

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 August and September 2017 and our responses.

Comments from a couple of clients who were unaware that Curran Place was tobacco free.	Our withdrawal manager has recently held an information session for referring services providers on accessing Curran Place and opiate withdrawal so hopefully clients will be better informed in future.
A client from Williams House (youth withdrawal) suggested clients be allowed access to their mobile phones for an hour a day.	The mobile phone free time was put in place to stop clients getting drawn into things happening at home or with friends and allow them to concentrate on their treatment for a week.

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

There was a record no of responses from Curran Place clients in August and September, only 1 person reported any difficulty accessing the service and this was because he lived in a rural area of Victoria.	A young person from Williams House particularly liked the physical activities – gym, spa & sauna and yoga.
You guys just keep doing what you’re doing, your mother & baby unit is fantastic.	It (treatment) set me on the road to rebuilding my family relationships.

Donna Ribton-Turner
Senior Manger Clinical Services