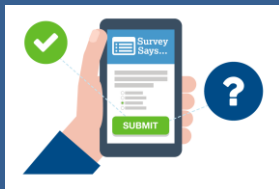




# Community Connect Newsletter

## HRH MASTER PLAN SURVEY



On the following pages of this Newsletter you will find a hard copy of the survey you can complete and return via reply paid mail.

Alternatively, please scan the QR Code below to complete the master plan survey electronically.



SURVEY QR CODE

### MASTER PLANNING PROCESS IS UNDERWAY

Heywood Rural Health (HRH) is pleased to announce that our Master Planning process is underway.

The development of this master plan will support the future of health service provision in the Heywood and surrounding area for the next 20+ years.

HRH has engaged Billard Leece Partnership (BLP) Pty Ltd to provide consultancy services for the development of the plan. BLP have extensive experience with providing consultancy for Health Services (Goulburn Valley Health, Bendigo Health, The Royal Melbourne Hospital and The Royal Children's Hospital).

They are also currently working on the South West Healthcare (Warrnambool Hospital) redevelopment.

It is crucial our facilities at Heywood are fit for purpose and align with service delivery priorities over the next 20+ years.

It is extremely important to us that the community play an important role in the master planning process by letting us know your needs, concerns, what the service should look like, services that should be provided and expectations. This will allow us to examine and consider all suggestions provided, any trends in the responses etc.

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*“We encourage community members to complete the Master Plan survey”*

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## Contact Us

### Heywood Rural Health

21-23 Barclay Street

HEYWOOD VIC 3304

PH: 5527 0528

Email:

[cindy.huppatz@heywoodruralhealth.vic.gov.au](mailto:cindy.huppatz@heywoodruralhealth.vic.gov.au)

Website: <https://heywoodruralhealth.vic.gov.au/>

## COMMUNITY PARTICIPATION

HRH endeavours to provide various opportunities for interested community members to participate and have their say about the further design and provision of services.

We encourage everyone to take part in this process by completing the survey online or return a hard copy of the survey.

## CHANGING SERVICES AND COMMUNITY NEEDS

The provision of health care services in rural Victoria and in particular Heywood has changed over the last decade and will continue to change into the future. The Development of Home Care Packages enabling people to maintain independent living in their own homes longer and the introduction of Virtual Care Services have changed community expectations. HRH would like the community to consider these changes when completing the survey and providing input.

HRH would like to know what is important to you and your family, future services and the look and feel of the health service.

It is important to us to take you on the journey to change by providing the whole community the opportunity to shape the future of Heywood Rural Health by providing the best care to every person every time.



**Leigh Parker**  
Chief Executive Officer

**RESPECT** Our Vision  
Heywood Rural Health is committed to the  
health and well being  
of our community  
**INTEGRITY** Our Values  
**RESPONSIVENESS CARE**

# Master Planning Consumer Survey 2022

## ABOUT YOU

1. What is your postcode?

2. What is your age:

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

3. What is your connection with Heywood Rural Health? Please select all that apply:

- I receive care or treatment at Heywood Rural Health
- Aged Care or Respite resident at Heywood Rural Health
- A friend or family member receives treatment at Heywood Rural Health
- I work or volunteer at Heywood Rural Health
- I am part of the Heywood and surrounding community
- I am part of the Western Victoria community
- I regularly visit the Heywood area

4. Have you been to Heywood Rural Health before?

- Yes
- No

## SERVICE AND FACILITIES:

5. Heywood Rural Health provide the following services. Which of the services do you consider important to you and your family?

Please select all that apply:

### Bed Based Care:

- Acute hospital care
- Palliative Care
- Residential Aged Care
- Urgent Care

### Community Health:

- Physiotherapy
- Podiatry
- Diabetes Educator
- Dietitian
- District Nursing Services
- Palliative Care

### Community Group:

- Diabetes Support Group

### Social & Activity Group:

- Social program for older people, people with disabilities and their carers

### In Home Support Service:

- Home Care Packages Program – to assist people to live independently in their own homes

### Royal Flying Doctor Service:

- Mental Health & Wellbeing program (Royal Flying Doctors program)

