

1800 4 CHOICE

Breaking down barriers to abortion care in the digital age

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Sexual
Health
Quarters

Disclosure of interest: none

1800
4 choice



Acknowledgement of Country



Sexual Health Quarters recognises Aboriginal and Torres Strait Islander peoples resilience, strength and deep spiritual connection to land, waters, and community as Australia's First People and Traditional Custodians.

We pay our respects to them and their cultures.

We acknowledge the Whadjuk Noongar people as the Traditional Custodians of the land on which our head office is located. We recognise their positive contribution to the sexual health and relationship wellbeing of community and offer our respects to Elders past, to those guiding us today and to those shaping the leaders of the future.



LGBTIQA+ Acknowledgement

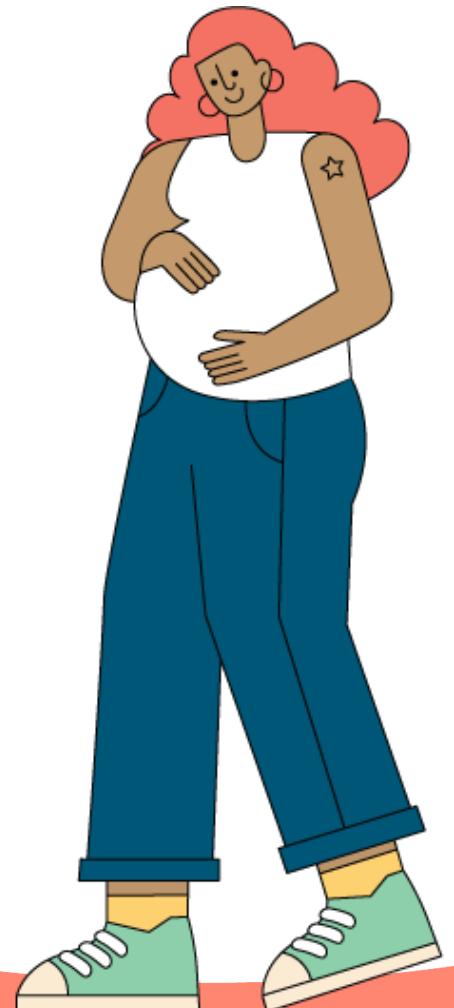


We would like to honour and recognise the past and ongoing work of the members of the lesbian, gay, bisexual, trans, intersex, queer and asexual (LGBTIQA+) community, and include anyone else who is diverse in sex, gender, or sexual orientation within this acronym.

We would like to thank LGBTIQA+ people for their contributions to our society, particularly in areas of health and equality, and acknowledge their experiences of prejudice and discrimination and celebrate their strength and perseverance.

What we will cover today

- Overview of abortion legislation changes
- Remaining barriers to access to abortion
- 1800 4 CHOICE
- Impact to date



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Timeline of abortion changes



- 1998** WA was the first Australian state to legalise Abortion on 20 May 1998
- 2015** MS – 2 Step was PBS listed for MTOP up to 63 days' gestation
 - Prescribers and dispensers needed to be trained and certified by MS Health
- 2021** Public Health Amendment (Safe Access Zones) Act 2021
 - Safe access zone of 150 metres around premises providing abortions in Western Australia
- 2023** TGA removed restrictions on prescribing and dispensing MS – 2 Step
 - Doctors no longer need certification for prescribing
 - Pharmacists no longer need certification for dispensing
 - Nurse practitioners and Endorsed Midwives can also prescribe MS 2 Step
- 2024** The *Abortion Legislation Reform Act 2023* came into effect in WA on **27 March 2024**

Barriers to access to abortion in WA

Compulsory training for doctors and pharmacists

Forced counselling before abortion on risks of abortion and continuing pregnancy

2 doctors must approve
Conscientious objectors
don't know where to send their patients

Only doctor can prescribe

Centralisation of services

Cost of MTOP tablets

Conscientious objectors allowed to impose their views on patients and force them to go through loopholes to deter them from having abortion

Health professionals' perception that medical abortion is unsafe and has lots side-effects and complications of MTOP

Families/guardians making decisions on behalf of adults without capacity to consent

