

SUPPORTING CANBERRA MUMS AND MUMS-TO-BE

REPORT ON WHAT WE HEARD



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We asked for your feedback on a new way to access public maternity services in Canberra.

We heard from new parents that it's not always clear what to do when you first find out you're having a baby. We wanted to make it easier for you to access Canberra's public maternity services and get personalised information earlier in your pregnancy.



THE CONVERSATION

Last year, we consulted with new mums, mums-to-be, health practitioners, and community organisations about how to make it easier to learn about and access our public maternity services.

We used their feedback to help shape our proposed changes, which we asked for your thoughts on through an online conversation on YourSay. The conversation ran from 25 March to 6 May 2019.

WHO ENGAGED

Through the online conversations we received 735 contributions. 686 of these were survey responses and 49 were short comments.

Most of the community members who responded had a child at Centenary Hospital for Women and Children (CHWC) or Calvary Public Hospital in Bruce (Calvary Public).

Previous maternity service use	%
Haven't had children	11.4%
Centenary Hospital for Women and Children	31.8%
Birth Centre at the Centenary Hospital for Women and Children	22.8%
Calvary Public Hospital in Bruce	12%
Birth Centre at Calvary Public Hospital	6.9%
Private maternity system in Canberra	9.5%
Didn't have child in Canberra	5%
No answer	0.1%

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Key insights from the community

Single phone number

93% of you said having a single phone number would make it easier to access public maternity services. Although we heard that the single entry point (phone number) would only be helpful if phone calls were answered and voice messages returned.

Meeting a midwife early in their pregnancy

86% of you said it was very important to meet a midwife early in pregnancy to talk about pregnancy and birthing options. 11% said it was somewhat important and 2% said it was not important.

More service information, preferably online

We heard you want clearer information about the system and what birthing and care options are available. Many of you suggested a website with consolidated information would be ideal.

GPs

We heard that you want GPs to be well informed about the new system and what birthing and care options are available.

WHAT'S NEXT?

We will now consider your feedback in more depth and determine the next steps.

Key Timings

Step 1 – 25 March to 6 May 2019

YourSay consultation

Step 2 – June 2019

What We Heard Report released

Step 3 – Second half 2019

New way to learn about and access public maternity services will commence

THANK YOU FOR YOUR FEEDBACK

735

735 people responded to our online survey and short comment via YourSay

28,000

We reached a social media audience of over 28,000

2900

Almost 2900 views on YourSay