

# 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!

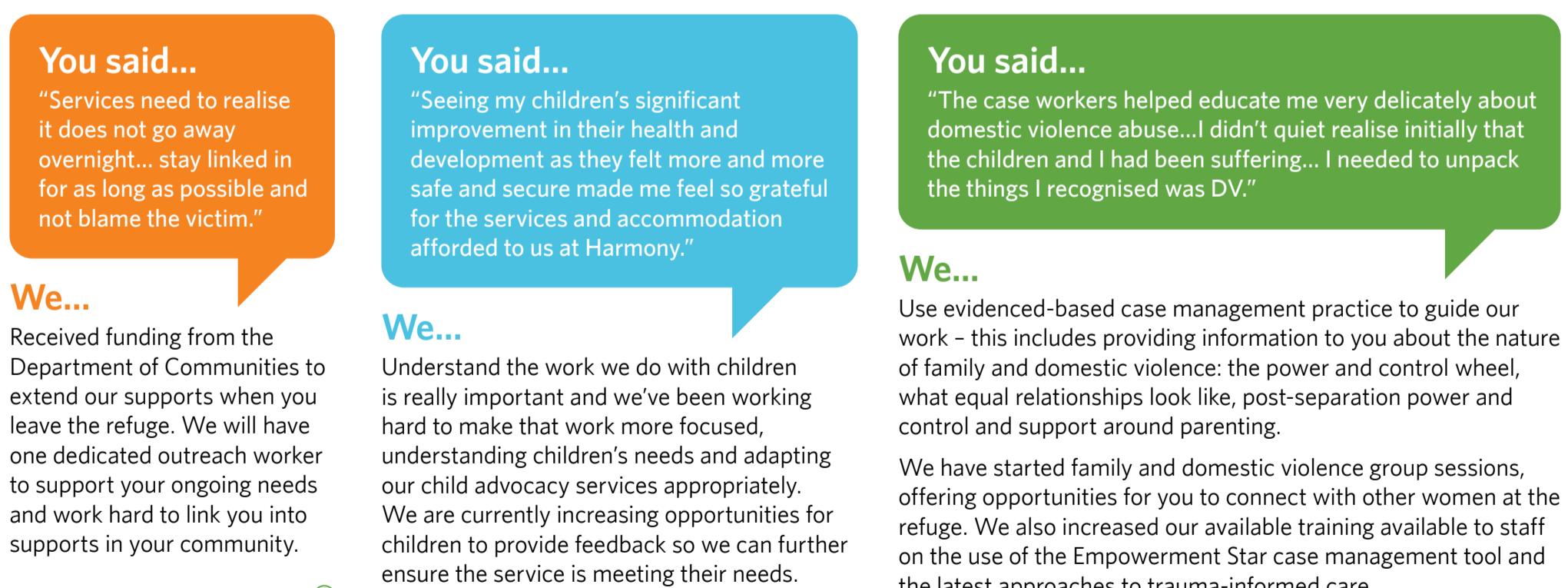
During 2019-20, 29 women provided valuable feedback.



## 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:



"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