

# 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...

"The long wait list and workers calling to check whether we still need support can be frustrating" Sam, Mental Health and Wellness

## We...

- introduced a new process that helps us better understand our internal capacity to provide services and avoid having a wait list.
- increased our communications with key referring organisations to better manage our referrals.

## You said...

"I would like more options to change my support worker if the relationship isn't working." Jamie, Mental Health and Wellness

## We...

- piloted a new feedback process where coordinators of each mental health and wellness service will contact you over the phone for a confidential conversation. This helps us provide you with an opportunity to tell us if things aren't working for you.

## You said...

"I would like my worker to help me with study, but I don't know how to get them to point me in the right direction." Jay, Mental Health and Wellness

## We...

- now use the Outcomes Stars tm across all our services. These tools help us to focus on the areas of your life that are the most important to you.



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

Ruah Service User, November 2019

# RUAH

COMMUNITY SERVICES

*Open Hearts. Bold Strides.*

Mental Health & Wellness