



Communication Link

Phase 2 – northside hospital consultation report

Designing ACT health services for a growing
population

April 2023

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1. Executive summary

1.1 Introduction

A three-phased Community Engagement Plan, *Designing ACT health services for a growing population (Designing ACT health services)*, was developed to explore the community's current and future perceptions of the ACT health care system.

Phase 1 of the Community Engagement Plan was designed to get a broad understanding of public opinion about healthcare across the ACT. The outcomes of phase 1 was used to inform the Northside Clinical Services Plan, northside hospital project, and the Integrated Care Program.

During Phase 2, the plan broke into separate engagement streams outlining activities for both the Integrated Care Program and the northside hospital project.

Phase 2 of the *Designing ACT health services* engagement program for the northside hospital opened for 6 weeks from 18 October to 29 November 2022. The *Designing ACT health services* engagement program was implemented across 3 phases/streams as below:

- Phase 1
 - YourSay survey
 - EOI for Integrated Care community panel.
- Phase 2
 - Northside hospital community consultation
 - Integrated Care community panel meets and deliberates.
- Phase 3
 - Close the loop with the community
 - Provide outcomes of engagement.

This report summarises the outcomes of phase 2 engagement for the northside hospital project.

Phase 2 facilitated community consultation and stakeholder engagement to:

- provide information about planning for the new northside hospital
- ensure the ACT Government has a well-rounded understanding of what people want and need from a new hospital
- facilitate two-way conversations.

The engagement centred around the early designs for the Northside Hospital, focusing on understanding the user experience. It did not explicitly seek feedback on potential sites or commercial issues relating to the new northside hospital or on clinical services (which are being explored through the ACT Health Services Plan).

This engagement builds on phase 1 consultation for *Designing ACT health services* and complements previous engagement activities for the [Canberra Hospital Expansion Project](#), the [Canberra Hospital Master Plan 2021](#), and the [ACT Health Services Plan 2022-2030](#).

The outcomes of this engagement will be used to inform options for the new hospital and potential funding decisions by ACT Government. There will be more opportunities for community engagement over the next few years as the northside hospital project progresses.



1.2 Overview of engagement

The northside hospital engagement program centred around the YourSay platform, including an online feedback mechanism, and a further 20 engagement activities.

A total of 411 people (and organisations) participated in the consultation. At the conclusion of the engagement, feedback from all activities was analysed separately. Phase 2 engagement resulted in 2209 individual points of feedback data, which has been categorised into 11 themes. The data shows there are 3 prominent feedback themes. These are:

- clinical services
- experience
- quality.

These 3 themes make up over 60% of all feedback received. These themes are detailed in section 6 of this report and summarised in Figure 1 below.

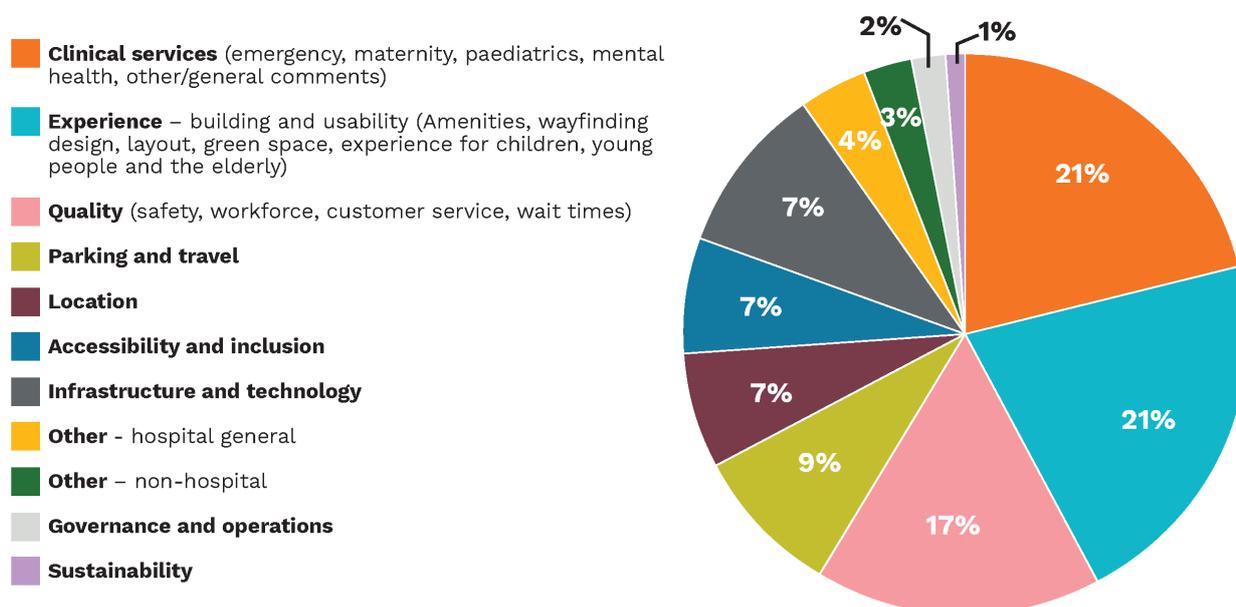


Figure 1. Feedback analysis by theme, showing percentage of total feedback received.

Participants provided a diverse range of feedback on their views, experiences and what they would like to see in a new Northside Hospital. The types of **clinical services** available emerged as a strong theme (21%). Within this theme, paediatrics was referred to most commonly (27%), followed by emergency department services (16%), maternity services (12%) and mental health services (6%). A comprehensive wish list of services was included, which made up 28% of feedback in this category. General comments about clinical services (without referring to a particular service) made up 10% of comments.

Feedback relating to **experience** (21%) also featured strongly, with comments relating to building and usability; this included patient room/ward design and layout (32%), amenities (21%), green spaces (17%) and wayfinding (9%). This category also included comments specifically relating to experiences of children and young people (13%) and older people (8%).

Quality was highlighted as an important factor to participants (17%). Comments regarding quality related to workforce (43%), wait times (29%), customer service (23%) and safety (5%).

Feedback was also received across a range of other key areas, including parking and travel (9%), location (7%), accessibility and inclusion (7%), infrastructure and technology (7%), governance and



operations (2%) and sustainability (1%). A range of general comments was received; these were both hospital-related (4%) and non-hospital related (3%).

