

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



facebook.com/ReGenUC



youtube.com/user/regenuc

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 2018 and our responses. If you wish to make a complaint about our services, it is better done through the complaint mechanisms (leaflet available outlining the process) than through feedback forms.

One of the young people at Williams House (youth withdrawal) said that the beds are uncomfortable.	We haven't heard that before but will investigate further.
A client from Curran Place asked for new toilet brushes.	Thanks, new brushes have been purchased for all the toilets at Curran Place.
There was a request for clients to be able to listen to music at Curran Place	Clients can listen to music on personal headphones or quiet background as a community via the television. However, as some people are unwell or resting and babies may be sleeping, loud music cannot be played.
A recent client at Curran Place provided some good suggestions for activities.	Thank you. These suggestions have been passed on to our Education & Activities workers.

Clients also often provide positive feedback about staff or services so here are some of the compliments received during August 2018.

I found the cooking (at Curran Place) to be very therapeutic.	One thing I like about Williams House is the gym and swimming sessions.
Great reception ladies, very easy to talk to.	Very helpful, caring reception.

Donna Ribton-Turner
Snr Manager Clinical Services (Residential)