



Batemans Bay Community Health project

Consultation Outcomes Report

March 2024

Acknowledgement of Country

NSW Health acknowledges the Walbunja people of the Yuin Nation, the Traditional Custodians of Country where the Batemans Bay Community Health project is sited. We recognise the ancestors of yesterday, the Custodians of today and those of tomorrow.

We pay our respects and recognise their continued connection to lands and waters and how culture is held, nurtured and shared. We thank the cultural knowledge holders who are guiding us in the development of this project. We are grateful for and inspired by their leadership and guidance.

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A modern, integrated, and convenient healthcare service for the Batemans Bay community.

The NSW Government has committed \$20 million to deliver a new community health facility for the Batemans Bay community.

The Batemans Bay Community Health project reached a significant milestone in the planning process with the master plan released in January 2024.

Master planning is an important first step in the hospital planning process. The master plan sets out the vision and a framework for development including the optimal location of the new Community Health building.

The master plan is prepared and informed by the project's design team, in collaboration with clinicians, and operational staff.

A range of technical investigations were also considered, including topography, existing natural site features, as well as flooding, bushfire, and heritage constraints.

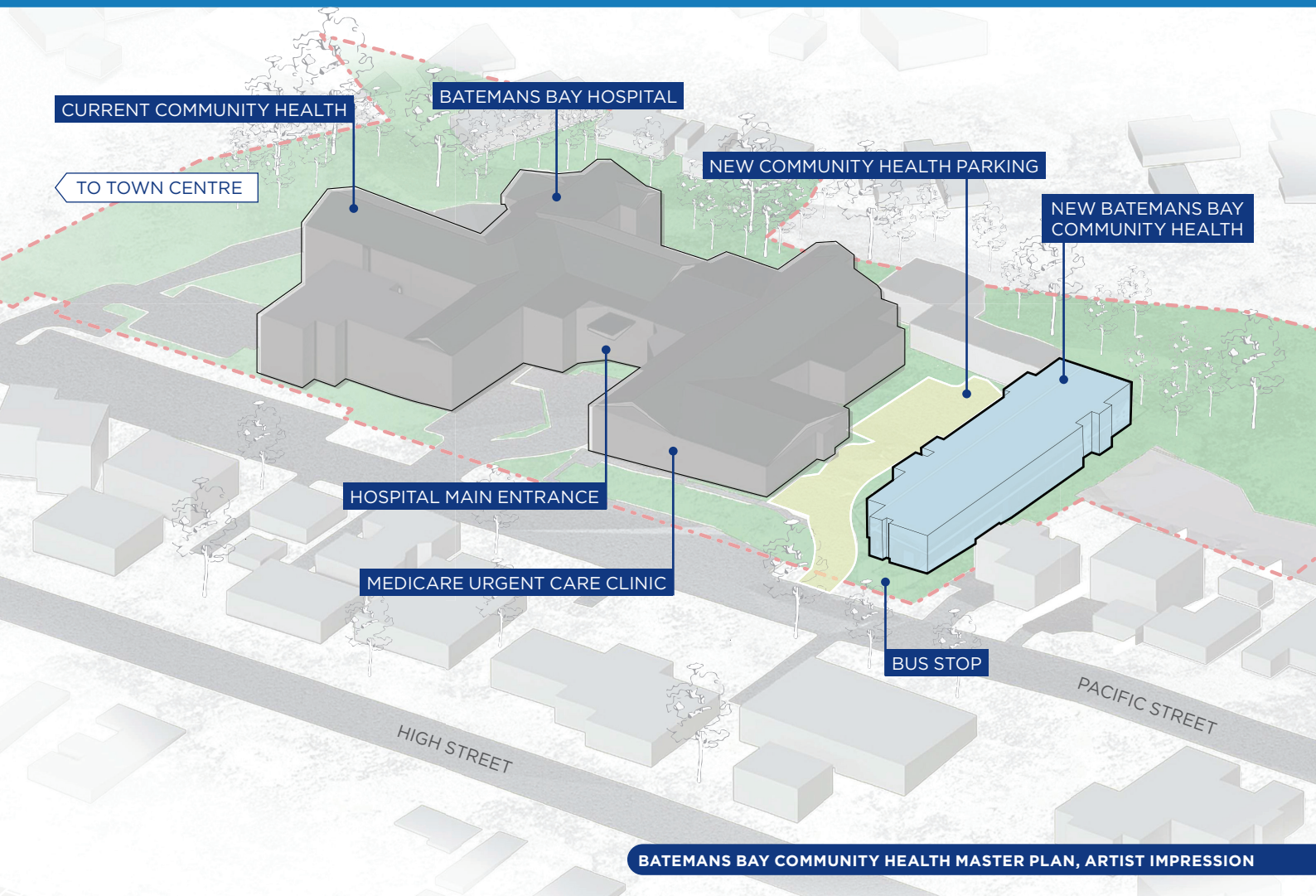
The location of the service will allow the existing hospital to continue to provide healthcare services to the community throughout construction.

Following the release of the master plan, Health Infrastructure and Southern NSW Local Health District (SNSWLHD) invited community and stakeholder feedback for consideration in the planning and design of the new Batemans Bay Community Health facility.

Consultation on the Batemans Bay Community Health facility was held between Monday 22 January and Monday 19 February 2024.

The consultation sought feedback on a range of matters relating to the project planning and design, which will help inform the development of the concept design and other detailed planning and design activities in 2024.





BATEMANS BAY COMMUNITY HEALTH MASTER PLAN, ARTIST IMPRESSION

About Batemans Bay Community Health

In 2022 the NSW Government announced \$20 million for a new community health facility in Batemans Bay. The service is part of a wider upgrade of health services across the Eurobodalla region.

Batemans Bay Community Health will provide a sustainable, purpose-built community health service for the Batemans Bay community. The service will use the latest technology and models of care to deliver patient-centred health services close to home and will work together with the new Eurobodalla Regional Hospital to ensure the local community has access to the right healthcare in the right place at the right time.

