

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 June 2014 and our responses.

A client at Curran Place mentioned that help with transport (to Curran Place) as one thing we could do better.	Before the introduction of Myki, we kept some Met cards for this purpose. It is difficult now as you can't buy one journey tickets without paying for a Myki card. Any ideas?
A client at Curran Place said we could do better with the beds (more comfortable).	You will be glad to know we have 12 new mattresses and multiple new pillows on order.
A visiting area for family and friends at Curran Place.	Curran Place will be expanded to accommodate 4 beds for mothers with babies. We hope that we can include visiting areas in this renovation.
More walks, games and movie nights.	This suggestion has been passed on to the Education & Activities worker at Curran Place.

Clients also often provide positive feedback about staff or services so here are some of the compliments received during June 2014.

A no of clients mentioned good outcomes achieved when their worker at other services (Corrections, MIND) and ReGen worked together.	My non- residential withdrawal nurse was fantastic: knowledgeable, caring respectful.
No difficulties reported accessing ReGen services this month.	Positive comments about AA at Curran Place.

Director Clinical Services