

BreastScreen
Victoria

ANNUAL REPORT 2021-2022



Acknowledgments

In the spirit of reconciliation, BreastScreen Victoria acknowledges the Traditional Custodians of country throughout Victoria and their connections to land, sea and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

There are many terms to describe Aboriginal and/or Torres Strait Islander peoples living in Victoria. This includes First Nations People, Sovereign Nations, Indigenous Australians, Traditional Owners etc. In this report, to be inclusive and respectful, we have chosen to use the term Aboriginal.

BreastScreen Victoria is committed to ensuring we offer a welcoming, safe and accessible service for all eligible Victorians.

BreastScreen Victoria gratefully acknowledges the support of the Australian Government Department of Health and the Victorian Department of Health.



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Overview

BreastScreen Victoria reduces the impact of breast cancer and saves lives through early detection.



FROM OUR CHAIR



On behalf of BreastScreen Victoria's Board of Management, it is my pleasure to present our 2021-2022 Annual Report.

In the first year of our Strategic Plan 2021-2025, we have seen BreastScreen Victoria continue to adapt and provide outstanding client care under the ongoing challenges of COVID-19.

I am pleased to report that we made significant progress on many key performance measures and projects. As always, we want to ensure every client has the best possible experience at our screening clinics, mobile vans and Reading and Assessment Services. Importantly, we have screened 261,671 clients and continued our efforts to engage with under-screened communities.

The pandemic created opportunities for innovation to improve access to screening and meet diverse client needs. I am impressed with how our staff responded without hesitation to the challenges faced. We are enjoying the benefits of using new technology to communicate and support each other better, including the introduction of telehealth for our clients' assessment results, and access to online learning and development.

This year's highlights are a credit to all those involved with BreastScreen Victoria across the state, including our staff, clients, Consumer Network and partner organisations. I am proud to work alongside and support a talented, resourceful

and dedicated team and to witness the remarkable resilience and agility of everyone involved in delivering our service.

I also acknowledge the Australian and Victorian Governments, in particular the Victorian Department of Health, for their continued support. In June 2022, Premier Daniel Andrews and Minister for Health Martin Foley announced the locations of an additional eight permanent BreastScreen Victoria clinics across the state. This means thousands more Victorians will have better access to life-saving breast cancer screening and specialist care close to home.

Thanks to my fellow Board Members for their collective generosity, experience and expertise throughout the year. On their behalf, I thank outgoing CEO Terri Smith for her leadership and dedication to BreastScreen Victoria over the last two years. Terri kept BreastScreen Victoria steady through one of our most challenging periods. She drove positive change and set our shared purpose and direction for the next four years through our new strategic plan. We wish Terri well in her retirement and thank Luke Neill, Director Corporate Services, who acted as interim CEO.

In July, we welcomed our new CEO Rita Butera. Rita's experience and in-depth knowledge of women's health along with her broad expertise in successfully leading health organisations make her an excellent choice to continue and build on the essential work of BreastScreen Victoria. Rita spent more than eight years at Women's Health Victoria as CEO and has worked in senior roles at Beyond Blue and VicHealth. Most recently she was CEO of Safe Steps Family Violence Response.

As we look to the future, I see a robust and capable organisation that can adapt, evolve and respond to change. I am confident that we will continue to provide a highly regarded, client-focused service that delivers great health outcomes for Victorians.

Dr Elisabet Wreme
Board Chair

FROM OUR CEO

I am thrilled to have joined BreastScreen Victoria and thank everyone for their warm welcome.

As I meet with staff and consumers from across the state, I am impressed by the outstanding service delivered by BreastScreen Victoria to reduce the impact of breast cancer and save lives through early detection.

This is a particularly exciting time as we work to expand our service. A \$20 million funding boost in the 2022/23 Victorian Budget will help us to deliver breast screening services to an additional 36,000 people every year by 2026. Five new permanent breast screening services will be established over the next three years in the Local Government Areas of Whittlesea, Casey, Greater Geelong/Surf Coast Shire, Melton and Moreland. Additionally, three temporary sites in Craigieburn (Hume), Pakenham (Cardinia) and Hoppers Lane-Werribee (Wyndham) will be converted into permanent sites with greater capacity, and services in Parkville (Melbourne) and Monash will be expanded.

