

Consumer-led Design Principles for Northside Hospital

Kate Gorman, Deputy Director
Health Care Consumers'
Association

3 July 2025



We acknowledge the traditional owners and custodians of the land on which we meet.

We respect their continuing culture and the contribution they make to the life of this city and this region.

We pay our respects to their elders past and present.

The Health Care Consumers' Association is a systemic health advocacy organisation

We speak up for people who use health care.

That's all of us.

We work with health services to help them...



Understand
the needs of
people who
use health
care



Make
services
work better
for
consumers



Communicate
better with
consumers

We work with community members to...



Help people understand how to use health services and get the most out of them



Become health care advocates and speak up for themselves, their families and their communities



**“Dignity is to design,
what justice is to law,
and health is to
medicine.**

**It’s about having your
value reflected in the
spaces and places
that you inhabit.”**

- John Cary



Universal Design

**Multi-height
amenities**

**Sensory-
friendly
design**

**Accessible
toilets and
change
rooms**

**Hearing
Loops**

**Mobility aid
storage**

**Automatic
doors and
lever
handles**

**Accessible
digital
services**

**Charging
stations**



Design for Diverse Communities



Building 2

**Multilingual
digital
wayfinding
tools**

**Multilingual
printed and
digital
materials**

**Clear and
consistent
signage**

**Welcome to
Country**

**Multi-faith
and cultural
gathering
rooms**

**Cultural
design and
artwork**

**Yarning
Circle**



**All-gender
amenities**

**Sensory-
friendly
spaces**

**Family and
child-
friendly
facilities**

**Natural and
calming
finishes**

**Acoustic
control**

**Minimal
signage**

**Changing
Places
facilities**

Design for Wayfinding

**Wide
pathways
and
corridors**

**Large, high-
contrast
fonts and
clear icons**

Volunteers

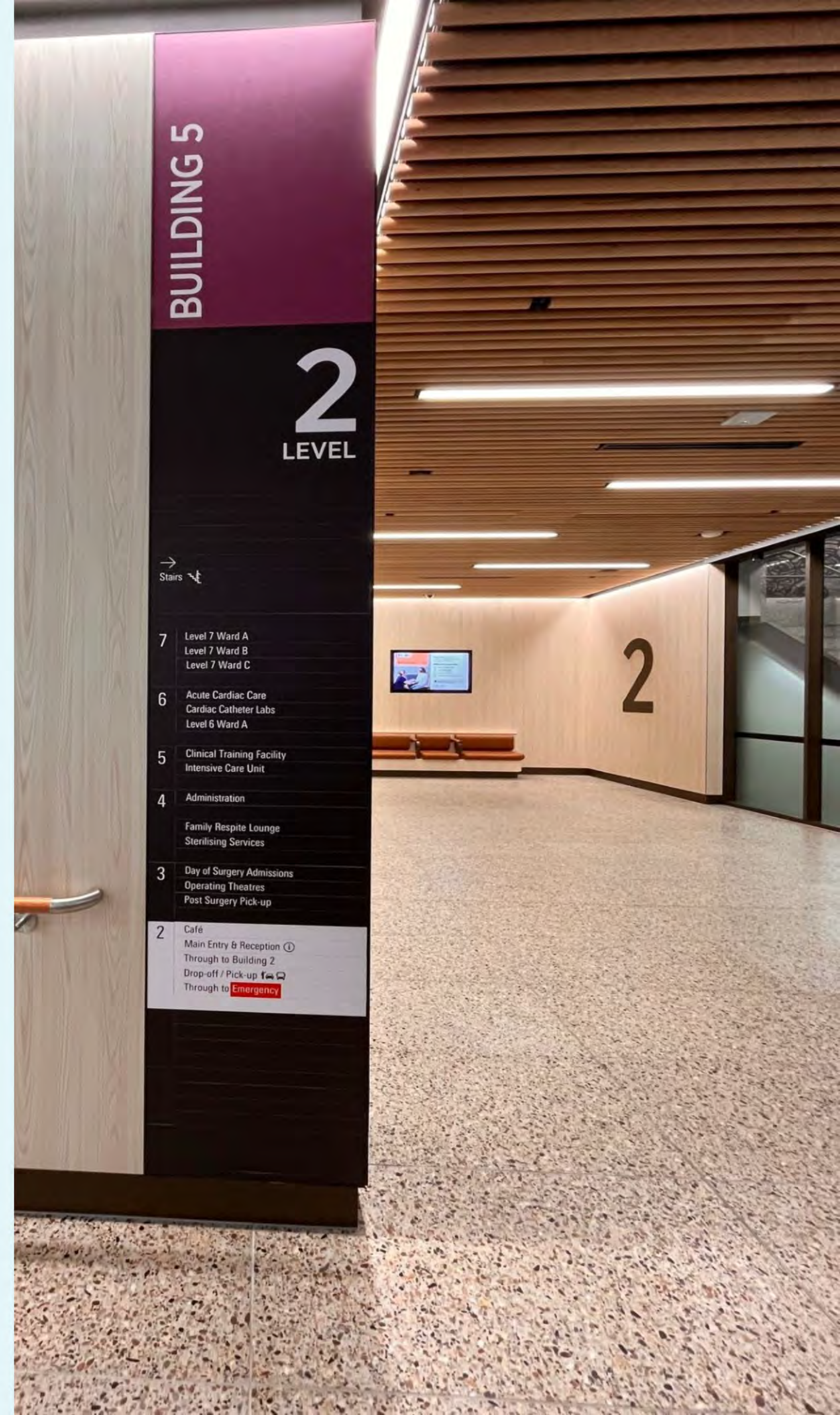
**Maps at all
entrances**

**Digital
wayfinding
tools**

**Distance
and time
estimates
on maps
and signs**

**Coloured
lines on the
floor**

**Bright
lighting**



Canberra Hospital Campus Map

Hospital buildings are open from 6am to 9pm

For after hours access, please use the Emergency Department entrance.

Maternity presentations

Go to Building 11 (Women and Children) entry.

After hours please use the intercom to gain access.

Contact

Canberra Hospital switchboard: 5124 0000

As of January 2024



***“Consumers need signage to be prominent,
clear, colour coded and in simple language”
- CRG Member, First Impressions Project***

Design for Family and Carer Needs



**Patient
rooms with
carer
spaces**

**Carer
amenities**

**Family
lounge
rooms**

**Conference
rooms for
family
meetings**

**Showers
and change
rooms for
carers**

**Cafes and
vending
machines
close by**

**Fully
accessible
adult
change
facility**

NSW Health: Blacktown Hospital's 'Carer Zone'



