



Victorian
Health Building
Authority



New Melton Hospital Project Community Consultation Report





A message from the Community Consultative Committee

The New Melton Hospital Community Consultative Committee represents the different corners of the outer West and our diverse community at large. The prospect of a new hospital in Melton has brought us all together.

Hearing that the land had been acquired and the wheels were in motion for the Project to come to life brought everyone hope that what we had been hearing for years was finally coming to fruition for the outer West. We weren't forgotten, and our community will have all the resources it needs right at our doorsteps.

Through a series of meetings and workshops we worked together to put our ideas forward on behalf of our respective community groups. As we worked through what was important for each of us, some common themes emerged.

What stood out was a desire to ensure the new hospital complimented what the outer West already provides us – diversity, community, and natural landscape.

Our vision for the new Melton Hospital is for it to be a successful addition to our thriving outer West community that aligns with the rich culture the land is being built upon, while respecting the environment and the people it's surrounded by.

We want a hospital that is a safe, bright, and welcoming space, accessible for all with strong connections to the outdoors within. We discussed the importance of technology to make it easy to navigate and understand for the young, elderly, English and non-English speaking community members.

We prioritised green spaces, Aboriginal and local artwork and the use of natural light throughout. We talked about a hospital that will attract great staff who will feel proud of their workplace, with a cutting-edge environment that fosters great care for all.

Pedestrian and transport links are also important to us, including adequate parking at a reasonable price and easy access for staff to live and work locally.

While larger than its Melton cousin, we had the pleasure of visiting the site of the new Footscray Hospital and seeing first-hand a large public hospital coming to life. Standing on what will be a third floor, we saw what was possible. Once construction starts on our new Melton Hospital, it will be truly magical.

While at the moment it's vacant land, it will soon be scaffolding, trucks and tradies in and out. And before you know it, the new Melton Hospital be part of our bustling community for many generations to come.

We've worked hard to be the community's voice, to question the outcomes, to think ahead, and to best represent all of you. We hope you'll be proud of what we've achieved.

The New Melton Hospital Community Consultative Committee.



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1. Introduction

Project Background

The Victorian Government has committed more than \$900 million to deliver a new Melton Hospital.

Melton is one of the fastest growing communities in Australia. The new Melton Hospital is being built to meet the growing demand for health services in Melbourne's outer west.

The brand new hospital will support the growing and diverse communities of Caroline Springs, Rockbank, Melton and Bacchus Marsh. It will ensure the people of Melbourne's west get the care they need, close to home.

The Melton Hospital will include a 24-hour emergency department, at least 274 beds, an intensive care unit, maternity and neonatal services, mental health services, radiology services and ambulatory care.

Once completed, Melton Hospital will have the capacity to treat 130,000 patients each year and see almost 60,000 patients in the emergency department.



The new hospital will be built at 245A Ferris Road, Cobblebank, within the future Cobblebank Metropolitan Activity Centre. It will be Victoria's first all-electric hospital.



The new Melton Hospital is being delivered as a public private partnership (PPP) under the Partnerships Victoria Framework.



Melton Hospital will be a public hospital, with all clinical health services operated and provided by Western Health.



Construction is expected to start in 2024 and be finished in 2029.

Purpose of report

The Victorian Health Building Authority (VHBA), together with Western Health, is committed to providing community and stakeholders with meaningful opportunities to provide input into this significant project for the outer west.

Since May 2022, the Project has sought community feedback via surveys, information sessions, workshops and through the New Melton Hospital Community Consultative Committee, with the opportunity for input to be reflected in the design and operation of the new Melton Hospital.

The purpose of this report is to:

- provide an overview of the consultation undertaken with the community
- provide a summary of what we've heard and how community ideas and priorities are being incorporated into the design planning for the new hospital

The community's ideas, vision and priorities outlined in this report have been provided to shortlisted bidders preparing proposals to design, construct, finance and maintain the new Melton Hospital, with the opportunity for these to be reflected in the final design of the hospital.

Through understanding the views and aspirations of the local community, the successful consortium will have the best opportunity to design and build a hospital for Melton and the surrounding areas that reflects the community it serves.

2. Community Engagement

The Victorian Government values community input and is committed to providing meaningful opportunities and regular updates so the community can have their say and stay informed as the Project progresses.

Engagement objectives

The key engagement objectives were to:

- Raise awareness of the Project, including scope and timelines.
- Provide opportunities for community to participate in engagement and have their say.
- Capture input from a cross-section of community, including vulnerable and hard-to-reach community groups, to contribute to a shared vision for the Project.
- Better understand the impacts and areas of concern for the community related to the Project.

