

**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 August 2014 and our responses.**

A client at the youth withdrawal service suggested brighter paint in the lounge room and more books & DVDs in the Quiet Room.	We just purchased new covers for the couches so I hope that brightens up the room. More books and DVDs on the way.
A number of youth clients wanted more activities during the day.	The program is pretty full these days especially with the gym back on but we'll have another look at this.
One client said the staff in the withdrawal unit were lovely, but he found a lot of triggers to use in movies, information sessions and other client's drug talk.	This is one of the reasons we try to limit particular kinds of movies and ask clients not to talk about past drug using.

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

It was great to get back in so quickly after I relapsed.	The workers were extremely supportive.
A lot of positive comments about being able to get into the youth withdrawal service easily.	Several comments about the calm and positive atmosphere in both residential withdrawal services.

Director Clinical Services