Health
Western Sydney
Local Health District

Design for Dementia and Cognitive Impairment

**Floors &
surfaces**

**Maximise
natural light
and
outdoor
views**

**Expert
design
advice**

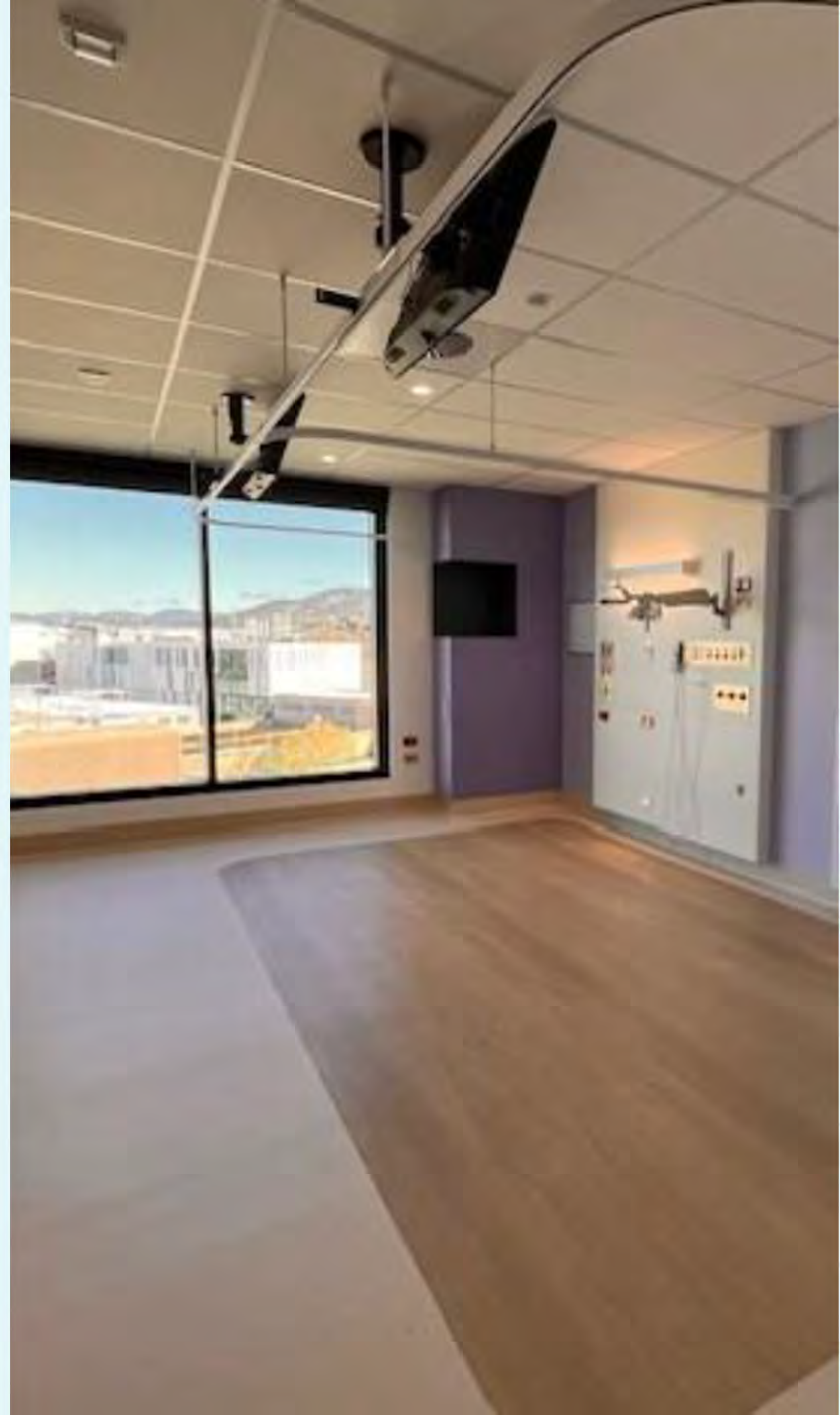
**Contrasting
colours**

**Minimise
clutter**

**Activity and
social
spaces**

**Family
support**

**Acoustics
and quiet
workstation**





***“TCH is not very neurodivergent friendly or suitable for people with cognitive impairments”
- CRG Member, First Impressions Project***

Waiting Areas and Public Spaces



**Public
device
charging
points**

**Sensory
room and
quiet
spaces to
wait**

**Systems
that notify
consumers
of their turn**

**Visible
volunteers/
staff to
help**

**Wheelchair
available**

**Cafes and
vending
machines
close by**

**Variety of
seating**

Patient Rooms



**Natural
light and
outdoor
views**

**Adjustable
lighting**

**Temperature
controls**

**Space and
furniture for
family and
carers**

Privacy

**Charging
points**

**Storage for
belongings**

**Noise
control**

Access to Outdoors



**Operable
windows**

**Access to
courtyards/
outdoor
'rooms'**

**Outdoor
play area
for children**

**Circular
walking
path**

What's Next?

Questions?



Health Care Consumers' Association

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