**NAME OF SERVICE** | Continence  
**ADDRESS** | 126 Kareena Road  
**CITY** | MIRANDA  
**STATE** | NSW  
**POSTCODE** | 2228  
**TELEPHONE** | (02) 9540 7956  
**FAX** | (02) 9540 7869  
**DESCRIPTION OF SERVICE** | The Continence Service is offered to all residents (any age including children) in the Sutherland Shire. The service is divided into two areas:  
  i. **Catheter Care** - includes catheter education, catheter changes, trial of voids and checking of residuals with a bladder scanner.  
  ii. **Continence** - includes assessment and management of a client that has continence issues, education in management and/or the most appropriate products.  
**NOTE:** There is the availability of clinics and home visits.  
**WHO TO REFER** | 1. A resident of the Sutherland Shire with a continence or catheter problem.  
2. Also any child with constipation, soiling, daytime and night time wetting.  
3. Any child or adult with a disability.  
**HOW TO REFER** | Persons under 65 years and those aged over 65 years following recent treatment and/or those new referral’s requiring ACUTE treatment  
1. Electronic Medical Record (eMR) referral (TSH) or  
2. Fax an Access and Referral Intake Form to (02) 9540 7869 or scan and email to SESLHD-SouthCareIntake@health.nsw.gov.au  
3. By phone (02) 9540 7956  
Persons 65 years and over and those requiring chronic care management  
Online at My Aged Care www.myagedcare.gov.au or phone 1800 200 422 also can be accessed through my useful link tab on intranet site  
Clients, relatives or carers can refer themselves to the Continence Service (via MAC if aged 65 and over) or referrals can be made by medical officer, nursing staff and or allied health staff, RACF. RACF do not have to refer via MAC.  
**REFERRAL CRITERIA** | Residents of the Sutherland Shire (or residing with) who have a continence or catheter problem.  
**IS THERE A WAITING LIST** | Yes  
**WAITING LIST DETAILS** | CATHETER referrals are contacted within 48 hours of a referral being received. OTHER referrals are categorised and seen on priority waiting list. There is always a waiting list which can be up to 3 months.  
**HOURS/DAYS OF OPERATION** | 8.00am – 4:30pm Monday to Friday  
**APPROXIMATE COST** | Nil