

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 October 2017 and our responses.

A client suggested availability of nicotine replacement inhalers and cartridges to purchase on leaving Curran Place to make it easier to continue non- smoking behaviours.	Thank you, that’s a great idea. We’ll get this organised.
More exercise equipment requested by a client at Curran Place.	Because clients are undertaking a detox and also likely to be on medication, gentle exercise only is indicated. That’s why we stick with walks and yoga.
Stable staff make a difference – lots of people coming and going.	Yes this is a good point. However, with a 24 hour roster system there will always be changes to the staff who are around on a day to day basis. Sometimes (winter) sick leave increases and we rely more on agency staff back up but we also have our own bank of casual staff to try to keep some consistency.
A recent client at Williams House suggested some inside plants to liven things up.	A great suggestion and good for clean air so we’ll get on to this.
Fix the lock on the bathroom door (Williams House).	Thanks, it’s fixed.
A client from Williams House suggested availability of AA and NA meetings.	Clients used to go out to AA and NA meetings but this was ceased due to feedback from clients. We can have another look at it. We can start by doing a survey of clients to see how many would be interested

	in trying out meeting while they're in Williams House. Perhaps an info session on the role of self- help groups would work. We'll ask the clients.
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Clients also often provide positive feedback about staff or services so here are some of the compliments received during October 2017.

Friendly and helpful staff (at Curran Place) who were willing to listen.	One thing I liked was the other residents because they showed me I am not alone in my plight and it can come from any walks of life.
I liked having our own room at Curran Place.	Accepted into treatment quickly and easily.
This time I felt ready. Staff made me feel so much better by verbally telling me of my progress.	Positive comments about Obi the cat. She's actually a neighbour's cat but has taken up the role of official Williams House visitor.
One thing I liked about ReGen – the outings, gym and one on one time.	Respected throughout my stay. Couldn't have asked for better people.

Donna Ribton-Turner
Senior Manager Clinical Services