

Safety and Quality Snapshot

October – December 2022

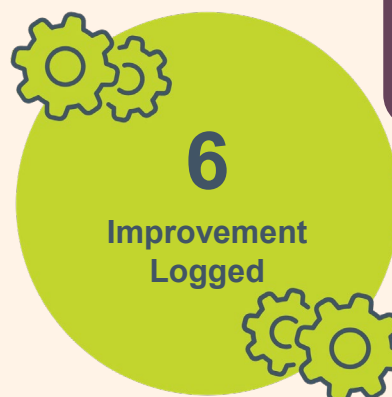


Receiving complaints and compliments from our clients, their families/carers, or from a person connected to our services is an important part of improving the services that we provide.



Incident and hazard reports give us a better understanding of Ruah's risk profile.

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



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

In December, Ruah was recredited against the National Safety & Quality Health Standard (NSQHS)! This provides assurance 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 or call 13 78 24