### Private Health Sector:

- Pathology

**6. Heywood Rural Health can provide referrals to the following services. Which of the services do you consider important to you and your family?**

Please select all that apply:

- Mental Health
- Aboriginal Health
- Access to specialists
- Children’s health services (Paediatrics)
- Maternal Health
- Access to General Practitioners
- Access to elective surgery
- Access to alcohol and other drugs services
- Access to medical imaging / other specialized services

**7. Which features are most important to your when considering the future planning of Heywood Rural Health facilities?**

Please select your top three:

- Spaces for families
- Access to gardens and outdoors including balconies and terraces
- Cafes and access to refreshments/vending machines
- Comfortable waiting areas
- Clear wayfinding and signage
- Wi-Fi and places to charge my phone, tablets or computer
- Car parking
- Views
- Other (please specify) \_\_\_\_\_

**8. We want your help to shape some of the key indoor and outdoor spaces at Heywood Rural Health.**

**INDOOR SPACES**

When thinking about the features and services you would like to see when you first arrive at Heywood Rural Health, Sibling Wing, Fitzroy Lodge and Sydney & Lynne Quayle Wing, which of the following are most important to you?

Select you top three:

- Clear signage

- Greenery and plants
- Artwork and cultural displays
- Health Information
- Natural light
- Interactive maps
- Comfortable seating
- Safe pick up and drop off zone
- Open and connected spaces

**9. If you were spending time visiting someone at Heywood Rural Health, Sibling Wing, Fitzroy Lodge and Sydney & Lynne Quayle Wing, what would help make you feel more comfortable?**

Please rate the following in order from the most important to least important from 1 to 11:

- Having space were your extended family can come together to create positive memories
- Having somewhere to change your baby/breastfeed
- Having some personal space
- Access to food and drinks
- Able to use your personal device (phone/tablet)
- Interactive play to keep child/ren occupied
- Access to healthcare information
- Access to entertainment to help pass the time
- A calming view
- Access to outdoor areas adjacent to waiting rooms
- A range of different areas to visit

**10. How important is connection to the natural environment to you?**

Please rate the following statements, with 1 being the most important to you:

- Connection to the outdoors is most important to me
- I love to have a little of the outside inside, through plants and greenery
- I’d like to see nature as a key theme for the redevelopment
- I’d like outside views to be a key feature

## FINDING YOUR WAY AROUND

### 11. How can we make it easier for you to find your way around Heywood Rural Health, Sibling Wing, Fitzroy Lodge and Sydney & Lynne Quayle Lodge?

Select up to three preferences:

Visual elements, such as icons or coloured pathways to follow

Clear signage that is simple to follow

A person there to direct me

A hardcopy map you can take with you

Digital information kiosk

Wi-Fi connection for my personal device (phone or tablet)

Other (please specify) \_\_\_\_\_

## OUTDOOR SPACES:

12. Outdoor spaces can be important for patient recovery and can provide space for patients, residents, visitors and families to come together. Help us to plan outdoor spaces that will improve your experience at Heywood Rural Health.

**If you were spending time outdoors at Heywood Rural Health, Sibling Wing, Fitzroy Lodge and Sydney & Lynne Quayle Wing, what would you want to do?** Select your top three:

Get some fresh air

Spend time in nature, enjoying the gardens

Read a book or have quiet time

Catch up with family and friends

Keep your child/ren entertained

Have something to eat and drink

Listen to a water feature

Other (please specify) \_\_\_\_\_

## STAY IN THE LOOP:

### 13. How would you like to receive updates about the Heywood Rural Health Master Planning project?

Email updates (please call 5527 0528 to register your email)

Local media

Heywood Rural Health's website or social media (like our Facebook page)

I would prefer not to receive further information at this time

The survey does not ask you to provide any personal identifying information and you are asked not to include such information in your answers.

We may share aggregated survey responses and anonymized comments with external parties such as governing health providers, community health services, local council, other key stakeholders and external consultants.

If you complete the paper copy survey attached to this Newsletter, please mail survey free of charge to:

Heywood Rural Health  
Reply Paid 93104  
HEYWOOD VIC 3304

By 10 December 2022

**Heywood Rural Health thank you for taking the time to complete this survey.**