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CAHS strives to bring the voice of our children, young people, their families and caregivers to the forefront of everything we do.

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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.

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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 CAMHS offers catchment-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 medical care to children and adolescents 15 years of age or under.

Our neonatology service provides focused neonatal care to newborn babies and infants who need specialised treatment in the first few months of life through intensive care units at PCH and King Edward Memorial Hospital (KEMH), and the mobile Newborn Emergency Transport Service.



CAHS offers services that support children from birth to young adulthood – from caring for them when they are sick, to helping them to have their best health possible. Our services are delivered at PCH and KEMH, and at more than 170 community clinics in schools and homes across metropolitan Perth. This ensures that many of our services are accessible wherever children and families live.

We are proud to support a diverse WA community. Our workforce, and many of the children and young people to whom we provide care, come from different backgrounds and places. We respect, value and embrace this diversity, and see it as a key strength of our health service. As we look to the future, we will continue to work towards building a better and more united CAHS for children, young people and the WA community.



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 has committed to becoming a child safe organisation by implementing 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.

- Accountability:** We take responsibility for our actions and do what we say we will.
- Equity:** We are inclusive, respect diversity and aim to overcome disadvantage.
- Respect:** We value others and treat others as we wish to be treated.
- Excellence:** We take pride in what we do, strive to learn and ensure exceptional service every time.
- Compassion:** We treat others with empathy and kindness.
- Collaboration:** We work together with others to learn and continuously improve our service.



OUR STRATEGIC DIRECTION

We are guided by our [CAHS Strategic Plan 2023–25](#), which sets out 8 strategic priorities of equal importance, and by the CAHS Strategic Action Plan, which outlines our approach to meeting the objectives of the Strategic Plan.

See the Strategic plan performance section (page 33) for detail about some of our key achievements in delivering on our strategic priorities.

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Our strategic priorities



Person-centred care

We will meaningfully engage and partner with children, young people and their families. We will place them at the centre of every decision and provide care that is based on their needs and preferences.



Inclusivity, diversity and equity

We will respect, embrace and champion the diversity of our community. We will uphold equal opportunity and we will not tolerate racism or discrimination. Our care will be culturally safe and inclusive for people who are Aboriginal, culturally and linguistically diverse, LGBTIQ+SB or who have disability, and we will work towards equal health outcomes.



Organisational culture

We will continue to shape our culture so we live our values, realise our aspirations, and create a workplace where our people feel safe, included, respected and valued.



High performance

We will continuously improve how we work by setting clearer expectations, strengthening our clinical governance, and better using data, benchmarking and performance reporting.



Prevention and early intervention

We will lead and deliver integrated, multi-disciplinary and cross-sector initiatives that target prevention and early intervention for all children and young people, and particularly in Aboriginal health and mental health.



Contemporary models of care

We will plan and implement models of care that are informed by children, young people and their families, and are grounded in leading practice, research, evidence and data.



Workforce capability, capacity and development

We will plan for and grow a sustainable workforce whose skills and experiences are harnessed in the best possible way, and create an environment where our people can sustain a balanced work and personal life.



External partnerships

We will develop and maintain mutually beneficial external partnerships to collectively achieve better health outcomes for children and young people.

OUR CHILDREN AND YOUNG PEOPLE AT A GLANCE

Child and Adolescent Community Health

Child health assessments	121,224	financial year
School entry health assessments	26,188	school year
Unique children received services from the Child Development Service	41,781	financial year
Immunisations	124,124	calendar year
New babies welcomed	25,304	financial year
Families who accepted offer of universal postnatal visit	24,268	financial year

Child and Adolescent Mental Health Services

Service contacts	129,394	financial year
Young people seen	5,893	financial year
Mental health Emergency Department (ED) presentations	2,283	financial year
Inpatient unit separations	427	financial year
Crisis Connect calls responded to	9,790	financial year
Crisis Connect calls average per day	16	financial year
Crisis Connect mental health assessments in the ED or via telehealth	1,368	financial year
Crisis Connect follow-up calls after a mental health assessment	1,438	financial year

