

## Customer Service Unit (CSU)

- The CSU provides a direct link between the CAC and the Executive Director of the Hospital.
- The CSU is staffed by a Customer Liaison Officer, Patient Advocate and Manager.
- The CSU is situated in the Executive Corridor on the 1st Floor of A Block. It is open from Monday to Friday 8.30am to 4.30pm. The CSU can also be contacted by telephone on (08) 9340 1444.

## Patient Advocate

The Patient Advocate provides a confidential service that represents the interests of the patient, their support people and carers.

If you have a concern, question or suggestion about the care or service provided by the hospital, you can contact the Patient Advocate at the Customer Service Unit on (08) 9340 1559.

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This information is available in alternative formats upon request

WOMEN AND NEWBORN HEALTH SERVICE

King Edward Memorial Hospital

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Delivering a Healthy WA

# Your Voice

## Community Advisory Council



## What is the Community Advisory Council (CAC)?

The CAC exists to represent the interests of patients, their support people and carers who attend King Edward Memorial Hospital (KEMH) and is made up of representatives from all walks of life. These representatives meet on a regular basis and provide feedback to KEMH's Executive on ways to improve hospital services.

## What does the CAC do at KEMH?

- Monitor the services provided to patients, their support people and carers.
- Respond to customer issues by making recommendations for service improvement where required.
- Provide feedback on new initiatives, programs and policies that impact on people who access the Hospital.



## How can feedback be given to the CAC?

- Write a letter explaining your issue and address it to:  

CAC Chairperson  
Customer Service Unit  
King Edward Memorial Hospital  
PO Box 134  
Subiaco, WA 6904
- Or send an email to: [kemhcsu@health.wa.gov.au](mailto:kemhcsu@health.wa.gov.au) and put 'CAC issue' as the subject heading.
- Alternatively, you can telephone the Customer Service Unit on (08) 9340-1444 or visit the office situated in the Executive Corridor, 1st Floor, A Block during office hours.

## Who can raise issues with the CAC?

The CAC is interested in receiving feedback from people of all ages, cultures, areas and regions of Western Australia.

## When does the CAC meet?

The CAC meets every six weeks at KEMH for approximately two hours.

## How can someone get involved with the CAC?

If you would like to become a member of the CAC you can contact the Customer Service Unit on (08) 9340 1444 or email [kemhcsu@health.wa.gov.au](mailto:kemhcsu@health.wa.gov.au) and register your interest.