1.3 Analysis of feedback

The northside hospital consultation centred around 5 key topics with corresponding questions to prompt feedback. These questions were designed as 'conversation starters' and were broad by intention to allow a wide range of feedback. As such, every piece of feedback gathered through all engagement activities was recorded and then themed individually. Major and minor themes have arisen. This report is structured around what we have heard, rather than what was asked. This aims to ensure there is no bias in how we are reporting about what the community is telling us is important to them.



2. Background

The ACT Government's vision is for a person-centred health system that is innovative, effective, and sustainable. A healthcare system that puts patients and their families first and provides the right facilities to meet the future health needs of the growing ACT and surrounding region. This includes the planning and design works for a new Northside Hospital, which aims to meet the needs of the growing and ageing northside population.

The northside hospital Project is complex and will be one of the largest health infrastructure projects ever undertaken in the ACT. It is expected to service the community for the next 50-70 years and meet the increasing demand for public hospital services. The ACT's population is expected to grow from approximately 454,000 in 2021 to approximately 784,000 by June 2060. The new northside hospital will not be an additional hospital but is intended to replace the existing Calvary Public Hospital in Bruce (CPHB).

Development and planning of the northside hospital will continue with a commitment to commence construction by mid-decade.

The phase 2 northside hospital consultation is part of the broader *Designing ACT health services* engagement program being undertaken by the ACT Government. It is framed around 'person-centred services; safe and effective care' and informed by the strategic goals of Access, Accountability and Sustainability, consistent with the ACT Health Services Plan.

The ACT Government is looking for ways to improve long-term health outcomes, and make sure our community has access to health services that are modern, effective, and accessible. Community health options are expanding with significant investment in walk-in clinics, telehealth, and at home care, as well as preventative and management programs. The health system is implementing an ongoing transformation of approaches, systems, policies, and infrastructure to improve the lives of all Canberrans.

This engagement activity supports the ACT Government's commitment to deliver health care that meets the needs of our community, now and into the future.



3. Engagement

Phase 2 engagement activities were designed to understand what people would like to see in a new northside hospital during the early planning stage of the project. It was framed around ‘person-centred services; safe and effective care’ and informed by the strategic goals of Access, Accountability and Sustainability consistent with the ACT Health Services Plan.

Five key topic areas were used to guide engagement activities along with the early concept design image (Figure 1). We encouraged feedback which would help shape the early planning and design of the new hospital under the key themes of:

- **Experience** – What does your ideal hospital experience look like?
- **Inclusive and accessible** – How do we make the hospital inclusive and accessible? What is important to you?
- **Quality** – What does the hospital need to assure you of its quality and safety?
- **Innovation** – What does the hospital need to be a facility of the future?
- **Sustainability** – What is important for the environmental design and sustainability of the new hospital?

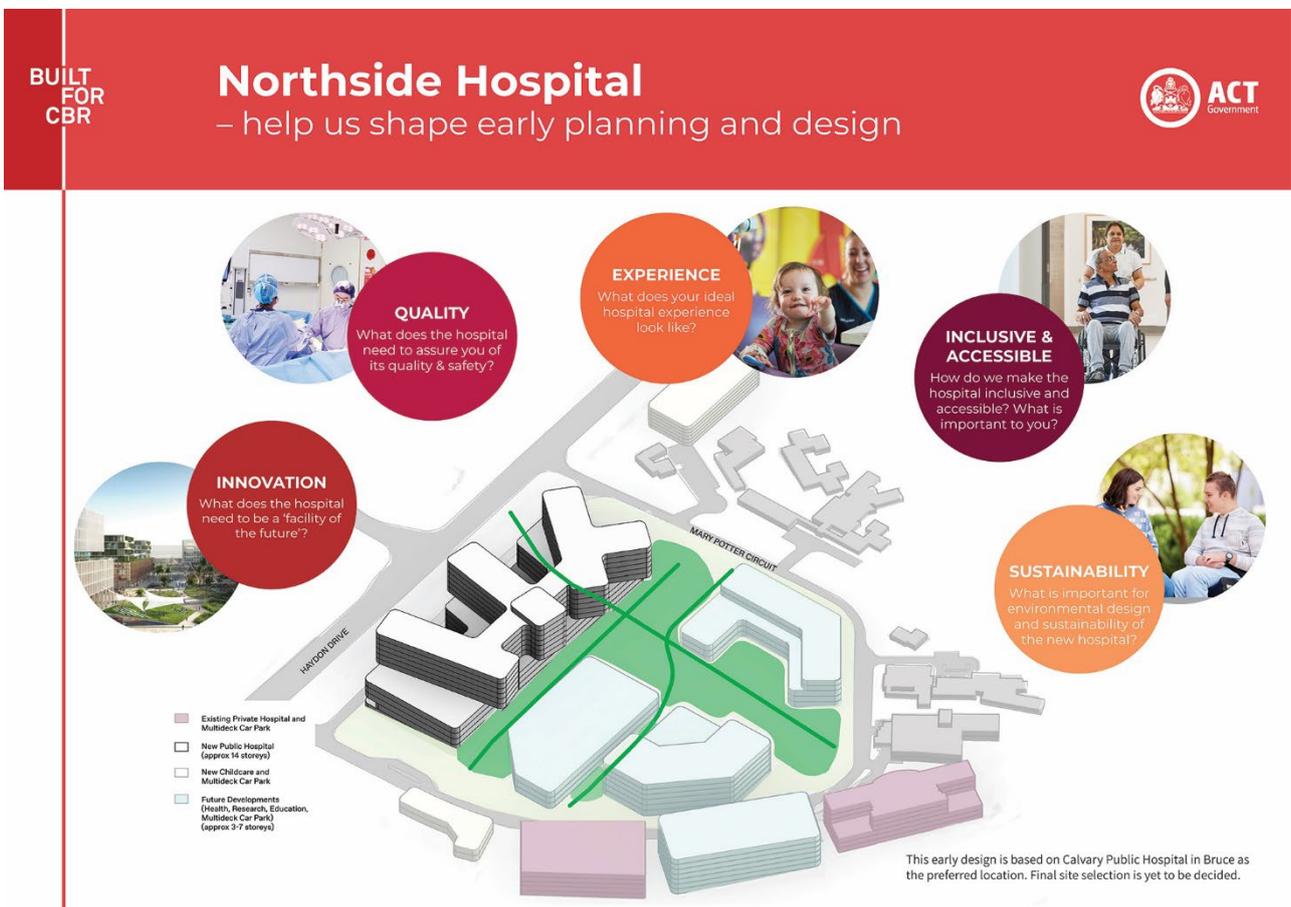


Figure 1. Primary engagement image

The prompting question under each key topic area was broad by intention to allow for a range of feedback of views and experiences to be gathered. Feedback did not necessarily align with these topic areas and has been analysed separately, as detailed at section 6.



