

OVERVIEW



WHO WE ARE

The Child and Adolescent Health Service (CAHS) is Western Australia’s only dedicated health service provider for infants, children and young people. CAHS is made up of 3 service areas.



Child and Adolescent Community Health
Child and Adolescent Community Health (CACH) provides a comprehensive range of community-based early identification and intervention services to children, young people and their families across metropolitan Perth.



Child and Adolescent Mental Health Services
Child and Adolescent Mental Health Services (CAMHS) provides specialist public mental health services for children and adolescents with moderate to severe and complex mental health conditions.
Inpatient and specialised services are based in Perth and accessible to children and young people throughout WA.
Community clinics offer network-based outpatient services in metropolitan Perth.



Perth Children’s Hospital and Neonatology
Perth Children’s Hospital (PCH) is WA’s only specialist paediatric hospital and trauma centre. PCH provides clinical care to children and adolescents under 16 years of age.
Our neonatology service provides focused neonatal care to newborn babies and infants who need specialised treatment through neonatal intensive care units at PCH and King Edward Memorial Hospital (KEMH), and the mobile Newborn Emergency Transport Service.

CAHS supports the health and wellbeing of children in WA, from birth to young adulthood. We aim to give children the best start in life through early intervention and patient-centred, family-focused health care.

Our services are delivered at PCH, KEMH, at more than 160 community clinics, and in schools and homes across metropolitan Perth.

Our workforce and the children and families we serve come from many backgrounds, reflecting the diversity of our WA community. We embrace this diversity and are committed to making everyone who engages with our service feel welcome, respected and valued.



Why we exist
We serve all children and young people across WA so they can achieve their best health and wellbeing, now and into the future.



Child safe organisation
Children and young people have the right to be safe, feel safe and be treated with respect wherever they are.
CAHS is committed to being a child safe organisation in line with the [National Principles for Child Safe Organisations](#). This is a commitment to a strong culture, reflected through strategy, policy and day-to-day actions and behaviour, to ensure that children are protected.

OUR VALUES

Our values are the promises we make to our consumers, our colleagues, our partners and the broader community. They define who we are, what we stand for and how we behave.

Excellence
We take pride in what we do, strive to learn and ensure exceptional service every time.

Accountability
We take responsibility for our actions and do what we say we will.

Compassion
We treat others with empathy and kindness.

Collaboration
We work together with others to learn and continuously improve our service.

Equity
We are inclusive, respect diversity and aim to overcome disadvantage.

Respect
We value others and treat others as we wish to be treated.

OUR STRATEGIC DIRECTION

Our mission is to create healthy futures for all children and young people in WA.
To help us achieve this, we are developing a new strategic plan – our CAHS Strategy 2026–2031.

By setting out a clear roadmap for CAHS, this new strategy will define our long-term goals and strategic priorities to ensure we remain focused, effective and sustainable as we continue our work championing paediatric health care in WA.

We continue to be guided by our 8 strategic priorities:

- Person-centred care
- Prevention and early intervention
- Workforce capability, capacity and development
- Contemporary models of care
- External partnerships
- Inclusivity, diversity and equity
- Organisational culture
- High performance.



OUR CHILDREN AND YOUNG PEOPLE AT A GLANCE

Child and Adolescent Health Service		
CAHS interactions with children and young people in 2025–26	1,275,405	financial year
Perth Children’s Hospital and Neonatology		
Neonatal hospital admissions	3,116	financial year
Neonatal days average length of stay	11	financial year
Neonatal emergency transports	1,021	financial year
Number of pre-term babies	358	financial year
Litres of donor milk	1,022	financial year
Emergency Department (ED) attendances	71,148	financial year
Hospital admissions	34,358	financial year
Surgeries performed	16,875	financial year
Outpatient appointments	310,373	financial year
Patients receiving outpatient care	69,210	financial year
Child and Adolescent Community Health		
Child health assessments	119,825	financial year
School entry health assessments	27,078	school year
Children who received services from the Child Development Service	44,067	financial year
Immunisations	123,498	calendar year
New babies welcomed	25,389	financial year
Families who accepted offer of universal postnatal visit	24,531	financial year
Child and Adolescent Mental Health Services		
Service contacts	141,204	financial year
Young people seen	5,997	financial year
Mental health ED presentations	2,224	financial year
Inpatient unit separations	523	financial year
CAMHS Crisis Connect calls received	11,183	financial year



OUR PEOPLE

With a more than 7,000-strong workforce, our incredible employees work with dedication, commitment and professionalism to support the health needs of children and young people in WA across our 3 service areas:

- Perth Children’s Hospital and Neonatology
- Child and Adolescent Community Health
- Child and Adolescent Mental Health Services.



