

A photograph of three healthcare professionals walking through a hospital corridor. On the left is an older man with a full white beard and glasses, wearing dark blue scrubs. In the center is a younger woman with dark hair in a ponytail, wearing dark blue scrubs and a pink stethoscope. On the right is a woman with short reddish-brown hair, wearing a pink short-sleeved top and black trousers. They are all smiling and appear to be in conversation. The background shows hospital equipment, including a trolley and a monitor.

# People, place and care

## New Bankstown Hospital Vision Workshops Summary Report

June 2022



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When you see the interpreter symbol you can ask for help to communicate in your language. Call 131 450 for an interpreter and ask them to call 02 9978 5402

## ALWAYS WAS, ALWAYS WILL BE

In the spirit of reconciliation, we acknowledge the Traditional Custodians of Country throughout Australia, including the local Cabrogal people of the Darug Nation, and their continuing connections to culture, land, sea and community.

We pay our respect to their Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

*This document may contain images and names of deceased people which may cause sadness or distress to Aboriginal and Torres Strait Islander people.*

### Arabic / عربي

عندما ترى رمز المترجم يمكنك طلب المساعدة للتواصل بلغتك.

### Vietnamese / Việt-ngữ

Khi nhìn thấy dấu hiệu thông ngôn viên, quý vị có thể nhờ giúp đỡ để giao tiếp bằng ngôn ngữ của mình.

This page: Detail from *The River Communities* by Indigenous artist Amy Lea Hill, who collaborated with local Elders to create a multi-panel artwork to celebrate the Indigenous stories surrounding the region. Other images credit to Health Infrastructure, Bankstown-Lidcombe Hospital, South Western Sydney Local Health District, City of Canterbury Bankstown, Architectus, Revesby Heights Rhinos.



We are here for people.

Staff, patients, carers, visitors, project partners and community members mean everything to us.

The New Bankstown Hospital will transform the capacity of care provided to the local community by putting people first in our design thinking and our service transformation.

The hospital's design will be unique, open, welcoming, and culturally attuned to respect all members of this wonderfully diverse community, while achieving new levels of sustainability.

As Australia's first fully digital hospital, new models of care will be supported by digital innovation to create a more responsive service, a more effective facility, and more patient choice.

We are here for place.

For creating a new place in the Bankstown area which attracts staff, investment and innovation - grounded in its location, connected to its environment, and contributing to a prosperous and thriving community.

And we are here for care.

Because providing the best possible care is what we do every day.

## **PEOPLE, PLACE AND CARE**

# ABOUT THE PROJECT

The NSW Government has announced \$1.3 billion to build a state-of-the-art New Bankstown Hospital.

The hospital will meet the growing healthcare needs of the community, which is expected to grow to nearly half a million people by 2036.

The project will provide more services closer to home, and create job opportunities in construction, healthcare and research.

We are delivering this project in a complex and rapidly evolving clinical environment.

People are living longer with complex and chronic diseases. Patients and carers have changing expectations of healthcare delivery and facility design - wanting more choice, involvement and amenity.

Recruiting and retaining valuable healthcare staff is challenging.

And digital transformation is reshaping healthcare delivery through virtual care and new technologies.

Planning is progressing, but in an extremely challenging environment as staff and community members manage the ongoing stress of the global pandemic.

We acknowledge the difficulty facing the hospital to manage these immediate challenges, but looking ahead, the Bankstown Health Neighbourhood Clinical Services Plan proposes a roadmap for the future.

The New Bankstown Hospital will provide:

- Expanded emergency services
- Intensive care
- Surgery and interventional procedures
- Women's and children's health
- Rehabilitation
- Aged health
- Mental health
- Cancer services
- Ambulatory care services
- Community health services.

Associated research and education facilities will also contribute to a reimagined health precinct with a strong sense of place and identity.

The existing hospital will be repurposed and renewed for community health and day services.

Scan to go to the website for more information ▶





Flora in Georges River National Park

## CONNECTING WITH COUNTRY

*“Through our projects, we commit to helping support the health and wellbeing of Country by valuing, respecting, and being guided by Aboriginal people, who know that if we care for Country – it will care for us.”* Connecting with Country commitment, Government Architect NSW

Country is the codex that unlocks the largest and oldest environmental and cultural database in the world.

