



Government of Western Australia  
Child and Adolescent Health Service



# Feedback form

What do we do well?  
What could we do better?

Tell us  
about your  
experience

We value your feedback about our services.

Your feedback helps us to understand what we do well and where we need to improve.

## Sharing your experience

We welcome feedback, both positive and negative. It helps us provide you with a better service that meets our vision of healthy kids, healthy communities.

## What we will do with your feedback

### Respond

Once we receive your feedback, we may contact you to talk about your experience.

Compliments are fed back to the relevant areas and shared with staff.

All complaints are acknowledged within five working days, investigated and responded to within 30 working days. If there is a delay due to the complexity, we will let you know.

If you choose to respond anonymously, we will still direct your feedback to the relevant staff, but may not be able to respond.

### Take action

Your feedback drives improvements to the services we provide to children and families.

For language assistance, please speak to one of our staff or call the Translating and Interpreting Service (TIS) on 131 450 to facilitate your call.

This document can be made available in alternative formats on request for a person with a disability.



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**Telephone: (08) 6456 2222**

Disclaimer: This publication is for general education and information purposes. Contact a qualified healthcare professional for any medical advice needed.  
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Government of Western Australia  
Child and Adolescent Health Service

Delivery Address:  
Locked Bag 2010  
NEDLANDS WA 6909



Child and Family Engagement Service  
Child and Adolescent Health Service  
Reply Paid 85227  
NEDLANDS WA 6909



No stamp required  
if posted in Australia

## Ways to give feedback

### Online

Complete our online feedback form:  
**cahs.health.wa.gov.au/cahsfeedback**  
or post your experience online with  
Care Opinion: **careopinion.org.au**

### Email

cahsfeedback@health.wa.gov.au

### Form

Complete this form and:

- drop into the Feedback box at your CAHS clinic, centre or Perth Children's Hospital
- give it to a CAHS staff member
- drop it into a post box (free of charge)

### Phone

(08): 6456 0032

### In person

Chat to one of our friendly liaison staff in the  
Family Resource Centre, Ground level, PCH

### Hearing or speech services

TTY or modem users: call 133 677 and  
quote (08) 6456 0032  
SMS relay: 0423 677 767

## Making a complaint

### Speak to someone first

We encourage you to discuss your concerns  
directly to the person, their manager, ward or  
department first. It's the quickest and easiest  
way to resolve an issue.

### Still concerned?

If you don't feel like your issue or concern has  
been addressed, complete this form or use one  
of the other ways to feed back about your  
experience.

## Which service does your feedback relate to?

- ☐ Perth Children's Hospital
- ☐ Community Health: (child health nurse, school health nurse, child development service)
- ☐ Child and Adolescent Mental Health Service
- ☐ Neonatology

## Your contact details

You may be contacted by the Child and Family  
Engagement Team to discuss your feedback.

Name: .....

Contact number: .....

Email: .....

Postal address: .....

## Patient and client details

Complete if you're providing feedback on behalf of  
someone else.

Name: .....

Patient/client date of birth: .....

Your relationship to patient/client: .....

We need permission from the next of kin or guardian  
of the patient/client to respond to your feedback.

## Please tick if you need

- ☐ An interpreter

Which language needed: .....

## Your feedback

Please tell us about your experience.

What happened? What date did this happen?  
Where? Who was involved?

Date: .....

Ward/clinic/school: .....

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Cut off this section, seal it and post back to us

Neonatology

Community Health

Mental Health

Perth Children's Hospital