Perth Children's Hospital and Neonatology

Neonatal hospital admissions	2,918	financial year
Neonatal days average length of stay	11.3	financial year
Neonatal emergency transports	950	financial year
Number of pre-term infants	335	financial year
Litres of donor milk	880	financial year
ED attendances	69,672	financial year
Hospital admissions	33,173	financial year
Surgeries performed	16,027	financial year
Outpatient appointments	296,023	financial year
Outpatient patients	66,626	financial year
Number of appendicectomies	400	calendar year
Number of tonsillectomies	1,187	calendar year



1,253,483

CAHS interactions with children and young people in 2024–25

OUR PEOPLE



As WA’s only dedicated health service provider for children and young people, CAHS is committed to putting children, young people and their families first in everything we do.

We have more than 7,000 employees who work with dedication, compassion and professionalism to support children, young people and their families.

Our people are located across 171 sites, and serve families across 3 areas:

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

	7,213 Number of employees
	3,784 Full-time employees
	3,429 Part-time employees
	33 (82.5%) Senior leadership roles held by women
	125 (1.7%) Aboriginal people
	74 (1%) Employees with disability
	982 (13.6%) Culturally and linguistically diverse people
	523 (7.3%) Young people aged 18–24 years

**Table 1: Total full-time equivalent roles by category**

Category	Description	2023–24	2024–25
Administration and clerical	All clerical occupations, together with patient-facing (ward) clerical support staff. Board members	1,043.9	1,149.2
Agency	Administration and clerical, medical support, hotel services, site services, medical salaried (excludes visiting medical practitioners) and medical sessional	43.4	43.6
Agency nursing	Workers engaged on a 'contract for service' basis. Does not include workers employed by NurseWest	4.6	7.8
Assistants in nursing	Workers who support registered nurses and enrolled nurses in the delivery of general patient care	53.8	61.8
Dental nursing	Dental nurses and dental clinic assistants	8.2	9.4
Hotel services	Catering, cleaning, stores/supply, laundry and transport occupations	233.9	248.0
Medical salaried	All salary-based medical occupations, including interns, registrars and specialist medical practitioners	562.2	594.7
Medical sessional	Specialist medical practitioners who are engaged on a sessional basis	91.9	98.6
Medical support	All allied health and scientific/technical related occupations	784.4	834.7
Nursing	All nursing occupations. Does not include agency nurses	1,999.3	2,051.6
Site services	Engineering, garden and security-based occupations	21.5	26.4
Other roles	Aboriginal and culturally and linguistically diverse roles	26.0	26.9
Total		4,873.2	5,152.6





OUR VOLUNTEERS

Every day our volunteers make an incredible contribution to the children, young people and families we serve. In their signature orange attire, the ‘team in tangerine’ donate their time to make everyone’s CAHS experience positive and warm.

Our more than 440 volunteers generously give over 700 hours every week to support the care of WA’s children, young people and families. From comforting kids in the PCH Emergency Department to offering a helping hand across 38 service areas – including wards, outpatient clinics, special education settings, the neonatal unit and the Stitches Shuttle – our volunteers are an important part of our team.

Our volunteers are as diverse as the community we serve. Seventy-five years separates our oldest and youngest volunteers. More than 45 different languages are spoken. One in 4 of our volunteers is studying – many of them in health disciplines. An increasing number of the team identify as having additional needs.



We're delighted that our volunteering partnership with the University of Western Australia's University Hall is flourishing. The partnership gives international students unique opportunities for community participation by volunteering at PCH.

New for this year are our volunteer-led mobile activity carts, chock full of stationery, craft and other fun activities to keep children busy while they wait at PCH.



Our popular animal therapy program continues to grow via our partnership with Animal Companions. The furry team has increased to 8 therapy dogs – Luna, Ludo, Winston, Mars, Shimma, Merlin, Karri and Murphy – who visit PCH regularly and bring comfort and joy to PCH families. The program has been expanded so that even staff get regular visits from our 4-legged volunteers.

Community donations continue to demonstrate the generosity of Western Australians. CAHS regularly receives a range of donated goods, such as new toys, school supplies, crafts and musical instruments, and our volunteers help to sort and distribute these donations across CAHS for the benefit of those in need.

We celebrated the achievements of our volunteers at our annual Christmas lunch and recognised every volunteer for their invaluable service.



