Women

Working Together
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The BreastScreen Victoria Inc. Treasurer’s Report and Financial Report for the year ended 30 June 2008 have been produced as a separate document. Copies are available online at www.breastscreen.org.au or by contacting BreastScreen Victoria PH 03 9660 6888.
Our Mission

- Through the early detection of breast cancer, we work to reduce morbidity and mortality due to this disease in the Victorian community.
- We are a not-for-profit, government-funded program providing mammographic screening and assessment through to a diagnosis of breast cancer to women for whom the evidence of benefit is strongest.
- We strive for excellence in the provision of information and support to women, in multidisciplinary care and clinical practice.
- Through program review and the analysis of data, we demonstrate our achievements and identify ways to improve. We make a significant contribution to knowledge about cancer and its diagnosis and management.
- Collaboration underpins everything we do. We build alliances throughout the health and community sectors to create a better health system.
- We respect women’s dignity and diversity and actively seek their input to make our services acceptable.
- We provide services that are accessible to women wherever they live, whatever their background, women with special needs and those disadvantaged within our society.
- We advocate for better treatment services and facilitate a pathway to care for women diagnosed with breast cancer.

Our Vision

BY 2011:

- We will reduce the number of women who die from breast cancer in the Victorian community.
- Our leadership and achievements in cancer screening and health service improvement will be inspiring.
- We will be seen as an essential component of cancer care in Australia.
- We will be distinguished by the high esteem in which we are held by the women of Victoria.

Our Values

- Listen to women and respect their needs.
- Be passionate about excellence.
- Work together as a team.
- Respect each other’s differences and ideas.
- Be proud of our achievements.
- Be forthright and informed.
2007–2008 at a Glance

TOTAL NUMBER OF BREAST SCREENS 2007–2008: 186,085

PROPORTION OF WOMEN SCREENED BY BREASTSCREEN VICTORIA IN THE 50–69 YEARS TARGET AGE GROUP

<table>
<thead>
<tr>
<th>Service</th>
<th>2006–2007 % of total screening 50–69 years</th>
<th>2007–2008 % of total screening 50–69 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Western</td>
<td>77.15%</td>
<td>81.65%</td>
</tr>
<tr>
<td>Monash</td>
<td>76.75%</td>
<td>81.73%</td>
</tr>
<tr>
<td>Geelong</td>
<td>76.03%</td>
<td>81.27%</td>
</tr>
<tr>
<td>St Vincent’s</td>
<td>77.31%</td>
<td>83.20%</td>
</tr>
<tr>
<td>Maroondah</td>
<td>76.87%</td>
<td>84.33%</td>
</tr>
<tr>
<td>Central Highlands &amp; Wimmera</td>
<td>77.34%</td>
<td>79.91%</td>
</tr>
<tr>
<td>Gippsland</td>
<td>75.68%</td>
<td>85.36%</td>
</tr>
<tr>
<td>Bendigo</td>
<td>78.60%</td>
<td>78.16%</td>
</tr>
<tr>
<td>TOTAL ANNUAL AVERAGE</td>
<td>76.93%</td>
<td>82.28%</td>
</tr>
</tbody>
</table>

BREASTSCREEN VICTORIA REGISTRY

The BreastScreen Victoria Registry is responsible for the provision and management of BreastScreen Victoria’s state-wide appointment service and call centre. More than 20 staff respond to calls from 50 incoming lines open from 8.30am until 5.00pm, Monday to Friday.

The Registry receives more than 300,000 telephone calls per year from women enquiring about the BreastScreen Victoria program and wishing to arrange an appointment. Up to 20,000 appointments are offered per month.

<table>
<thead>
<tr>
<th>Description</th>
<th>2007–2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of calls to Registry</td>
<td>314,914</td>
</tr>
<tr>
<td>Appointments made by Registry</td>
<td>205,276</td>
</tr>
<tr>
<td>Average calls per day</td>
<td>1211.2</td>
</tr>
<tr>
<td>Average client letters sent from Coordination Unit per day</td>
<td>1877.2</td>
</tr>
</tbody>
</table>
BreastScreen Victoria

THE NATIONAL PROGRAM
At the Australian Health Ministers’ Conference in 1990, health ministers from all states and territories joined the federal minister in endorsing the establishment of a national screening program for the early detection of breast cancer. The program – now known as BreastScreen Australia – sought to reduce deaths from breast cancer by using an organised, systematic and evidence-based screening model. The BreastScreen Australia program, which invites women aged 50–69 years who do not have any breast cancer signs or symptoms to have a free screening mammogram every two years, is now recognised as one of the most comprehensive population-based screening models in the world.

BREASTSCREEN VICTORIA
Jointly funded by the Victorian State Government and the Commonwealth Government, BreastScreen Victoria is an accredited part of BreastScreen Australia. BreastScreen Victoria began in 1992 with the establishment of a coordination unit in Carlton staffed by three people. In that inaugural year, 9,071 screening mammograms were conducted in a pilot project. Today, 16 years later, the Program has grown to become a state-wide network of eight screening and assessment centres, 39 fixed screening locations and 28 mobile screening locations, conducting more than 186,000 screening mammograms annually.

WORKING TOGETHER
The BreastScreen Victoria Program is made up of two components: the BreastScreen Victoria Coordination Unit and the Screening and Assessment Services. The BreastScreen Victoria Coordination Unit is an independently incorporated association which administers funding for the Screening and Assessment Services, manages the centralised appointments registry, coordinates the Mobile Screening Service, manages client screening and assessment data, develops and reviews Program policy, monitors service provision and coordinates special projects.

The Screening and Assessment Services provide all clinical services from the initial screening mammogram to any further procedures required to the point of diagnosis. BreastScreen Victoria is proud to have developed strong relationships with both the public and private health service providers who manage the daily operation of the Screening and Assessment Services.

Although a doctor’s referral is not required for women to attend BreastScreen Victoria, the Program works closely with general practitioners, and their dedication and ongoing contribution is greatly appreciated. General practitioners are instrumental in encouraging initial participation and return-to-screening attendance and, in the event of a breast cancer diagnosis, women are referred back to their general practitioners for care and management.

CARRYING ABOUT WOMEN
The many people who support and contribute to the BreastScreen Victoria program share a commitment to the ongoing provision of quality screening and assessment services that the women of Victoria have come to expect. BreastScreen Victoria’s clinical staff are highly skilled and experienced in the detection and assessment of breast cancer. Our model of care aims to ensure that all women have equal access and experience a respectful and affirming service. Whilst current evidence suggests that the benefit of routine screening mammography is greatest in the 50–69 years age group, women in their 40s and over 70 are also eligible for free screening mammograms with BreastScreen Victoria.

Since its inception in 1992, BreastScreen Victoria has conducted over 2.6 million breast screens.

1. Information Officer Nicolette Torcello (left) and Data Clerk Rayma Michell alongside the new BreastScreen Victoria signage at Maroondah.
When I accepted the position of the newest Chair of BreastScreen Victoria, I knew I was joining an organisation providing a vital health service that was held in high regard by the women of Victoria, but I did not know what an exciting and challenging position this would be.

It has been a year of transition for BreastScreen Victoria. Onella Stagoll, the founding CEO, left after 15 years of service. The Board of Management and I thank Onella for her stewardship, vision and outstanding contribution to the Program.

Vicki Pridmore started as the new CEO in early 2008 and has moved rapidly to understand all facets of operation and the complex issues facing us. She has shown herself to be a creative and decisive leader. Vicki and I have been working closely with the Department of Human Services in the past few months to strengthen relationships, increase mutual understanding and secure an adequate funding base for the future.

The wider environment in which the Program operates continues to change. Cost pressures are increasing, there is an ongoing shortage of clinical experts, particularly radiologists, and the whole technological domain is rapidly becoming fully digitised. BreastScreen Victoria must evolve and adapt in order to continue as a sustainable, quality service.

A number of initiatives are underway to ensure the long-term viability of BreastScreen Victoria. We have engaged consultants HLB Mann Judd to undertake a forensic examination of the cost of delivering services to assist us in developing the most efficient and effective operational strategies.

Internally, we have commenced a restructuring of the Coordination Unit and are reviewing the overall governance structures to ensure we work in the most accountable and transparent way.

We continue to be the Australian leaders in the integration of digital mammography into a screening environment. Our Rural Broadband Digital Mammography Project has been completed with great success and we are well placed to launch into state-wide deployment in the future.

I would like to thank the retiring Board members: Associate Professor Richard Bell (past Chair), Margaret Crossley (past Treasurer) and Vera Boston, and recognise their dedicated service and generosity of time.

I would also like to extend my thanks to the current Board, the members of all our Committees, and the staff of the Coordination Unit and all our Services for their hard work and commitment to this wonderful Program.

Sandy Anderson
Chair
Board of Management
This past year has seen a number of new beginnings for BreastScreen Victoria.

Four months into my term as CEO, the Service is moving through a period of intense review and reflection at the state level while also participating in the national program evaluation. BreastScreen Victoria, like all organisations, manages the tension inherent in maintaining and growing a quality service in the context of ever increasing costs and the growing number of women who are eligible for screening.

While increased efficiency and effectiveness are the perennial backdrops to organisational review, new technologies and clinical practices are the drivers to revisit program design and operation. For much of the past fifteen years the Service has operated on analogue infrastructure which, it’s fair to say, has fully realised its potential. Advances in digital technology reset the possibilities for a state-wide service model which promises a substantially different experience for women who use the Service. At the same time, the organisation is evaluating its governance and management infrastructure and the relevance of that infrastructure going forward.

At a national level, the evaluation of BreastScreen Australia’s operations continues to unfold. Much of the data and advice collection has now been completed. BreastScreen Victoria has actively supported all evaluation activities and looks forward with interest to the recommendations that will flow through regarding the scope of the BreastScreen Program into the future.

It will be no news to those involved in the Program that its strength and value are derived from its reputation and relationships – relationships established with state government and critical stakeholders who provide the service, old and new partnerships with the clinicians in our multidisciplinary teams and the interactions with the women who use our Service. BreastScreen Victoria’s strong reputation for a consistent and caring service gives confidence to the women and their families, who participate in the Program.

