

Canberra Hospital Master Plan

REPORT ON WHAT WE HEARD - PHASE 2



CANBERRA HOSPITAL MASTER PLAN

The Canberra Hospital 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 Canberra Hospital 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

A two-phase consultation program has been undertaken to inform the Canberra Hospital Master Plan development.

Phase 1 consultation was held from 29 January to 10 March 2021 and participants were invited to provide value-based feedback to inform the Master Plan development. This feedback is covered in the [Phase 1 listening report](#)

This report relates to feedback received from Phase 2 consultation. Phase 2 was held between 23 July and 1 September 2021 and asked participants to provide feedback on various elements of two draft Master Plan options. Participants were asked to provide feedback on the two Master Plan options overall, and specifically on the following elements:

- Connectivity
- Access and Accessibility (Pedestrian)
- Access and Accessibility (Vehicles)
- Public Transport
- Open Space (including Health Loop)
- Car and Bike Parking



HOW WE ENGAGED

To engage the Canberra community and surrounding region, we conducted six community pop-ups and six drop-in sessions that aimed to cover all major areas of the ACT and Queanbeyan. Due to COVID-19 restrictions that came into force on 12 August the last pop-up which was to be held in Queanbeyan and the final three drop-in sessions to be held in Belconnen, Gungahlin and Civic were moved to an online platform. ACT Health representatives also attended four community council meetings (Belconnen, Gungahlin, Tuggeranong and Woden). The community also engaged online via an interactive feedback platform on the YourSay website. Direct engagement and one-on-one meetings were undertaken with key stakeholder organisations.

HOW THE ENGAGEMENT WAS PROMOTED

To ensure the community and stakeholders were informed about opportunities to provide feedback a number of tools and channels were used. This included:

- ACT Government media release
- Letter box drops to surrounding homes and businesses
- Door knocks to near neighbours.
- Social media posts published on Facebook and Twitter
- Direct emails to identified stakeholder organisations

