

Canberra Hospital Master Plan

REPORT ON WHAT WE HEARD - PHASE 1



CANBERRA HOSPITAL MASTER PLAN

The Master Plan is being created to guide the future development of the ACT's largest and busiest hospital over the next 20 years. Each day, more than 3000 people are on the Canberra Hospital campus, including staff, visitors and patients and these numbers are set to rise.

The Master Plan is a high-level design document that guides the broad design approach and principles of development for the campus and does not go into detailed design elements.

The ACT Government is committed to health care that puts patients and their families first and to providing the right facilities to meet the future health needs of the growing ACT and surrounding region.



THE CONVERSATION

Over a six-week period from 29 January – 10 March 2021 Phase 1 community and stakeholder engagement occurred to gain an understanding of the 'values' associated with The Canberra Hospital campus—what the community and campus users believe is important to keep or foster about the campus and what they believe needs to change.

To engage the Canberra community and surrounding region, we conducted 12 community pop-ups that covered all major areas of the ACT, 7 Community Council meetings across the ACT, conducted a YourSay campaign, delivered thousands of letters, and collated email feedback direct from the public. Direct engagement and one-on-one meetings were also undertaken.

The campaign drew feedback from many people providing meaningful and constructive commentary to inform the development of the Canberra Hospital Master Plan and/or the detailed design that will come in future planning following the Master Plan.

Phase 2 consultation will begin later this year and focus on draft Master Plan option(s) that incorporate design elements informed by community and stakeholder feedback from Phase 1 consultation.

WHO ENGAGED

Feedback was received from over 530 individuals and representative groups including hospital staff, campus users, general community, near neighbours to the campus, government staff, Non-governmental organisation (NGO) stakeholders, campus tenants, and regional NSW health providers and services in the trauma referral area. In addition, direct engagement with project reference groups, Community Councils, Aboriginal and Torres Strait Islander Liaison group, the Canberra Hospital Expansion Consumer Reference Group, Canberra Hospital Expansion Consumer Reference Group, and more, provided additional detailed feedback to the Master Plan process.



Major feedback themes from the community

Access, accessibility, and connectivity

1. Access, accessibility and connectivity were primary considerations for almost all audiences from whom we received feedback.
2. Concerns were raised about how easily people can access the campus by car and public transport, their ability to move around the campus and/or between and within buildings, and the feedback focused on wanting design solutions that improve these elements on campus.
3. Wayfinding on campus was another commonly raised issue under this theme with people wanting more intuitive design on campus and more effective signage.

Clinical services and public and staff amenities

4. Much of the feedback received related to detailed design and development to support medical service upgrades and provision of public and staff amenities like waiting areas, lounge space, tea rooms, and a smoking area on campus.

Carparking

5. Feedback indicated strong support for carparking to be a key consideration in the development of the Master Plan—carparking issues were the single most recurrent issues raised at community engagement events and online.
6. Issues related to carparking included parking availability, disabled parking, parking location, parking design, parking proximity to services and more.

Safety, security and OHS

7. Safety and security on campus was another clear theme to emerge from consultation feedback. There was a strong desire voiced to have design elements incorporated in the Master Plan to create a safer campus on which visitors and staff may feel secure.

Outdoor space

8. Green space with usable outdoor areas to promote respite and recuperation was another very strong theme of consultation. It was also suggested that the green space should be visible from within the hospital buildings.
9. Childrens' play areas and a defined smoking area were also covered in feedback on outdoor space.

Broader ACT health services

10. Feedback included commentary on territory-wide health services, requests for new hospitals in the regions, and commentary on utilising land adjacent to the hospital campus.

Minor feedback themes from the community (themes below 5% of overall responses)

Technology and sustainability

1. Feedback showed a desire for a modern and 'smart' hospital.



2. The need to consider emerging and future technologies such as autonomous vehicles, smart buildings, new power sources, touch free entry, and facial recognition, were all raised, as well as a desire for environmental sustainability.

High quality staff attraction, retention, and training

3. Feedback was also received expressing a want to make the Canberra Hospital campus appealing to staff to attract high quality staff in a competitive domestic and international health care market, and provide excellent training for staff.

Positive feedback on the current hospital

4. Some feedback reflecting on personal experiences at the hospital gave praise for staff and services and acknowledgement of amenities that individuals feel are good now before any redevelopment.

The Master Planning process

5. A small amount of feedback related to the master planning process, timing, scope, delivery methods.

Wait times

6. Some feedback referenced wait times in the Emergency Department, wait times for elective surgery, and clinics with a desire to see wait times for treatment reduced.

Other projects to reference

7. A small number of respondents provided recommendations on other projects, campuses and Master Plans to consider in developing the CHMP, such as Westmead Hospital's Master Plan.

Knock it down/redevelop the whole campus

8. A few points of feedback were expressing expressions of a desire to either remove the whole campus and rebuild the campus from scratch.

Other

9. A very small number of responses were stand alone responses that could not be grouped or relate to other commentary from consultation.

WHAT'S NEXT?

1. The feedback data collated in Phase 1 consultation will be presented in a detailed consultation report to the architects working on the Canberra Hospital Master Plan options and ACT Health Directorate.
2. In Phase 2 consultation on the draft high level Master Plan options will occur. These options will incorporate feedback from Phase 1 consultation and will be presented to the community and stakeholders for feedback. These options will provide guidance on when, where, and how areas of the campus may be developed over the coming 20 years.

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- 3. The high-level Master Plan will be completed incorporating Phase 2 consultation feedback. Following this a more detailed Master Plan will be developed in the future, then development applications and detailed design plans can follow. At each step along the way the community and stakeholders will have opportunities to provide their input/feedback to inform the planning process.

You can find out more at: yoursay.act.gov.au/canberra-hospital-master-plan

To find out more about the Canberra Hospital Master Plan and other initiatives, policies, and projects in Canberra visit www.yoursay.act.gov.au or follow us on the ACT Health Directorate social media channels and website.

Key Timings

Phase 1 Canberra Hospital Master Plan values consultation – 29 January – 10 March 2021

Data analysis and Master Plan options completion – May 2021: we are here

Phase 2 Canberra Hospital Master Plan options consultation – TBC (estimated to be July/August 2021)

THANK YOU FOR YOUR FEEDBACK IN PHASE 1

12

We delivered 12 community pop-ups

7

We presented at 7 Community Council meetings

2800

We delivered over 2800 flyers to areas near the hospital

530

We heard from over 530 individuals and representative groups