



New Maitland Hospital (Stage 2)

Operation Compliance Report No.2

09 May 2023

Version 1.0

Application No. SSI 9775

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1. Executive Summary

The New Maitland Hospital (Stage 2) development comprises of the construction and operation of the new hospital. State Significant Infrastructure (SSI) Approval SSI9775 was received from NSW Dept. Planning, Infrastructure & Environment on Friday 6 December 2019. The following Modifications have been approved;

- Mod 1 - Amendments to conditions of approval to reference latest landscape plans and correct cross referencing – Approved on 23 January 2020
- Mod 2 – Minor design refinements – Approved on 31 August 2020
- Mod 3 - Solar panels, parking and design revisions – Approved on 27 July 2021

Health Infrastructure (HI) appointed Multiplex Constructions Pty Ltd (MPX) to deliver the construction activities as Principal Contactor and in accordance with the requirements of SSI9775. The Hospital Building and required car park infrastructure is now complete and the Hunter New England Local Health District commenced operating the facility on the 19 January 2022.

This Operation Compliance Report (No.2) has been prepared for the New Maitland Hospital (Stage 2) development in order to satisfy Conditions B32 and B33 in Schedule 2 - Part B of the SSI Approval. Accordingly, Operation Compliance Report for the development must be carried out in accordance with the *Compliance Reporting Post Approval Requirements (Department 2018)*. Please refer to the extract of the relevant conditions in the table below.

ID	Condition
SC2 – B32	<u>Compliance Reporting</u> Table 1 of the Compliance Reporting Post Approval Requirements (Department 2018, or as amended) is amended so that the Compliance Monitoring and Reporting Schedule, minimum frequency of Compliance Reports required is: (a) a <i>Pre-Construction Compliance Report must be submitted to the Planning Secretary prior to commencement of construction;</i> (b) a Pre-Operational Compliance Report must be submitted to the Planning Secretary prior to commencement of operation and/or use; and (c) Operation Compliance Reports are required for the duration of operation and must be submitted to the Planning Secretary at intervals, no greater than 52 weeks from the commencement of operation or as otherwise by the Planning Secretary.
SC2 – B33	Compliance Reports of the development must be prepared in accordance with the Compliance Reporting Post Approval Requirements (Department 2018, or as amended)

Table 1: Applicable conditions under the Infrastructure Approval

This compliance review has been undertaken in accordance with the requirements set out by DPIE's Compliance Reporting Post Approval Requirements document dated June 2018.

This Operation Compliance Report is to be submitted to DPIE in accordance with the timeframes set out in the Compliance Monitoring and Reporting Schedule.

2. Introduction

2.1 Project Name and Project Application Number

The name of this project is the 'New Maitland Hospital (Stage 2)'.

Application Number: SSI 9775

2.2 Project Address

The site address for the New Maitland Hospital (Stage 2) development is 51 Metford Road, Metford NSW 2323.

2.3 Name of the Compliance Report

In accordance with the Compliance Reporting Post Approval Requirements (June 2018), this report is the 'Operation Compliance Report No.2'.

2.4 Project Phase

The New Maitland Hospital (Stage 2) development is currently within the Operation phase.

2.5 Project Activities Summary

In this reporting period the project has completed the following activities;

- First year of hospital operation, the hospital opened on 19 January 2022. (Operation Compliance Report No.1 was completed in March 2022)

2.5.1 Authorities

Infrastructure Approval

Infrastructure Approval for the New Maitland Hospital (Stage 2) development was received on Friday 6 December 2019. The following Modifications have been approved;

- Mod 1 - Amendments to conditions of approval to reference latest landscape plans and correct cross referencing – Approved on 23 January 2020
- Mod 2 - Minor design refinements – Approved on 31 August 2020
- Mod 3 - Solar panels, parking and design revisions – Approved on 27 July 2021

BCA Completion Certificate

An interim BCA completion certificate was obtained by Multiplex from the certifier (Group DLA) for the hospital and Western Car Park on 03 June 2021.

A final BCA completion certificate was obtained by Multiplex from the certifier (Group DLA) for the hospital building, Western Car Park and Northern Car Park on 20 December 2021.

