

Services Offered by Bentley Health Service

General Health Program:

- Public Hospital beds on the Bentley Health Campus – providing medical and surgical services
- Same Day Surgery
- Maternal and Newborn services

Rehabilitation and Aged Care Program:

- Community hospital beds at Bentley Hospital providing inpatient and rehabilitation services
- Day Hospital rehabilitation services
- Aged Care Assessment Team services – home visiting and equipment
- Outpatient services

Mental Health Program:

- Community Child & Adolescent Mental Health Services
- Adult Mental Health
- Community living skills
- Rehabilitation services
- Psychogeriatric inpatient facility
- Community psychogeriatric assessment team and Day Hospital services

Community Health Program:

- School Health services
- Child Development services
- Specialist support services ie. continence advice, diabetes, antenatal education
- Health Promotion
- Community Physiotherapy, Speech Therapy, Podiatry and Dietetic Services

Who can you contact?

- If you would like more information about becoming a member of the Community Advisory Council.
- If you would like more information about becoming a member of the Mental Health Consumer Group
- If you would like to provide feedback about the Bentley Health Service

Please contact the:

Coordinator Service Improvement
Bentley Health Service
Mills Street
BENTLEY WA 6102

Tel: (08) 9334 3659
Fax: (08) 9334 3691



Government of Western Australia
South Metropolitan Health Service

South Metropolitan
Area Health Service



BENTLEY
Health Service

Community Advisory Council



- ***A consumer point of view***
- ***Customer Survey results acted upon***
- ***Incidents and outcomes examined***
- ***Your concerns raised***

- **Feedback to Consumers**

Community Advisory Council

The Community Advisory Council was established to provide the important link between the Bentley Health Service and its consumers to ensure the health service meets community expectation.

Members

The members of the Council include a major representation of community members committed in the development and delivery of health services by the Bentley Health Service.

The members are there because they want to make a difference. They want to make sure that whatever action they take is directed at issues of real concern to consumers within the health service.

Members Are Committed To

- Providing a consumer point of view on all activities and programs that are likely to be of interest to consumers of the health service.
- Looking closely at results of consumer surveys, including both complaints and compliments.
- Making comment on new or modified services.
- Examining closely outcomes, be they changes or modifications, that result from incidents that have happened or the way a complaint has been dealt with.
- Commenting on proposed policies and procedures – the way things have or will be done.
- Liaise with other Health services.
- Reporting to and working with the Bentley Health Service management team to work out how best they can get comments/input from the health service consumers.

Become Involved!

- Join our Community Advisory Committee or Mental Health Consumer Group
- Participate in our community forums.
- Complete consumer surveys.
- Offer your feedback, by either telephoning or writing to the Council.

Our Commitment to You

- We commit to ask residents their opinions and concerns.
- To raise your issues of concern with the health service.
- We will ensure the health service works towards meeting your needs.
- We will provide you with feedback.