

**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 June 2017 and our responses.**

<p>One client who was at Curran Place mentioned the lack of technology as a problem.</p>	<p>We often discuss this one but have found that external contact especially via mobile phones can distract clients from focusing on themselves and the program and increase anxiety about what is going on in their usual environment. Hopefully a detox from technology helps people focus on their goals.</p>
<p>Someone suggested that we employ a cook at Curran Place but many other clients have commented positively about cooking as a group activity and the camaraderie it brings.</p>	<p>We see the activity of cooking together as part of the program. It promotes cooking skills as well as team work.</p>
<p>Most comments about the food at Curran Place was very positive although there were a couple of requests for more meat.</p>	<p>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 but with good reason.</p>

Clients also often provide positive feedback about staff or services so here are some of the compliments received during June 2017.

<p>Our neighbour's cat, Obi, a regular visitor to Williams House gets special note from one of the clients who thought Obi was the best part of his/ her stay. Well done Obi!</p>	<p>A client from Williams House said the tour of the house before his admission made him feel a lot more comfortable.</p>
<p>Lots of positive comments about the staff at Williams House this month – welcoming, respectful, supportive. Yoga and the gym also get a good rap.</p>	<p>Positive feedback about the groups, art supplies and environment (safe and peaceful) at Curran Place from several clients.</p>

Donna Ribton-Turner, Senior Manager Clinical Services.