Compulsory training for doctors and pharmacists

Compulsory written referral from one doctor to another

Community confusion about the legal rights

Forced parental consent in <16yo

Minister-appointed panel with all the power to decide on whether abortion was justified
>19+6/40

No consequences for conscientious objectors who did not help

Harassment outside abortion premises

Health professionals confusion about the legal obligations

Clinicians don't advertise abortion services, people don't know where to go

Pharmacists don't know where to send their patients to get script for MTOP

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Delayed access to abortion

Conscientious objectors don't know where to send their patients

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1800 4 Choice

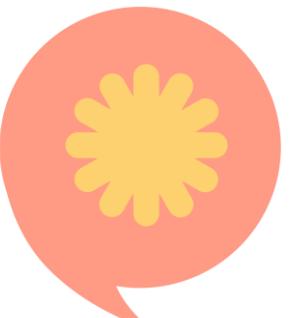
Pro-choice, non-directive, person-centred...



1800 424 624



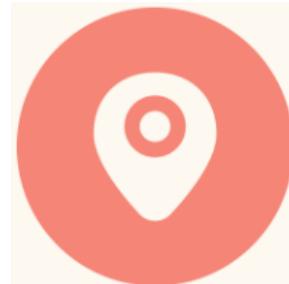
helpline@4choice.org.au



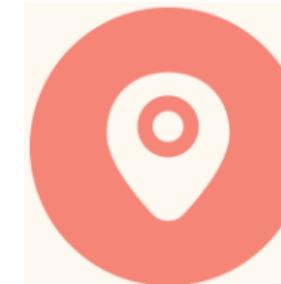
www.4choice.org.au/live-chat



www.4choice.org.au

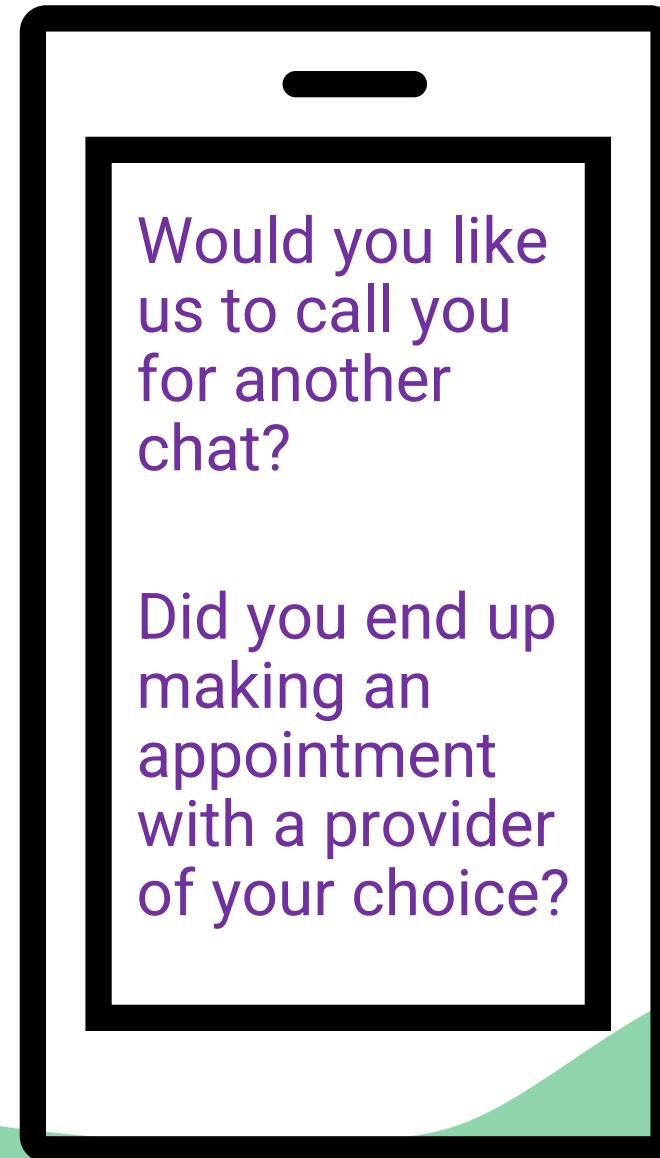


map.4choice.org.au



private map

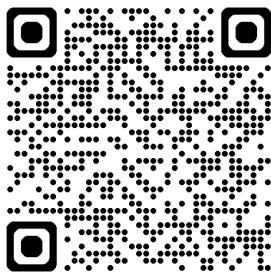
Post-call check-in



Promotion and Advertising



www.4choice.org.au



Remove browser history Quick Exit Search... Chance to win \$50

1800 4 choice Find a Service Abortion and Options For Professionals Resources About Us 1800 424 642

Unplanned pregnancy?



We are here to help as a non-judgmental, trauma-informed helpline.

Need to talk? Visit the interactive map Or call 1800 4 Choice to find a provider.

Opening Times

1800 4 Choice phone lines

Monday to Friday
9.30am - 4.30pm (AWST)

Saturday & Sunday (including public holidays)

CLOSED

1800 424 642

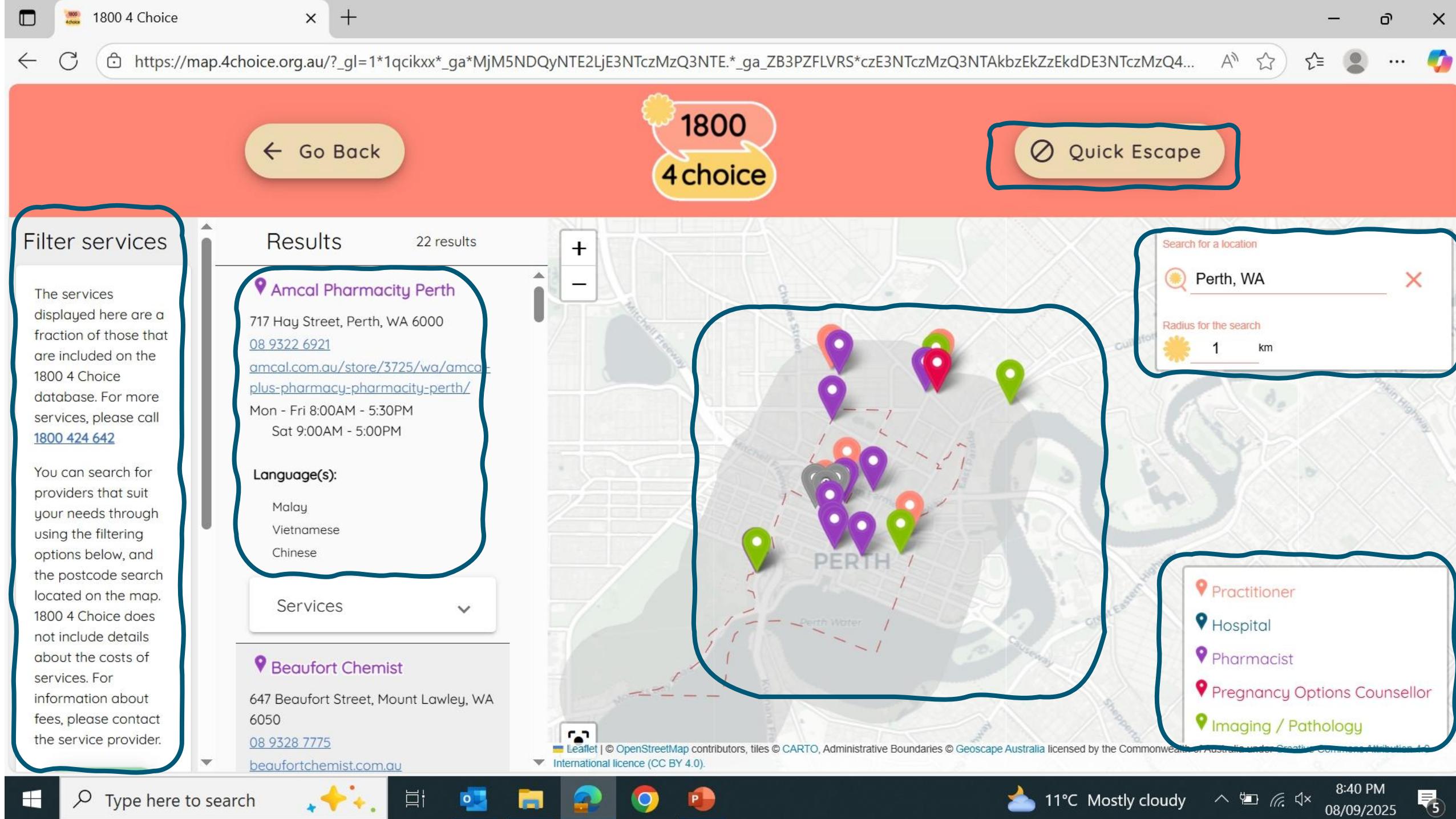
1800 4 Choice (1800 424 642) is a free helpline.