The community's influence

The engagement process has sought and considered feedback on a range of topics including the community's aspirations and values, accessibility, wayfinding, cultural safety and the look and feel of the hospital's design.

The input captured in this report has been shared with shortlisted respondents for consideration as they develop their proposals.

Scope of engagement

During key stages of the Project, community members and key stakeholders have been engaged and provided an opportunity to share their experiences and feedback, including:

- **Inform** the community on Project milestones and opportunities to contribute through social media campaigns, print advertising and website and media updates.
- **Consult** with the broader community and Western Health staff and volunteers through information sessions, online surveys and workshops; ensuring the local community had the opportunity to provide feedback and ideas, ask questions and raise any concerns.
- **Collaborate** with the New Melton Hospital Community Consultative Committee (CCC), established to provide a voice for Melbourne's outer west community and provide considered advice on key areas such as community aspirations and values, accessibility, wayfinding, cultural safety and the look and feel of the hospital's design.
- **Collaborate** with key local groups including First Nations Australians, seniors and carers, young families, and people with lived experience of mental health to seek ideas and priorities around key spaces for the new hospital.



New Melton Hospital Community Consultative Committee

A CCC has been established for the new Melton Hospital, providing a forum for members of the local community to participate in the Project's planning and development through open dialogue and collaboration.

The Committee is the voice for Melbourne's outer west community in relation to the Project and provides considered advice on a range of issues relating to the new hospital.

Chaired by Steve McGhie MP, Member for Melton, the CCC met regularly between September 2022 and May 2023 to provide input into this Community Consultation Report and will continue to be consulted on an as needs basis as the Project progresses.

Members were selected across gender, age, interests and background to ensure a diverse representation, local knowledge and perspective.

The members of the community consultative committee are:

- Member for Melton, Steve McGhie (Chair)
- Russell Harrison, CEO, Western Health
- Roslyn Wai, CEO, Melton City Council
- Tina Skliros, Director of PPP Projects, VHBA
- Jordan Casey, Manager of Aboriginal Health, Policy & Planning, Western Health
- Corinne Erle Area Manager, Clinical Operations, Ambulance Victoria
- Alan Perry, community member
- Amit Cheema, community member
- Andrew McDermott, community member
- Brianna Mitchell, community member
- Carmen Martin Issifu, community member
- Daniel D'Souza, community member
- Erwin De Mesa, community member
- Hajar Chlihi, community member
- James Hargreaves, community member
- Jenny Brown, community member
- Kersty Brown, community member
- Vickii Warburton, community member.

Communications and Engagement Working Group

A joint VHBA, Western Health and Melton City Council Communication and Engagement Working Group has been established as part of the Project's governance structure and is responsible for the coordination, development and management of the Project's communications and engagement activities.

The Communications and Engagement Working Group was involved in identifying stakeholders and community representatives to be engaged, including through existing networks and forums, and utilised their communication channels to promote community engagement opportunities.



3. How we engaged

Since the Project was funded as part of the Victorian State Budget 2022/23, VHBA has conducted extensive stakeholder and community engagement activity to seek input and priorities around key areas of the hospital's design and operation.

Activity included:

- drop-in information sessions at Cobblebank Stadium for community members and Western Health staff and volunteers
- community survey on Engage Victoria with a focus on healthcare service priorities and other facilities important to the community to support the business case development
- online consultation on Engage Victoria seeking more specific feedback on key internal and external spaces
- targeted stakeholder consultation workshops with hard-to-reach community members, including First Nations, young families, seniors and carers, and individuals with lived experience of mental health
- working sessions with the New Melton Hospital CCC
- print and digital updates to community on Project information, milestones and engagement opportunities, including promotional support from Western Health and Melton City Council.

Engagement activities were promoted via the Project's website, print adverts in local newspapers, social media, Project newsletters and partner channels.

Attendees at information sessions and respondents to the survey were also asked if they wanted to be kept informed about the Project. An email database of over 500 names and addresses has been established, and Project newsletters will be distributed at key milestones.

Information sessions

The New Melton Hospital Project Team held two drop-in information sessions at Cobblebank Stadium in October 2022 to build support for the Project, raise awareness and answer questions from community.

The sessions provided the opportunity to clarify Project timelines and scope as well as contribute input into the look and feel of key indoor and outdoor spaces. Approximately 60 community members attended the two sessions.

