

# Abortion & Contraception providers online map

## 18 months of progress

### BACKGROUND

In 2019, CbyC was funded to deliver a three year Regional, Rural and Remote Abortion Access Program (RRRAAP). The program sought to address abortion access inequities in Queensland. Part of this project involved developing an online, interactive termination of pregnancy (TOP), contraception and related services referral directory. Two versions of the online map were created: one is publicly accessible, and the other is internal, accessible only to CbyC staff. The maps allow users to search for abortion and contraception providers by post-code and type of service required, and provides contact, financial and service information about registered services and providers.

It is hoped that the map will become a key resource for pregnant people and referring practitioners across Queensland and facilitate access to timely and compassionate abortion care.

### EVALUATION

This evaluation aims to identify the impacts of CbyC's online map on listing health professionals and services, referral pathways, and indicators of abortion access in Queensland. We conducted a survey of providers/services listed on the map 6 and 18 months after launch.

**195**

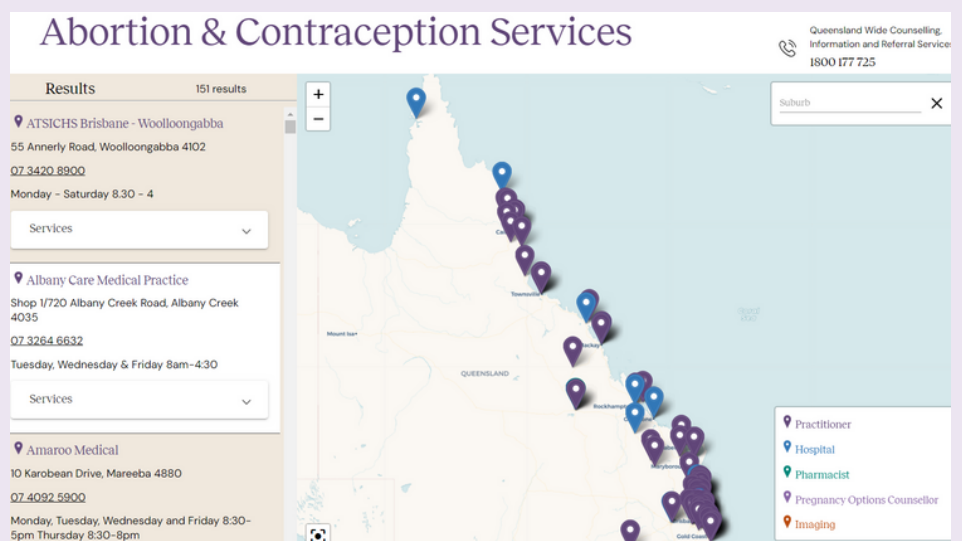
providers on map  
(internal & public)

**83%**

provide abortion  
services

**85%**

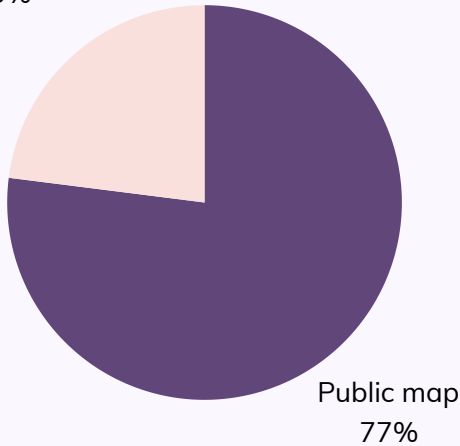
provide at least 1  
form of  
contraception



Information accurate as of August 2023

## Public vs internal/ private listings

Internal/private map  
23%

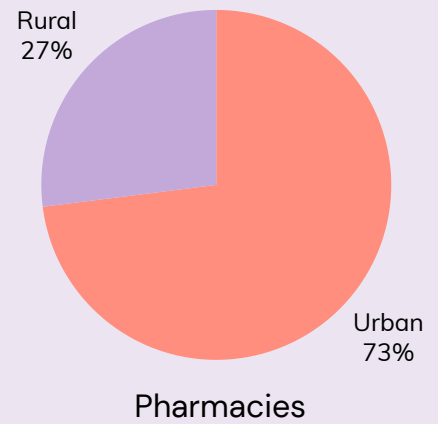
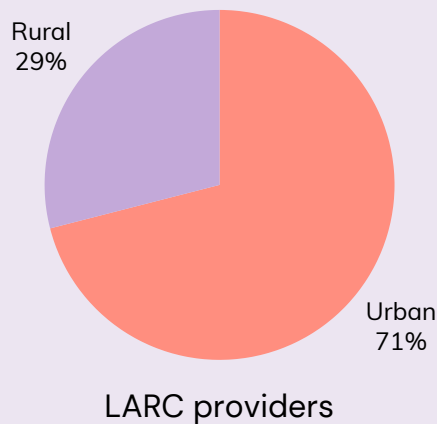
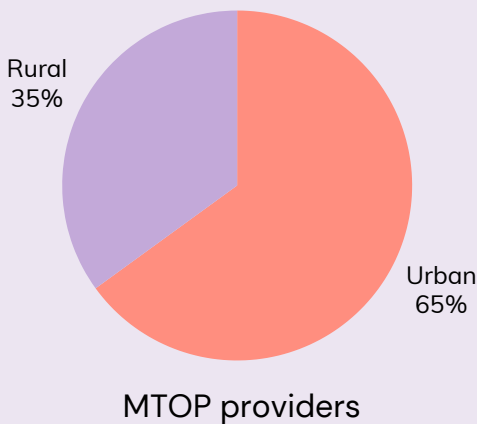


3/4 of registered providers have services listed on the publicly accessible map.