Our team of experienced nurses provide confidential support to people experiencing unplanned pregnancy and advice to health workers in Western Australia.

This includes information about abortion services and providers of abortion care.

We are a pro-choice organisation committed to removing barriers to sexual and reproductive health.

1800 424 642



Continuous Quality Improvement

Opportunities for feedback / complaints / compliments:

- ✓ Audio recording after phone call
- ✓ Online form after webchat interaction
- ✓ Email
- ✓ Directly through website

- ✓ NHMRC Ethical Considerations in QA and Evaluation



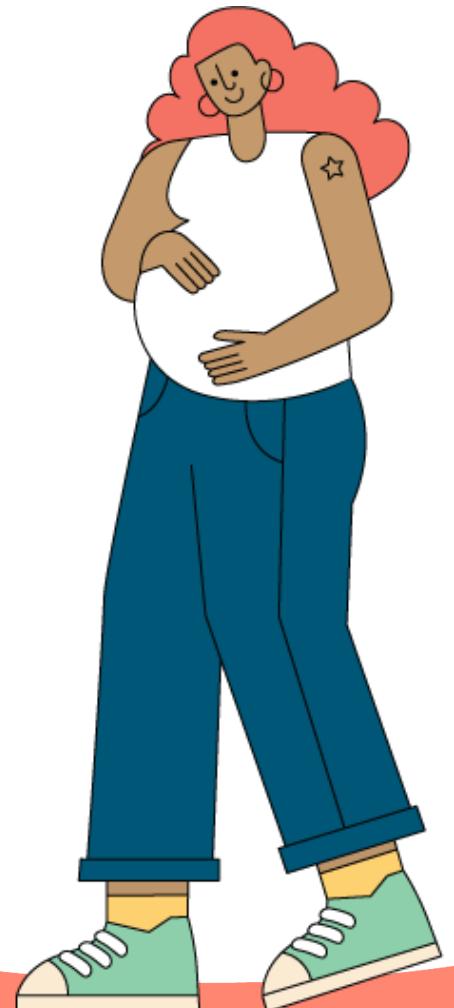
Expected outcomes

Short-Term

1. Increased **awareness and knowledge of services** for Unintended Pregnancy
2. Increased **awareness and knowledge of abortion legislation**
3. Increased **visibility of available services** for people experiencing Unintended Pregnancy
4. **Reduction in unnecessary delays in access** to essential services for people experiencing unintended pregnancy

