

# Chronic UTI Advocacy Campaign Kit

Thank you for supporting the Australian campaign to raise awareness of chronic urinary tract infection (chronic UTI) and push for change in testing, treatment and recognition.

Here's how to take action by sending a letter to the politician or politicians of your choice. Follow these simple steps:

## 1. Choose who to contact

You can send your letter to:

- Your local Federal Member of Parliament
- The Federal Minister for Health
- Any MP or Senator you feel may be supportive (e.g. women's health, disability, mental health, or science portfolios)

Find your local MP here: [https://www.aph.gov.au/Senators\\_and\\_Members](https://www.aph.gov.au/Senators_and_Members)

## 2. Complete the letter

- Access the letter template on [page 3](#) of this kit or here: <https://docs.google.com/document/d/1cs-p-V2jEQQbgrtRBrM2oMtbQiHQ6A2X/edit?usp=sharing&oid=112493755997403672395&rtpof=true&sd=true>
- Fill in your name, suburb/postcode, and the MP's name
- Add a short personal story if you wish (optional but powerful)
- Save the letter as a PDF or print it

## 3. Write the email

- Copy the template email text. This can be accessed on [page 5](#) of this kit or here: <https://docs.google.com/document/d/1wk7B5I50OjHnY2aCaMQGEIMJtYPZtoO/edit?usp=sharing&oid=112493755997403672395&rtpof=true&sd=true>
- Paste it into the body of your email
- Attach your completed letter
- (Optional) Attach the Chronic UTI Australia information booklet to give the MP evidence and credibility. The PDF booklet is available here: [https://www.chronicutiaustralia.org.au/wp-content/uploads/2025/04/ChronicUTIAustralia\\_PatientBooklet2025\\_26-V5.pdf](https://www.chronicutiaustralia.org.au/wp-content/uploads/2025/04/ChronicUTIAustralia_PatientBooklet2025_26-V5.pdf)

## 4. Send your email or mail the letter

You can send the letter via email or standard mail. Addresses can be found at: [https://www.aph.gov.au/Senators\\_and\\_Members/Contacting\\_Senators\\_and\\_Members](https://www.aph.gov.au/Senators_and_Members/Contacting_Senators_and_Members)

- **Email:** Look up the MP's official email address via the Parliament website. Most are in this format: [firstname.lastname.mp@aph.gov.au](mailto:firstname.lastname.mp@aph.gov.au)
- **Mail (optional):** You can also print and post the letter. MPs must open and read postal mail, so it is still very effective.

## 5. What you can expect after contacting your MP

While there's no legal requirement, the norms of parliamentary conduct and constituent service require Australian MPs to respond in the following ways to letters or emails from members of the public:

- Send an acknowledgment that the correspondence has been received.
- Review the content of public correspondence (or a summary provided by a staffer or public servant) and respond appropriately.
- Refer the matter to a relevant minister if it's outside their jurisdiction.
- Take action if appropriate (for example, raising the issue in Parliament or referring the matter to relevant government departments or parliamentary committees).

MPs prioritise constituents from their own electorates, and personalised messages often receive more meaningful replies than unadapted form letters.

## 6. Tell others

- Share that you have written to your MP in the **Recurrent and Chronic UTI Support Group (Australia and New Zealand)**  
<https://www.facebook.com/groups/325213191284414/>
- Email or copy [contact@chronicutiaustralia.org.au](mailto:contact@chronicutiaustralia.org.au) into your message to your MP so they can track participation and strengthen our collective advocacy efforts
- Encourage others to do the same using the kit
- Consider tagging your MP on social media if you feel comfortable
- Direct others to [Chronic UTI Australia's website](#) to see other advocacy actions they can take.

## ATTACHMENT A: Letter template

[Insert your name]

[Insert your suburb & postcode]

[Insert date]

DATE

To:

[Insert MP's full name]

Member for [insert electorate] OR Minister for [insert portfolio]

Dear [MP's name]

### **Urgent action needed on chronic UTI – recognition, testing and treatment**

I am writing to you in your capacity as the Member for [insert electorate] (or Minister for [insert portfolio]) to ask for your urgent attention and leadership on an under-recognised but devastating health issue: chronic urinary tract infection (chronic UTI).

