



First Impressions Project 2024

April 2025

Health Care Consumers' Association

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Contents

| | |
|---|----|
| Contents | 3 |
| About HCCA | 4 |
| Acknowledgements | 4 |
| Executive Summary..... | 5 |
| Background | 7 |
| What is Wayfinding? | 7 |
| Wayfinding at CHS..... | 7 |
| What is First Impressions? | 7 |
| HCCA and First Impressions..... | 8 |
| Methodology | 8 |
| Site Findings..... | 11 |
| The Canberra Hospital (TCH) | 11 |
| Community Health centres..... | 11 |
| Recommendations..... | 13 |
| Appendices..... | 14 |
| Appendix 1 - Ranking Scores and Comments (TCH)..... | 14 |
| Appendix 2 – Ranking Scores and Comments (Community Health Centres) | 18 |
| Appendix 3 – Worksheets | 20 |

About HCCA

The **Health Care Consumers' Association (HCCA)** is a health promotion agency and the peak consumer advocacy organisation in the Canberra region. HCCA provides a voice for consumers on local health issues and provides opportunities for health care consumers to participate in all levels of health service planning, policy development and decision making.

HCCA involves consumers through:

- consumer representation and consumer and community consultations;
- training in health rights and navigating the health system;
- community forums and information sessions about health services; and
- research into consumer experience of human services.

HCCA is a Health Promotion Charity registered with the Australian Charities and Not-for-profits Commission.

Acknowledgements

The Health Care Consumers' Association thanks the project participants who shared their experiences and ideas with us for this report.

HCCA also thanks our colleagues at Canberra Health Services for their support and participation in this project.

Executive Summary

The First Impressions Assessment is a 2024 project led by the Health Care Consumers' Association (HCCA) in partnership with Canberra Health Services (CHS) to evaluate and improve consumer wayfinding experiences at CHS facilities.

Wayfinding refers to how people navigate spaces using signage, digital tools, staff guidance, and environmental cues. Effective wayfinding is crucial in healthcare settings to reduce stress, improve accessibility, and help consumers find their appointments.

HCCA has a strong history of consumer-led wayfinding initiatives, having run several First Impressions Projects independently in the past. CHS engaged HCCA to lead this assessment as part of broader efforts to improve accessibility and consumer experience across its sites.

CHS selected key hospital and community health sites for review based on consumer feedback and accessibility challenges. HCCA developed assessment tools and coordinated consumer participants to conduct site visits, evaluating physical access to facilities, effectiveness of wayfinding tools (signage, online information, staff assistance, and appointment instructions) and well as environmental and sensory considerations.

Data was collected through structured assessments, participant feedback, and observations. Findings were collated to develop priorities and recommendations, categorised into short-, mid-, and long-term actions to guide CHS investment in improvements.

Findings varied across assessed sites, but common priorities included:

- Signage improvements - Clear, consistent, and consumer-friendly language, use of icons, and multilingual resources to support diverse communities.
- Better use of existing wayfinding tools - Enhancing website information, improving appointment instructions, and ensuring staff and volunteers are well-informed about facility layouts and changes.
- Enhanced accessibility features - Addressing sensory needs, increasing visible symbols of inclusion, and promoting translation services.
- Future planning considerations - Integrating consumer insights into the CHS Signage and Wayfinding Manual and informing business cases for new facilities.

Recommendations included:

- Implement clear, accessible, and inclusive wayfinding strategies across CHS facilities.
- Improve staff and volunteer training to provide accurate navigation assistance.
- Regularly update digital and print wayfinding resources to reflect changes in facility layouts.
- Continue consumer involvement in wayfinding initiatives to ensure ongoing improvements.

Findings from this assessment have been documented in this report, with supporting summaries and short factsheets provided to CHS. The CHS Wayfinding and Accessibility Officer is sharing these recommendations across facilities, and CHS teams to advocate for wayfinding improvements and to guide planning for new health sites.

Background

What is Wayfinding?