During the past 12 months, BreastScreen Victoria farewelled a number of our colleagues on the Board of Management and Executive Management teams. The terms of three Board members with a long association with BreastScreen Victoria expired in November 2007, and in December 2007, we farewelled the Program’s inaugural CEO Onella Stagoll OAM. In May 2008, the Director of Operations, Genevieve Chappell, left the organisation after seven years of service. Tributes to the significant contribution of Onella can be read on page 22 of this Report.

Finally, I would like to take this opportunity to recognise the strong support of the Victorian State Government and the contribution of all the staff of BreastScreen Victoria. In a year that has seen much change, the Program has maintained a constant focus on our core business – maximising early detection of breast cancer and reducing its impact on the women of Victoria. Without a doubt, we make a difference.

Vicki Pridmore
Chief Executive Officer
The BreastScreen Victoria Program is delivered to the women of Victoria through eight Screening and Assessment Services located throughout the state. Collectively these eight Services manage 39 permanent screening centres.

The map below shows the spread of the BreastScreen Victoria screening locations throughout greater metropolitan Melbourne and regional Victoria.

**Screening Centres**
Offering mammography, information about BreastScreen services, regular recall of women aged 50-69, notification of results to women and general practitioners.

**Screening and Assessment Services**
Offering screening, as above, plus physical examination, ultrasound, repeat mammography, assessment with biopsy, counselling.
SPECIAL GROUPS OF WOMEN

Merrindah Bibi: Tracking back to better health
A significant health promotion initiative to assist Indigenous women and Indigenous health workers talk about breast health and the early detection of breast cancer was launched at the Victorian Aboriginal Health Service in September 2007. Entitled Merrindah Bibi: tracking back to better health, this DVD resource was developed through a partnership between the Victorian Aboriginal Health Service and BreastScreen Victoria. Merrindah Bibi takes viewers on a journey with Indigenous women living in Victoria who have had breast cancer or who are undergoing treatment. The women talk frankly about how breast cancer and its treatment has affected their lives and the lives of their families. Sharing in the storytelling are their daughters and community Elders. The DVD has been distributed to Indigenous health workers via the Victorian Aboriginal Community Controlled Health Organisation network and to other key stakeholders. BreastScreen Victoria would like to thank the women and their families who courageously shared their stories and made this important resource possible.

NAIDOC Week
BreastScreen Victoria staff experienced a wonderful cultural awareness session during NAIDOC week in July 2007. NAIDOC week began as a commemoration of the fledgling Aboriginal rights movement of the 1920s and 30s and has developed into a celebration of the history, culture and achievements of Aboriginal and Torres Strait Islander people. This year was particularly significant as it marked the 50th anniversary of the formation of the National Aborigines Day Observance Committee. Our special guest was Mr Ron Murray, a Wamba Wamba man from Swan Hill. Ron’s masterful story-telling kept the large group enthralled for over an hour. He then welcomed questions from staff about his Aboriginal identity, his family history and his perspective on relations between Indigenous and non-Indigenous communities in Australia. As well as building bridges, the celebration also provided an opportunity for BreastScreen Victoria to collaborate with VicHealth who provided the venue and hospitality for the event.

Reducing Health Inequalities
In response to an issue raised at the Information Officer Quality Group meeting in October 2007, the Coordination Unit produced a new resource translated into the 12 most prevalent community languages in the Program’s 50–69 years target age range. The ’What Happens Next’ resource is offered to women at the conclusion of their screening visit to inform them of the next steps in the process and to invite them to provide feedback on their experience. Available electronically and in a printed format, ’What Happens Next’ replaces the old ’After Your X-Ray’ flyers and is designed to help identify and break down any barriers that culturally and linguistically diverse women may encounter.

Islamic Women’s Project
BreastScreen Victoria approached the Diversity Unit at the Department of Human Services early in 2007 to seek assistance in gaining health care information about women in Islamic communities in Victoria. In recognition of the scarcity of existing information in this area, the Diversity Unit made an undertaking to fund a research project which will assist both organisations in developing an understanding of health promotion practices that address the primary health care needs of Islamic women. A draft report was submitted for review by the reference group in May 2008 and findings are expected to be released in the coming months.

OPERATIONS
‘Gecko’ Digital Enhancement
Enhancing BreastScreen Victoria’s client information management system, Gecko, to support the Rural Broadband Digital Mammography Project was a primary focus for the IT team this year. The activity involved interfacing with multiple systems such as the Picture Archive and Communications System (PACS). Rather than maintaining data in parallel systems, BreastScreen Victoria made a strategic decision to integrate these systems and maintain a single point of data entry, where data is not duplicated in other systems but always sourced from one point of entry. The key benefits of this strategy are the high quality of data integrity and the flexibility of workflow control.
Central Mailing System
BreastScreen Victoria currently mails approximately 800,000 documents each year including invitations to screening, appointment confirmations, screening results and call back for assessment letters. A review was conducted to determine if the screening results letters sent from each Service site could be generated from a central location to improve efficiencies by reducing duplicate mail processing and to take full advantage of bulk mailing discounts offered by Australia Post. Converting all sites to a single generic letterhead also offered significant cost savings across the Program. The project was trialled and implemented in BreastScreen Victoria’s client information management system, ‘Gecko’. After a successful deployment at Gippsland, the pilot site for the project, Geelong and Bendigo were then centralised in a staggered roll-out during 2007–2008. The project is due for completion early next year, when the full benefit of efficiencies will become evident.

Rural Broadband Digital Mammography Project
The completion of the Rural Broadband Digital Mammography Project in 2007–2008 was a significant milestone for BreastScreen Victoria. Made possible through funding support from the Department of Broadband, Communications and the Digital Economy, Multimedia Victoria and the Department of Human Services, Victoria plus significant in-kind support from Telstra, the three-year digital project saw Maroondah, Gippsland and Bendigo Screening and Assessment Services and one mobile screening unit successfully transition to digital technology. Due to a change in health service provider, the opportunity arose for the Geelong Service to also convert to digital technology.

The digital project set out to examine the feasibility of the deployment of digital mammography in screening and assessment; the integration of digital mammography with client information management systems; the electronic transmission of digital mammography images over the wireless broadband from the rural van; the storage and archiving of digital images and the sending of digital images between different assessment centres. The project has successfully demonstrated how digital technology can be used to improve breast screening services across the state.

Key digital technology benefits observed in the Mobile Screening Service van have been in the areas of quality of service in rural and regional areas where radiographers are able to assess the image quality while the woman is still present on site – saving an enormous amount of travel time for the woman and reducing anxiety associated with technical recall.

Digital technology has also enabled BreastScreen Victoria to trial the flexibility of image transfer which will ultimately enable us to make the most effective use of our radiology workforce. Considering the severe shortage of specialist radiology staff, this presents an exciting prospect for the future.

The combination of the latest wireless communications technology and digital imaging equipment has proven so significant an achievement that BreastScreen Victoria’s Digital Project was selected by Telstra to feature as a case study in its national broadband promotional activities.

BreastScreen Victoria is now engaged in strategic planning to leverage off this demonstrated potential of digital technology, including examining the redesign of service delivery that will improve efficiency and quality of service to women. Funding for completion of the state-wide deployment of digital mammography is currently being sought.

Thank you to all those involved in the Rural Broadband Digital Mammography Project for their time, commitment and assistance:
- Department of Broadband, Communications and the Digital Economy
- Multimedia Victoria
- Department of Human Services
- Telstra
- Sectra
- Siemens
- Fuji
- Barco
- Multidisciplinary team from BreastScreen Victoria
- Health Service Providers
- Private Radiology Providers

Staff
Congratulations to Cathy Cannon and Esther Cukier who reached their 15 years of service milestone during the year. We thank them for their long-standing commitment to the Program.

The year has witnessed several key staff changes. Kristie Gregg, Digital Project Manager, commenced maternity leave in May 2008 and Director Information Technology, John Siddham, picked up the digital portfolio in her absence. The baby boom continued with Communications Manager Angela Hill and Accountant Hien Tran also taking maternity leave.

The Coordination Unit farewelled Director of Operations Genevieve Chappell who, in May 2008, moved on to become head of the new National HPV Vaccination Register at the Victorian Cytology Service. BreastScreen Victoria thanks Genevieve for her outstanding contribution, particularly in her role as Acting CEO. We wish her all the best in her new position.

Saying Goodbye to Onella
The Board of Management hosted a formal event to farewell Onella Stagoll in January 2008. More than 80 of Onella’s colleagues and friends from around the state made the trip to pay tribute to her and the contribution she has made to the Program and to women’s health services more generally. Several speakers, including Mr John Collins on behalf of the Board of Management, spoke of Onella’s many talents and achievements in establishing the Program and guiding its development to the position it holds today. To remember her time with the Program, Onella was presented with a beautiful print featuring images of dancing women and an album filled with photos and tributes.
BreastScreen Victoria
Screening and Assessment Service, Bendigo

Established: 1995

Number of screening mammograms performed in 2007–2008: 11,015

Proudly brought to women by: St John of God Health Care, Bendigo

Accreditation status: 4 year accreditation valid until Nov 2008

Coverage: The Screening and Assessment Service, Bendigo is the screening centre for the region. The Service hosts the Mobile Screening Service every two years at Echuca, Kerang and Swan Hill.

Clinical Director: Dr Rob Jarvis

Dr Rob Jarvis completed his radiology training at the University of Melbourne then worked at the Royal Melbourne Hospital and St Vincent’s Hospital, and was a partner at Chelmer Diagnostic Group until 1990. For more than 16 years he was an associate at the University of Melbourne and played an active role in training and teaching radiology registrars. Dr Jarvis moved to Bendigo in 1991 and became a partner in Bendigo Radiology. He continued at the Royal Melbourne Hospital as a staff radiologist until 1996. He is currently the Deputy Director of Radiology at the Bendigo Health Care Group (Bendigo Base Hospital), and is the Director of BreastScreen Victoria, Screening and Assessment Service, Bendigo. Dr Jarvis is also the Director of Radiology at the Mt Alexander Hospital, Castlemaine and visiting radiologist to the Swan Hill and Hamilton Hospitals.

