

# Aged & Disability Services HACC & CHSP NEWSLETTER – MAY 2017

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## ***THE BLADDER HELP PROGRAM***

Bladder weakness is NOT a normal part of ageing and it is TREATABLE!

### **A three week self - management program to:**

- Explore the issues that may influence our bladder and bowel health.
- Discuss strategies to improve bladder and bowel health.
- Investigate diets to improve continence.
- Learn pelvic floor exercises.
- Understand how medications can influence bladder and bowel function.
- Gain an awareness of falls prevention tips for the home environment.
- Learn about products available to assist in continence management.

**The course is suitable for:** Men and Women, People with continence problems, Family and Carers

**Presenters:** Continence Nurse Advisor, Pharmacist, Dietitian

### **The Program sessions are:**

**Mondays** 5 June; 19 June & 26 June (no program 12 June) - 1.00pm – 3.30pm

**Venue:** Gateway Health, 45-47 Mackay Street, Wangaratta

**RSVP:** For more information or to reserve a place please call

**Gateway Health on 5723 2082**

**The attendance fee includes:** Refreshments, Guest speakers, Package/resources

## **How to Raise Concerns and Provide Feedback**

Please rest assured that raising an issue or lodging a complaint will not have an adverse effect of your home support services.

### **Complaints Procedure**

**Step One** – Client/advocate to resolve issue directly with Care Worker

**Step Two** - Client/advocate contacts Team Leader who will try to resolve their concern

**Step Three** - If not resolved, the complaint is to be referred to the Coordinator Aged and Disability Services.

**Step Four** - If not resolved, the complaint is referred to the Manager Community and Recreation

At any stage, the customer can ask for someone to help them, or to advocate on their behalf, including an interpreter or translator if needed.

Resolution shall be within 28 days wherever possible.

## **Property Maintenance Contractors**

One of our urban Property Maintenance Contractors, Kurt, has made a coastal change and headed north. This means that our other trusty Contractor, Jim, will be providing assistance to all Wangaratta clients for the present time.