

UnitingCare ReGen

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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 2014 and our responses.

Replace pillows at Curran Place.	This is a bit of a surprise as we have recently replaced all the pillows.
A no of people commented on the longer than usual wait to access a bed at Curran Place.	The waiting list blew out for a while as the AOD reforms commenced but is now back to usual wait times. Hopefully all working well again.
A couple of clients at Curran Place suggested less pasta on the menu.	This has been passed on to Curran Place staff.
A suggestion from a Curran Place client that we improve the garden and have a gardening group for interested clients.	You're right, the garden has been a bit neglected as we prepare for the building works to add a suite for mothers & babies but it will definitely be addressed through the process.

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

Some very positive comments this month about the Education & activities program at Curran Place.	We also received positive comments about the food in our residential withdrawal services this month.
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Director Clinical Services