



Ambulance Tasmania

New Bicheno Ambulance Station

Community consultation and feedback report

Introduction

This report summarises the engagement activities undertaken as part of the planning for a new Bicheno ambulance station.

Engagement activities outlined in this report were managed by pitt&sherry and were undertaken in August and September 2022. Engagement managed by others (including engagement between the Department of Health, Ambulance Tasmania, Glamorgan Spring-Bay Council, and private landowners) has not been outlined in this report.

The purpose of this engagement was to provide the wider Bicheno community with an opportunity to obtain information and provide their feedback and comments on the proposed new Bicheno ambulance station. When planning our engagement, it was identified that there was already some general awareness within the Bicheno community of the project, as the community was already aware of the investigation by the Department of Health of a privately-owned vacant block as a potential site for the new station.

Project background

The new Bicheno ambulance station is one of six new rural ambulance stations planned to be built around Tasmania and is part of the Tasmanian Government's plan to bolster Ambulance Tasmania's services.

The Bicheno ambulance station will have the capacity to house ambulance resources to service the rural region and allow for further expansion of services as the community continues to grow into the future.

The Department of Health engaged with Ambulance Tasmania in 2020 to agree on future infrastructure requirements for ambulance stations in the State. The need for a new ambulance station at Bicheno was identified through this work.

When identifying a suitable site for construction of a new ambulance station, the Department of Health (Department) looks for vacant land that can accommodate the station footprint, has efficient and safe highway access, avoids high risk activity zones such as schools, and is central to the pattern of response incidents to minimise response time.

A key consideration for the ambulance station's location is response time to incidents. In Bicheno, most incidents are evenly dispersed within the town boundaries, which suggests that the Ambulance Station should be centrally located. This pattern of response remains unchanged, with 91 per cent of the 385 response incidents for the period 1 January 2021 to 30 June 2022, occurring within the Bicheno town boundaries.

Ambulance Tasmania's current facilities in Bicheno consist of an office, a garage and storage area, and paramedic accommodation at three different locations spread over three kilometres.

The ambulance needs to be immediately available to the paramedic, and so cannot be parked in the garage. Ambulances should be garaged when possible both for longevity and to facilitate immediate response (e.g., protection from frost). Ambulances also require an external 240v power supply to be connected when not in use to support charging of the vehicle's batteries and rechargeable equipment.

A new ambulance station will provide:

- A secure ambulance garage, with charging facilities
- A purpose-built storage space for spare equipment and medical supplies
- A properly equipped facility for ambulance interior and exterior cleaning
- Office facilities for use by the paramedic and volunteer ambulance officers for completing case reports, administrative work, and continuing professional development activities
- An area to conduct volunteer ambulance officer training with audio-visual facilities and storage for training equipment

- Paramedic accommodation on site; and
- Accommodation for Volunteer Ambulance Officers (VAOs) when on shift, removing the need for VAOs to respond directly to incidents from home, or for the paramedic to collect the VAO while enroute.

Engagement objectives

The objectives for this phase of engagement were to:

- Raise local community awareness of the need for a new Bicheno ambulance station
- Inform the local community about the considerations and constraints on identifying a suitable location for an ambulance station
- Provide the local community with an opportunity to learn directly from the project team and Ambulance Tasmania about the new Bicheno ambulance station; and
- Provide an opportunity for community members to raise enquiries and/or express concerns, and to gather this feedback to inform the next steps in the project.

Engagement activities

Engagement activities completed during this phase of engagement included:

- Distribution of a project introduction letter to all properties in Bicheno (see *Image 1 - Bicheno suburb boundaries*).
- Facilitation of a 3-hour community information session at the Bicheno Memorial Hall on Wednesday, 31 August 2022; and
- Facilitation of a static information display at the Bicheno Library from Thursday, 1 September until Friday, 16 September 2022.



