



Government of Western Australia
Child and Adolescent Health Service



CAHS Multicultural Action Plan

Summary for Families



Compassion

Accountability

Excellence

Equity

Collaboration

Respect

2022-2027

An overview of the Child and Adolescent Health Service

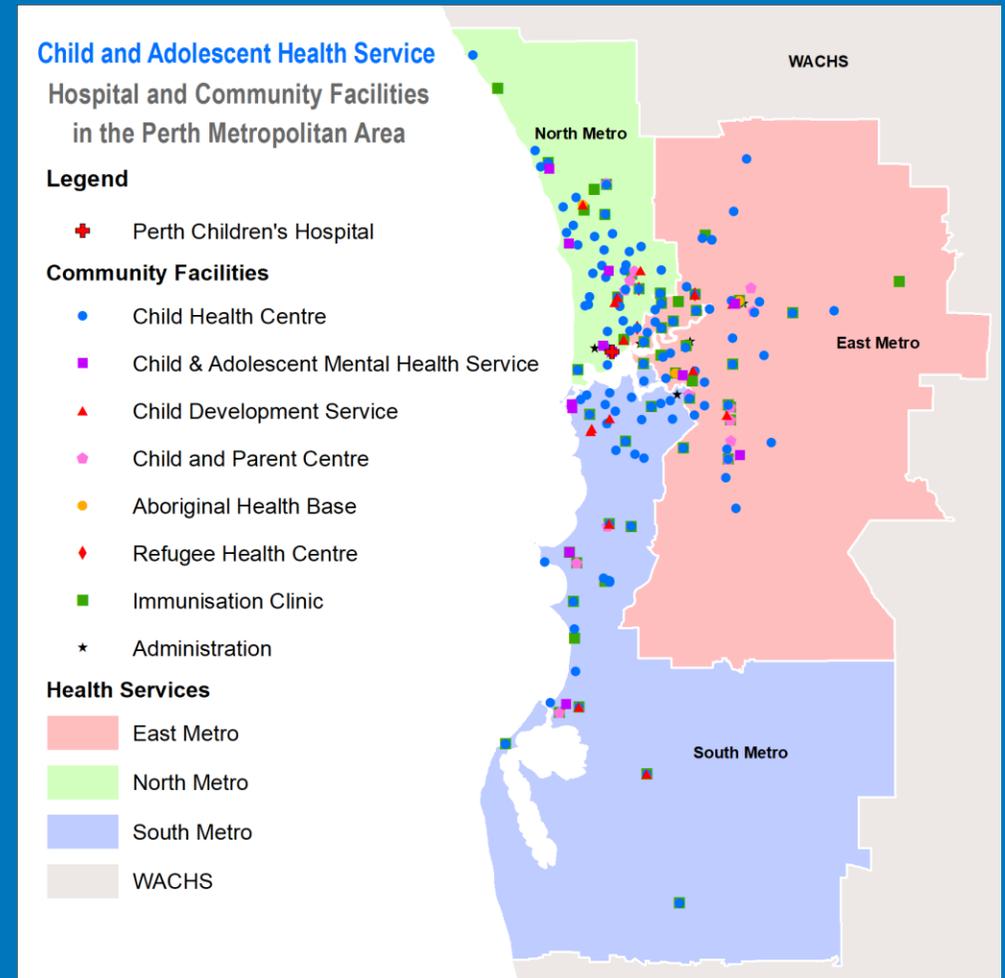
The Child and Adolescent Health Service is made up of **Neonatology, Community Health, Child and Adolescent Mental Health Service and Perth Children's Hospital**, providing health services to Western Australian babies, children and young people, aged from 0-18 years.

Neonatology provides state-wide tertiary neonatal services to the sickest newborn babies and infants from across Western Australia.

Community Health offers a range of services to all babies, children and young people in Perth, including child health (purple book appointments), immunisation and school health. Community Health also provide extra services for families who may need them, including Aboriginal and refugee families and Child Development Service for children who need extra support with their development.

The **Child and Adolescent Mental Health Service** provides mental health services to infants, children, adolescents and their families across the Perth metropolitan area. Services include community based programs as well inpatient care and a range of specialised services for children with complex mental health conditions across Western Australia.

Perth Children's Hospital is Western Australia's only dedicated children's tertiary hospital and provides services to children and young people up to 16 years of age, from across the state.



About the Plan



Acknowledgment of Country

The Child and Adolescent Health Service would like to acknowledge the traditional custodians of the land, the Noongar people and the Aboriginal people of the many traditional lands and language groups of Western Australia. We acknowledge the wisdom of Aboriginal Elders both past and present and pay respect to Aboriginal communities of today.

What is it?

The Child and Adolescent Health Service sees diversity as one of our greatest strengths. The CAHS Multicultural Action Plan 2022-2027 lists the goals and actions our health service will work on to make sure it is safe, welcoming and inclusive for the children, adolescents and families of WA's diverse communities.

How was it developed?



Who does it impact?

This Plan aims to improve services for 'multicultural' people. In the context of this Plan, 'multicultural' includes people who are born in countries which are not mainly English speaking and/or people who mainly speak a language other than English.

The Goals of the Plan



Goal One: Improve our understanding of people from culturally and/or linguistically diverse backgrounds

How? Collect more information and use it to shape our services

Find out what barriers exist for people when using our services and remove them



Goal Two: Improve staff understanding of cultural diversity

How? Make a bigger range of cultural training available for staff

Include cultural knowledge and skills as an expectation for all roles at CAHS



Goal Three: Stop racism, harassment and discrimination within the health service

How? Create a safe way for consumers to report racism, harassment and discrimination

Make sure bias is removed from recruitment, training and workforce practice



Goal Four: Support families to understand their healthcare rights

How? Support consumers to understand and use their healthcare rights

Improve the way consumers can give feedback to better meet the diverse needs of families



Goal Five: Make our services feel culturally sensitive, safe and inclusive

How? Increase the diversity of our workforce

Work with consumers to develop a cultural security framework and use it across the entire service



Goal Six: Partner with consumers and multicultural organisations

How? Consult and involve consumers from culturally and/or linguistically diverse backgrounds as standard practice

Increase partnerships with multicultural organisations to share information and skills



Goal Seven: Focus on Equity when writing or reviewing policies

How? Audit policies to make sure they meet the diverse needs of consumers

Remove bias from all human resource policies, procedures and job descriptions

How will we track progress?



Child and Adolescent Health Service

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