

## Our Values

### **Compassion & Responsiveness**

*Caring for the needs of our patients, clients and each other.*

### **Equity & Fairness**

*Making decisions objectively, without favoritism or bias.*

### **Ethical Behavior**

*Acting in an honest, open and confidential way.*

### **Accountability**

*Using resources efficiently and acting responsibly.*

### **Excellence**

*In the delivery of healthcare*



## Our Vision

Through an integrated approach support and enable our community to optimise their health and wellbeing.



## Terang & Mortlake Health Service

Terang Hospital  
13 Austin Avenue,

Phone: 03 5592 0222  
Fax: 03 5592 0250

Mortlake Community Health Centre  
23 Boundary Road,  
Mortlake Victoria 3272  
Phone: 03 5558 7000

Terang Community Health Centre  
66-68 High Street  
Terang Victoria 3264  
Phone: 03 5592 0300



## Terang & Mortlake Health Service

## Complaints & Continuous Improvement Form

Terang Hospital  
13 Austin Avenue,  
Terang Victoria 3264

Terang Community Health Centre  
66-68 High Street,  
Terang Victoria 3264

Mortlake Community Health Centre  
23 Boundary Road  
Mortlake Victoria 3272

Tel: 03 5592 0222

The Board of Management and staff of Terang and Mortlake Health Services welcome all **objective and constructive criticism and comments** about the facilities and services that clients may wish to make.

Only when our Health Service receives such feedback from residents, visitors, staff and other professionals can the Health Service examine and remedy problems that have occurred, and/or improve service delivery.

Please complete your suggestion in the space provided. If you wish to remain anonymous, you may. If your name is provided then feedback will be provided on investigation of your suggestion.

Name (optional):.....

Address (optional):.....

Phone (optional):.....

1. Complaint or Improvement Suggestion:.....

.....  
.....  
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2. Suggested Solution or Improvement:.....

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*\* Please place the completed form in the suggestion boxes located at any of the front entrances of the Terang Hospital, Mortlake Community Health Centre, Terang Community Health Centre or at the front entrance or dining room in Mt View Nursing Home. Alternatively this form may be passed onto the Director of Nursing, Manager or Finance & Administration or Aged Care Manager.*