



TERANG & MORTLAKE
HEALTH SERVICE

SERVICES DIRECTORY

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Your Health Service

By working in consultation and partnership with our community and other organisations we aspire to provide quality care to enable each individual to achieve physical, social and mental wellbeing.

This service directory is designed to provide consumers with a quick and simple overview of the services provided by Terang & Mortlake Health Service. More detailed information regarding availability and accessibility of each individual service may be obtained by telephoning the campus from which the service is provided.

Programs and services are planned and provided within the Health Service's geographical catchment area and are based on an assessment of need, appropriate methods of intervention and anticipated outcomes after taking into consideration the many competing needs within the catchment population.

The Board of Management is committed to continually improving and enhancing the quality and range of services provided by the Health Service. Should you have any comments or suggestions related to the current services provided, or have suggestions which might enhance the current range of services available the Board would be pleased to hear from you.

Written suggestions may be forwarded to the Quality Managers at:

Quality Managers
Terang & Mortlake Health Service
PO Box 122
Terang Vic 3264



MORTLAKE CAMPUS

**The Mortlake Campus is situated in Boundary Road Mortlake and is open between 8.00 a.m. and 5.00 p.m. Monday to Friday.
Telephone: 5558 7000**

Advice, Information and Referral Services

The Mortlake Campus provides a broad range of advice, information, referral and support services. These services supplement the direct services provided by staff and enable the community to access a range of services and activities which are not directly provided by the health service. Health Information is available on a range of issues with brochures, information sheets and professional advice covering topics such as asthma, diabetes, cardiovascular disease and others.

Allied Health Services

The following Allied Health Services are available. For an appointment please contact the Mortlake campus.

Physiotherapy

Diabetes Education

Podiatry

Optometry

Speech Therapy

Nursing Services

The Accident and Emergency Department operates Monday to Friday, no appointment is needed. District Nursing operates Monday to Saturday. Evening support services operate seven (7) days per week. To obtain more information regarding eligibility for access to these services please contact the health service.

Accident and Emergency

District Nursing

Evening Support

Community Health and Health Promoting Activities

The following health promoting and illness prevention activities and the days on which they are available are listed below. Community health and health promotion seeks to involve individuals in the planning process and addresses health at the local level by participation in a range of activities designed to improve health, prevent disease, disability and premature death. To obtain more information regarding eligibility and access to these services please contact the Mortlake campus.

Tai Chi

Power Pals (Strength Training)

Well Women's Clinic

Health Screening

Asthma Education

Immunisation Nurse Practitioner

ECG and Pre Operative checks

School Education Programs / Health and Human Development

Arthritis Education and Support Group

Community Transport

A Community Car, driven by local volunteer drivers, is available to assist community members who do not have available transport, or are unable to drive their own vehicle, to attend medical appointments. It is a very economical service, provided for travel locally or as far afield as Melbourne. For more information regarding eligibility, cost etc please contact the Community Transport Co-ordinator at the Mortlake Campus on 5558 7000.



SERVICES OFFERED THROUGH THE MORTLAKE DAY CENTRE – Moyne Shire

The following services and activities are operated from the Mortlake Day Centre by the Moyne Shire. To obtain more information regarding eligibility and access to these services please contact the Moyne Shire Council on 5568 2600.

Maternal & Child health Services

Playgroup

Adult Planned Activity Service

Mens Group

Respite Group

Meals on Wheels Access

Medical Services

The Mortlake Medical Clinic is co-located with the health service and operates Monday to Friday. Services are provided by medical practitioners from the Jamieson Street Medical Clinic Warrnambool. For an appointment please contact General Practitioners at the Medical Clinic on 5599 2403.

THE LIVING WELL CENTRE

**The Living Well Centre is located in Johnstone's Court, High Street Terang and is open between 8.30a.m. – 5.00p.m. Monday to Friday.
Telephone 5592 0285**

Advice, Information and Referral Services

The Living Well Centre provides a broad range of advice, information, referral and support services. These services supplement the direct services provided by staff and enable the community to access a range of services and activities which are not directly provided by the health service. Free Health Information is available on a range of health issues with brochures, information sheets and professional advice covering topics such as asthma, diabetes, Cardiovascular Disease and others.