Image 1: Bicheno suburb boundaries (image source: <https://maps.thelist.tas.gov.au/>)

Community consultation summary

Project introduction letter

A project introduction letter was distributed to all properties within the Bicheno suburb boundaries. This letter was also sent to all property owners who were identified as living at an alternative address. 1,852 letters were issued in total. A copy of this letter is contained in *Appendix A – Community information session materials*.

The letter contained details of the upcoming community information session for the project and invited recipients to attend this session or to contact the project team to find out more information.

Community information session

On Wednesday, 31 August 2022, a 3-hour staffed community information session was held at the Bicheno Memorial Hall. This information session was promoted by a public notice published in the Mercury and Examiner newspapers on Wednesday, 24 August 2022, Saturday, 27 August 2022, and Tuesday, 30 August 2022. Details for the information session were also promoted via a media release from the Premier and Minister for Health, Jeremy Rockliff MP.

Public Notices

Tasmanian Government

DEPARTMENT of HEALTH

New Bicheno Ambulance Station - Community Information Session

The new Bicheno Ambulance Station is one of six new rural ambulance stations to be built around Tasmania and is part of the Tasmanian Government's plan to bolster Ambulance Tasmania services.

An information session is being held to provide the local community with an opportunity to learn more about the new Bicheno Ambulance Station. Drop-in to our information session to learn more.

Date: Wednesday, 31 August 2022
Where: Bicheno Memorial Hall, 78 Burgess St, Bicheno
Time: Between 2pm and 5pm

Information about the new ambulance station will also be on display at the Bicheno Library from Thursday, 1 September 2022 until Friday, 16 September 2022.

Where: Bicheno Library, 78 Burgess Street, Bicheno.

Opening days and times:
Tuesday and Thursday: 10am - 2pm
Wednesday: 10am - 4pm
Saturday: 10am - 12noon
Sunday, Monday, and Friday: Closed.

To find out more about this project, please phone (03) 6210 1400, or email engagement@pittsh.com.au.

www.tas.gov.au

Image 2: Community information session public notice

Representatives from Department of Health, Ambulance Tasmania and pitt&sherry attended the community information session to provide information, answer questions and collect feedback. Copies of the material provided and displayed at the community information session are contained in *Appendix A – Community information session materials*.

The community information session was attended by 45 community members, including representatives from Glamorgan Spring-Bay Council and the Bicheno Community Development Association.

Static information display

Following the staffed information session, a static information display was set up at the Bicheno Library. This display was available for viewing from Thursday, 1 September 2022 until Friday, 16 September 2022.

