

# Your Experience of Service Survey

In October 2019 we asked you to tell us about your experience of our services. Over 70 people took part in the survey and this is what you told us..

When we asked you how you felt...



80% of you always feel safe at Ruah



81% of you felt respected all the time



68% of you felt listened to you all the time

## You said...

"It would be good if there was an Aboriginal worker who listens to the guys and can just get out there (to the park) and just listen and understand" Matt, Ruah Centre

## We...

- understand and value the unique lived experience of peer worker roles.
- are currently talking to Ruah Centre service users to co-design a peer support role for our Homelessness services

## You said...

"I would like more places to have private conversations with staff" AJ, Ruah Centre

## We...

- reduced the number of people who can access the Centre at one time, so it feels less busy.
- asked Ruah Centre staff to provide support outside of the Centre, such as taking people to Centrelink, housing appointments, GP appointments, licensing centres and rental interviews etc.

## You said...

"I still don't have a place to stay, despite the length of time I've been engaged with the service" Lara, Ruah Centre

## We...

- understand that there are not enough resources and there is a long wait list for housing.
- established the By Name list to make sure people don't get forgotten or overlooked. This will help us to accurately campaign to fill gaps in service delivery and housing supply.



"I feel safe here - there are a lot of tensions in my family at the moment, it's just really hard"

Ruah Centre Service User, November 2019

**RUAH**  
COMMUNITY SERVICES  
*Open Hearts. Bold Strides.*

Housing & Homelessness