A final BCA completion certificate was obtained by Multiplex from the certifier (Group DLA) for the hospital building, Western Car Park, Northern Car Park and Eastern Car Park on 07 February 2022.

2.5.2 Construction Activities

All construction activities associated with the New Maitland Hospital (SSI9775) development have now been completed. The hospital commenced operation on 19 January 2022.

2.5.3 Consultation

All consultation required as part of the New Maitland Hospital (SSI9775) development with community and authorities has now been completed. Evidence of the consultation has been undertaken and recorded.

The HNELHD will continue to consult as required with the relevant community (including staff and patients) and authorities as required to ensure compliance and best practice operation of the hospital.

2.6 Development Footprint

Figures 1 and 2 included below provide reference to the building footprint, boundaries, construction and operational disturbance areas, and adjacent relevant land uses.

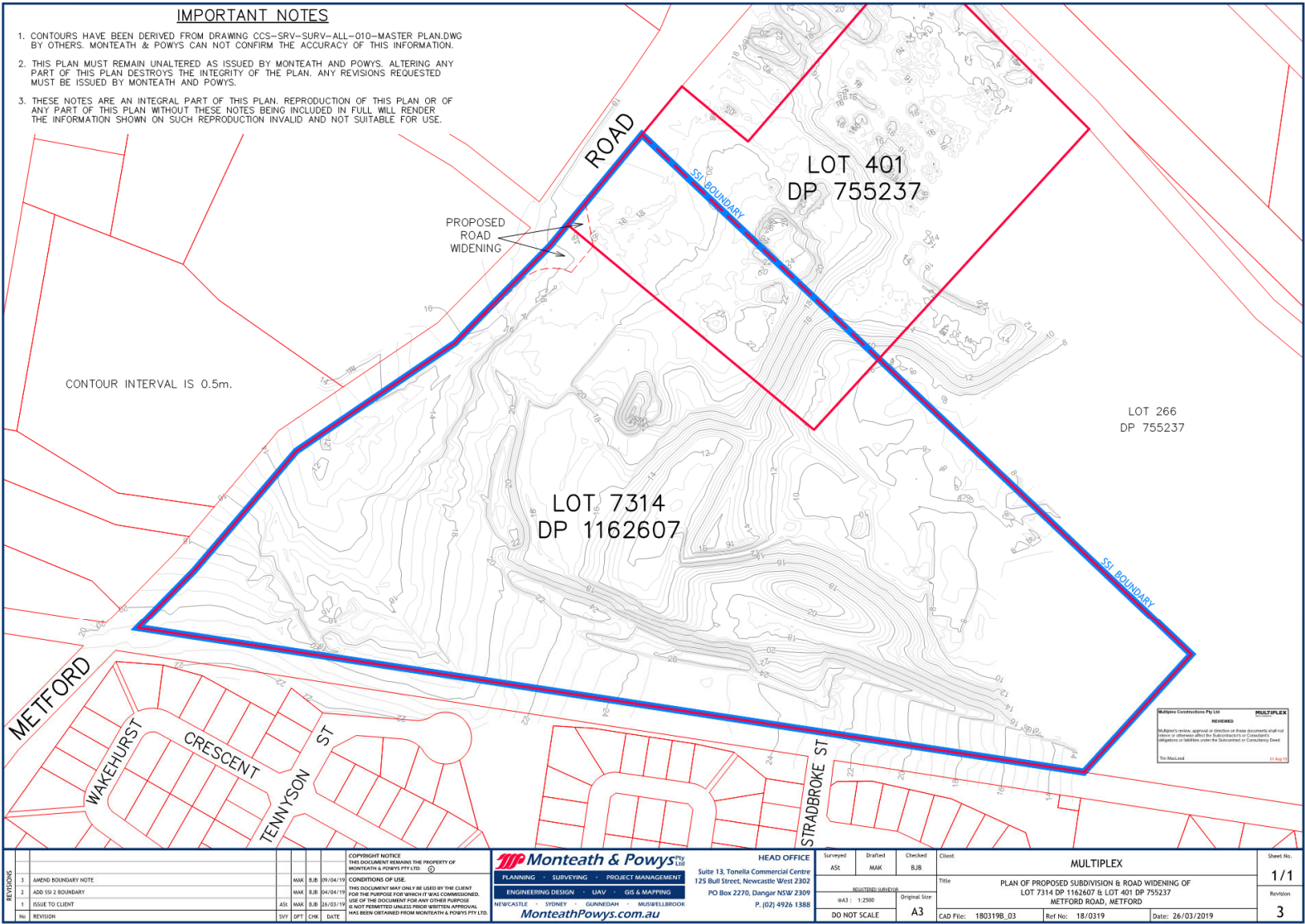


Figure 1: Survey Plan of the New Maitland Hospital (Stage 2) Development Site

3. Compliance Status Summary

The compliance status for each requirement or commitment has been assessed in accordance with the criteria in Table 2 of Compliance Reporting Post Approval Requirements (June 2018).

Status	Description
Compliant (C)	The proponent has collected sufficient verifiable evidence to demonstrate that all elements of the requirement have been complied with.
Non-compliant (NC)	The proponent has identified a non-conformance with one or more of the elements of the requirement.
Not triggered (NT)	A requirement has an activation or timing trigger that has not been met at the time when the compliance assessment is undertaken, therefore an assessment of compliance is not relevant.

Table 2 - Compliance Status Descriptors

In summary, the following is the outcome of the compliance assessment of a total of 153 Conditions plus 12 advisory notes of the New Maitland Hospital (Stage 2) Infrastructure Approval SSI9775.

Note: In relation to the total number of conditions stated above, only whole conditions of consent have been used to generate this number i.e., where a condition contains parts a), b), c) etc. this has been counted as a single condition.