It has millions of authors, is rich with wisdom and its story continues to grow and change with each new generation of custodians.

We will use the *Connecting with Country Draft Framework* to develop connections with Country that can inform the planning, design, and delivery of our new facilities.

Aboriginal and Torres Strait Islander designs focus on finding solutions that are empathetic, seek

a diversity of partnerships and connect ideation with the wisdom of our culture.

This approach engages with the local Aboriginal community, providing a cultural approach to collaboration.

An authentic design narrative and a meaningful cultural design will contribute to an holistic placemaking strategy.

And as a living culture with more than 300 languages, this engagement provides a universal basis for broader inclusion of all cultures.

# NEW BANKSTOWN HOSPITAL



## ABOUT THIS DOCUMENT

The New Bankstown Hospital project will be the largest investment and the most advanced health project delivered by the NSW Government to date.

With a new acute care facility as its centrepiece, the project vision is to create facilities which can deliver the best possible healthcare to our community for generations to come.

This document describes the outcomes of our project vision workshops, and can be read alongside our design brief, which will evolve as the project progresses.

We look forward to everyone's participation as we progress the planning, design, construction and opening of next generation health facilities and future-facing healthcare.

Visual scribe Tatum Kenna captured the staff and stakeholder comments at the first workshop in December 2021

## A NICE PLACE TO GROW UP AND GROW OLD

We invited staff, consumers and community to be part of defining the vision for the new health neighbourhood.

To date, the process of defining the project's vision had involved consultation and planning work over two years by the South Western Sydney Local Health District and Health Infrastructure to develop key clinical planning documents for the new health neighbourhood.

We had more than 700 attendances at project user group meetings to plan the clinical services, but we wanted to know more.

What makes a hospital a great place to work?

How can we make patients and carers more comfortable, and reduce the stress of a hospital visit?

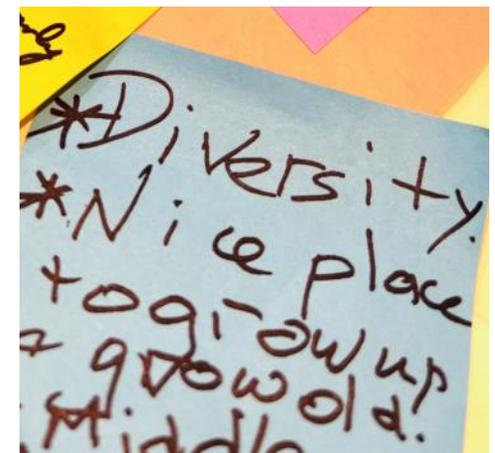
What does digital transformation look like?

What makes Bankstown unique?

More than 300 staff, consumer representatives, community members and health delivery partners were involved in vision workshops for the new hospital.

