

**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 September 2018 and our responses.**

One of the young people from Williams House said the building needed a bit of an update.	We agree and are planning on some renovations very soon including three additional beds.
Some people seem to like the AA and NA meetings at Curran Place but others don't.	We have those sessions so you can learn about what support is available when you leave detox. Not everything suits everybody but the self- help groups are widely available in a variety of locations and times so definitely worth knowing about.
Request for more physical activities at Curran Place.	This has come up before. We have to consider that people are withdrawing and on medications including often Valium so there we are pretty cautious. We stick to walks and yoga but our post withdrawal programs such as Catalyst and Torque have gym and other physical activities in their programs.

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

Wonderful prompt response, helped me to take the steps I needed to stop drinking. (Preston client)	One thing I liked about ReGen – they're great listeners.
Several young people from Williams House said they liked the homely environment.	The Intake staff made me feel welcome, comfortable and safe/valued.
I learnt a lot about myself and where to go next (through treatment).	A lot of people liked the communal cooking at Curran Place this month.

Donna Ribton-Turner

Snr Manager Clinical Services - residential