Engagement was anchored around the YourSay conversation platform using the existing *Designing ACT health services* consultation page. Key information about the engagement, including a fact sheet frequently asked questions, and a timeline of engagement activities was also available on the page.

The community was encouraged to have their say on the early concept design by ‘posting’ their feedback online. Other users could then interact with these ‘posts’ by ‘liking’ or commenting further.

Northside Hospital Imaging
 Posted by Ben1 | a month ago
 Medical Imaging needs to be radically expanded at a new Northside hospital as compared to the current offering at Calvary public. There should be a public MRI (current MRI at calvary is private and has limited public accessibility), angiography suite, nuclear medicine and a fully funded outpatient CT service to take some of the burden off TCH. Currently public medical imaging in the ACT is at capacity.
 INCLUSIVE AND ACCESSIBLE
 2 Likes 0 Comments

Feedback on Northside Hospital
 Posted by GraceAnne16 | a month ago
 Plenty of parking, ideally a tertiary hospital. Well laid out floor plan.
 EXPERIENCE
 1 Like 0 Comments

Very uninformative map of the new hospital
 Posted by MBoesen | a month ago
 The "map" of the new hospital site on your web page is very badly done. It lacks meaningful information; the colour coding is very poorly done; the flashing coloured disks add nothing and detract from communications effectiveness. Looks to me as if it has been designed to look modern but without any concept of providing information that is of value. In addition, the "Category" options listed at the bottom of this input page are very badly designed and do

Posted by KieranFallon | a month ago
 Hospital administration that listens to and act upon opinions and observations of clinical staff More clinical staff in A&E Departments. More nursing staff in all areas - and better pay Rosters that make patient care safer Time to allow clinical staff to think and not have to rush. Divert funds from the tram to clinical services Less diversion by putting in place "wellness" programs - where is the evidence of effectiveness?
 QUALITY
 1 Like 0 Comments

Figure 2. Example of YourSay feedback posts

3.1 Facilitated engagement activities

A series of engagement activities was carried out to provide opportunities for the community to have their say on the Northside Hospital. This included in-person pop-ups held in public areas and drop-ins held at health facilities. A virtual drop-in session was also held online, after-hours, to allow greater accessibility. All Community Councils in the ACT were approached, with 5 hosting ACT Health for a presentation.

Engagement activities were facilitated by Communication Link and an ACT Health staff member. Corflutes based on the early concept design (primary engagement image) were used to inform and guide public engagement, with factsheets available to hand out. Posters and the ACT Health banner was used to advertise the engagement opportunity on-site. QR codes on materials directed people to the YourSay page to provide feedback. Staff facilitated discussion using guiding questions and captured views using feedback cards.



Figure 3. Pop-up at Kippax Fair, Holt





Figure 6. Pop-up at Southpoint, Tuggeranong

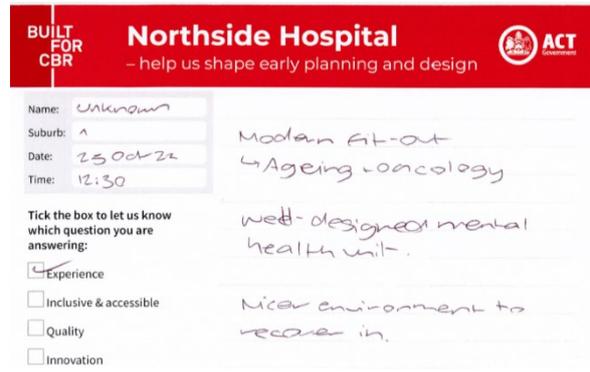


Figure 5. Feedback card example

Twenty engagement activities were held, as detailed in Table 1 below.

Table 1. Engagement activities schedule

Date	Location	Activity
Wednesday, 12 October	Gungahlin	Community Council meeting
Tuesday, 18 October	Belconnen	Community Council meeting
Wednesday, 19 October	Gungahlin Health Centre	Drop-in
Tuesday, 25 October	Belconnen – Kippax Fair	Pop-up
Wednesday, 26 October	Belconnen Health Centre	Drop-in
Friday, 28 October	Denman Village, Molonglo	Pop-up
Tuesday, 1 November	Tuggeranong	Community Council meeting
Wednesday, 2 November	Weston Creek – Cooleman Court	Pop-up
Wednesday, 2 November	Woden Valley	Community Council meeting
Friday, 4 November	Tuggeranong – Southpoint Mall	Pop-up
Tuesday, 8 November	Woden – The Canberra Hospital	Drop-in
Wednesday, 9 November	Civic Health Centre	Drop-in
Friday, 11 November	Gungahlin – Marketplace	Pop-up
Tuesday, 15 November	North Canberra – Dickson Shops	Pop-up



Wednesday, 16 November	Virtual session	Drop-in
Thursday, 17 November	Calvary Hospital	Drop-in
Friday, 18 November	Civic – Garema Place	Pop-up
Thursday, 24 November	Online	Stakeholder workshop
Thursday, 24 November	Molonglo Valley	Community Council meeting
20 December 2023	Stakeholder briefing with Carer’s ACT	Online briefing

3.2 Key stakeholders

Key stakeholders were invited to attend a workshop to learn more about the project, share their feedback, hear views, and share learnings. One stakeholder workshop was held on 24 November 2022. Stakeholders were also offered an option to have a one-on-one briefing to discuss the project. These briefings were facilitated by ACT Health.

Approximately 110 stakeholders were contacted to inform them about the northside hospital engagement program. Stakeholders were given information about the engagement project how to get involved and were asked to distribute key information to their networks.

The stakeholder workshop was facilitated by Communication Link on behalf of ACT Health to collect meaningful feedback about the northside hospital project. ACT Health delivered a presentation providing background information on the proposed plans and next steps for the new hospital.

The workshop provided an opportunity for input and discussion amongst participants to help the ACT Government understand the desires, needs and potential barriers from the participants and their respective organisations.

The workshop was held online, and participants used the collaboration tool ‘Mural’ to share thoughts and offer feedback. Further information on the outcomes of this workshop is at section 6.2.1.

