

YOUR

experience of service

At Ruah, we strive to provide services and support that are meaningful and impactful for the people we work with – your feedback is an important part of how we evaluate, adapt and improve what we do.

Kambarang

We've made changes at Kambarang to make it easier for you to provide us with feedback. A morning breakfast club has been established so you can have a yarn with us about how things are going. Every Friday, there is also an opportunity to provide independent feedback through a simple weekly feedback form. Each week we display the feedback in the art room so you can see how we have acted on the feedback!

During 2019-20, 29 women provided valuable feedback.

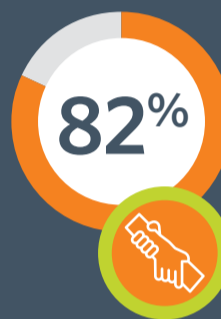
You said...



felt respected at Kambarang as Aboriginal women



felt stronger inside themselves after one week



felt they had received heaps of help from the workers

We...

- started a weekly alcohol and drug support group
- provided access to the art room and painted a mural on the walls
- installed a new television in the lounge room so that we can provide a more homely environment
- made our excursions more regular – sometimes to sites of cultural significance and others just for fun!

Harmony Place and Safe at Home

Harmony Place and the Safe at Home service have also made changes to increase opportunities to provide feedback. At Harmony Place all women are invited to complete a survey towards the end of the time with the service. During 2019-20, 20 people provided feedback on their experience with Safe at Home or Harmony Place.

Across Safe at Home and Harmony Place, of the people providing feedback:

You said...

"Services need to realise it does not go away overnight... stay linked in for as long as possible and not blame the victim."

We...

Received funding from the Department of Communities to extend our supports when you leave the refuge. We will have one dedicated outreach worker to support your ongoing needs and work hard to link you into supports in your community.

You said...

"Seeing my children's significant improvement in their health and development as they felt more and more safe and secure made me feel so grateful for the services and accommodation afforded to us at Harmony."

We...

Understand the work we do with children is really important and we've been working hard to make that work more focused, understanding children's needs and adapting our child advocacy services appropriately. We are currently increasing opportunities for children to provide feedback so we can further ensure the service is meeting their needs.

You said...

"The case workers helped educate me very delicately about domestic violence abuse...I didn't quite realise initially that the children and I had been suffering... I needed to unpack the things I recognised was DV."

We...

Use evidenced-based case management practice to guide our work – this includes providing information to you about the nature of family and domestic violence: the power and control wheel, what equal relationships look like, post-separation power and control and support around parenting.

We have started family and domestic violence group sessions, offering opportunities for you to connect with other women at the refuge. We also increased our available training available to staff on the use of the Empowerment Star case management tool and the latest approaches to trauma-informed care.

"Knowing I had someone on my side and knowing that I didn't do wrong, I was given reassurance. Also being given assistance with advice about court and the police."

Safe at Home service user, 2020

"The help we received was beyond what I thought was possible... Harmony house felt like and still feels like a home."

Harmony Place service user, 2020