



Planetree Person-Centred Care Environmental Audit

14 May 2026 / Justine Jackson

Complete

Score	38 / 39 (97.44%)	Flagged items	1	Actions	0
Site conducted	Southside Endoscopy Centre				
Conducted on	14.05.2026 13:28 AEST				
Prepared by	Justine Jackson				
Location	4 Paxton St, Springwood QLD 4127, Australia (-27.6173719, 153.1263759)				

Flagged items

1 flagged

Inspection / WELCOMING (Exterior, Interior, Accessibility) / NOISE/AUDITORY / OLFACTORY (SMELL) / FURNISHINGS/FINISHES / CLEANLINESS / WAY-FINDING AND SIGNAGE / PRIVACY (FOR PATIENTS/FAMILY) / ARTWORK / WALL POLLUTION / ACCESS TO DAY LIGHTING / VIEWS

Patients and staff have convenient access to nature

No

on the 6th floor however potted plants in waiting areas

Inspection	1 flagged, 38 / 39 (97.44%)
WELCOMING (Exterior, Interior, Accessibility)	1 flagged, 38 / 39 (97.44%)
Encourages Positive initial human interaction	Yes
Accessible, welcoming entryways	Yes
Barrier-Free check in and registration design (aware that Covid perspex screens installed)	N/A
Signage wording and patient information language is welcoming	Yes
No use of physical or psychological barriers (aware that Covid perspex screens installed)	Yes
COVID restrictions removed	
Waiting areas are aesthetically pleasing, chairs arranged in a manner that allows groups to be together; availability of reading materials while waiting (covid precautions with no magazines in waiting room)	Yes
Magazines & quizzes now available to use	
Comments:	
NOISE/AUDITORY	1 flagged, 33 / 34 (97.06%)
Noise in waiting areas is appropriate	Yes
Noise in patient recovery areas is appropriate	Yes
Comments	
OLFACTORY (SMELL)	1 flagged, 31 / 32 (96.88%)
Pleasant/Neutral Aroma	Yes
No harsh cleaning smells	Yes
Comments	
FURNISHINGS/FINISHES	1 flagged, 29 / 30 (96.67%)
Variety of soft seating options in waiting room	Yes
Variety of soft seating options in patient seated recovery	Yes

Comfortable	Yes
Contribute to way-finding (signage to toilets etc, no furniture blocking access to amenities)	Yes
Comments	
CLEANLINESS	1 flagged, 25 / 26 (96.15%)
Good general cleanliness of space	Yes
Floor surfaces free from damage and maintained	Yes
Wall surfaces free from damage and maintained	Yes
Comments	
WAY-FINDING AND SIGNAGE	1 flagged, 22 / 23 (95.65%)
Signage and maps are understandable and accessible	Yes
Welcoming and consistent in language	Yes
Accommodates Literacy Levels	Yes
Minimises patients getting lost	Yes
No physical barriers to accessing staff (aware that Covid perspex screens installed)	Yes
COVID restrictions lifted	
Encourages Human interaction for assistance	Yes
Decentralised nurse station	Yes
Comments:	
PRIVACY (FOR PATIENTS/FAMILY)	1 flagged, 15 / 16 (93.75%)
Privacy at Check-in / Registration	Yes
Privacy when making appointments (done over phone only for privacy & covid restrictions)	Yes
Private single bathroom facilities	Yes
ARTWORK / WALL POLLUTION	1 flagged, 12 / 13 (92.31%)

Artwork is prevalent and healing	Yes
Announcements are graphically appealing and neatly managed within display area (i.e bulletin board)	Yes
Lighting is appropriate	Yes
Comments	
ACCESS TO DAY LIGHTING / VIEWS	
1 flagged, 9 / 10 (90%)	
Patient care areas have access to day lighting and views	Yes
Staff areas have access to day lighting and views	Yes
Comments	
Staff areas have access to food and drink (i.e. staff kitchen, fridge and hot/cold tap)	Yes
Staff spaces within department are comfortable	Yes
Comments	
Patients have control of Temperature (blankets available?)	Yes
Measures are taken to provide patient privacy during all areas of patient admission/interaction.	Yes
Patients and staff have access to day lighting and views	Yes
Visible areas for patient and staff recycling	Yes
Patients and staff have convenient access to nature	No
on the 6th floor however potted plants in waiting areas	
Comments	
Healthy food options available to patients in recovery post procedure	Yes
Comments	
ANY ADDITIONAL COMMENTS:	
N/A	