Program Manager: Philippa Hartney

Philippa has broad experience in cancer service delivery and administration. She has been Program Manager of BreastScreen Victoria, Screening and Assessment Service, Bendigo since 1994 and Strategic Manager Loddon Mallee Integrated Cancer Service since 2003. Philippa is a Registered Nurse Division 1 and holds a Diploma of Teaching Nursing, University of New England and a Master of Health Science from La Trobe University, Bendigo. Currently Philippa is completing a Doctorate of Public Health at Flinders University, South Australia.

Year in Review – Screening and Assessment Services

YEAR IN REVIEW

2007–2008 proved to be a demanding but rewarding year for the Screening and Assessment Service team at Bendigo.

Operations

The deployment of digital mammography was a significant event this year. Phase 1 began in late October 2007 and incorporated digitising hard-copy films, receiving digital images from the Mobile Screening Service (MSS) and Sunraysia BreastScreen and radiologists’ direct entry of results. Phase 2 commenced in May 2008 with the deployment of digital mammographic screening and assessment at the Bendigo site. This phased approach has been beneficial and despite some challenges, the digital technology has been embraced. An extensive renovation of the Bendigo site took place to accommodate the digital infrastructure and to provide a separate clinical suite and additional administrative offices.

The Bendigo Service’s accreditation visit occurred six weeks after the completion of the digital roll-out, providing a challenge to ensure procedures and workflow were developed, documented and demonstrated. Staff are to be commended for their dedication and hard work, and for maintaining a high standard of service delivery throughout this period of major change. The BreastScreen Australia (BSA) Evaluation Committee visited in March 2008. There was much to showcase during their brief visit and positive feedback was received. In October 2007 the Bendigo Service assumed responsibility for the screening and assessment of women attending Sunraysia BreastScreen, Mildura, which screens more than 2,500 women annually. The management transfer is expected to facilitate improved access to assessment.

Quality Projects

An important project undertaken by the Service’s Nurse Counsellors was the development of an information summary for women attending assessment. What Happens Today? was designed to help relieve anxiety for women recalled to assessment, reinforce information provided, evaluate the assessment process and invite feedback. The resource has been very successful and was highly commended by the BSA evaluation committee and the accreditation site visit team.

Mobile Screening Service (MSS)

A survey with a significant sample size was developed to evaluate the promotional activities of the MSS. A mail-drop prior to the MSS visit at each site was identified as one of the most effective means of encouraging women to use the Service.

Increasing Participation

Health promotion activities focused on increasing participation rates amongst the Aboriginal and Torres Strait Islander (ATSI) and culturally and linguistically diverse (CALD) communities. Events included ATSI health days at Bendigo, Kerang, Swan Hill and Robinvale, and presentations to the Italian women’s group at Kyabram (Echuca MSS) and to the Tongan community in Robinvale.

A successful Multicultural Health Day was held in Bendigo in partnership with several other organisations.

Relationship Building

A continuing professional development dinner for GPs and practice nurses was held in Echuca in April 2008. The evening was accredited by the Australian College of Rural and Remote Medicine and the Royal Australian College of General Practitioners.

The ‘Screening and Assessment Process’ has become an orientation program topic for fourth year medical students at Monash University (Bendigo campus). A lecture given by BreastScreen Victoria’s Community Liaison Officer, Bendigo, maps out BreastScreen Victoria’s model of care.

Staff

Thank you and farewell to Sherrill Hayes, Designated Radiographer since the Bendigo Service commenced in 1995. We wish her well in her retirement. Welcome to Amanda Richardson who has been appointed the new Designated Radiographer.
Year in Review – Screening and Assessment Services

BREASTSCREEN VICTORIA
SCREENING AND ASSESSMENT SERVICE, CENTRAL HIGHLANDS AND WIMMERA

Established: 1994

Number of screening mammograms performed in 2007–2008: 10,002

Proudly brought to women by:
St John of God Health Care, Ballarat

Accreditation Status: 4 year accreditation valid until Aug 2008

Coverage: Screening centres at Ballarat Base Hospital, Ballarat St John of God Hospital and Horsham. The Service hosts the Mobile Screening Service every two years at Birchip and Hamilton.

Clinical Director: Dr Cliff Trotman
Dr Cliff Trotman was a key instigator in the establishment of BreastScreen Victoria Screening and Assessment Service, Central Highlands and Wimmera, and has held the position of Director since 1994.

He has overall responsibility for each element of service delivery, with a particular focus on the integration and performance of the various clinical aspects of the screening and assessment service. Dr Trotman is a member of the Royal Australian and New Zealand College of Radiologists Breast Imaging Group, South Pacific Radiology Forum, Australian Society of Ultrasound Medicine and the Australian and New Zealand Society of Neuroradiology.

He frequently presents cases at breast, chest and oncology meetings for the Grampians Integrated Cancer Services. Dr Trotman, a former Convenor of the International Committee of the Rotary Club of Ballarat West, was involved in a joint Ausaid and Rotary Club of Ballarat West project to review radiology services at Yariola Hospital in Tonga.

Program Manager: Jennie Slattery
Jennie Slattery is responsible for the day-to-day management of all aspects of the Service including promotion, meeting screening targets, overseeing data collection, assessment and counselling activities, and financial and administrative efficiency. Jennie has been with the BreastScreen Victoria Screening and Assessment Service, Central Highlands and Wimmera, since it began in 1994 and is proud to be involved in offering such a great free service to women of the community. She is a member of the Australian College of Health Service Executives and of the Australian Institute of Management. Jennie holds a Masters in Business Leadership, a Grad Dip (Management) and is an internationally registered Aged Care Accreditation Assessor.

YEARS IN REVIEW

Central Highlands and Wimmera Screening and Assessment Service experienced an eventful year that was demanding but also very productive. Our screening numbers rose from 2006–2007, with throughput exceeding 10,000 women.

Operations
The ongoing process of negotiations to secure a new health provider to replace St John of God Health Care following the sale of their imaging service remained the key management objective for the year. The merger of two local radiology service providers who had expressed an interest in the Service was abandoned, causing further delays to the process. However, the establishment of an interim screening and assessment site within St John of God Hospital to ensure continuity of service provision during the negotiation period was achieved. Discussions with key stakeholders are continuing and it is anticipated that an agreement with a replacement health service provider will be reached in the coming months.

In preparation for the commencement of a new health service provider, administration and support services teams relocated from the St John of God Hospital building to a new site in Wendouree. Staff are to be congratulated for managing this transition process while in the midst of preparations for the accreditation site visit.

Accreditation
The accreditation site visit conducted in May 2008 was very successful with only minor recommendations being made for improvements. The site visit team commended all staff at the Service for their energy and dedication, particularly during the prolonged period of uncertainty regarding the appointment of a replacement health service provider. The Service looks forward to the findings of the visit which will be made available in the next financial year.

Mobile Screening Service
The Mobile Screening Service visited Hamilton between March and May 2008. A total of 1,811 women were screened which surpasses our screening target and is an increase in participation rates from the last visit of the van two years ago – an indication that the community of Hamilton has actively embraced the Service.

An Integrated Approach
During 2007–2008, staff continued to work closely with the Grampians Integrated Cancer Services (GCIS) in multidisciplinary review meetings. The GCIS is a Department of Human Services initiative, established to drive and develop cancer reform through an integrated service model which promotes local coordination of care for cancer patients. The forum provides a valuable opportunity for the Central Highlands and Wimmera Service to monitor quality, communicate with other service providers, enhance prevention and screening strategies and discuss all relevant aspects of care throughout the treatment pathway.

Staff
Staffing remained stable thought the year with no senior staff movement. The team have remained optimistic and dedicated to the Program. They are to be commended for maintaining the usual high level of service delivery despite the challenges of the year.
BREASTSCREEN VICTORIA SCREENING AND ASSESSMENT SERVICE, GEELONG AND SOUTH WEST

Established: 1993
Number of screening mammograms performed in 2007-2008: 15,382
Proudly brought to women by: Lake Imaging
Accreditation status: 4 year accreditation valid until May 2009
Coverage: Screening centres in Geelong, Portland and Warrnambool.

Clinical Director: Dr Linda West
Dr Linda West has been with the Screening and Assessment Service, Geelong and South West since it began as the first regional screening and assessment service in Victoria in 1993. Dr West still cares for the very first woman diagnosed with breast cancer through the BreastScreen Victoria Program. She is proud of the staff at the Screening and Assessment Service, Geelong and South West and how they care for the women of the area and their families. With a strong commitment to multidisciplinary care, Dr West is actively involved in the Regional Integrated Cancer Services Program, and has formed good relationships with local GPs and treating specialists.

Program Managers: Marilyn Townsend and Judy Dahlke
Marilyn Townsend, Program Manager until January 2008, has a background in medical imaging and has worked as a Radiographer, Sonographer, Clinical Risk and Quality Coordinator and Quality Consultant. Responsible for managing the operational side of the Service and ensuring women receive the appropriate level of care, Marilyn has been a key player in facilitating the implementation of digital services in Geelong.

Judy Dahlke was appointed Program Manager in June 2008. She has a broad background in Human Resources and general business management, working previously in executive roles within aged and community care. Judy is skilled in developing quality management systems and has a keen interest in OH&S and leadership development. Judy holds a Commerce degree and an MBA.

YEAR IN REVIEW
The Service performed well this year, with high participation and cancer detection rates. Screening numbers increased from 13,856 in 2006-2007 to 15,382 in 2007-2008. Staff at the Screening and Assessment Service, Geelong and South West are to be congratulated for their commitment to women and their families.

Operations
Radiographer staffing is an ongoing challenge due to the national shortage. Additional screening sessions on Saturday mornings were introduced in June 2007 to ensure throughput targets were met. The operation of two separate administration and screening sites continues to be logistically problematic. Strategies to manage this include improving information and communication flows through regular team meetings and efficiencies gained electronically.

Warrnambool and Portland
Warrnambool and Portland sites continue to operate with analogue screening and negotiations regarding the implementation of digital technology are ongoing. Dedicated staff provide an excellent service for rural women.