7,406 Number of employees



3,739 Full-time employees (50.5%)



3,667 Part-time employees (49.5%)



27 Senior leadership roles held by women (77.1%)



113 Aboriginal people (1.5%)



66 Employees with disability (0.9%)



1,064 Culturally and linguistically diverse people (14.4%)



484 Young people aged 18–24 years (6.5%)



Table 1: Total full-time equivalent roles by category

Category	Description	2024–25	2025–26
Administration and clerical	All clerical occupations, together with patient-facing (ward) clerical support staff. Board members	1,149.2	1,182.5
Agency	Administration and clerical, medical support, hotel services, site services, medical salaried (excludes visiting medical practitioners) and medical sessional	43.6	24
Agency nursing	Workers engaged on a ‘contract for service’ basis. Does not include workers employed by NurseWest	7.8	5.4
Assistants in nursing	Workers who support registered nurses and enrolled nurses in the delivery of general patient care	61.8	57.4
Dental nursing	Dental nurses and dental clinic assistants	9.4	9.7
Hotel services	Catering, cleaning, stores/supply, laundry and transport occupations	248	260.8
Medical salaried	All salary-based medical occupations, including interns, registrars and specialist medical practitioners	594.7	638.5
Medical sessional	Specialist medical practitioners who are engaged on a sessional basis	98.6	101.2
Allied health and health science	Allied health, health scientists and technical-related professions	834.7	887
Nursing	All nursing occupations. Does not include agency nurses	2,051.6	2,111.1
Site services	Engineering, garden and security-based occupations	26.4	32.5
Other roles	Aboriginal and culturally and linguistically diverse roles	26.9	27.9
Total		5,152.6	5,337.9



OUR VOLUNTEERS

With their generous spirits and warm smiles, our volunteers are important members of the CAHS team. Volunteers share their time to create a positive and welcoming experience for all children, young people and families who come to CAHS.

This year our more than 500 volunteers contributed a collective 750 hours a week across 42 service areas, helping children and families feel supported, reassured and cared for. Whether by greeting families, assisting with activities or simply being there to listen, our volunteers ease stress for children and families, allowing staff to focus on clinical care.

Our team reflects the diversity of the community we serve. CAHS volunteers speak more than 45 languages and represent a wide range of ages and experiences. Many are students who are building skills in teamwork, communication and engagement. Some volunteers progress to careers in health – 6 former volunteers joined this year's CAHS nursing graduate program.

The number of people volunteering with CAHS increased by 20 per cent this year, providing more opportunities for children and families to experience our team's support. Sometimes just being there to sit and listen can make the world of difference to the emotional wellbeing of children, young people and families who come to CAHS.

Our much loved therapy dog program continues to offer comfort and connection through regular furry-friend visits to children, families and staff around PCH.

We've trained more than 60 new volunteers who will provide specialist support to children facing life-limiting conditions and their families at the Sandcastles (Boodja Mia) Children's Hospice.

Our volunteers give back to the broader community by assisting in the distribution of donated goods to families in need, and play an important role at key events at CAHS, including Patient Experience Week and our popular Christmas program.

We're incredibly grateful for the compassion and commitment our volunteers show in supporting children and families and strengthening community connections.



IN THE MEDIA

Throughout the year, media coverage helped connect communities with CAHS services, highlighting significant achievements and sharing trusted health information.

This increased visibility supported greater awareness of our work and strengthened our connection with the children, young people and families who rely on our services.



QR code: Channel 9News coverage

Extraordinary care, exceptional teamwork

Celebrating a fantastic outcome for baby Leo, one of only 20 people worldwide diagnosed with a rare and aggressive tumour.