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First 12 months

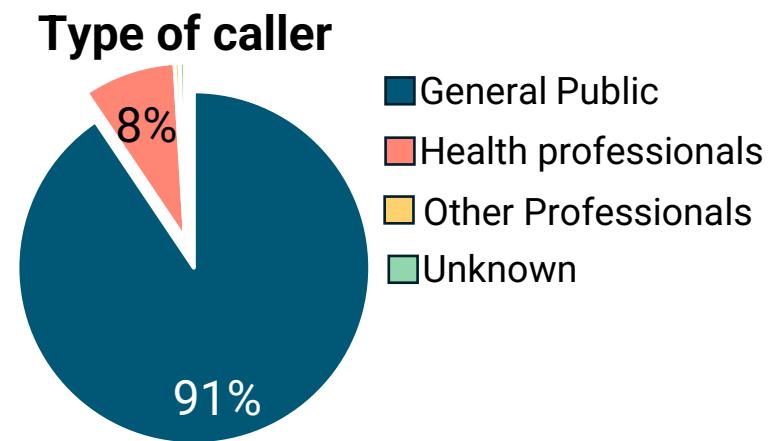
1022 callers

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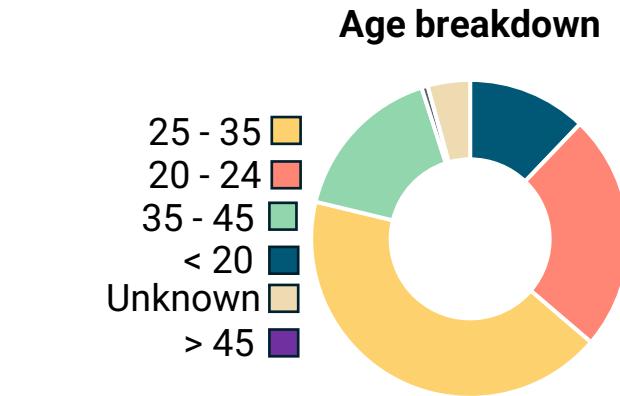
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1022 callers



First 12 months

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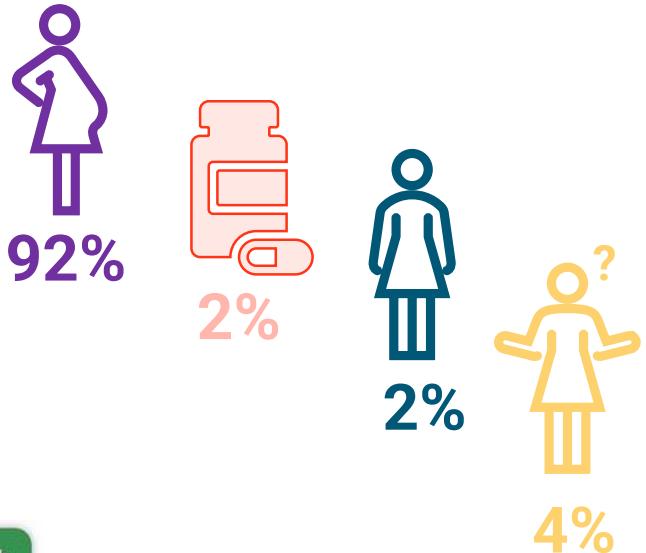
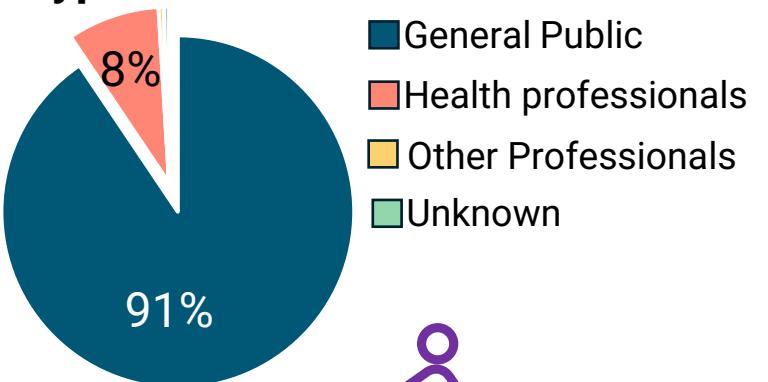
6%



18%

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Quarters**

Type of caller



29%



<1%

Table 1. Distribution of callers compared with distribution of WA population per health region, according to ABS Census 2021

Health Region	%	Estimated % WA
Metro	84%	80%
Midwest	1%	18%
Wheatbelt	1%	3%
Goldfields	1%	2%
Southwest	3%	18%
Great Southern	1%	2%
Pilbara	1%	2.50%
Kimberley	2%	1.50%
Unknown	3%	
Interstate/International	3%	



