

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 2017 and our responses.

Some clients still struggling with the no smoking policy at Curran Place.	Hopefully the range of replacement therapies helps. The research suggests that giving up smoking while addressing other substance abuse issues can and does work for many people. Talk to staff if you're struggling.
A couple of clients suggested more weekend activities (at Curran Place).	Because our Education & Activities workers work Mon – Fri it often depends on how busy the other staff are. It's a good idea to get some craft or other projects going during the week so you can work on them on weekends.
Several people asked that the music rule be reviewed commenting that music can be therapeutic.	I will pass this suggestion on to the Unit Manager on her return from leave.

Clients also often provide positive feedback about staff or services so here are some of the compliments received during January 2017.

After the recent closure of Curran Place for refurbishment it was good to get many comments from clients about ease of access since reopening.	Positive comments about the group sessions at Curran Place– reflection and creative expression which one client found very helpful and healing.
One client comments that the ability to rest and not join in the group programs (in detox units) for the first 3 days was very helpful.	Compliments received on the new facilities at Curran Place and about the additional groups such as yoga, AA, Mindfulness.

Donna Ribton-Turner, Director Clinical Services