

1800 4 CHOICE

Breaking down barriers to abortion care
in the digital age

Mariana Galrao, Lana Hogan, Samantha Johnson, Hagar Haviv, Luisa Goodie, Gemma Black, Maddie Whittle, Karen Bonte, Alex Cook

Disclosure of interest: none

Sexual
Health
Quarters

 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.

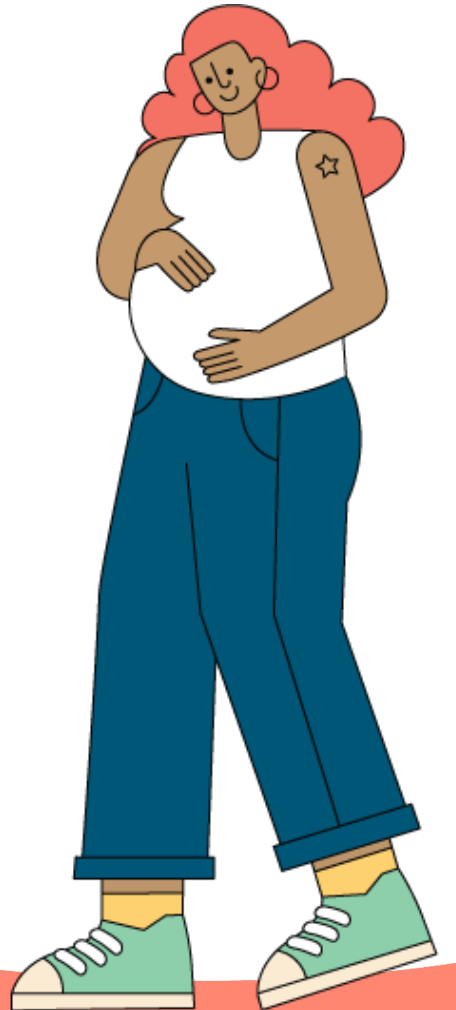
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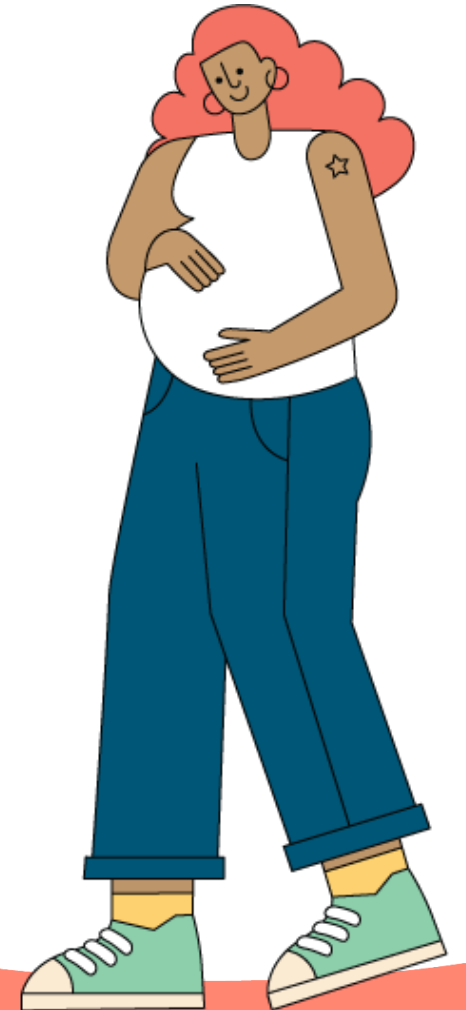
What we will cover today

- 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

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

Harassment outside abortion premises

Forced counselling before abortion on risks of abortion and continuing pregnancy

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

Forced parental consent in <16yo

Health professionals confusion about the legal obligations

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

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

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

Only doctor can prescribe
Compulsory training for doctors and pharmacists

Centralisation of services

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

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

Compulsory written referral from one doctor to another

No consequences for conscientious objectors who did not help

Community confusion about the legal rights

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Conscientious

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Delayed access to abortion

Clinicians don't advertise abortion services

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Compulsory training for doctors and pharmacists

