## **Our Services**

### **Non-residential Services**

318 Fitzgerald Street, Perth, 6000

P: 9328 9200

E: enquiry@cyrenianhouse.com

B: Bus Routes 19 or 960



# Rick Hammersley Centre Therapeutic Community Mixed Gender Program & Saranna Women & Children's Program

Contact us through Non-residential Services

## **Serenity Lodge Therapeutic Community**

Contact us through Non-residential Services

## **Serenity Withdrawal Unit**

P: 9388 5000 E: enquiry@cyrenianhouse.com

# North Metro Community Alcohol & Drug Service Joondalup

10 Clarke Crescent, Joondalup, 6027 P: 9301 3200 T: Joondalup Train Line

### Warwick

26 Dugdale Street, Warwick, 6024 P: 9246 6767 B: Bus Routes 446 or 447

## Cyrenian House Milliya Rumurra Outreach Service

Pembroke Road, Broome, 6725
P: 9192 6400 E: CHMRreception@cyrenianhouse.com

## Saranna Early Childhood Education & Care Centre

920 Gnangara Road, Cullacabardee, 6067
P: 9302 6444 E: SECECCadmin@cyrenianhouse.com

## **Wandoo Rehabilitation Prison Therapeutic Community**

Murdoch Drive & Bramanti Road, Murdoch 6150 P: 9218 7926

cyrenianhouse.com



What would you like to happen?

## What happens now?

If you are giving a compliment we will ensure your feedback is passed onto the manager of the relevant service.

If you are making a suggestion we acknowledge your contribution and will ensure your suggestion is reviewed.

If you are making a complaint we will investigate the issue and strive to resolve any concerns you may have in a timely manner.



# Consumer Feedback



Healthy, inclusive and harm-free communities

Cyrenian House is a not-for-profit non-government organisation that has been operating within the alcohol and other drug (AOD) treatment sector since 1981. Cyrenian House has demonstrated an enduring capacity to deliver a professional and effective treatment service and is one of the leading AOD treatment services in Western Australia.

Cyrenian House supports and upholds a robust standard of cultural competence by recognising cultural needs and reviewing programs to ensure they meet the needs of Aboriginal, Torres Strait Islander, CaLD and LGBTOI+ communities.

# All services provided are confidential and free of charge

Cyrenian House acknowledges the past, present and future Traditional Custodians of this land and recognise our services are situated on Whadjuk Nyoongar Country and Yawuru Country.







Cyrenian House is certified against the Alcohol and Other Drug and Human Services Standard and the Australasian Therapeutic Communities Association Standard.

## We are listening.

As one of the leading AOD treatment services in WA, we have consistently demonstrated our capacity to deliver professional and effective treatment services.

If you are happy with our service or would like to make a suggestion or complaint, please talk to one of our staff or fill in this form.

We thank you for taking the time to provide us feedback as it is extremely valuable to us in assisting with ongoing quality improvement and meeting the needs of our consumers.

## **Consumer Details**

This information is optional however adding your details will provide us with the option of personally responding to your feedback.

### Surname

First Name

**Email** 

Phone

Date

## Which service(s) would you like to provide feedback on?

- NMCADS Warwick
- NMCADS Joondalup
- CHMR Broome
- Saranna Women and Children's Program

Wandoo TC

- Non-residential Services
- ☐ Rick Hammersley Centre TC ☐ Serenity Lodge TC
- Serenity Withdrawal Unit
- Saranna Early Childhood **Education & Care Centre**

## Would you like a response to your feedback?

Yes

No

## Details of your compliment

Thank you for taking a few moments to provide us your feedback. We welcome your thoughts and feedback in a continuous effort to improve our service so we can better meet your needs. (Additional feedback to be attached to this form if required).