Please refer to **Appendix A - Compliance Table for New Maitland Hospital (Stage 2)** for the detailed compliance assessment and commentary of the conditions.

4. Non-Compliances

A summary of non-compliances and responses are included in Table 3 below.

Clause No.	Non-Conforming Condition	Response
SC2-E6	The Green Travel Plan required by condition D12 of this approval must be updated annually and implemented unless otherwise agreed by the Planning Secretary. The Green Travel Plan was updated in March 2023. It is noted that there are a number of requirements in the GTP that were assigned to be implemented at opening, with a regular review. Many of these actions have yet to be implemented. It is noted that the updated (2023) plan has stated that these actions will be considered in the next period.	The Green Travel plan was updated annually as required by the condition. 11 of the 24 Actions outlined in the Green Travel Plan have not yet been fully implemented by the Local Health District (LHD), particularly in relation to cycling and car-pooling. During the first year of operations, LHD staff have been particularly focussed on establishing new clinical care processes and managing increased patient volumes. Now that operations have normalised, the Innovation and Sustainability Team together with Maitland Hospital staff plan to undertake further travel surveys in the next period to gain further insights to inform the refinement of Green Travel initiatives in line with Sustainable Healthcare: Together Towards Zero.

Table 3 – Non-Compliances

5. Previous Report Actions

There were no non-compliances identified during the previous reporting period as per *Operation Compliance Report No.1, March 2022*.

6. Incidents

There have been no incidents related to the New Maitland Hospital (Stage 2) development during the reporting period.

7. Complaints

There have been no complaints related to the New Maitland Hospital (Stage 2) development during the reporting period.

The Hunter New England Local Health district continues to respond to any concerns raised by patients, staff and the community related to the operation of the hospital.

8. Declaration

Please refer to **Appendix B – Compliance Report Declaration Form** for the declaration of the Authorised Reporting Officer for the New Maitland Hospital (Stage 2) development.