The new Community Health facility will support a range of services such as:

- Allied Health
- Child, Youth and Family Services
- Women’s Health
- Sexual Health
- Community nursing and wound management

- Palliative care
- Aboriginal Health
- Community Mental Health and Drug & Alcohol

In November 2023, following a comprehensive review of possible sites, the existing Batemans Bay Hospital site was chosen as the preferred location for the new service. The site was selected due to the existing infrastructure and transport routes already in place, and proximity to the new Batemans Bay Medicare Urgent Care Clinic.

Why we consult

Consistent, transparent and proactive communications and engagement are essential to ensure the facility meets the needs of the Batemans Bay community.

Feedback is regularly invited from clinicians, consumers, stakeholders and the community and is informing the planning, design and delivery of the project.

How we consulted

We engaged stakeholders and the community through a combination of online and in-person activities to ensure that a diverse range of participants, including health service staff, had the opportunity to provide feedback on the key areas of the planning and design for Batemans Bay Community Health. Key focus areas included cultural safety, access, inclusion, public areas, aesthetics, and internal features.

Information about the project was provided at 2 staff workshops, 3 stakeholder user workshops, and 3 community drop-in sessions. Feedback was invited via a survey collected online and in-person.

More than 350 conversations and responses were conducted over the consultation period, including 87 responses to the survey, 150 face to face conversations and 8 emails received through the project inbox.

Promotion of the consultation

Consultation was promoted through a local communications and advertising campaign designed to reach a broad range of staff, stakeholders and the community. The consultation was promoted widely via traditional media, social media, an electronic mailout and a local letterbox drop. The consultation activities ran between Monday 22 January and Monday 19 February 2024 and targeted Batemans Bay and surrounding communities.

Table 1: Promotion channels

Channel	Details
Official media announcement	NSW Government announced the master plan and consultation activities via media release on 22 January 2024
Print advertising	A summary of the project, community drop-in sessions, and the online survey QR code were featured in local newspaper advertising, <i>The Bay Post</i> and <i>Moruya Examiner</i>
Email to project mailing list	A project update with the details of the community drop-in sessions and the online survey was sent to more than 250 people on the mailing list
Invitation to key stakeholder groups to attend workshops	A targeted approach, including email and phone calls, was used to invite key stakeholders to participate in First Nation's design workshops and an access design workshop
Social media	Two social media posts were featured on SNSWLHD's Facebook and Instagram pages
Letterbox drop	Project updates, which included information about the community information sessions, were shared with neighbours around the Batemans Bay Hospital.
Email to staff	Two all-staff emails were sent to Eurobodalla Health Service staff
Staff e-newsletter	An all-staff e-newsletter was sent to Coastal Network staff
Hospital posters	Posters were displayed in Moruya and Batemans Bay Hospitals, as well as Batemans Bay and Narooma Community Health

"Most important is the service for older people, transport services, childminding facility while parents visit, staff services"

Community member

"A dedicated area for mental health consumers; with calming colours"

Community member



LONG BEACH COMMUNITY DROP-IN SESSION



BATEHAVEN COMMUNITY DROP-IN SESSION




FIRST NATIONS DESIGN WORKSHOP

Who we consulted with

The project team engaged with a range of stakeholders during the consultation, including:



Eurobodalla Health Service staff and clinicians



Local Aboriginal Elders, youth and community



Interest groups and local organisations



Residents



Local community



Disability services and support groups

Batemans Bay Community Health Workshop

During the consultation, targeted workshops were held with hard-to-reach community members, including First Nations, seniors and carers, and individuals living with disability. These specific groups were engaged in design workshops as they have unique knowledge and can help to improve the quality of the experience for a wider range of people and ensure the space is culturally safe and welcoming.

We asked participants to share their experiences and ideas around the themes of cultural safety, accessibility, inclusion, public areas, safety, look and feel.

At the beginning of each workshop, there was a short presentation from the Project Director and Architect. The participants were grouped at different tables and were asked to come up with as many ideas as they could under each topic. These were then brought back to the larger group for further discussion.



BATEMANS BAY COMMUNITY HEALTH WORKSHOP

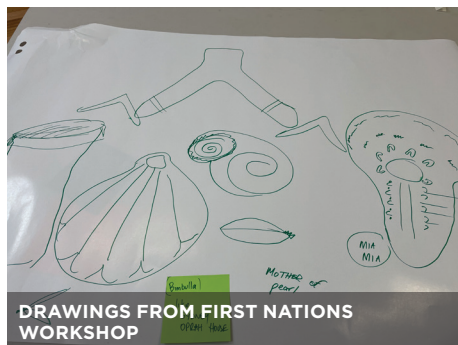
Consultation snapshot

More than 350 interactions occurred over the four-week consultation period.

Channel	Details	Total
Survey	Survey offered in-person and online	87 completed surveys
Workshops	Staff design workshop: 26 First nations design workshop: 20 Access design workshop: 2	48 attendees
Community information drop-in	Community drop-in sessions held at: <ul style="list-style-type: none"> • Long Beach Foreshore: 30 January • Batemans Bay Village Centre: 1 February • Beach Road, Batehaven: 2 February 	128 attendees
Emails	Enquiries received via the project inbox HI-BatemansBayHealth@health.nsw.gov.au	8 emails received
Sign up to e-newsletter	Registrations to receive regular project updates	86 registration requests
Phone calls	Made to 1300 number enquiring about community drop-in sessions	2 phone calls



WORKSHOP BOARDS FROM FIRST NATIONS WORKSHOP



DRAWINGS FROM FIRST NATIONS WORKSHOP



FIRST NATIONS DESIGN WORKSHOP #2

Survey snapshots

The survey was open from Monday 22 January to Monday 19 February 2024.



What we heard and our response

We spoke with more than 350 staff, stakeholders and community members, whose feedback is helping us design a facility that is right for them and their community. Feedback received will inform the next stages of planning and design. The feedback

is summarised below with Health Infrastructure’s response and how it will shape the new Batemans Bay Community Health facility.