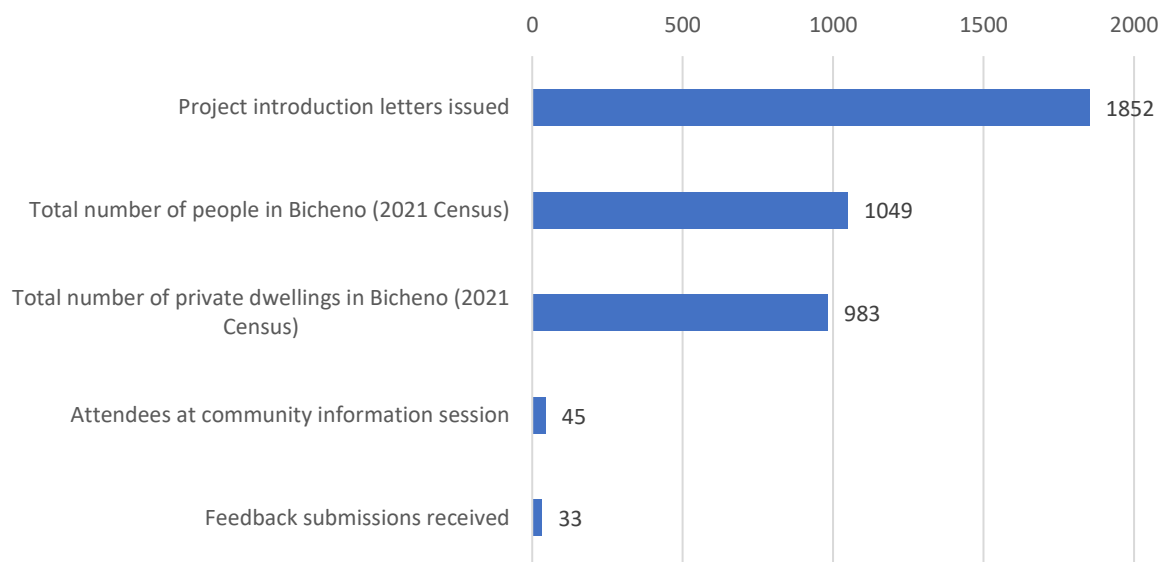
Feedback summary

A total of 78 unique stakeholders engaged with the project team regarding the new Bicheno ambulance station during this engagement period, with 33 stakeholders providing written feedback.

Feedback was received via the following mechanisms:

- 45 community members attended the community information session
- 18 feedback forms were completed by attendees at the community information session
- A further three feedback forms were completed and submitted via the static information display: and
- 12 emails from community members were received during the engagement period.

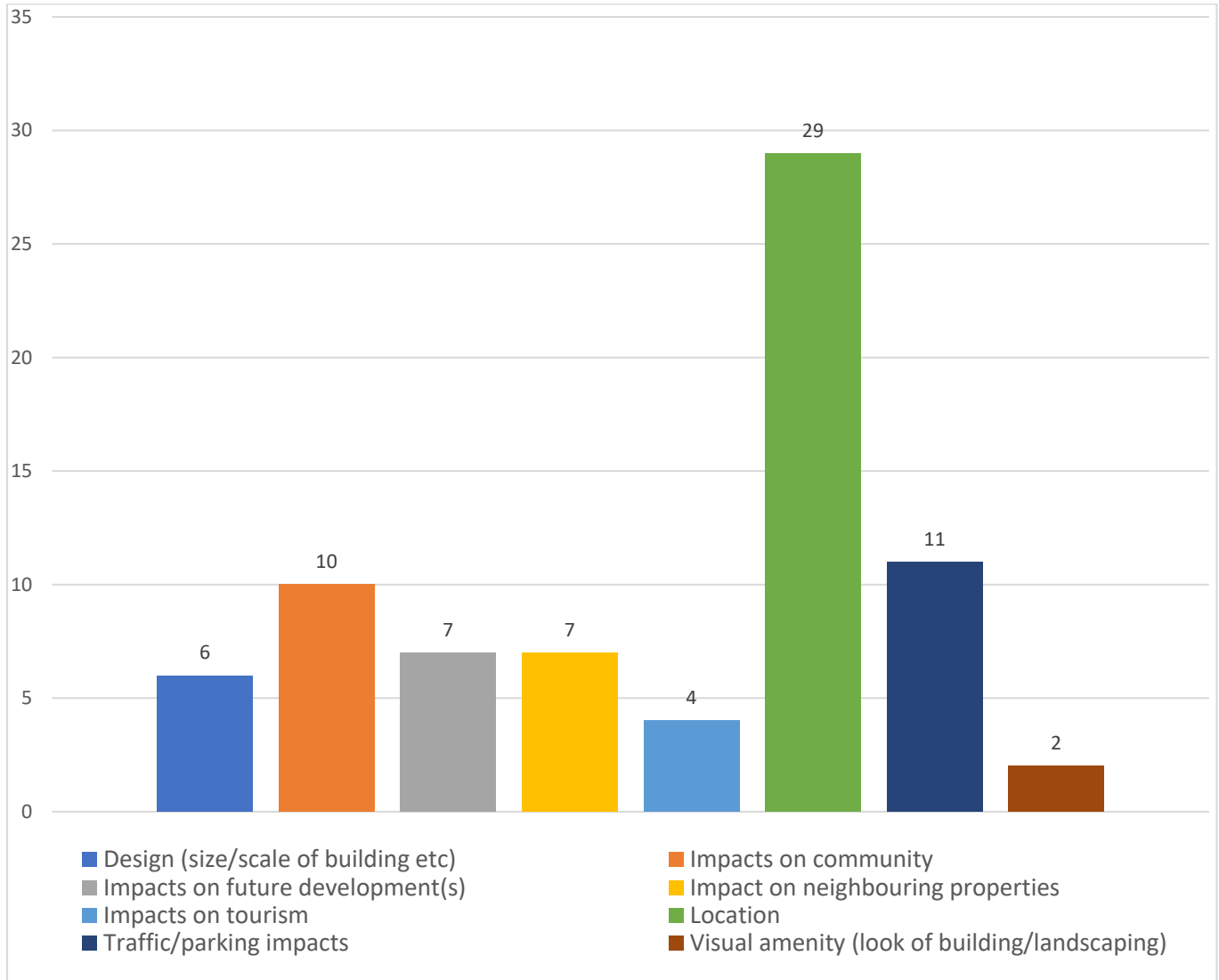
Engagement figures - New Bicheno ambulance station



