with the community and local councils on the Wodonga ESP?

There will be opportunities for consultation to occur throughout the coming years as part of the standard planning and infrastructure project process.

Consultation

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

What consultation has informed the concept plan?

Consultation with health service staff and clinicians is essential to the planning and design of the hospital and this will continue throughout the project delivery process. The project team is committed to ensuring health service staff, stakeholders and the community have accurate and timely project information.

Extensive consultation was undertaken with health service staff, patients, local Aboriginal stakeholders, local councils, government agencies, stakeholder and advocacy groups, and the community throughout 2023 and 2024. Feedback from consultation activities during early planning, master planning and concept design workshops has helped inform the final concept designs.

How can I provide feedback on the project?

Feedback from the community health staff and stakeholders has helped inform the development of the schematic and other detailed planning and design activities.

We encourage you to view the latest designs on the [project website](#).

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.

How are staff and clinicians involved in the planning and design process?

Over 100 staff are continuing to inform the design of the new and refurbished facilities and future operating models.

How are stakeholders and the community involved in the project?

The project team is committed to ensuring proactive, collaborative and transparent 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.

In September 2023, the Project Community Advisory Group was formed following an extensive Expression of Interest and selection panel process and includes local patient and community representatives who have a passion for

improving access to health services and facilities for the border community. With varied backgrounds, skillsets and lived experiences, the group's members represent the diverse urban, regional and rural communities of the Albury Wodonga Health catchment area.

Working closely with the project team, the group provide input and advice on a range of matters relating to the new hospital's design including indoor and outdoor spaces, accessibility, wayfinding and signage, food and retail, arts and culture, and patient, carer and family spaces.

The PCAG is one of the many ways we're engaging and working with the community and stakeholders to progress planning and design for the hospital project.

Construction impacts

What will be done to reduce the impact on patients and staff during construction?

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

The building contractor is required to minimise the effects of dust, noise and disruption to existing services. This includes taking reasonable preventative measures to impacts on adjoining properties.

What is the anticipated timeframe for construction?

Works for the Northeast building are expected start in 2025 to support the relocation of services and facilitate major construction. Main works construction of the Clinical Services Building will commence following planning approval and will be carried out in stages. The project is expected to be completed by late 2028.

Construction and next steps

When does construction start?

Works are expected to start in 2025. There will be a detailed plan in place for construction to ensure patients, visitors and staff can access the hospital and its services during the construction period.

What are early works?

Early works prepare the site for main works construction including relocating departments, demolition, and

in-ground services such as services investigations, water, electrical and cabling works.

To facilitate construction of a new Clinical Services Building in the south-west corner of the Albury Campus, some services and staff in the Allied Health Building will be relocated to a contemporary new facility called the Northeast Building. The new facility will be located adjacent to East Street and completed as part of early works.

More information about the Northeast Building can be found at the end of these FAQs.

When will the project be complete?

Early construction works are expected to start on the Northeast Building in 2025, and the building will be completed in 2026. Works will then start on the Clinical Services Building and are expected to be completed in 2028.

What are the next steps in the project?

Following the release of the concept design and consultation activities, planning for the schematic and detailed designs will progress. These steps will lead to the preparation and submission of statutory planning application which will go on public exhibition. The project team is committed to sharing updates as the project progresses.

This is an exciting time for the border communities, and we look forward to keeping the community informed as the project progresses.

The Northeast Building

What will be in the Northeast Building?

To facilitate the construction of the Clinical Services Building, a new facility will be built adjacent to East Street, called the Northeast Building.

The following departments, currently housed in the Allied Health Building and surrounding buildings will relocate to the new, purpose built two-storey Northeast Building when complete:

- Allied Health clinical spaces including the gym and consultation rooms
- Outpatients including: Specialist Outpatient Clinics, Cardiac Clinic, Pre-admission clinics
- Administration areas such as Allied Health, Support Services, Medical Workforce, IT, Progression of Care Hub, Clinical Nurse Educators
- Pharmacy
- Conference Rooms and Library
- Medical Staff Lounge.

When will work start on the Northeast Building?

Construction of the new Northeast Building is set to start this year, subject to planning approvals and appointment of a contractor.

Have you appointed a contractor for the Northeast Building?

A contract tender for the Northeast Building has recently been released. Following the completion of the tender process, a builder will be engaged, and the project scope and a construction timeline will be confirmed. Health Infrastructure is committed to helping create new job opportunities for the community and supporting the recruitment of local trades throughout the redevelopment. More information will be made available as the project progresses.

What will happen to the Northeast Building once the new multi-storey Clinical Services Building is complete?

Once the new Clinical Services Building is completed, some services are planned to move into their permanent locations:

- Patient areas such as allied health and outpatients will move into the new Clinical Services Building
- Some administrative functions will remain in the Northeast Building
- Pharmacy relocates to refurbished facilities in the existing hospital building.

The new Northeast Building will provide opportunities for future service expansion.

Will car parking be impacted while the Northeast Building is being built?

New on-grade parking will also be provided to the northwest of the site to offset the impact of the new Northeast Building on existing campus parking. These new spaces will be available for staff, patients, and visitors before any changes are made to existing parking areas. We understand that parking is an important aspect for staff and the community, particularly during the construction phase.

We will have more updates on parking as the project planning progresses.

