

Uniting 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 July and our responses.

<p>One of the Curran Place clients suggested that cleaning of the bathrooms could be improved.</p>	<p>This has been brought to the attention of our contractors. We will be monitoring it.</p>
<p>Williams House received a complaint r.e. the internet connection, describing it as unreliable</p>	<p>Fixed: IT services have now rectified this problem.</p>
<p>Curran Place received a suggestion to increase the number of outdoor activities.</p>	<p>Spending time outside on cold winter days isn't always enjoyed by everyone and we find most residents want the comfort of a warm room. If you can convince someone to join you, available outdoor activities include a game of one-on-one basketball or kick-to-kick football or perhaps table tennis.</p>

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

<p>A person who was recently stayed at Curran place described a very positive experience "I came in a mess and went out feeling 100%".</p>	<p>Understanding, Help and Respect was the experience of a Williams House client.</p> <p>Williams House was described as providing services 'beyond expectation'.</p>
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**Acting Senior Manager
 Marlyn Gavaghan**