Key themes

While several themes emerged in the feedback, the most common theme related to the possible location of the proposed station, which was referenced in 29 (87%) of the 33 responses received.

No feedback was received opposing the station being located within the Bicheno township.



The Department did not present a preferred location for the ambulance station; however, 25 responses referenced a site which is known within the community to be potentially suitable for Ambulance Tasmania's operational needs.

Of the responses which referenced this site, 60% (15) were supportive of the site being used for a new ambulance station, and 40% (10) had an objection.

Response to feedback received

Key theme	Response
Design (size/scale of building)	<p>The design for the ambulance station is currently in concept stage. The final design will be reviewed during the detailed design stage and may need to be amended to suit once a suitable site has been confirmed.</p> <p>Ambulance stations are generally designed to be single level, to eliminate the risk of a paramedic falling and injuring themselves when going up and down stairs.</p>
Impacts on community	<p>The new Bicheno Ambulance Station will provide a contemporary facility for both paramedics and volunteers to operate from while delivering emergency care to Bicheno and the surrounding area.</p> <p>It will house all of Ambulance Tasmania's needs at a single location and provide purpose-built features including drive-through garage with internal charging station, secure equipment and medical storage, fully equipped ambulance cleaning facilities and accommodation for volunteer ambulance officers while on shift.</p> <p>Importantly, the new station will ensure there is capacity for upgrades to meet the emergency medical needs of the community as demand for services from the current single branch station increases.</p> <p>The feedback received suggested that the community are supportive of the ambulance station being located within the Bicheno township.</p>
Impacts on future development(s)	<p>This project is expected to have minimal impacts on future development within the Bicheno area. Impacts on future developments will be determined and assessed once a suitable site has been confirmed.</p>
Impacts on neighboring properties	<p>This project is expected to have minimal impacts on nearby residents and businesses.</p> <p>The Department of Health acknowledges that neighbouring residents may have concerns or questions about amenity, outlook, and other potential impacts on their property from the proposed development.</p> <p>The new Bicheno Ambulance Station will be positioned once a site has been selected to minimise the impacts to neighbouring residents. Careful consideration will be given to the topography of the site to minimise impacts on sight lines.</p> <p>Once a site has been confirmed, the Department will consult further with the local community and neighbouring property owners on the exact position of buildings on the site, fencing, landscaping, and areas for car parking. Feedback will then be incorporated into the detailed design.</p> <p>Positioning of the new ambulance station on the confirmed site will also consider potential operational impacts such as increased vehicle engine noise, frequent garage door operation and light impacts.</p> <p>Lights and sirens will not be activated until after vehicles have reached a main arterial road and will not be used by vehicles returning to the station.</p>
Impacts on tourism	<p>This project is expected to have minimal impacts on tourism in the Bicheno area.</p> <p>The feedback received relating to the impacts of the new ambulance station on tourism was directly linked to one of the sites being investigated.</p>

