

UnitingCare ReGen

Formerly UnitingCare Moreland Hall

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Clients regularly provide feedback about our services. We will provide formal feedback through our newsletters but here are some of the issues raised by clients during January 2015 and our responses.

Suggestion from Curran Place client to screen visitors for substances.	We exclude visitors who are substance affected but screening/searching for carried substances is difficult. We encourage clients to identify visitors who are encouraging of their treatment plan rather than people who might undermine it.
More activities e.g. swimming, walks.	This has been fed back to the service manager. However, sometimes when things get very busy, the program activities are affected.
A client at Williams House suggested we get a pool table.	Unfortunately the lounge area is not big enough for a pool table and it would deteriorate if it was left outside.

Clients also often provide positive feedback about staff or services so here are some of the compliments received during month of January 2015.

'Staff are very easy to communicate with'.	'I liked the morning meeting and reflection at Curran Place.'
'I had an amazing time here (Williams House), this is the first step to help me getting my life back on track.'	'Best wishes to all the staff (reception, intake, duty and nurses) for the wonderful work you do. You give positivity where there is darkness and hope for a better future.'
Curran Place – Great meals.	Positive feedback from several Curran Place clients about allowing clients to have the first few days for relaxing/resting before having to commence program activities.