Wayfinding is a set of tools that help people navigate their way around unfamiliar environments. It can help people understand what to expect when arriving in a new environment, or to orient themselves during a journey through a new environment.

Good wayfinding is important for consumers to understand where they need to go. Wayfinding can include signage, maps, landmarks, marked pathways, lighting, and colour, and sound. Effective wayfinding and signage can improve accessibility for consumers through consideration of disability, culture, age and literacy levels.

Wayfinding at CHS

The quality of wayfinding tools at CHS varies across sites as facilities become older, are under construction and as branding, signage and best practice strategies change. Through research and the consumer feedback process – CHS has heard that consumers find it hard to identify and navigate around CHS facilities.

Within CHS sites, there may be old wayfinding tools that no longer serve their purpose. For example, a coloured line on the floor that no longer leads to the right location due to construction or areas being relocated. Unfortunately, there are several different wayfinding and signage documents used by CHS to create new signage. This has led to inconsistencies across facilities. Without a central guiding document, in some circumstances staff have tried to resolve the issue by creating temporary signs. However, these can create poster clutter which can make it difficult for consumers to process information and even be an infection control risk.

CHS is currently in the process of developing a signage and wayfinding manual to guide each facility on how to create consistent and consumer friendly wayfinding tools. This manual will include new CHS branding, which considers accessibility requirements to make signage simple, clear and legible. Findings from this First impressions project will be used to inform this manual and participants will be invited to have further input into the manual in the future.

What is First Impressions?

The First Impressions project activities were developed by Dr Rima E Rudd, Dr Rima Rudd, a health literacy lecturer at Harvard University as part of The Health Literacy Environment Activity Packet.¹ HCCA has further modified the tools using feedback from local consumers.

First impressions matter for patients encountering a health or community service for the first time. If they start out with a clear understanding of what to expect, where they need to be and how to get there, they are more likely to have a positive outcome from their appointment and a positive impression of the service. A consumers' first impressions of a

¹ Rudd, R.E. The Health Literacy Environment Activity Packet: First Impressions & Walking Interview. On-line tools. Health Literacy Studies. [Hsph.harvard.edu/healthliteracy](https://hsph.harvard.edu/healthliteracy)

service are influenced by a range of factors. These factors can help or hinder consumers making their way to and around a service and engaging in their clinical interactions. The project involves consumers assessing the 'first impressions' that a service makes. The assessment reviews four key features:

- physical aspects of the service, particularly how easy it is to get to and around the service,
- the impression provided by staff at the service,
- the services website – ease of use and quality of information, and
- telephone communication with customer service staff

HCCA and First Impressions

From 2017 -2024, HCCA worked with consumers, ACT Health and Canberra Health Services to assess 18 different locations across Canberra Health Services Facilities.

In 2024 HCCA partnered with Canberra Health Services to assess 4 Community Health Centre and Hospital sites across the ACT. In October and November 2024, 9 consumers reviewed signs and direction information at CHS facilities via phone call, using the website and visiting specific sites. These sites included:

- Canberra Hospital Building 12 – Discharge Lounge
- Canberra Hospital Building 12 - MRI (Medical Imaging) in building 12 navigating to Building 1 - Fracture Clinic
- Belconnen Community Health Centre – Dental and Belconnen Walk-in Centre
- Gungahlin Community Health Centre – ACT Pathology

These sites were selected based on consumer and staff feedback collected by CHS indicating that they were particularly difficult to find and navigate.

Methodology

Consumers applied to participate in the 2024 assessment by submitting an expression of interest. Within this expression of interest, potential participants were asked what they believe are important considerations for health care users to navigate to and around health care facilities and how they are able to reflect broader consumer viewpoints and experiences.

Participants were also asked to share information about their consumer representative experience and the communities and networks they belong to. It was not essential to have experience or belong to a particular community group. Within the group of 9 Participants, there were members belonging to LGBTQIA+, carer, multicultural, and disability communities. Participants' ages varied, but the group included both Younger and Older Canberrans and those living in the Canberra region.

