

Problems at Planned Parenthood

Information for Protecting Our Health



Medical Dangers

Patient Reviews Australia

See more details and updates: [Australia – SRHA](#)

<https://problemsatplannedparenthood.org/australia/>

In alphabetical order by province, city, and center name
Last updated 01.22.26

ACT Google. Accessed 11.07.25.



Kira Armarego

Local Guide · 9 reviews · 23 photos



★☆☆☆☆ 11 months ago

It's taken me a long time to write this because of how traumatic my experience getting my IUD removed was but feel I need to warn people. Whilst my doctor was kind and accomodating after the IUD was removed- it was truly the most traumatic experience I have had at a medical appointment due to the level of intense pain I experienced. I later found out from other female friends who have had their IUDs removed, both from this clinic and other clinics, that they were given numbing cream and local anaesthetic for this procedure which I was unaware was an option.

When I went in for the procedure the doctor informed me that it wouldn't be painful. I explained to them that I have endometriosis and had the IUD inserted when I had surgery, therefore I was under anaesthetic and unaware of any pain when the IUD was first inserted. I also noted to the doctor that I was nervous however was told it was not going to be painful but may experience a bit of pain if the string was not easily found.

When the instrument was inserted (which I am assuming was the speculum), I experienced pain and discomfort which automatically made my whole body and lower body tense extremely to the point I was unable to relax. The doctor picked up on this and was appropriate and gave me time to try and breathe before they searched for the string of the IUD in my cervix. Despite the pain and fear, I consented to the doctor continuing the procedure. The doctor informed me that they could not sight the string and would have to find it. This caused significant pain, to the point I felt like I was going to pass out and I began to shake. I told her to stop, which she did and she allowed me to take my time before she continued. She told me she had found the string and after a few moments I consented to her removing the string. When the string was removed the pain was unbearable- I was shaking and felt like I was going to pass out and vomit simultaneously. It felt like my intestines were being pulled out of me.

After the procedure I experienced ongoing pain and found it very difficult to sit down, as well as shock from the level of pain that I experienced during the procedure that afterwards I continued to shake.

I am putting my experience forward because I am greatly concerned that there are women who will go through this without being offered any numbing cream or local anaesthetic.

I understand that not all peoples experiences are this painful, but it is highly concerning that I was not offered any local anaesthetic, told it wouldn't hurt- and even online, medical overviews of this procedure insinuate that the pain we may experience during this procedure is likened to a period cramp which is unbelievable and gaslighting. I have a diagnosis of endometriosis which is know for the extreme pain it causes. At no point has my endometriosis pain ever compared to the pain I experienced during this procedure and I cannot comprehend how anyone is even allowed this procedure without anaesthetic.

I hope that there is a review into the practice and procedures of both insertion and removal of IUDS and taking precautions around ensuring patients are provided anaesthetic for a procedure which inflicts this level of pain.

ACT Google 2. Accessed 11.07.25.



Sofia SP

Local Guide · 140 reviews · 1 photo



★☆☆☆☆ 8 years ago

Poor information and low quality professionals. Just at the time I was ready for my procedure they told me a trainee was going to be the one performing it. If I had been informed of the pain or possibility of having anaesthesia I would have never accepted to have a trainee to do it. She did a very poor job, the doctor had to intervene and the trainee was very nervous. I would have appreciated honesty about the skills of the professionals from the beginning and more detail when signing in for this procedure. Not coming back.

NSW Newcastle Google 2. Accessed 11.07.25.



talitha anastasia

1 review



★☆☆☆☆ 2 years ago

can u call me back please bro i need to know if i have an std or not i can't be first in line waiting 7 hours mane 💔 ...

NSW Newcastle Google 3. Accessed 11.07.25.



Anon Anon
7 reviews



★☆☆☆☆ 3 years ago

Can never get through on the phone, I've sent multiple emails and left multiple messages, Boone ever gets back to me. This is after they referred me for surgery and I need a follow up.