OUR AWARD WINNERS

Our staff do extraordinary work across CAHS serving children, young people and their families every day of the year.

We are immensely proud of all our people who have been recognised through this reporting year for their achievements via formal awards and recognition programs.

The following are highlights of some of our award-winning staff.



Jemma Weidinger (left), Maria Xavier (right)

WA Health Nursing and Midwifery Excellence Awards

- Maria Xavier, clinical nurse
– Excellence in Aboriginal Health
- Jemma Weidinger, nurse practitioner
– Excellence in Leadership - Established Leader

WA Health Awards

- WA Respiratory Syncytial Virus (RSV) Infant Immunisation Program
– Excellence in Preventative Health (joint winners CAHS, Department of Health and WA Country Health Service)

King's Birthday Honours List

- Professor Tim Jones, Director Research
– Member of the Order of Australia, for significant service to medical research, particularly to paediatric endocrinology and diabetes.
- Professor Britta Regli-von Ungern-Sternberg, consultant anaesthetist
– Member of the Order of Australia, for significant service to medicine as a paediatric anaesthetist and researcher.



Parvan Gill (left), Dr Pamela Laird (right)

WA Health Excellence in Allied Health Awards

- Parvan Gill, nutritional feeds officer
– Allied Health Assistant Award
- Dr Pamela Laird, senior physiotherapist
– Allied Health Researcher Award

Prime Minister's Prizes for Science

- Professor Britta Regli-von Ungern-Sternberg, consultant anaesthetist
– Frank Fenner Prize for Life Scientist of the Year

Premier's Science Awards

- Dr Pamela Laird, senior physiotherapist
– Early Career Scientist of the Year

WA Women's Hall of Fame

- Professor Michaela Lucas, clinical immunologist
– inducted to WA Women's Hall of Fame

Western Australian Science Hall of Fame

- Winthrop Professor Fiona Wood AO
– inducted to Western Australian Science Hall of Fame





CAHS Annual Excellence Awards

- Professor Rishi Kotecha, consultant (oncology and haematology) – Researcher of the Year Award
- PCH Emergency Department Live Project Team – Innovation Award
- Dr Natasha Epari and Dr Justin Hii, consultants (anaesthesia and pain medicine) – Sustainability Award
- Anna Moore, clinical nurse specialist – Aboriginal Health Award
- Frank Melia, volunteer – Volunteer Award
- Dr Andrew Wilson, Head of Department Respiratory Medicine – Culture and Inclusion Award
- Renée Deleuil, Acting Coordinator of Nursing – Values in Action Award, PCH and Neonatology
- Maria Mitchell, child health nurse – Values in Action Award, CACH
- Amy Bell, facilities manager – Values in Action Award, CAHS-wide services
- Alison Parkinson, lived experience coordinator – Values in Action Award, CAMHS
- Professor Chris Blyth, professor infectious diseases, and the CAHS Sepsis Working Group – Safety and Quality Award
- Professor Lakshmi Nagarajan, paediatric neurologist and epileptologist – Excellence in Child Clinical Care Award
- Kerrie Graham, clinical nurse specialist (oncology) – Consumer Experience Award
- Alix Lincoln, senior occupational therapist – Rising Star Award
- Matthew Holmes, Director Consumer Engagement – Chief Executive Award

CONSUMER ENGAGEMENT

Children, young people and their families are at the heart of our work. They are the reason we do what we do.

CAHS strives to bring the voice of our children, young people, their families and caregivers to the forefront of everything we do, and to ensure we do this in a safe and accessible way.

CAHS has made significant steps forward in truly listening and actively responding to the needs of our consumers and to make them feel valued as partners in designing and improving our services.

Guided by the CAHS Consumer Engagement Strategy 2023–2026, 'Trusting the Partnership', CAHS has expanded the ways consumers can engage with us, particularly those from diverse communities. We have taken steps to minimise language and access barriers.

In 2024–25 we established the new CAHS Community Ambassador Program, which created formal connections with established and trusted community leaders and advocates. The program seeks to better understand the unique social factors that influence how young people and families interact and engage with us, the barriers they face and what they may find helpful when navigating our health service.