Key theme	Response
Location	<p>The Department of Health is working to identify a suitable site to build the new ambulance station.</p> <p>Several potential sites for the new ambulance station are being considered. Ambulance stations need a large, flat, appropriately zoned area of land with good access to the major road network to support quick response times. Vacant land is preferred to minimize impacts to existing and neighboring properties and to avoid additional costs such as demolition of buildings.</p> <p>The Bicheno Ambulance Station requires approximately 2,100 m² of land, and there are limited number of sites of this size available in Bicheno.</p> <p>For safety reasons, it is essential that Ambulance stations are located away from areas of high pedestrian and vehicle traffic (such as schools), preferably outside of areas susceptible to bushfire and flood events, and central to the pattern of response incidents to minimise response time.</p> <p>The Department's first preference was to identify a suitable parcel of Crown Land, however no suitable Crown land sites exist within the Bicheno township. The Department is currently looking at available private parcels of land within the Bicheno township that may be suitable for the new ambulance station.</p> <p>The Department has consulted with Glamorgan-Spring Bay Council on the proposed location and have also had discussions with the owner of a privately-owned site. To protect the privacy of private landowners, details of all the sites being considered or investigated will not be made public.</p>
Traffic/parking impacts	<p>It is expected that this new station will have minimal impact on local traffic in the Bicheno area.</p> <p>Once the site is confirmed, a traffic impact assessment will be completed to confirm the impact that the new ambulance station will have on traffic in the Bicheno area. This assessment will be submitted as part of the Development Application to Glamorgan-Spring Bay Council.</p>
Visual amenity (look of building/landscaping)	<p>Once a site has been confirmed, the Department will consult further with the local community and neighbouring property owners on the exact position of buildings on the site, fencing, landscaping, and areas for car parking. Feedback will then be incorporated into the detailed design.</p>

Conclusion and next steps

We thank community members who engaged with the project team and provided their feedback and comments during this engagement period. Many stakeholders thanked the project team for the opportunity to provide feedback and comment, and for making the effort to engage with the community in person.

The feedback received was mainly positive. There was no negative feedback received relating to the need for, or construction of, the new Bicheno ambulance station. As outlined above, a large percentage of the feedback received related to the location of the station, which appears to be a cause of community division.

Once a site has been confirmed, the Department will consult further with the local community and neighbouring property owners on the exact position of buildings on the site, fencing, landscaping, and areas for car parking. This feedback will then be incorporated into the detailed design prior to a Development Application being submitted.

A construction timeframe for the new Bicheno Ambulance Station will be determined once the site has been confirmed.



Community Information Session Materials

Appendix A

Department of Health

GPO Box 125, HOBART TAS 7001 Australia
Web: www.health.tas.gov.au



Community information session - New Bicheno Ambulance Station

The new Bicheno Ambulance Station is one of six new rural ambulance stations to be built around Tasmania and is part of the Tasmanian Government's plan to bolster Ambulance Tasmania services.

The new Bicheno Ambulance Station has been designed in close consultation with Ambulance Tasmania and will support paramedics and volunteer ambulance officers to deliver vital services to residents and visitors of Bicheno and the surrounding east coast communities.

The Department of Health is working to identify a suitable site to build the new ambulance station. Ambulance stations need a large, flat area of land with good access to the major road network to support quick response times. They also need to be located away from the busiest locations, such as schools, while being close enough to the area where incidents occur.

Community information session

An information session is being held to provide the local community with an opportunity to learn about the new Bicheno Ambulance Station, to ask questions and provide feedback about the project. This will be a drop-in session hosted by our Stakeholder Engagement Consultants Pitt & Sherry in conjunction with the Department of Health and Ambulance Tasmania.