More information on some of these matters is available in the Frequently Asked Questions **on the project website.**



What we heard	Our response
Cultural safety	
We would like the project team to consider the importance of nature and outdoor areas for meeting and gathering.	This feedback is noted and will inform the design of the new facility. Connecting to surrounding nature and green spaces will be a key focus when designing clinical and non-clinical spaces. The area around the new facility will include landscaping, seating and green spaces for patients, visitors and staff.
We would like the local Dhurga language to be used on signage where appropriate.	Closer connections with the local Aboriginal community are helping to ensure the new community health facility is a place of healing and wellbeing for all. The new facility will incorporate the use of local language in wayfinding, as well as cultural health, wellbeing, and healing practices, focused on creating a culturally welcoming and safe facility for the whole community.
We would like to see local Local First Nations art included in design, particularly by community groups and school kids.	Feedback is noted. An arts strategy is being developed for the project to guide the incorporation of artwork in the facility, with the involvement of the local community and First Nations peoples.
Consider changing Aboriginal Health signage to Koori Health.	This feedback has been noted and will be reviewed and considered by the local health district during signage design.
Accessibility	
Parking is extremely important to staff and patients. How will parking during construction and once the new facility is opened be addressed as part of the design?	The project team is reviewing options for staff parking during construction. A new car park will be provided as part of the development, and the new facility is conveniently located close to public transport to support staff, patients and visitors with access to the service. Factors such as demand, clinical and workforce planning and other requirements are informing the future parking strategy. Further information on parking will be provided as design progresses.
We would like to see accessible parking spots as close to the entrance as possible, and a drop-off zone included at the front entrance.	Improving accessibility for a variety of people, including elderly people and people with specialist needs and abilities, is a key focus for the design team. The project team are working to ensure all access and entry points for staff, patients and visitors are accessible and easy to use. The project team will continue to work with stakeholders and specialist groups during the design phase to address accessibility, with a focus on delivering drop-off zones, walkways and accessible parking spaces that are user-friendly and consider the diverse needs of the community.
We would like to see step-free access and pathways from bus stops.	The project team will work with Eurobodalla Shire Council on options to improve access and footpaths from public bus stops.

What we heard	Our response
<p>Vary heights of benches at reception and in bathrooms to improve usability.</p>	<p>The design of the new and refurbished facility will meet contemporary planning and design standards, guidelines and building codes. Inclusive and accessible bathroom facilities will be provided at the facility, including variable bench heights where appropriate.</p>
<p>We would like to see a variety of chairs in the waiting area to ensure the comfort of people with a range of abilities, age, and needs.</p>	<p>The selection of appropriate seating to accommodate the diverse needs of the community will be considered as part of the furniture selection for the new facility.</p>
<p>Could the new facility include sliding or automatic doors? Swinging doors are challenging for people with disabilities.</p>	<p>Sliding or automatic (press-button) opening doors will be considered for most of the public areas such as the main entrance and accessible bathrooms. It should be noted that patients will generally be attending the new facility with an appointment so a member of staff will always be with patients while moving around the building.</p>
<p>We would like clear wayfinding and signage to help people find their way to and around the new facility.</p>	<p>Wayfinding and directional signage are important parts of health facility planning and design, helping to improve the overall experience of the hospital environment. Clear and intuitive wayfinding and signage will be provided inside and outside the new facility as well as on the surrounding road network to help simplify and improve navigation for all users. The project team will work with a range of stakeholders and specialists to develop an inclusive and accessible wayfinding approach for the new facility as part of further design.</p>
<p>Inclusion</p>	
<p>We would like to see ACON ‘welcome here’ signage.</p>	<p>This feedback has been noted. Welcome statements and the campus wayfinding experience can be further enhanced through landscape, artwork, lighting and other design elements and these matters will be further considered and developed during the design phase.</p>
<p>Gender neutral toilet.</p>	<p>The design of the new and refurbished facilities will meet contemporary planning and design standards, guidelines and building codes. Inclusive and accessible bathroom facilities and other amenities will be provided in the new facility.</p>
<p>We would like to see a separate space/ waiting area for the Mental Health unit with connection to outdoor space.</p>	<p>This feedback is noted and will be reviewed and considered by the project team. Further consultation on the design of clinical and non-clinical spaces will be carried out to inform design. The design will focus on safety and security for staff, patients and visitors.</p>
<p>We would like to see the Mental Health unit renamed to <i>Social and Emotional Wellbeing</i> to avoid stigma.</p>	<p>This feedback is noted and will be reviewed and considered by the local health district.</p>

What we heard	Our response
Look and feel	
<p>We would like to see the new facility include natural calming colours and large windows to take advantage of views to ocean and bushland.</p>	<p>This feedback is noted and will inform design. Connecting to natural light, surrounding nature and available views will be a key focus when designing clinical and non-clinical spaces. The interior design and colour scheme will focus on creating a calming environment that is conducive to wellness and healing. Further consultation will be undertaken with patients, staff, stakeholders and community to ensure the colour scheme meets the needs of the community.</p>
<p>We would like to see softened lines as part of the building design, avoiding hard edges where possible.</p>	<p>This feedback is noted and will be considered as part of the external design and artwork.</p>
<p>We would like to see aspects of the building reflect local nature including mother of pearl, curved edges like an oyster shell or Mutton Fish (Abelone), pipis, river cockle.</p>	<p>This feedback is noted and will be considered as part of the internal and external design and artwork.</p>
Public areas	
<p>We would like to have coffee, tea and water available in waiting spaces.</p>	<p>This feedback is noted and will be reviewed and considered by the project team in line with clinical standards and the needs of the community.</p>
<p>We would like the safety of children prioritised in family waiting areas, with front doors that only adults can open.</p>	<p>This feedback is noted and will be reviewed and considered by the project team. The safety and security of all visitors to the new facility will be prioritised.</p>
<p>We would like a second entry/exit as well as sensory lights outside the facility for safety at night.</p>	<p>Safety and security of staff, patients and visitors is a key priority for the project. The design will align with the NSW Health Protecting People and Property requirements.</p>
<p>We would like to have parking options for larger vehicles and people with prams.</p>	<p>This feedback is noted. The project team will review available on and off-street parking options for larger vehicles.</p>
Public areas	
<p>Could the landscaping plan incorporate medicinal and local flora as part of such as Lilli Pilli, pigeon berry, burrawang, black wattle, kangaroo paw?</p>	<p>This feedback is noted. Connecting to surrounding nature and green spaces will be a key focus when designing the new facility. The inclusion of local flora and plants in the outdoor spaces is an important feature of the landscaping plan for the new health facility.</p>
<p><i>“Easy access for wheelchairs and ample disability parking”</i> Community member</p>	<p><i>“Patient, friendly, knowledgeable staff; clean space”</i> Community member</p>

What we heard	Our response
Internal areas*	
<p>What design elements and safety and security considerations will be included to protect staff and people using the service?</p>	<p>Safety and security of staff, patients and visitors is a key priority for the project. The design will align with the NSW Health Protecting People and Policy requirements.</p>
<p>We would like to see the inclusion of private, discreet and trauma-informed separate areas for a range of patients and groups including for mental health treatment, drug and alcohol services and children and families.</p>	<p>This feedback is noted and will be considered in the design of the waiting area and treatment spaces.</p>

*There were aspects of the feedback provided by staff relevant to the clinical operations of the new facility. This has been passed on to the project team.