Launched in December with 11 ambassadors from a variety of multicultural and youth communities across WA, the program facilitates safe and inclusive two-way information sharing between CAHS and the wider community.

One of the first key initiatives of our multicultural Community Ambassadors is working with us to co-design a cultural safety indicator for multicultural communities who use children's health services.

Our youth Community Ambassadors are mentoring high school students and looking at how we can enhance social inclusion for neurodivergent young people to improve their mental health.

CAHS' other key achievements this year:

- an Aboriginal Consumer Engagement Action Plan to improve engagement with Aboriginal families to inform health service design and delivery
- a staff education and training package on co-design approaches and safe engagement
- engagement with a broad range of consumers on improvements to PCH meal services
- children's art and crafts activities in the PCH Atrium during celebration days and weeks to help engage children and young people
- the opportunity for consumer representatives and Community Ambassadors to undertake a wide variety of face-to-face training sessions
- a consumer engagement project register to capture all of the consumer engagement initiatives occurring across CAHS
- expanding the CAHS Engage Online Consumer Network to include more than 1,000 young people, parents and carers and key partners



- a Cultural Conversation forum with members of the broader multicultural community to learn about the best ways to engage them to access mental health services
- sharing the results of the consumer representative evaluation survey with consumer representatives at the annual CAHS Consumer Representative Network Forum, and providing training to help consumers share their story safely
- new consumer advisory groups for clinical services: Oncology and Haematology Consumer Advisory Group, Differences in Sexual Differentiation Consumer Advisory Group, Paediatric Critical Care Consumer Advisory Group and Hospital in the Home Remote Monitoring Consumer Advisory Group.



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We want to know more about people's experiences of CAHS and how we can do better to meet their needs.

CAHS proactively seeks consumer feedback to understand and improve our care and services.

We received more consumer feedback this year compared to 2023–24, which demonstrates our continuing efforts to seek the opinions of children, young people and their families.

During the 2024–25 period:

- 700 compliments were received through formal feedback processes
- 348 contacts were received through the Child and Family Liaison Service
- 892 complaints were received through formal feedback processes.

From these:

- 99 per cent of complaints were acknowledged within 5 working days
- 93.6 per cent of complaints were resolved within 30 working days.

CAHS values the feedback from children, young people, families and carers and recognises the positive effect our staff have on those in their care. The feedback shows that CAHS staff are delivering care to children, young people and families with compassion and kindness in accordance with the CAHS values.

This year, the following improvements have been made to the way we manage complaints.

- Most complaints were acknowledged within 5 working days.
- More than 90 per cent of complaints were resolved within 30 working days, in line with the WA Complaints Management Policy timeframe.
- We increased the number of staff at the Child and Family Liaison Service so that we can manage complaints more quickly.
- We continued to improve the way we manage complex complaints. This included triaging consumer feedback and facilitating family meetings, where appropriate, so that families can discuss their concerns in detail and partner with clinicians to improve how we deliver our services.

MEASURING THE CONSUMER EXPERIENCE

How we measure the consumer experience

CAHS uses a range of surveys that produce a Net Promoter Score (NPS), which 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.

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.

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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.

75	Inpatient
70	Outpatient
56	Emergency Department

Key themes that emerged:

- Staff deliver a high standard of care which often exceeds consumer expectations; children, young people and families feel very well cared for.
- There is strong engagement from staff. Families are kept informed and involved in care, thereby reducing anxiety and fostering collaboration.
- Staff show attention to detail and respect towards the individual needs of children and young people. They demonstrate compassion, kindness and a focus on reducing anxiety during hospital experiences.
- Staff and volunteers display professionalism, empathy and warmth.

A key area for improvement was communication between teams and with consumers, particularly during periods of high activity in the hospital.

Child and Adolescent Mental Health Services

The Your Experience of Service (YES) survey and Carer Experience of Service (CES) survey were implemented in 2020. These surveys report an overall experience score. CAMHS staff offer the survey at key assessment points.

87	Overall experience score for young people
86	Overall experience score for parent/carers

Key themes that emerged:

- Care was delivered in a welcoming and safe environment, with fun activities to participate in.
- Consumers and carers felt listened to and supported.
- CAMHS has dedicated staff who consistently demonstrate openness, kindness and respect for privacy.