I am one of many Australians whose life has been deeply affected by chronic UTI. In my case, [briefly describe — e.g. “my daughter became seriously ill after recurring infections were missed” or “I have lived with chronic pain, isolation and misdiagnosis for years”].

For years, we were told nothing was wrong because tests came back “clear.” But the suffering continued, and many of us have been dismissed, misdiagnosed and left without access to effective treatment.

### **Why this issue matters**

Chronic UTI is not rare — it is unrecognised. It destroys lives, impacts mental health, and leaves patients housebound. Most sufferers are women. And many, like me, feel ignored and invisible.

Chronic UTI occurs when bacteria become embedded in the bladder wall. This happens when treatment for an acute UTI fails, and often after a period of recurrent UTI. Some of the reasons why infections are left to fester are mentioned below.

Standard urine tests (dipsticks and cultures) miss up to 70% of genuine infections. And these testing methods simply don't work for chronic infections. This is because these outdated methods cannot detect:

- Bacteria in low amounts
- Organisms embedded in the bladder wall
- Biofilm infections
- Multiple organisms or slow-growing bacteria.

Without proper testing, thousands of Australians are sent home untreated and deteriorate — physically and emotionally.

Even when urine test results come back 'positive' and patients are offered treatment, the course of antibiotics may be too short to fully clear the infection. This can lead to the development of recurrent and chronic infection.

More information on chronic UTI in Australia can be found at <https://www.chronicutiaustralia.org.au>

### **Australia is now at a turning point**

In February 2025, the Urological Society of Australia and New Zealand (USANZ) formally recognised chronic UTI as a real, urgent medical condition requiring better care.<sup>1</sup> But policy and practice have not kept pace — and patients are still being failed.

Governments overseas, including the United Kingdom, have already begun treating chronic UTI as a serious public health and gender equity issue. Their recent parliamentary debate on this condition reflects growing recognition that women's pain is too often dismissed, and that outdated testing methods are failing patients.<sup>2</sup>

Australia is facing the same crisis. What we urgently need now is political leadership to meet it.

### **What I'm asking of you**

Please take the following actions to support people living with chronic UTI:

- Raise the issue in Parliament or within your party
- Forward this letter to other members of parliament, including relevant ministers, or relevant government departments
- Support a national review of outdated UTI testing methods and treatment guidelines
- Advocate for updated clinical guidelines and medical education
- Champion dedicated funding for chronic UTI research to identify better ways of diagnosing and treating this devastating condition
- Champion the establishment of one or more specialist treatment clinics for chronic and complex UTI, like the one in the United Kingdom's National Health Service.

I also encourage you to connect with Chronic UTI Australia, a national advocacy organisation working with patients, researchers and clinicians. They can be contacted at: [contact@chronicutiaustralia.org.au](mailto:contact@chronicutiaustralia.org.au)

With your help, we can stop this silent epidemic and ensure that Australians affected by chronic UTI are heard, believed and properly treated.

Thank you for your time and service.

Sincerely,

**[Insert your full name]**

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<sup>1</sup> <https://www.usanz.org.au/info-resources/position-statements-guidelines/chronic-urinary-tract-infections#>

<sup>2</sup> <https://hansard.parliament.uk/commons/2025-05-21/debates/02CA8D49-7DFD-41EC-8B30-8EA660B7E6A6/ChronicUrinaryTractInfections>

## ATTACHMENT B: Draft email content

### Subject: Request for action on chronic UTI – letter attached

Dear [Insert MP's name or office],

I'm writing as a concerned [constituent/member of the public] to ask for your attention to a serious and under-recognised health issue affecting thousands of Australians — chronic urinary tract infection (chronic UTI).

I've attached a letter that outlines both the personal impact of this condition and the urgent need for action from government. Chronic UTI is causing long-term suffering, mental health harm, and preventable disability, particularly among women, due to outdated testing and lack of clinical recognition.

I would be grateful if you could read the attached letter and consider the actions requested. An [information booklet](#) is also included with further background and references to peer reviewed articles and other authoritative sources of information.

Thank you for your time and your service.

Kind regards,

[Your full name]

[Optional: suburb/postcode]

[Optional: contact details]