HCCA's Infrastructure Project Officer and CHS's Project Director for Wayfinding and accessibility worked together to create materials for the project. This included the expression of interest survey and two new worksheets for participants to use as an audit tool when researching and visiting facilities. The two staff members also collaborated to hold participant 'briefing' and 'debriefing' sessions.

First Impressions Review Activities

Activity 1 - Briefing session. During the briefing session, the group was provided with the worksheets and a 'how to complete your worksheets' guide ahead of time. Participants were also told about project objectives, the activities they needed to complete, how HCCA could support them and what will happen to their feedback.

Activity 2 – Researching the facility. Participants were required to search for facility information online. This included searching for a phone number to call and a website for information on how to get to the facility. They were then asked to go to the facility using this information and make their way to the front entrance while assessing key wayfinding tools and accessibility features such as parking, signage, pathways.

Activity 3 – Inside the facility. This involved a walking review where participants used a second worksheet to record impressions of the accessibility and wayfinding systems of a health facility including:

- the main entrance (for all facilities) including such things as signage, ease of transport to site, car parking, distance and time taken between bus/car and area sought,
- the reception desk and waiting areas
- environmental access issues such as signage, physical environment including lighting, waiting areas and design of patient/client areas
- staff helpfulness and responsiveness

Participants were also asked to identify their **top 3 priorities for improvement** for the facilities they visited.

The worksheets asked participants to search for a particular wayfinding feature, then rank or provide a comment on how easy it was to find and its quality. The rankings were rated 1-4. With one being 'not visible/not provided' and four being 'perfect'.



These rankings were useful to demonstrate priority areas for improvement as well as highlighting what is working well and should be continued across CHS facilities. The rankings will also serve as a benchmark for future First Impressions assessments to determine if any deteriorations or improvements have occurred for each facility.

Activity 4 - Debriefing session. Further feedback was collected through group debriefing sessions and individual phone calls. The debriefing sessions provided participants with a platform to elaborate on their written comments and rankings and reflect on overarching suggestions for change across CHS facilities. Where participants were unable to attend a group session, they spoke to HCCA over the phone.

The data from these 4 activities was sent by participants directly to the HCCA Infrastructure Project Officer. The Infrastructure Project Officer then themed findings and recommendations from each facility through written summaries and an excel spreadsheet outlining rankings. These summaries were then sent to the and CHS's Project Director for Wayfinding and accessibility to use as evidence to request funding for improvements, provide feedback to each facility, inform the signage and wayfinding manual and associated processes and policies, direct recommendations to new planned sites, and direct recommendations to relevant departments for review.

Site Findings

The Canberra Hospital (TCH)

Four Participants assessed The Canberra Hospital sites in Building 12 (Discharge Lounge and Medical Imaging) and Building 1 (Fracture Clinic).

There was no perfect (4) score for the Canberra Hospital locations which supports the feedback received from consumers prior to this assessment that it is very difficult to find these services within building 1 and 12.

Participant feedback focused on the entrance signs and location being hard to find, concern that volunteers were doing a lot of physical work in guiding people to areas, a lack of clear written directions, signage and maps. They shared that the spaces they assessed felt overwhelming and there is responsibility on the consumer to have to research where you need to go that could be reduced by better wayfinding tools being on site or more detailed information provided ahead of visits. Staff friendliness was rated well and comments about staff were mostly positive. For greater detail and quotes from participants, see Appendix 1

Participants key priorities for change were:

- **Update Webpage** – Make sure all hospital service areas are listed online, with precise locations (building and level) and hyperlinks to detailed maps.
- **Improve Signage** - Replace small temporary, hard to read signs with clear, branded signage. Make sure new Discharge Lounge signage is clear, consistent and visible throughout the hospital. Make sure names of locations are consistent.
- **Consumer Centred Wayfinding** - Engage with consumers when making wayfinding improvements, including clear routes and updated internal maps showing key landmarks and pathways.
- **Better Communication** – Improve awareness for staff, volunteers and consumers of difficult to find areas like the Fracture Clinic and Discharge Lounge. Make sure people have accurate locations and directions to know where to go and how long they may need to wait
- **Raise Awareness of moved services** - Make sure signage and maps are updated for relocated services like the Discharge Lounge, avoiding outdated instructions like 'follow the blue line.' Make sure staff and volunteers are aware of changes so they know how to give clear directions.

