



Geraldton Health Campus Redevelopment

Frequently Asked Questions - a guide for patients, families and visitors

What is happening at Geraldton Health Campus?

Geraldton Health Campus is getting new and bigger facilities to improve your care. A new, bigger Emergency Department (ED) is being built — this is where you go if you are very sick or injured. There will also be a new Intensive Care Unit (ICU) for patients who are seriously unwell and need close monitoring, and a new Acute Psychiatric Unit (APU), which is a purpose-built, safe space for mental health inpatient care. Community Mental Health services will move to a new location, and wards and clinical spaces throughout the hospital are being updated.

Why is this happening?

The hospital is growing to better meet the needs of our community. The upgrades will make it easier to get healthcare close to home, allow the hospital to treat more patients at the same time, and provide modern, up-to-date facilities. Care will be safer and faster, and the experience for patients, families and staff will be improved.

When will the new areas open?

The new areas will open in stages, not all at once. This is so each area can be checked and confirmed as ready before patients use it. The community will be told ahead of time before each stage opens. You can also watch the hospital website and social media for updates.

Will the hospital stay open during the changes?

Yes. The hospital will stay open the whole time and you can still get care as normal. Staff are working hard to make sure nothing is disrupted while the new facilities are being set up.

Emergency Department (ED)

Is the Emergency Department moving?

Yes. The ED will move to a new spot within the hospital campus. There will be clear signs to help you find it, and staff will be available to point you in the right direction.

What do I do if I need urgent help during the changes?

Emergency care will still be available at all times. If it is a life-threatening emergency, call Triple Zero (000) for an ambulance. Otherwise, go straight to the Emergency Department — it will be open 24 hours a day, 7 days a week. The community will be told in advance about any changes to entrances or parking.

Will emergency care be different in the new ED?

The care you receive will be the same, but the new ED will be better equipped. It will have more space to treat patients, faster patient flow to reduce waiting times, better waiting and treatment areas, and more support for patients, families and carers.

Will parking and access change?

Some things will change, but we will tell you about them before they happen. Main public parking will stay at the front of the hospital, and there will be a covered drop-off zone right outside the new ED entrance. Separate parking will also be available near the Mental Health facilities. There may be some temporary changes to parking or traffic flow during the move, but updated maps and signs will be in place to help you find your way.

Intensive Care Unit (ICU)

What is new about the ICU?

The new ICU has been built to be modern and better for patients. It will offer more privacy for each patient, better monitoring and medical equipment, more space and comfort for visiting families, and extra beds to meet the region's growing needs.

Can I still visit someone in the ICU?

Yes. Visiting will still be possible, but arrangements may vary depending on a patient's condition. The care team will always let families know what visiting looks like and how they can be supported. Information about visiting will be shared before the new ICU opens.

Mental Health Services

What is the new Acute Psychiatric Unit (APU)?

The APU is a brand new, purpose-built inpatient mental health unit. It has been specially designed to be safe, calm and comfortable — a much better environment for consumers (patients receiving mental health care), their families and the staff who support them.

Will mental health services stop during the move?

No. Mental health services will continue without interruption throughout the changeover. Staff are taking great care to make sure consumers and families are not affected.

Is Community Mental Health moving?

Yes. Community Mental Health services will move to a new location as part of the redevelopment. If you have an appointment, you will be contacted directly about any changes to where you need to go.

Information for Patients and Visitors

Will my appointment change?

Most appointments will continue as normal. If your appointment is affected by the move, the hospital will contact you directly to let you know.

How will I know where to go?

The hospital will make it as easy as possible to find your way around. There will be clear signs throughout the campus, and staff and volunteers will be available to help direct you. Updated maps and directions will be available on-site and online, and information will also be shared through the hospital website and social media.

Is parking available?

Yes. Parking will remain available on-site near the main entrance, Emergency Department and Mental Health facilities. If any areas change temporarily, we will let you know in advance and put up clear signs.

Can I still visit a patient during the transition?

Yes. Visiting can continue as normal. If anything changes temporarily, the hospital will let the community know ahead of time.

Safety and Preparation

How is the hospital preparing for the move?

A lot of careful planning is happening to make sure the move goes smoothly and safely. Staff will complete training and familiarisation in the new spaces before they open. Practice emergency and evacuation drills are also being run, and all equipment will be tested before any patients use it. Step-by-step safety checks are in place to make sure everything is ready.

Will staff know how to use the new facilities?

Yes. All staff will complete training and practice sessions in the new areas before they open to patients. No one will be working in a new space without being fully prepared.

How is patient safety being managed during the move?

Patient safety is the number one priority. The hospital is using detailed planning and checklists, safety and risk checks at every step, and a staged approach — moving one area at a time — to make sure everything is safe before the next step begins.

Staying Informed

How can I get updates?

You can stay up to date through the hospital and WACHS website, Facebook and other social media channels, and signs and information displays at the hospital.

Who do I call if I have a question?

You can call the hospital switchboard or visit the health service website for the latest information. More contact details will be shared as each opening date gets closer.