

Safety and Quality Snapshot - **October** Ruah Community Services



55
Clients on the
Wait List



199
New
Clients

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



57
Incidents
12
Hazards

8
Complaints
7
Compliments

We continued to receive positive information regarding our service provision and received our first compliment via Care Opinion.

A lack of understanding about our Privacy Procedure was identified as a leading cause for complaints. To resolve this, we updated the procedure and privacy statement, made these more easily accessible to our clients via our website and informed staff via an internal communications campaign about the changes to and importance of the Privacy Confidentiality and Consent Procedure.

23
Continuous
Quality
Improvements
Logged

