

Our Values

Compassion & Responsiveness

We care for the needs of our consumers and each other

Equity & Fairness

We make decisions objectively, without favoritism or bias.

Ethical Behavior

We act in a transparent and confidential way.

Accountability

We use resources efficiently and act responsibly.

Excellence

We strive for excellence in the delivery of healthcare

Respect

We respect the rights of individuals



Our Vision

To be a leader in the development of a vibrant, healthier community.



**TERANG & MORTLAKE
HEALTH SERVICE**

Terang Hospital

13 Austin Avenue

Terang Victoria 3264



03 5592 0222

Mortlake Community Health Centre

23 Boundary Road

Mortlake Victoria 3272



03 5558 7007

Josie Black Community Health Centre

66-68 High Street

Terang Victoria 3264



03 5592 0300



**TERANG & MORTLAKE
HEALTH SERVICE**

**Compliments
and
Concerns
Form**



The Board of Management and staff of Terang and Mortlake Health Service welcome all **positive and constructive feedback 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): _____

Date of Event: _____

1. Compliment / Concern: _____

2. Suggested Solution or Improvement: (If applicable) _____

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