



Customer Service Charter

Rights and responsibilities Sharing feedback and concerns Advocacy and Liaison

As a customer attending the Child and Adolescent Health Service (CAHS) you and your child have the right to:

- Free public health services
- Treatment in order of need
- Be treated with respect and dignity
- Access a range of services
- An explanation of treatment and consent before being treated
- Request a second opinion
- Advice on care when you leave the health service
- Confidentiality
- Access to your health records
- Consent before being involved in training or research
- A simple procedure for making complaints

To help us provide better care, we need our customers to:

- Tell staff about their health history and that of their family.
- Tell staff about treatment or medication they are receiving when admitted to the health service.
- Tell staff about any change in their condition or any problems they may have with their treatment.
- Let staff know about any special needs they have, particularly any cultural, religious or access needs.
- Be courteous and respect the role of health service staff.
- Follow treatment instructions or let health service staff know if they cannot or do not wish to do so.
- Keep appointments or let health service staff know as soon as possible if they are unable to attend.
- Know that the health service has a special role in training health care professionals. Each person's treatment may provide an opportunity for such training.

To raise issues with staff members, you can:

- Discuss any concerns with the staff involved
- Ask to speak to a more senior staff member
- Ask to speak to the Advocate (see over page)

You can also lodge a complaint either:

- By phone
- In person
- In writing

The contact details you need are listed over the page

Making a complaint will not impact negatively on any future service, care or treatment you may receive.

Information to include in your complaint

Describe the situation and include:

1. What happened, when and where it happened;
2. Who was involved;
3. What you would like to see happen as a result;
4. Your contact details, if you would like feedback.

The Advocate can assist you with the complaint process.

What happens next?

1. Your concerns are documented. None of the complaint documentation is filed with medical records. It is kept separately with restricted access. Your complaint file is confidential.
2. You will receive a phone call or a letter, letting you know your complaint has been received.
3. Your complaint will be investigated. This can take up to 30 working days. If there are delays, you will be informed.
4. Once the investigation is complete, you will be sent a letter (unless you indicate otherwise) detailing the findings and any intended actions. You will be offered the opportunity to comment and if you would like to meet to discuss the outcomes, that can be arranged through the Family Advocacy and Support Service.

If the service has been unable to assist in resolving your concerns, there are other agencies that can offer support.

Health and Disability Services Complaints Office ☎ 6551 7600 Free call: 1800 813 853

Health Consumers' Council WA (Inc) ☎ 9221 3422 Free call: 1800 620 780

Customer Liaison Service (CLS)

- We welcome your complaints, compliments and suggestions.
- We are here to help and listen.

Location: PMH, Main Entrance, Level 4
(Opposite Patient Enquiries desk)

Telephone: 08 9340 7198

Fax: 9340 7966

pmhcls@health.wa.gov.au

Child and Adolescent Health Service

Customer Liaison Service

GPO Box D184,

Subiaco WA 6008

Advocacy

- Representing you at the health service
- Providing you with information
- Helping you find out about your rights and responsibilities
- Liaise and negotiate with staff on your behalf where appropriate

Location: Customer Liaison Service PMH

Telephone: 9340 8315

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Fax: 9340 7966

pmhcls@health.wa.gov.au

Suggestion Boxes

You can also place your feedback in the suggestion boxes that are located throughout PMH and in your community service centres. This information helps us to improve our services.

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Website: <http://cahs.health.wa.gov.au>

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This information is available in
alternative formats upon request

CHILD AND ADOLESCENT HEALTH SERVICE

Princess Margaret Hospital

Roberts Road, Subiaco WA 6008

Telephone: (08) 9340 8222



Government of Western Australia
Department of Health

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