“Front of house (receptionist) very important to get right, public drop off-zone, comfortable place”
Community member

“Do something about landscaping the street front and provide shade trees on the verge for summer heat respite”
Community member

Some of the feedback received during the consultation period fell outside the scope of the project including the future closure of the Batemans Bay Hospital and Emergency Department.

More information about the wider upgrade of health services across the Eurobodalla region, the transition of services and access to the new Urgent Care Clinic is available in the **FAQs on the project website**.

How we will use your feedback

The feedback collected will be used to inform future planning and design activities that are scheduled to take place in 2024. As we progress with the project, we will provide regular updates to health service staff, stakeholders, and the community through various channels such as advertising and media activities, project newsletters, website updates, and direct communication.

Next steps

Consultation on the next stage of the Batemans Bay Community Health facility design is expected to occur in the coming months.

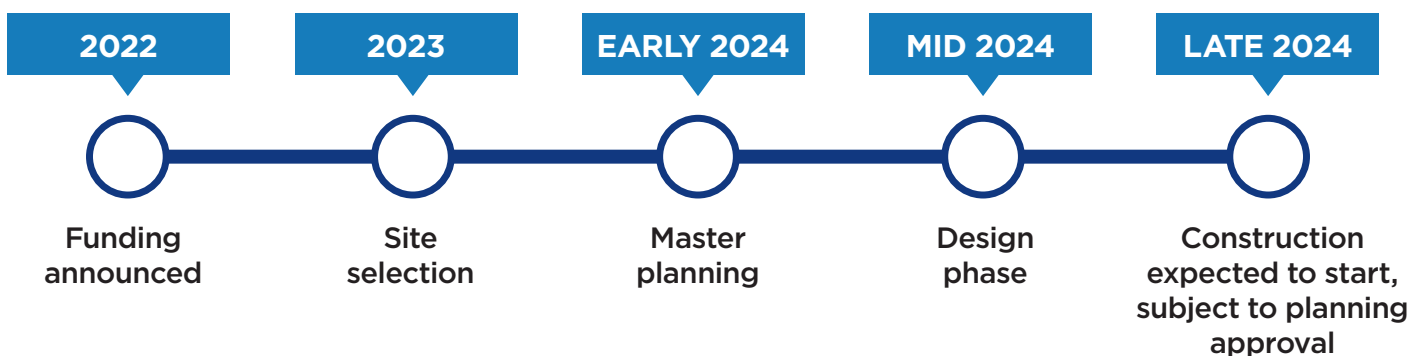
We will keep the **Batemans Bay Community Health website** updated with the latest information and report back to show how the feedback has been incorporated. We also encourage the community to stay informed and keep up to date with the latest news and developments by **subscribing to our mailing list**.

Join the mailing list, provide feedback or contact the project team at:

- Email:** Hi-BatemansBayhealth@health.nsw.gov.au
- Phone:** 1300 391 949
- Web:** hinfra.health.nsw.gov.au/bbch

Project timeline

What is the anticipated project timeline?



Appendix A – Workshops feedback

First nations design workshops	
Spaces	<ul style="list-style-type: none"> • discreet meeting places for larger groups • importance of private and culturally safe environment • consideration of nature, outdoor areas, and connections to land and country • privacy requirements particularly mental health as well as family and children's health • spaces to accommodate family members and communities comfortably and safely • an enclosed, safe space to help keep children occupied and comfortable while waiting • child friendly area with games, books, cultural history • water, coffee and tea available in the waiting area
Language	<ul style="list-style-type: none"> • The term 'Koori Health' was preferred over 'Aboriginal Health' • 'Welcome' in Dhurga language at the front – not on the front door because it won't be seen when the door opens
Staff and training	<ul style="list-style-type: none"> • importance of friendly-face, 'meet and greet' on arrival • Koori (Aboriginal) staff at reception • importance of staff members who can relate to patients with mental health issues
Cultural considerations in design of facility	<ul style="list-style-type: none"> • reflect local nature including: <ul style="list-style-type: none"> - mother of pearl - curved edges like an oyster shell or Mutton Fish (Abelone) - pipis - river cockle • colours should reflect the area, white, natural tones and ocean blue • design could feature the stories of birthing place • Koori local art from a range of community members, particularly school children • the local totem is the sea eagle and could be incorporated near the front door so people know where to go • historical images and stories of local Koori healthcare workers
Safety	<ul style="list-style-type: none"> • emergency button in the carpark in case someone falls • second entrance/exit
Access, arriving and departing	<ul style="list-style-type: none"> • drop-off zone • seating along the path to the Community Health facility • parking is important • button to exit the facility, so families with kids don't have to worry about them running outside. • clear signage and pathways to smoking areas • Aboriginal/Koori Health signage at the front of the building, or in an area easily located place • doorways need to fit different types of wheelchairs and open outwards • space for groups to sit in waiting room with person in wheelchair

Design and layout	<ul style="list-style-type: none"> • comfortable seating for elders
Landscaping	<ul style="list-style-type: none"> • use the space under proposed building for a community basketball court • incorporate medicinal and local flora such as Lilli Pilli, pigeon berry, burrawang, black wattle, kangaroo paw • outside area for mob to gather – meeting place
Mental health	<ul style="list-style-type: none"> • mental health spaces should be welcoming and safe for patients • private and discreet areas for mental health patients seeking treatment • separate quiet areas and respectful signage are important • potentially called ‘social and emotional wellbeing’ instead of ‘mental health’ • avoid clinical feeling spaces by using natural light and calming elements like access to an outside courtyard • using colours and art to create a positive atmosphere and connection with the community • create a warm and friendly environment • smoking ceremony to cleanse space, the importance of smoke in the cleansing and healing of the body and spirit in the outdoor environment
Other ideas	<ul style="list-style-type: none"> • when the hospital is decommissioned, could it be used for domestic violence support? • welcoming music • nice smell