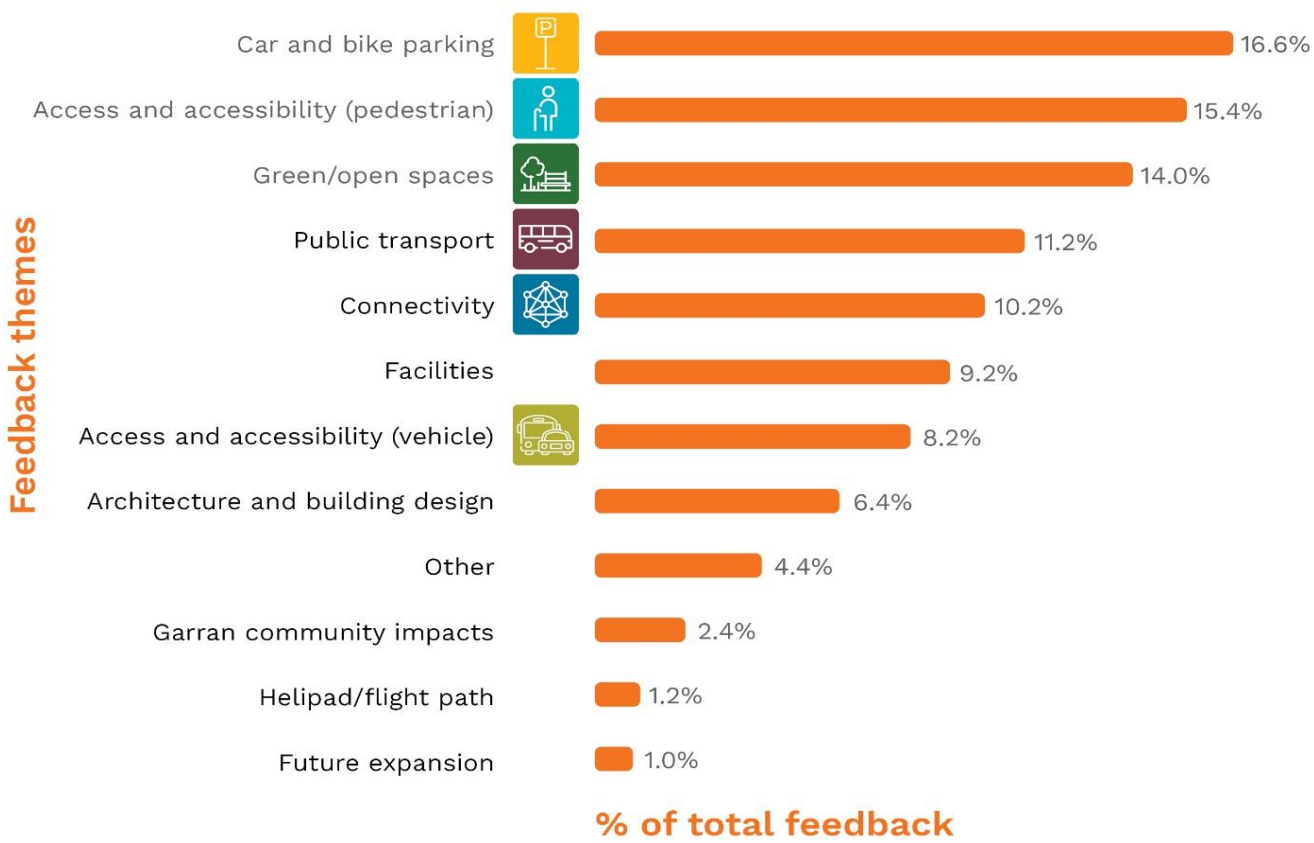
WHO ENGAGED

Feedback was received from over 100 individuals and representative groups including ACT Health and Canberra Health Services staff; campus users; general Canberra community; near neighbours to the campus; government staff and non-governmental organisations.



Major feedback themes from stakeholders and the community

All feedback from Phase 2 consultation was individually analysed and grouped in like themes. Figure 1 shows the themes as a percentage of the total feedback received. The feedback themes marked with an icon represent those that correlated to a Master Plan element that feedback was requested on. Additional themes were also identified through this analysis.



Icons indicate a theme that directly relates to an element that feedback was requested on

Figure 1. Overall themes of feedback received and percentage of total feedback

With regards to feedback provided about the overarching Master Plan options, respondents were asked for feedback on individual elements of the master plan that they preferred. They were not asked for which option they preferred overall. However, just over a third of respondents indicated a preference. These were close to being evenly split between Option 1 and 2. However, subsequent analysis of the feedback on each individual



theme did indicate an emerging preference for Master Plan Option 2 within some but not all of 12 feedback themes identified.

Key reasons people selected Option 1 included:

- the larger green space
- better traffic flow
- increased parking supply
- better options to provide continuity of care during construction of new spaces
- the welcome pavilion
- centralisation of services
- ease of access and navigation
- increase of size for ambulatory and inpatient care
- logistics centre location
- internal loop road.

Of those who preferred Option 2, this was attributed to:

- an abundance of green spaces in different locations
- additional bus stops and better bus route
- connectivity between buildings
- possibility for expansion of the Centenary Hospital for Women and Children
- internal road network
- underground logistics centre
- rooftop space for additional green space
- additional development space for future growth.

For those who indicated that they preferred neither Master Plan option, this was attributed to the following:

- lack of consideration in either option of the surrounding community including traffic flows, location of facilities
- lack of interface with surrounding streets
- concern about the use of 'future development' spaces; particularly if it increases traffic flow on Kitchener St
- lack of detail about how patients would move between spaces
- more connectivity needed between campus buildings
- increased dangers from ambulance access alongside Garran Primary School



- traffic and safety impacts from the location of logistics centre off Gilmore Crescent
- lack of carparking for National Capital Private Hospital

WHAT'S NEXT?

The feedback data collated in Phase 2 consultation in this consultation report has been provided to the project team working on the Canberra Hospital Master Plan, the ACT Health Directorate and Canberra Health Services. This feedback will help inform the final Canberra Hospital Master Plan. Following finalisation of the final Master Plan, planning, design and feasibility will commence for individual projects. This may include the demolition of existing, and construction of new facilities. Depending on the project, there will be opportunities for the community and stakeholders to provide feedback about individual projects throughout the design process or during the development application process. The implementation of the Master Plan will occur over the next 20 years.

You can register to receive project updates by emailing: canberrahospitalmasterplan@act.gov.au

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 – 20 July 2021

Phase 2 Canberra Hospital Master Plan options consultation – 23 July and 1 September 2021

Data analysis of Phase 2 consultation and final Master Plan completed – 2 September – 16 September 2021

Master Plan finalised and commenced – From 2022 through to 2042

THANK YOU FOR YOUR FEEDBACK IN PHASE 2

12

We delivered 12 community pop-ups and drop ins

4

We presented at 4 Community Council meetings

2800

We delivered over 2800 flyers to near neighbours of the hospital

100

We heard from over 100 individuals and representative groups