Ensuring culturally safe access to our services is vital, so I'm pleased to see that the funding will also support strategies designed to increase the number of Aboriginal women accessing breast screening. This is one part of our work to reach people who may find it harder to access our service than others. We will continue to work hard to engage people in under-screened communities, including those living with disability, the LGBTI+ community, people who live in rural and regional areas, and newly arrived migrants.

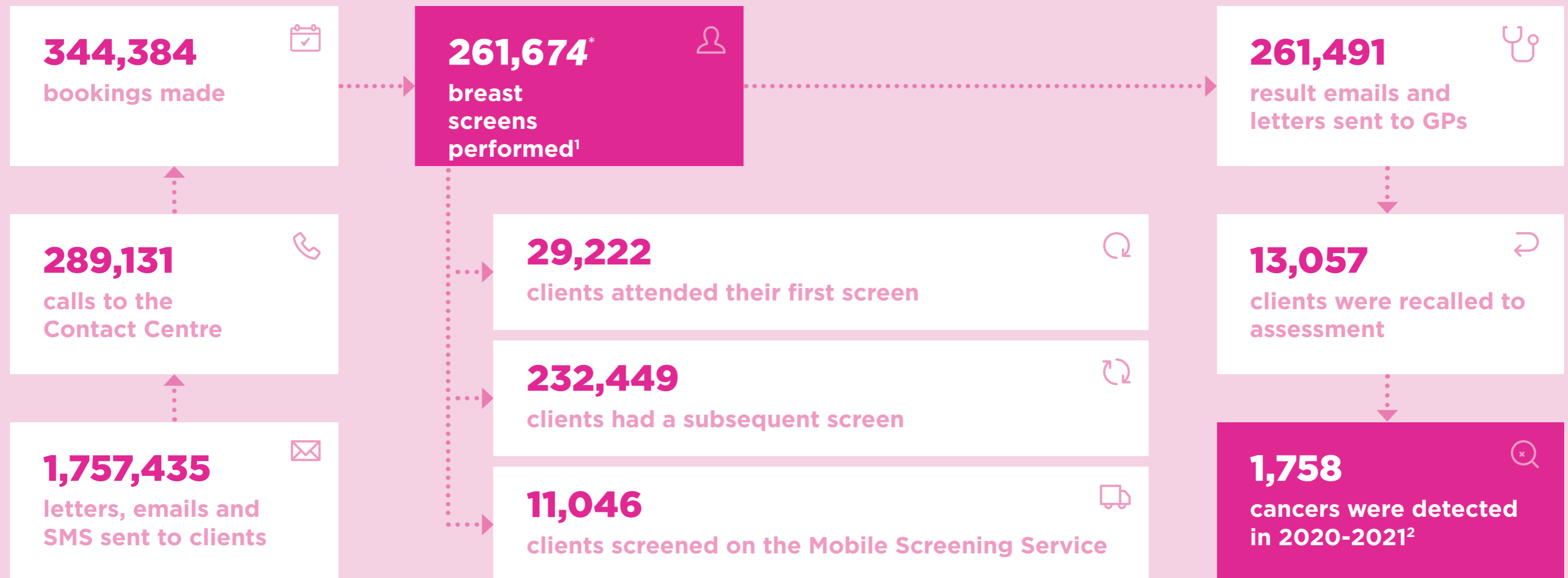
Thank you to the BreastScreen Victoria Board, led by Dr Elisabet Wreme, for their confidence and support during my first few months in the role.

I'm impressed by the dedication, compassion, collaboration and leadership of this organisation and look forward to working with you all to improve the future health of Victorians.

Rita Butera
Chief Executive Officer



2021-22 AT A GLANCE



Financial Highlights

	2021/2022	2020/2021
Breast screens	261,670*	236,226
	\$	\$
Promotion and recruitment	1,551,031	1,438,553
Screening, reading and assessment costs	36,206,508**	34,574,375
Support or service delivery	7,997,006	7,849,866
Management, Corporate Services and depreciation	3,760,023	3,758,911

* Counts may not correspond when data is sourced at different times.

** Reflects higher screening numbers and reduced COVID-19 support costs.

5,753,791

total screens since 1993

1 This figure includes 2,066 Victorian clients who screened in NSW.

2 Information about diagnosed cancers is collected in the six-month period following a referral from BreastScreen Victoria, and reported from the previous financial year to ensure all diagnoses are captured within this period. Of cancers diagnosed, 1,427 were invasive cancers and 331 were ductal carcinoma in situ (DCIS).