Community Health centres

Five Participants assessed Community Health Centre sites including Belconnen Community Health Centre (Dental and Belconnen Walk-in Centre) and Gungahlin Community Health Centre and ACT Pathology.

Participant feedback focused on improving the use of wayfinding tools, increasing signs and symbols of inclusion and improving responsiveness of phone calls. Similar to TCH, Staff friendliness was rated well and comments about staff were positive. Most participants rankings indicated the spaces were as quiet/calm with high scores in this category. For greater detail and quotes from participants, see Appendix 2

Participants key priorities for change were:

- **Improve Signage and Wayfinding** - Update and declutter signage with multilingual and accessible options, permanent replacements for temporary signs, color-coded directions, and clear identification of key areas people may not know are there, for example ACT Pathology.
- **Improve Digital and Printed Communication tools** - Make sure service information online is accurate, use kiosks for wayfinding assistance, install a system that lets people know where there are in the queue. Provide multilingual, easy-to-read materials to help clients navigate services.
- **Welcoming and Comfortable Spaces** - Provide amenities like water dispensers and phone charging stations. Establish welcoming, accessible spaces, such as children's waiting areas and quiet/neurodivergent friendly waiting areas. Display signs to show LGBTQIA+ community is welcome. Display an Acknowledgment of Country.
- **Engage Community members** - Introduce helpful volunteers at key locations for wayfinding advice, engage local health ambassadors to support diverse community needs and continue to work with community to understand needs.

Recommendations

Across the four sites, rankings and comments varied. However, participants identified some consistent recommendations. The following categories were recurring themes in participants 'top 3 priorities' written comments and debriefing discussions:

- Signage and Wayfinding
- Digital Information and Tools
- Physical environment
- Consumer Engagement and Communication

Signage and Wayfinding

To improve signage and wayfinding participants suggested:

- Replace temporary signage with permanent, consistent and branded signage
- Declutter signage
- Increase the amount of general and accessible wayfinding tools (colour coding, maps, written and visual guides to specific areas, more signs in braille and other languages)

Digital Information and Tools

To improve the use of digital tools and information participants suggested:

- Update online information (Google Maps, websites) with accurate locations, directions, transport options, and opening hours.
- Make sure hospital areas are listed online with precise locations and detailed maps (where is it within buildings and how do you get there from entrances and car parks)
- Use technology to notify people how long they need to wait. For example, display wait times and place in the queue

Physical Environment

To create a more welcoming, comfortable and inclusive environment within CHS facilities, participants suggested:

- Indicate that all communities are welcome with icons, flags, posters. For example, LGBTQIA+ welcome signs and Acknowledgment of Country
- Provide multilingual, easy-to-read written materials and signs. This could also include better use of icons and images, not just words
- Create specific children's waiting areas
- Make spaces more neurodivergent friendly and suitable for people with cognitive impairments
- Add important amenities like drinking water and charging stations

Consumer Engagement and Communication

- Improve awareness among staff, volunteers, and consumers of hard-to-find locations
- Make sure up-to date updated information is shared with consumers about moved or relocated services
- Continue to engage consumers in wayfinding improvements and design

Appendices

Appendix 1 - Ranking Scores and Comments (TCH)

Participants found the entrance signs and location hard to find.

‘The reception area for fracture clinic was difficult to locate, could not have done so independently, and needed to ask for assistance. Signs are words only, no colour or image to assist if literacy concerns.’

‘There were no permanent signs that mentioned Discharge Lounge. There was one blue ceiling sign in Building 1 (not Building 12) and it pointed in the wrong direction.’

