

TERMS OF REFERENCE

ALBURY WODONGA REGIONAL HOSPITAL PROJECT

LIVED AND LIVING EXPERIENCE CONSUMER WORKING GROUP



BACKGROUND

On 27 October 2022, the NSW and Victorian Premiers announced \$558 million for the Albury Wodonga Regional Hospital (AWRH) project to deliver new and enhanced healthcare services in state-of-the-art facilities to support the community. The project will involve the construction of a new multi-storey hospital building that will be delivered at the existing Albury Hospital campus.

There will be a new mental health inpatient unit integrated into the new Clinical Services Building, which aligns with contemporary practice in major health and mental health redevelopments in NSW.

In 2021 there was planning conducted for a separate stand-alone mental health unit. There were several co-design workshops held to inform the functional brief, schematic design and design themes for the original mental health inpatient unit.

With the mental health inpatient unit now incorporated into the AWRH project, the co-design outputs and minutes of the workshops were issued to the architects and have been used to inform the schematic design of the new unit.

One co-design workshop with Lived and Living Experience consumers was held in November 2024, with expressions of interest sought from the original co-design participants.

To finalise components of the design, the AWRH project subsequently sought EOIs, through a public process, for people with Lived and Living Experience to be involved in a consultative working group to inform the architects on key design elements, over 2-3 workshops, focussing the detailed design, including interior design, landscaping, furniture, rooms, etc.

LIVED AND LIVING EXPERIENCE CONSUMER WORKING GROUP

Working Group Overview

Public Expressions of Interest were sought for membership of the Working Group. The Lived and Living Experience Consumer Working Group (the Working Group) is made up of community representatives from across the Albury Wodonga Health catchment area, who have lived and living experience of accessing mental health services or providing care or support for a family member or significant person who has experience accessing mental health services.

Purpose

The purpose of the Working Group is to provide a lived experience consumer perspective on the design of the new mental health inpatient unit to make sure it:

- Is an environment that is pleasant, welcoming, and safe.
- Supports therapeutic and recovery-oriented care
- Is comfortable for patients, carers and visitors.
- Accommodates family and cultural considerations

Role:

The Working Group will participate in interactive sessions with the architects to review and respond to concepts and themes proposed for key components of the design both internal and external spaces. The Working Group will provide insight and suggestions for change/improvement to progress and finalise design elements for the mental health inpatient unit.

Document tendered by
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Received by
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Consented to publish Yes / No

Objective:

To ensure that the final design of key elements of the new mental health inpatient unit incorporate insights and suggestions from people with Lived and Living Experience in mental health care.

Reporting and Communication Relationships:

The Working Group is a consultative group and not part of the formal AWRH project governance. Final design of the new mental health inpatient unit will be endorsed by the Executive User Group, noting the contribution of the Working Group.

Membership:

Membership of the Working Group is up to 8 representatives who have nominated through the EOI process and been selected based on the selection criteria. The meetings are facilitated by the architects with support from the NSW HI health planners and project managers.

Meeting Frequency:

This will be determined by the architects' design program but will be limited to 2-3 workshops.

Participation Remuneration Rates:

Remuneration will be as per the Participation Remuneration Rates for the Lived and Living Experience Registers for involvement of consumers, published by the Victorian Government.

Prerequisites and Requirements:

Eligibility

Working Group members must meet the following criteria:

- Live in the Albury, Wodonga or the border region.
- A personal lived experience of accessing mental health services or providing care or support for a family member or significant person who has experience accessing mental health services
- Interested and committed to represent other persons with lived or living experience in key components of the design of the new mental health inpatient unit.
- Willingness to share lived experience wisdom with key stakeholders including other people with Lived Experience and designers and planners

Requirements

Working Group members will be required to commit to a code of conduct which includes the following:

- Acknowledge that participation in the Working Group is at the invitation of AWH.
- Commit to attend and participate in 2-3 face-to-face or virtual workshops commencing in June/July 2025 with each meeting being typically 1.5-2 hours.
- Act respectfully and provide other members the opportunity to participate equally.
- Focus on the agenda topics and provide personal insight or insight from others into proposals offered by the architects.
- Act as advocates on behalf of the project, promoting awareness and understanding of the project's benefits and outcomes.
- Obtain authorisation from the AWH project team member leading the activities prior to publicly discussing any matters related to those activities

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- Acknowledge and understand that AWH reserves the right, at their discretion, to withdraw the invitation to participate in the Working Group at any time.
 - Acknowledge that information discussed in the meetings is confidential.

Consumer Agreement

I acknowledge the Working Group Terms of Reference, expectations and code of conduct described in this document, and declare that I have no conflict of interest.

Signed and agreed: _____ **Date:** _____

Contact Point: [REDACTED]
[REDACTED]