Community surveys

In 2020, we asked the Melton and surrounding community for input about the healthcare services they use, what's important to them and what they value via the 'Future Healthcare in Melton' online survey. Over 1,500 responses were received, which helped inform the business case for the new Melton Hospital.

In 2022, we sought insight into what it means to build a hospital for the outer west as well as accessibility, wayfinding and the preferred look and feel of the hospital's design. We received almost 350 responses.



Community Consultative Committee working sessions

The CCC met six times, including an induction session in September 2022. The CCC has participated in four working sessions to generate and prioritise ideas for the new Melton Hospital.

CCC membership, meeting agenda and full working session summaries are provided as appendices.

Working session 1: Tour of new Footscray Hospital

In October 2022 the CCC toured the site of the New Footscray Hospital Project. The group discussed the public private partnership (PPP) model and learned how the feedback from the CCC and community has helped shape the design of the facility.

Working session 2: Vision, aspirations and community assets

In February 2023, the CCC participated in its first working session to help shape the development of the new Melton Hospital. The meeting was held at Western BACE, Cobblebank.

The Committee worked in three groups, completing the following sentences to generate and prioritise ideas:

- Building the new hospital will mean...
- The unique things about the outer west are...
- When building the new Melton Hospital, our greatest hopes are...

During the session, the community collaborated to produce 153 ideas and thoughts, before prioritising those they found the most important or compelling.

Working session 3: Creating a safe and welcoming environment – wayfinding, cultural safety and accessibility

This workshop focused on discussions about wayfinding and access, cultural safety and connections to the Cobblebank Precinct. Members shared their ideas and priorities about:

- Arriving to / departing from the hospital: considering connections, accessibility and safety when arriving and departing a hospital
- Navigating your way around the hospital: what would make it easier to find your way around the new hospital?
- Creating a safe and welcoming environment: what makes visiting a hospital challenging? What does cultural safety look like? What are some of the features / services you'd like to see to help you feel welcome, safe and supported?

Over 140 ideas were generated at this session.

Working session 4: Look and feel of indoor and outdoor spaces

The workshop included a presentation from the Project architects, where they discussed the Project design objectives and principles. Members shared their ideas and priorities about the new hospital's design for key areas including:

- their vision for the hospital's look and feel
- shared spaces such as the main foyer and waiting rooms
- outdoor features, including landscaping and greenery
- public artwork

Over 105 ideas were generated at this session.

Targeted stakeholder consultation workshops

In May 2023, consultation workshops were held with hard-to-reach community members, including First Nations, young families, seniors and carers, and individuals with lived experience of mental health.

In a safe and inclusive environment, we asked participants to share their experiences and ideas around the theme: creating a Melton Hospital that is accessible, inclusive and welcoming.

Over 160 ideas were generated at these sessions.



4. Community engagement timeline

Timing	Engagement activity
June 2020	Engage Victoria online survey
November 2020	Community survey feedback report published
June 2022	Communications and Engagement Working Group established Community Consultative Committee (CCC) expression of interest released
August 2022	'How we're building Melton Hospital' community education campaign
September 2022	Engage Victoria online survey CCC meeting 1
October 2022	Community information sessions at Cobblebank Stadium CCC meeting 2 'What would the community like to see in the new Melton Hospital?' interviews with community members and social media campaign
January 2023	Project e-newsletter to announce release of Expressions of Interest
February 2023	CCC meeting 3 – workshop
March 2023	CCC meeting 4 – workshop
April 2023	CCC meeting 5 – workshop
May 2023	CCC meeting 6 Targeted stakeholder workshops
June 2023	Announcement of shortlisted bidders Release of RFP announcement: Project e-newsletter and social media campaign
July 2023 – mid 2024 (planned)	Community Consultation Report published Next phase of communications: raising awareness of the project scope and timelines while procurement process is underway, engagement with Project site neighbours ahead of the start of construction in 2024.

5. What we heard

Throughout consultation we heard over 1,000 ideas and priorities from the community across aspirations, accessibility, wayfinding, design and look and feel. The following provides an overview of some of the key feedback and priorities we heard.

The full list of responses has been provided to Western Health, who will operate the hospital, and the consortia shortlisted to deliver the new Melton Hospital for their consideration.

Vision and aspirations

The community were invited to share their vision for the new Melton Hospital and tell what is unique about their community and surrounds. We explored how these values and aspirations could be reflected in the new hospital.