3.3 Community Councils

Senior representatives from ACT Health and Canberra Health Services attended 5 Community Council meetings to provide an update on ACT Health Services, including the northside hospital consultation. The meetings attended were:

- Belconnen Community Council
- Gungahlin Community Council
- Molonglo Valley Community Forum
- Tuggeranong Community Council
- Woden Community Council

All Community Councils in the ACT were also provided with information about the consultation process via email.

Attendees were given information about how to engage in the northside hospital consultation. The questions raised by attendees are included in the summaries at Appendix D.



4. Promotion

A promotional plan was provided to ACT Health to promote the northside hospital engagement program, including:

- social media posts on ACT Health and ACT Government channels
- Our Canberra (hard copy and online versions)
- Involved newsletter (ACT Office for Disability)
- Multicultural Community eNewsletter (ACT Office for Multicultural Affairs)
- distribution of information through key stakeholder channels.

A suite of content and materials was developed by Communication Link. The ACT Government 'Built for Canberra' branding was applied to collateral. Content for this campaign included:

- YourSay content:
 - page content
 - early concept design image
 - frequently asked questions
 - factsheet
 - activities list
 - virtual session registration
- draft Ministerial media release
- stakeholder email content
- social media tiles
- social media content
- poster
- corflute
- factsheet
- desktop wallpaper
- feedback card.



Figure 7. Our Canberra article



Figure 8. Social media post



5. Participation

There were **396 people** who participated in the northside hospital drop-ins, pop-ups and YourSay activity.

A further **11 people** represented 10 key stakeholder groups at the online workshop. The organisations who attended were:

- A Gender Agenda
- ACTCOSS
- Asthma Australia
- Canberra Hospital Foundation
- Headspace
- Health Care Consumers' Association (HCCA)
- Campbell Community Association
- Ronald McDonald House
- Carers ACT
- ACT Branch of Australia Medical Association (AMA).

An additional **3 stakeholders** provided separate feedback via submission including Belconnen Community Council, Weston Creek Community Council and HCCA. **1** stakeholder briefing was also held with Carers ACT. This totals 411 participants.

Table 2. Participants by engagement activity

Engagement activity	Number of participants
YourSay feedback channel	108
Drop-in – Calvary Hospital	47
Drop-in – City Community Health Centre	31
Drop-in – Gungahlin Health Centre	29
Drop-in – Belconnen Community Health Centre	26
Drop-in – virtual session	6
Pop-up – Gungahlin Marketplace	42
Pop-up – Cooleman Court, Weston Creek	30
Pop-up – Kippax Fair, Holt	20
Pop-up – The Canberra Hospital	16
Pop-up – Southpoint Mall, Tuggeranong	14
Pop-up – Garema Place, Civic	12
Pop-up – Dickson Shops	11



Pop-up – Denman Prospect shops	4
Stakeholder workshop	11
Stakeholder briefing	1
Email submissions	3
Total	411

5.1 YourSay participation

YourSay generated feedback from 108 people; their demographic data was captured through this platform.

The data available indicates 64% of participants were women, 32% men and 4% did not wish to disclose their gender.

YourSay participants in the 35-44 years age bracket provided the most responses (31%), followed by those 25-34 years (25%), 45-54 years (18%), 65 years and over (15%) 55-64 years (10%) and 18 years and under (1%).

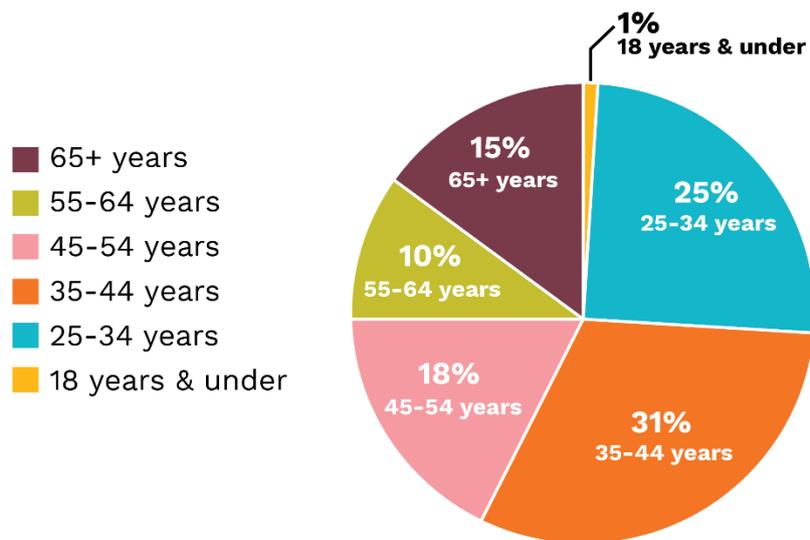


Figure 2. YourSay participants by age range

The following diagram shows the proportion of responses by males and females across the age ranges.

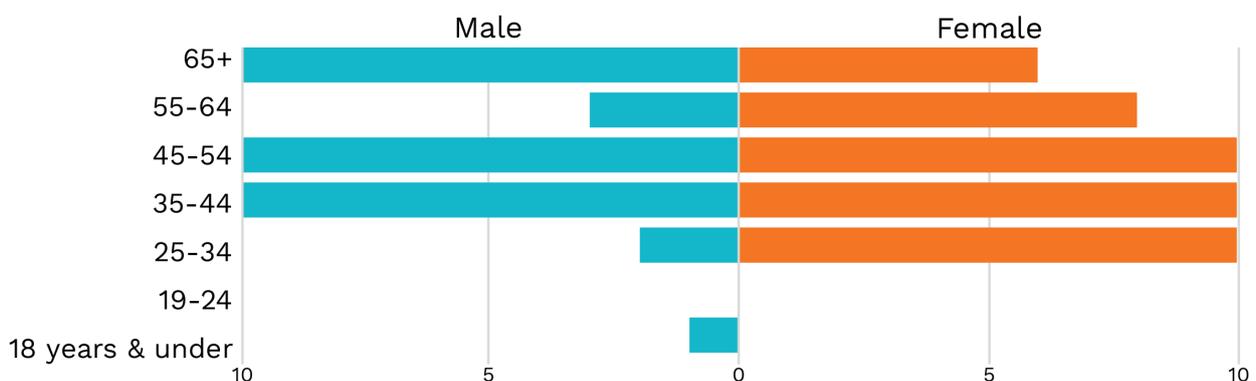


Figure 3. YourSay participants by gender across age ranges

Most YourSay responses were received from people in Gungahlin (39%) and Belconnen (33%), followed by Inner North (9%), Tuggeranong (6%), Civic and central (5%), Woden (4%), Regional (3%), Weston Creek/Molonglo (1%) and Inner South (1%).

