

Kooweerup Regional Health Service (KRHS) is a public hospital, committed to providing high quality health services to the community.

KRHS is a member of the International Hospitals Health Promoting Network and Global Green and Healthy Hospitals. We have adopted a philosophy of environmental sustainability to reduce our ecological footprint and integrate consideration of the environment into all our decision making and activities.

KRHS acknowledges the Traditional Owners and Custodians of the Land – the Bunurong people and we pay our respects to them, their culture and their elders past, present and future.

KRHS is proudly inclusive and supports everyone's rights to feel respected, safe, welcomed and valued.

We continually update the services we provide and invite your feedback.



**Kooweerup**  
REGIONAL HEALTH SERVICE

**235 Rossiter Road  
Koo Wee Rup Vic. 3981**

phone: **5997 9679**

email: **info@krhs.net.au**

website:  
**www.kooweeruphospital.net.au**

Find us on 

Last reviewed December 2022



# PALS

## People's Advocate Liaison Service



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REGIONAL HEALTH SERVICE

## What is PALS ?

Being in hospital can be a daunting experience and sometimes it can be difficult to speak up, have your voice heard about what matters to you, or discuss any issues you are concerned about.

**People's Advocate Liaison Service 'PALS'** is a free volunteer advocate service to assist you and your family when you are here at Kooweerup Regional Health Service

Your independent advocate is someone who is by your side when you want support. Their motivation and focus is you.

An advocate can help you navigate the health care system, including discussions with staff and conveying any concerns. They can translate, coordinate, negotiate, monitor and intercede on your behalf.

They will work directly with you, your family or carer so that you receive optimum care and achieve the best health outcome possible.



## Why do I need a PAL ?

Your greatest time of need is when you are least able to look after yourself.

An unexpected illness or injury can put you and your family under a good deal of emotional and practical stress.

The People's Advocate Liaison can help you avoid confusion as they are knowledgeable about our organisation, services and supports, including the wider health system.

The independent People's Advocate Liaison focusses on a situation from the client's perspective, providing support and relieving some of that stress.



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## Where are the PALS ?

Our volunteer PALS can be contacted by:

- Booking a visit through hospital reception 5997 9679
- Send a letter addressed to the PALS 235 Rossiter Road Koo Wee Rup, 3981
- Ask the staff to contact the PALS for you
- Email Jenny our Volunteer Coordinator at [Jenny.Bayliss@KRHS.net.au](mailto:Jenny.Bayliss@KRHS.net.au)

PALS is an initiative of the KRHS Volunteer Program