The vision for the new Melton Hospital

- A warm, welcoming place of wellness for all
- An environment that reflects the diverse community
- A quality emergency department and care, with easy access and shorter wait times
- Greater healthcare in the outer west
- Support the development of the wider precinct and create jobs for locals
- Readiness for future expansion to support our growing community

Community aspirations for the new hospital

Location, access, and connection with the broader community

- Close to safe and reliable public transport and roads
- Seamlessly connects with walking and other active transport options
- Ease of access to services to help elderly people with disabilities and young families

Design represents local community and its needs

- Thoughtful design that blends in with local surroundings
- A source of pride
- Reflects multilingual and diverse communities

State-of-the-art health and medical services and facilities

- Integrated health and medical services that complement broader Western Health services
- Specialist rooms and services considered
- Enhanced continuity of care
- Modern technology

Local economy and employment

- Employing local people and strengthening career pathways
- Local materials and services during construction where possible



Accessibility, wayfinding, and cultural safety

We asked the community to share their lived experiences and ideas for wayfinding and access, cultural safety and connections to the Cobblebank Precinct. We asked them to consider their arrival to and departure from the hospital, what would make it easier to find their way around the hospital and how to create a safe and welcoming environment for all.

Arriving and departing the hospital

Accessibility

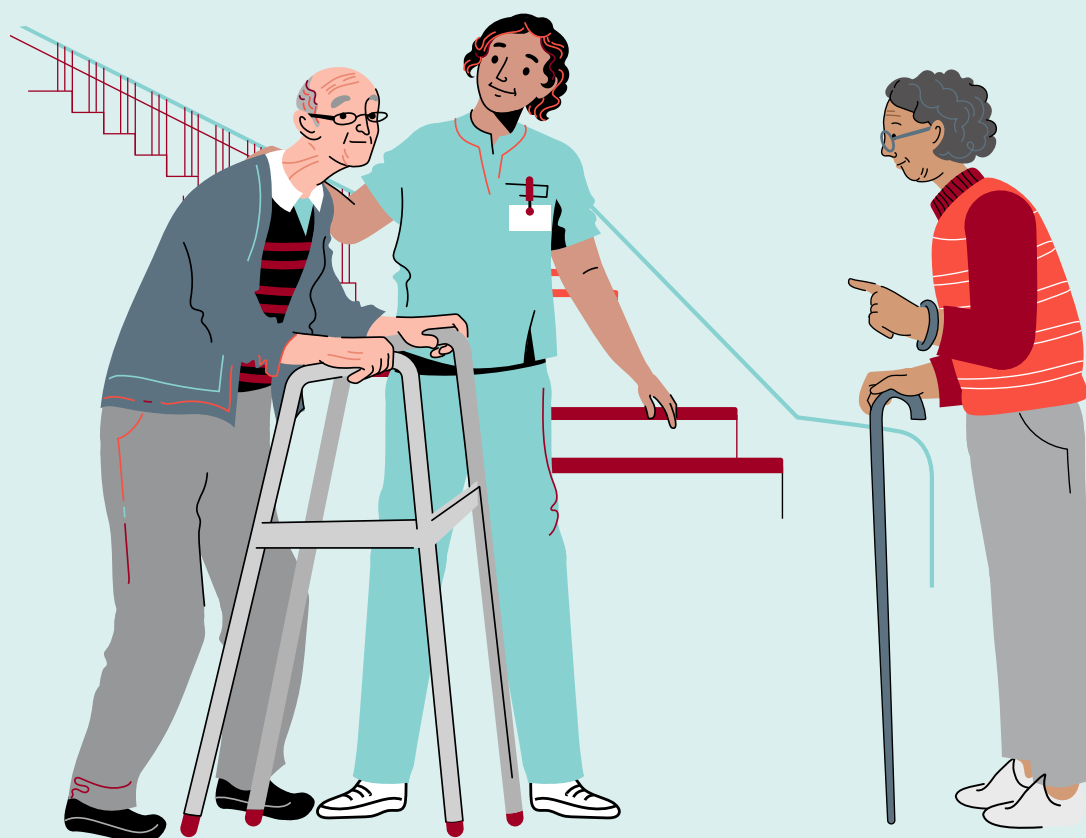
- Accessible for all abilities and by all modes of transport
- An entrance that is free of cars and other obstacles
- Pedestrian only pathways with clear links to public transport and the broader precinct
- Dedicated parking/ drop off zones for disability, emergency and maternity
- Travellers Aid to assist with public transport arrivals and departures