Counselling Services

- Alcohol and Drug Counselling
- Domestic Violence
- Alzheimer's Support & Counselling
- Stress/Awareness/Management & Relaxation Techniques & Education
- General Counselling
- Anger Management
- Grief and Loss
- Suicide Intervention
- Male/Female Health
- Health and Human Development
- QUIT Program
- Anger Therapy Clinic

Health Promoting Physical Activities

The following health promoting and illness preventing activities are listed below.
Tai Chi – Terang Day Centre weekly for all age groups
Qigong for Health program – Schools & Day Centre

SUPPORT GROUPS

The staff at the Living Well centre can introduce you to the following support groups which meet in Terang:

Loss/Grief Bereavement Group

Carer's Support Group

Survivors of Suicide Group GLASS

Hep C Support Group

COMMUNITY HEALTH TRAINING PROGRAMS

- ◆ Suicide Awareness Prevention "Keep Yourself Alive"
- ◆ Building Self Esteem
- ◆ Grief/Loss Support Team Program Training
- ◆ Allied Health Services
- ◆ Men's/ Boy's Behaviour Change Program
- ◆ Slice of Life Program
- ◆ Parenting Programs
- ◆ Stress Awareness & Meditation / Relaxation programs
- ◆ Loss and Grief Training (specific programs for all age groups)

THE LIVING WELL CENTRE IS ACCREDITED WITH:

- National Association for Loss & Grief
- Australian Institute of Professional Counsellors
- Suicide Prevention Australia
- Critical Incident Stress Management Foundation
- Australian Critical Incident Stress Association.
- Alcohol & Drug Council of Australia

If you have a special request or issue we will aim to deal with it or DIRECT you to the relevant services or resource.

For more information please contact the Living Well Centre at Johnstone Court Terang or telephone 5592 0285.

TERANG ADULT DAY CARE CENTRE

**The Terang Adult Day Care Centre is located in High Street Terang and is open between 9.00 a.m. – 4.30 p.m. Monday to Friday.
Telephone 5592 0290**

The Planned Activity Group held at Day Care Centre caters to the needs of people who are frail, aged or who have disabilities and provides a service comprising of socialisation, activities and craft as well as daily respite. The aims of the Planned Activity Group are to maintain and/or improve the physical, social emotional and cognitive abilities of its clients to prevent premature admittance to permanent residential accommodation.

The following programs are offered by the Day Care Program:

Activities:

Day Outings
Annual 4 day Holidays
Entertainment/Guest Speakers

Exercises:

Gentle exercise to music.

Craft:

Variety of handcraft activities such as; Knitting, painting and ceramics.

Clients of the Day Care Centre also have regular access to the services of a Physiotherapist, Podiatrist and Speech Therapist by appointment.

In addition to the Day Care Program the following services are available to the community.

Health Promotion Activities

The following health promotion and illness prevention activities are available:

Tai Chi

Yoga



Support Groups

The staff at the Day Care Centre can introduce you to the following support groups who meet at the centre:

“Better Hearing” speech reading support group (Lip reading) *

*Eligibility – Children 1-16 and concession cardholders.

Arthritis Support Group

Diabetes Support Group



Other Services

Other services available to the community include:

Hearing aids - distribution of batteries & minor repairs

Podiatry (Private)

Continence advice

Speech Therapy

Blood Bank

Contact the Australian Red Cross for an appointment.
Telephone 1800 061 881

TERANG HOSPITAL

**The Terang Campus is situated at 1 Austin Avenue Terang. Accident & Emergency services operate 24 hours per day seven days per week.
Telephone: 5592 0222**

Accident & Emergency Services

The Accident & Emergency service is staffed 24 hours per day by qualified nursing staff. A Visiting Medical Officer from the Terang Medical Clinic is on-call to attend emergencies at all times of the day or night.

Acute Care

The Acute Care service offers a broad range of services including:

General Medical Care	Surgical Care
Obstetric Care	Ante/Post Natal Care
Residential Palliative Care	Renal Dialysis

The acute care program aims to provide a program of medical care appropriate to the needs of the community and able to be provided safely by competent and caring staff.

In addition to providing a broad range of acute services the Health Service also liaises with other hospitals and accepts transfers so that clients who have undergone medical procedures elsewhere can convalesce and recover prior to discharge closer to their family and friends.

The hospital is “Baby Friendly” accredited and supports breast feeding.

The acute program works closely with the Community Nurses to identify what the clients needs will be when discharged. Planning for a clients discharge begins soon after admission and is developed in consultation with clients and carers. This is done to ensure a smooth transition from the hospital to home setting.

Renal Dialysis

The Renal Dialysis unit has two chairs and operates Mondays, Wednesday and Fridays but can be flexible when the need arises.

Community (District) Nursing

The Community Nursing Service works with clients in their homes to assist them to maintain an optimal level of health and independence and reduce the likelihood of hospital admission.