Access design workshop

Arriving and departing	<ul style="list-style-type: none"> • step free access throughout the entire facility, from parking and bus stops • accessible parking close to the entrance (current arrangement of two accessible parking spaces is enough) • drop-off zone at the front of the building • recessed seals in doorways • some carparks with no guttering to improve access and avoid crossfall • improve footpaths from bus stops/ current arrangement dangerous • tactile markings/ raised area at front door to identify entryway • High contrast colours to identify the entry
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Design and layout	<ul style="list-style-type: none"> • avoid doors that swing to open or close in public areas to ease wheelchair accessibility. • wide corridors and large door entrances for ease of movement • tactile markings at the door to assist people with vision impairment • contrast colour on the front entrance to assist people with vision impairment • varying heights for the reception counter, making it easier to sign documents • button press to get out the door, receptionist with access to button for people who are unable to reach • Perspex/glass at reception makes it hard for people with hearing difficulties • ambient warm light to help people with vision impairment • if there are large windows, overhangs on the outside help with glare • stickers on the skylights also remove glare • vinyl is an easy material for flooring • non-slip surface for outside – concrete is the best • “It’s a community health centre not an art centre and the budget should be used for the health facilities.”
Amenities	<ul style="list-style-type: none"> • bathrooms as automatic as possible doors, sinks, taps, hand wash, hand driers • benches so wheelchair can get underneath (kitchen areas and bathrooms) • accessible toilet height
Furniture and fixtures	<ul style="list-style-type: none"> • variety of chairs in the waiting room including with and without arms, different heights and some with space next to them for wheelchairs • ability to adjust the height of chairs • tables with central pedestal so wheelchairs can get underneath • seat on route to facility for rest stops
Wayfinding	<ul style="list-style-type: none"> • white background/ dark writing is preferred • blues and greens should not be together • no red • auditory signals to support vision impaired
Landscaping and outdoor area	<ul style="list-style-type: none"> • grassed area for guide dogs to go to the toilet
Staff and training	<ul style="list-style-type: none"> • helpful receptionist
Health service	<ul style="list-style-type: none"> • pathology across the road, not needed in the Community Health building

Staff design workshops

Parking and transport	<ul style="list-style-type: none"> • need to develop a parking solution during construction • fleet cars are kept at Batemans Bay – need allocated fleet parking • loading zones, ED, morgue area will be congested during construction • need options for parking larger vehicles. • Need larger parking spaces - consider families during holiday season, prams, people driving big cars and motor homes • loading area • electric vehicle spots / and chargers
Arriving and departing	<ul style="list-style-type: none"> • need a community transport drop-off zone • two reception desks • separate wait area for distressed / confused clients and support people • health promotion and display area • improve pathway to the rear – lighting and safety • adequate outdoor lighting - automated for after-hours staff
Design and layout	<ul style="list-style-type: none"> • light, friendly colours • supportive of the design reflecting oyster • soundproofing very important • have small pods for private calls • waiting room to have area for children, particularly to wait after immunisation • calming and clean • natural light • artwork created by local people / artists • weather protected entrance • open plan
Culturally safe and inclusive	<ul style="list-style-type: none"> • gender neutral toilets • trauma-informed/ neutral/calming colours in spaces • outdoor meeting space for staff and clinicians as well as patients and visitors • ACON ‘Welcome Here’ signage • signage inclusive of traditional language • dementia safe – not too cluttered and wordy • coffee, tea and water available (though some staff said this was not appropriate due to patient fasting requirements). • virtual playroom with interactive games to support cognitive capability
Construction impact	<ul style="list-style-type: none"> • parking, not okay to ask staff to leave personal cars on the street especially when they might be travelling away for several days • loud noises will affect staff working in the demountable spaces
Safety	<ul style="list-style-type: none"> • consideration of security for staff and patients - this location is prone to after-hours break ins

Landscaping and outdoor area	<ul style="list-style-type: none">• biodiversity around Batemans Bay Hospital is very important• there are lyrebirds, water dragons and bower birds in the bush and trees behind the site• the track behind the hospital can feel unsafe• sensory garden
Staff and training	<ul style="list-style-type: none">• separate staff bathroom• printing room• name on room matches the booking system
Health service	<ul style="list-style-type: none">• big rooms for children and family services• meeting / training / conference space with video technology• home loan equipment storage and loading bay• sharps disposal and NSP dispensers• secure access to treatment spaces• easy to clean and maintain• infection control• adequate storage• full clinic spaces• child therapy space• telehealth consultation room• clinical product storage temperature monitored – Deliveries product storage
General ideas	<ul style="list-style-type: none">• phone for taxi• retail coffee shop

Appendix B – Media release

Media release

OFFICIAL

Ryan Park

Minister for Health
Minister for Regional Health
Minister for the Illawarra and the South Coast



Dr Michael Holland

Parliamentary Secretary for Health
Parliamentary Secretary for Regional Health
Member for Bega

Media Release

First look at Batemans Bay Community Health master plan

Monday, 22 January 2024

The Batemans Bay community is being given its first look at the new \$20 million Batemans Bay Community Health Service, with the master plan unveiled today for the enhanced health service.

Minister for Regional Health Ryan Park said existing land on the Batemans Bay Hospital on Pacific Street will be redeveloped, providing the optimal location for the new facility which will deliver a modern, integrated, and convenient healthcare service for the local community.

“Everyone should be able to access quality healthcare, no matter where they live,” Minister Park said.

“Enhancing the accessibility and delivery of healthcare across regional NSW is a core ministerial priority.

“The Batemans Bay Community Health master plan is an exciting step forward in our commitment to strengthen health services across the NSW south coast, which will provide the community with access to tailored healthcare in the right setting.

“The new community health service will be located close to the recently opened Medicare Urgent Care Clinic, providing easy access between the two services.”