QR code: 7News coverage

Sun safety warning

Media coverage highlighted the dangers of sunburn in young babies, reinforcing the importance of sun safety.



The West Australian, 18 November 2025, pages 14-15
QR code: 7News coverage

World-first technology improving care for pre-term babies

Showcasing a world-first study at the CAHS Neonatal Intensive Care Unit at King Edward Memorial Hospital using advanced imaging technology to better understand the skin health of extremely pre-term babies.



POST Newspaper, 30 May 2026, page 6

The heart of patient care

Local media coverage highlighted the invaluable contribution of volunteers across CAHS, featuring one of PCH's longest-serving volunteers. The story showcased the compassion, dedication and support our volunteers provide to children and families during some of their most challenging moments.



The West Australian, 20 November 2025, page 19
QR code: Channel TEN and The West Australian coverage

25 years of laughter and healing

Celebrating the 25-year partnership between PCH and Clown Doctors Australia, recognising the positive impact of humour and play in health care.



QR code: Channel 9News coverage

Ground-breaking brain cancer trial offers new hope

Media coverage highlighted how PCH is improving access to innovative treatments, featuring 11-year-old Maria, the first child in Australia to join an international clinical trial for a targeted brain cancer therapy.

BUILDING CONNECTIONS THROUGH SOCIAL MEDIA

Social media remains an important way for us to engage with our community and showcase our services, initiatives and people that make a difference every day.

With a combined audience of 52,800 followers, we delivered 476 posts and stories across our social media platforms, including 168 Facebook posts, 153 Instagram posts, 127 LinkedIn posts and 28 cross-platform stories, extending the reach of our key messages and strengthening connections with our audiences.



Facebook | Reach 114,586 | Likes 967

Helping babies thrive

In late June 2026, we shared baby Charlie's story to showcase the incredible difference donor breastmilk can make for premature and medically fragile babies. Born at just 27 weeks' gestation, Charlie depended on donated breastmilk during the earliest and most fragile stage of his life, helping him grow stronger every day.

His journey not only celebrated the generosity of milk donors, but also highlighted the urgent need for more Western Australian mothers to donate and help give vulnerable babies the best possible start.



Instagram | Reach 8,452 | Likes 436

Making MRI scans less scary

Seven-year-old Vinnique helped showcase PCH's upgraded 3T MRI, becoming one of the first children to use the new technology. The story highlighted how we are investing in innovative equipment to deliver better care, comfort and outcomes.



LinkedIn | Reach 3,351 | Likes 154

Needle-free flu protection for WA children

CAHS played a key role in launching Australia's largest FluMist program, expanding access to a needle-free influenza vaccine for children and helping make immunisation a more positive experience for families.



Instagram | Views 26,659 | Likes 1,155

The Grinch visits Ward 2B

A staff-created reel featuring an unexpected visitor to Ward 2B showcased the spirit of Christmas at CAHS. The reel highlighted how our teams go above and beyond to ensure children and families experience moments of joy, warmth and community during the festive season.



Facebook | Reach 32,423 | Likes 210

Nursing excellence recognised

The Rotary-CAHS Nurse of the Year Awards celebrate outstanding nurses who go above and beyond to deliver exceptional child and family-centred care.



Facebook | Reach 68,541 | Likes 931

Special visitors, lasting memories

A visit from WWE superstars brought excitement, laughter and unforgettable moments to young patients at Perth Children's Hospital.



Facebook | Reach 35,104 | Likes 749

Telethon 2025

CAHS was proud to be part of Telethon 2025. Throughout the weekend our staff supported the event through hospital tours, helping in the call centre and sharing inspiring patient stories that highlighted the impact of Telethon for WA children and families.



@perthchildrenshospital



Perth Children's Hospital and Health Service



Child and Adolescent Health Service

OUR AWARD WINNERS

We’re incredibly proud of the achievements of the many talented people who are part of our CAHS team.

From advanced research and clinical excellence to tech-led health innovations and best practice corporate management, our amazing staff are making outstanding contributions to the WA community and beyond.

We highlight a selection of our people whose contributions have been honoured via leading formal awards and recognition programs.