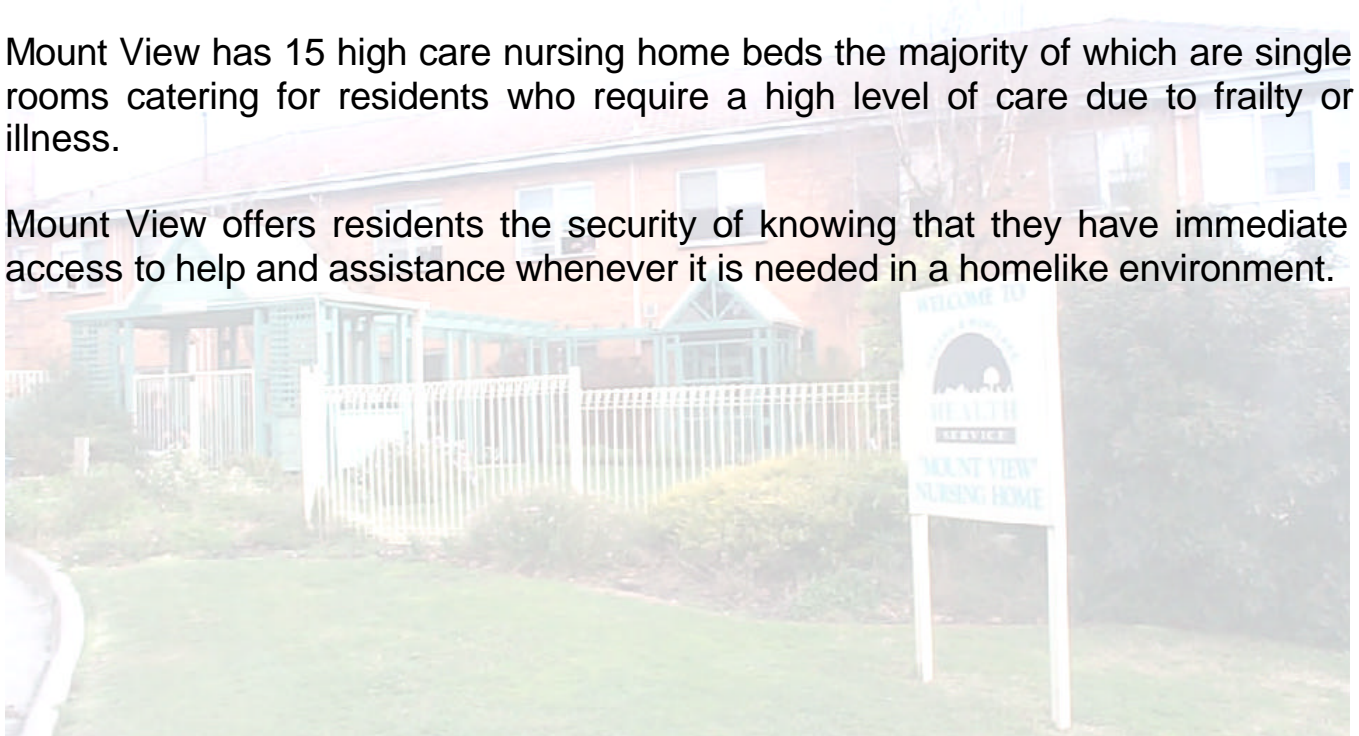
This is done through a range of services including:

- Undertaking an assessment and developing a care plan with the assistance of the client and their family or carer.
- Providing assistance with medication and other treatments.
- Providing personal care assistance including showering & bathing.
- Providing follow up care after a period of hospitalisation.
- Providing antenatal and post-natal care in the home.
- Providing palliative care for people with a terminal illness. This may include symptom management, pain control, nursing care and medication assistance.

MOUNT VIEW AGED CARE FACILITY

Mount View has 15 high care nursing home beds the majority of which are single rooms catering for residents who require a high level of care due to frailty or illness.

Mount View offers residents the security of knowing that they have immediate access to help and assistance whenever it is needed in a homelike environment.



TERANG & TWEDDLE EARLY PARENTING DAY STAY CENTRE

**The Early Parenting Centre is situated at 46 Thompson Street Terang.
Telephone: 5592 0284**

The Terang & Tweddle Early Parenting Day Stay Centre aims to increase parenting confidence and help new mothers and fathers manage parenting issues such as

- Feeding difficulties.
- Unsettled / irritable infants.
- Infant/toddler sleeping problems.
- Uncertainty with parenting issues.
- Challenging toddler behaviour.
- Maternal exhaustion.
- Post natal anxiety and depression.

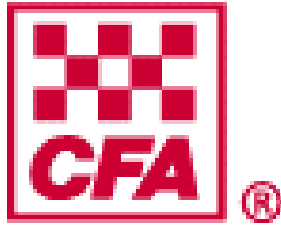
The program is tailored to meet the needs of individual families and staff member's work closely with Tweddle Child and Family Health Services, Melbourne, the developers of the Day Stay program.



EMERGENCY CALLS



AMBULANCE



FIRE



VICTORIA POLICE

POLICE



DIAL:

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FIRE RESTRICTION INFORMATION	13 15 99
HOSPITAL	5592 0222
POISON INFORMATION	13 11 26
SES (state emergency Service) Terang Unit Emergency calls only	5592 1634