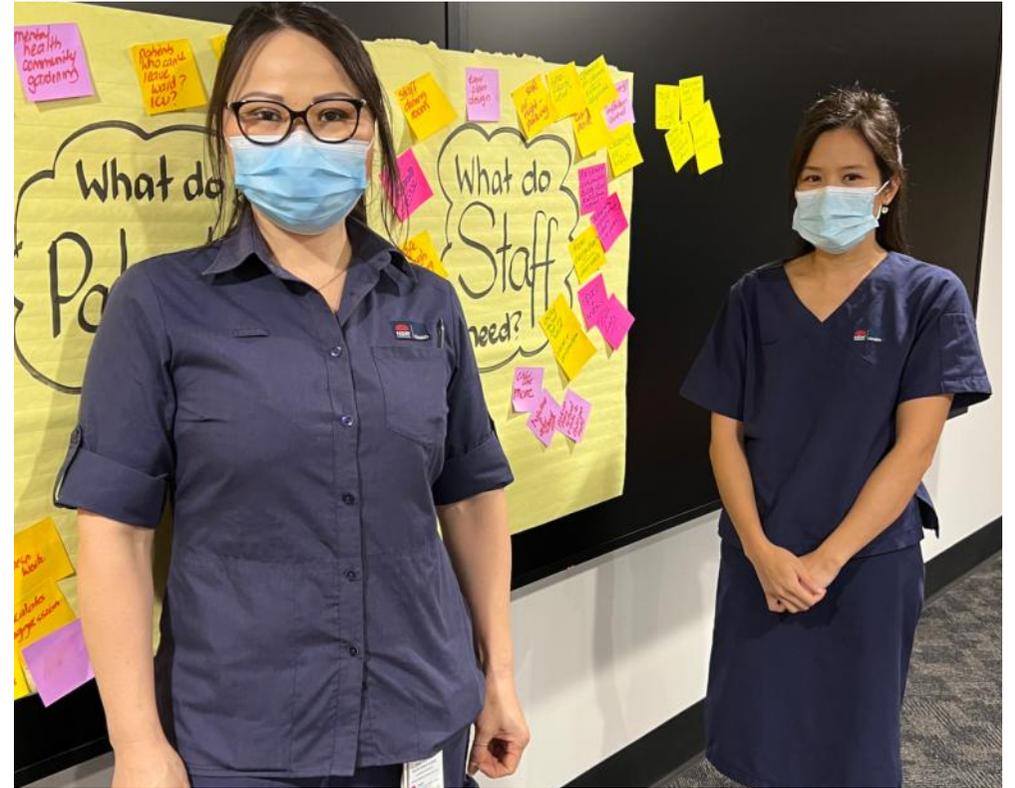
We looked at the healthcare strategy for the neighbourhood, studied some of the best new hospitals in Australia and overseas, and broke into focus groups to put forward ideas for the future.

This wide range of comments are summarised on the following pages as the six key drivers of our vision for people, place and care.



*"A nice place to grow up, and grow old."*  
Consumer comment





Stakeholder, staff, general services, and consumer & community vision workshops



# KEY PROJECT DRIVERS

You told us the New Bankstown Hospital is:

## 01 UNIQUELY BANKSTOWN

A place that's like no other

## 02 ALL ABOUT PEOPLE

Putting people at the centre of our design thinking - creating human spaces for patients, carers, visitors, staff and students

## 03 OUR DIGITAL FUTURE

Using technology, innovation and integration to enhance staff and consumer experience and health

## 04 SUSTAINABLE

Making social, economic and environmental sustainability business as usual

## 05 A PLACE WE CAN BE PROUD OF

Building a place we can be proud of, for healthcare, research, education and innovation

## 06 CONNECTED

Connecting with Country, community, nature, and each other

**Friendly**

Warm

Multicultural

**Diverse**

**Vibrant**

Heritage & history

Georges River

**Family**

Bulldogs

Welcoming

**Food**

Culture

**Aspirational**

Eclectic

**Colourful**

Creative

**Growing**

Proud

Safe

My home town

**Caring**

Strong

Green

**Connected**

**Unique**

Vision workshop comments from staff, consumers and community - what makes Bankstown unique?



# 01 UNIQUELY BANKSTOWN

**Bankstown is about culture, family and food.  
We want a place that is diverse, energetic and friendly.**

In our consultation sessions, people told us that culture, diversity, food and family is uniquely Bankstown.

Bankstown is progressive, vibrant, colourful, hardworking and aspirational.

The design will respond to the way our diverse community lives and works by being open and inclusive, and connecting to the life of the city - not a 'big box with a front door'.



**A place where the community  
gathers**



**Diverse food cultures and  
mixes of language**



**Open and welcoming**



**Talented and diverse  
providers of care**



## 02 ALL ABOUT PEOPLE

**People are at the centre of everything we do, and every decision we make.**

We want human-centred design for the best hospital experience for patients, carers, visitors, staff and healthcare partners.

Places and workplaces created for dignity, safety, comfort, efficiency and collegiality.

For wellbeing. For gathering, collaborating, and experiencing. For human contact.

Our new hospital design will embody this approach.



