

## EAST WIMMERA HEALTH SERVICE - CONTINENCE SERVICE -

### What can the continence service offer?

- Assessment, advice, and support for people with bladder and bowel issues
- Help with applications for funding of continence products
- Confidential appointments
- Referrals through my Aged Care

### When and where is the service available?

It is available 5 days per week.

The service is available at Birchip, Charlton, Donald, St Arnaud and Wycheproof.

### How to access the service:

All enquiries and referrals are through our Central Intake service. You can contact us by:

- Phone: 5477 2222
- Fax 5477 2131
- Email: [intake@ewhs.org.au](mailto:intake@ewhs.org.au)
- Or Call in to any campus reception

You will then have a brief telephone conversation with a Community Health Nurse at a time that suits you. From the discussion, referrals that you agree to will be made.

You will be advised of the cost of service in line with our Community Health Fees Schedule.

### Continence issues can include:

- Any leakage from the bladder or bowel
- Leaking urine when coughing, sneezing or laughing
- Urgency – rushing to get to toilet
- Frequency – needing to go to toilet very often
- Urinary retention – unable to pass urine
- Leaking urine when standing up, or when lifting heavy objects
- Leaking when playing sport
- Unable to physically get to toilet in time
- Planning your social life around toilet availability
- Bladder or bowel issues that cause you distress
- Catheters and drainage bags



### You don't have to put up with incontinence

- Help is available
- If you do nothing it will not go away
- It affects men and women of all ages and backgrounds
- It affects about 4 million Australians
- It is not a part of normal ageing

### Where else can I go for help?

- National Continence Helpline
  - 1800 33 00 66
- National Public toilet map
  - <https://toiletmap.gov.au/>
- Your General Practitioner



### WHY are we here?

To cultivate healthy communities

### HOW are we going to cultivate healthy communities?

Through consumer centred care.

### WHAT will we deliver to our consumers?

A positive health experience

Our **Compliments, Concerns and Complaints (CCC)** system helps us to evaluate and improve the quality of our services. You can choose to:

- Speak to any EWHS staff member in person.
- Obtain a Feedback Form from any Campus Reception.
- Download a Feedback Form from our website [www.ewhs.org.au](http://www.ewhs.org.au)

### Culture, Communication and Language:

Any difficulties you may have with understanding and speaking about your needs should not prevent you from accessing our services – please be aware that we can offer additional support and options to assist you.

### Privacy and Confidentiality:

We recognise that personal information which we obtain from you is confidential and we will:

- Only use this information for the reasons that it is collected.
- Share it with only those that you give consent to.

## Campuses are located at:

### Birchip Campus

28 Duncan Street  
Birchip 3483  
Ph: 5477 7100

### Charlton Campus

4 Learmonth Street  
Charlton 3525  
Ph: 5477 6800

### Donald Campus

1A Aitken Avenue  
Donald 3480  
Ph: 5478 6200

### St. Arnaud Campus

52 North-Western Road  
St. Arnaud 3478  
Ph: 5477 2100

### Wycheproof Campus

19 Grandview Street  
Wycheproof 3527  
Ph: 5478 0700

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## Continence Service

*[For Over 65 years of age and Over 50 years of age for Aboriginal and Torres Strait Islanders]*