‘They [staff] agreed that the wayfinding to the Discharge Lounge was terrible.’

Many were concerned that volunteers were doing a lot of physical work in guiding people to areas.

‘Staff reflected that volunteers have been working really hard and doing a lot of steps as they often need to physically walk with people right to their location for them to be able to find it properly.’

‘I used the volunteers on site, but with only two they appeared to be stretched, and didn’t know where one of the three areas I had to visit (the Discharge Lounge).’

‘Not even the hospital volunteer knew where the Discharge Lounge was. Our volunteer had to ask several staff members along the way.’

Clear written directions also received a lot of comments and a low score (1.25) from participants. They outlined that the website was not helpful when trying to find these services

‘The details of the Fracture Clinic needs an overhaul. What and where it is was not at all helpful.’

‘I put ‘discharge lounge’ into their search bar and I got 175 articles. The second one listed was ‘Canberra Hospital Ward List CHS’. This document does list the Discharge Lounge as ACDL (in column labelled Ward Number) but it is not a link and doesn’t explain what ACDL is. The top of the page does say to ask staff at Main Reception in Building 5, Level 2 or Ask a Volunteer.’

‘None of the three areas had links to exactly where they were in the hospital being general in nature e.g., Building x, level x. It would have been much more helpful if hyperlinks to maps listing the actual locations.’

‘Doesn’t have any mention that the discharge lounge is in Building 12.’

‘There needs to be hyperlinks in the Webpage to where the Discharge Lounge actually is, rather than just a building 12 level 2.’

One participant said they often need to do a lot of pre-research before an appointment for the person they care for to make sure they know basic information like where to go and where to park.

‘We only received the SMS text [about an upcoming appointment] in the mobile phone registered with the Canberra Health Services. Sometimes, I ask them to write it down on a card so that I can keep it in the car to avoid forgetting important appointments.’

Participants also reflected that it would be great not to have to try and research where you need to go or consult people once you are in the building.

‘Talking on the phone to find out more information or to get confirmation of where to go when lost is just really time consuming, it would be easier to avoid this step if possible!’

‘The instructions were focused on getting to the hospital and then getting help once there. If I was new to the hospital this would have been confusing.’

‘It’s good there are always staff around to help and some colour coding, but it would be good to just have the info needed before an appointment.’

‘The website is good, but it focuses on directing you to one central place (new reception) and to the volunteers rather than just equipping you with enough information to go straight to where you need to! This is concerning as people who are unwell, not very mobile shouldn’t be trying to move around more than needed.’

There were also several comments about the need to create clearer maps with words that make sense to a non-clinical reader, as this scored a low average score (1.25). Two participants reflected they did not think they would not struggle to navigate this area having lots of experience navigating around TCH in the past. However, this was not the case for either participant. Both felt it was very difficult to get to these areas and both had gone the wrong way and had to reorient themselves at certain points in the journey. One participant said they ‘had been in most wards and spaces in the hospital’ and thought they were quite familiar with TCH so they ‘weren’t expecting to find it so difficult’. Participant 2 described it as ‘eye opening just how bad it is’.

‘We did not see a campus map in Building 12.’

‘There should be an internal map which clearly shows the route to the Discharge Lounge including which areas it goes through and what signage to look for (Staff Access Only, Emergency X-Ray, Paediatrics etc).’

'The outpatient area is shown on map but not the fracture clinic. This can lead to confusion if people don't understand that fracture clinic is part of outpatients.'

'No direct link to fracture and imaging, wards for inpatient no outpatient information was clearly seen. The outpatient area is shown on map but not the fracture clinic. This can lead to confusion if people don't understand that fracture clinic is part of outpatients.'

'Improvement could be a more interactive map, showing actual pathway patient needs to take from car park to the area. The website is VERY word focused. Maybe more images or photos to help people navigate where they need to be. For example, if website says go to foyer, photo of that area, what does the fracture clinic area look like?'

