

Canberra Hospital Expansion Project

REPORT ON WHAT WE HEARD



CANBERRA HOSPITAL EXPANSION PROJECT

The ACT Government is expanding the Canberra Hospital to include a new emergency, surgical and critical healthcare building at the existing hospital campus in Woden.

The new building will include more operating rooms, more treatment spaces and more intensive care beds to expand the overall capacity of the Canberra Hospital.

It is the biggest investment in ACT health facilities since the formation of self government.

The Canberra Hospital Expansion will deliver increased capacity across Canberra Hospital's adult intensive care, paediatric intensive care, surgical, coronary care and emergency services.



THE CONVERSATION

As part of ongoing consultation, Major Projects Canberra conducted a 10 week public pre-Development Application consultation process from 18 December, 2020 to 24 February, 2021 on proposed designs for the new emergency, surgical and critical healthcare building at Canberra Hospital.

We invited you to have your say on all elements of the proposed design. An information package including the following conceptual documentation was released for community feedback:

- A site plan (showing parking areas, access and egress, waste areas and communal open spaces)
- A plain English statement explaining the proposal
- Key design elements of the proposal
- Indicative floor plans
- Elevations
- Shadow diagrams (demonstrating shadow impact)
- Proposed materials and finishes
- Perspective drawings and other visual images from a range of angles and scales
- High level response to Territory Plan rules and criteria
- Response against the relevant zone objectives

There were several ways for you to join the conversation. You could:

- provide a comment on the draft plans on YourSay or via email;
- participate in a YourSay survey informing the design of the new public and green spaces at Canberra Hospital; and
- attend an in person or virtual information session or visit one the pop up stalls at shopping centres across Canberra.

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WHO WE ENGAGED

Canberra Hospital provides services to more than 500,000 people in our region. The consultation process targeted this diverse audience through a variety of communication channels and activities open to the public and key stakeholders.

We engaged with you in the following ways:

- A newsletter letterbox dropped to over 7,000 residents and business properties in suburbs nearby the hospital
- Community information pop-ups and face-to-face and online information sessions
- Posters placed in the Canberra Hospital, Community Health Centres and nurse-led walk-in centres
- An electronic direct mail out to registered stakeholders
- Social media posts on ACT Government, ACT Health and Canberra Health Services social media accounts
- A ministerial press release and associated media cover
- The Canberra Hospital Expansion YourSay page
- Presentation at Woden Valley Community Council meeting



This is how you had your say:



4,052 VISITS
TO YOURSAY PAGE



57 SURVEY
RESPONDENTS



45 WRITTEN
SUBMISSIONS



753 COMMENTS
COLLECTED

Monthly meetings held with our key stakeholder representatives including clinical user groups, our consumer reference group and local community reference group have informed this phase of the early design process. Our stakeholder representative groups will continue to meet monthly as the project progresses.

The project has sought regular advice from Government stakeholders including the Environment Planning and Sustainable Development Directorate, The National Capital Design Review Panel, and The Civil Aviation Safety Authority.

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KEY INSIGHTS FROM THE COMMUNITY

Your feedback fell into 10 overarching themes:



Amenity

We heard your desire for a variety of options for seating and amenity as visitors, carers and patients in waiting areas both in emergency and other clinical service areas at the hospital. You want small, discrete places with a variety of seating and food options, access to unlimited Wi-Fi and opportunities to charge their electronic devices.



The Building Design

We heard you want to see a world class health facility delivered and encouraged refinement to ensure it achieves this. You gave positive feedback on the building's form, materiality and spatial arrangement.



Parking

We heard that parking convenience is a priority. More parking and improved access to the Canberra Hospital campus is central to this request.



Landscape Design

We heard you want shelter and shading from the rain and sun for visitors and patients to relax and recharge and play in the outdoor spaces surrounded by Australian native plants and garden features.



Wayfinding

We heard your difficulty navigating the existing hospital campus and that you would like to see the inclusion of more signage, along with digital and concierge style services to accommodate all visitors.



Traffic

We heard concerns for traffic, noise and safety along Palmer Street, Gilmore Crescent and Dennis Street.



Healthcare

We heard that wait times are long in the current emergency department and more clarity is needed on emergency patient transfer arrangements between hospitals. Some members wanted additional services to be considered for the new facility.



Helipad

We heard a mix of comments about the new helipad location, receiving positive feedback on the new height of the helipad alongside concerns of noise impacts over the surrounding community and the effect it will have on property value.



Information Package

We heard you want reassurance that staff have been involved in the consultation process, and clarity about where you can find further information not included in the package.



Construction

We heard an interest in utilising local suppliers in the construction process and requests to provide the community with ongoing updates about progress and management on site.

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WHAT'S NEXT?

Feedback gathered during our consultation period has helped inform the formal development application for the delivery of the new emergency, surgical and critical healthcare building.

KEY TIMINGS



The Development Application is open for public comment until Friday 18 June, 2021. [Visit the Planning and Sustainable Development Directorate website to view the Development Application.](#)

We are continuing to meet monthly with clinicians, healthcare professionals, consumers, and our community reference groups. Visit our website to [find out more about our reference groups.](#)

Stay up to date with the project by [signing up for project updates.](#)

If you have any questions or feedback about the Canberra Hospital Expansion, email hospitalexpansion@act.gov.au

Community consultation and feedback is an important element of project development and ensures that your voice is heard. We appreciate the time that community members have taken to talk to our project representatives, complete surveys, email questions and engage with project information to inform your feedback.