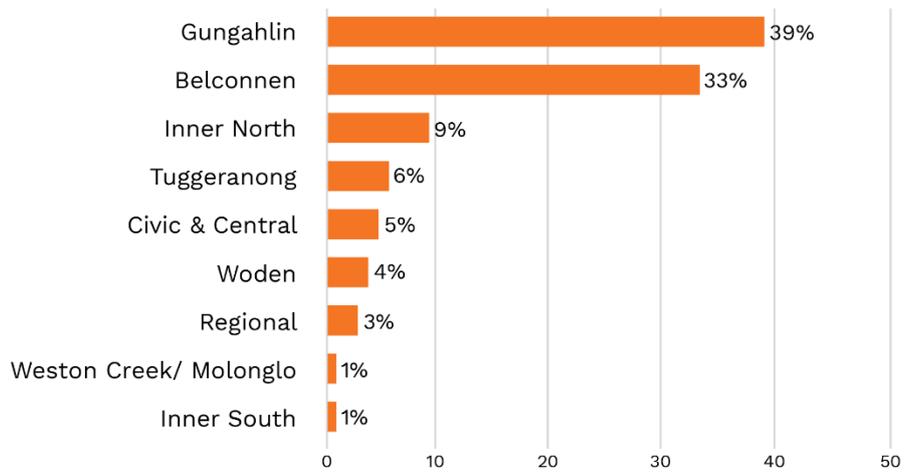


Figure 4. YourSay participants by location



6. What we heard

6.1 Community feedback

All community feedback received has been analysed, generating 2209 individual points of data, and resulting in 11 overall themes. These themes are outlined in Figure 5.

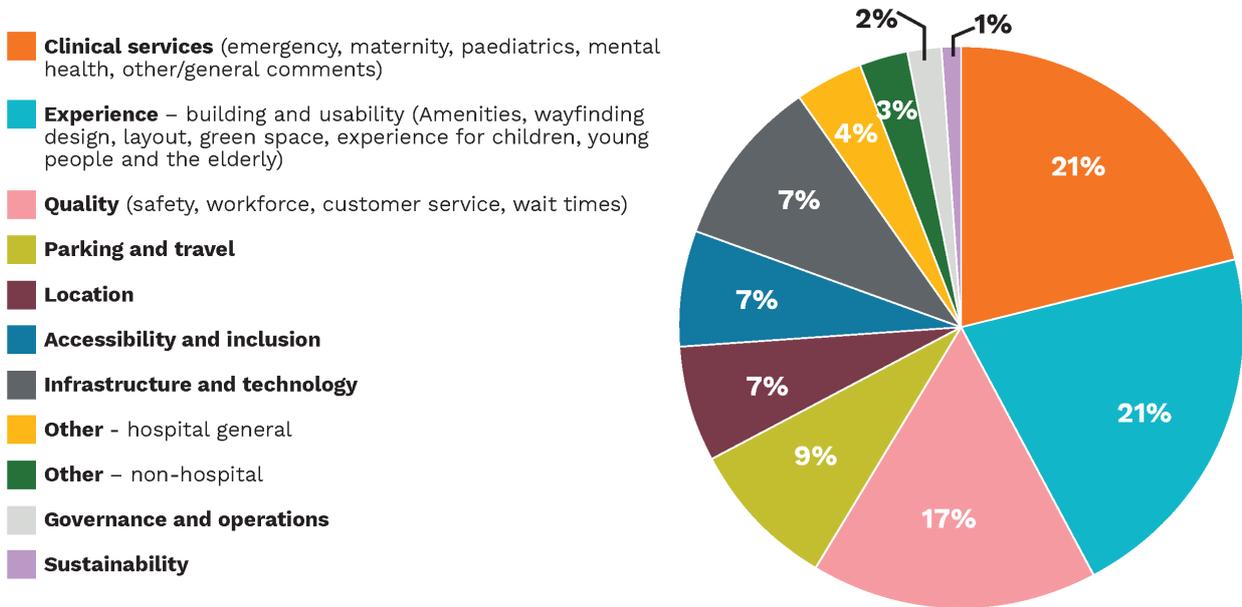


Figure 5. Feedback analysis by theme, showing percentage of total feedback received.

Over 60% of all feedback received related to 3 main themes being:

- clinical services
- experience
- quality.

The remaining 40% of feedback related to themes including parking and travel, location, accessibility and inclusion, infrastructure, and technology, other – hospital general, other – non-hospital, governance and operations, and sustainability.

Analysis of feedback received under each of the 11 themes is detailed below.

6.1.1 Clinical services

Twenty-one per cent of overall feedback was views about clinical services and the new Northside Hospital. Feedback on clinical services is broken down further into sub-themes as outlined in Figure 6.



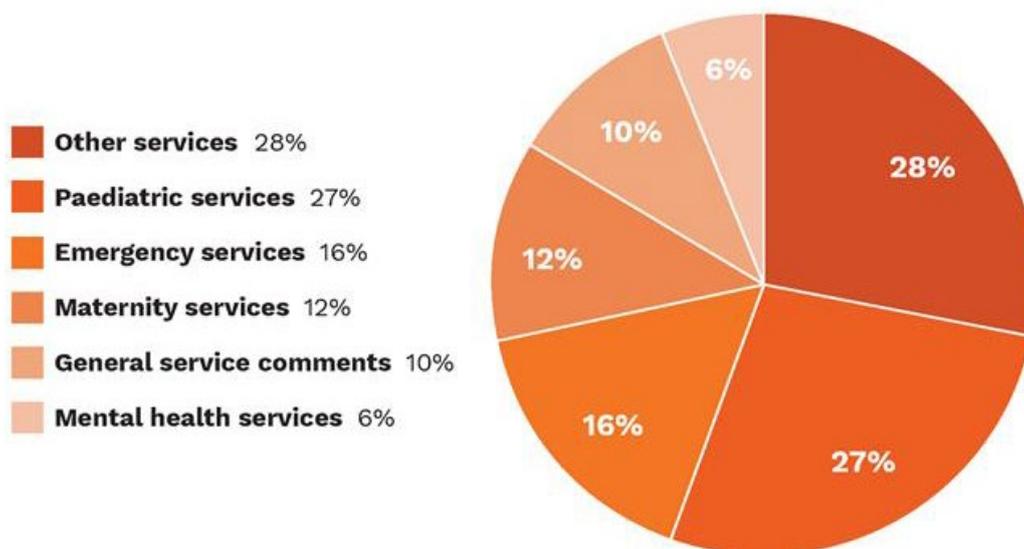


Figure 6. Clinical service’s sub-themes, showing percentage of total feedback for this theme.