'The website was difficult to navigate for anything other than the campus' main wards. The map legend doesn't list the areas I was asked to navigate to: the Discharge Lounge; Fractures Clinic; and Medical Imaging.'

Similar to maps, clear signage scored low with an average score of 1

'I found the services and signage might be useful for those that use the hospital on a regular basis, or for Emergency Dept visitors, but not for someone who, like me, hasn't been there in some time.'

'Many staff and volunteers would say follow the 'blue line' on the corridor floor. Unfortunately, the blue line did not go all the way and led you to the X-Ray area instead.'

'Signage and wayfinding need a marked improvement.'

'It turns out there was small A4 printed signs with arrows saying Discharge Lounge, it was positioned quite high up on an open fire door, but it pointed into an area that had a sign above the door that said in large letters "STAFF ACCESS ONLY".'

'Signs were not at an appropriate height for a wheelchair user.'

'The temporary A4 signs were laminated but too small to be read unless you were standing directly in front, and too high in some instances.'

'Fractures clinic was double labelled as something else on signs – 'Register Review Clinic' making it very hard to find.'

Participants were asked to assess if the space felt calming or overwhelming. Most comments reflected that the same felt overwhelming and unsuitable for certain communities.

'Some of the signage around the Building Entrance (Car park level) was overwhelming.'

‘Cluttered with medical paraphernalia and Fluorescent light. No waiting area for family.’

‘The outpatient waiting area is not Neurodivergent friendly from past experience. Patients can wait a long time in the area being exposed and increasing vulnerability.’

‘The lighting in Building 12 was not natural - very fluorescent. I felt quite tired after our visit.’

‘TCH is not very neurodivergent friendly or suitable for people with cognitive impairments.’

However, the average score for staff helpfulness and friendliness (3.25) and comments were mostly positive.

‘The three staff members present were very helpful, friendly and responsive.’

‘Hospital volunteers played an important role in helping folk to find the space.’

‘The staff were friendly and informative.’

‘Several staff tried to be helpful, but they seemed unaware of the changes.’

‘Very friendly, welcoming and forthcoming.’

‘Staff were not rude but not overly helpful or insightful, more just short one-word responses or requesting basic information.’

‘Once we located the lounge the nursing staff were very helpful, who shared our frustration.’

Appendix 2 – Ranking Scores and Comments (Community Health Centres)

Similar to those who assessed TCH, participants who researched and visited the community health centres would have liked to see clear maps and better signage. While there was only one direct comment about maps ('there needs to be a "you are here" marker') participants mentioned that kiosks, icons, and colour coding would be good to see as wayfinding tools in community health centres.

'It would help to colour code certain areas and label the areas appropriately!'

'The centre needs more clear directions, colour coding, clear labels and directions to get around in various languages, ensure people know that TIS is freely available for migrants – Translating and interpreting services are free to all.'

'Kiosks would be useful as a wayfinding tool, not just to check in. There shouldn't be a reliance of reception, especially if they are busy, to direct you to places.'

'It is really difficult to watch people get anxious/agitated and repeatedly go up to the counter and ask. People also feel like they can't get up and leave for food/toilet if they really aren't sure how long they need to wait.'

Participants reflected they wanted to see more signs on inclusion, as well as signage that helps people with disabilities or another language to get information.

'It was good to see the AITSIS map of country when walking in – although it was only A4 and could have been a bigger version.'

'Need more signs that tell you about acknowledgement of county, pride flags and flags of other countries and resources in other languages.'

'The resources available or staff who can assist non-English speakers in multiple languages is limited.'

'There needs to be more signs in Braille! It should be above the minimum standards nationally.'

Comments about the websites were mixed, when referring to Belconnen one participant said

'The picture up the top of the page is really good [of the entrance to the building] the description for vision impaired people is really good too.'

While another participant said website mobile friendliness is limited for CHS sites.

'Screen reader compatibility, high contrast text or font resizing for users with disabilities needs improvement.'

‘The rendering features need to be looked at.’