Australia Day Honours List

Dr Geoff Knight
Medal of the Order of Australia (OAM) for service to paediatric medicine

Dr Barry Denison Lewis (retired)
Member of the Order of Australia (AM) for significant service to biochemical paediatrics and genetics

Premier’s Science Awards

Professor Asha Bowen OAM
Mid-Career Scientist of the Year

WA Excellence in Allied Health Awards

Weekend Feeding Team at PCH
Allied Health Team of the Year

Michelle Gardner, Allied Health Assistant Coordinator at Child Development Service
Allied Health Assistant of the Year

Institute of Public Administration
Australia WA Achievement Awards

CAHS Complaints Management Improvement Project
Commissioner for Children and Young People Award for Best Practice in Child-focused Complaints Handling

INCITE Awards

CAHS MERLIN team
Merit Award

WA Nursing and Midwifery
Excellence Awards

Sarah Smith, CACH Clinical Nurse Specialist
Excellence in Primary, Public and Community Nursing

Patient Australia Awards

CAHS Hospital in the Home remote monitoring service
Outstanding Patient Innovation Award

Cloe Benz, Allied Health Coordinator
Outstanding Allied Health Clinician Award

CONSUMER ENGAGEMENT

When families come to CAHS, we want them to be confident they will be listened to, valued and will receive the best care possible for their child and for their family.

To build this culture of trusted care, CAHS is committed to meaningful engagement that’s focused on truly listening and understanding consumer needs. We partner with consumers to identify and reduce barriers, support access to care and develop more responsive services.

As part of our commitment to stronger consumer partnership, this year we embedded lived experience more directly into our service design, governance and quality improvement.

An example of how we’re creatively engaging with consumers is our ‘consumer buddy’ model. This approach successfully pairs consumer representatives with clinical services to gather real-time consumer feedback and support co-design.

Our consumer advisory groups also continued to play a central role in representing the voices of children, young people, parents and carers.

As a valuable connection to those we serve, our advisory groups help us better understand the consumer experience, the issues that matter most, and how we can improve our services, policies and supports. Focus topics this year included improving bereavement support for families, enhancing approaches to culturally responsive care through greater representation and participation, and highlighting service access and navigation issues.

Our achievements this year reflect the progress we’re making in placing consumers at the core of our work, and our commitment to improving experiences and outcomes for all children, young people and their families.

Other consumer engagement highlights:

- our Complaints Management Improvement Project won the Commissioner for Children and Young People Award for Best Practice in Child-focused Complaints Handling at the Institute of Public Administration Australia WA Achievement Awards
- co-developed the first CAHS multicultural safety indicator with questions tested by families
- presented the CAHS-led Adolescent Patient-Reported Experience Measure tool nationally through Children’s Healthcare Australasia
- joined CAHS Community Ambassadors at multiple community events, including Harmony Week and Youth Week celebrations, strengthening relationships with broader multicultural and youth communities
- implemented the Hidden Disabilities Sunflower Program through staff training and resources
- developed a consumer profile dashboard that improves the visibility of service usage data across CAHS to better inform decision-making
- developed new guidelines to strengthen consumer involvement in policy development and staff training and education
- introduced new consumer advisory groups for clinical services including neonatology, neurology, the Children’s Hearing Implant Program, and the Kids Pelvic Health Group Project
- held consumer focus groups about transitioning to adult services to improve neurology and epilepsy services
- consulted with children on the Kids’ Voices on Heat project to better understand how children experience extreme heatwaves
- facilitated feedback to mental health service providers from the CAMHS Lived Experience Advisory Group about the transition from youth to adult mental health services.



CAHS Hospital in the Home remote monitoring service team



PCH Weekend Feeding team



Sarah Smith



CAHS Complaints Management Improvement team



Community voices making a difference

Our CAHS Community Ambassadors are passionate community leaders who share their experiences, ideas and cultural knowledge to help improve care for children, young people and families.

This year we launched My Why? – a new series introducing these incredible individuals who share in their own words what drives them to do this important work.

From supporting recent migrants and families of refugee background, to advocating for young people, people with disability, and culturally diverse communities, each Ambassador brings a unique perspective and a strong desire to make a difference.

Learn more about the CAHS Community Ambassador Program on [page 39](#).