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

Centralisation of services

Cost of MTOP tablets

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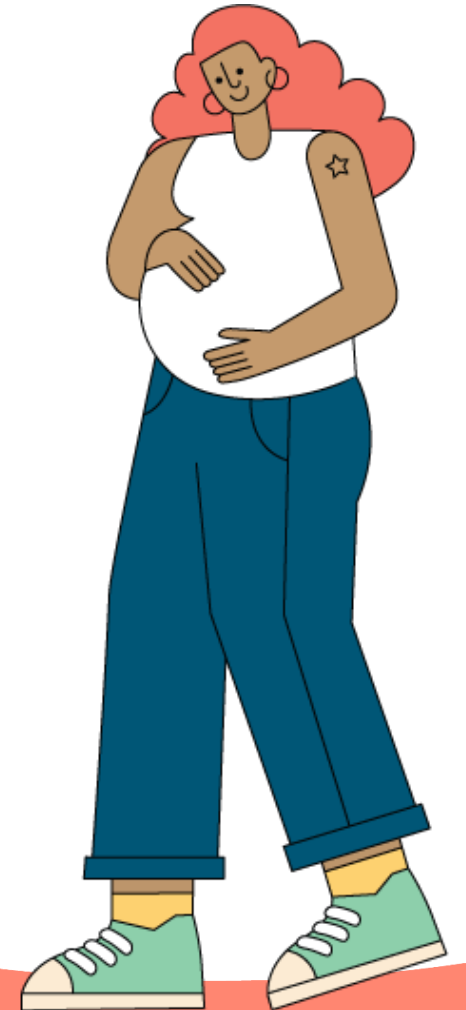
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1800 4 Choice

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

Would you like
us to call you
for another
chat?

Did you end up
making an
appointment
with a provider
of your choice?



Promotion and Advertising



Pregnant?
Didn't plan to be?
It's your call.

1800
4 choice



We are a free unplanned pregnancy helpline.

Our team of experienced nurses provide confidential support and information about abortion options and services.

Open Monday to Friday
9.30am - 4.30pm
Visit 4choice.org.au or call 1800 424 642
1800 4 Choice is a service of Sexual Health Quarters.



1800
4 choice

Register
your service



1800
4 choice

Register
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1800
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Register your service



Pregnant?
Didn't plan to be?
It's your call.

1800
4 choice

Need help? Call 1800 4 Choice (1800 424 642) for free, safe and confidential unplanned pregnancy support and information about abortion options and services.
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Not what you
were expecting?
It's your call.

1800
4 choice

4choice.org.au



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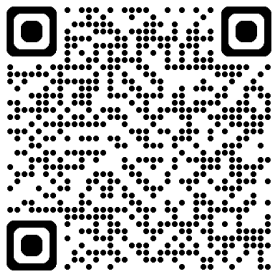
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Register
your service



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www.4choice.org.au




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[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](tel:1800424642) 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](tel:1800424642)



1800 4 Choice ([1800 424 642](tel:1800424642)) 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](tel:1800424642)

← Go Back

1800
4choice

Quick Escape

Filter services

The services displayed here are a fraction of those that are included on the 1800 4 Choice database. For more services, please call [1800 424 642](tel:1800424642)

You can search for providers that suit your needs through using the filtering options below, and the postcode search located on the map. 1800 4 Choice does not include details about the costs of services. For information about fees, please contact the service provider.

Results

22 results

Amcal Pharmacy Perth

717 Hay Street, Perth, WA 6000

[08 9322 6921](tel:0893226921)

amcal.com.au/store/3725/wa/amcal-plus-pharmacy-pharmacy-perth/

Mon - Fri 8:00AM - 5:30PM

Sat 9:00AM - 5:00PM

Language(s):