Most participants rankings indicated the spaces were as quiet/calm with a score of 3 or 4. Many said the lighting is natural or suitable

‘Usually, Health centres make me really anxious, but this space feels very peaceful. The lighting is natural and not the horrible bright fluorescent/LED lights.’

However, one participant said the space is ‘not always’ calm and quiet leading to lower score. During the debrief sessions there were also several comments made to indicate that sensory needs may not be met within these facilities.

‘There are no visual cues or signage that cater to individuals with sensory sensitivities such as minimal distractions and calming colours.’

‘Spaces could be confusing for those with cognitive issues.’

Participants shared that the information on the phone could be improved.

‘Wait time and responsiveness needs improvement.’

‘Needs to be better accessibility for Non-English Speakers and options for hearing impaired callers.’

‘Wait time was way too long.’

‘Phone support staff did not know about non-English support availability.’

‘My phone call was not returned.’

Once entering the building participants found staff to be helpful and friendly with an average score of 3.6.

‘Reception staff were super helpful, good communication.’

‘Politeness and professionalism of staff was perfect.’

‘Friendly receptionist.’

Appendix 3 – Worksheets



Getting to the Facility Worksheet

Getting to the Facility includes:

- Researching the Facility – Phone
 - Search for a phone number to call for directions to the facility
 - In the extra comments section you can let us know – was this easy, how long did you have to wait, were staff helpful
- Researching the Facility – Website
 - Google the facility and see if you can find maps and directions on the website
 - In the extra comments section, you can let us know if the directions and maps were easy or difficult for you to understand
- Approaching the Facility
 - What you notice might depend on how you travel to the facility (bus, car, bike). Try to look out for as many signs as you can and let us know what you can see!
- Getting to the main entrance
 - Tell us about the pathway and signs
 - Look for a clear entrance, signs and pathways



Ranking scale

| × | 1 | 2 | 3 | 4 |
|--------------|--------------------------|-------------------|------|---------|
| Not relevant | Not visible/Not provided | Needs improvement | Good | Perfect |

| | × | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|
| Researching the Facility - Phone | × | 1 | 2 | 3 | 4 |
| A phone number to call for information | | | | | |
| Clear directions provided on the phone | | | | | |
| Extra Comments: | | | | | |
| Researching the Facility - Website | × | 1 | 2 | 3 | 4 |
| Clear directions to the facility provided (getting there by taxi, bus, car, bike) | | | | | |
| Clear maps | | | | | |
| Clear written directions | | | | | |
| Extra Comments: | | | | | |



| Approaching the Facility | × | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|
| Road signs (on the way to the facility at key decision points) with clear writing and direction | | | | | |
| Drop off zone with clear text and direction | | | | | |
| Parking signs with clear text and direction | | | | | |
| Signs near the bus stop to direct you to the facility | | | | | |
| Pedestrian signs along the pathway with clear text and direction | | | | | |
| Pathway is even (smooth surface suitable for a mobility aid) | | | | | |
| Extra Comments: | | | | | |



| Getting to the Facility Entrance | × | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|
| The facility name is clear and easy to see | | | | | |
| Access information is clear e.g. opening and closing hours, contact information | | | | | |
| Main entrance signs are clear <ul style="list-style-type: none"> easy to find and read | | | | | |
| The main entry location is obvious | | | | | |
| It is easy to understand what services are offered here | | | | | |
| Other important signs are easy to see <ul style="list-style-type: none"> no bushes, bins, equipment in front of them | | | | | |
| The entry is easy to access <ul style="list-style-type: none"> ramps, wide doors, auto doors | | | | | |
| Signs use "every day" language that is easy to understand <ul style="list-style-type: none"> No confusing words no medical jargon | | | | | |



First Impressions Summary

What 'tools' usually help you find your way to a facility?

- ☐ A friend/family giving you directions
- ☐ Google maps
- ☐ Volunteers
- ☐ Maps (on walls or signs nearby)
- ☐ Pedestrian Signs
- ☐ Other (please tell us) _____

Were you able to use these tools for this facility?

