



Continenence Nurses Society Australia Inc (CoNSA)

Including:

Continenence Nurses Society Australia, New South Wales and Australian Capital Territory Branch Inc

Continenence Nurses Society Australia, Queensland Branch Inc

Continenence Nurses Society Australia, Victorian and Tasmania Branch

Continenence Nurses Society Australia, South Australian, Northern Territory and Western Australian Branch Inc

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30 October 2016

To Ms Sussan Ley
Minister for Health and Aged Care
Minister.Ley@health.gov.au

Dear Minister Ley,

The Continenence Nurses Society Australia (CoNSA) is the national, non-for-profit, professional interest continence nursing group. As the peak body for continence nurses in Australia, we have major concerns about My Aged Care (MAC). Our members have raised numerous concerns about the impact MAC is having on our clients and their ability to access our services in a timely and efficient manner.

Clients have reported frustration at having to go through MAC when they are previously known to their local continence service. They have also expressed annoyance at having to have an assessment with a Regional Assessment Service (RAS) when they are know that continence is their only issue. The information collected in the RAS assessment often needs to be repeated as it is not passed onto the continence service.

Continenence nurses have noted delays in receiving continence referrals due to the client requiring a RAS assessment. They have also reported incorrect referrals being sent when continence is not the client's issue or not receiving referrals that the referrer wanted directed to them.

MAC portal is also limited to HACC funded continence advisory services. Not all continence services in Australia are HACC funded. When a client searches the portal for a continence advisory service through MAC, this is all that is made available. The client is, as a result, unaware of a possibly, more convenient and appropriate continence service they could access.

I have attached direct information from a continence nurse in Queensland and a continence nurse in New South Wales on their experiences with MAC and the feedback they have received form their clients.

I would appreciate feedback on how the issues I have raised could be urgently addressed.

Yours sincerely

JANIE THOMPSON
President, CoNSA National