Malay

Vietnamese

Chinese

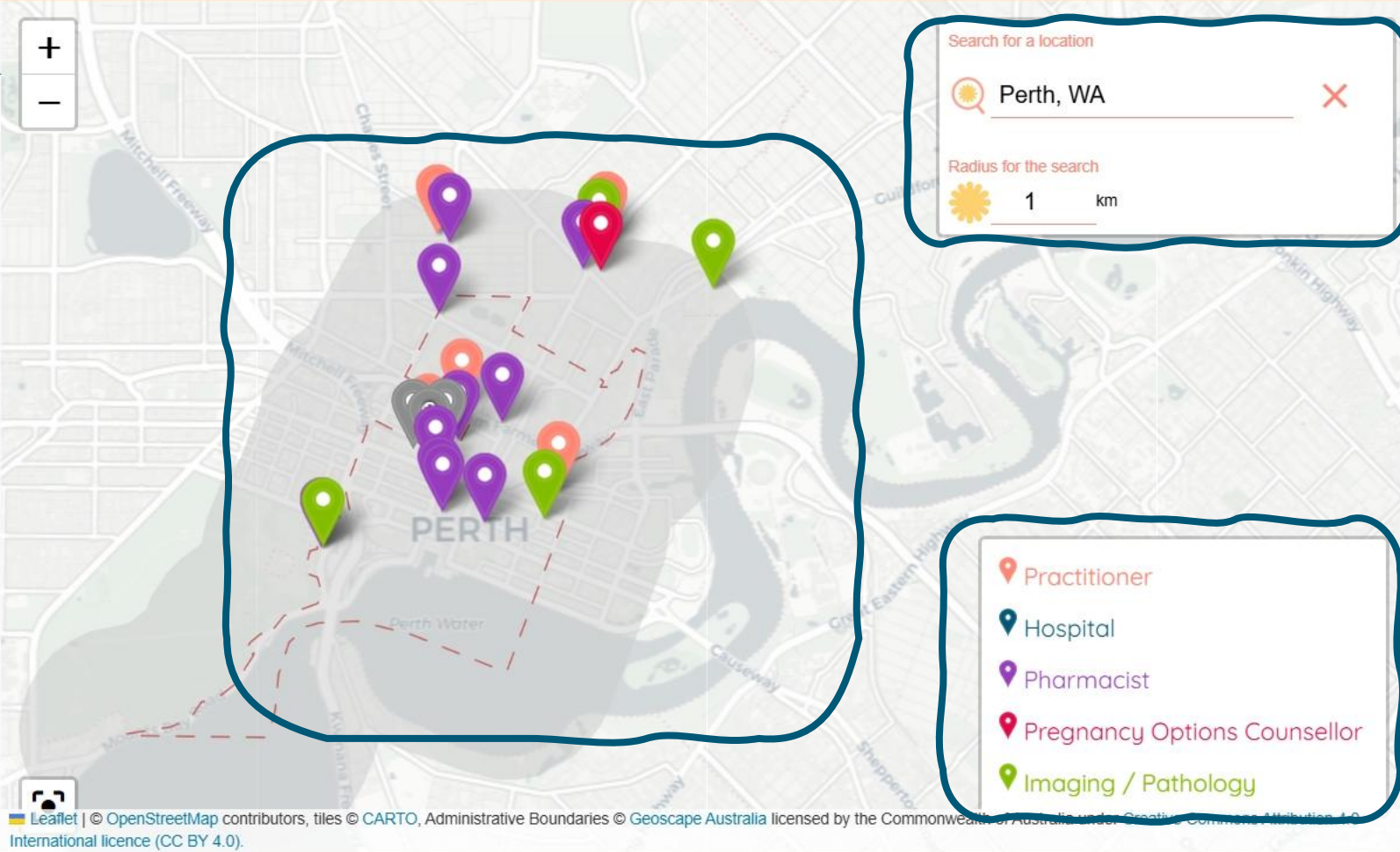
Services

Beaufort Chemist

647 Beaufort Street, Mount Lawley, WA 6050

[08 9328 7775](tel:0893287775)

