

Frequently asked questions

What is the Hay Health Service redevelopment?

The redevelopment was announced by the NSW Government in November 2019. Works include:

- a reconfiguration of beds to better accommodate increasing demand for aged care
- an external landscaped area and outdoor socialisation space for residents and patients
- three new purpose-built onsite staff accommodation units to support the staffing and operations of the health service
- provision of a new emergency triage space, which will provide hospital staff with a dedicated area to assess and prioritise patients for treatment
- refurbishment of the existing reception and administrative areas, to improve security and accessibility.

Why does the Health Service need to be redeveloped?

The clinical service needs of the community have been reviewed in regard to planning local health facilities.

Australian Bureau of Statistics found that by 2026, 21.2 per cent of the Hay Shire community is expected to be aged over 70 years, up from 13.2 per cent in 2012.

This health facility upgrade means it will meet the community's healthcare needs as the population ages.

Will the type of service provision change?

There will be no change to the type of services currently provided to the community.

What are the benefits of an upgraded facility for the Hay community?

- The Redevelopment will enhance the sustainability, functionality and safety of health and aged care services in the community including;
 - patient and resident focused care provided in a home-like setting
 - responsiveness to community needs
 - offering better integration of services and links with other health care professionals and providers
 - facilitate 'ageing in place' within the local community
- It will improve infrastructure to provide a modern working environment and on-site accommodation for staff which will in turn assist in the recruitment and retention of staff.

When will work start and finish?

Construction is due to start by late 2020 and project completion is scheduled for late 2021.

How is the project funded?

The redevelopment is being delivered as part of the NSW Government's \$304M Multipurpose Service Program to provide health and aged care services for small and remote rural communities. The Hay Health Service will retain its current name and is not planned to become an MPS.

Will the construction work impact on the provision of health services?

Health services will continue during construction and every effort will be made to minimise disruption.

What are the features of the Hay facility?

Once completed, the refurbishment and expansion will enhance delivery of the following health services:

- 24 hour level 2 Emergency Services with critical care Telehealth and Mental Health Emergency Consultation Service;
- Clinical space for nurse practitioner/ambulatory care services;
- Inpatient services including:
 - General medicine;
 - Palliative Care;
 - Maintenance Care;
 - Low level rehabilitation services; and
 - Respite Care.
- Residential aged care services in an environment suitable for people with a lived experience of dementia;
- Radiology services;
- Pathology collection services;
- A range of primary, community health, community mental health and drug and alcohol services;
- Community Home Care

How will the community be kept informed of progress?

There will be regular newsletters and announcements in the local media. The community will be invited to a walk-through of the new areas once construction is complete.

Who is undertaking the construction?

The company awarded the construction contract, Barpa, is a majority Indigenous owned commercial construction company. With experience delivering projects across Australia, Barpa is committed to developing economic opportunities, creating Indigenous employment, strengthening connection to country and culture, and increasing individual and community capacity.

How will the community benefit from the construction project?

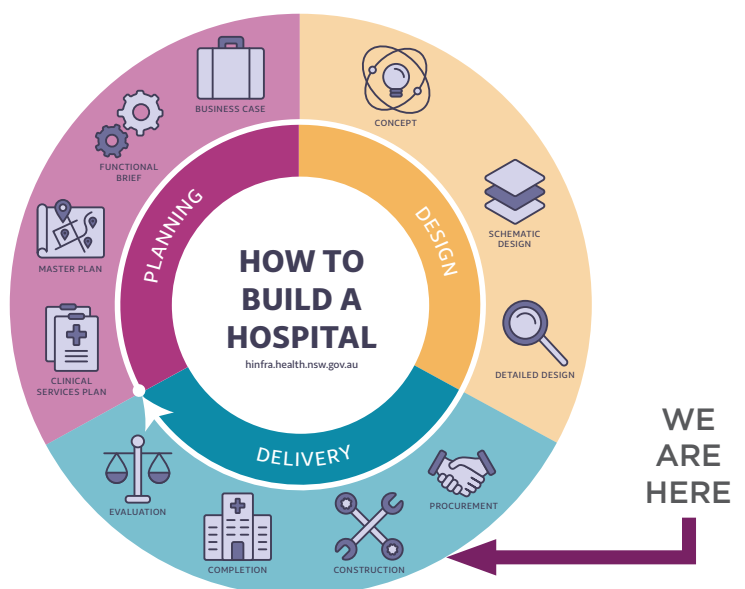
Projects like this help boost the local economy and employment, with health jobs one of the top ten industry and employment sectors in the Hay Shire. They also provide construction jobs which are very important for a regional community.

Has the local community had the opportunity to provide input?

A project user group, which comprises of representatives from Hay Health Service, Murrumbidgee Local Health District and a community member has been involved in the planning and design process. Discussion with Hay Council, Hay Days, along with community groups and community information sessions are underway.

Where can we get more information?

Call 0436 911 753 or visit www.mlhd.health.nsw.gov.au/about-us/our-building-projects



FOR MORE INFORMATION

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