OUR PURPOSE

As a population screening program, BreastScreen Victoria reduces the impact of breast cancer and saves lives through early detection. Working as one team with our network of services and dedicated staff we draw on client feedback to provide high-quality and inclusive care.

Breast screening is known to be most effective in reducing breast cancer deaths and the impact of treatment among women in the 50-74 age group.

Since the BreastScreen Australia program began in 1991, it has led to better health outcomes and a reduction of breast cancer in Victoria and across Australia.



Our values

Our values are what we stand for. They drive how we engage with each other, and how we work together to provide a high-quality and inclusive service to our clients. Our values also reinforce BreastScreen Victoria's broader goals and feed into our everyday decision-making.

Caring

We **care** about our clients by showing them kindness, empathy and consideration so they feel confident about their breast screen and share their experience with others.

Respect

We treat our clients and each other with **respect** by listening and being fair and courteous so we can better understand each other.

Teamwork

We work together as a **team** by collaborating, sharing effort, and supporting one another to achieve our shared purpose as One BreastScreen Victoria Team.

Inclusion

We are **inclusive** of our clients and colleagues by providing a safe space and removing barriers to participation so that everyone feels welcome in our service and organisation.

Strategic Plan 2021-2025

BreastScreen Victoria's Strategic Plan 2021-2025 brings our Screening Services, Reading and Assessment Services, Mobile Screening Service and BreastScreen Coordination Unit together with a shared vision and purpose.

Our Strategic Plan is guided by four focus areas:

Client First

Clients come first in everything we do and we seek their contribution to the planning and delivery of a service that delivers a high-quality experience.

GOALS

- 1.1 Our clients are satisfied with the service they experience at BreastScreen Victoria and continue to return to screen.
- 1.2 There are a broad range of opportunities throughout our network of services for consumers and clients to contribute feedback that informs our work.
- 1.3 Consumers and clients are actively engaged in the development and design of our programs and services.
- 1.4 We contribute to research that leads to improvements to the breast screening model.

One BreastScreen Victoria Team

Our Screening Services, Reading and Assessment Services and BreastScreen Coordination Unit work as one, cohesive and integrated team with a shared vision and purpose focused on delivering the best possible health outcomes.

GOALS

- 2.1 There is an alignment of values and purpose across the BreastScreen Coordination Unit, Screening Services, Reading and Assessment Services and all those involved in providing our service.
- 2.2 Our workforce is engaged and shares knowledge across all parts of our service.
- 2.3 BreastScreen Victoria is a place where people want to work – this includes our Screening Services, Reading and Assessment Services and the BreastScreen Coordination Unit.
- 2.4 We collaborate and have smart ways of working across all aspects of BreastScreen Victoria.

Our focus areas

A High Quality Service

Continuous quality improvement is central to our work, ensuring the delivery of high-quality and evidence-based services that meet the needs of our clients throughout their experience with our service.

GOALS

- 3.1 BreastScreen Victoria delivers a high-quality and effective service in line with National Accreditation Standards.
- 3.2 We have systems in place to share information and to drive quality improvement.
- 3.3 We collect and use the data and evidence required to continuously improve our service and the way we work.
- 3.4 We have reliable and effective technology in place across all aspects of our service.

Supporting Diversity and Inclusion

We support diverse communities who may be less likely to come to BreastScreen Victoria so they can understand the importance of screening and improve their access to a culturally safe and inclusive service.

GOALS

- 4.1 We gather evidence to understand the experiences of diverse consumers and clients.
- 4.2 BreastScreen Victoria is an inclusive service that is culturally safe and accessible to all consumers and clients.
- 4.3 Our diverse community understand the importance of population-based breast screening.
- 4.4 We collaborate with partner organisations to help us reach and engage diverse community groups.

Our Focus Areas

Four focus areas guide our work, and unite us with a shared vision and purpose.



CLIENT FIRST

Clients guide everything we do, and we seek their contribution to the planning and delivery of our service.



Engaging communities in Melbourne's south-east

Collaboration remains at the forefront of BreastScreen Victoria's relationship with our partners. Since July 2018, we have partnered with the South Eastern Melbourne Primary Health Network (SEMPHN) to increase breast cancer awareness, screening accessibility and participation in the program for eligible Victorians in that region.

This year, we implemented a range of activities to support these goals, including: connecting with culturally and linguistically diverse communities; corresponding with clients more frequently via letters, email and SMS; and bringing our mobile breast screening van to suburbs in the south-east to make breast screening as accessible and convenient as possible.