9. Appendices

Appendix A – Compliance Table for New Maitland Hospital (Stage 2)

ID	Compliance Requirement	Evidence collected	Findings and recommendations	Status
	PART A - ADMINISTRATIVE CONDITIONS			
	Obligation to Minimise Harm to the Environment			
SC2-A1	In addition to meeting the specific performance measures and criteria in this approval, all reasonable and feasible measures must be implemented to prevent, and, if prevention is not reasonable and feasible, minimise any material harm to the environment that may result from the construction and operation of the development.	CEMP Subplans Project records Site visit	A review of the conditions and the implementation of the EMPs and subplans found that all reasonable and feasible measures committed to were being implemented in accordance with these requirements. In addition, the virtual site visit noted that the site was well managed with environmental controls focused on the remaining works at the car park sites.	C
	Terms of Approval			
SC2-A2-a	The development may only be carried out: (a) in compliance with the conditions of this approval	Site inspection Compliance reporting and audit reports BCA Completion Certificate (Group DLA 7/2/2022)	The project is being undertaken in accordance with the approval as modified by MOD 1 on the 23 January 2020, MOD 2 on the 31/8/2020 and MOD 3 on the 27 July 2021 Group DLA have issued the BCA completion Certificate	C
SC2-A2-b	(b) in accordance with all written directions of the Planning Secretary;	https://www.planningportal.nsw.gov.au/major-projects/project/26581	There have been no written directions to date. There has been one site inspection undertaken by DPIE on the 17 May 2021. No written comments were provided as a result of the site visit.	NT
SC2-A2-c	(c) generally in accordance with the EIS, Preferred Infrastructure Report and Additional Information;	Staff interviews & Site visit CEMP and subplans EIS PIR	The works are being undertaken generally in accordance with the condition as modified, by MOD 1 on the 23 January 2020, MOD 2 on the 31/8/2020 and MOD 3 on the 27 July 2021.	C
SC2-A2-d	(d) generally in accordance with the approved plans in the table below:	Civil design certificate TTW 10/12/21 Structural Design and Inspection Certificate – Eastern Carpark retaining Wall TTW 1/12/2021 Structural Design and Inspection Certificate – Northern Carpark Solar Structure TTW 1/12/2021 Monteath and Powys Survey Certification 30/11/2021	Civil and stormwater design of the hospital have been certified as compliant by TTW Structural Civil and Traffic Engineers. The eastern and northern carparks have been certified as compliant by TTW Structural Civil and Traffic Engineers. Monteath and Powys surveyors have surveyed all building locations heights, carparks and internal roads and have confirmed that they are built as per the approved plans.	C
	Architectural plans prepared by BVN			
	01A-AX0-102 5 SITE PLAN (ROOF VIEW) 28/05/21 01A-AX0-102 – 3 - SITE PLAN - 25/09/19			C
	11B-B00-100 -HOSPITAL - GENERAL ARRANGEMENT PLAN - LEVEL LOWER GROUND 25/09/19			C
	11B-100-100 - 14 HOSPITAL - GENERAL ARRANGEMENT PLAN - LEVEL GROUND 25/09/19			C