Scan the QR code to meet all our Ambassadors and to find out more about the [My Why? project](#)



LISTENING, LEARNING AND IMPROVING TOGETHER

At CAHS, some of our most important lessons come from families whose experiences with our services did not meet expectations.

This year, we further strengthened our commitment to partnering with families who have experienced adverse outcomes or felt their voices were not heard during their care journey. Through respectful and sensitive processes, families have been able to share their experiences, provide honest feedback and help us better understand the impact our services can have beyond clinical care.

One family partnered with us to create an educational video about their child's care. They described feeling unsupported and uncertain during an already difficult time. While the outcome could not be changed, their willingness to share their story highlighted opportunities to improve communication, care coordination and family-centred care.

The video is now used in staff education sessions, providing a powerful reminder of the human impact behind clinical decisions and systems. Staff reflected that hearing a parent's real-life experience, rather than a hypothetical scenario, made the learning more meaningful and memorable. Many said the story clearly illustrated how gaps in communication and escalation can combine to contribute to poor outcomes, reinforcing the importance of speaking up, advocating for families and acting on concerns.

The family's insights have informed improvements to staff education, communication practices and processes designed to ensure families feel heard, respected and involved in decisions affecting their care.

By creating safe opportunities for families to share their experiences, we are better equipped to learn, adapt and deliver compassionate, responsive care for children, young people and their families. Importantly, this work helps us move beyond understanding what happened clinically to serving as a powerful reminder that families are at the centre of everything we do.

The courage and generosity of families who share their experiences continues to drive meaningful change across our organisation, helping us improve the quality and safety of care for all Western Australian children and young people.

CONSUMER FEEDBACK

We are committed to understanding the experiences of children, young people and their families who access CAHS services. We use this feedback to adapt and improve how we care for them.

CAHS proactively seeks consumer feedback to better understand what matters most to our community and to inform improvements across our services.

This year we received an increase in consumer feedback compared with 2024–25, reflecting our ongoing efforts to actively listen to families and ensure their voices help shape the care we provide.

During the 2025–26 period:

- 801 compliments were received through formal feedback processes
- 547 contacts were received through the Child and Family Liaison Service
- 797 complaints were received through formal feedback processes.

From these:

- 100 per cent of complaints were acknowledged within 5 working days
- 95.6 per cent of complaints were resolved within 30 working days.

We value the feedback we get from children, young people, families and carers. It gives us insight into people's experiences of care and the positive impact of our workforce. Feedback demonstrates that CAHS staff consistently deliver care with compassion and kindness, in line with our organisational values.



MEASURING THE CONSUMER EXPERIENCE

How we measure the consumer experience

CAHS uses a range of surveys to produce a Net Promoter Score (NPS). The NPS is an internationally recognised measure of overall consumer experience, a consumer's willingness to use a service again and whether they would promote the service to others.

Perth Children's Hospital and Neonatology

A link to the MySay or MyVisit survey is sent to all families of admitted patients, patients who visited the PCH Emergency Department or outpatients, and patients of the Neonatology wards at PCH and KEMH.

78	Inpatient
74	Outpatient
64	Emergency Department

Key themes that emerged:

- **Compassionate, family-centred care:** There was consistent praise for kind, empathetic staff who listened, took concerns seriously, and made families feel safe, respected and supported.
- **Clinical excellence and reassurance:** Families expressed strong confidence in staff expertise and thorough care. Families highlighted timely treatment, clear explanations, and reassurance their child was receiving high-quality, appropriate treatment.
- **Timely, effective emergency response:** Families frequently praised the rapid triage, prompt treatment, and thorough assessment, particularly when children were acutely unwell. Families felt confident their child was prioritised appropriately.
- **Trust in expertise and facilities:** Families consistently expressed confidence in PCH as the right place for children's emergency care. Families valued specialist paediatric knowledge, thorough investigations and the safe, child friendly environment.

Child and Adolescent Mental Health Services

The Your Experience of Service (YES) survey and Carer Experience of Service (CES) survey report an overall experience score. CAMHS staff offer the surveys at key assessment points.

