

Safety and Quality Snapshot

January – March 2023



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 slight increase in the number of reported hazards compared to the previous period. There is no notable change to the number of incidents.



We continuously review practices to identify any improvements which will help us provide safe, high-quality services to our clients.

In March, Ruah completed the mid cycle review for the National Standards for Mental Health Services. The mid cycle review requires the organisation to check in with an external auditor on it's progress to ensure it continues to provide a high quality service. Ruah remains compliant with the standards and will undergo re-accreditation again in January 2025.



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