

## 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

**Willingly** being accountable

**Valuing** people

**Achieving** results through teamwork

**Integrity** in all we do

**Respect** for others at all times



**Tallangatta Health Service**  
is a  
**smoke free facility**

## Available at Tallangatta Health Service

- Acute Hospital Care
- Asthma Education
- Bolga Court : High and Low Level Residential and Respite Care
- Diabetes Education
- Dietician
- District Nurse
- Exercise Classes, and Strength Training
- Home and Community Care
- Lakeview Nursing Home Residential and Respite Care
- Medical Centre
- Men's Shed
- Meals on Wheels
- Mixed Activity Groups (MCG)
- Nurse Practitioner
- Occupational Therapist
- Pathology
- Physiotherapy
- Planned Activity Groups (PAG)
- Podiatry
- Room Hire
- Social Worker
- Women's Health

## CLIENT INFORMATION



**25 BARREE STREET  
TALLANGATTA**

**Postal Address**  
**PO Box 77**  
**Tallangatta**  
**VIC 3700**

**Phone: 02 6071 5200**  
**Fax: 02 6071 5293**

Email: [THS@ths.vic.gov.au](mailto:THS@ths.vic.gov.au)  
[www.tallangattahealthservice.com.au](http://www.tallangattahealthservice.com.au)

## Visiting Hours

Visiting hours are

8 — 12pm &

2:30 — 8pm.

Rest Period between 12:30—2:30 pm.  
Alternative arrangements can be made  
with the Nurse Manager.

## Questions

If you have any questions or concerns  
about your condition please notify the  
nursing staff immediately.

## 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.

## Television

The television has been provided for  
your enjoyment both in your room and  
the lounge area. Please be mindful of  
other patients regarding the volume.

## 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  
before they can be used in the facility; this can be  
arranged through our maintenance department.

## 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 Patient No Lift Policy. When a patient  
is assessed as requiring a lifting aid,  
then these will be used

Lifting aids include mechanical lifting  
devices and slide sheets .



## 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