

Safety and Quality Snapshot

October - December 2021



Receiving complaints and compliments from our clients, their families/carers, or from a person connected our services is an important part of improving the services that we provide.



Incident and Hazard reports give us a better understanding of Ruah's risk profile, and provides us the opportunity to learn and to identify and implement improvements to how we deliver services.



Ruah is currently reviewing the systems and processes which capture the reporting of incidents, hazards, and feedback.

With this information, we can identify and implement any necessary improvements which will help us provide safe, high-quality services to our clients.

Ruah will be undergoing re-accreditation against the National Safety and Quality Health Service Standards (NSQHS, 2nd Edition).

Accreditation allows us to demonstrate our commitment to providing safe, high-quality services, driven by best-practice systems and processes



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