

Safety and Quality Snapshot

April – June 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.

An increase in both Complaints and Compliments compared to last quarter



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

An increase in incidents and Hazards compared to the last quarter.



We continuously review practices to identify any improvements which will help us provide safe, high-quality services to our clients. A slight increase in improvements lodged compared to last quarter

Ruah is currently undertaking reaccreditation against Rainbow Tick. Everyone is welcome, Everyone belongs.

Ruah has also started to take the first steps towards accreditation against Safeguarding Children Standards



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