Feedback relating to **emergency services** (16%) generally requested that the new northside hospital would have an emergency department. Other comments asked for a larger emergency department to reduce waiting times, or the need for specialist emergency areas such as maternity or paediatrics. There was also feedback suggesting that better services in other areas could reduce the reliance on the emergency department.

Feedback on **maternity services** (12%), generally requested a maternity ward and a birth centre at the new hospital with reduced waiting times for these spaces. Other comments included an increase to the length of time patients can stay, greater connectivity between maternity services and parking/amenities, an early pregnancy unit and increased advice and information about maternity services.

In comments relating to **paediatrics** (27%), participants discussed the need for services on the northside to reduce travel (either to the Canberra Hospital or interstate), and the need for specialist and intensive paediatric services.

“I would love to see a much bigger paediatric service with a broad range of specialists and clinics.”

There was feedback for a range of **other clinical services at the new hospital**. (28%). Suggestions included oncology, ophthalmology, dental, vascular, neurology, lymphoedema, cardiac, stroke, osteo, dialysis, spinal, gerontology, autism, and autoimmune services. Breast screening, women’s health, sexual health, reproductive health, justice health services, alcohol/drug support, physiotherapy, hydrotherapy, imaging, stoma nurses, specialist services and outpatients was also suggested.

General comments about clinical services (10%) (without relating to a specific type of service) included the need for a full-service hospital, integration with community care, mobile care, tertiary services, walk-in service, a community hospital ‘hub’, use of continuity of care model for maternity, and access to non-religious health care (for example birth control and abortions). Also mentioned was flexible service delivery, hospital-to-home transitions, implementing new HIV treatments, servicing regional NSW, more surgical options, and after-hours services.

6.1.2 Experience – building and usability

Twenty-two per cent of overall feedback related to non-medical experiences inside the hospital building and the hospital grounds. This feedback is broken down further into sub-themes as outlined in Figure 7.



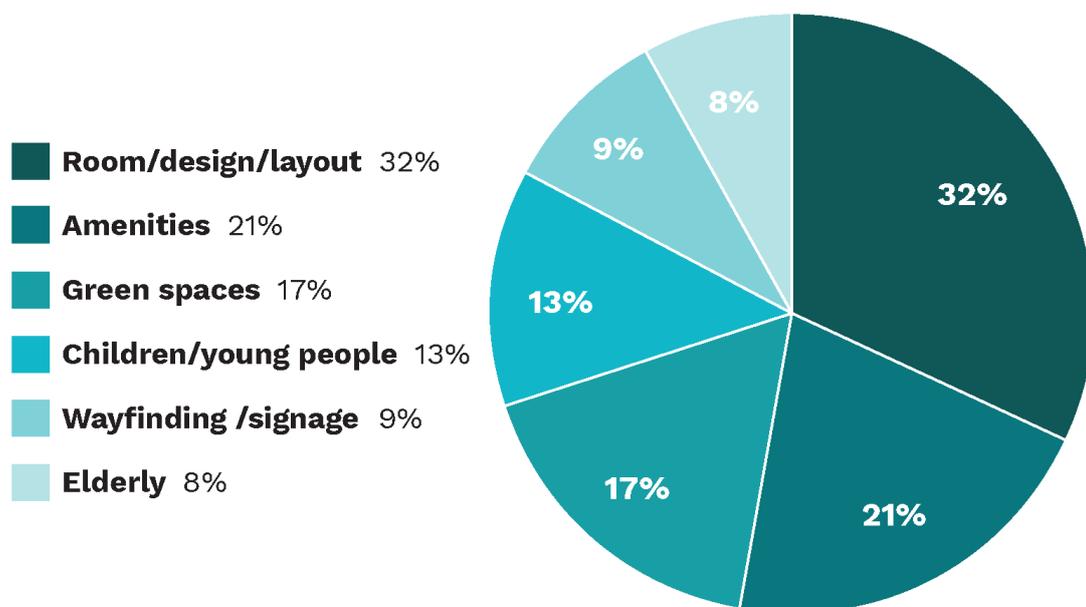


Figure 7. Clinical service’s sub-themes, showing percentage of total feedback for this theme.

Nearly a third of feedback for this theme (32%) related to **features, design and layout of patient and ward rooms**. This included the need for welcoming and colourful spaces, large rooms with space for furniture and medical equipment, more use of glass and large windows to open-up rooms, good ventilation, fresh air, a reduction in bright lighting, and a homely, quiet, and calm environment for rest. Increased privacy, thicker walls (reduce noise), and separate males/female areas was also suggested. Participants also provided feedback regarding the ability to personalise rooms, have more power points, and phone charging points, a call button with intercom, and ceiling hoists. Lounge areas, armchairs, outside seating, and designated smoking areas, non-smoking areas, a traveller, guide rails, wide corridors, and automated doors was also suggested.

Participants proposed a wide range of **amenities** (21%) such as, the need for good patient areas. Suggestions included lounges, access to water fountains, café and fresh food options, food on demand, laundry facilities, entertainment, post office, supermarket, florist, gift shop, visiting library, magazine trolley and a hygiene/personal products trolley.

There were comments about amenities for families including playgrounds, kids’ areas, access to microwaves, breast pumps, and breastfeeding rooms. Other suggestions included more amenities in the emergency area, an indoor park, patient and visitor spaces, music/entertainment, and stocked fridges for patients. Inclusivity was also raised, with feedback relating to accessible lift design, lower buttons, lower counters, inclusive bathrooms. Participants suggested that facilities such as a rehabilitation gym, hydrotherapy pool, service area for justice health (prisoners), and a relaxation room be available. Participants also suggested storerooms, staff after hours food options that are reasonably priced, education spaces, lecture/training spaces to better support staff.

Comments referring to the experience of **children and young people** (13%) included support for children and young people, kids’ areas/entertainment, supporting families to stay together when a child or parent is in hospital, and design of hospital for use for children.

Comments relating specifically to the experience of **older people** (8%) include accessibility for older people, both wheelchair and those with limited mobility, accessible parking, gerontology/geriatric services and care and wards that cater for older people.

In addition to specific amenities, the desire for **green space** was also strong. Seventeen per cent of comments suggested this as a key feature because of its benefits to mental health and healing.