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.

85	Nursing
82	Child Development Service

Key themes that emerged:

- Family values are respected, and views and concerns are always listened to.
- Staff work with families, and give them various options for supports and resources so that they can make informed choices.
- Care is flexible and responsive and helps families to achieve their goals and priorities.



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CONSUMER REPRESENTATIVES



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

The CAHS Consumer Leadership Council (CLC) has continued to grow in strength, connection and impact. As Co-Chairs, we are proud to lead a group that brings together the voices of consumer representatives from across CAHS, ensuring lived experience is at the heart of how services are designed, delivered and improved.

This year, the CLC has focused on deepening collaboration – both within the Council and with the broader CAHS community. We’ve strengthened communication channels between the consumer networks we represent and the CAHS Executive and Board, and worked to ensure that key consumer priorities are reflected in service planning and strategic decision-making.

We are grateful for the ongoing support from CAHS leaders and staff, and look forward to continuing to build a strong culture of partnership where consumers are respected as essential contributors to health services for infants, children and young people.

Amber Bates and Amelie Farrell

Co-Chairs, Consumer Leadership Council

CONSUMER ADVISORY GROUPS

The CLC is made up of the consumer Chairs from the following 6 CAHS consumer advisory groups.

Aboriginal Community Advisory Group (ACAG)

The ACAG brings the voices of Aboriginal consumers and community representatives to the forefront, helping CAHS to deliver culturally appropriate approaches to improve the health of Aboriginal children, young people and families.

This year the ACAG provided expert advice on improving Aboriginal person-centred care approaches at CAHS, identified key elements of consumer experience for Aboriginal families and ensured that CAHS is meeting its responsibilities under the WA Aboriginal Health and Wellbeing Framework 2015–2030.

Multicultural Access and Inclusion Advisory Group (MAIAG)

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

This year the MAIAG welcomed new staff members from CAMHS, which strengthened the group’s capacity to advise on culturally safe and informed mental health care.

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Parent and Carer Advisory Group (PCAG)

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

This year the PCAG began developing its own consumer-led improvement initiative by exploring the creation of a parent information hub to help families access service information more easily.

The PCAG participated in the first 'consumer buddy' trial at CAHS. In the successful trial, a group member formally partnered with one of the participating clinical services to bring a direct consumer voice to inform service changes and provide a stronger link to families using those services. Group members also advocated for the ongoing strengthening of bereavement services to better support parents and carers through the loss of a child.

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, and play a crucial role in enhancing health services for children and young people.

This year the YAG was honoured with The Y WA Collective Action Award at the 25th WA Youth Awards. The award recognises the group's dedication and commitment to fostering positive and meaningful change for the youth of WA. The YAG strongly advocated for the improvement of inpatient food options at PCH to address the diverse dietary and cultural expectations of the children and young people using inpatient services.

CAMHS Lived Experience Advisory Group (LEAG)

Made up of young people, parents and carers who have lived experience of CAMHS services, the LEAG is passionate about improving mental health care delivery. The group provides feedback on service development, reform, policy, communications and consumer resources. This year the LEAG welcomed 2 new Aboriginal representatives, a young person and a parent, to strengthen the group's cultural perspectives.

This year the LEAG co-facilitated staff training on the importance of gathering consumer feedback, co-developed information resources for young people being admitted to the ward, reviewed clinical resources and continued to advocate for youth mental health reform. The LEAG secured funding to develop a series of youth-designed short videos about what to expect from community CAMHS.

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 2022–2025.

This year the DAIAG focused on increasing staff knowledge and skills in caring for people with disability, increasing awareness of barriers faced by people with disability, and advising on disability access and inclusion for staff and consumers.

The DAIAG strengthened its collaboration with key partners, such as Carers WA, Carers Council of WA and Kiind, and explored ways CAHS can better recognise and meaningfully support carers. The DAIAG's advocacy has helped CAHS initiate positive changes to services and support for neurodivergent children and young people.



COMPLIMENTS

We immediately felt looked after

From the first interaction with the triage nurse to the doctor on duty and the rest of the team, we immediately felt looked after. Everyone was very kind and gentle especially to our little one who was very flat and scared. When our 21 month old son had some blood taken and an x-ray done, both doctor and nurses always made it less scary and quick every time, which was very reassuring for us parents.

