

# Safety and Quality Snapshot

July – September 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 and hazards compared to the previous period.



There has been a significant increase in continuous improvements logged.

In preparing for the NSQHS accreditation we have identified many necessary improvements which will help us provide safe, high-quality services to our clients.

In November, Ruah will be participating in an assessment against the National Safety & Quality Health Standard (NSQHS) Accreditation to ensure that we deliver safe, high quality service to our clients.



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](mailto:feedback@ruah.org.au) or call 13 78 24