

Project Community Advisory Group - 2024 design summary

Albury Wodonga Regional Hospital project

November 2024



The Project Community Advisory Group met seven times throughout the past 12 months to discuss and understand different aspects of the project.

The Albury Wodonga Regional Hospital Project Community Advisory Group (PCAG) was established to provide feedback on the planning and design of the new hospital from a patient, lived experience, and community perspective.

The PCAG was made up of community representatives from across the Albury Wodonga Health catchment area and reflect the diversity and unique character of the border communities.

Following an expression of interest and an extensive selection panel assessment process, the group was formed in September 2023.

Since then, the group has provided valuable feedback including on planning and design features, accessibility and communications.

The main topics for each of the seven meetings were:

1. PCAG kick-off meeting
2. Guided tour and Master Plan briefing
3. Concept design workshop with Hassell Architects
4. Project communications and engagement workshop
5. Arts and landscape design workshop with Hassell Architects
6. Concept design release – community engagement approach
7. Project update, previous concept design engagement outcomes, Social Impact Assessment in-depth interview

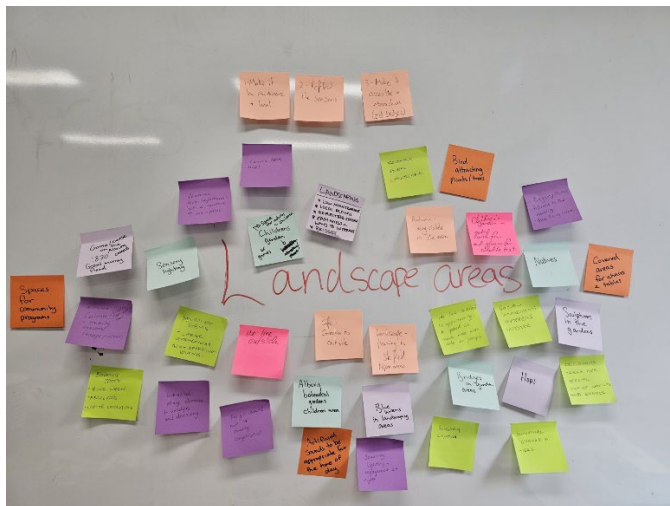




Figure 1: Landscaping workshop



Figure 2: Arts in Health workshop

For each design workshop, PCAG feedback was distilled into key points. Below is a summary of their input, along with the project team’s responses detailing how each point will be integrated into the project.

PCAG Feedback	Project response
Topic 1 – the new hospital main entrance	
<p>1.1 A warm and welcoming environment with a design that reflects the community, landscape and unique features.</p>	<p>The colour scheme reflects the local landscape and flora and fauna.</p> <p>WORKSPACES Natural materiality and tone Diversity to collaborative settings</p>  <p>Example of colour scheme and textures responding to natural and unique material</p>
<p>1.2 Efficient wayfinding</p>	<p>A PCAG wayfinding strategy workshop is planned for early 2025 to ensure the strategy is refined collaboratively by community as well as the Albury Wodonga Health Wayfinding Working Group.</p>
<p>1.3 Flexible spaces for pop up events i.e. Easter, live music.</p>	<p>Large meeting rooms and breakout spaces being incorporated into design for family members or events for long-term patients. Publicly accessible landscaped outdoor spaces have been planned which will be suitable for events.</p>
<p>1.4 A variety of cafes with healthy and child-friendly food choices.</p>	<p>Development of the project retail strategy is underway. This feedback has been provided to the consultant. The strategy will also look at strategically locating food areas for the public and staff near activity hubs.</p>

PCAG Feedback		Project response
Topic 2 – Outdoor and indoor areas of the new Clinical Services Building		
2.1	Regional and local artwork displays.	Will be reflected in the arts strategy
2.2	Diversity for both food options and communal areas.	Will be reflected in the retail strategy
2.3	Creating interactive and calming environments for children, patients and visitors.	<p>Exploring opportunities for multifaith rooms, large family/guests meeting rooms in clinical areas. Outdoor spaces have been included on multiple levels for public and patient respite. Interactive aspects to be reflected in the arts strategy.</p> <p>Calming materials, textures and colours chosen for internal areas.</p> <p>CLINICAL SPACES Calm spaces made from robust, sustainable materials appropriate for a clinical environment</p>  <p>Example of calming environment</p>

PCAG Feedback		Project response
Topic 3 – Landscaping		
3.1	Make it low maintenance and local	Incorporated in the landscape plan, similar to the landscaping around the Cancer Centre
3.2	Reflect the seasons	Incorporated into the landscape plan, similar to the landscaping around the Cancer Centre
3.3	Make it accessible and interactive	Looking to make sure there are connections between buildings, car parks and drop off areas. Exploring ideas to ensure connectivity across the campus

PCAG Feedback		Project response
Topic 4 – Arts in health		
4.1	Artwork strategy to reflect diverse community	To be incorporated into the Arts Strategy, with a particular focus on multicultural aspects of the community. The project Arts Strategy is being developed with the Arts working group, local indigenous representatives and AWH staff. There will be opportunities for broad consultation with the community throughout the project.
4.2	Reflect our local environment (make it familiar)	To be incorporated into the Arts Strategy
4.3	Make it dynamic (not static).	To be incorporated into the Arts Strategy

PCAG Feedback		Project response
Topic 5 – Communications and consultation		
5.1	The community wants to hear about bed numbers	Ongoing - reflected in the last round of consultation/communication
5.2	Create video content to support project communications	Planning for 2025
5.3	Regular and proactive communications	The project team is committed to sharing regular updates with the community including bi-monthly newsletters, signage at both hospital campuses and through meetings with local community groups.

Coming up for PCAG in 2025:

There will be an Expressions of Interest process to recruit the next PCAG members. Previous PCAG members are encouraged to reapply.

[Register for updates through the project's enews.](#)

Health Infrastructure

1 Reserve Road
St Leonards NSW 2065

Locked Mail Bag 2030
St Leonards NSW 1590

T: 02 9978 5402

W: hinfra.health.nsw.gov.au