

Safety and Quality Snapshot - 4th Quarter 2019

Ruah Community Services

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



Investigations of complaints resulted in 20 suggestions for improvements.
7 were completed by 31 December 2019 and 13 are currently in progress.



Ruah now has a dedicated Feedback & Complaints Officer (with a direct phone line) to investigate complaints and make recommendations.



Incident and hazard reports give us a better understanding of Ruah's risk profile. As a result of one incident, Ruah's lockdown processes were revised to improve safety.

In 2020, monthly internal audits against the National Safety & Quality Health Service Standards (2nd edition) will begin at different Ruah services.