Services located in regional, rural and remote areas are more likely to list their services on the internal/private map (34% of rural services) compared with urban services (17%).

This means there is a lower proportion of registered services visible to the public in regional versus metropolitan areas, **further disadvantaging areas which often have limited access to abortion and contraception services..**

## Geographical location of providers



## Evaluation survey respondents

**87**  
(45%) providers completed survey

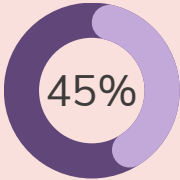
**67%**  
located in urban areas

**71%**  
GPs, 14% nurses & 9% managers

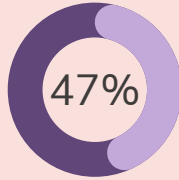
# IMPACTS

**85%** respondents agree the map provides a needed service

## Demand for abortion & contraception services



Noticed an increased demand for MTOP

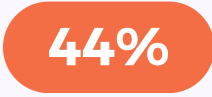


Noticed no change in demand for abortion or contraception services

The type of listing (public, internal/private, combination) had no impact on whether a respondent was likely to report a change in demand.

Respondents working in **Mackay, Metro North, West Moreton, and Wide Bay** were most likely to report increases in demand

## Positive outcomes



of respondents reported experiencing positive professional impacts attributable to listing their services on the map.

These included

- map listings encouraged other health professionals to provide/list their abortion services on the map,
- positive community reactions, &
- clearer referral pathways.

Respondents from Cairns, Mackay, and the Sunshine Coast were most likely to report positive impacts.

Providers who had their services listed on the publicly accessible map were more likely to report positive impact (58%) than those with internal/private listings (42%).

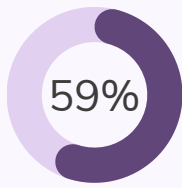
The longer providers are registered on the online map, the more likely they are to report positive outcomes.

“

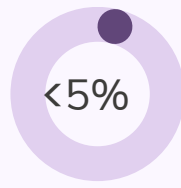
*I have only had positive comments from patients/colleagues/friends regarding the provision of medical abortion in my practice, and in fact I have received great praise for improving access to local services.*

”

## Negative outcomes



Anticipated negative outcomes



Experienced any negative impacts

Reported negative impacts included:

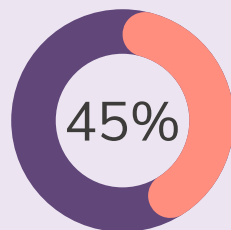
- 1 person reported a workplace conflict,
- 1 person reported experiencing financial viability concerns,
- 1 service received a threat of protest which didn't eventuate, and
- 6 described experiences of stigma or discrimination, most commonly the receipt of religiously motivated letters.

**In line with an evaluation of the 1800 My Options online map on which this one was based, we saw very limited evidence of negative impacts on listing providers in regards to stigma and discrimination.**

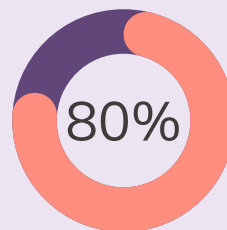
For example:

- around a quarter of listed providers (23%) anticipated becoming a target of anti-abortion protestors as a result of their map listings, yet only 1 had experienced this (noting it was a threat of protest with no protestors eventuating).
- Almost a third (29%) of providers anticipated a negative community reaction, while only 1 reported experiencing this.

5 (6%) of provider reported they had developed a reputation as **'the abortion doctor'**, but feedback indicates **this was positive** – practitioners became known as **compassionate care providers** within their communities.



of respondents had used the map themselves.



of these used the map to identify a service for a patient, while 20% used it out of curiosity/ to find other providers in their area.

# RECOMMENDATIONS

Based on the evaluation findings and suggestions from respondents, recommendations for the future of the map project include:

## Supporting registered providers

- Education with registered and new providers about the map, different listing types/options, benefits, and safety.
- Contact all providers who have been listed for over 6 months invite to move private/internal listings to public listings, particularly among rural providers.
- Offer training to registered providers to ensure they are comfortable using the map and walking patients through its use.

## Awareness/ promotion

- Awareness of the map among abortion and contraception providers and the general community remains limited, particularly in rural and remote areas. One provider described, “patient reports its hard to find. They see a lot of Marie Stopes ads higher in search results when googling medical termination terms”. Promoting the map among diverse networks and services around the state will improve its potential to impact access to timely, compassionate abortion and contraception care.
- Rural and telehealth services need to be shown more widely to map users – currently only services registered in a specific geographical area appear when a postcode or area is searched by a user.
- Updating provider information more quickly would help to ensure information patients are accessing is accurate/up to date.

## Research/ evaluation needs

- Explore/assess the usability of the map from both a provider and patient perspective. Is it easy/intuitive to use?
- Future evaluation efforts should explore the impact and usability of the map from the perspective of contraception and abortion seekers.