“

When the mobile screening van was in my area, I booked myself in for a breast screen. Thankfully, I was proactive with my health. My screen found a cancer but it was contained and hadn't spread. I had no lumps, bumps or symptoms, so I never would have known otherwise.”

Donna, Mobile Screening Service client

Mobile screening in regional and remote communities

In addition to our permanent screening clinics, we operate a Mobile Screening Service to increase the accessibility of breast screening. Our two mobile vans are fitted with the latest digital breast cancer screening technology, enabling mammography images to be captured and sent to radiologists. This year, our mobile screening vans – Nina and Marjorie – visited 26 towns around the state.

As part of The Beautiful Shawl Project (see page 25), both vans visited Aboriginal Community Controlled Organisation (ACCO) sites to engage Aboriginal women. The Mobile Screening Service also visited project sites as part of our partnership with the South Eastern Melbourne Primary Health Network.

\$20 million funding boost

In June 2022, Premier Daniel Andrews and Minister for Health Martin Foley announced the locations of an additional eight permanent BreastScreen Victoria clinics across the state. The new services are part of a \$20 million funding boost to the program. They will help to deliver breast screening services to an additional 36,000 eligible Victorians every year by 2026.

The Premier made the announcement at Maroondah BreastScreen alongside BreastScreen Victoria's Luke Neill, Director of Corporate Services, Dr Elisabet Wreme, Board of Management Chair, Dr Helen Frazer, State Clinical Director and Clinical Director of St Vincent's BreastScreen, and Anne Hodgson, Consumer Network Member.

Five new permanent breast screening services will be established over the next three years in the Local Government Areas of Whittlesea, Casey, Greater Geelong/Surf Coast Shire, Melton and Moreland. Additionally, three temporary sites in Craigieburn (Hume), Pakenham (Cardinia) and Hoppers Lane-Werribee (Wyndham) will be converted into permanent sites with greater capacity. The funding will also support the expansion of BreastScreen Victoria's Reading and Assessment Services in Parkville and Monash, as well as support strategies designed to improve equity in screening participation for Aboriginal women, and culturally and linguistically diverse women.



Make Your Screen Debut

This year we launched a new awareness campaign aimed at encouraging women turning 50 to get their first breast screen. We know that more than 75% of breast cancers occur in women over 50 and regular breast screens are the best way to find breast cancer early. This is why we invite women to start screening once they turn 50.

Featuring five client ambassadors (from left to right, Irene, Kylie, Veronica, Yianna and Dolly) Make Your Screen Debut videos and advertising ran across Facebook and Instagram from 1 February to 31 March 2022. The advertising was also translated in Arabic, Mandarin and Punjabi. The ambassadors encouraged women to get their regular screen from age 50 by sharing their experience of getting their first breast screen, from not knowing what to expect, feeling some fear and then relief after their appointment.

The campaign generated increased awareness of the importance of screening, and increased BreastScreen's social media reach, engagement and following.



Melbourne International Flower and Garden Show

The southern hemisphere's biggest floral and garden event has long been one of BreastScreen Victoria's most significant engagement events of the year. Almost 80% of attendees are women and 85% are aged over 40, presenting us with a valuable opportunity to spread the word about the importance of screening, help debunk some fears and myths about breast screens, and talk to our clients face to face.

This year's event (30 March to 3 April 2022) was the first event held at the Royal Exhibition Building after winding down operations as a major vaccination hub. Attendance was comparable to pre-pandemic numbers and exceeded organisers' expectations. During the five-day festival, staff answered questions about everything from eligibility to COVID-safe screening measures.

A total of 278 clients booked a breast screen, including 109 first-time screeners and 133 lapsed clients. Our custom gift bags, given to women who booked a screen at the show, were popular again this year.

“

This is the 12th time I have completed the Mother's Day Classic, and about the third time I have done it with BreastScreen Victoria. It felt great to run the full 8km for the first time today.”