beaufortchemist.com.au



Search for a location

Perth, WA

Radius for the search

1 km

Practitioner

Hospital

Pharmacist

Pregnancy Options Counsellor

Imaging / Pathology

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

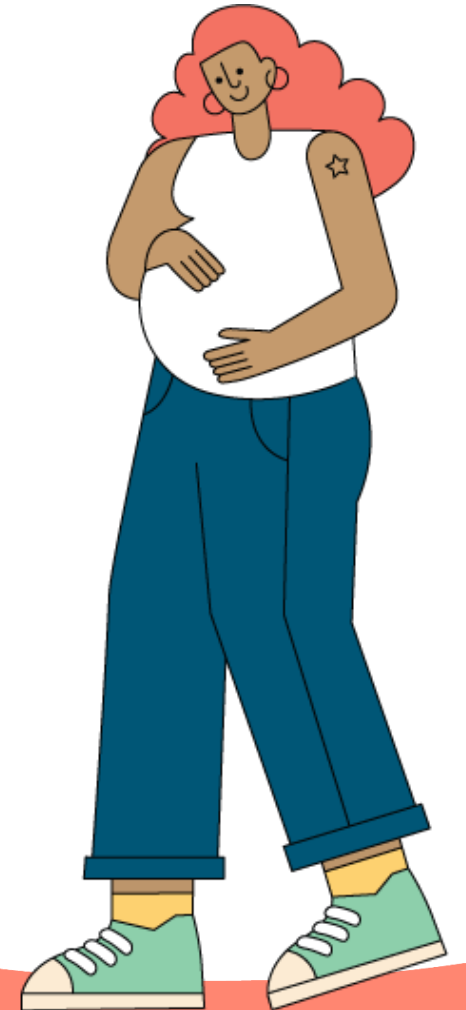
Short-Term



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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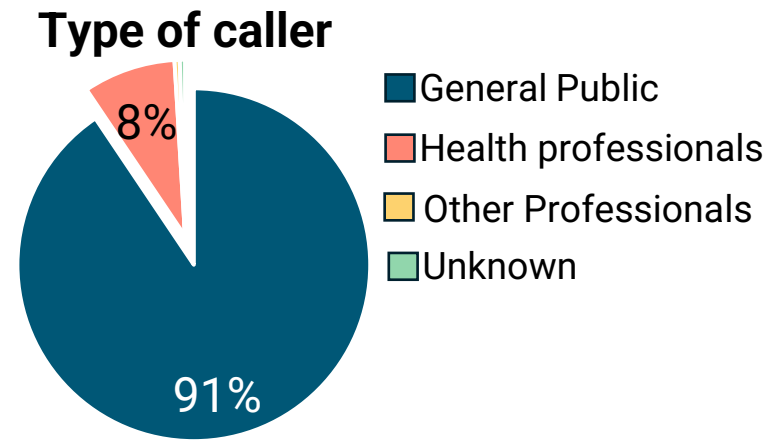
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First 12 months
1022 callers

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First 12 months
1022 callers



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First 12 months

1022 callers

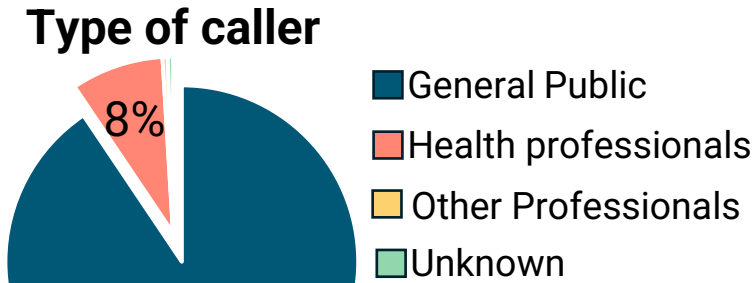
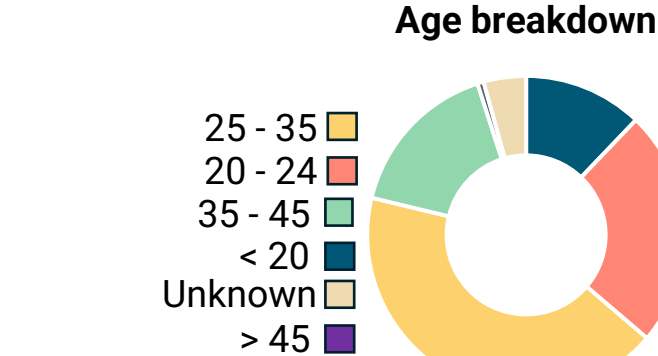
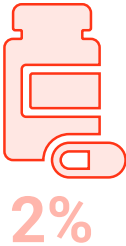
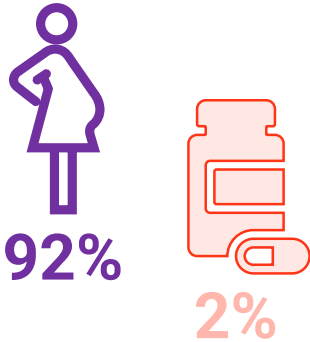
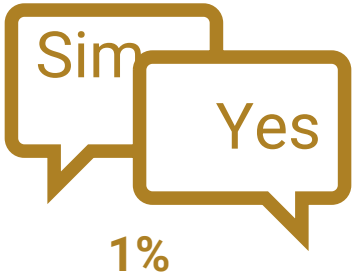


Table 1. Distribution of callers compared with distribution of WA population per health region, according to ABS Census 2021

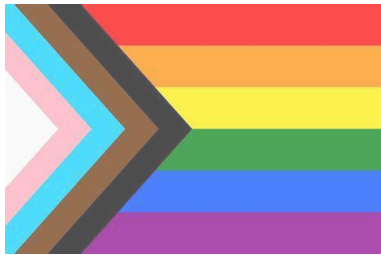
Health Region	%	Estimated % WA
Metro	84%	80%
Midwest	1%	18%
Wheatbelt	1%	3%
Goldfields	1%	2%
Southwest	3%	18%
Great Southern	1%	2%
Pilbara	1%	2.50%
Kimberley	2%	1.50%
Unknown	3%	
Interstate/International	3%	



