

Video transcript:

Supporting Sexual and Reproductive Health

Audit question

We examined if Victorian women can readily access sexual and reproductive health information and services to support their health and wellbeing.

What we examined

Women, girls, transgender and gender-diverse people need access to this care to live healthy lives and make important decisions about their bodies. Our audit focused on services for women.

In 2017 the government launched Victoria's first sexual and reproductive health plan for women.

We looked at 2 programs from this plan:

- the first 8 sexual and reproductive healthcare hubs
- and 1800 My Options, which is a phone service and website that gives Victorians information on how to access sexual and reproductive health services.

We examined:

- the Department of Health, which funds and oversees these programs
- Women's Health Victoria, which runs 1800 My Options
- and 3 health services, which run 3 of the current 11 hubs.

Our conclusion

We found that some Victorian women still can't easily access sexual and reproductive health services.

1800 My Options gives people easy access to information. And the hubs are affordable.

But the department doesn't completely understand the demand for sexual and reproductive health services across the state. It also doesn't know if its programs are making it easier for people to access services.

Finding 1: Service gaps across Victoria

There are parts of Victoria where people still struggle to access sexual and reproductive healthcare.

We found service gaps in northern metropolitan Melbourne, regional Victoria and rural Victoria.

The department doesn't fully understand these gaps. This is because it doesn't have a complete list of all the providers in the state.

This means it doesn't know if it put the hubs in the best locations.

Finding 2: Hub performance is unclear

The hubs we audited offer free bulk-billed services. They also cover costs when people don't have Medicare.

But the department doesn't have performance measures to track if the hubs are helping women and priority groups access services.

This makes it harder for the department to improve these programs for Victorians.

Finding 3: 1800 My Options helps people access information but the service's impact is unknown

1800 My Options has made it easier for people to get information about sexual and reproductive health services.

But the department doesn't track if calls to 1800 My Options lead to appointments.

What we recommended

We made 3 recommendations to the department about:

- analysing service gaps and demand
- getting information about all providers in Victoria
- and measuring performance.

More information

For more information, or to read our full report, go to audit.vic.gov.au