Safety

- External lighting
- Protected walkways
- Need to feel safe at all hours

Precinct connectivity

- Well connected to other services in the precinct through pathways, public transport options
- Signage consistent with precinct signage
- Hospital should be a gateway to the precinct – connecting the precinct together





Navigating your way around the hospital

Use of technology:

- Digital, multilingual navigation tools
- Electronic directories and interactive kiosks for information and maps at entrance

Wayfinding and signage

- Intuitive and simple signage
- Multilingual and symbolic to reflect the diverse community
- Colour-coding or themes in wayfinding and placemaking
- Key points of reference in hospital through placemaking (such as gardens or artwork)
- Easy sight lines to your next destination
- Consider future expansion
- Ensure information desks are highly visible at transition points – e.g. the lifts
- Utilise volunteers and interpreters for help and wayfinding

Layout:

- Consider placement of complementary services near each other
- Place most utilised services closest to the main entry
- Amenity areas with clearly defined toilets, cafes, prayer and shared spaces.

Cultural safety

- Use of earthy colours for calm feel and connection to local landscape
- Use of symbols to reflect safe spaces
- Multilingual signage and information
- Importance of friendly-face 'meet and greet' on arrival
- Nature and the outdoors, including places to connect with land and country
- First Nations artwork and local artifacts
- Spaces for cultural and spiritual activities

Design look and feel

We asked the community to tell us how their new hospital should look and feel, including key areas such as the main foyer and reception, shared internal areas such as waiting rooms and outdoor spaces including landscaping and gardens. We also asked the community to consider what they would like to see reflected in public artworks around the hospital.

Indoor spaces

- Natural, calming colours to connect to local landscape
- Modern, bright and open
- Uncluttered and spacious
- Lots of greenery and soft landscaping
- Lots of natural light
- Connection to the outdoors with access to gardens and green spaces
- Views to landscaped areas outside
- Use of modern technology
- Variety of comfortable seating and waiting spaces
- Separation of waiting spaces for privacy
- Dedicated spaces for children and families
- Interactive activities for children

Public artwork

- First Nations artwork and displays of local artifacts to acknowledge the culture and heritage of the area.
- Mix of mediums for interest including interactive, digital, light and sound displays
- Incorporate natural elements such as calming colours, soft materials and water for a soothing environment
- Engage with the local community, local artists, art groups, and schools to involve them in the creation and selection of artwork
- Utilise the hospital exterior for artwork
- Use artwork to enhance wayfinding and create landmarks for meeting points

Outdoor spaces

- Use a variety of durable landscaping materials for visual interest
- Use of cultural and native plants in gardens
- Child-friendly spaces such as playgrounds and open grassy areas for running
- Provide shady, all-weather or undercover spaces for outdoor use
- Accessible for all individuals
- Incorporate spaces for cultural activities such as yarnning circles
- Use landscaping to enhance wayfinding and create landmarks for meeting points
- Utilise views and gardens on upper levels
- Incorporate greenery into the building façades
- Leisure/ sport facilities such as half basketball court or tennis court to increase activity and decrease agitation
- Address local conditions and suitability for climate and seasons



Targeted stakeholder workshops

Through small, targeted workshops in a safe and inclusive environment, we asked key community groups to share their experiences and ideas around the theme: creating a Melton Hospital that is accessible, inclusive and welcoming.

The key groups included First Nations Australians and Traditional Owners, seniors and carers, young families, and people with lived experience of mental health.



First Nations Australians and Traditional Owners

Participants were invited to share their ideas and priorities around the following questions:

- Connection to Country: how can we create a sense of belonging to Country and community, to ensure a safe, inclusive and welcoming environment?
- Connection to community and people: How do we create spaces that are accessible and not intimidating?
- Art and artefacts: how would you like to see art and artefacts incorporated into the new hospital?

Spaces:

- Dedicated spaces for First Nations staff
- Ceremonial spaces and a multipurpose room for cultural activities
- Importance of private and culturally safe conversations
- Consideration of nature, outdoor areas, and connections to land and country
- Privacy requirements, especially in maternal, mental health and children's health
- Spaces accommodating family members and communities comfortably and safely
- Hospitals as spaces to visit for non-medical reasons and community events
- Space for community education, awareness, and training

Use of Language:

- Naming selected spaces with First Nations names and engaging with Traditional Owners for cultural appropriateness and meaning.

