

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 November 2018 and our responses.

<p>A couple of Curran Place clients have suggested more activities especially on weekends.</p>	<p>We don't have funding to extend our activities workers to weekends so it's important that people plan for the weekend by getting hold of art and craft material from the workers during the week. It's also a popular time for visits from family and friends.</p>
<p>A client from Curran Place suggested we try pet therapy.</p>	<p>It sounds like a good idea but unfortunately some of our clients have pet allergies. Actually we have tried chickens and rabbits in the past but their care fell to staff who just don't have time to look after them properly.</p>

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

<p>Once I made contact the process was seamless.</p>	<p>Every person I encountered (from reception to my counsellor) were respectful and helpful and positive.</p>
<p>One thing I liked was the fact that I was allowed to withdraw and rest as much as I needed. Thanks for helping me make this work.</p>	<p>We need one (withdrawal service) in Tasmania. I had to catch a plane then a taxi.</p>
<p>I enjoyed yoga, which I had never done before.</p>	<p>I liked that I could have my baby with me.</p>

Senior Manager Clinical Services