Digital Mammography
Our health service provider, Lake Imaging, is committed to facilitating the provision of digital imaging. The Geelong and South West Service is a key site in BreastScreen Victoria's digital roll-out; providing full field digital and computed radiography screening and fully digital assessment and digital vacuum assisted core biopsy. The process of full digital conversion is continually being refined, with problem-solving occurring as new issues arise. The two-year interval from the first digital screens at Geelong occurs at the end August 2008, which will reduce the need to digitise analogue images.

Increasing Participation
The Service’s Information Officers worked closely with local organisations to encourage and facilitate increased screening for Aboriginal and Torres Strait Islander Women, culturally and linguistically diverse women and women with disabilities. We strengthened relationships with the Gunditjmara and Wathaurong Indigenous communities via health workers in the Geelong and Warrnambool areas and through breast health presentations and a group booking arrangement at the Geelong screening site.

The Geelong Community Health Nurse organised for a BreastScreen Victoria Information Officer to present a breast health session to a group of hearing impaired women, with the assistance of an interpreter.

Consumer Group
The Geelong and South West Consumer Advisory Committee provided valuable input to our regional recruitment plan. They also gave feedback upon its implementation. The contribution, commitment and wisdom of members is greatly appreciated.

Relationships
The Service continues to foster good relationships with local family doctors and treating specialists. General practitioners regularly attend at assessment and at clinicopathology review meetings and their involvement with the Program is welcomed. We continued our strong commitment to multidisciplinary care with active involvement in the Regional Integrated Cancer Services program and in the training of breast care nurses.

Staff
2007-2008 has been a time of significant change for staff. Marilyn Townsend, Program Manager, left in January 2008 and Ann Virgo assumed the interim role of Program Coordinator, ensuring the Service continued to function to a very high standard. Thank you to both Marilyn and Ann for your efforts and commitment. Judy Dahlke came on board as Program Manager in June 2008. Data Manager Jo Popovic left in September 2007 and we welcomed Rachel Helwig to this position in January 2008. Nicole Puttyfoot assumed the role of Designated Radiographer in September 2007.
Year in Review – Screening and Assessment Services

BREASTSCREEN VICTORIA SCREENING AND ASSESSMENT SERVICE, GIPPSLAND

Established: 1993
Number of screening mammograms performed in 2007-2008: 10,031
Proudly brought to women by: Latrobe Regional Hospital
Accreditation status: 4 year accreditation valid until Feb 2011
Coverage: Screening centres at Bairnsdale, Morwell, Sale, Traralgon, Warragul and Wonthaggi. The Service hosts the Mobile Screening Service every two years at Foster, Leongatha, Mallacoota, Omeo, Orbost and Yarram.

Clinical Director: Mr Iain McNeil Miller
Mr Miller has been with the BreastScreen Victoria Program since the establishment of the Screening and Assessment Service, Gippsland in 1994. A surgeon working within the Program, Mr Miller became the Clinical Director in 1998. Responsible for clinical coordination at the Service located in Gippsland, Mr Miller works closely with the Program Manager, Nurse Counsellor and Designated Radiologist. His surgical expertise is drawn on to train new surgeons working within the BreastScreen Victoria Program. Mr Miller is a member of the Service’s Advisory Committee and therefore has close contact with representatives from screening centres in the Gippsland area and women attending the Service.

Mr Miller is a general surgeon with a practice in Sale, where he predominantly sees patients requiring breast or endocrine treatment. He is a member of the Board of General Surgery in Victoria and the Director of Courses (as well as part of the teaching faculty) for the Basic Surgical Skills Course (ASSET Course) at the Royal Australian College of Surgeons.

Program Manager: Deborah Brown
As the Program Manager of BreastScreen Victoria Screening and Assessment Service, Gippsland, Deborah is responsible for managing the Service on a day-to-day basis. Deborah was previously the Information Manager and the Assistant Program Manager of the Service before taking up the role of Program Manager in 2007. She is a member of the Royal Victorian Association of Honorary Justice, Palliative Care Consortia and Manager of the Gippsland Regional Integrated Cancer Services. Deborah brings a wealth of health experience to her role, given her background in community development, family therapy, grief counselling and paediatric palliative care.

YEAR IN REVIEW

The Gippsland Service has undergone a number of changes this financial year. In June 2008, the Morwell site relocated to the Traralgon Assessment Centre and this site is now known as the Traralgon West Screening and Assessment Centre. We have received excellent feedback regarding the relocation from Morwell, with women expressing their appreciation of the new facilities.

The year saw MIA cease provision of the radiology service to Wonthaggi BreastScreen. An agreement was reached with MIA to maintain screening rates for an interim period until the new provider, Wonthaggi Specialist Imaging, officially commenced.

Data Report
Gippsland presented an Annual Data Report to the February 2008 meeting of the State Accreditation Committee which showed the Service had achieved upward trends in most areas of the Program. The Service was pleased to report the highest participation rate in the state, with 64% of women in the target age group attending for screening. Specialist radiology staff shortages continue to remain the biggest challenge for the Gippsland Service, so the achievement of improved data figures is heartening for all staff involved.

Radiologist Mentoring Program
The Gippsland Service, in conjunction with Gippsland Regional Integrated Cancer Services and I-Med, was involved in the Gippsland Radiologist Mentoring Program; a ‘Cancer Australia’ initiative funded by the federal government. The 22-session program was designed to facilitate an in-house accredited Gippsland BreastScreen standard, creating a pool of radiologists in the Gippsland region trained to this recognised standard. The program aimed to provide reading radiologists with both theoretical and practical training in accurately reading a large number of mammograms in an efficient time frame. It also aimed to educate radiologists in current best practice guidelines, so that they can translate their own specific diagnostic skills into determining what process is required to accurately and efficiently evaluate an imaging or clinically detected abnormality.

Community Engagement
Staff continue to work hard to impart the BreastScreen message through health promotion activities with the local community. We have had an eventful year supporting community groups, with involvement in activities such as the ‘Breast In Show’ art exhibition. The Service was involved in local race days and sponsored a fashion event ‘Diamonds on the Field’, especially designed for women in the 50+ age group. We also engaged with the Ramahyuck group in educating Aboriginal women about the importance of breast awareness and screening.

Staff
The Service was sad to farewell Nurse Counsellor Rosie Freeman who left in January 2008 to commence postgraduate studies. Rosie worked for BreastScreen for a number of years, making an important contribution to the welfare of the women of Gippsland. We thank her for her dedicated service. Lee Bray has been appointed as new Nurse Counsellor. Previously working at the Latrobe Regional Hospital, Lee has taken on the role with enthusiasm and initiative, and has established some new processes to streamline assessment clinics.
BREASTSCREEN VICTORIA
SCREENING AND ASSESSMENT SERVICE, MAROONDAH

Established: 1994

Number of screening mammograms performed in 2007–2008: 29,918

Proudly brought to women by:
Eastern Health

Accreditation status: 2 year accreditation with high priority recommendations valid until Apr 2010

Coverage: Screening centres at Ringwood, Boronia, Box Hill and Yarra Ranges. The Service hosts the Mobile Screening Service every two years at Alexandra, Belgrave, Corryong, Mansfield, Myrtleford, Tallangatta, Wangaratta and Yarrawonga.

Acting Clinical Director: Mr David Stoney
Mr Stoney commenced practising as a Consultant Surgeon over 20 years ago and has become a well-recognised specialist in his field, with a particular interest in the detection and management of breast disease. He completed his medical degree at Melbourne University and obtained his Fellowship with the Royal Australasian College of Surgeons in 1974. Mr Stoney was appointed Senior Surgeon at Maroondah Hospital in 1985, and then became Director of Maroondah Hospital Breast Clinic, which he helped establish, in 1990. He played a valuable role in the establishment of the BreastScreen Victoria Screening and Assessment Service, Maroondah in late 1993 and has been Designated Surgeon since then. As Acting Clinical Director, he advised on key policy and operational matters.

Program Manager: Michelle Muldowney
Michelle Muldowney has been Program Manager since 2000 and is responsible for the coordination and operation of the Service. With the Clinical Director and other staff, Michelle plans and oversees the operations and administrative challenges during the year. She has been involved in the development and improvement of the Program’s service delivery and support functions. In addition, Michelle is Manager of Maroondah Breast Clinic, a multidisciplinary service for women with breast cancer and breast disease. Through the Breast Services Enhancement Program and North Eastern Metropolitan Integrated Cancer Services, she has participated in many projects aimed at improving services for women. Prior to her current role, Michelle held senior management positions, including Business Manager of the Women’s and Children’s Program at Southern Health.

YEAR IN REVIEW

Maroondah experienced some financial and administrative challenges during 2007–2008. Despite these, the Service came in on budget and achieved much. This good result is largely due to the teamwork and dedication of staff.

Operations
Our health service provider, Eastern Health, made two operational changes during the year: a new radiology provider, Imaging Partners Online Ltd, was appointed and the Service’s reporting line within Eastern Health changed from the ‘Ambulatory Care Program’ to ‘Imaging and Corporate Services’. BreastScreen Victoria’s Program should fit more comfortably in the new portfolio because of synergies with the imaging stream.

In March 2008 the Service faced a serious logistical challenge. A plumbing leak in the medical records storage area resulted in water damage to medical records and structural damage to the storage unit. 7,000-10,000 affected files were sent to a disaster recovery service for freeze drying and irradiation and the compactus file storage unit, floor and roof tiles were replaced. With no precedent to follow, staff investigated and implemented a recovery process. These learnings will be documented and used as a BreastScreen Victoria reference tool. Data staff are to be commended for their patience under very difficult conditions, in particular, Judy Munro and Kerri Scallion for managing the situation so well.

In 2007–2008, the Service hosted a GP seminar in October 2007. The presentation entitled ‘The Management of Breast Symptoms’ was accredited by the Royal Australian College of General Practitioners and 40 GPs attended.

National Evaluation
An Evaluation Advisory Committee (EAC) visit was conducted in March 2008 as part of the national evaluation of the BreastScreen Program. The EAC was interested in different models and local contexts, and in Maroondah as one of the few fully-integrated digital sites in Australia. Feedback was very positive: ‘Your presentation and the ensuing discussions were informative and stimulating, enabling the EAC to gain a greater understanding of the day to day operation of service delivery in a metropolitan setting. The EAC members were particularly impressed with … your enthusiasm in positive answers to questions, dedication to the Program and the sharing of visions for the future of BreastScreen Victoria.’

