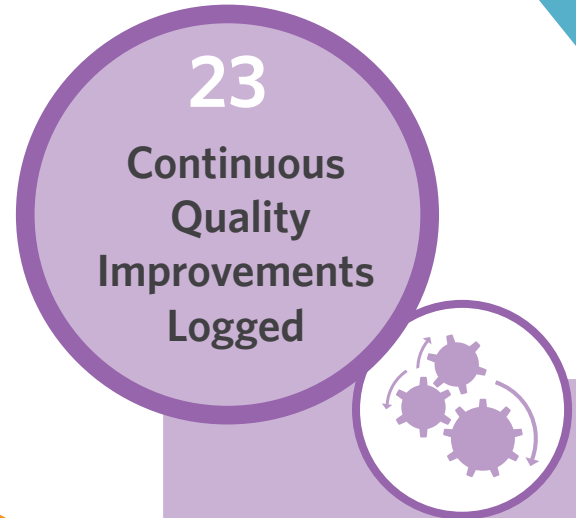


# Safety and Quality Snapshot - **September** Ruah Community Services



In response to feedback about wait times, Ruah put strategies in place to provide brief intervention and assistance with referrals to those on the wait list.

Every person on the wait list is now contacted to be advised of wait times and if choosing to stay on the wait list, are contacted every two weeks.

We are committed to partnering with clients and carers to review and analyse safety and quality information.

If you would like to learn more about our safety and quality information or would like to get involved please contact:  
feedback@ruah.org.au or call 13 78 24

A lack of communication was identified as a leading cause of complaints. In response to this the engagement processes were reviewed and technological improvements were made to the client management system to make it easier for staff to track clients who were on the wait list.