18%



29%



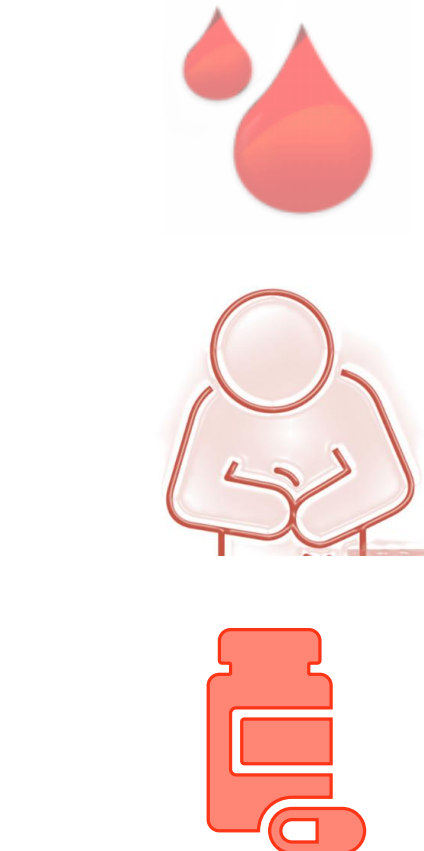
<1%



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1022 callers



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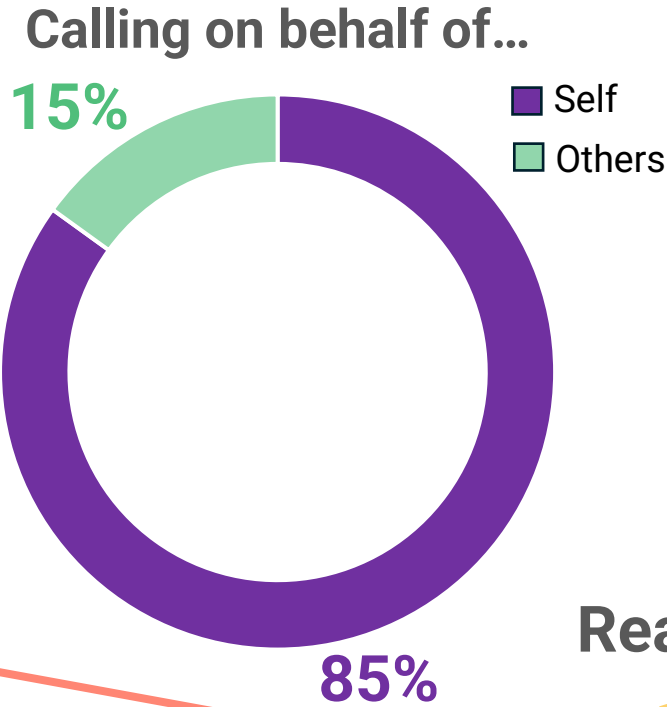
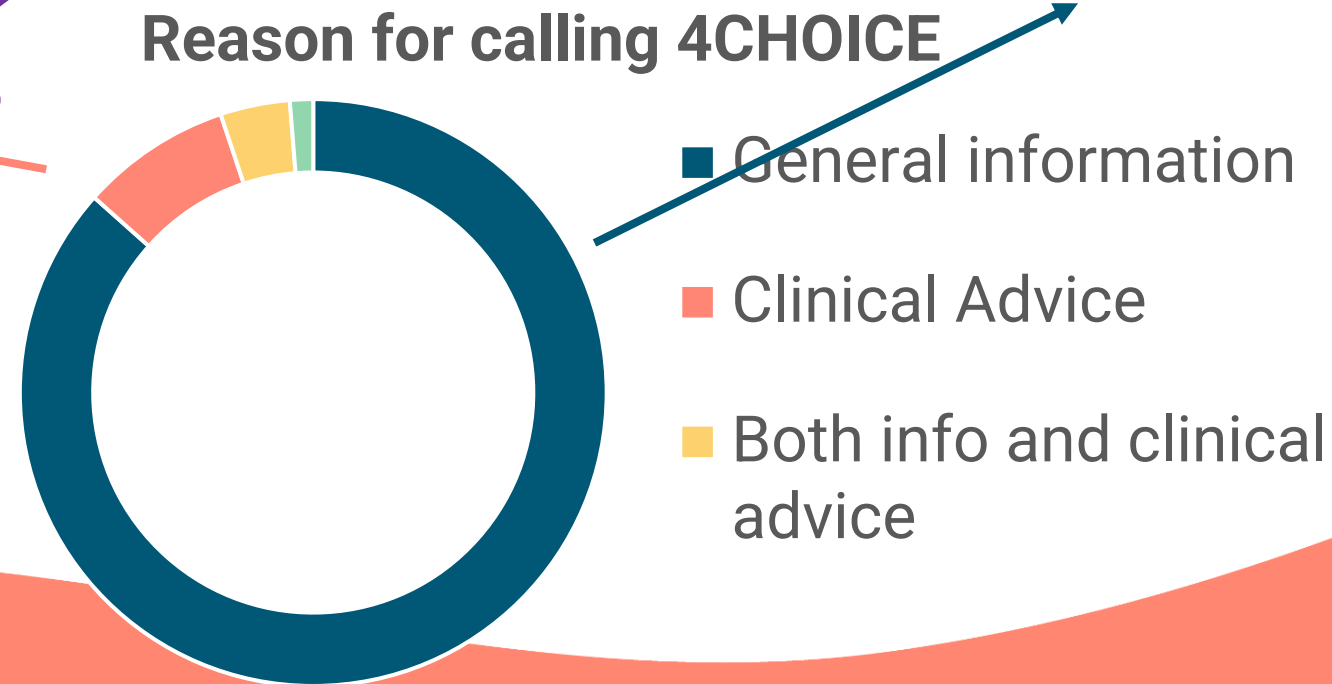