Could anything else be provided to help you or others?



What were your first impressions of this facility?

Did you find it easy to find your way around inside the facility without much help? Why or why not?

What do you like about this facility?

What do you dislike about this facility?



What are your 3 top suggestions for change?

| | |
|---|--|
| 1 | |
| 2 | |
| 3 | |



Inside the Facility Worksheet

Inside the Facility includes:

- Reception and staff
 - o Go to the reception desk
 - o Chat with staff – let them know you are here for the First Impressions Project and what you would like to look at (p.3-7). You can use this script when speaking to CHS staff:

Hi there, my name is XX and I'm representing the Health Care Consumers' Association and Canberra Health Services on a project to improve visitor experiences in health facilities. I'm here as a community member recording my experience. I want to let you know that I will be walking around and taking notes during my visit. Please let me know if there's anything you'd like me to also include in my report. The report will be shared with HCCA and CHS Facilities Management team members but I can keep your identity and comments anonymous. If you have any questions, you can contact Josie Khng from the Facilities Management team (josie.khng@act.gov.au).



- o In the extra comments section you can write down any problems the staff talk about too
- Waiting area
 - o Test out the furniture if you can
 - o Does it meet the needs of people waiting?
 - o In the extra comments let us know how the space feels for you (welcoming, modern, overwhelming, noisy)
- General
 - o Throughout the facility look for clear signs, information and maps
 - o Is it easy to find your way around
 - o Are the directions and service signs easy to spot with clear information?



Ranking scale

| | | | | |
|--------------|--------------------------|-------------------|------|---------|
| | | | | |
| Not relevant | Not visible/Not provided | Needs improvement | Good | Perfect |

| Reception and Staff | | | | | |
|------------------------------------|--|--|--|--|--|
| Reception desk is obvious | | | | | |
| Reception desk is easy to access | | | | | |
| It is obvious who the staff are | | | | | |
| Staff are available | | | | | |
| Staff are helpful and friendly | | | | | |
| Staff advice is easy to understand | | | | | |
| Extra Comments: | | | | | |



| Waiting Area | | | | | |
|--|--|--|--|--|--|
| Furniture is comfortable | | | | | |
| Furniture is appropriate for all consumers (people who have trouble getting up, children, parents feeding children, people of all sizes) | | | | | |
| There is space for mobility aids and prams | | | | | |
| There is drinking water | | | | | |
| There are toilets nearby | | | | | |
| The space is quiet/calm | | | | | |
| The space feels safe | | | | | |
| Extra Comments: | | | | | |



| General | × | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|
| Clear Signage <ul style="list-style-type: none"> • Easy to find • helpful information being shown to you when you need it • Located in safe places | | | | | |
| Easy to understand signs <ul style="list-style-type: none"> • Big enough text • Placement at a good level to read • Good colour contrast | | | | | |
| Simple signs <ul style="list-style-type: none"> • Easy directions that take you to the service in the quickest way possible • Shows the service you need | | | | | |
| Consistent signs <ul style="list-style-type: none"> • Similar design/branding • Icons, words and and colours are the same | | | | | |
| Clear Signs to non-clinical areas <ul style="list-style-type: none"> • food, lifts, exits, toilets | | | | | |



| | | | | | |
|--|--|--|--|--|--|
| Temporary signs, brochures, art <ul style="list-style-type: none"> • Neat, laminated, organised • Not overwhelming • Instructions or information is clear and easy to see | | | | | |
| Good condition of signs <ul style="list-style-type: none"> • No scuff marks or peeling • No faint text | | | | | |
| Inclusive signs <ul style="list-style-type: none"> • Signs that tell you that CHS welcomes all people • e.g. Acknowledgement of Country, Pride flags, resources in other languages | | | | | |
| Map with useful features <ul style="list-style-type: none"> • You are here marker • Colour coding • Easy to read text, icons | | | | | |
| Wifi details available | | | | | |
| The lighting is natural or suitable | | | | | |