NSW Newington Google 1. Accessed 11.07.25.



Zjana Daisy
2 reviews



★☆☆☆☆ a year ago

As a young person in distress, they were extremely unhelpful and caused more stress and confusion. They pretty much told me they couldn't help me and to try over the counter medication. I ended up in ED for 5 hours and found out that my conditions were extensive and was provided 2 different prescriptions and a shot of antibiotics alongside a follow up ultrasound scan. If I didn't take this into my own hands, my conditions could have become severe quickly. I would like to be a voice for those who struggle to speak up - shoutout St Vincent's hospital!!!

NSW Newington Google 2. Accessed 11.07.25.



Beshooy Waheeb

Local Guide · 12 reviews · 1 photo



★☆☆☆☆ 9 months ago

Very very very unprofessional clinic... doctor Christina send the wrong prescription which all pharmacies around Sydney doesn't sell the drug alone and she didn't plan to stop vomiting first before my partner can take the drug so we had to pay a 1000\$ for drugs and hours of endless suffering because of the unprofessional team they hire. Either nurses who give fake promises and too long waiting or doctors who are extremely busy and just don't care about how urgent your needs is. And I'm completely disappointed and don't recommend this clinic for anyone who take this thing seriously.



Cee Dee
2 reviews



★☆☆☆☆ 5 years ago

I have never been back after I went for a pap smear and they did not ask me if they could use me to train someone to perform a pap smear. Two women walked in while I'm laying there, and one started instructing the other how to do it. That's when I realised she was training. Because she was learning, she was hurting me, so much so that I screamed out in pain and they did not even stop for a moment. She just kept digging at me. They did not ask if I was okay. I could not believe that they think this is ethical to not ask for a patient's permission first. Anyway, just letting you know, there are DIY pap smears that women can use now. Ask for one of them if you need to do it, so you don't have to put up with this poor unethical treatment.

NSW Newington Google 8. Accessed 11.07.25.



Emma B

Local Guide · 145 reviews · 269 photos



★☆☆☆☆ 6 years ago

While Family Planning is a necessary and important service for those who can't afford private health cover or specialist treatments it is to be avoided if you have any means to see your regular GP and and/or an OBGYN.

I went here thinking that they were specialised in female reproductive health but what I ended up finding was a facility with poor communication and very little respect for the personal well-being of their patients, policy is king and health is secondary. They cancelled a procedure I had booked over a month ago when I got to the procedural appointment because they wanted another test done first. The

thing was, they knew I needed the other test done first and they never bothered to contact me and tell me that it had to be done before I got there. I arrived at the clinic medicated to the eyeballs upon their recommendation and was then promptly told that not only could they not do the procedure they had me booked in for, they also wouldn't do the test they told me I needed in order to proceed.

Then I got told by the doctor "we already apologised, there's nothing more we can do". There was plenty more that could have been done, I was sitting in a room with not one but two doctors but they "couldn't do any more". This place is all red tape and no help. Family Planning needs organisational help and perhaps more funding but I won't be wasting my time with this service anymore. I'll go to a professional instead. Lesson learned.



chelsea w
8 reviews



★☆☆☆☆ 3 years ago

DON'T risk your lady bits here

Dr Nick was cruel. I'm ulcerated....they refused to give me a check/retreatment appointment.... Embarrassing to be refused.....more embarrassing when the other receptionist goes to get the Dr... the Dr comes out to receptionist desk tells me in front of other patients, "you don't need one" well I guess if you wanted me suffer....TICK.IM IN AGONY. Every other time I've had this treatment anywhere, there's a 7, or at least 14 day check.

I'd already been bumped 3months for an appointment....then told I have to see a MALE OR WAIT ANOTHER 6WEEKS.

I've checked with the family planning talkline asking what's the normal treatment.... although I have 20odd yrs experience with my problem. The nurse confirmed I was treated too much.

My GP confirmed it was too much.

