

# SUPPORTING CANBERRA MUMS AND MUMS-TO-BE

## OUTCOME STATEMENT



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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.

To better understand whether the proposed new system would be effective, we conducted a YourSay survey which ran from 25 March to 6 May 2019.



### THE OUTCOME

**We had a great response from the community.**

We had 735 respondents in total, 686 of these were survey responses and 49 were short comments. The majority of respondents have had a child before, with 14% of respondents saying they have not had a child yet.

### HOW YOUR FEEDBACK MADE A DIFFERENCE

**86% of you said it was very important to meet a midwife early in pregnancy to talk about pregnancy and birthing options and 11% said it was somewhat important. 93% of you also said a single phone number would make it easier for you to access maternity services.**

Your positive feedback was used to establish Canberra Maternity Options which launched on 30 September 2019.

Under the new system women will now call one number to access Canberra's public maternity options. They'll meet with a midwife close to home to talk about the public pregnancy and birthing options available, complete a health and wellbeing assessment and discuss the best options for them.

During the consultation we heard loud and clear that you wanted improved information online about public maternity options, the establishment of early pregnancy information sessions and for GPs to be informed about the new system.

We have improved our website at [health.act.gov.au/maternity](http://health.act.gov.au/maternity) so you have got clear information about Canberra's public maternity options. We've also started having regular early pregnancy information sessions in both north and south Canberra. Plus, we've been working with GPs to inform them about the new system.

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### WHAT'S NEXT?

**From 30 September 2019 you will now call 5124 9977 to access Canberra's public maternity system.**

We will be informing the community about Canberra Maternity Options through improved web information, early pregnancy information sessions, digital advertising, GP education and more.

For more information about Canberra Maternity Options visit [health.act.gov.au/maternity](http://health.act.gov.au/maternity)