89	Overall experience score for young people
87	Overall experience score for parents/carers

Key themes that emerged:

- **Feeling heard, safe and respected:** Young people and carers consistently valued non-judgemental listening, feeling understood, emotional safety, and being treated with dignity and empathy across services.
- **Strong therapeutic relationships with staff:** There was repeated praise for kind, knowledgeable clinicians who built trust, explained things clearly, respected boundaries, and adapted care to individual needs.
- **Accessible, flexible and supportive care:** Young people and carers expressed high appreciation for timely access, including crisis and after-hours support. Respondents reported consistent follow-up, flexibility in appointments and settings (home, school, community), and practical approaches that supported recovery and confidence.

What is a good NPS score?

- below 0 requires improvement
- between 0 and 50 is good
- between 50 and 70 is excellent
- 70 or greater is world class

Child and Adolescent Community Health

The Community Health Consumer Experience survey is sent as a text message to parents and carers of children 5 days after attending the 4-month child health nurse appointment, and 5 days after attending a Child Development Service appointment.

84	Nursing
82	Child Development Service

Key themes that emerged:

- **Respectful, family-centred care:** Families consistently experienced care that recognised and respected their values, perspectives and priorities. They felt they were at the centre of decision-making.
- **Collaborative partnerships built on trust:** Families reported strong partnerships with staff, characterised by shared trust, mutual respect and active collaboration towards agreed goals and outcomes.
- **Clear communication and coordinated support:** Families reported consistent, clear communication and effective coordination across staff and teams, which supported continuity of care and a responsive, flexible service experience.



CONSUMER REPRESENTATIVES

Message from the Co-Chairs of the CAHS Consumer Leadership Council



The CAHS Consumer Leadership Council (CLC) has continued to strengthen its role as a key mechanism for elevating consumer voices across the service.

As Co-Chairs, we are proud to support a council that brings together diverse lived experience perspectives and works collaboratively to influence meaningful change for children, young people and families.

Over the past year, the CLC has focused on strengthening communication between CAHS’ consumer advisory groups, the council, and CAHS leadership. The improvements provide clearer guidance on handling consumer insights, which support greater transparency, and ensure consumer priorities are clearly understood and responded to at all levels of the organisation.

The CLC has provided input into priorities such as transition from paediatric to adult health services, LGBTIQ+SB* safety, and sustainability, and advised on key strategic initiatives, ensuring consumer perspectives are embedded in planning, service design and evaluation.

Through these contributions, the CLC is helping to shape a more responsive, inclusive and person-centred health service.

We acknowledge and thank the many consumer representatives who generously contribute their time, experience and insight, as well as the CAHS staff and Executive who continue to engage with and support this work. Together, we are strengthening a culture where consumers are valued partners in shaping the future of care.

Amelia Hu and Harley Müller
Co-Chairs
Consumer Leadership Council

*Lesbian, gay, bisexual, transgender, intersex, queer, asexual, Sistergirl and Brotherboy

CONSUMER ADVISORY GROUPS

CAHS has 6 consumer advisory groups which act as a collective voice for consumers. Our advisory group members share their diverse perspectives and lived experiences to inform decision-making and shape CAHS services so that we can adapt to better meet the needs of all those who engage with our health service.

Aboriginal Community Advisory Group (ACAG)

The ACAG brings an Aboriginal cultural lens to CAHS, providing advice and guidance to ensure service delivery and care is culturally appropriate for Aboriginal children, young people and families who engage with CAHS.

By sharing learnings and experiences, the advisory group supports a more inclusive health service that improves health outcomes for Aboriginal families. This year the ACAG provided Aboriginal cultural advice on engagement activities, Aboriginal Health research, CAHS innovation projects, and to senior leadership.

Parent and Carer Advisory Group (PCAG)

The PCAG represents the voices of parents and carers of infants, children and young people who use PCH, Neonatology and CACH services.

The PCAG continued to strengthen the role of lived experience in shaping service delivery and improving outcomes for families. The group supported 18 service improvement projects including improving parent information, trauma-informed care approaches, PCH meal options, and support for families of neurodivergent children and young people.

The group continued its successful ‘consumer buddy’ partnership, which embeds a consumer representative in a clinical service with the aim of strengthening consumer-focus and deepening connections with families.