Natalie, Consumer Network Member



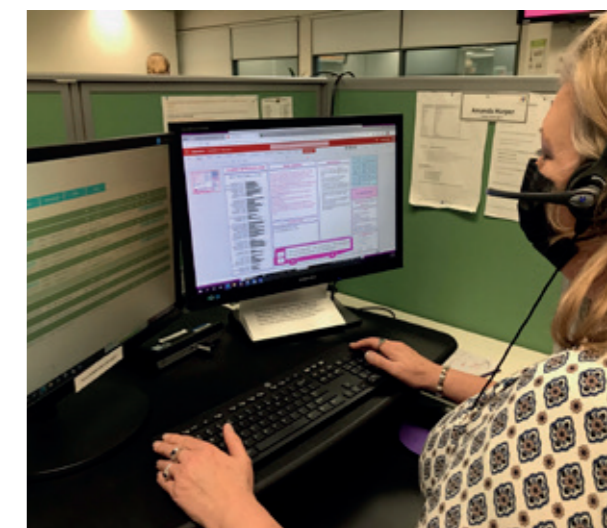
Celebrating 25 Years of the Mother's Day Classic

In May 2022, BreastScreen Victoria was well represented at the annual Mother's Day Classic. The event, now in its 25th year, raises money for the National Breast Cancer Foundation to fund life-changing cancer research. It has grown quite literally from a walk in the park in 1998 to the iconic event it is today. Staff and members of the Consumer Network completed the course around The Tan in Melbourne's Alexandra Gardens. It was a great event for all involved and wonderful to see so many people come together for such an important cause.

Improving the client call experience

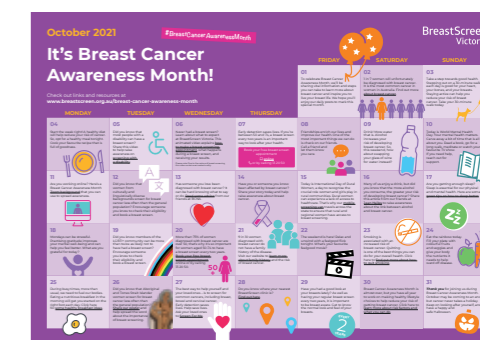
The Client Contact Team at the BreastScreen Coordination Unit is often the first touchpoint clients have with our service, from booking appointments and answering questions about screening to providing extra support, such as to clients with a disability. This year, the Victorian Government Call Centre Code working group collaborated with the Client Contact Team to deliver a suite of improvements, including to performance indicators, processes and team wellbeing. The team participated in workshops delivered by Paramount Training to increase their customer service skills and support interactions with clients. In addition, the team have had ongoing and regular technical refresher training sessions.

A project using new technology is underway that will enable us to capture client feedback about their call experience, giving us important insights and helping us to better meet our commitment of putting clients first.



Breast Cancer Awareness Month

To mark Breast Cancer Awareness Month in October 2021, we developed an interactive calendar of activities that contained information about breast cancer, the importance of breast screening, and how to take steps towards good breast health. Across the month, we posted content from the calendar on our social media channels and encouraged our networks to take part, comment and share. The calendar was also used by BreastScreen programs in other states to amplify the breast health message.



CLIENT FIRST OUR CONSUMER NETWORK

The BreastScreen Victoria Consumer Network is a committed group of people who provide insight into the planning and delivery of our service. The network has grown to over 2,000 diverse members who participate in a range of activities.

Thanks to all members of our Consumer Network for their invaluable support and insights. The network helps us to provide respectful and responsive screening services and promote the importance of screening in communities.

Consumer representative support for Monash accreditation

In June 2022, the Monash Region was supported through its accreditation process by the BreastScreen Coordination Unit and Consumer Representative Shirley Glance, OAM. Shirley is a member of Monash Health's Advisory Committee, a consumer representative on the Monash BreastScreen Service Quality Committee, and a survivor of breast cancer. She has a wealth of personal and professional experience with disability access and passionately spoke with the broader Monash team and the accreditors about her role as a consumer.



Shirley Glance, OAM.

Consumers support new clinics

Consumers provided instrumental support for several new clinic openings across our St Vincent's, Monash and Grampians regions. Through virtual and in-person engagement, consumers provided feedback and direction on clinic locations, accessibility, parking, signage and décor ensuring all our clients can have an enjoyable and safe screening experience.



“

"I enjoyed being involved in the development of the Pakenham clinic by sharing my views and suggestions about making the clinic a great space for clients."

Kelly Bu, Consumer Network Member



Consumers help BreastScreen Victoria develop key resources

The voice of consumers increasingly informs our decisions, our priorities and our strategies to ensure we continue to deliver a high-quality breast screening service that meets the needs of eligible Victorians, and is compliant with all regulatory and quality standards.