ID	Compliance Requirement	Evidence collected	Findings and recommendations	Status
	11B-100-100 – 47 19 - HOSPITAL - GENERAL ARRANGEMENT PLAN - LEVEL 01 25/09/19 15/04/20			C
	11B-200-100 – 16 - HOSPITAL - GENERAL ARRANGEMENT PLAN - LEVEL 02 25/09/19			C
	11B-300-100 – 45-17- HOSPITAL - GENERAL ARRANGEMENT PLAN - LEVEL 03 25/09/19 14/04/20			C
	11B-400-100 - 45 17 HOSPITAL - GENERAL ARRANGEMENT PLAN - LEVEL 04 25/09/19 14/04/20			C
	11B-500-100 - 15 HOSPITAL - GENERAL ARRANGEMENT PLAN - LEVEL 05 25/09/19			C
	11B-600-100 - 3 - HOSPITAL - LV06 - GENERAL ARRANGEMENT 25/09/19			C
	11B-600-102 – 14 - HOSPITAL - GENERAL ARRANGEMENT PLAN - LEVEL 06 MEZZANINE 25/09/19			C
	11B-600-103 - 2 - HOSPITAL - LV06 ROOF - GENERAL ARRANGEMENT 25/09/19			C
	11C-A00-102 – 44 15 - HOSPITAL – ELEVATIONS NORTH AND SOUTH 18/09/19 10/08/20			c
	11C-A00-101 – 44 15 - HOSPITAL – ELEVATIONS EAST AND WEST 18/09/19 10/08/20			C
	11C-A00-103 – 44 15 - HOSPITAL – ELEVATIONS PART EAST AND WEST 18/09/19 30/04/20			C
	01A-AX0-215 1 SITE SECTION / ELEVATION 28/05/21			
	SK408 - BUILDING SECTIONS 04/02/19 (as marked)			C
	SK414 (as marked) - 2 (as marked) MAITLAND HOSPITAL MATERIALS BOARD -			C
	Landscape drawings prepared by <i>Black Beetle pty ltd</i>			
	BBE-LSA- DRW-GXO- 100 - 14 COVER SHEET & KEY PLAN 31.10.19			C
	BBE-LSA DRW-GA1- 1A1 10 Landscape General Arrangement Plan Quadrant A1 28.05.21			C
	BBE-LSA- DRW-GA2- 1A2 - 10 - Landscape General Arrangement Plan Quadrant A2 28.05.21			C
	BBE-LSA- DRW-GA3- 1A3 - 20 - Landscape General Arrangement Plan Quadrant A3 28.05.21			C
	BBE-LSA- DRW-GA4- 1A4 - 18- Landscape General Arrangement Plan Quadrant A4 28.05.21			C

ID	Compliance Requirement	Evidence collected	Findings and recommendations	Status
	BBE-LSA- DRW-GB1- 1B1 - 11- Landscape General Arrangement Plan Quadrant B1 - 28.05.21			C
	BBE-LSA- DRW-GB2- 1B2 - 02 - Landscape General Arrangement Plan Quadrant B2 09.05.19			C
	BBE-LSA- DRW-GB3- 1B3 - 15- Landscape General Arrangement Plan Quadrant B3 31.05.21			C
	BBE-LSA- DRW-GB4- 1B4 - 12- Landscape General Arrangement Plan Quadrant B4 31.05.21			C
	BBE-LSA- DRW-GC0- 103 - 10 - Landscape General Arrangement Plan Quadrant C0 05.09.19			C
	BBE-LSA- DRW-G10- 110 – 07 - Landscape General Arrangement Plan Quadrant 10 - 09.09.19			C
	BBE-LSA- DRW-G20- 120 - 06 - Landscape General Arrangement Plan Quadrant 20 05.09.19			C
	BBE-LSA- DRW-G30- 130 - 10 - Landscape General Arrangement Plan Quadrant 30 31.10.19			C
	BBE-LSA- DRW-G40- 140 - 05 - Landscape General Arrangement Plan Quadrant 40 05.09.19			C
	BBE-LSA- DRW-GD1- 1D1 - 12 - Landscape General Arrangement Plan Quadrant D1 28.05.21			C
	BBE-LSA- DRW-GD2- 1D2 - 10 - Landscape General Arrangement Plan Quadrant D2 28.05.21			C
	BBE-LSA- DRW-GD3-1D3- 05 Landscape General Arrangement Plan Quadrant D3 05.09.19			C
	BBE-LSA- DRW-GD4- 1D4 - 01 - Landscape General Arrangement Plan Quadrant D4 05.09.19			C
	BBE-LSA- DRW-GE0- 106 - 10 - Landscape General Arrangement Plan Quadrant E0 05.09.19			C
	BBE-LSA- DRW-GF1- 1F1 - 05 Landscape General Arrangement Plan Quadrant F1 05.09.19			C
	BBE-LSA- DRW-GF2- 1F2 - 05 - Landscape General Arrangement Plan Quadrant F2 09.09.19			C
	BBE-LSA- DRW-GG1- 1G1 - 05 - Landscape General Arrangement Plan Quadrant G1 05.09.19			C
	BBE-LSA- DRW-GG2- 1G2 - 01 - Landscape General Arrangement Plan Quadrant G2 05.09.19			C