The details of the information session are below:

Date: Wednesday, 31 August 2022
Where: Bicheno Memorial Hall, 78 Burgess St, Bicheno
Drop in: Between 2:00 pm and 5:00 pm

Information about the new ambulance station will also be on display at Bicheno Library from Thursday, 1 September 2022 until Friday, 16 September 2022.

Where: Bicheno Library, 78 Burgess Street, Bicheno
Opening days and times: Tuesday: 10:00 am – 2:00 pm
Wednesday: 10:00 am – 4:00 pm
Thursday: 10:00 am – 2:00 pm
Saturday: 10:00 am – 12:00 noon
Sunday, Monday, and Friday: Closed

Feedback forms will be available at both the community information session and the Bicheno Library for community members to provide their feedback on the project. Feedback can also be provided by email to engagement@pittsh.com.au.

If you have any questions regarding the upcoming community information session, please phone Sarah Casey on 03 6210 1400, or email engagement@pittsh.com.au.

We will continue to share any new information with you about a new Bicheno Ambulance Station.

Yours sincerely,

A handwritten signature in black ink that reads "A. Garrigan".

Adam Garrigan
Project Manager
17 August 2022

New Bicheno Ambulance Station

Background

The new Bicheno Ambulance Station is one of six new rural ambulance stations to be built around Tasmania as part of the Tasmanian Government's plan to bolster Ambulance Tasmania's services.

The Bicheno Ambulance Station will support paramedics and volunteer ambulance officers to deliver vital services to the community.

The new station

The new Bicheno Ambulance Station will:

- house ambulance resources to service the Bicheno area
- allow for further expansion of services as the community continues to grow into the future
- provide paramedics with up-to-date facilities to deliver exceptional emergency care in the region.

Location

A site for the new Bicheno Ambulance Station has not yet been confirmed. The Department of Health is working to identify a suitable location within the Bicheno township.

Funding

The project is funded by the Tasmanian Government.

Timing

A construction timeframe for the new Bicheno Ambulance Station will be determined once the site has been confirmed.

Community Consultation

We welcome feedback and comments from our local community.

Please share your feedback with us by completing a feedback form and placing it in the box provided. You can also email your comments and feedback to engagement@pittsh.com.au.

Feedback and comments must be received by **Friday, 16 September 2022**.

Further Information

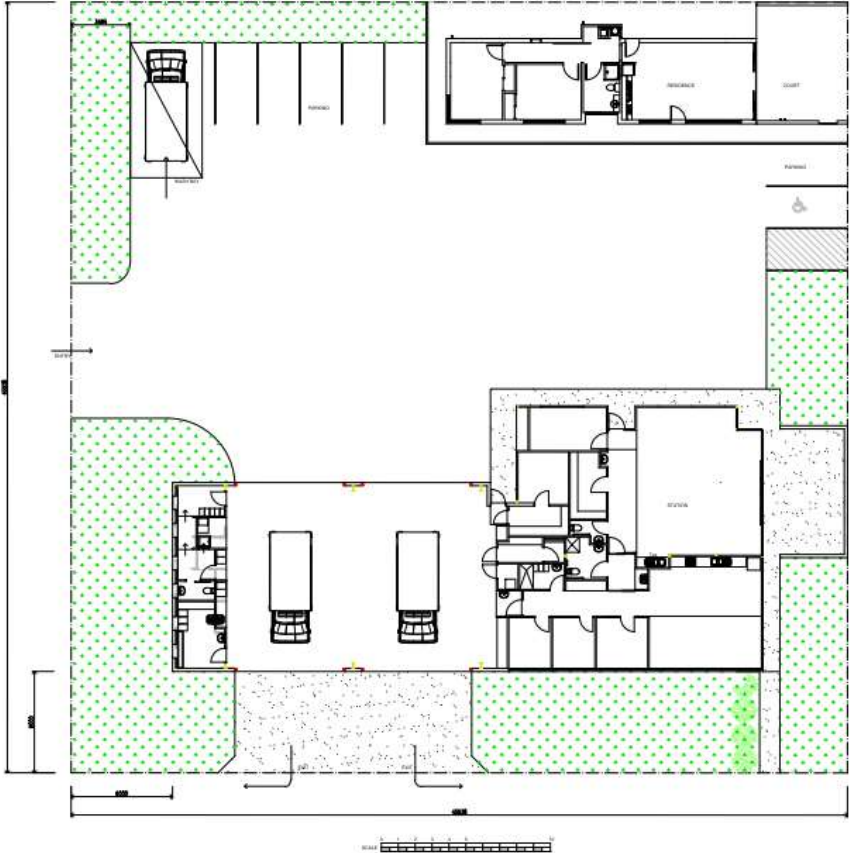
For further information on this project, please contact our project team.

