

**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 April and May 2018 our responses.**

Someone from Williams House said we needed to get more table tennis balls.	So we have and a new table tennis table as well.
More peer run group sessions (at Curran Place).	Whilst we don't have peer run groups during withdrawal, we do have a peer support group that runs at Jessie St every Thursday evening 6-7.30pm. All ReGen service users (past and present) are welcome.
More fitness equipment in the withdrawal service.	Physical activity has been found to assist recovery but we tend to concentrate on this aspect after withdrawal when people are typically off medication. It definitely is a focus of our non resi rehab programs.

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

It was an extremely easy service to find, get in contact with and then the waiting period was short which was good.	All the staff at Williams House were lovely, empathetic and warm people.
One of the things several recent Curran Place clients liked was not being separated from their baby during withdrawal.	ReGen was very easy to contact, quick responses.
Lots of very positive comments about the food at Curran Place although some concern about wastage.	Compliments on our new Preston site – near train, tram and bus transport.

**Senior Manager Clinical Services**