

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.

Our Services

Cyrenian Central

318 Fitzgerald Street, Perth, 6000

P: (08) 9328 9200 **E:** enquiry@cyrenianhouse.com

B: Bus Routes 19 or 960

Rick Hammersley Centre Therapeutic Community Gngara Program & Saranna Women & Children's Program

Contact us through Cyrenian Central

Munda Mia Therapeutic Community

Contact us through Cyrenian Central

Serenity Lodge Therapeutic Community

Contact us through Cyrenian Central

Serenity Withdrawal Unit

P: (08) 9527 9335 **E:** enquiry@cyrenianhouse.com

Nannup Therapeutic Community

Contact us through Cyrenian Central

Nannup Withdrawal Unit

P: (08) 9756 0100 **E:** nannup@cyrenianhouse.com

Midland Withdrawal & Intervention Centre

P: (08) 6155 2668 **E:** receptionmwic@cyrenianhouse.com

Cyrenian House Milliya Rumurra Outreach Service

Pembroke Road, Broome, 6725

P: (08) 9192 6400 **E:** CHMRreception@cyrenianhouse.com

Wandoo Rehabilitation Prison Therapeutic Community

Murdoch Drive & Bramanti Road, Murdoch 6150

P: (08) 9218 7926

North Metro Community Alcohol & Drug Service

Joondalup

10 Clarke Crescent, Joondalup, 6027

P: (08) 9301 3200

T: Joondalup Train Station

Innaloo

21 Wotan Street, Innaloo, 6018

P: (08) 9246 6767

T: Stirling Train Station

Saranna Early Childhood Education & Care Centre

920 Gngara Road, Cullacabardee, 6067

P: (08) 9302 6444 **E:** SECECCadmin@cyrenianhouse.com

cyrenianhouse.com



Consumer Feedback



Healthy,
inclusive
and harm-free
communities

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 LGBTQI+ communities.

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

Cyrenian House is certified against the Alcohol and Other Drug and Human Services Standard and the Standard for Therapeutic Communities & Residential Rehabilitation Services.

As one of the leading alcohol and other drug (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, or simply provide feedback, 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.

<input type="checkbox"/> ADAPT	<input type="checkbox"/> Cyrenian Central
<input type="checkbox"/> CHMR - Broome	<input type="checkbox"/> Rick Hammersley Centre Therapeutic Community
<input type="checkbox"/> Midland Withdrawal & Intervention Centre	<input type="checkbox"/> Saranna Early Childhood Education & Care Centre
<input type="checkbox"/> NMCADS - Joondalup	<input type="checkbox"/> Munda Mia Therapeutic Community
<input type="checkbox"/> NMCADS - Warwick	<input type="checkbox"/> Serenity Lodge Therapeutic Community
<input type="checkbox"/> Nannup Therapeutic Community	<input type="checkbox"/> Serenity Withdrawal Unit
<input type="checkbox"/> Nannup Withdrawal Unit	<input type="checkbox"/> Wandoo Therapeutic Community

☐ Yes ☐ No

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

First & Last Name

Email

Phone

Date of Feedback

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).

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. In the bottom right corner, there is a decorative graphic element consisting of overlapping red and grey geometric shapes, possibly representing a folded piece of paper or a stylized corner design.