

## Philosophy of Care

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

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

Residents 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 Nursing
- 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

## BOLGA COURT RESPITE CARE



**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

Bolga Court has provision for personal laundry services, including laundering of clothing that can be machine washed. However, this excludes cleaning of clothing requiring dry cleaning or other special cleaning processes and personal laundry where a resident chooses and is able to do them.



## Newspapers

Delivery of newspapers and magazines can be arranged directly with the newsagent. Staff will deliver them daily to your room.

## Visiting Hours

No times are specified, but consideration must be given to all residents living within the facility.

## Hairdresser

The local hairdresser visits weekly on a Tuesday to the Activity Centre. Appointments can be made via the staff.

## Enquires and Personal Calls

Any enquires or personal calls can be made at the front office between 9am and 5pm.

## Electrical Appliances

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

## Transport

Transport to pre arranged medical appointments in Albury/Wodonga can be arranged through the Red Cross

## Fees

There is a daily fee charged that is not covered by Private Health Insurance or Medicare. You will be notified of the current daily fee prior to your admission.



## 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



## 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.

## Medical Clinic

A Clinic is conducted each week. Medical Officers are available outside these hours at the Tallangatta Medical Centre by phoning 02 6071 5270.



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