Oh but the senior Dr tells me Dr nick half my age "is experienced" !!!!! So experienced I'm up at 6am a week later in AGONY.....I SPLIT EVERYTIME I POO.....BUT THAT'S EXPERIENCE IS IT.

IM ABSOLUTELY DEVASTATED..... MY LADY PARTS ARE EXTREMELY DAMAGED..... AND AFTER COMPLAINT.....THE HEAD DOCTOR DOES NOT EVEN WANT TO SEE THE DAMAGE dr nick DID.....BUT SAYS HE'S EXPERIENCED.

I CAN'T BELIEVE I TRUSTED THE PEOPLE AT FAMILY PLANNING TO LOOK AFTER ME.....

[NSW Penrith Google 2. Accessed 11.07.25.](#)



Michelle Smith
Local Guide · 35 reviews



★☆☆☆☆ 2 years ago

I recently requested my medical file to be sent to my GP (name n address given), but it was sent to me. With wrong procedure date, no clinical notes. I would NOT recommend.

NT Darwin Google. Accessed 11.07.25.



Breanna Hobbs

2 reviews



★☆☆☆☆ 4 years ago

I was told of this place highly, and went in to get the bar injected. The implant started moving in my arm, causing muscle pain, it was implanted in the wrong side of my arm.

It also went inwards in an angle and took a different doctor ages to fish it out of my muscle. Ive been told it's caused muscle damage.

The doctor and nurse was in disbelief that a doctor had actually implanted it in the wrong side of the arm...

NT Darwin Google 3. Accessed 11.07.25.

The doctor's frequently mentioned name has been redacted; our purpose is to report problems with the organization, not with individuals.

See next page.



Megan Robinson

3 reviews · 1 photo



★☆☆☆☆ 5 years ago

Please, please, please consider other options before going to Family Planning NT! The CEO, [name redacted] was completely rude going as far to yell at me that I am not a doctor when I called to request my medical records. Their tune then changed once they began communicating in writing, no doubt to cover themselves rather than acknowledging their continued failings. They have taken zero accountability and their "apology" was "sorry this happened." My partner and I found out I was pregnant right before Christmas of 2018. It was an unexpected pregnancy, we are two students and were afraid. This was our first baby. We nervously announced at Christmas and rang Family Planning NT after the first of the year 2019 to schedule our confirmation. We were told to come in to confirm our pregnancy. Before our first appointment, I experienced period like bleeding and rang Family Planning NT again to let them know. I was instructed to come in for a blood test. We were assigned Dr [name redacted] former medical director of Family Planning

NT. The first visit, we brought up my health concerns and let [name redacted] know about my bleeding. He sent us to get a blood test. He never administered a physical exam or in office urine pregnancy test. After the test, we were called by a nurse at Family Planning NT and told my HCG levels were dropping and I would naturally miscarry at home. I asked if I need to come back to get checked or have a procedure. Dr. Paul informed us the new method was to allow women's bodies to naturally miscarry and to expect my period to come after my body regulated. My period never came. I called back in February and let Family Planning NT know that my period had not returned and I had done research that suggested this was abnormal. My at home pregnancy tests were also still showing a strong positive. I was told by Dr. Paul that it was normal for my period not to return and it would come but to do another blood test. After another blood test, we called Family Planning NT back to be told again that I had miscarried and to wait for it to pass. In March, still no period, I called again, had another blood test and was told my period would return. At no time did Dr. [name redacted] send me for an ultrasound, perform a physical exam or give an in office pregnancy test. We set an appointment to implant birth control. At the end of April, before my birth control appointment (my period had STILL not returned), my breasts started producing milk. I was beside myself and in a panic. We frantically called Family Planning NT, however, the office was not open at the time. We decided to go into our appointment and confront Dr. Paul. Throughout this entire time of January to May, I

