

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



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youtube.com/user/regenuc

Clients regularly provide feedback about our services. We provide formal feedback through our newsletters but here are some of the issues raised by clients during May 2017.

A client from our youth withdrawal service wanted more healthy food.	We've tried to get a balance between healthy food and food that clients could prepare at home. We may have it wrong so we'll review the menu and get feedback from young people in the house.
A client at Curran Place would like longer visiting hours.	We try to accommodate visits from specified family and friends but with 16 clients there just isn't physical space for long visits and they need to be arranged outside program times so it's hard to juggle sometimes.
A few Curran Place clients wanted more activities and a gym.	The gym is a hard one not only space wise but with people on a variety of withdrawal and other medication, safety has to be our primary concern. Hopefully the group walks and outside area provide some stimulation and exercise.

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

A client from Curran Place liked being involved with cooking and other activities with co clients.	Several people commented this month on how quickly they got into residential withdrawal.
Positive comments about the N.A. group at Curran Place this month.	We're getting lots of positive feedback about our new Mother Baby unit at Curran Place.

Donna Ribton-Turner
Director Clinical Services