“It’s really important to provide green spaces that are accessible to all.”



Feedback on **wayfinding** (9%) included the use of simple English, coloured lines and bumps on floors, colour coding, good directions, better signage, easy to navigate/logical/clear layout, directions to buildings and entry/exit points and maps. The use of technology (signage), digital information touch screens, check-in function, and a downloadable app (used with physical signs) was also recommended.

6.1.3 Quality

Seventeen per cent of overall feedback related to quality (components that impact on the quality of care a person receives). This feedback is broken down further into sub-themes shown in Figure 8.

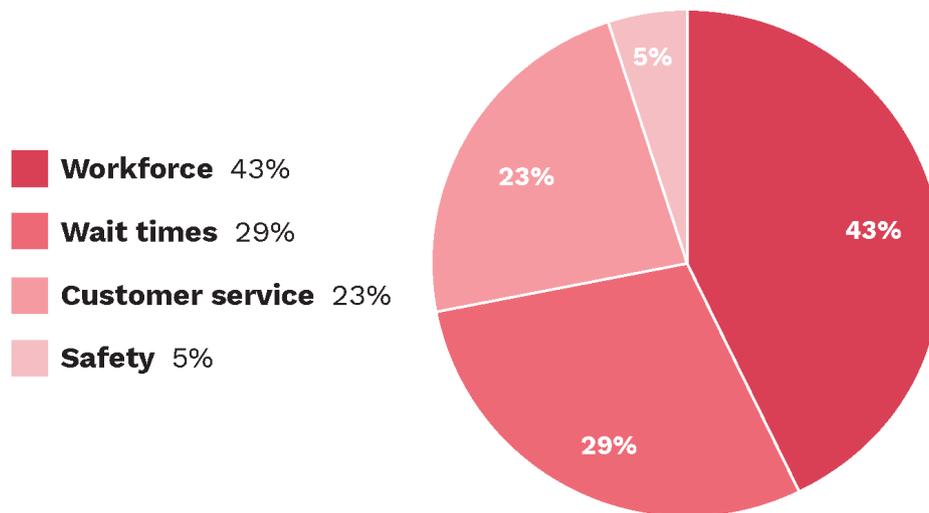


Figure 8. Quality sub-themes, showing percentage of total feedback for this theme.

Almost half of the feedback (43%) in this theme related to the **workforce**. This included feedback about the need for more doctors and nurses, the importance of ensuring the new hospital is adequately staffed, training, good professional standards, and the need for knowledgeable staff.

Comments also referenced the need for good bedside manner, having staff skilled in multiple areas, acknowledging experienced staff, the need to consult with staff, the need for staff amenities, staff access to enterprise agreements, attraction of new staff and the need for good management. The requirement for staff training in cultural awareness, need for diverse staff to work with diverse patients, attracting and retaining specialists and training new medical professionals was also mentioned.

Comments regarding **wait times** (29%) all highlighted the need to address current wait times or ensure reasonable wait times across all services.

Feedback about customer service (23%) included providing better and more respectful care, good communication, better bedside manner, treating patients consistently, providing follow-ups (including for clinical actions), being professional and providing courtesies such as checking on people when they are waiting. Also indicated was to not mishandle traumatic hospital experiences or imply age biases.

“Every patient should be treated equally.”

Other suggestions included using an SMS system, providing a better booking system, and implementing a more efficient paperwork system.

Comments relating to **safety** (5%) included providing a safe environment, hygiene/cleaning, need for decreased patient load, and bias impacting on safety.



6.1.4 Parking and travel

Nine per cent of overall feedback related to parking and travel, with feedback for each being closely split. Comments about parking related to the need for easy to access, affordable and plentiful parking close to hospital buildings.

Feedback on travel networks to the new hospital included the need for easy access to bus stops, consideration of impacts to road and traffic congestion, and building near rail lines.

“Car parking needs to be located within close proximity to the hospital building, with plenty of on-site parking.”

6.1.5 Location

Seven per cent of overall feedback related to the location of the new hospital. Approximately 30% of this feedback specifically referenced Gungahlin as a location for the new Northside Hospital. Other comments included the need to service the growing Gungahlin community, and the possibility of locating the hospital at Mitchell.

The remaining comments relating to location (70%) supported the need for a hospital on the northside, supported the Calvary site as the preferred location, suggested Tuggeranong as a location, or provided feedback on location in relation to connectivity of the hospital to travel network or tertiary institutions.

6.1.6 Accessibility and inclusion

Seven per cent of overall feedback related to accessibility and inclusion. This included physical/wheelchair accessibility throughout the hospital, sensory spaces, accommodating hearing impaired people, availability of translated and AUSLAN materials, use of guide rails, mobility considerations in consultation rooms, accessible bathrooms, privacy rooms, trauma services and break out rooms.

Other feedback included the need for a domestic violence assistance (DVA) area, spaces and support for Aboriginal and Torres Strait Islander peoples, and services for people from Culturally and Linguistically Diverse (CALD) backgrounds. Feedback also included outpatient support, interpreter services at the hospital, culturally safe services and support, and religious areas and support.

“Include welcoming and safe spaces for people of all backgrounds...welcome signs in many languages.”

6.1.7 Infrastructure and technology

Seven per cent of the overall feedback related to infrastructure and technology considerations for the new hospital. Infrastructure considerations (5%) included having good quality facilities with infrastructure to reflect medical needs, accessible design considerations, enough lifts and stairwells, a sky bridge or tunnel, and electric vehicle ports. The use of the Canberra Hospital for infrastructure ideas, an auditorium, and use of current Calvary buildings (where possible) was also suggested.

Technology related feedback (2%) included the need for modern medical equipment, use of SMS, digital directories and other modern technology for bookings/wayfinding/access and sound dampening. Other technology related feedback included virtual health, telehealth and virtual visits and ensuring the technical ability to enable this in a user-friendly way.

“Have screens to direct you to where you need to go (touch screens) similar to the digital directories in the shopping centres.”



6.1.8 Other – hospital general

This theme considers overall feedback about the hospital in general (4%) that does not fit into other themes. This includes not having CPHB under construction, the need for more ambulances, broad support for the project, and looking at other hospitals as examples (such as Hervey Bay Private Hospital, UC hospital and The Royal Children’s Hospital in Melbourne).

6.1.9 Other – non-hospital related

This theme considers general feedback that was non-hospital related (3%) including cost, budget and funding (including fees for international visitors, the need for bulk billing health services, higher workforce pay-rates and the need for more funding into health care). Other comments related to the cost of building a new hospital compared to redeveloping the CPHB site, and proposal for a ‘Community Finance’ model where the public pay for and share ownership of public assets/services.

