

UnitingCare ReGen

Formerly UnitingCare Moreland Hall

26 Jessie Street, Coburg VIC 3058

T 03 9386 2876 F 03 9383 6705

contact@regen.org.au

www.regen.org.au



twitter.com/ReGenUC



facebook.com/ReGenUC



youtube.com/user/regenuc

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 June 2018.

A client at Williams House found the intake and assessment process overly complicated.	We're sorry about that. It should be simple; phone the 1800 no, complete a screen over the phone, get booked in for an assessment close to where you live. If residential withdrawal is indicated you should get the next available and appropriate bed. I'll check in with Intake to see if there are any obstacles at present.
A young person from Williams House said we need to get a <i>chippy</i> and fix up a few things around the house.	Good news is we'll be doing a complete renovation later in the year. Working with the architect now on the design, which will include three extra bedrooms.
A client from Curran Place suggested yoga worksheets so they can practice routines at night.	Good idea, I've checked with our yoga instructor and he'll see what's available.

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

Compliments to Obi, our neighbour's cat who is a regular visitor at our youth withdrawal services and keeps the clients company.	Compliments to ReGen Preston site, worker was very helpful and organised things quickly for me.
--	---

Donna Ribton-Turner

Senior Manager Clinical Services