

**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 December 2016 and our responses.**

A client from the youth withdrawal service wanted gym equipment such as a boxing bag and weights at the house.	We don't have gym equipment at the house because of the risk of injuries when people are on medication or withdrawing. We take clients out to a local gym with a trained instructor after the first 2 or 3 days when they are well enough to participate safely.
A client from Curran Place suggested that there always be one male and one female staff member on duty.	With both male and female residents, I can see why this would be a good idea. However, the majority of workers in this field are female so it would be hard to achieve. We try to employ the best person for the job.
The menu at Curran Place came up for some criticism this month.	The menu is designed by our nutritionist and we try to provide food that is tasty and also good for detoxing livers so probably less meat than some would like.

Clients also often provide positive feedback about staff or services so here are some of the compliments received during December 2016.

Client who accessed AOD treatment at Thomastown commented that "everyone is very nice and friendly and really want to help".	A young person from our youth withdrawal service thought the art program was excellent and gave him something to look forward to.
No one reported difficulties accessing our services this month.	Some clients liked the food at Curran Place!

Donna Ribton-Turner  
Director Clinical Services