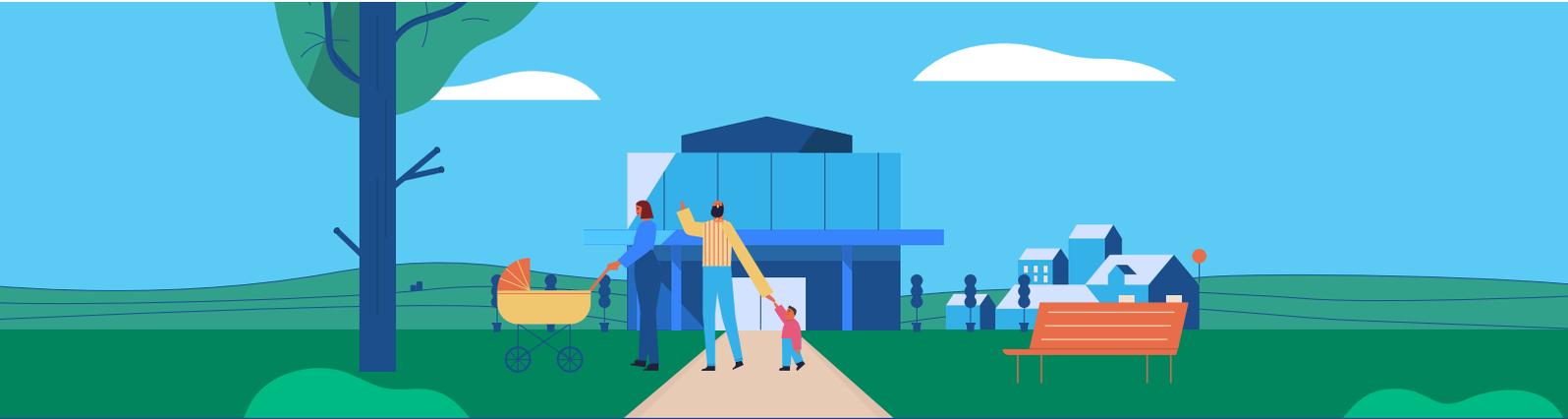


Community engagement summary report

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



Eltham area Community Hospital Community Consultative Committee meeting

Meeting details

Online via Microsoft Teams | Wednesday 9 September 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 Eltham area 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: Vicki Ward MP

Foundation members: Representatives from Austin Health, Nullumbik Shire Council and Carrington Health

Community members: Ten community members from the Eltham area

Guest Speaker: Ruth Martin, Acting Executive Director, Djerriwarrh Health Services

Staff: Representatives from VHHSBA Planning and Development, DHHS System Design, VHHSBA Communications and Engagement

Community feedback, concerns and sentiment



Interest in **progress of the land identification process** of the community hospital



Committee agreed that **public transport access and provision of adequate parking spaces** should be prioritised in site selection criteria



Strong support for social services such as affordable and accessible mental health, alcohol and other drug services, and family safety and crisis support being included in the service mix



Support for a modular hospital design that leaves room for future expansion and agreement that proposed design principles reflect previous committee discussions



Hospital should have a **welcoming non-sterile feel**, with plenty of light and a variety of safe sensory spaces and culturally appropriate waiting areas



Strong desire to ensure the community hospital **reflects the local Eltham area character** with plenty of light and space, including 'green' design solutions



Questions raised in **whether the currently defined catchment area was sufficient**



Committee noted that while generally the area has an ageing population, youth in the area are quite isolated and would greatly benefit from **services connecting young people together**

What we heard

Are there any other aspects we need to consider for our land identification criteria?

- I didn't see mention of sufficient parking?
- Eltham North has very poor public transport access. Parking and public transport should be prioritised
- All covered in criteria outlined
- Walkability – those that require medical attention need to be able to walk from transport in areas not too undulating
- Access to public transport
- We should be flexible about location and look further afield than Eltham central
- Public transport and staff/patient parking
- Walkability of the site should be prioritised and public transport, due to ageing demographic of the area
- Potential for growth at the site as use may scale both up and down
- Interaction with the environment, but physical and social
- Potential interaction with community and emergency services
- Austin Health will have to be able to service any model, so a flexibility will need to exist so that models can be implemented
- The homeless will need to be identified so that they may know how to access the services

Reflecting on the health demand drivers and population demographics, what are the priority needs of the Eltham area Community Hospital?