Youth Advisory Group (YAG)

The YAG is the key consumer advisory group for young people who use services at PCH and CACH. Its members offer diverse perspectives and lived experience from across our services, providing crucial insights to enhance health services for all children and young people.

This year the YAG launched a youth-led project to improve young people’s understanding of their healthcare rights. Group members attended community events, and adopted a bespoke engagement approach to drive meaningful conversations with young people about their healthcare rights. This approach was used by the YAG to represent CAHS at various 2026 Youth Week events.

Multicultural Access and Inclusion Advisory Group (MAIAG)

The MAIAG oversees the implementation of the CAHS Multicultural Action Plan 2022–2027 to ensure CAHS services respond to the diverse needs of multicultural children, young people, families and staff. The group supports improvements to accessibility, cultural inclusivity and equitable healthcare experiences across CAHS.

This year the MAIAG focused on improving culturally responsive resources and engagement. Key initiatives included the ‘I wear a veil’ poster, translated pamphlets with accessible information about trusted child health resources, and a review of consumer engagement policies to better prioritise and support engagement with culturally and linguistically diverse families. The group continued to build stronger connections by participating in cultural events and tailored workshops with diverse communities.

These efforts demonstrate CAHS’ commitment to reducing barriers, strengthening multicultural safety, and partnering meaningfully with multicultural families across WA.

Disability Access and Inclusion Advisory Group (DAIAG)

The DAIAG advises on and advocates for improved disability access and inclusion across CAHS services and monitors the implementation of the CAHS Disability Access and Inclusion Plan 2026–2028.

This year the DAIAG focused on developing neuro-affirming resources and strengthening staff training to better support neurodivergent children and young people. This included building staff capability, increasing awareness of barriers, and embedding practical tools, such as video resources for families, accessible handouts and expanded social stories, to improve healthcare experiences.

The DAIAG strengthened its collaboration with Carers WA, Kiind, ADHD WA, the Autism Association and the Youth Disability Advocacy Network. Together, these partnerships improved the recognition of carers and contributed towards the creation of CAHS’ first Neurodiversity Celebration Week formal event, alongside ongoing advocacy for more inclusive and accessible services.

CAMHS Lived Experience Advisory Group (LEAG)

The LEAG is made up of young people, parents and carers with lived experience of CAMHS services. This year the group continued to provide input into service development, reform and quality improvement initiatives across CAMHS.

A key focus this year was improving transitions between youth and adult mental health services. The group developed a formal letter outlining lived experience perspectives, service gaps and recommendations to inform broader discussions with the Mental Health Commission.

The LEAG also co-developed the first CAMHS social story resource in partnership with CAMHS Inpatient Services and continued to provide consultation across a range of initiatives, including CAMHS Multi-Systemic Therapy, Crisis Connect statewide expansion, CAMHS reform initiatives, and other service improvement projects.

COMPLIMENTS

We're delighted to hear from children, young people and their families about their positive experiences with our services.

This year we received compliments highlighting the consistent delivery of compassionate, person-centred care across CAHS services.

Families, children and young people frequently described staff as kind, attentive and professional. They told us they felt valued, listened to, reassured and supported through difficult – and often highly emotional – experiences.

The feedback reflects the impact of our work across nursing, allied health, surgical, medical, emergency, mental health, neonatology, psychology and social work services.

From early intervention and developmental support, to acute care and practical assistance for families, the compliments are testament to a workforce that combines clinical expertise with empathy, respect and genuine commitment to children and families.

These accounts affirm our workforce commitment to service, reflecting the positive difference our staff make every day.

Builds a sense of belonging
The School Health Nurse is a high-energy, high-care practitioner who plays a key role in building a strong sense of belonging ... Her nurturing personality and unwavering positivity help create an environment where students and staff feel supported and encouraged.

Kindness and thoughtful gestures
Thank you will never be enough for the care and kindness of all the healthcare staff ... The kind gestures, from asking how we were doing to making name signs for our son. Thank you so much.

Doctor took the time to listen to concerns
Mum said that this was the first time that a doctor listened to her about her child's weight ... She really appreciated him taking the time to listen to her concerns. She and the whole family are very thankful.