ID	Compliance Requirement	Evidence collected	Findings and recommendations	Status
	BBE-LSA- DRW-GXO- 300 - 06 17- PLANT SCHEDULES AND NOTES 46.09.19 18.11.19 29.04.21			C
	BBE-LSA- DRW-L41- 1L41 – 09 11- General Arrangement Plan Mortuary Courtyard Lower Ground Level Quadrant 41 09.09.19 18.11.19			C
	BBE-LSA- DRW-142- 1142 – 05 – General Arrangement Plan Multi-Faith Courtyard Ground Level Quadrant 42 09.09.19 BBE-LSA- DRW-042- 1042 06 General Arrangement Plan Ground Level Imaging Courtyard Quadrant 42 18.11.19			C
	BBE-LSA- DRW-141- 1141 03 General Arrangement Plan Level 01 Southern Courtyard Quadrant 41 18.11.19			C
	BBE-LSA- DRW-323- 1323 - 07 10- General Arrangement Plan Rehabilitation Courtyard Level 03 Quadrant 23 09.09.19 18.11.19			C
	BBE-LSA- DRW-324- 1324 - 07 09 – General Arrangement Plan Mental Health Courtyard Level 03 Quadrant 24 09.09.19 General Arrangement Plan Level 03 Mental Health Courtyard Quadrant 24 18.11.19			C
	BBE-LSA- DRW-344- 1344 – 04 06-- General Arrangement Plan Mental Health Courtyard Level 03 Quadrant 44 09.09.19 18.11.19			C
	BBE-LSA- DRW-523- 1523 - 05 07- General Arrangement Plan Paediatric Courtyard Level 05 Quadrant 23 09.09.19 18.11.19			C
	BBE-LSA- DRW-123- 1123 - 02 03 General Arrangement Plan Level 01 Birthing Courtyard Quadrant 23 46.09.19 18.11.19			C
	BBE-LSA- DRW-124- 1124 - 04 03- General Arrangement Plan Level 01 ICU Courtyard Quadrant 24 09.09.19 18.11.19			C
	BBE-LSA- DRW-140- 1140 - 01 - General Arrangement Plan Level 01 Quadrant 40 19.06.19			C
	[SSI-9775-Mod-1] [SSI-9775-Mod-2] SSI - 9775-MOD 3			
SC2-A3a	Consistent with the requirements in this approval, the Planning Secretary may make written directions to the Proponent in relation to: (a) the content of any strategy, study, system, plan, program, review, audit, notification, report or correspondence submitted under or otherwise made in relation to this approval, including those that are required to be, and have been, approved by the Planning Secretary;		There have been no written directions to date.	NT
SC2-A3-b	(b) any reports, reviews or audits commissioned by the Planning Secretary regarding compliance with this approval; and		There have been no written directions to date.	NT
SC2-A3-c	(c) the implementation of any actions or measures contained in any such document referred to in (a) above.		There have been no written directions to date.	NT

