

Appendix D:

1800 My Options calls (March 2018 to January 2023) and registered service providers

Figure D1: 1800 My Options calls (March 2018 to January 2023) and registered service providers by LGA

LGA	Number of providers	% of providers	Number of calls	% of calls
Alpine	2	0.3%	16	0.1%
Ararat	3	0.5%	41	0.2%
Ballarat	9	1.5%	328	1.6%
Banyule	16	2.6%	312	1.5%
Bass Coast	3	0.5%	49	0.2%
Baw Baw	10	1.6%	88	0.4%
Bayside	11	1.8%	185	0.9%
Benalla	3	0.5%	14	0.1%
Boroondara	11	1.8%	331	1.6%
Brimbank	12	2.0%	603	3.0%
Buloke	1	0.2%	6	0.0%
Campaspe	1	0.2%	80	0.4%
Cardinia	7	1.1%	286	1.4%
Casey	19	3.1%	924	4.6%
Central Goldfields	2	0.3%	29	0.1%
Colac Otway	4	0.7%	16	0.1%
Corangamite	5	0.8%	9	0.0%
Darebin	20	3.3%	617	3.1%
East Gippsland	5	0.8%	78	0.4%
Frankston	13	2.1%	448	2.2%
Gannawarra	1	0.2%	10	0.0%
Glen Eira	11	1.8%	326	1.6%
Glenelg	3	0.5%	23	0.1%
Golden Plains	2	0.3%	13	0.1%
Greater Bendigo	14	2.3%	148	0.7%
Greater Dandenong	13	2.1%	407	2.0%

LGA	Number of providers	% of providers	Number of calls	% of calls
Greater Geelong	25	4.1%	358	1.8%
Greater Shepparton	7	1.1%	164	0.8%
Hepburn	2	0.3%	13	0.1%
Hindmarsh	1	0.2%	10	0.0%
Hobsons Bay	5	0.8%	266	1.3%
Horsham	4	0.7%	63	0.3%
Hume	16	2.6%	1471	7.3%
Indigo	2	0.3%	14	0.1%
Kingston	18	3.0%	250	1.2%
Knox	9	1.5%	391	1.9%
Latrobe	6	1.0%	300	1.5%
Loddon	0	0.0%	4	0.0%
Macedon Ranges	6	1.0%	90	0.4%
Manningham	6	1.0%	184	0.9%
Mansfield	2	0.3%	15	0.1%
Maribyrnong	11	1.8%	356	1.8%
Maroondah	13	2.1%	245	1.2%
Melbourne	37	6.1%	1204	6.0%
Melton	6	1.0%	1186	5.9%
Merri-bek	15	2.5%	1000	5.0%
Mildura	5	0.8%	57	0.3%
Mitchell	3	0.5%	232	1.1%
Moir	0	0.0%	38	0.2%
Monash	13	2.1%	380	1.9%
Moonee Valley	13	2.1%	521	2.6%
Moorabool	2	0.3%	133	0.7%
Mornington Peninsula	16	2.6%	290	1.4%
Mount Alexander	4	0.7%	22	0.1%
Moyne	1	0.2%	6	0.0%
Murrindindi	1	0.2%	22	0.1%
Nillumbik	4	0.7%	124	0.6%
Northern Grampians	0	0.0%	31	0.2%
Port Phillip	17	2.8%	641	3.2%
Pyrenees	1	0.2%	9	0.0%
Queenscliffe	0	0.0%	3	0.0%
South Gippsland	6	1.0%	34	0.2%
Southern Grampians	4	0.7%	14	0.1%

LGA	Number of providers	% of providers	Number of calls	% of calls
Stonnington	16	2.6%	306	1.5%
Strathbogie	1	0.2%	16	0.1%
Surf Coast	6	1.0%	34	0.2%
Swan Hill	5	0.8%	47	0.2%
Towong	1	0.2%	3	0.0%
Wangaratta	6	1.0%	30	0.1%
Warrnambool	7	1.1%	27	0.1%
Wellington	4	0.7%	149	0.7%
West Wimmera	1	0.2%	3	0.0%
Whitehorse	15	2.5%	377	1.9%
Whittlesea	13	2.1%	1174	5.8%
Wodonga	4	0.7%	122	0.6%
Wyndham	16	2.6%	1564	7.7%
Yarra	22	3.6%	439	2.2%
Yarra Ranges	10	1.6%	366	1.8%
Yarriambiack	0	0.0%	9	0.0%

Note: A registered service provider is listed in 1800 My Options' service provider database and has consented for women to be informed of its SRH services when they contact the phone line. This table does not include providers of support services, including counselling for mental health and domestic violence.
Source: VAGO from 1800 My Options data.