expressed my concern to Dr. [redacted] and repeatedly said I didn't want to end up in the ER because I didn't know I was still pregnant. He assured me that I was overworking myself and I was fine. After confronting him at the appointment, he finally performed a physical exam and told us there was a mass in my uterus that was a molar pregnancy and I needed to go get an ultrasound right away. We had the ultrasound and to our surprise and delight, there was a 23-week gestation baby, moving and wiggling with a strong heartbeat. We were so excited, we called everyone and began to make plans. That night, I came out of the shower to several frantic missed calls and text messages from Dr. [redacted] asking me to contact him. My heart dropped when he called me back and informed me that our baby was missing internal

organs, was incompatible with life, and I needed to go to the hospital to induce labor and have him right away. We were then under the care of the wonderful team at Royal Darwin Hospital who helped us through the most devastating and traumatic event of our lives. Our baby was born 05/05/19, stillborn. We are in financial ruin because of the medical bills, I have been unable to work, function, process. I can not believe this is my life. I want answers. I want to protect mothers and babies from Family Planning NT and Dr.

TAS Launceston Google 1. Accessed 01.21.26



Lilly Kelly
2 reviews



★☆☆☆☆ 2 months ago

i came in and had my bloods attempt to be taken. The nurse i had, poked me 5 times trying to find a vein, mind you i have a strong fear of needles! After being unsuccessful, she proceeded to give up. I was left with multiple bandaids on both arms and left feeling very distressed. I just find this extremely unprofessional as this is quite a common procedure.

VIC Box Hill Google 3. Accessed 11.07.25.



Milla Bijou
1 review · 1 photo



★☆☆☆☆ a year ago

Nurse inserted my implanon, has started bleeding through the Band-Aid and has blue bruising, also terrible wait times 30+ minutes



VIC Box Hill Google 6. Accessed 11.07.25.



Aijowa Neh
2 reviews



★☆☆☆☆ a year ago

If I could leave 0 stars, I would. I'm giving 1 star for the implanon removal and insertion by [name redacted] who has pretty much unleashed havoc on my system for the past 10 months.

I had the procedure done in January, and from then until June, I experienced daily bleeding. In June, I consulted a different SHV doctor who recommended the daily pill to help. While it stopped the bleeding, if I missed a dose, it would start again and last from 5 days to two weeks. Even doubling up on pills made no difference. It was worse than being off contraceptives altogether.

Before this, I had the implanon for three years with only minor issues. I was shocked when Dr. inserted my second one in a completely different spot on my arm. When I questioned her, she dismissed my concerns. My boyfriend noticed the new implanon was way shallower than before right away, and have observed it being shallow after it's healed 10 months in. Even the doctors I saw later were surprised by its placement.

Since June, I've tried multiple approaches: different pills, various gynos, check-ups, blood tests, and ultrasounds. Everything came back normal, but I was left with ongoing bleeding and stress.

Six months of daily bleeding and four months of stress have taken a toll on my life. I have a scar from Dr.

i's removal, which bled profusely, unlike the barely-there removal I had this week. This experience has cost me time, money, sick leave, and mental energy. The only solution in the end was to either keep taking the daily pill for the duration of the 3 years, or to remove implanon, reset my body, and see where I want to go to from there. I wish I could ask for a refund for my time, money, and mental space for this whole fiasco but alas. I guess getting licensed doesn't necessarily mean actually upholding the hippocratic oath?

Shame on SHV Box Hill for allowing a doctor like Dr.

to practice, especially when they're funded by taxpayer money. Why is a doctor like her permitted to be so careless? If she's inexperienced, she should have supervision. Just because it's the holidays is no excuse. I understand politicians might not care about citizens directly, but healthcare practitioners?? This isn't just negligent; it's a danger to us and our quality of life.

SHV should consider compensating patients who suffered due to her careless approach. Or beteer yet, not allowing doctors like these to come into what we all assume to be a safe space, that CARES, in the first place.

Never let this doctor touch you, though a prescription should be ok as it poses far fewer risks. This has been a disgraceful and absolutely HORRIBLE experience. Avoid Dr. Srishti at all costs—stick to the CBD branch or book with another doctor unless you want, even just a chance of going through a similar situation.