- Greensborough area has the highest level of disability in the state. We need to keep this in mind during planning
- Banyule Community Health provides a high quality service and is very valued in the community. Would love to see this community hospital take a similar model
- Paediatrics and affordable assessment for mental health, for example ADHD assessment
- With mental health sits drug and alcohol services. Often the two go hand in hand
- There is a significant need for dialysis and diabetes management in this area. This community hospital could help take the pressure off Austin Health for this type of service
- Mental health issues are on the rise as well as family violence – services targeting these areas would be welcome
- Drug and alcohol services
- Mental health assessment and services needs to be a priority. Also drug and alcohol issues

- Access to paediatricians
- With an aging population and reduced mobility, will there be flexibility on expanding to outreach/home-based services be considered?
- Ageing population should also be considered in tandem with fact that an ageing population will have more pronounced and nuanced health needs, e.g. stroke, diabetes, neural issues. There is a need for diabetes education nurses and other proactive services
- Community legal – a health justice approach to community members with complex health and justice issues
- I envision a model of care that meets all community needs, from social to medical and the holistic wellbeing of the community
- There is also a need for rehabilitation services like OT, physiotherapy, neuro-physiotherapy, ophthalmology, exercise therapy. Royal Talbot is too far away and hard to attend
- Health promotion and wellbeing services. Preventive care that community health services do well. Mix in with acute services that Austin Health does well that can be delivered outside of the hospital
- If we put good quality services at the hospital, people will come and appropriate wrap around services will want to be involved.

What social support services should be included in the Eltham area Community Hospital?

- Chronic undersupply specifically for early years autism support
- Family violence support
- Case management services that can coordinate the care between community and hospital, particularly in aged care and mental health/drug and alcohol
- What about co-ordination and support for people wanting to be connected to appropriate services? Things like Dementia, carers, etc?
- Prevention of violence against women
- Counselling services
- Having a legal service amongst health services helps promote more holistic approach to wellbeing
- Services that help teens connect with each other and reduce social isolation
- If our population is ageing, perhaps we should look at allied services such as mobility services and post-acute social care services.

What are your thoughts on the proposed design principles. What do you like? What can be improved for the Eltham area Community Hospital?

- Don't forget environmental sustainability of the site. Reusable water, solar, batteries, electric vehicle charging!
- Consider the patient journey - particularly the young with autism who may find the environment a confronting one
- The design principles are reflective of earlier discussions
- Solar panels
- Ensure the facility can be locked in certain parts to operate after hours or weekend
- Ability to expand. Modular type buildings?
- Definitely culturally-comfortable spaces.

What are the important exterior design elements for the Eltham area Community Hospital?

- solar panels
- sufficient car parking
- integrate with local area
- flat land for wheelchairs
- ramps instead of steps
- bike parking
- indigenous plants
- no more than two storeys
- use local art
- meeting rooms for groups
- therapy dogs
- not ugly
- reflect local character
- green and open
- communal space
- space for public to hire.

What are the important interior design elements for the Eltham area Community Hospital?

- safe, sensory spaces
- welcoming
- art / local art / kids art
- child friendly
- trauma informed
- no fluro lights
- meeting area for groups
- dignity for all
- non-sterile
- indigenous theme
- space for public to hire
- promote accessibility
- windows
- quiet space
- clear signage
- comfortable seating
- consult disabled clients
- smiling face to greet
- welcoming staff
- cafe
- good natural light
- hand sanitiser area
- gender specific areas
- LGBTQI friendly
- a resource area for people
- discreet entry for family violence
- sound proof consult rooms
- movable walls
- flexible room sizing.