Phone: 6210 1400

Email: engagement@pittsh.com.au

Bicheno Ambulance Station

Floor plan and concept images



CONCEPT IMAGES DISPLAYED ABOVE ARE FOR REFERENCE PURPOSES ONLY. FINAL SITE LAYOUT TO BE DETERMINED FOLLOWING SITE SELECTION.

New Bicheno Ambulance Station

Photo montage



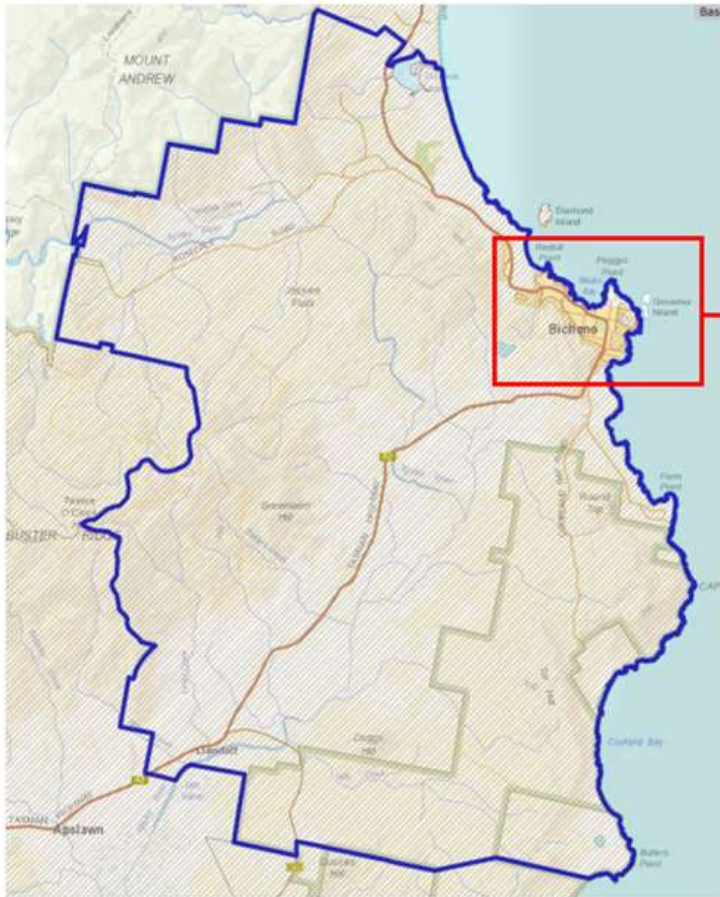
CONCEPT IMAGE DISPLAYED ABOVE IS FOR REFERENCE PURPOSE ONLY. FINAL SITE LAYOUT TO BE DETERMINED FOLLOWING SITE SELECTION.

Department of Health



New Bicheno Ambulance Station

Bushfire prone areas



Legend

- Locality boundary
- ▨ Bushfire prone area
(Source: ListMap - Tasmanian Planning Scheme - Code Overlays - Bushfire-prone areas)

New Bicheno Ambulance Station

Frequently asked questions
August 2022

The new Bicheno Ambulance Station is one of six new rural ambulance stations to be built around Tasmania and is part of the Tasmanian Government's plan to bolster Ambulance Tasmania services.