First 12 months 1022 callers



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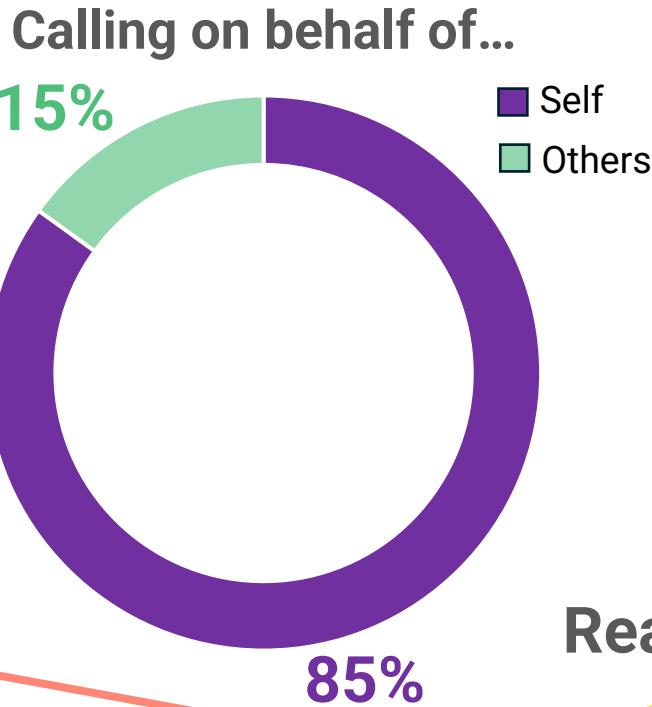
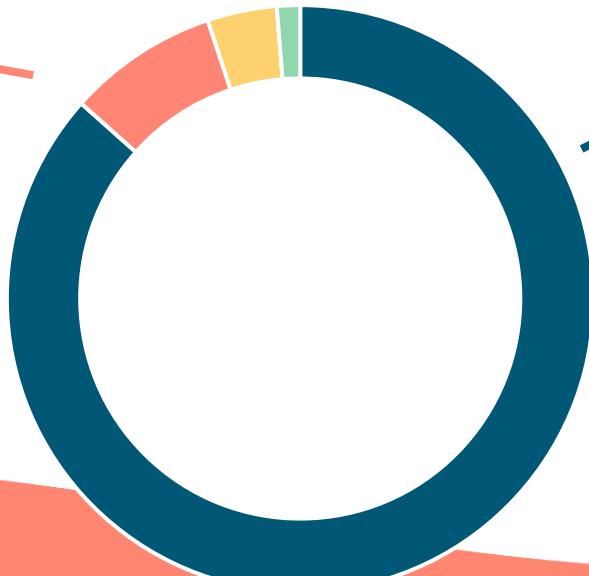


Table 2. Distribution of leading types of information requested by helpline users

Leading types of information requested	%
Abortion provider details	68%
Costs	58%
Diff between MTOP vs STOP	30%
Legal rights and responsibilities	27%
Counselling services	15%
Ultrasound services	5%
Pharmacists	1%

Reason for calling 4CHOICE



- General information
- Clinical Advice
- Both info and clinical advice

Registered providers (n=314)

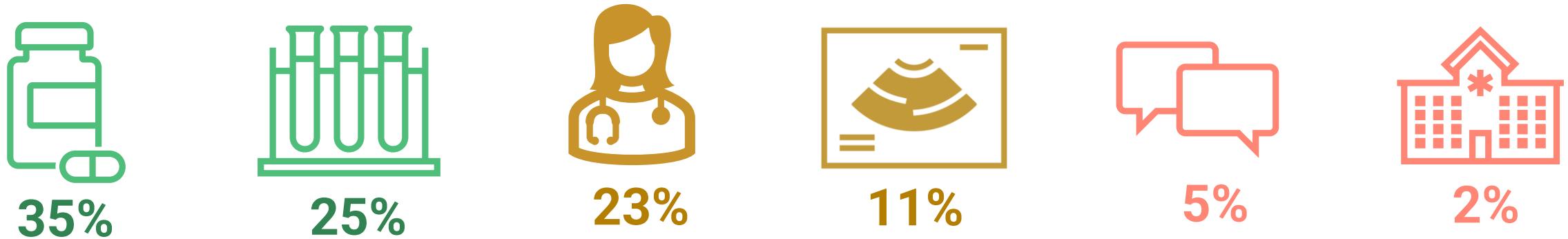


Table 3. Distribution of registered providers per provider type and health region of WA

