

aruma.

Disability services. Putting you first.

Aruma is getting better and better



It is written in an easy to understand way.

We use pictures to explain things.





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What will Aruma get better at?

Everything.

This includes the way we:

- do things
- make products
- support you
- protect your human rights
- help you do what you want to do
- how we make sure you are healthy.



How will we know what we need to get better at?



By listening to what you tell us, and by collecting information about how well we support you and protect your human rights, health, safety and security.



How will we get more information on what we need to improve?



Some ways include talking to you and your friends and family, hearing your complaints and ideas, doing surveys, and through committees and meetings.



You can tell us what you think by sending us an email:

feedback@aruma.com.au

or through the Aruma website:

www.aruma.com.au



What is Periscope?



A computerised database, where Aruma employees write down times when we do not do a good job, ways we can improve and how we will do it.



How is the information in Periscope used?



All the information from Periscope is collected and looked at to find out where we need to improve across the whole organisation and what is being done about it.



What is a Quality Plan?



A plan we write for Aruma, which says how we will keep improving across the whole organisation.

We check this plan each year.



We promise to let you know what we are doing to get better and how well we are doing this.

Aruma wants to get better and better!