

# 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.

Based on your feedback and with some innovative thinking, Ruah underwent some major developments in 2021 in order to ensure we are efficient, effective, and better at responding to the needs of the people we support.



## THIS HAS RESULTED IN TWO KEY PIECES OF WORK.

The new Model of Care and Operating Model ensure common practice across our service areas: Housing and Homelessness, Family Services, Mental Health and Wellness, and Ruah Legal Services.



### RUAH'S MODEL OF CARE

Ruah's Model of Care guides our staff on how we support people through their journey of change.



### RUAH'S OPERATING MODEL

Ruah's Operating Model identifies to our staff and clients the tools and practices Ruah uses to ensure that we deliver our Model of Care.

You asked us  
To demonstrate we have listened to feedback provided.

WE RESPONDED



Kambarang Women's Refuge now has weekly yarning sessions where feedback is shared. The women are involved in strategising to improve the service. Progress on addressing past feedback is shared weekly.



We've improved our complaints and compliments process- making it easier for clients to provide feedback - anonymously if they would prefer.

You asked us  
To provide more groups and activities.

WE RESPONDED



Stronger Ground doubled groups in 2021; increased access for service users at local sites; included BBQs, one-off social activities, coffee groups, walking groups and market meals; and invested in the continuation of the Rec Program.



AHSS started running groups, which have been well received by clients.



We introduced an art group at the Ruah Centre, facilitated by a client.

You asked us  
To improve how rights and responsibilities are explained.

WE RESPONDED



We've updated the information on rights and responsibilities to be clearer for service users.



Clients now have a copy of rights and responsibilities provided on entry to the service (where appropriate).



We're expanding the use of welcome packs, so that clients know more about what to expect from the start of their experience with us.

You asked us  
To improve access to peer supports.

WE RESPONDED



We reviewed and refined the 'Stronger Ground' referral pathway to increase access to peer supports in mental health.



We expanded CHOICES (entirely peer staffed and led services) into more public hospital sites in the Perth metro area.



We secured a grant that includes AOD peer workers based at the Ruah Centre.