On 4 February 2022, we launched our Consumer Engagement Framework and Consumer Network Handbook at the Library at the Dock in Docklands. The Framework is designed to help BreastScreen Victoria staff identify opportunities to involve consumers in their work. It describes the different levels of consumer engagement possible, and how consumers can be involved in a meaningful way in the delivery of our services. Developed alongside the Framework, the Handbook is a resource for members of our Consumer Network. It outlines what consumer engagement is, how it impacts BreastScreen Victoria and how members can contribute to our work.

The consumers involved in the development of the framework joined the Consumer Engagement Team to celebrate the launch of both publications and their contribution to the process.

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"The framework will help expand awareness of the significant support provided to each and every woman within our BreastScreen Victoria community."

Maxi, Consumer Network Member

Improving the diagnosis experience

Being diagnosed with breast cancer is a daunting and stressful time. To support clients, BreastScreen Victoria's Nurse Counsellors have been working on an extensive review of the resources provided to clients when they are diagnosed with breast cancer. Consultation with consumers has ensured that these documents are relevant and easy to understand.



Community Champion and Consumer Network Member Natalie.

South-eastern Community Champions promoting routine screening

As part of BreastScreen Victoria's ongoing work with the South Eastern Melbourne Primary Health Network (SEMPHN), we have built a network of 12 dedicated Community Champions to promote breast screening across the state's south-east. Their ages, locations and cultural and linguistic backgrounds represent a diverse cross-section of the SEMPHN catchment.

Community Champions support BreastScreen Victoria in a number of ways, such as posting key messages about breast screening on social media, sharing resources with local organisations and contributing quotes based on their experiences with screening to share in our campaigns.

ONE BREASTSCREEN VICTORIA TEAM

Staff from our Screening Services, Reading and Assessment Services and the BreastScreen Coordination Unit all work together with a shared purpose to reduce the impact of breast cancer.



State Clinical Director update

This year, after 10 years of dedicated service, Dr Jill Evans finished up as State Clinical Director. Jill provided crucial support to many staff at BreastScreen Victoria during her tenure as the program's first ever State Clinical Director (formerly State Radiologist), particularly as part of our quality and accreditation work.

Jill has always focused on achieving the best care and outcomes for clients and ensuring that our program reaches the highest standards possible. Her legacy includes a commendation in 2017 for Monash BreastScreen – the first time that a Victorian service achieved that level of accreditation.

We thank Jill for her expertise and leadership. Her contribution and influence have helped guide and shape BreastScreen Victoria into a highly regarded and effective organisation. Jill remains an important part of BreastScreen Victoria as Monash BreastScreen Clinical Director, and with roles on BreastScreen Victoria's advisory committees.

Queens' Birthday Honours for Dr David Speakman

Dr David Speakman was nationally recognised for his outstanding contribution to medicine in the June 2022 Queen's Birthday Honours when he was appointed a Member of the Order of Australia (OAM).

Since November 2021, David has been one of BreastScreen Victoria's State Clinical Directors. He has brought a great deal of expertise to the organisation and demonstrated outstanding leadership. David has been Peter MacCallum Cancer Centre's Chief Medical Officer for over a decade and is a clinician in the Breast Screening and Melanoma and Skin Units at Peter Mac. We congratulate David on this worthy recognition.

"I am honoured by this recognition. It acknowledges the tremendous amount of work my colleagues do to deliver patient-centred care across the sector. Thanks and best wishes to all the patients, families and carers I've been privileged to be involved with over many years – you are incredibly inspiring!"

Dr David Speakman, OAM



New directors appointed

In November 2021 we welcomed two new State Clinical Directors to our service: Dr Helen Frazer, Clinical Director at St Vincent's BreastScreen, and Dr David Speakman, Senior Breast Surgeon and Chair of BreastScreen Victoria's Quality Advisory Committee. Helen and David bring a wealth of experience and insights to the role and have been instrumental in moving our program forward through their work, research and roles at BreastScreen Victoria and on our advisory committees over many years.

Webinars build staff skills and wellbeing

BreastScreen Victoria held a series of webinars in 2021–2022 to help staff face COVID-19 challenges, respond to client feedback, remain resilient and restore wellbeing. Alison Coughlan – author, researcher and public health advocate – presented the sessions.