What we heard

"Cultural safety is not just making sure the space doesn't feel clinical. It's about nature, outdoor areas, places to connect with land and country as a patient"

"It's about capturing the spirit of the people of the west."

Art:

- Including First Nations art in consultation with Traditional Owners, in the foyer/entrance to acknowledge cultural space and support navigation
- Sensory experiences with traditional materials
- Display of traditional medicines
- Involvement of First Nations people and businesses in procurement

Accessibility and connectivity:

- Safe integration with hospital and transport, including good lighting
- A safe journey to car parks
- Using Aboriginal symbols for wayfinding
- Facilities for those in custody and prisoners
- Partnerships with local communities

Lived experience of mental health

What we heard

“Creating a welcoming, calming, and inclusive hospital can help mental health patients feel more at ease and comfortable.”

Staff and training

- Importance of staff members who can relate to patients with mental health issues
- Diversity training
- Staff/volunteers trained to identify distress signs

Aesthetics

- Using colours and art to create a positive atmosphere and connection with the community
- Creating a warm and friendly environment

Privacy

- Private and discreet areas for mental health patients seeking treatment
- Separate quiet areas and respectful signage are important considerations

Accessibility

- Accessibility for different modes of transport
- Consideration of free parking, better roads, and wide footpaths for a more accessible hospital

Environment

- Avoiding clinical feeling spaces by using natural light and calming elements like sensory gardens and water features



Seniors and carers

“The hospital should be easy to navigate with open spaces as well as large, clear, colour-coded signage to find where you need to go.”

Connection and accessibility:

- Large signs, clear instructions, and multilingual support
- Accessible transport options and connections
- Seamless and easy parking facilities, including separate public and staff parking
- Surroundings that flow indoors and outdoors, with access to pathways and nearby amenities

Comfort and amenities:

- Grab rails for support
- Separate smoking areas
- Parent rooms for families
- Quiet areas and sound-proof rooms
- Prayer and contemplation spaces for all religions

Safety and security

- **After-hours access with security and well-trained staff**
- **Open spaces for clear visibility**

Public Artwork:

- Artwork that captures Melton’s history, landscape, flora, fauna, and indigenous elements

Design and layout:

- Open and spacious waiting areas with high ceilings and natural lighting
- Avoiding clinical-feeling spaces in communal areas
- Incorporating gardens and natural elements for a relaxing environment
- Wide corridors and double-door entrances for ease of movement

Creating a welcoming, safe, and healing environment:

- Infrastructure for disabled people, including wheelchair access
- Touch information screens and kiosks for easy access to information
- Colour coordination of signage, seating, and other elements
- Providing easy-to-digest and culturally accessible information



Young families

“Outdoor playgrounds or an indoor play area will make the hospital more family friendly.”

Welcoming, safe, and calm environment:

- Consider providing a childcare facility for staff
- Entertainment options for children, such as outdoor playgrounds or indoor play areas
- Prayer rooms for all religions to promote inclusivity

Accessibility and connection:

- Parking facilities and designated drop-off/pick-up areas
- Clear signage and colour-coded flooring for easy navigation
- Open, spacious, and well-lit waiting areas with high ceilings and greenery

Artwork and installations:

- Art stations for children



6. What we're doing next

The New Melton Hospital Project has now shortlisted consortia to prepare proposals to design, construct, finance and maintain the new hospital. A successful consortium is expected to be appointed in 2024 and construction to begin shortly after. The new Melton Hospital is set to open its doors in 2029.

The New Melton Hospital Project is a major infrastructure project. VHBA will work with the successful consortium, Western Health, local council, other government departments and the community to minimise disruptions to neighbouring residents and businesses.

The Victorian Government is committed to keeping the community informed of progress. This may be through construction notices, further information sessions or a Project newsletter distributed at key milestones.

The New Melton Hospital Project website and VHBA social media channels will continue to be updated regularly as the Project progresses.

7. Conclusion

Supported by social media and awareness raising campaigns, community information sessions, surveys, targeted workshops and through the work of the CCC, the community have generated over 1,000 pieces of feedback.

The feedback from the community and key stakeholders has provided the Victorian Government with:

- a greater understanding of what it means to build a new hospital for Melton and Melbourne's outer west
- priority ideas and vision around key spaces in and around the new hospital
- ideas and priorities relating to how cultural safety can be realised
- the issues and concerns that matter to Melton and Melbourne's outer west.

Community input and feedback to May 2023 will be made available to Shortlisted Respondents preparing their proposals to design, construct, finance and maintain the new Melton Hospital.



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