Batemans Bay Community Health Service is being designed to meet the region’s unique healthcare needs and provide improved local access to a range of services, including:

- Allied health services
- Child, youth and family services
- Women’s health and sexual Health services
- Primary healthcare services such as community nursing, wound management and palliative care
- Aboriginal Health
- Community mental health and drug and alcohol services.

Parliamentary Secretary for Regional Health Dr Michael Holland said Batemans Bay Health Service staff, clinicians, and the Southern NSW Local Health District have provided valuable input to help inform the planning of the new service.

02 7225 6050

52 Martin Place Sydney NSW 2000


GPO Box 5341 Sydney NSW 2001

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OFFICIAL

Appendix C – Promotional materials

Advertising



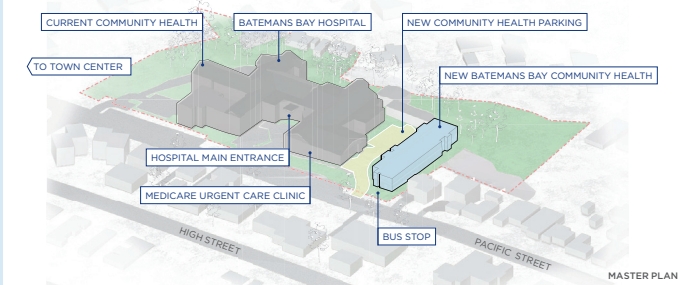
BATEMANS BAY COMMUNITY HEALTH

The NSW Government has committed \$20 million to build a new community healthcare facility to support the healthcare needs of the Batemans Bay community.

To meet the needs of the local community and provide improved local access to a range of services, Batemans Bay Community Health will provide:

- Allied Health
- Child, Youth and Family Services
- Women's Health/Sexual Health
- Primary health care services such as community nursing, wound management and palliative care
- Aboriginal Health
- Women's Health/Sexual Health
- Community Mental Health and Drug & Alcohol

The new community health service will be located towards the top of the hill on the Batemans Bay hospital site, close to the recently opened Medicare Urgent Care Clinic, providing the community with easy access between the two services.




Find out more and have your say on the planning and design of the new Batemans Bay Community Health!

In-person community drop-in sessions:

- Tuesday 30 January, 5pm to 7pm, Long Beach Foreshore
- Thursday 1 February, 4pm to 6pm, Village Centre, Batemans Bay
- Friday 2 February, 9am to 12pm, corner Beach Road and Edward Road, Batehaven

Can't make it at those times? Complete our online survey.

Scan the QR code to complete the online survey. Your feedback will help inform the design of the new health facility to meet local healthcare needs.



If you have a question or comment, or would like to join our mailing list, email us at Hi-BatemansBayhealth@health.nsw.gov.au





Batemans Bay Community Health

Survey



BATEMANS BAY COMMUNITY HEALTH

JANUARY 2024

Survey: help shape Batemans Bay Community Health

The NSW Government has committed \$20 million to deliver a modern, integrated, and convenient health service for the Batemans Bay community.

1. First and last name: _____

2. What best describes you? Circle as many as is appropriate.

- Current hospital or health service employee Private health care provider/ employee
- Not-for-profit health care provider/ employee Carer
- Business owner Member of the community
- Community interest group/ advocacy group member Patient

Other: _____

3. Have you accessed services from a community health facility or hospital in the last 12 months? Please circle.

Yes / No If yes, which one? _____

4. How important are each of the following statements to you (or your family) when visiting a community health centre? Please tick.

	Essential	Important but not essential	Not important
A space that is culturally safe and welcoming for all members of the community			
A family friendly waiting area with an area for children to play			
An area to sit quietly while waiting			
A dedicated family space for changing and breastfeeding			
A friendly face to greet me and assist me with my appointment			
Free WiFi so I can use my phone, tablet or laptop while I wait			
Car parking			
Access to an outdoor waiting space with seating			

	Essential	Important but not essential	Not important
An accessible space that has been designed for people with disability			
A community health service that allows me to have several appointments in the one visit			
A facility that reflects the local art, culture and history of the Batemans Bay community			
The use of sustainable building materials and low carbon footprint			
Clear, easy to see signage and wayfinding			
Accessible by public transport			
Ample seating options			
Hearing options			

5. Do you or your family have any other comments or feedback that will help us design the new healthcare facility in Batemans Bay? If so, please write below.

6. What suburb/ town do you live in? _____

7. How old are you? Please circle. Under 18 / 18 to 33 / 34 to 49 / 50 to 65 / 66+

8. Are you Aboriginal or Torres Strait Islander? Please circle. Yes / No / Prefer not to say

9. How do you describe your gender? Please circle. Female / Male / Non-binary / Prefer not to say

10. If you would like to be kept up to date with the project, please provide your email address.

Join the mailing list, provide feedback or contact the project team at:

Email: Hi-BatemansBayhealth@health.nsw.gov.au
 Phone: 1300 391 949
 Web: hinfra.health.nsw.gov.au

Project update



BATEMANS BAY COMMUNITY HEALTH

PROJECT UPDATE AND FAQs | JANUARY 2024



Modern, integrated, and convenient: your new Batemans Bay Community Health

The NSW Government has committed \$20 million to build a new community healthcare facility to support the healthcare needs of the Batemans Bay community.