Continuing Education
The Service delivered a successful GP seminar in October 2007. The presentation entitled ‘The Management of Breast Symptoms’ was accredited by the Royal Australian College of General Practitioners.

Consumer Advisory Group
Women recruited through screening centres and local networks held the inaugural meeting of the Maroondah Local Consumer Advisory Group in 2008. Pleased to be a part of the BreastScreen Victoria consumer participation model, the group looks forward to contributing to local and state-wide improvements, and to making a positive difference for women who attend the Service.

New Ultrasound Unit
The Service was pleased to acquire a new ultrasound unit during the year. Clinicians welcomed the installation of the state-of-the-art ultrasound unit at the Screening and Assessment Service in Ringwood East.

Digital Mammography
BreastScreen Victoria confirmed funding for the digital integration of the Box Hill site, which screens around 10,000 women annually. All screening sites in the Maroondah catchment, with the exception of Yarra Ranges, will now be fully digitised. Preparations for the rollout have commenced, with completion expected next financial year.

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Staff
This year Maroondah farewelled several long-term staff: Vicki Pope (Data) Kathy McPhee (Nursing), Ron Dorey (Radiology) and Mary-Anne Bonnemoser (Recruitment). All have been with the Service for many years and have contributed substantially – they will be sorely missed. We wish them all the best with their new endeavours.

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BREASTSCREEN VICTORIA
SCREENING AND ASSESSMENT SERVICE, MONASH
Established: 1993
Number of screening mammograms performed in 2007–2008: 39,624
Proudly brought to women by: Southern Health
Accreditation status: 4 year accreditation valid until Feb 2009
Coverage: Screening centres at Berwick, Dandenong, East Bentleigh, Frankston, Mentone, Mount Waverley and Rosebud.

Clinical Director: Mr Stewart Hart
Mr Stewart Hart was involved in efforts to establish the BreastScreen Victoria Program and became Inaugural Program Director at the BreastScreen Victoria Screening and Assessment Service, Monash. Stewart is the Unit Head of the Southern Health Breast Surgical Unit and a member of the multidisciplinary breast oncology clinic. He has a private breast surgery practice and also a significant public health commitment to breast cancer screening, diagnosis, ongoing care and clinical research.

Program Manager: Louise Bowen
Louise Bowen has been the Program Manager of the BreastScreen Victoria Screening and Assessment Service, Monash since its establishment. During her time as Program Manager for the Service, Louise has also managed the BreastCare Project for Southern Health.

YEAR IN REVIEW
The Screening and Assessment Service, Monash achieved some significant and positive outcomes within a tight budgetary framework this year. Staff shortages continued to put a strain on the Service and this is reflected in our reduced screening numbers for the year. Staff have shown great resilience and dedication and they are to be commended for continuing to deliver a high-quality service for the women of the region.

Quality Projects
Work continued on a range of new and ongoing Quality Assurance projects during the year, demonstrating a firm commitment to achieving best-practice client care. Projects examining recall to assessment rates by the senior radiologists and the ‘Third Read Protocol’ have been part of the ongoing monitoring process during the year. A new project assessing continuity of care produced a very pleasing outcome. The ‘Nurse Counsellor Continuity and Consistency Audit’ examined the uniformity of information provided to women during counselling and the results identified a high level of consistency – evidence of appropriate orientation and training undertaken by staff.

Mobile Screening Service
The Mobile Screening Service was used for the first time by Monash in an effort to address low participation rates in an outer metropolitan region of Melbourne. Socio-economic and cultural factors were identified as barriers to screening in the area and the presence of the Mobile Screening van assisted in increasing the percentage of local women in the target age range participating in the Program.

Consumer Reference Group
The Service was disappointed to lose our highly valued Community Information Worker Laura LoBianco-Smith during the year but was able to achieve most of the planned objectives before her departure. The gap has not been filled as yet, impacting upon our ability to respond to community needs. Despite this, the Consumer Reference Group, for which the Community Information Worker was responsible, continues to meet regularly and remains a high priority for the Service. We are actively recruiting new members and will continue to work towards achieving annual objectives. It is hoped that increased numbers will help the group to consolidate during the coming months.

Staff
It is with much gratitude that we recognise the commitment of our long-serving staff members:
15 years: Janita Bettio, Louise Bowen, Belinda Brown, Jill Evans, Chris Fetterplace, Jane Fox, Stewart Hart, Vernon Marshall, Michael Moran, Jayne Mullen and Geoff Thomas.
10 years: Stephen Booth
BREASTSCREEN VICTORIA
SCREENING AND ASSESSMENT
SERVICE, NORTH WESTERN

Established: 1991. This Service was the first to be established in 1991 and carries the historical beginnings of the Program; the Essendon screening centre opened in 1987 as one of 10 pilot sites for the national evaluation of mammography screening.

Number of screening mammograms performed in 2007–2008: 30,644

Proudly brought to women by: Melbourne Health

Accreditation status: 2 year accreditation with high priority recommendations valid until Aug 2009

Coverage: Screening centres at Brimbank, Broadmeadows, Essendon, Footscray, Parkville and Werribee. The Service hosts the Mobile Screening Service every two years at Broadford, Gisborne, Kyneton, Melton, Port Phillip, Seymour and Sunbury.

Clinical Director: Dr Allison Rose
Dr Allison Rose joined the BreastScreen Victoria Screening and Assessment Service, North Western in 1993 as a Senior Radiologist and was appointed the Clinical Director in 2001. Dr Rose is committed to the professional development of others and is actively involved in training medical students, radiology registrars and visiting radiologists. An advocate for integrated and comprehensive breast care, Dr Rose's focus is the seamless transfer of women across the Program, from screening through to diagnosis and, if required, treatment.

Program Manager: Victoria Cuevas
Victoria Cuevas joined the Screening and Assessment Service, North Western in 1994 as a counsellor. She became Acting Community Education Officer in 2000 and Program Manager in 2002. Currently completing an MBA at Deakin University, Victoria is a qualified Social Worker and has postgraduate qualifications in Information Technology and Legal Studies. Victoria brings strong community health experience to her role, having worked as a Project Officer in the disability field and in community health program delivery.

Victoria has also worked extensively with women from culturally and linguistically diverse backgrounds and with women experiencing domestic violence.

YEAR IN REVIEW

2007–2008 saw an improved performance in results delivery and ‘assessment with biopsy’ timelines. Radiology workforce shortages continued to affect screening rates at most sites, however, throughput at the Werribee screening site was well above target. In December 2007, the Royal Women’s Hospital ceased provision of screening services. The majority of women attending this site will now be screened at either the Essendon site or the Royal Melbourne Hospital (Royal Park Campus) Parkville site.

In August 2007, North Western successfully achieved two year accreditation. The multi-disciplinary team worked hard to achieve this good result for the Service, in what has been a very busy and challenging year.

Training and Education
North Western continued to make a significant contribution to the education of medical, nursing and allied health professionals. The Service was actively involved in the training of medical students and junior radiologists, with a training period at North Western being part of the rotation calendar for all registrars with the Royal Melbourne Hospital Radiology Department. A senior radiologist undertook a mammography training sabbatical with Clinical Director, Dr Allison Rose, and two Breast Fellows trained with the Program in 2007.

Research and Quality
Two Advanced Medical Science students worked with the Service on a research project examining predictors of invasion on Ductal Carcinoma in Situ (DCIS) and DCIS margins. Congratulations to both students, who each received a Distinction grade for their thesis. In late 2007, a research project was undertaken by two supervised Social Work students from La Trobe University in conjunction with the Consumer Advisory Group and Service staff. The project evaluated women’s experiences at the assessment clinic and provided valuable feedback for the Service.

Overall, comments from women were appreciative of the excellent clinical care received, with common themes being that staff provided a caring, personal and informative service. The survey identified one major issue – women had difficulty finding the assessment centre on campus. As a result, signage upgrades have been implemented.

Working in Partnership
Two Information Officers on secondment from the Maroondah and St Vincent’s Services assisted North Western with GP liaison throughout the Essendon and Moonee Ponds areas and with recruitment for the Mobile Screening Service visit to Melton. Thank you to both Services for this opportunity to share staff expertise.

Consumer Advisory Group
The North Western Consumer Advisory Group made an important contribution towards maintaining high quality service delivery in the BreastScreen Victoria Program. The group reviewed the positive and negative community feedback received from the assessment centre project, with members making constructive recommendations. The Consumer Advisory Group was also involved in discussions on policy and workforce challenges.

Staff
It is with much gratitude that we thank the following staff who have served BreastScreen Victoria since its earliest days at the Essendon Hospital in 1987: Susy Alessandrini, Mr John Collins, Hui Lee, Fran Mason, Jenny Owen, Dr Allison Rose and Amita Vaid.

Volunteers
A special thank you to our wonderful volunteers Freda Nicolis and Shirley Cullum who provided invaluable support to women and their relatives with cups of tea and a friendly chat during the Monday and Thursday clinics.

Farewell and Thank you
The Service would like to acknowledge the valuable contribution made by May Haig during her long association with the Consumer Advisory Group.
Year in Review – Screening and Assessment Services

BREASTSCREEN VICTORIA
SCREENING AND ASSESSMENT SERVICE, ST VINCENT’S

Established: 1993
Number of screening mammograms performed in 2007–2008: 37,240

Proudly brought to women by:
St Vincent’s Hospital Melbourne

Accreditation status: 2 year accreditation with high priority recommendations valid until May 2010
Coverage: Screening centres at Camberwell, Elsternwick, Epping, Fitzroy, Greensborough, Heidelberg, Preston, Mildura and Shepparton.

Clinical Director: Associate Professor Jennifer Cawson
Associate Professor Jenny Cawson specialises exclusively in breast imaging and diagnosis, and has been Director of the Screening and Assessment Service, St Vincent's since its establishment in 1993. She played a key role in the development of national standards for BreastScreen Australia and in demonstrating that mammographic screening could be performed to international standards during the pilot stage of BreastScreen Victoria. She has taught and mentored many radiologists in breast imaging and is founder and convener of the Breast Imaging Group, Royal Australian and New Zealand College of Radiologists. Associate Professor Cawson has a Master’s in Public Health (Monash), a Doctorate of Medicine (Melb) and is Associate Professor of the Department of Radiology (Melb). She has research interests in breast imaging, screening and evaluation, and is widely published in these topics.

