

On 27 February 2024, the project team sought feedback from Aboriginal community representatives about the design of the Palliative Care Unit at Orange Hospital.

Sessions:

12.00pm-1.00pm: Aboriginal Community members and Elders in the Community Health Meeting, Orange Health Service

1.30pm-2.00pm: Orange Aboriginal Local Land Council, OLALC

2.30pm-3.00pm: Orange Aboriginal Medical Service, OAMS

In total we spoke to 13 Aboriginal community representatives.



Feedback questions:

Once we had provided them with an overview of the project and design concepts, we asked them specific questions to help inform the ongoing design process and to identify if we were on the right path about decisions that have been made so far.

These questions included:

1. What colour scheme is important to you for the Palliative Care unit?
2. Why type of lighting is important? i.e should lighting be dimmable?
3. Are cuddle beds important in the bedrooms?
4. What type of artwork would you like to see? Would a theme of nature and local landscapes suit the unit?
5. Are flexible furniture choices for the bedrooms a good idea?
6. What type of furniture would you like in the bedrooms?
7. What type of furniture would you like in the communal spaces?
8. Is access to a desk space important for patients and carers?
9. What type of plants to you want in the undercover courtyard?
10. How would you like to use the courtyard i.e for beds, family gathering spaces, children's play, seating and eating?
11. Any other general feedback?

Responses captured from these questions have been allocated to the following areas: Bedrooms, communal spaces, outdoor spaces.

Patient bedrooms:

The bedrooms should feel homely, avoiding a clinical feel that allows both Aboriginal and non-Aboriginal people to feel comfortable and welcome. The colours of the room should not be white, but more muted, earthy tones with nature themed artwork including plants, water and waterways. There should be a space to personalise bedrooms with items from home as well as desk space and power points for devices. The lighting should be dimmable as well as lamps and floor lighting. The rooms should be large enough to allow a family to visit with flexible seating options like a comfortable couch and chairs. A large, soft cuddle bed should be in all the rooms with a comfortable option for a carer or family member to stay overnight.



Comments captured:

- No white walls
- More colour
- Artwork is very important
- Earthy, neutral tones for interior colours
- Yellow lights not bright white
- Room personalisation essential
- Less distressing to have lights which can be dimmed
- No direct lighting overhead
- Options for lamps
- Need to make patient and carer comfy
- Being able to lay down with patient is important
- Desk is useful
- Sound of water is calming
- Waterways and animal sounds good sounds system
- Have shelving to put photos and personalise space
- Night sounds at night time
- Ensure the space is not just inclusive of Aboriginal people. We want other patients to feel safe and comfortable too.
- Make sure the room has options to remove furniture or increase furniture – be flexible
- No strong colours like reds or blues
- Rivers and landscape is nice
- Consider creating a mural with different towns – song-line/ representing the different totems
- Have nice books about nature
- Access to speakers to play music and sounds in the room
- Food fridge in room
- Don't make patient feel locked in a room
- Dimming lights gives patient a sense of day and night
- Use of Wiradjuri language
- Three mountains
- Acknowledge the Wiradjuri people of three rivers: Macquarie river (Wambool), Lachlan River (Kalari) and the Murrumbidgee River (Murrumbidjeri)

Outdoor courtyard:

Patients need to be able to easily access an outdoor courtyard to get fresh air and access to sunlight and see some nature. It's also important to give patients some privacy from other people which can be achieved by planter boxes with local native plants. One of the local Elders, Aunty Alice has authored a book on local native plants and this should be used a reference for plant selction.

The courtyard should be suitable for families with children and provide a range of flexible seating options. It's also important for families to be able to gather away from the patient by utilising the hospital's outdoor spaces and hospital's cultural room. Water sounds and water features are very calming.

Comments captured:

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| <ul style="list-style-type: none">• Green spaces• Use of native, low maintenance plants• Music piped into courtyard – sounds of nature• Children's play area/ away from patients• A water feature to hear the real sound of water• Enough space for extended family | <ul style="list-style-type: none">• Waterways or sounds of water important• Bird sound in courtyard• Flexible space – furnitue can be moved around to suit• Water fountain• Children's area that is safe• Succulents• Mix of plants and shrubs | <ul style="list-style-type: none">• Play area• Plants that are hypoallergenic• Pig face is a great plant• Aloe vera• Water feature• A place to rest• Fans and heating are important to ensure year round uses• Possible sand therapy• Possible use for smoking ceremonies• Waterfall for calming | <ul style="list-style-type: none">• Native and indigenous to the area.• Large families considered• Scented natives ie the smell of eucalypt• Area for kids is important• Pull out bed for carers• Use of gravel and stones in courtyard with green plants• Coffee tables with books and novels | <ul style="list-style-type: none">• Mural of different towns and mountains and rivers in the area• Smoking ceremony space• Scented natives |
|--|--|---|--|--|

Communal spaces:

The communal spaces should feel like home and have access to natural light and allow families to gather together – by themselves and with other families. The furniture should be varied, flexible and easy to arrange to accommodate a family's needs. Artwork should include a mix of Aboriginal and local landscapes. It's important that families don't feel locked into a room and they are comfortable in the unit. Colours in the communal spaces should include earthy, warm tones. There should be things to quietly entertain family members while they are visiting with coffee table books, TV and access to Wi-Fi.

Comments captured:

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|--|-------------------------------------|--|--|
| • A place where family can break from patient | • Calming earthy, warming colours | • Loung seating for extended families | • Water is calming |
| • Nature wallpaper of local plants is nice | • Furniture that we can move around | • Play area | • Wiradjuri language |
| • No strong reds and blues on the walls or furniture | • Coffee table with books | • Indoor plants | • USB ports |
| • Artwork that should the river, landscape | • Less obvious we are at a hospital | • TV and Wi-Fi | • Not like a hotel |
| • Wi-Fi is important | • Not divided | • Aboriginal artwork – use of red, yellow, black | • Fans and heating are important in and outdoors |
| • Open plan – not closed in | • Mental health room | • A variety of small and large seats and tables | |
| | • Youth room | | |
| | • Should be comfy | | |
| | • Kids corner away from patients | | |

Other general feedback:

- Privacy is important
- Bloomfield IPU has appropriate examples of local landscape murals Important to be comfortable for non-Aboriginal people
- Only patient beds should look clinical
- Need to have volunteers from Aboriginal groups and from different mobs
- Cultural room at the hospital is a great asset
- The garden spaces around the hospital are good for families