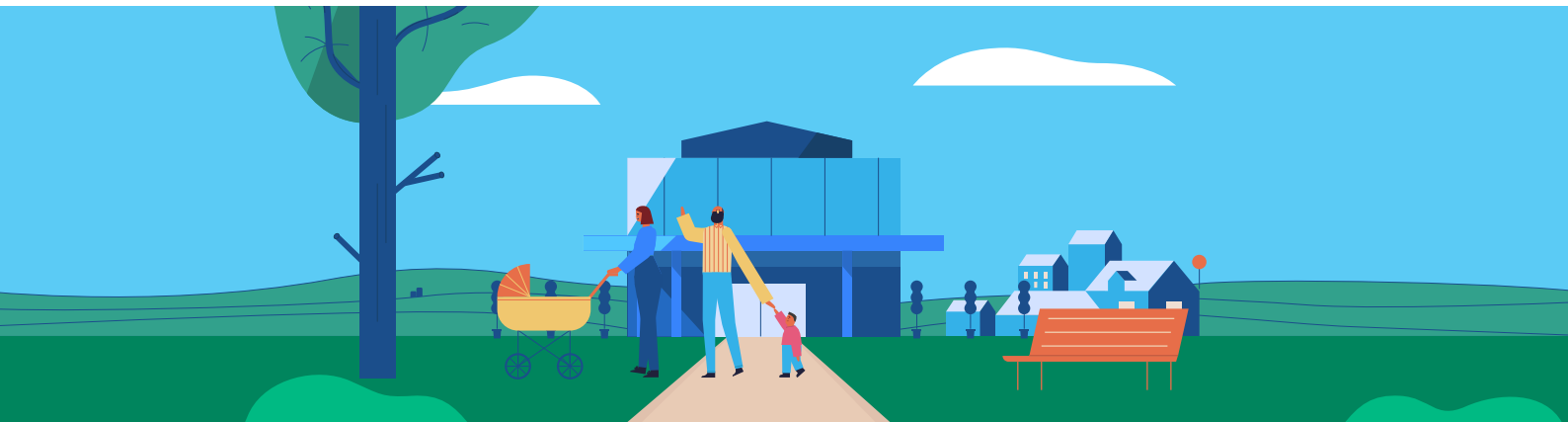


Community engagement summary report

This report provides a summary of the feedback received during the community consultative committee meetings for the period August – September 2020



Craigieburn Community Hospital Community Consultative Committee meeting

Meeting details

Online via Microsoft Teams | Wednesday 12 August 2020

Engagement purpose

Community consultative committees provide a forum for members of the local community to participate in the planning and development of the Community Hospitals Program through open dialogue and consultation.

The meetings provide a mechanism through which views of the community are heard, emerging issues are monitored, and concerns and priorities of the community are voiced.

Session summary

This meeting presented the committee with the outcomes of the service plan and collected feedback on the design principles and draft master plan for the Craigieburn Community Hospital. Committee members also received an update on the progress of the project and had the opportunity to ask questions throughout the session.

The session provided an opportunity for the committee to reconnect after some months of being unable to meet due to the social distancing requirements associated with COVID-19. The meeting was held virtually using the Microsoft Teams video conferencing platform, and feedback was recorded using Mentimeter, an interactive presentation tool.

Who was there

Chair: Ros Spence MP

Foundation members: Representatives from Northern Health and DPV Health

Community members: Seven community members from the Craigieburn area

Staff: Representatives from VHHSBA Planning and Development, DHHS System Design, VHHSBA Communications and Engagement, Billard Leece Partnership (principal consultant).

Community feedback, concerns and sentiment



Strong desire to ensure **community hospital supports staff wellbeing**



Support for **multiple site access points and a large car park** as committee indicated area is quite car dependant



Support for a **'green heart' for the hospital**. It was noted that green space can have a restorative effect on patients and visitors alike



Committee suggested that **breast screening services, and enhanced family safety and crisis support services** at the hospital would benefit the community



Desire to ensure **the building becomes a community hub** – ideas included child play spaces or a café to make this a place to go, rather than a place to get treatment



A need to consider how to make this space **welcoming for CALD communities** and ensuring they have access to things which improve their experience



What we heard

Thinking about the current Craigieburn Centre, what is working well?

- Paediatric services will need more than two rooms, our population is growing.

What could be improved at Craigieburn Centre?

- counselling for the multi-lingual community
- allied health is needed
- private rooms and interpreting services would help our CALD communities access the service
- will a family violence support service be included?

Please share your thoughts on the proposed masterplan design. What do you like? What could be improved?

- We will need more accessible car parking on site
- Are we making the best of the large land size?
- Could there be an educational building attached to it?
- I think the use of space and focus on green environment is very positive. I am glad to see car access and parking is well considered
- Craigieburnians always have a bit to say about not enough parking in the area, lol
- Looks great, but more interested to know how much area of land is used for this proposed project
- What is the area designated as a development site in the north refer to?
- We can use green space to provide a calming and restorative environment for patients
- Locals are quite car dependant therefore parking is key
- I loved the green landscape and taking future expansion into mind. Also access to the facility from both lanes (Lygon as well as Craigieburn Road) is amazing. Wonderful effort
- Will there be cafe in the facility?
- Child play space especially for longer stays
- I hope a cafe will be included, it supports the community hub concept!
- I believe the entrance to the sporting club will be moved with the duplication of Craigieburn Road

What are the most important exterior design elements we should consider for this site?

- sufficient car parking is key
- undercover walk ways would be good
- roundabouts
- use of green space for restorative purposes
- disabled parking
- proper signage on buildings should reflect the multi-cultural groups
- water station outside
- multiple entry and exit points for the site
- welcome sign in various languages to make more inclusive for all
- maps in multilingual language at entrance.

What are the most important interior design elements we should consider for patient, staff and visitor spaces?

- welcome signs and maps in multiple languages
- indoor and outside child play area
- plenty of adequate seating
- easy disability access
- I think we should be forward thinking for social distancing given the current COVID- social distancing, in future some other diseases could arise. Who knows?
- quiet spaces for those who need it
- gender appropriate prayer rooms, including washing facilities
- clear signage or information kiosk so that people know where to go
- PA system and display screen
- staff wellbeing should be considered, possibly a gym?
- proper nursing/staff station with areas for files and cupboards
- reception area to be secured
- cafe
- play space for kids
- feedback box
- wheelchair ramps and lane.

Thinking about patient, staff and visitor experience, what other facilities, features or amenities would you like to see?

- prayer room
- kids play spaces
- feedback forms assessable
- staff gym
- quiet waiting rooms
- maybe for further down the track, but has anyone ever thought about short time (casual) child minding for parents that need to attend an appointment, that may not have anyone to help?
- feedback box
- secured reception area
- marked wheelchair lane
- will the new hospital will have audiology
- all the related services in the same premises.

Are there any local issues we should consider in the design for the Craigieburn Community Hospital?

- family violence is a significant issue locally. Has there been consideration about Orange Door or other support services?
- breast screening facilities should be included. Our nearest is far too far away
- mental health support as well
- a cafe near the entrance would help make the area more of a community feel. A place to go and spend time at rather than just a place to get treatment.