Masked Up: Adapting to the communication and safety challenges of COVID-19 [September 2021]

'They said what?' Responding to client feedback [November 2021]

Reclaiming your Mojo – regardless of what happens with COVID [March and April 2022]

Dr Helen Frazer named Innovator of the Year

In March 2022, Dr Frazer won Innovator of the Year, the top accolade at the Women in AI Australia and New Zealand Awards 2022. She also won the Health category. Dr Frazer is a radiologist, breast cancer clinician and Clinical Director at St Vincent's Hospital Melbourne and BreastScreen Victoria. She is leading the Breast Cancer AI Project (BRAIx), a ground-breaking Australian study aiming to transform breast cancer screening. A vital component is developing AI algorithms to detect breast cancer in mammographic images. Dr Frazer's research includes the ethical, legal and social implications as BRAIx seeks to deliver more personalised and accurate results more quickly and reduce the burden on radiologists, clients and the health care system. BreastScreen Victoria congratulates Dr Frazer for her double win.

"I wasn't expecting it at all. There was an incredible bunch of women there doing amazing work in the AI field, not only in health but across many other industries. I was just completely surprised but delighted as well."

Dr Helen Frazer



BreastScreen Victoria staff enjoyed purple cupcakes on International Women's Day 2022.

Cancer survivor Sharon Cohrs stands on top of the world

On International Women's Day on 8 April, speaker, mountaineer and cancer survivor Sharon Cohrs shared her story of courage and resilience with the One BreastScreen Victoria team. Sharon perfectly personified the 2022 theme of #BreakTheBias. Throughout her life, Sharon has worked in various male-dominated fields, refusing to let her gender dictate what she can achieve. Since being diagnosed with breast cancer, Sharon has summited Mount Everest, becoming the first-ever breast cancer survivor to complete the ascent. She started a trekking company and was diagnosed with a rare second cancer. Sharon learned to walk – and climb – again.

"It was a personal challenge to get my health back but I needed something to motivate me, to get me through. The Himalayas is special, a place where you find out about your own strengths and weaknesses."



Sharon Cohrs, cancer survivor

BreastScreen Coordination Unit staff milestones

- 25 years** Suzen Maljevac (Information Services Officer)
- 20 years** Jules Wilkinson (Manager Quality and Accreditation)
- 15 years** Otimia Moriarty (Executive Assistant), Fiona Brown (IT Project Manager)
- 10 years** Tamara op't Hoog (Capacity Management Coordinator), Amanda Harper (Contact Centre Agent), Melinda Goss (Contracts Manager), Terry Te (Service Desk Support Officer), Bernice Simpson (Client Contact Officer)

A HIGH QUALITY SERVICE

Continuous quality improvement is central to our work, ensuring we deliver high-quality and evidence-based services that meet the needs of all our clients.



Kylie Kent, Designated Radiographer, at Bendigo BreastScreen's new machine.

Cutting-edge 3D breast imaging

All BreastScreen Victoria assessment clinics now have tomosynthesis technology. Also called 3D mammography, this technology can increase the accuracy of a mammogram by providing radiologists with the ability to see through layers of overlapping tissue that can mask tumours or benign changes that can mimic a tumour.

Tomosynthesis is most effectively used for clients called back for further tests as it provides more detailed readings to check an area of concern. It has already led to a reduction in the number of biopsy procedures required.

Funding of \$2 million from the Victorian Government has seen these advanced breast screening machines rolled out across BreastScreen Victoria's Reading and Assessment Services since June 2020.

This year, new machines were installed in the Reading and Assessment Services in the Bendigo, Gippsland, Grampians, Maroondah, Monash and North Western regions, joining Geelong and St Vincent's - services already equipped with tomosynthesis. The machines are ergonomic and have specially designed paddles to help reduce discomfort levels, and can be tailored to accommodate a diverse range of clients.

“

“We have seen a reduction in the number of biopsy procedures required with the introduction of this machine.”

Kathryn Carman, Program Manager, Bendigo BreastScreen



“

“There is so much promise to transform breast cancer screening with artificial intelligence and improve health care.”

Dr Helen Frazer

Transforming breast cancer screening with artificial intelligence

The Breast Cancer AI Project (BRAIx) aims to transform breast cancer screening in Australia with artificial intelligence (AI). The project involves leading clinicians from St Vincent's Hospital Melbourne and BreastScreen Victoria, along with medical researchers from St Vincent's Institute of Medical Research, The University of Melbourne and the Australian Institute of Machine Learning at the University of Adelaide, in partnership with the Aikenhead Centre for Medical Discovery (ACMD).