**Everyone is welcome**



**Safe, attractive working environments for delivering care and collaborating**



**Thoughtful design for families and carers by partnering in a meaningful way with consumers**



**Services and experiences on the campus (or nearby) that make it easy to get things done**



**STOP**  
CLEAN  
HANDS BY  
AND AFTER  
LEAVING  
THE ROOM

## 03 OUR DIGITAL FUTURE

**Digital transformation will be at the heart of our design.**

The digital transformation of health services will reach new levels, providing faster diagnosis, lower impact procedures, more time at home and less time in hospital.

The daily experience of patients, visitors and staff will be supported by technology to reduce stress, allow more direct personal care and provide better healing outcomes.

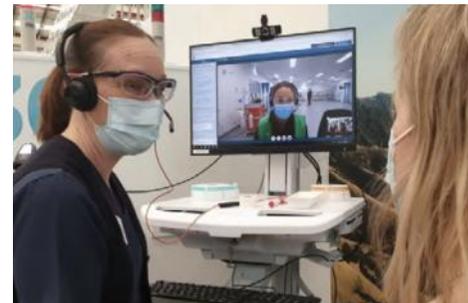
Collaborative spaces and connected systems will allow us to make informed decisions about healthcare, and to work more effectively.



**Systems and designs that enhance collaboration, encourage information sharing and boost efficiency**



**Real-time clinical information at patient point of contact to inform best decision-making**



**Virtual health, monitoring and tele-health for better health and social outcomes**



**Better patient experience with easy check-in, bedside entertainment systems, digital connectivity and opportunities for education and health promotion**



## 04 SUSTAINABLE

**We want our project to be a benchmark for social, economic and environmental sustainability in hospital design.**

Sustainability requires adaptability to future clinical changes and resilience to shifts in environmental and social conditions.

Better social outcomes can be delivered through sustainable services, attractive design, virtual care, active transport and other initiatives.

New levels of sustainability in design, construction and operations will future-proof against changing climate and health risks.



**High performance, low energy-use facilities built for the long term, which are economical and meet our sustainability targets**



**More choice and equity of access to healthcare will deliver better health outcomes for patients and families**



**Green, cool urban domain which connects our campus to community and local amenity**



**Sustainable practices with innovative solutions for construction, re-use and recycling**



## 05 A PLACE WE CAN BE PROUD OF

**We're part of our community, so we want to make a great place as well as the best possible healthcare environment - a place we can be proud of.**

The 'health neighbourhood' approach includes the new acute hospital and the redeveloped site for community health and day services.

We want flexible facilities which support the way we do things - from acute services to community health, to services in the home and specialist services in our network.

A place for research, education and industry, integrated with community and delivering prosperity and uplift through jobs, innovation and a learning culture.



**Facilities designed to support our right care, right place, right time philosophy for better health outcomes and social benefits**



**Enables next generation of healthcare through sensitively designed places which help us attract staff, students, research and investment**



**Flexible, future-focused and adaptable facilities**



**Placemaking and planning ahead so we have room to expand as our community and health ecosystem grows**



“We need somewhere to unwind - to come back from lunch refreshed”

“Lots of art on the walls. To feel like ‘Isn’t that beautiful?’”

“We want gardens and greenery and amenity for patients who can’t leave the ward”



## 06 CONNECTED

**We want to be connected with Country, nature, community and each other.**

Connectedness, nature and wellbeing are important to us.

Connecting the inside and outside will provide contact with the environment around us. Circulation patterns will be arranged to provide interaction in social and collaborative areas, with privacy and respite when required.

Art and culture will make everyone feel welcome and create opportunities for meaningful social connection to enhance wellbeing.



**Vibrant spaces bring the hospital to life, and invite you to take time out, or connect with family, friends and colleagues**



**Nature is all around us with cool green gardens, courtyards, windows, views, walkways and sounds**



**Art and culture creates meaningful social connection to enhance wellbeing**



**Country is tangible and expressed in a way that connects us all together**



**New Bankstown Hospital Project**  
[newbankstownhospital.health.nsw.gov.au](http://newbankstownhospital.health.nsw.gov.au)