Both my husband and I went home last night knowing that our little guy will be ok, and we made the right decision to take him to the ED. We were never made to feel that we were just 2 parents that were being paranoid, because their son was having a fever.

Incredible neonatal nurses

The nurses on the ward were incredible. They were very loving with our baby, lifting and holding her gently while singing to her. The nurses were very helpful to the family, advocating for them to be in a room where they could all be together.

The nurses were very lovely to talk to, listened to her story and provided comfort. The doctor and his team were also amazing, he took his time to explain everything clearly and didn't make them feel rushed, he actively encouraged questions.

Diabetes team were fantastic

My son was newly diagnosed with type 1 diabetes and transferred from a regional hospital to PCH. The Diabetes team have been fantastic in their delivery of care and training in this life-changing transition for my son and our family.

In particular, we would like to acknowledge our nurse for her kindness, care and encouragement. She has been outstanding in her delivery of care. She has also gone above her usual check-ins to enquire about alternative options for care delivery by the PCH Technology Team for our family as we live in a regional town and travelling to PCH can be difficult. We appreciate our nurse's care through this newly diagnosed period, her encouragement has been uplifting and a great acknowledgement of how well our son is doing in his new diagnosis.



Child health nurse helped me seek and find support

Just wanted to pass on some compliments to the lovely child health nurses at the Leeming centre, who are doing a fantastic job supporting the new mums in their area. We have seen one of them over the past few years and always had such a positive experience. She is patient, thorough, and has a wealth of knowledge and advice to share. She encouraged me to seek support (and helped me to find it) for my post-natal depression and anxiety with my oldest. She never fails to check in on these when we speak.

Child health nurse was my rock

My son was premature and had extreme reflux. The child health nurse was my rock, there were never any stupid questions, and she was always there for me whenever I needed her and even if I didn't realise I did.

She would follow up with me to make sure I was ok. I remember that so vividly as it's a time when a lot of people are focused on the baby and not so much on how the mum is doing. She monitored my child, making sure he was thriving with his reflux and reassured me that what I was doing was amazing and slowly my confidence grew. Two years later we have an amazing 2-year-old who has incredible verbal skills and all round a very healthy and happy little guy.

Support, gratitude and guidance from CAMHS

I wanted to express my deepest gratitude for all the support, gratitude and guidance you have provided me. Your insights, patience and encouragement have been invaluable throughout our time together. Your dedication has not only helped me get through challenging moments but has also empowered me to grow. I appreciate the safe space you create. As I move forward I will carry with me the tools and wisdom you have shared. Thank you for your support and for being a significant part of my journey.



PCH's awesome service

Huge shout-outs to the Nurses and Ward Clerks in Ward 1B and the Physio. My son broke his femur and was in a lot of pain and very distressed – as was I – and every single person made us feel heard and cared for. We were tended to with compassion and always in a timely manner, and we were consistently impressed with how fantastic everyone was. The doctors, nurses, physio, OTs, volunteers and Starlight team members all combined to make our stay as smooth as possible.

We feel so incredibly lucky to have access to such an awesome service in PCH. Even though we live about 3.5 hours away, knowing you're all there gives us great solace. Thank you to all of you, and thank you Ward 1B team for all you do. Your hard work, tenacity and compassion did not go unnoticed.

CARE OPINION

Care Opinion is an online platform where consumers can share their healthcare experiences.

Care Opinion is independent from service providers and supplements existing feedback and complaint management systems. It is an anonymous platform where consumers can share stories with healthcare providers to acknowledge exceptional care that was received or to highlight the need for change. CAHS received 39 stories over the past year. Of these, 14 were complimentary and 4 had both positive and improvement elements. All Care Opinion stories were shared with staff to highlight areas for improvement and to celebrate achievements.

Standing ovation deserved

I wanted to express our heartfelt gratitude to everyone who made our journey through your services so positive. Your Orthopaedics Department deserves a standing ovation ...The MRI team turned what could have been a daunting experience into a fun-filled adventure.