Program Manager: Erin Cosgriff
Erin Cosgriff initially joined the BreastScreen Victoria Program as the Community Information and Liaison Officer for the Screening and Assessment Service, Gippsland when it was established in 1996. Erin was appointed Program Manager in 1998 and oversaw the Breast Services Enhancement Program for the Gippsland region. In 2002, she became Program Manager of the St Vincent’s Service. Erin works with a large multidisciplinary team to coordinate the Service’s operations across a significant area of rural and metropolitan Victoria. She has a diverse background in women's health service provision, with particular interests in sexual assault counselling and birth education.

YEAR IN REVIEW

The Screening and Assessment Service, St Vincent’s experienced a challenging and very busy year. High standards of service delivery were maintained throughout the hectic lead up to the accreditation site visit – a credit to Service staff. Two year accreditation was achieved and the Service was praised for its excellent cancer detection rates, continuity of care, communication with general practitioners and Breast Fellow training program.

Operations
2007–2008 saw a continuation of the challenges brought about by the workforce shortage of well-trained and skilled radiologists in the area of breast imaging. As with other Services, this has impacted upon throughput. St Vincent’s BreastScreen continued its successful program of training young registrars and radiologists during the year. More than two-thirds of our current radiologist workforce continue with us long-term following their participation in the training program.

Increasing Participation
Links with the Aboriginal and Torres Strait Islander community have been strengthened considerably this year. Our Community Health Educator further developed the Service’s relationship with the St Vincent’s Hospital-based Aboriginal liaison and advisor staff. Links were also extended with the Victorian Aboriginal Health Service and the Victorian Aboriginal Community Controlled Health Organisation which have their bases in our catchment. A group bookings service for screening Indigenous women was introduced and has been well accepted and attended. The North West Multicultural Network’s combined Culturally and Linguistically Diverse Forum liaised with our Community Health Educator during the year. Discussions identified many opportunities for working with individual communities. The new partnership also led to the exploration of collaborative multilingual education projects with The Cancer Council, Victoria.

Education
Associate Professor Cawson convened the biannual Royal Australian and New Zealand College of Radiologists Breast Imaging Group meeting in July 2007. The faculty consisted of local and international experts in the field of mammographic screening for breast cancer. Delegates were stimulated by the diverse program and the opportunity to meet with their peers.

Service Relationships
A primary relationship of St Vincent’s BreastScreen is that with other BreastScreen Services. The Quality Groups provide support, advice and an opportunity for reflection on practice by peers. Utilising staff between Services provides stimulating opportunities for extension and development and is evidence of a common commitment across the Program.

Consumer Reference Group
The St Vincent’s Consumer Reference Group had a very productive first year, reviewing resources and a client satisfaction survey. Reasons the group have given for offering to be involved include: ‘I believe BreastScreen is a very valuable and necessary service and I would like to feel that the service is used to benefit the maximum number of women’, ‘to learn about being a consumer representative’ and ‘to help by offering my opinion.’ The St Vincent’s Consumer Reference Group now has a representative on the state Consumer Advisory Committee.

Staff
Congratulations to Radiologists Hannah Rouse, Kirsten Gordon and Melanie Seale, to Chief Radiographer Zara Werts and to Data Manager Pamela Wilkins, who have recently taken maternity leave. A lovely crop of baby photos adorns our tea-room walls. We acknowledge and thank the following staff for their 10 years of service to the BreastScreen Victoria Program: Teresa Buttigieg, Data Clerk and Dorothy Foote, Mammographer.
Number of women screened: 12,639

Participation on the Mobile Screening Service remains high with appointments consistently filled as the two vans move around Victoria. The digital Mobile Screening Service van is now completing its second year of operation and use of digital technology has continued to allow many women to be assessed locally rather than having to travel to Melbourne. The analogue Mobile Screening Service van has continued to provide access to the Program for women in the outer metropolitan corridors. Staffing has remained stable with no turnover over the past 12 months. We have successfully implemented a system where all the radiographers can easily operate in both the analogue and digital environment.

In the last year the Mobile Screening Service visited the following sites:

Alexandra
Belgrave
Birchip
Broadford
Cranbourne
Echuca
Hamilton
Kerang
Kyneton
Mansfield
Port Phillip
Swan Hill
Sunbury
**Raising Awareness**

**CHINESE LANGUAGE CLINICS**

To better cater for the needs of the significant Chinese population in the area, Maroondah BreastScreen introduced a special screening clinic at which a female Mandarin and Cantonese-speaking interpreter assists Chinese women with the mammogram process. Established in June 2006, the clinic sessions have proven to be so popular that an additional morning session will commence in July 2008.

A bilingual worker from The Cancer Council, Victoria Community Language Program assisted with the initial promotion of the Chinese Language Clinic. English and Chinese flyers were also developed and circulated, and Chinese-speaking local general practitioners received information about the clinic. Feedback has been very positive with women saying that they appreciate the efforts made by BreastScreen to cater for their needs. Being able to converse in their preferred language helps to alleviate some of the anxiety that women may experience when having a mammogram. Other benefits include enhanced client-radiographer relationships, ease of positioning during the mammogram and improved efficiencies.

**‘BREAST IN SHOW’**

Raising health awareness through art has proven to be a successful education model in rural Victoria. During the year the Screening and Assessment Service, Gippsland was involved in a travelling community art exhibition, ‘Breast in Show’. Despite the humorous title, the exhibition was a poignant visual expression of personal journeys with breast cancer. Featuring photography and other media, ‘Breast in Show’ gave local women a creative outlet and helped raise awareness about breast cancer, healing and body image. At the opening of the exhibit at each location, the Gippsland Service’s Information Officer gave a breast awareness presentation and distributed BreastScreen Victoria resources. A gold coin entry charge was donated to the Breast Cancer Network. BreastScreen Victoria thanks the Shires of Gippsland for their generous support of this exhibition.
SHOE ART

Following the success of the touring exhibition ‘Bras on Parade’ in 2007, the Central Highlands and Wimmera Service took to the road again this year with ‘It’s a Shoe Thing’. This highly innovative exhibition featured some 70 shoes moulded into fascinating and humorous art forms. The 24 contributors to the exhibition were members of the Creswick Hospital Auxiliary, local artisans and members of the public.

Central Highlands and Wimmera took ‘It’s a Shoe Thing’ to Kirrit Barreet Aboriginal Art Gallery in Ballarat, Maryborough Art Gallery, Horsham Arts Festival and Ararat’s Performing Arts Centre. Like ‘Bras on Parade’ before it, ‘It’s a Shoe Thing’ proved to be a wonderful vehicle to celebrate women’s creativity and engage diverse groups whilst conveying the important health messages of breast awareness and the BreastScreen Victoria Program. Money raised from the exhibition went towards nominated local community projects and the Creswick Hospital.

FROM THE HEART

In May 2008, the Monash Screening and Assessment Service was delighted to receive a beautiful quilt as a gesture of appreciation from a group of talented craftswomen – the Bay Quilters. The local quilters used a heart design as the central motif of the piece to reflect the idea that was made ‘from the heart’. Installed as a wall hanging in the Moorabbin Assessment Centre, the colourful design helps create a welcoming environment. Clinical Director Mr Stewart Hart said the new quilt, along with another quilt donated by the group last year, ‘attracted many positive comments from women attending for assessment.’

MALLEE GIRL

In early 2008, a group of artistic Kerang women partnered with BreastScreen Victoria Screening and Assessment Centre, Bendigo, to raise awareness about the Mobile Screening Service. The Kerang Quilters worked together with local tradespeople to create Mallee Girl, a life-sized soft-sculpture doll that exemplifies the qualities of the women of the Mallee. Mallee Girl was designed by local doll-maker Jill Swifte and depicts various aspects of life for Mallee women including raising children, farming, working and entertaining. The emotions of joy and sorrow, mixed with the traits of dignity, diligence, gentleness and care, are portrayed in embroidery and appliqué.

Mallee Girl is always displayed with BreastScreen Victoria resources, encouraging women to discuss BreastScreen and any breast health issues while admiring the handiwork.
Thank you and Farewell Onella Stagoll OAM

After 15 years of dedicated service to the women of Victoria, Chief Executive Officer, Onella Stagoll OAM, left BreastScreen Victoria in December 2007. Onella came to BreastScreen Victoria with a wealth of experience. She started her career as a social worker then moved into health policy formulation at a state and federal level. She established the first women’s health services and women’s health programs while Manager of Women’s Health in the (then) Department of Health and served as a policy advisor to the Deputy Prime Minister and Minister for Health during the 1980s.

As founding CEO of BreastScreen Victoria, Onella was pivotal to the planning, growth and maintenance of the organisation as we know it today. In 1992, from the fledgling Coordination Unit in Carlton, she quickly developed Screening and Assessment Services in two large metropolitan regions, closely followed by five more Screening Services by 1994. Her commitment to providing an equitable health service saw the establishment of the Mobile Screening Service (for rural and remote locations) later the same year. By June 1995, eight Screening and Assessment Services had been established and the Program had screened nearly 137,000 women. The speed at which the Program was rolled out is testament to Onella’s ability to bring together a diverse stakeholder group and formulate strategic operational partnerships.

During the establishment phase of the Program, Onella was involved in the development of a unique screening service model. The BreastScreen Victoria model – engineered in such a way that the objectives and policies of BreastScreen Australia could be most efficiently achieved using in-house Registry and Data Management systems – became the benchmark for breast screening services nationally.

Onella firmly adhered to the BreastScreen Australia National Accreditation System principles – access, participation, representation, information and education, and sought to apply the latest technological advances and assessment modalities wherever possible. Evidence of these principles in action can be seen in the establishment of the Consumer Advisory Committee in 1993, her ongoing commitment to increasing participation rates for disadvantaged groups of women and her enthusiasm for the possibilities offered by digital technology.