Table 2. Distribution of leading types of information requested by helpline users

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%



Registered providers (n=314)

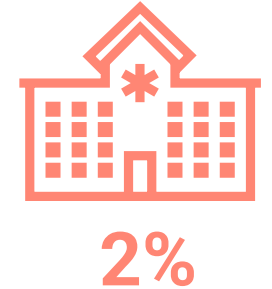
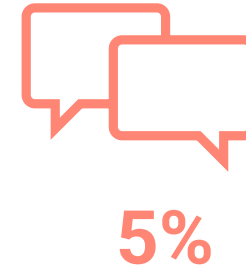
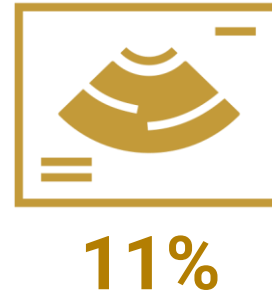
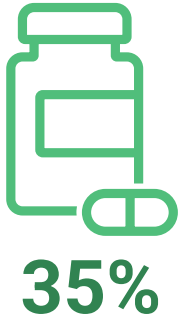


Table 3. Distribution of registered providers per provider type and health region of WA

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.”

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

“...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”

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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”



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

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



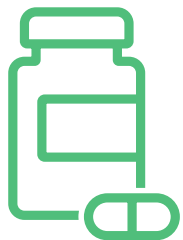
64%



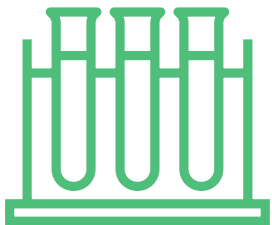
88%

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



35%



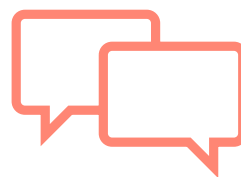
25%



23%



11%



5%

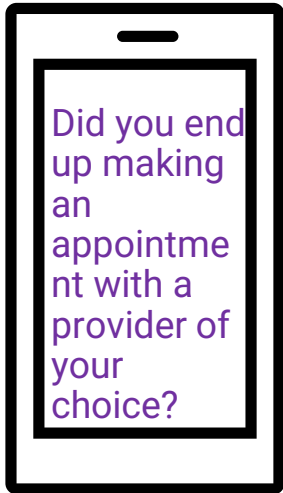


2%

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



64%

secured appt
with chosen
provider

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57%

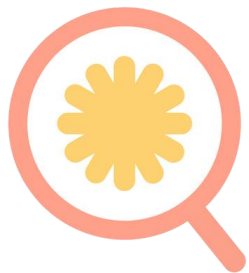
offered appt
within 2
business days



77%

Agree access to
abortion services
significantly improved

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Register your service



Medical and surgical abortion providers



Pharmacists dispensing MS2-Step



Pregnancy choices counselling



Pathology



Imaging

info@4choice.org.au



Register your service

thank you



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