Confidence improved in a few sessions
We were so happy with the excellent assessment and service our son received from the Occupational Therapist. We have seen his handwriting, fluency and confidence improve in just a few sessions ... We are so appreciative of this service.

Kind encouragement helped recovery
From the bottom of our hearts, we appreciate all of your support and kind encouragement on our son's journey. He is in great recovery again. He is doing really well. We miss you.

Outstanding care
I would like to highlight the outstanding quality of care ... All the medical team members we saw were exceptionally nice, gentle and understanding ... I felt warmth and kindness all the time.

Helped us better understand our child's needs
Through your sessions, we've gained a much deeper understanding of my child's needs ... The strategies, tools, and guidance you've provided have been invaluable to our entire family ... We are truly grateful for your dedication, compassion, and expertise.

First-class care, teamwork and trust
Our sincerest thank you to each and every team member for the first-class care ... We always knew that our son was in the very best hands ... It was great to see the fantastic culture of your team – doctors, nurses and everyone in between working together with respect and trust.

Trust, growth and meaningful support
You have helped me grow as a person and helped me get through this rough patch of my life ... I have connected so well with you over these months and have grown so much trust ... Thank you for everything you do. It's truly amazing.



CARE OPINION

Care Opinion is an online platform where consumers can anonymously share their healthcare experiences, whether good, great or in need of improvement. It is independent from service providers and supplements existing feedback and complaint management systems.

Over the past year CAHS received 31 Care Opinion submissions. All Care Opinion stories were shared with staff to highlight areas for improvement and to celebrate achievements.



Kindness and empathy eased stressful situation

Our grandson was born requiring surgery post-delivery and transferred from KEMH to PCH via the Newborn Emergency Transport Service. From the neonatal transport service through to all the staff on Level 3B, I say a very big thank you. The care for our grandson and his family was exceptional. There was a lot of kindness and empathy shown and this goes a long way in such a stressful situation.

The consultants were wonderful at explaining what and why certain procedures were being done and although the medical language used when describing someone's precious first baby was sometimes confronting, we as a family were able to process due to our medical backgrounds.

I am a nurse and work within WA Health, and it was amazing to witness firsthand the wonderful nursing care on ward 3B. Again, a big thank you from us all for the incredible job you all do.

Exceptional care at PCH

Our 9 year old son was admitted for what we assumed was appendicitis in late August. When he went in for surgery it was discovered it was a slightly more complex issue which was dealt with at the time and he's on his way to a full recovery, resting at home.

We would like to sincerely thank everyone involved in his care, particularly Dr Michael who kept us updated while we were waiting for him to come out of surgery; the fantastic ED team who were patient and caring while he came to terms with various needles, prods and pokes and the ward nurses and support staff in 2B and post-op.

Every interaction, every observation check, every request was dealt with a level of care that made our boy feel informed and important. No one spoke over him or around him.

Team did an amazing job

My son got hit by a car and was sent to the Perth Children's Hospital. This was my first time going there and I was nervous as to the care he would get.

Right from the start, all the medical staff, nurses and doctors we saw were great! They were very professional, helpful and friendly. The facilities were great (Fun on Four is awesome!!)

Really want to thank everyone working at the Perth Children's Hospital. I think you guys did an amazing job!! In my opinion, you're doing a hard job, over-worked, and seemingly not recognised nearly enough. Everyone we saw made our time there as painless as possible. Thank you again!!

Understanding and compassion in the ED

I attended the PCH ED with my 5 year old recently ... It was very busy and there were lots of sick children and worried parents. Despite the busyness, I believe every single staff I saw was doing their best to ensure that families knew what was happening in their care and checked on them frequently and always with understanding and compassion. Great effort was made to ensure the kids knew what was happening as well.

Our nurse, Tracey working in fast track, was exceptional. Even when she came into the waiting room to see other families, she always checked on us, made sure we knew the plan and had everything we needed in the moment. She was calm and kind which is what everyone needs in that moment. She explained what was happening to my son in a way he could understand and always gave him time to ask questions that he had.

The Resident Medical Officer, Steph, was also wonderful and we appreciated her honesty and compassion around the plan and potential wait. She was thorough and child-centred.