During her time at BreastScreen Victoria, Onella developed a remarkable network of public health experts – raising the profile of the Program and ensuring our voice was heard at the highest levels of population screening and women’s health policy-making.

Onella has received a number of awards that recognise her leadership and contribution to the field. In 1998, she accepted the inaugural Victorian Public Health Award for Excellence in Service Delivery on behalf of BreastScreen Victoria. In 2003 she was a Telstra Business Woman of the Year finalist and in 2005 Onella was awarded the Medal of the Order of Australia ‘for services to community health through BreastScreen Victoria, focusing on education and awareness of services available to women in rural areas and those from culturally diverse backgrounds’.

Maintaining a high quality service, improving participation, giving voice to consumers and tackling inequalities of access were hallmarks of Onella’s time with BreastScreen Victoria but her passion for reducing the impact of breast cancer on the lives of women in Victoria through early detection was always, unmistakably, her driving force.

Thank you Onella for your outstanding contribution to BreastScreen Victoria and for Caring about Women.

TRIBUTES

‘Onella’s work has won national and international recognition. She has consistently and tirelessly striven for and achieved the best outcomes for cancer control, particularly for women. The achievement is enduring and has provided powerful networks of high quality, accountable and audited screening, diagnosis and care.’

Assoc Prof Richard Bell (Chair, BreastScreen Victoria 2003-2007)

‘It is important to acknowledge the pivotal role Onella had in overseeing a service that has delivered good outcomes and that is well regarded by women and the medical community. I will always remember and admire Onella for holding fiercely to principle and for insisting that high standards of care can be offered efficiently and respectfully.’

Louise Bowen (Manager, BreastScreen Victoria Screening and Assessment Centre, Monash)

‘What really shines through is a caring and strongly ethical person of deep passion and commitment to making a difference for the women that she served so well in Victoria and more broadly Australia.’

Jennifer Muller (Senior Director, Cancer Screening Services Unit, Queensland Health)

‘When I was first trying to set up Breast Cancer Network Australia, I needed an office base – a desk, a computer and some structure around me. Onella, without hesitation, offered me a desk within the Breastscreen office in Carlton and it was from there that BCNA began in earnest. I have never forgotten Onella’s willingness and hands on support of the concept for a national body which could speak up about the issues for women with breast cancer. It was just enough to kick start us! That was more than 10 years ago and since then I have watched and admired Onella work in so many ways for the community and especially on behalf of women.’

Lyn Swinburne AM (Chief Executive Officer, Breast Cancer Network Australia)
The BreastScreen Victoria Program continues to attract interest from researchers because of its comprehensive data collection, which spans more than a decade of activity and over 2.6 million screens. The data set covers all aspects of screening and includes demographic details, screening and assessment activity, outcomes, pathology and histology details, and treatment. Research within BreastScreen Victoria has ranged from larger, state-wide studies to smaller analyses of work within an individual Service. BreastScreen Victoria does not fund research initiatives, but is committed to working collaboratively with investigators.

1 RESEARCH AND EVALUATION PROJECT NOTIFICATIONS

Titles, authors, the institution of the principal investigator and a categorisation are listed below for research and evaluation studies which commenced between 1 July 2007 and 30 June 2008.

1.1 Influence of mammographic density on DCIS tumour characteristics: A pilot nested case/control study.
Erbas, B., Kavanagh, A., Cawson, J.
La Trobe University
Research category: Epidemiology/public health

1.2 Mammographic density in a cross-sectional study of a sample of postmenopausal women enrolled in the Melbourne Collaborative Cohort Study (MCCS).
Baglietto, L., English, D.
Research category: Epidemiology/public health

2 PUBLISHED PAPERS
Papers resulting from research or evaluation activities conducted within BreastScreen Victoria and published in peer-reviewed literature are listed below:

2.1 Establishing treatment benchmarks for mammography-screened breast cancer population based on a review of evidence-based clinical guidelines.
Delaney, G., Shafiq, J., Chappell, G., Barton, M.
Cancer 2008; 112 (9): 1912-1922

2.2 Can Mammographic Findings Help Discriminate Between Atypical Ductal Hyperplasia and Ductal Carcinoma In-Situ After Needle Core Biopsy?
Hoang, J.K., Hill, P., Cawson, J.

2.3 Use of breast cancer screening and treatment services by Australian women aged 25-44 years following Kylie Minogue’s breast cancer diagnosis.
Kelaher, M., Cawson, J., Miller, J., Kavanagh, A., Dunt, D., Studdert, D.M.

3 PAPERS ACCEPTED FOR PUBLICATION

3.1 An NBTF funded project to investigate the influence of mammographic density on DCIS tumour characteristics commenced recruiting participants in March 2008.

3.2 BreastScreen Victoria is working on a project with The Cancer Council, Victoria to look at mammographic density in a cross-sectional study of a sample of postmenopausal women enrolled in the Melbourne Collaborative Cohort Study (MCCS), however progress has halted due to recent staff departures.
Leadership

1. Ms Sandy Anderson
2. Ms Dorothy Reading
3. Ms Anne Cronin
4. Ms Glenda Banks
5. Associate Professor John Collins
6. Dr Andrea Diamond
7. Professor Dallas English
8. Ms Mary Hawkins
9. Ms Jane Poletti
10. Ms Genevieve Webb
11. Ms Vicki Pridmore
12. Ms Onella Stagoll

BOARD OF MANAGEMENT

The BreastScreen Victoria Board of Management is appointed by the Minister for Health. The Board of Management liaises closely with the Department of Human Services and the Minister for Health regarding funding for the Program and desired outcomes. The Board of Management meets at the BreastScreen Victoria Coordination Unit eight times a year. Members do not receive any payment or sitting fees except for executive staff members holding positions within BreastScreen Victoria who receive payment in accordance with their agreed terms and conditions.

We acknowledge and thank the following members of the Board whose terms of appointment expired in November 2007:

- Associate Professor Richard Bell, Chair
- Ms Margaret Crossley, Treasurer
- Ms Vera Boston

Ms Sandy Anderson
M HlthM, Grad Dip (Comm Hlth), RN
Chair
From December 2007
Sandy Anderson is currently Health Promotion Coordinator and Women’s Health Nurse at Women’s Health Grampians. She has also held a Nurse Consultant role with PapScreen Victoria, at The Cancer Council, Victoria for the past seven years and, in that role, coordinates the Victorian Credentialed Nurse Pap Test Provider Program. Sandy is a member of the Victorian Civil and Administrative Tribunal for the Occupational and Business Registration List and is the recently retired Chair of the Victorian Cytology Service Board. Her skills include business management; particularly health industry and corporate governance.

Ms Dorothy Reading
BA, Dip Ed
Deputy Chair
Dorothy Reading is a Senior Strategic Consultant at The Cancer Council, Victoria. She was a member of the steering committee of the Essendon Mammographic Screening Pilot Program and was nominated as a representative of The Cancer Council, Victoria on the founding BreastScreen Victoria Board in 1991 and elected Deputy Chair in 1993. Dorothy has also been a member of the State Accreditation Committee since 1994 and is its current Chair.

Ms Anne Cronin
BSc, BBus (Acc), MAICD, FAIM, FCPA
Treasurer
From December 2007
Anne Cronin is the Chief Operating Officer at the Murdoch Childrens Research Institute. Trained as a medical scientist, Anne moved into management at the time of the establishment of the Murdoch Institute 20 years ago. She is a Fellow of the Society of CPAs and the Australian Institute of Management and is a member of a number of boards in the not-for-profit sector including University College at the University of Melbourne, Raising Children Network and the Australasian Research Management Society. Anne is also a member of BreastScreen Victoria’s Consumer Advisory Committee.

Ms Glenda Banks
FAICD
Representing the Consumer Advisory Committee
Glenda Banks heads a consultancy managing communications policy and implementation for public and private sector organisations. She is the author of six books on social issues (including separation and divorce, parenting and ageing, and a history of health accreditation in Australia) and holds a Masters thesis on IT for equitable health care in rural and remote Australia. A Fellow of the Australian Institute of Company Directors, she has served on various boards, councils and committees including the Australian Council on Healthcare Standards. She was appointed Chair of the BreastScreen Victoria Consumer Advisory Committee in April 2006.


**Associate Professor John Collins**  
MBBS, FRACS, FACS  
*From November 2007*

John Collins is Associate Professor at the University of Melbourne Department of Surgery and Dean of Education at the Royal Australasian College of Surgeons. He is a breast surgeon and former head of the joint Royal Melbourne and Royal Women's Hospital Breast Unit. John has been involved in breast screening as a surgical specialist since its commencement in 1987. He is the past Chair of the Breast Committee of the Victorian Cooperative Oncology Group (VCOG) and past President of the International Breast Cancer Study Group (IBCSG). He has a strong research interest in breast infection, breast cancer and medical education.

**Dr Andrea Diamond**  
PhD (Bus) BA (Hons) (Soc Wk)  
*From December 2007*

Andi Diamond was appointed CEO of the City of Yarra in April 2008 having worked previously as the Director of Customer Services at the City of Monash. She has held senior roles at both the director and general manager level across a broad range of portfolios within local government including strategic and statutory planning, engineering, parks and gardens, waste management, tourism, recreation and human services. She has experience in community services and the health sector, and has worked in organisational development and change management.

**Professor Dallas English**  
PhD (Epidemiology), MSc  
*From November 2007*

Professor English is Director of the Centre for Molecular, Environmental, Genetic and Analytic Epidemiology in the School of Population Health, University of Melbourne and Senior Principal Research Fellow at the Cancer Epidemiology Centre at The Cancer Council, Victoria. He has substantial experience as a cancer epidemiologist, having worked in this field since 1982. He has also served on many state and national policy committees and is active within the National Health and Medical Research Council. In accordance with our Rules of Incorporation, Professor English is the Cancer Council, Victoria nominated representative.

**Ms Mary Hawkins**  
MBA, BSc, BAppSc, Grad Dip. (Computing), Grad Dip (Ed)  
*From January 2008*

Mary Hawkins has 20 years experience in managing technology across local government and the corporate sector and is currently Head of Technology, Sustainability and Community Programs at ANZ. She is on the Boards of the International Women’s Development Agency, Victorian Women in ICT and Star of the Sea College and is on advisory panels for the Victorian Sustainability Fund and the Centre for Organisational and Social Informatics at Monash University.