The Batemans Bay Community Health facility is being designed to meet the healthcare needs of the community and provide improved local access to services including:

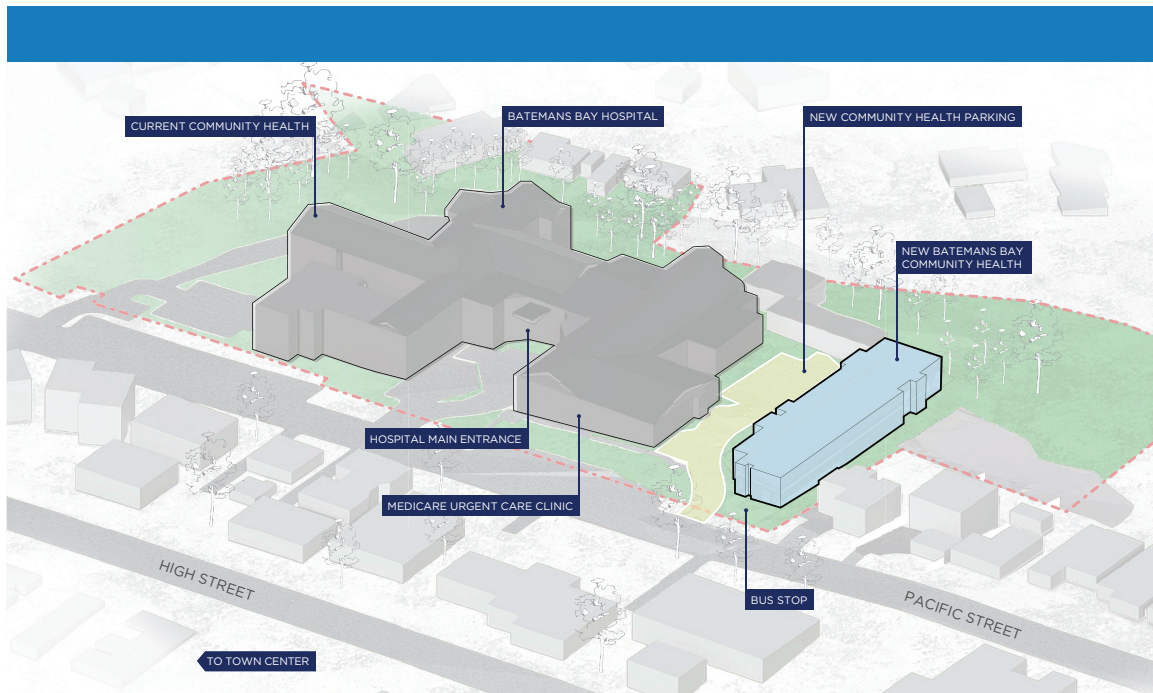
- Allied Health
- Child, Youth and Family Care
- Women’s Health/Sexual Health
- Primary healthcare services such as community nursing, wound management, and palliative care
- Aboriginal Health
- Community Mental Health and Drug & Alcohol.

Batemans Bay Community Health will be a welcoming, modern, and purpose-built facility, supporting contemporary community healthcare delivery.

Health Infrastructure, Southern NSW Local Health District, and the Batemans Bay community are working together to plan the new facility and service to meet the health needs of the community.

Batemans Bay Community Health will be fully integrated with the new Eurobodalla Regional Hospital, to ensure the community always has access to the right healthcare, in the right setting.

Batemans Bay Hospital will continue to provide healthcare services for the community while we build the new service.



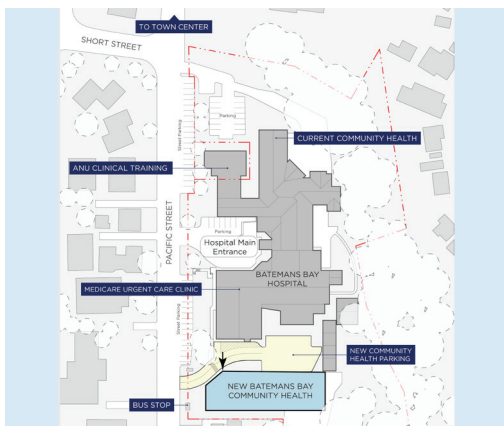
Master Plan

What is the master plan?

The master plan is a high-level map that identifies the location of the building on the site, the key elements of the health service, and proximity to key amenities.

The master plan is prepared and informed by the project’s design team, in collaboration with clinicians, and operational staff.

It is informed by a range of technical investigations, which consider aspects including topography, existing natural site features, as well as flooding, bushfire, and heritage constraints.



What are the key features of the Batemans Bay Community Health master plan?

The new facility will integrate a range of community health services under one roof in a culturally welcoming facility.

The community health service will be built on the site of the existing Batemans Bay Hospital and close to the recently opened Medicare Urgent Care Clinic, providing the community with easy access between the two services.

The location will make use of the existing infrastructure and transport routes already in place at the hospital, to maximise and maintain healthcare access for the community.

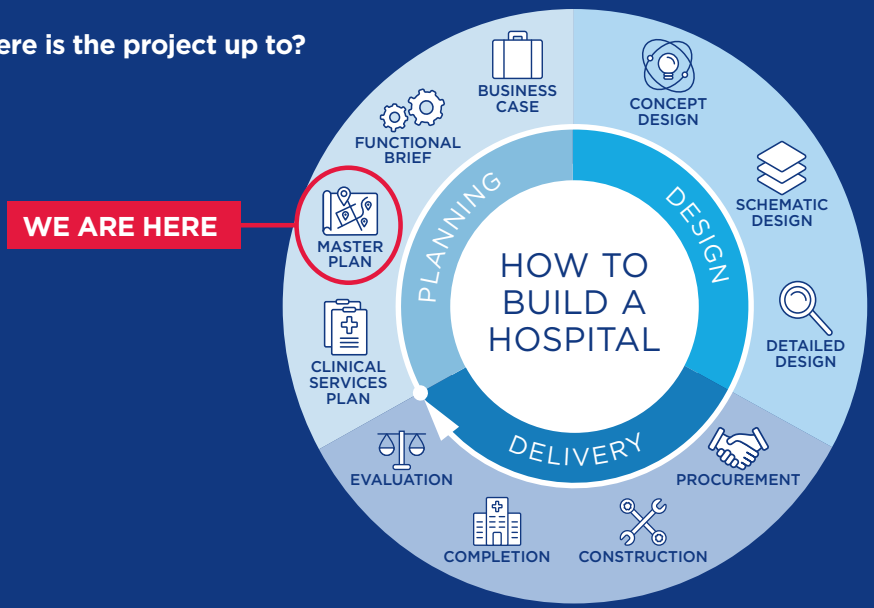
The community health service will be built on available hospital land towards the top of the hill on the Batemans Bay hospital site, minimising disruption to hospital services during construction.

The new service will support Southern Local Health District to provide patients and consumers a contemporary model of healthcare which integrates services such as Allied Health; Child, Youth and Family Care; Women’s Health/Sexual Health; Primary healthcare services such as community nursing, wound management, and palliative care; Aboriginal Health; and Community Mental Health and Drug & Alcohol.