Why does Bicheno need a new ambulance station?

In Bicheno, Ambulance Tasmania's garage, storage facility and paramedic accommodation are at separate locations that are spread over a three-kilometre distance, which presents a range of challenges. The current facilities were also not designed to meet the highly specialised needs of a paramedic service, such as climate control, garage access and power supply.

The new Bicheno Ambulance Station will provide a contemporary facility for both paramedics and volunteers to operate from, providing emergency care to Bicheno and the surrounding area.

It will house all of Ambulance Tasmania's needs at a single location and provide purpose-built features including drive-through garage with internal charging station, secure equipment and medical storage, fully equipped ambulance cleaning facilities and accommodation for volunteer ambulance officers while on shift.

Importantly, the new station will ensure that there is capacity for upgrading from the current single branch station, to meet the emergency medical needs of the community, as the demand for services increases.

Where will the new station be built?

The Department of Health is working to identify a suitable site to build the new ambulance station.

Ambulance stations need a large, flat, appropriately zoned area of land with good access to the major road network to support quick response times. Vacant land is preferred to minimize impacts to existing and neighbouring properties and to avoid additional costs such as demolition of buildings.

The Bicheno Ambulance Station requires approximately 2,100 m² of land, and there are limited number of sites of this size available in Bicheno.

For safety reasons, it is essential that Ambulance stations are located away from areas of high pedestrian and vehicle traffic (such as schools), outside of bushfire prone areas, and central to the pattern of response incidents to minimize response time.

What options have been considered for the location?

The Department's first preference was to identify a suitable parcel of Crown Land, however no suitable Crown land sites exist within the Bicheno township.

The Department is currently looking at available private parcels of land within the Bicheno township that may be suitable for the new ambulance station.

The Department has consulted with Glamorgan-Spring Bay Council on the proposed location and is in discussions with the owner of a potential privately-owned site.

Department of Health



Why does the new ambulance station need to be near the middle of town?

A very high proportion of incidents in Bicheno that require a response from Ambulance Tasmania, occur within the Bicheno town boundaries. It is essential to have ambulance stations centrally located to achieve the shortest possible response times to emergencies.

How will this new station impact on local traffic?

It is expected that this new station will have a minimal impact on local traffic in the Bicheno area.

Once the site is confirmed, a traffic impact assessment will be completed to confirm the impact that the new ambulance station will have on traffic in the Bicheno area. This assessment will be submitted as part of the Development Application to Glamorgan-Spring Bay Council.

What impact will this project have on nearby residents and businesses?

This project is expected to have minimal impacts on nearby residents and businesses.

The Department of Health acknowledges that neighbouring residents may have concerns or questions about potential impacts from the proposed development on their property, including amenity and outlook. The new Bicheno Ambulance Station will be positioned once a site has been selected, to minimise impacts to neighbouring residents. Careful consideration will be given to the topography of the site to minimise impact on sight lines.

Positioning of the new ambulance station on the preferred site will also consider potential operational impacts such as increased vehicle engine noise, frequent garage door operation and light impacts.

Lights and sirens are not activated until after vehicles have reached a main arterial road and are not in use when vehicles are returning to the station.

What are the next steps?

Once a site has been confirmed, the Department will consult further with the local community and neighbouring property owners on the exact position of the station on the site, fencing and landscaping, and areas for car parking. Feedback will then be incorporated into the detailed design.

A construction timeframe for the new Bicheno Ambulance Station will be determined once the site has been confirmed.

Where can I find out more information about this project?

Stakeholder engagement consultants from pitt&sherry have been engaged to discuss the new Bicheno ambulance station with the local community.

You can contact pitt&sherry by phoning 6210 1400 or emailing engagement@pittsh.com.au

Department of Health





Department of **Health**

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