In Clinic C (especially nurse Madi and doctor Madi) the kindness and efficiency of your team shone brightly, even in the midst of your busiest moments. To the nurses in the plaster room, thank you for the steady stream of smiles—it made all the difference. Theatres worked their magic with dressing perfection, and PACU nailed the art of the post-surgery pick-me-up with icy poles.

I didn't get to witness the theatre magic firsthand (thankfully!) but it's clear from the meticulous care my son received that your surgeons and anaesthetists are at the top of their game (thank you so much Mr. Honey and fabulous team Georgie and Madi). Their direct and child-friendly communication was a true standout.

A huge thank you to Ward 3C, where Abbey, Kylie, and the highly skilled graduate nurse were all incredibly caring, kind and comforting to our boy. Special thanks to Amy, the Upper Limb OT, who transformed the anxious nerves into excitement about his "robot arm".

The Starlight Captains were nothing short of heroic. Our boy (and us parents) hugely appreciated your magical touch. To the PCH volunteers – guiding many lost people with energy, patience and generosity. You make the hospital feel like a welcoming community, thank you.

And a shout out to the Communications team for the wonderful video featuring Amelia and Pranay. It's a great reflection of the incredible work being done to make this a truly child and family welcoming experience.

Amazing staff

Our son had to be air lifted to PCH from Busselton Hospital after he was born. I just wanted to say thank you to the amazing staff we saw at PCH who kept him alive and helped nurse him back to health. We really appreciated all the staff, facilities and care he received.

Our son is about to turn 1 and if it was not for the incredibly talented staff and facilities afforded to us, we would not have him to celebrate it with. We are incredibly grateful and humbled by the experience and want to say thank you.

Made my child feel at ease

Coming to hospital is a stressful time but when we went through to PCH ED, I knew that was not going to be the case. The Triage Nurse listened and asked questions intently. The Emergency Doctor went over and beyond my expectations. She knew that we were from out of town and organised referrals on the day. She also took a great interest in our case, and I believe did everything in her power to get answers.

The ED nurse who found my other child upset and gave her a teddy was godsent. The general Paediatrics Team made my child feel at ease and even made her laugh in the tough situation. They kept me up to date with the plan regularly. Nurses on ward 1B were great and made my child feel at 'home'. Thank you all from the bottom of my heart.



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Appendix



Photo courtesy of Perth Children's Hospital Foundation

OUR RESEARCH

CAHS' pursuit of research excellence reflects an enduring commitment to provide Western Australia's children and young people with the highest level of evidence-based care.

This includes local access to cutting-edge treatments and therapies through national and international clinical trials and clinical investigations.

Investing in our researchers and research infrastructure is a cornerstone of creating these opportunities for our patients.

In 2024–25 we continued to find new ways of strengthening and supporting our research community through initiatives that included:

- a Consumer and Community Involvement program that provided scholarships to researchers to assist them with the recruitment and engagement of consumers. In 2025, 10 researchers were awarded scholarships in 2 rounds of the program
- a new funding opportunity – Stan Perron Charitable Foundation Seeding Grants – open to early-career researchers from all clinical disciplines for short-term projects. With substantial funding generously provided in its first year, the program provided grants of \$20,000 to 8 researchers
- a service-wide research capability and culture survey to obtain a baseline measure of the skills, engagement and research readiness of CAHS' workforce. The results of the survey will help design further initiatives that support and develop prospective researchers and enable established researchers to remain active in the field.



The collective efforts of our committed staff continue to enhance our research credentials. Highlights from the year include:

- CAHS' Research department emerged from its first assessment under the Australian Commission on Health Care Safety and Quality in Healthcare Short Notice Accreditation Assessment Pathway with a maturity rating of 2.92 out of a possible 3 – the highest rating in Australia at the time.
- CAHS received a High Commendation from the Australian Council on Healthcare Standards at its 27th Annual Quality Improvement Awards.
- CAHS staged another successful research symposium, Empowering Futures: Advancing Child Health.

We remain grateful for our partnerships with, and support from, The Kids Research Institute Australia, Perth Children's Hospital Foundation and Channel 7 Telethon Trust (Telethon). Our commitment to world class research is driven by our staff's passion for improving the current and future health outcomes for the children of Western Australia.

