

Philosophy of Care

A caring, supportive and positive environment provided by staff, family, friends, carers and the community enable the client to continue as an integral respected and valued member of the community.

Every client has the right to freedom of choice, respect and dignity, and the right to be treated fairly by others.

Clients rights are not diminished regardless of their physical or mental faculties or ability to exercise or fully appreciate their rights

OUR VALUES

Caring to be sensitive and responsive to each other

Honesty To be open, trustful and trustworthy

Integrity to be open, confidential and accountable

Respect to treat each other with dignity, courtesy and as individuals



Tallangatta Health Service
is a
smoke free facility

Available at Tallangatta Health Service

- Medical Centre
- Bolga Court : Residential and Respite
- Lakeview Nursing Home
- Respite Care
- Acute Hospital Care
- Home And Community Care
- District Nurse
- Occupational Therapist
- Meals on Wheels
- Women's Health
- Asthma Education
- Dietician
- Diabetes Education
- Exercise Classes, and Strength Training
- Podiatry
- Physiotherapy
- Bowen Therapy
- Activity Day Centre
- Social Worker
- School Dentist
- Red Cross Car
- Community Bus Hire
- Room hire
- OSCH Childcare

Phone reception for more details 02 6071 5200

CLIENT INFORMATION



PO Box 77
25 Barree Street
Tallangatta
VIC 3700

Main Reception
Phone: 02 6071 5200
Fax: 02 6071 2795
Email: THS@ths.vic.gov.au

Laundry

The patient/family is responsible for all personal laundry. Please make sure all items of clothing are marked with names



Newspapers

Delivery of newspapers and magazines can be arranged directly with the newsagent or through Administration

Visiting Hours

Visiting hours are between 11am and 8pm. You are welcome to make alternative arrangements with the nurse in charge at anytime, if the need arises

Hairdresser

Arrangements for a visit from the hairdresser is made directly with the hairdresser by the family.

Enquires and Personal Calls

We would appreciate you restricting all telephone calls to within the hours of 10am to 12 noon and 1pm and 5pm

Electrical Appliances

Electrical appliances must be checked and tagged by an electrician before they can be brought into the facility.

Meals

Meals are not available for family/friends. Food establishments are available to purchase meals in the main shopping area of Tallangatta including take away meals

Valuables

Please do not bring items of value or large sums of money with you. The Health Service will not take responsibility for loss or damage to valuable items.



Occupational health and Safety

Tallangatta Health Service has adopted a no lifting policy. When a client is assessed as requiring a lifting aid, then these will be used

Lifting aids include mechanical lifting devices, slide sheets and transfer belts.



Tallangatta Health Service is a flexible and dynamic provider of services that meets the changing needs of our rural community

Compliments and Complaints

If at anytime you have a concern or comment to make please do not hesitate to contact the Chief Executive Officer on 02 6071 5200 or write to

PO Box 77 Tallangatta VIC 3700