6.1.10 Governance and operations

Two percent of overall feedback related to operations and governance, including feedback about the northside hospital operator and the existing operator of CPHB. Commentary received was around the perceived limitations of care provided at CPHB (run by a Catholic faith-based organisation). This included feedback around access to abortion, suggestion that the new hospital have no religious affiliation and if it can be run by ACT Health. Other comments related to the higher cost of CPHB run by a private organisation, limiting religious health care to private health (which people can choose), using public funds for religious based health services, and concerns around governance of current CPHB operations.

6.1.11 Sustainability

Comments relating to sustainability made-up 1% of overall feedback, despite this being one of the key consultation questions. Feedback included comments that sustainability was important, water-sensitive urban design considerations (such as collection of stormwater) to be used in the design, solar power, recycling facilities, reduction in single use plastics available, electric vehicle charging ports, and a design that is resistant and responsive to climate change.

6.2 Stakeholder feedback

6.2.1 Stakeholder workshop

One stakeholder workshop was held, where participants were asked to take part in a series of activities and discussions to gather feedback. These activities consisted of four main questions as outlined below.

- What are your hopes and aspirations for the new Northside Hospital?
- From your groups’ perspective, what does an ideal hospital experience look like?
- Are there opportunities or barriers that you can identify?
- What are your expectations for the ongoing communication throughout the life of this project?

When asked what the participants hopes were for the new Northside Hospital, the overarching theme was a desire to ensure adequate services would be available to vulnerable communities. There was a strong desire for young people to be at the forefront of ACT Health’s mind. This related to planning services and the design of the building to ensure safe and flexible spaces are created and able to accommodate the rapidly growing population on the northside.

Participants also expressed a desire to see several integrated services in the plans for the Northside Hospital, such as a dedicated asthma respiratory service, family and neonatal services and gender-affirming care services. It was stated that the proper integration of the new northside hospital into the ACT health service and community is important to stakeholders.



Key points from each organisation are summarised below.

6.2.1.1 A Gender Agenda

Having a safe and affirming space for youths, where they can receive care whilst being accepted and supported in their identity is of great importance. This involves a need for well-educated staff that are trauma informed eliminating the need for people to re-live those traumas every time they need to access services.

The development of the new northside hospital offers an opportunity to establish best practice in the facility for gender affirming care. Taking learnings from other hospitals that achieve great results such as Royal Melbourne Children's Hospital is essential. The Mental Health sector presents challenges that need to be addressed with regards to a lack of capacity in clinicians. This shortage will likely result in a larger percentage of people relying heavily on the hospital system for emergency care.

For ongoing communication, it is important to ensure that there is enough time allocated in future workshops for all stakeholders to both provide and receive information.

6.2.1.2 ACTCOSS

An inclusive and safe space for LGBTIQ+ communities, CALD communities and people with disabilities is important when planning the design for the new hospital. This includes allocated spaces for the indigenous community, green spaces, and healthy affordable food. It is important for there to be adequate parking and disability parking close to the hospital as well as accessibility via public transport.

6.2.1.3 Asthma Australia

A hospital with paediatric capability and capacity is extremely important, as well as the use of best practice guidelines on patient discharge to ensure that the care is high quality and consistent. Integration of electronic systems that provide staff with patient history if they are unable to speak for themselves.

6.2.1.4 Headspace

A hospital that has capability to provide youth specific mental health services in both inpatient and outpatient settings. Consistent, well-planned services and integration of community-based organisations will ensure access to services reducing the need for emergency care. Multiple safe spaces dedicated to young people, culturally diverse people, and spaces for NGOs to provide services on site should be considered in the design.

A barrier can be seen by the disproportionate focus on the number of beds when there are other important areas that require an equal amount of attention. These areas include, but are not limited to, how outpatient clinics will be run, where these clinics will sit within the hospital and the potential integration of technological advancements that can improve patient flow.

6.2.1.5 Health Care Consumers' Association

A hospital where both the patient and families' voices are being heard during every stage of care. This means ongoing education of staff to ensure they are trauma informed and providing safe, inclusive, spiritual, and holistic care. Integration of primary care, specialists, non-government organisations (NGO) providers and private hospitals will guarantee an adequate number of services are available.

The building should have a design that is welcoming, easy to navigate and accessible to our diverse community. It should be sustainable, from the use of anaesthetic gasses through to limiting single use plastics and food waste.

The workplace should be a supportive and warm environment where staff wellbeing is taken seriously. This is essential to ensure staff remain happy and can provide high quality care to patients.



There are challenges regarding workforce shortages and a lack of access to specialists in Canberra. In addition to this, a shortage of funds also poses a challenge and presents an opportunity for stakeholders to meet and negotiate what is a priority for the new hospital.

Building a sustainable hospital that will last through climate change is also a barrier that needs to be considered. This presents opportunity for further collaboration between stakeholders to ensure there is an action plan in place. Identifying relationships between services is an important part of building a well-integrated system and as such location of the site is of concern.

Stakeholders should be provided with context to ensure proper integration between different sectors. This includes sharing information throughout all processes and in particular the commissioning process.

6.2.1.6 Campbell Community Association

A hospital that is purpose built to be flexible and able to cope with the constantly changing needs of the community. This includes ease of accessibility, ease of navigation and age friendly services such as hospital in the home.

Targeted consultation and community engagement such as pop-ups in shopping centres is important to ensure a holistic view of community needs is captured.

6.2.1.7 Ronald McDonald House

A hospital with family and cultural centred care, dedicated rooms, and non-clinical spaces for families with sick children such as a Ronald McDonald house should be considered.

6.2.1.8 Carers ACT

Setting up a system with well-integrated mental health, drug and alcohol, voluntary assisted dying (VAD) and palliative care services should be part of the planning process.

A barrier can be found between VAD services and the current Catholic contract of the hospital. Palliative care services and VAD services should not be separated.

6.2.1.9 Australian Medical Association (AMA) – ACT

The facility should be well-designed and have shared spaces for clinicians to both collaborate and have privacy at any given time. Included in this design should be staff wellbeing facilities in the form of outdoor and recreational spaces.

6.2.2 Stakeholder submissions

Three submissions were received in response to the northside hospital project engagement from the following stakeholders.

- Belconnen Community Council
- Weston Creek Community Council
- Health Care Consumers' Association (HCCA)

