

# Appendix C:

## Audit scope and method

### Scope of this audit

#### Who we examined

We examined the following agencies:

Agency	Their key responsibilities
Department of Health	<ul style="list-style-type: none"><li>• The state's health system manager</li><li>• Funds the hubs through health services or community health centres</li><li>• Funds 1800 My Options through WHV</li><li>• Monitors the hubs' and 1800 My Options' performance</li></ul>
Women's Health Victoria	<ul style="list-style-type: none"><li>• A statewide women's health, advocacy and support service</li><li>• Runs 1800 My Options with funding from the department</li></ul>
Monash Health	<ul style="list-style-type: none"><li>• A large public health service and hospital operator</li><li>• Runs a hub with sites in Cranbourne and Dandenong</li></ul>
Gippsland Lakes Complete Health	<ul style="list-style-type: none"><li>• A regional community health centre</li><li>• Runs the Gippsland hub in Bairnsdale, known as Clinic 281</li></ul>
Bendigo Community Health Services	<ul style="list-style-type: none"><li>• A regional community health organisation</li><li>• Runs the Bendigo hub from its primary site in central Bendigo and additional site in Eaglehawk</li></ul>

#### Our audit objective

Whether Victorian women can readily access SRH information and services to support their health and wellbeing?

#### What we examined

This audit considered the department's performance in implementing and monitoring the key programs of 1800 My Options and the hubs associated with the Plan.

1800 My Options was established by WHV. It is Victoria's first statewide SRH phone line and website. 1800 My Options provides women with information on where and how to access services, such as contraception, counselling and termination.

The department provided funding to initially establish 8 SRH hubs. The hubs provide services such as testing for STIs and clinical services for long-acting reversible contraception and medical termination.

In this audit we considered the department's management of the first 8 hubs and the activities of 3 hubs – Monash Health, Gippsland Lakes Complete Health and Bendigo Community Health Services.

# Conducting this audit

## Assessing performance

To form our conclusion against our objective we used the used the following line of inquiry and associated evaluation criteria:

Line of inquiry	Criteria
1. The Department of Health's programs (1800 My Options and SRH hubs) enable Victorian women to readily access SRH information and services.	<div><div>1.1</div><div>The department's delivery of its SRH information and services ensures that:<ul style="list-style-type: none"><li>Victorian women are aware of 1800 My Options and SRH hubs</li><li>1800 My Options has increased access to SRH information and services</li><li>SRH hubs are affordable, accessible and readily available.</li></ul></div></div> <div><div>1.2</div><div>The department has set relevant performance measures for 1800 My Options and SRH hubs and is monitoring and reporting whether they are achieving intended outcomes.</div></div>

## Our methods

As part of the audit we:

- reviewed relevant documents from the department, WHV and the audited hubs
- conducted interviews with staff from the department, WHV and the audited hubs
- conducted data analysis using available data, including data from the department, WHV and where applicable, the audited hubs.

## Compliance

We conducted our audit in accordance with the *Audit Act 1994* and ASAE 3500 *Performance Engagements* to obtain reasonable assurance to provide a basis for our conclusion.

We also provided a copy of the report to the Department of Premier and Cabinet and the Department of Treasury and Finance.

We complied with the independence and other relevant ethical requirements related to assurance engagements.

## Cost and time

The full cost of the audit/review and preparation of this report was \$600,000.

The duration of the audit was 10 months from initiation to tabling.