

NSW Ambulance Northern Control Centre

Northern NSW

Client: NSW Ambulance

Budget: Approx \$2.5 million

Role: Principal Design Consultant & Project Manager

Type: Commercial Office/NSW Health Facility

Completed: 2021

The NSW Ambulance Northern Control Centre coordinates the 'triple zero' call taker dispatch system across the Hunter and northern regions of NSW. The recent major refurbishment has increased capacity, improved overall amenity, and provided new and integrated operator consoles to the Control Centre to suit current and shifting technologies. As an emergency service it was essential that both the design and build enabled a staged delivery with minimal impact to the operations. This was achieved through early and thorough engagement with stakeholders, and ongoing consultation throughout the project to ensure risks were managed and the project delivered on time & budget.

In response to the emotional challenges faced by staff in this industry, an area referred to as the 'Warm Heart' was created within the new fit out which functions as a transitioning zone

between the Control Centre and off-duty spaces. It is marked by a circular feature, an inlay of dark timber flooring with warm paint tones wrapping the walls and ceiling. Directly associated with this space, and a key focus of the design, is a Quiet Room, a space in which staff can take 'time out' after stressful & distressing calls. The Quiet Room offers a place of calm & rejuvenation with comfortable furnishings in soft neutrals, natural timber features, and dimmable atmospheric wall lighting.

A fresh clean colour palette of greens, black & whites, extends through all parts of the facility, with warmth injected through timber features and slight tonal colour differences applied to help define different areas. The finishes palette and carefully arranged spaces encourage a collaborative, supportive and nurturing environment for the Control Centre staff.

