

Podium Improvement Project – Patient and visitor FAQs

What is happening?

The front entrance of Austin Hospital and Mercy Hospital will be closing on Friday 2 June to allow a range of renovations to commence.

Our community can look forward to a number of exciting changes across the space as part of these renovations, including the addition of a playground and landscaped seating options with greenery.

Why is this happening?

This project has been commissioned to increase the level of safety at the front entrance of both hospitals. This will be achieved by moving vehicles further from the facade and creating clear separation from pedestrian pathways. We are also aiming to increase the usability of this space by providing seating options and a playground.

How will this impact me?

We understand this closure may result in our community accessing the hospital in a different way than they had previously. We anticipate that the car park lifts will be the primary way our community will enter the hospital, it's recommended you allow additional time before appointments or visits as there may be a short wait to access these lifts.

We appreciate your patience and cooperation during this time.

When will the podium re-open?

The current timeframe for construction on the podium is around five to six months of work. We are working towards having the podium open before the end of 2023.

How do I access the hospital or drop off a family member for an appointment?

All other existing ways to enter Austin Hospital remain as. Patients or visitors can enter the hospital via:

- The Austin Tower car park lifts all levels
- Olivia Newton-John Cancer Wellness & Research Centre
- Emergency Department (for emergency care only)

If a patient or visitor needs to be dropped off at Austin Hospital, you can continue to do this via the B3 carpark of Austin Tower. This carpark can be accessed via Studley Road.

The carpark entry to exit time is 30 minutes on B3 to allow for drop-offs and pick-ups to occur without our community needing to pay.

The external stairs to Austin Hospital leading to the podium will also be closed as well as driving access to the roundabout on the podium.

How do I access Emergency care?

Access to Austin Health's Emergency Department has not changed. You can continue to receive emergency care via our Emergency Department entrance. Austin Health Emergency is open 24 hours a day, seven days a week.

I'm unhappy with this change. How do I provide feedback?

We're sorry to hear your concerns. Your feedback is much appreciated, as it helps Austin Health continue to improve. The Patient Experience Team manages all feedback received at Austin Health. If you would like your concerns to be followed up, please contact the Patient Experience Team by emailing feedback@austin.org.au or calling 03 9496 3566.