How has consultation informed the design of the Northeast Building?

Health professionals, staff, patients, Aboriginal community representatives and the Border community helped shape the design and planning of Northeast Building during the masterplanning and concept design stages. Community feedback has influenced various

aspects of the facility including its connection to the existing hospital, opportunities for future expansion, construction impacts and design elements.

Importantly, the planning of the Northeast Building has been guided by Project User Groups (PUGs). These groups include Albury Wodonga Health executives, clinical leads, doctors, nurses, administrative staff, and other healthcare personnel who will ultimately work in the new spaces. As the project team engages with each department, they collaborate closely with the relevant PUG to refine and enhance the design at every stage.

To date 12 PUG sessions have been held for the Northeast Building, directly shaping both its functionality and overall design.

Where is the project up to?

Planning and design for the Northeast Building is underway and a tender process is progressing. Construction of the Northeast Building is expected to start this year following planning approval and the appointment of a contractor.

Planning is progressing on the Clinical Service Building and to date, there have been over 40 PUGs for the Clinical Services Building and Refurbishment areas as it progresses from concept design to schematic design. The next phase of the project will build upon this engagement as user groups are consulted on the detailed design of each area.

How will I know where to go for my appointment?

There are no changes to services while the Northeast Building is being built. Allied Health Services and Outpatient services will continue to be provided from their existing locations in the hospital.

Temporary changes to access routes may need to be in place during the construction stage of the Northeast Building. Every effort will be made to minimise disruption and the community will be informed of any planned changes to access routes.

Will there be any impacts to the Café?

No. The Café will remain open and operational during the construction of the Northeast Building. A construction zone for the Northeast Building will be established to ensure the safety of staff, patients and visitors and to minimise construction impacts.

Will the Northeast Building construction impact the provision of health services?

No. All current health services will continue to be delivered from Albury Hospital during the construction stage of the Northeast Building. Every effort will be made to minimise disruption and the community will be informed of any planned changes to access routes.

What are the future plans for the hydrotherapy pool?

Albury Wodonga Health and the Victorian Department of Health have developed the Wodonga Entity Service Plan which will consider future access to therapeutic services for the community. There will be opportunities for consultation to occur throughout the coming years.

How will staff be supported during the move?

A detailed change management process is underway, including consultation and engagement with staff and other key stakeholders. AWH will continue this process as the Albury Wodonga Regional Hospital project progresses.

Additionally, a workforce plan is being developed to support Albury Wodonga Health's existing efforts to attract and retain staff. The NSW and Victorian Governments also have several initiatives in place to support workforce development in regional and rural areas.

What is a Review of Environmental Factors (REF)?

Before construction can begin on the Northeast Building, NSW Health must thoroughly assess how the construction and operation of the Northeast Building might affect the environment.

A Review of Environmental Factors (REF), along with technical reports, is prepared to seek approval for the redevelopment. These documents are informed by input from staff, stakeholders, and the community during the planning and design stages.

The REF is on public exhibition for 28 days and outlines the environmental impact for the Northeast Building. Future planning applications will outline details for the Clinical Services Building, demolition works and broader car parking strategy.

Health Infrastructure's [Community Participation Plan](#) and [Department of Planning, Housing and Infrastructure's](#) Stakeholder Community Participation Plan outlines how community and agency stakeholders can participate in HI's assessment of the environmental impacts for projects assessed under Division 5.1, Part 5 of the *Environmental Planning and Assessment Act 1979* (EP&A Act).

Why are we building the Northeast Building?

A new two-storey Northeast Building will be the first building delivered as part of the \$558 million dollar investment in the Albury Hospital Campus. On completion, a range of health services currently located in the Allied Health Building will relocate to the Northeast Building to enable the construction of a new multi-storey Clinical Services Building.

The Northeast Building has been designed for flexibility offering opportunities to support future expansion of outpatient and administrative functions.

This purpose-built health facility will house allied health, outpatient services including cardiac diagnostics, administrative teams, and Pharmacy. A key feature of the new building includes a link bridge that will connect to the hospital's existing public entry level, enhancing connectivity and improving access to key hospital campus areas including surgical wards and operating theatres.

How can I find out about the Northeast Building?

The designs, project timeline, and detailed information about the building's features are available online at hinfra.health.nsw.gov.au/awrh

How can I make a submission?

As part of the public exhibition, you can view the project's Review of Environmental Factors (REF) report, which has been prepared to assess the environmental impacts of the Northeast Building project. The REF on public exhibition is for the Northeast Building. Future planning applications will outline details for the Clinical Services Building, demolition works and broader car parking strategy.

Feedback can be provided online via [On Exhibition – Health Infrastructure NSW](#)

What are the next steps?

We are committed to providing timely and clear communications to support stakeholders and community in accessing and understanding the project's progress and ways to be involved. Once the public exhibition period closes at 11.59pm 6 June 2025, the submissions received will be used to finalise the details of the design of the Northeast Building. Construction works are expected to start in mid-2025 following planning approval and the appointment of an early works contractor.

The determination will be published on the Department of Planning, Housing and Infrastructure's planning portal and communicated to staff, community and stakeholders via project updates.

For more information

T: 02 9978 5444

E: hi-albury@health.nsw.gov.au

W: hinfra.health.nsw.gov.au/awrh