ID	Compliance Requirement	Evidence collected	Findings and recommendations	Status
SC2-A4	The conditions of this approval and directions of the Planning Secretary prevail to the extent of any inconsistency, ambiguity or conflict between them and a document listed in condition A2(c) or A2(d). In the event of an inconsistency, ambiguity or conflict between any of the documents listed in condition A2(c) and A2(d), the most recent document prevails to the extent of the inconsistency, ambiguity or conflict.		There have been no ambiguities to date	NT
	Limits of Approval			
SC2-A5	This approval lapses five years after the date of approval unless work is physically commenced.		The modified approval Mod 3 was issued on the 27 July 2021. The Crown Completion Certificate for all structural and civil works was issued by Group DLA on the 7/2/2022, conforming all construction works under the approval are now complete	C
	Planning Secretary as Moderator			
SC2-A6	In the event of a dispute between the Proponent and a public authority, in relation to an applicable requirement in this approval or relevant matter relating to the Development, either party may refer the matter to the Planning Secretary for resolution. The Planning Secretary's resolution of the matter must be binding on the parties.	Interviews with staff	There have been no disputes to date.	NT
	Evidence of Consultation			
SC2-A7	Where conditions of this approval require consultation with an identified party, the Proponent must:	NMH – MCC Monthly meeting minutes 14 October 2020 NMH – MCC Monthly meeting minutes 4 August 2021	Consultation has occurred with Transport for NSW, Maitland City Council and the DPIE. Maitland City Council regarding the HIP Ongoing regular consultation with Council. Key issues discussed in latest meeting include, progress, access, parking and solar installation included in MOD 3.	C
SC2-A7-a	(a) consult with the relevant party prior to submitting the subject document for information or approval; and			C
SC2-A7-b-i	(b) provide details of the consultation undertaken including: (i) the outcome of that consultation, matters resolved and unresolved; and	Aconex records	Project documentation is stored in Aconex field. Details of consultation in regard to preparation of Environmental Management Plans (B11, B12, B14, and B15) were readily available and provided adequate detail on consultation matters.	C
SC2-A7-b-ii	(ii) details of any disagreement remaining between the party consulted and the Proponent and how the Proponent has addressed the matters not resolved.			NT
	Staging			
SC2-A8	The project may be constructed and operated in stages. Where staged construction or operation is proposed, a Staging Report (for either or both construction and operation as the case may be) must be prepared and submitted for the approval of the Planning Secretary. The Staging Report must be submitted to the Planning Secretary no later than one month before the commencement of construction of the first of the proposed stages of construction (or if only staged operation is proposed, one month before the commencement of operation of the first of the proposed stages of operation).		The project has not been staged. A separate approval was issued for the early works.	NT
SC2-A9	A Staging Report prepared in accordance with condition A8 must:		The project has not been staged.	NT

ID	Compliance Requirement	Evidence collected	Findings and recommendations	Status
SC2 – A24 - vii	(vii) contact details to enquire about the development or to make a complaint;	http://newmaitlandhospital.health.nsw.gov.au/	There is a contact us page on the website	C
SC2 – A24 - viii	(viii) a complaints register, updated monthly;	http://newmaitlandhospital.health.nsw.gov.au/	There have been no complaints to date. There is a complaints register available on the website. It is however noted that no complaints have been received	C
SC2 – A24 - ix	(ix) audit reports prepared as part of any independent audit of the development and the Proponent's response to the recommendations in any audit report;		All current audit reports were available on the website at the time of Audit.	C
SC2 – A24 (x)	(x) any other matter required by the Planning Secretary; and			NT
SC2 – A24 - b	(xi) keep such information up to date, to the satisfaction of the Planning Secretary.	MOD 1 and 2 and 3 documentation	There has been a modification to the revision number of the plans referenced in A2 and the statutory approval, these have been approved by DPIE as referenced in Modification1 to the approved project. MOD 2 documentation including an Environmental Assessment report (Urbis 2020) has been submitted to planning and is available on the planning portal and the consolidated consent under MOD 2 MOD 3 documentation including an Environmental Assessment report (Ethos Urban 2021) has been submitted to planning and is available on the planning portal and the consolidated consent under MOD 3.	C
	Compliance			
SC2 – A25	The Proponent must ensure that all of its employees, contractors (and their sub-contractors) are made aware of, and are instructed to comply with, the conditions of this approval relevant to activities they carry out in respect of the development.	Project Induction Rev 12	Relevant requirements are included in the induction. A copy of the conditions is available as a printed copy in the induction room (sighted at audit). The location of these conditions is noted in the induction. Also included in the induction are: • Construction boundary • Working hours • Complaints • Traffic arrangements and access • Emergency and incident response • BC requirements • Relevant requirements of the EMP and subplans • Unexpected finds – contamination and Aboriginal heritage	C
	Incident Notification, Reporting and Response			
SC2 – A26	The Planning Secretary must be notified in writing to compliance@planning.nsw.gov.au immediately after the Proponent becomes aware of an incident. The notification must identify the development (including the development application number and the name of the development if it has one) and set out the location and nature of the incident.		There have been no incidents in this reporting period.	C
SC2 – A27	Subsequent notification must be given and reports submitted in accordance with the requirements set out in Appendix 1 .			NT

Appendix B – Compliance Report Declaration Form