**Ms Jane Poletti**  
MM (Strategic Foresight), LLB, BSc  
*From November 2007*

Jane Poletti currently operates a General Counsel and Commercial consulting practice to which she brings 14 years experience with prominent Melbourne law firms and 3 years of management experience with a technology company. In addition, Jane is a commercial director and co-owner of an emerging Sms Information service. She is a member of the Australian Institute of Company Directors and has completed the foundation Victorian Health Boards Governance Program.

**Ms Genevieve Webb**  
BA (Hons) (Psych), BAppSc (Computing)  
FAICD  
*From November 2007*

Genevieve Webb is General Manager Corporate Services at Mind. She has held a variety of leadership roles as a manager and consultant across the public, private and community sectors including Executive Director of Relationships Australia (Vic), Assoc. Director at KPMG and Manager at City of Melbourne. Genevieve has previously served on the board of a TAFE Institute and a transitional housing service, and is a member of the Audit Committee for the State Revenue Office. She is a Fellow of the Australian Institute of Company Directors.

**Ms Vicki Pridmore**  
Grad Dip (Org Psych), BA (Comm & Org Psych), Dip Teaching (Sec)  
*Ex officio*

*From May 2008*

Vicki Pridmore joined BreastScreen Victoria as the Chief Executive Officer in April 2008. Prior to this she was CEO of the Cheltenham & Regional Cemeteries Trust, where she oversaw a central management structure that supported the unique local identity of each Trust site (including cemeteries at Brighton, Cheltenham and Bunurong plus crematoria at the Bunurong location). She has extensive experience in the human services sector, most recently serving as Director Portfolio Services, Department of Human Services. In this role she managed corporate services — including legal, media, complaints, parliamentary correspondence and briefings — and was responsible for key governance operations. Her career path spans secondary teaching, organisational and counselling psychology, project review and a decade in senior and executive management roles within the public sector. As CEO, Vicki brings both practical and strategic skills to her role and places an emphasis on communication, continuous improvement and strategic change management so as to continue to grow and develop BreastScreen Victoria.

**Ms Onella Stagoll OAM**  
MSc, BA, Dip Soc Studies  
*Ex officio*

*To December 2007*

As Chief Executive Officer until the end of 2007, Onella Stagoll managed BreastScreen Victoria’s operations from the commencement of the Program in 1992. At a national level she was a member of the Policy Review and New Technologies and the Quality Improvement and Workforce working groups – both working groups of the Australian Screening Advisory Committee. She was also a member of the National Quality Management Committee. Within BreastScreen Victoria Ms Stagoll was ex officio member of the Board of Management, Executive Committee, State Accreditation Committee, Finance and Audit Committee and Consumer Advisory Committee.
BREASTSCREEN VICTORIA BOARD OF MANAGEMENT SUB-COMMITTEES

A number of sub-committees exist to advise the Board of Management on specific areas relevant to the Program. An Executive Committee has been established to deal with urgent matters in between Board of Management meetings. The members of each Board of Management sub-committee are listed below.

Partnership Committee
Ms Vicki Pridmore (Ex officio)
Ms Sandy Anderson (Ex officio)
Ms Genevieve Webb
Mr Greg Stenton (DHS)
Ms Louise Galloway (DHS)
Ms Chrissie Pickin (DHS)

Executive Committee
Ms Sandy Anderson (Chair)
Ms Anne Cronin
Ms Dorothy Reading
Ms Genevieve Webb
Ms Vicki Pridmore (Ex officio)

Finance and Audit Committee
Ms Anne Cronin (Chair) from January 2008
Ms Margaret Crossley (Chair) to November 2007
Ms Sandy Anderson from January 2008
Associate Professor Richard Bell to November 2007
Ms Andrea Diamond from January 2007
Dr Dallas English to November 2007
Mr Manny Bonnici (Ex officio)
Ms Vicki Pridmore (Ex officio) from May 2008
Ms Onella Stagoll (Ex officio) to November 2007

State Accreditation Committee
Ms Dorothy Reading (Chair)
Ms Sandy Anderson (Ex officio) from January 2008
Ms Monica Byrne to August 2007
Dr Dallas English
Dr Jill Evans representing the Radiology Quality Assurance Group
Dr Michael Jeford
Ms Jayne Mullen
Ms Elisabeth Newman (consumer representative) from April 2008
Ms Catherine Poliness
Ms Vicki Pridmore (Ex officio) from April 2008
Ms Onella Stagoll (Ex officio) to November 2007
Ms Jules Wilkinson (Ex officio)

Consumer Advisory Committee
Ms Glenda Banks (Chair)
Ms Barbara Bursztyn, from March 2008
Ms Stella Christian
Ms Anne Cronin
Ms Ruth Giles
Mrs Fran Harrison
Ms Jenny Holmes
Ms Sue Loeliger to July 2007
Ms Doreen Napier to May 2008
Ms Elisabeth Newman
Ms Judy Rynhart to June 2008
Ms Barbara Taylor
Dr Pam Williams
Ms Maria Wright to July 2007

Research and Evaluation Committee
Dr Vicki White (Chair)
Dr Anne Kavanagh (Deputy Chair)
Dr Jacquie Chirgwin
Ms Philippa Hartney
Ms Jane Jones
Associate Professor Pranee Liamputtong
Ms Rosetta Manaszewicz
Mr Bruce Mann
Ms Michelle Muldowney
Ms Barbara Taylor, representing the Consumer Advisory Committee
Ms Jules Wilkinson (Ex officio)

Governance Committee
Ms Sandy Anderson
Ms Jane Poletti
Ms Vicki Pridmore (Ex officio)

Digital Steering Committee (Executive)
Ms Jane Poletti
Dr Darren Lockie
Ms Louise Galloway (DHS)
Ms Vicki Pridmore (Ex officio)
Two Members of the Board of Management (on rotation from Executive Committee)

1. CEO Vicki Pridmore in discussion with management staff at the Program Manager’s Quality meeting.
BreastScreen Victoria Organisational Structure

Victorian Department of Human Services

BreastScreen Victoria Inc. Board of Management

Coordination Unit CEO & Staff

Quality Groups
- Program Management
- Surgery
- Radiology
- Nurse/Counsellor
- Pathology
- Data Management
- Radiography
- Information Officer

Partnership Committee
- Board of Management Executive Committee
- Finance & Audit Committee
- State Accreditation Committee
- Consumer Advisory Committee
- Research & Evaluation Committee
- Governance Committee
- Digital Steering Committee

Regional Screening and Assessment Services
- Bendigo
- Central Highlands and Wimmera
- Geelong and South West
- Gippsland
- Maroondah
- Monash
- North Western
- St Vincent’s
**Commitment to the Environment**

BreastScreen Victoria is committed to applying sound environmental initiatives wherever possible. The transfer from analogue to digital mammography at a number of Screening and Assessment Services has reduced the quantity of physical film produced. This in turn has significantly decreased the amount of photographic chemical waste generated by the Program. Paper, glass, aluminium and plastic are recycled on a site-by-site basis. The use of 100% recycled paper is being implemented across BreastScreen Victoria’s printed information resources and increasing the availability of electronic information resources is a priority for the Program.

**Accreditation**

As part of BreastScreen Australia, all BreastScreen Victoria Services are required to undergo regular reviews to ensure that they continue to meet the National Accreditation Standards. These national standards were developed by an expert committee within the national program, and describe the minimum standards and requirements for Services. They are based on research evidence and experience in breast cancer screening in Australia and overseas.

The National Accreditation Standards help to ensure that the goals of reduced morbidity and mortality are achieved, services are provided in a way that is acceptable to women, and the national program remains cost-effective. Accreditation standards have been developed for each of the following service objectives:

- participation and access
- screening and assessment
- acceptable and appropriate services
- effective management.

Assessment is conducted through site visits, internal quality programs and by continual reporting to the accrediting body. Accreditation is only achieved if a Service demonstrates an acceptable quality of service delivery. Although the National Accreditation Standards set minimum standards, these are seen as a starting point and it is expected that most Services will perform considerably above the requirements.

**Privacy**

BreastScreen Victoria is committed to protecting client privacy and confidentiality at all times and to ensuring that all health and personal information collected, stored, disclosed and destroyed by the Program complies with all relevant Victorian state legislation, including the Cancer Act 1958, the Health Services Act 1988, the Health Records Act 2001, the Public Records Act 1973 and the Freedom of Information Act 1982.

Every woman that attends BreastScreen Victoria for screening is asked to sign a consent form that authorises the use of her data for the purpose of monitoring the Program’s efficiency and performance. This information is only reported numerically and does not allow the identification of details from an individual woman.

Information that identifies a woman, such as her screening mammogram results, can only be made available to a third party, including her local doctor, with her prior written consent for this information to be released.

Further information about BreastScreen Victoria’s privacy statement can be found on our website: www.breastscreen.org.au

**Freedom of Information (FOI)**

The Freedom of Information Act 1982 gives clients the right to access information held by government organisations. All BreastScreen Victoria sites comply with the FOI Act. For further details contact the Manager Information Services, BreastScreen Victoria:

PH (03) 9660 6888.

**Complaints Process**

BreastScreen Victoria’s Complaints Policy is consistent with the Health Services (Conciliation and Review) Act 1987. The policy emphasises the importance of providing an environment in which complaints can be made and resolved in a spirit of cooperation. Complaints are seen as an important part of BreastScreen Victoria’s quality assurance program, that is, they enable problems to be identified and remedial action to be taken where appropriate. Most complaints are resolved at the local level. Cases that can’t be resolved are referred to the Health Services Commissioner for independent conciliation.

**Whistleblower Legislation**

Since January 2002, BreastScreen Victoria has been subject to and complies with the Whistleblowers Protection Act 2001 (WPA). BreastScreen Victoria’s Whistleblowers policy and current procedures are set out on our website www.breastscreen.org.au and can be obtained by phoning (03) 9660 6888. BreastScreen Victoria reports annually on whistleblower statistics in accordance with Section 104 of the Act. No disclosures were received during the 2007–2008 financial year.

**Organisational Information**