

Safety and Quality Snapshot

January – March 2022



Receiving complaints and compliments from our clients, their families/carers, or from a person connected to 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.

There has been a decrease in the number of reported incidents compared to the previous period.



Ruah is in the final stages of reviewing the system which captures feedback from our clients and their family/carers.

Implementing this new system will mean that we can identify any necessary improvements which will help us provide safe, high-quality services to our clients.

In December 2020, Ruah achieved Rainbow Tick Accreditation which recognises our commitment to delivering safe and inclusive services.

We will be meeting with an external auditor in May 2022 to look at our improvement projects to ensure that we are continuously improving our services



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