VIC Melbourne Google 1. Accessed 11.07.25.



Tabitha South
Local Guide · 21 reviews



★☆☆☆☆ a month ago

after coming here for depo for 5 years, they failed to send me a message to book an appointment- my depo was due 3 weeks ago, and i never got contacted regarding this. when i called today, frantically, to set up an appointment, i was met with coldness and offered an appointment 3 weeks away. messing up the continuation of a medication that i've been on for 5 years and refusing to rectify the situation with an emergency appointment is unacceptable as i get extremely ill without the shot, which was explained during the call. thoroughly dissapointed with the lack of care after being a patient here for over 5 years.

VIC Melbourne Google 2. Accessed 11.07.25.



Thea Pilkington

8 reviews



★☆☆☆☆ 7 months ago

While the staff were friendly the information I was told about the pain of an IUD insertion was very misleading, got it done about a month ago and was told to "not listen to my friends" about the pain of the procedure and that it should feel like a period cramp and would just need to take some panadol and neurofen before hand. It was a very painful procedure. I was not aware that many people are given the green whistle or even sedated due to the pain of this procedure.

VIC Melbourne Google 3. Accessed 11.07.25.



A M

Local Guide · 73 reviews · 58 photos



★☆☆☆☆ 2 years ago

A while ago I had the worst health-related service of my life here with an implanon insertion when I was 19. I was unfortunately slightly late to my appointment. Apparently that meant I deserved to be treated like dirt. This was strange because the clinic was totally empty, and continued to be even as I left.

When I arrived, the receptionist glared at me and was very curt. The “nurse” (I question if they were even qualified) was so unfriendly she was almost hostile. It was honestly bizarre. I should have walked out then and there. But I didn’t, and after the procedure I discovered the “nurse” had unbelievably made TWO FULL INCISIONS into my arm (one on either side of the implant), which will leave two scars when any info about this procedure you will find says only ONE INCISION is needed. I was NOT told of this before or after. There is NO MEDICAL BASIS for two incisions here.

I am not that fussed about the two scars, it’s that this hostile so-called “nurse” apparently just slices into people’s arms however she feels like it, and sends them off without a word of explanation. Maybe she thought I would be too stupid to notice.

I sincerely, sincerely regret not reporting this immediately. In case anyone is confused, this is blatant medical malpractice.

WA Northbridge Google 1. Accessed 11.07.25.



Hoda
2 reviews



★☆☆☆☆ 9 months ago

Did the mirena insertion, had heavy bleeding gave them a call after 5 weeks the nurse said it's normal, sometimes it takes months before the bleeding stops!! after 6 month still had spotting and saw my GP, she couldn't see the string, had a ultrasound scan, and found out the mirena has been positioned incorrectly, left arm embedded within the tissue. Gave them a call, they said they are sorry that happened! It's up to me if I want to get it removed there or somewhere else. Such a waste of time, and effort. Suppose to be a sexual health centre with one job to do well!

WA Northbridge Google 2. Accessed 11.07.25.



CAMILLE LYLA

2 reviews



★☆☆☆☆ 2 years ago

would avoid, told them I was on sertraline they then prescribed me with medications that cannot be taken with sertraline my health instantly deteriorated after taking these medications and I was a zombie after a week of taking them, I had to go to hospital they tried to blame it on an ectopic pregnancy which was proved by the hospital I didn't have, I also requested my tests etc to be emailed to me so I can move on with a better clinic to get my procedure took them 2 days to send an email that they said they the sent the email as soon as I handed over my email address which obviously didn't happen I find this extremely unprofessional as it pushed back my procedure because they couldn't send it when they said they did - I called back multiple times asking for it and they told me they were trying to call me which isn't true because it would of showed up as a missed call on my phone
overall staff are not good at their job and try to cover it up and put the blame on the patient