Provider type	Health regions of WA								Online	Total
	Greater Perth	Wheatbelt	Goldfields	Midwest	Pilbara	Kimberley	South West	Great Southern		
Practitioner	45	3	2	2	1	4	11	3	1	72
Pharmacy	73	4	2	7	5	6	7	5	0	109
Counsellor	14	0	1	0	0	0	1	0	0	16
Radiology	31	0	0	0	0	0	2	0	0	33
Pathology	25	10	5	5	5	6	16	5	0	77
Hospital	0	0	1	1	2	3	0	0	0	7
Total	188	14	9	11	13	19	34	12	1	314



Feedback from helpline users (n= 548)

- 70% said information received by nurse was **helpful**.
- 70% said they felt supported to make my **own decision**.

“As a GP I found the service very, very

useful and very reassuring for the patient to have the information at hand. Thank you.”

“...she was really, really helpful and made me feel so much better about me ringing up and really helped me and made me feel so much at ease, so thanks again”

“... it was great, and this service is really, really good for people...”



Feedback from website visitors (n= 105)

- 97% said the website had the **information they were looking for**
- 97% said the information on the website was **helpful**
- 98% said the information covered a **variety of options** available
- 100% said the language on the website was **neutral and non-judgemental**
- 94% said the content **did not push** them towards a particular decision

“Great website - very informative, non-judgemental and supportive and I absolutely love the quick exit button and the clear browser history option.”

“It’s terrific to make this information available in this way”



Feedback from registered providers (n= 73)

- 81% recommended that **other service providers register** with 1800 4 CHOICE

"Easy to use and very informative for patients and clinicians alike for resources available in the local area"

"It makes it very convenient for us Pharmacist be able to refer patients for help"

"Excellent service making this essential healthcare so much more accessible to those who need it"



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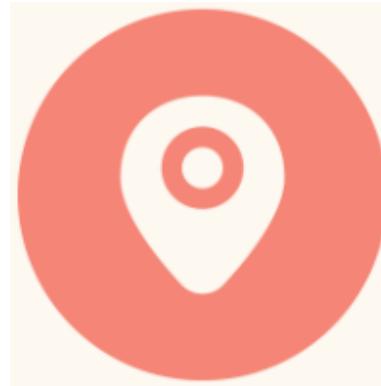
1. Increased awareness and knowledge services for Unintended Pregnancy in WA



67%



98%



71%

agree that their **knowledge of pro-choice and non-directive services has increased as a direct result of 1800 4 CHOICE**

2. Increased awareness and knowledge of abortion legislation in WA



64%



88%

agree that their knowledge of their legal rights has increased as a direct result of 1800 4 CHOICE

3. Increased visibility of available services for people experiencing Unintended Pregnancy in WA

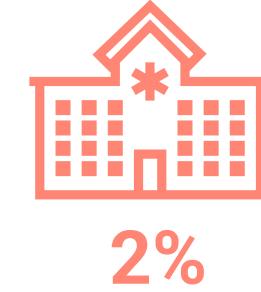
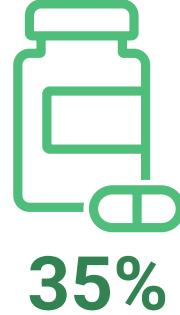


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4. Reduction in unnecessary delays in access to essential services for people experiencing unintended pregnancy in WA



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secured appt
with chosen
provider

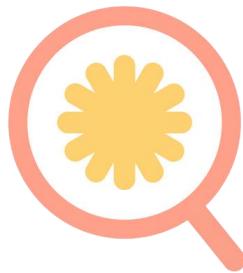


57%
offered appt
within 2
business days



77%
Agree access to
abortion services
significantly improved





Register your service



- Medical and surgical abortion providers
- Pharmacists dispensing MS2-Step
- Pregnancy choices counselling
- Pathology
- Imaging

info@4choice.org.au



thank you



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