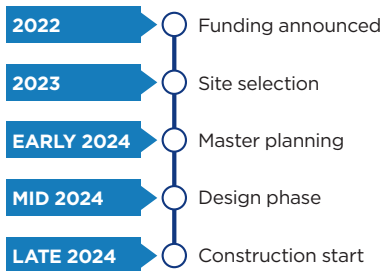
The master plan takes advantage of the site’s orientation to bring natural light into the facility and includes landscaping.

The location of the service will allow the existing hospital to continue to provide healthcare services to the community throughout construction.

Where is the project up to?



What is the anticipated project timeline?



Stay in touch as the project progresses

Feedback from our communities helps inform the design of health facilities to meet your local needs.

If you have a question or comment, or would like to join our mailing list, email us at:

Hi-BatemansBayhealth@health.nsw.gov.au

Have your say

Do you want to have a say on how we plan and design Batemans Bay Community Health?



Complete our online survey or come and see us in person. The survey is open until 25 February 2024.

Scan the QR code to access the survey (left).

Meet the project team at the upcoming community drop-in sessions which will be held at:

- Tuesday 30 January, 5pm to 7pm
Long Beach Foreshore
- Thursday 1 February, 4pm to 6pm
Village Centre Batemans Bay
- Friday 2 February, 9am to 12pm
corner Beach Rd and Edward Rd, Batehaven


Join the mailing list, provide feedback or contact the project team at:

Email: Hi-BatemansBayhealth@health.nsw.gov.au

Phone: 1300 391 949

Web: hinfra.health.nsw.gov.au

Workshop invitations


Batemans Bay
Community Health


January 2023

You're invited to help shape Batemans Bay Community Health

First Nations Cultural Design workshops

With planning for Batemans Bay Community Health underway, you are invited to join us for a feedback session to explore how First Nations' cultures and values can be incorporated into this important project.

The session will bring together local First Nations people and the project's design team to explore your ideas on how we can create a safe and inviting community health service for everyone.




Artwork by Alison Simpson courtesy of SNSWLHD

We are hosting two sessions, we hope you can make it to one of them.


Session 1	Session 2
When: Wednesday 31 January 2024 Time: 10am to 12pm Where: SEARMS 2 Museum Pl, Batemans Bay	When: Wednesday 31 January 2024 Time: 5pm to 7pm Where: SEARMS 2 Museum Pl, Batemans Bay

Registration is essential, please RSVP in one of the following ways.

1. Scan the QR code or follow the link to register online
2. Email HI-BatemansBayHealth@health.nsw.gov.au
3. Call 1300 391 949



23 January 2024
First Nations Cultural Design Workshop – Batemans Bay Community Health
Page 1 of 1


Batemans Bay
Community Health

January 2023

You're invited to help shape Batemans Bay Community Health

Accessibility design workshop

With planning for Batemans Bay Community Health underway, you are invited to join us for an accessibility design workshop to ensure the perspective of people living with a disability is meaningfully incorporated into the development of the project.

The session will bring together local community members and the project's design team to explore your ideas on how we can create a safe and inviting community health service for everyone.


Event details

When: Thursday 1 February 2024
Time: 10am to 12pm
Where: SEARMS 2 Museum Pl, Batemans Bay


Please RSVP by Tuesday 30 January to let us know you are coming.

There are three ways you can register.

1. Scan the QR code or follow the link to register online
2. Email HI-BatemansBayHealth@health.nsw.gov.au
3. Call 1300 391 949



23 January 2024
Accessibility design workshop – Batemans Bay Community Health
Page 1 of 1


Batemans Bay
Community Health

January 2023

You're invited to help shape Batemans Bay Community Health

Staff design workshops



With planning for Batemans Bay Community Health underway, you are invited to join us for a workshop to ensure the perspective of staff is meaningfully incorporated into the development of the project.

We will be hosting two workshops, one in-person and one online, for Eurobodalla Health Service staff.

This is your opportunity to share your ideas with the design team to help create a safe and inviting community health service for everyone.

Registration is essential.

In-person	Online
When: Wednesday 31 January 2024 Time: 2pm to 3:15pm Where: Batemans Bay Hospital Conference Room For in-person session, you can register in the following ways: Scan the QR code Or click on the link to register for the in-person session	When: Thursday 1 February 2024 Time: 2pm to 3:15pm For online sessions, you can register in the following ways: Scan the QR code Or click on the link to register for the online session

23 January 2024
Staff design workshop – Batemans Bay Community Health
Page 1 of 1

Social media

Southern NSW Local Health District

24 January · 🌐

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Help shape the new Batemans Bay Community Health – Meet the project team at one of the upcoming drop-in sessions.

To meet the needs of the local community and provide improved local access to a range of services, the NSW Government has committed \$20 million to build a new community healthcare facility in Batemans Bay.

Batemans Bay Community Health will provide:

- ✓ Allied Health
- ✓ Child, Youth and Family Services
- ✓ Women’s Health/Sexual Health
- ✓ Primary health care services such as community nursing, wound management and palliative care
- ✓ Aboriginal Health
- ✓ Community Mental Health and Drug & Alcohol

The new community health service will be located towards the top of the hill on the Batemans Bay hospital site, close to the recently opened Medicare Urgent Care Clinic, providing the community with easy access between the two services.

Do you want to have a say on how we plan and design the new healthcare service?

In-person community drop-in sessions:

- Tuesday 30 January, 5pm to 7pm, Long Beach Foreshore
- Thursday 1 February, 4pm to 6pm, Village Centre, Batemans Bay
- Friday 2 February 9am to 12pm, corner Beach Road and Edward Road, Batehaven

Can't make it at those times? Complete our online survey
<https://forms.office.com/r/eALKPcMVGT>

Your feedback will help inform the design of the new health facility to meet local health care needs.

If you have a question or comment, or would like to join our mailing list, email us at Hi-BatemansBayhealth@health.nsw.gov.au

1

1 share

Join the mailing list, provide feedback or contact the project team at:

Email: Hi-BatemansBayhealth@health.nsw.gov.au

Phone: 1300 391 949

Web: hinfra.health.nsw.gov.au/projects/project-search/batemans-bay-healthcare-facility