The diverse team, led by Dr Helen Frazer (co-Clinical Director at BreastScreen Victoria and Clinical Director at St Vincent's BreastScreen) is investigating how artificial intelligence can improve analysis and interpretation of mammograms, and ultimately transform breast cancer screening.

The researchers' vision is to replace one of the initial two reads of each mammogram with a read done by artificial intelligence. With more accurate results delivered more

quickly, they hope to reduce the burden on the individual as well as on the healthcare system, which wastes considerable resources following up innocent abnormalities.

The BRAIx team has already demonstrated the opportunity to significantly improve screening outcomes, lower harms and reduce costs using AI. The next stage of research is to measure the model's real-world performance accuracy in detecting cancers. Researchers are also leading engagement on the ethical, legal and social implications of utilising AI models in healthcare.

The major outcome of this project is to make it possible, automatically and at the time of a mammographic screen, to identify the presence of breast cancer or a woman's risk of developing breast cancer. This paradigm-shifting discovery would mean that screening could be tailored to individual risk.



Dr Alia Kaderbhai, GP Advisor

BreastScreen Victoria engages with General Practitioners (GPs), pharmacies and Primary Health Networks to help us achieve our mission of assisting eligible Victorians to make informed decisions about their approach to the early detection of breast cancer. We offer resources for health professionals and educational activities, as well as patient support services.

We thank our GP Advisor Dr Alia Kaderbhai for her ongoing specialist advice and support this year in promoting BreastScreen Victoria. Dr Kaderbhai is the Chair of the Breast Medicine Network for the RACGP. She works as a GP in an inner suburban practice in Melbourne and is actively involved in breast cancer care and research, and developing innovative service models for breast cancer patients.

Dr Kaderbhai has featured in three videos to help clients and GPs better understand the BreastScreen Victoria program. In two videos created for clients she explains the importance of breast screening and what to know about the program. In the video for GPs, she explains when to recommend a screening versus a diagnostic mammogram.

Meeting National Accreditation Standards

To ensure our clients are provided with safe and effective care and the best possible health outcomes, all BreastScreen Victoria services are monitored to ensure they comply with the National Accreditation Standards. These standards were developed by an expert committee within the national screening program and are administered by BreastScreen Australia and the National Quality Management Committee (NQMC).

Accreditation is an important indicator of quality and this achievement reflects the sustained, high level of performance within our service areas.

Over the past year, accreditation surveys were conducted virtually. We replicated 'in person' visits by filming walk-throughs of our facilities, complemented with detailed

presentations. The survey team also attended multi-disciplinary review meetings, which have been routinely run online since the pandemic commenced. The radiologist and radiographer on the survey team were able to conduct their review of cases and images remotely. There were also online interviews held with staff from the screening sites and Reading and Assessment Services.

Gippsland BreastScreen (surveyed in August 2021) and Monash BreastScreen (surveyed in June 2022) both received excellent feedback on their high standard of clinical quality from each survey team. Gippsland was granted full accreditation by the NQMC, and Monash's application for accreditation will be reviewed in December 2022.

Data centre upgrade

This year, BreastScreen Victoria's Information Technology Services team made excellent progress on the data centre upgrade project. The project aims to reduce the chance and severity of unplanned outages to our hardware and networks, minimising the effect on clients and staff.

Since hitting their first major milestone in December 2021, the project team has achieved many great outcomes, including: optimising the network, reducing issues and making it easier to troubleshoot in the event of a problem; completing several application upgrades to ensure greater stability and improved cyber security; installing a huge amount of new hardware in two locations; and migrating 75 virtual computers to new hardware. Some equipment was moved off-site to a commercial data centre to better secure our information and allow for expansion.



A roadmap for individualised breast screening

Our knowledge of breast cancer risk factors and breast screening has advanced enormously over the past 20 years. Drawing on this knowledge, a research project is underway to look at how clients could benefit from individualised breast screening. Funded by the Australian Government Department of Health and led by Cancer Council Australia, the Roadmap to Optimising Screening in Australia (ROSA) project is investigating how the BreastScreen program, and other health services, can be personalised for clients with different levels of breast cancer risk.

ROSA is looking at the complex factors that impact breast cancer risk and breast screening by using the best available evidence and evaluations based on Australian modelling, as well as working with health service, research and policy partners. ROSA is also looking at contemporary technologies and innovations such as breast imaging methods, new approaches to risk assessment, and the use of artificial intelligence to combine current and past client clinical information to help categorise breast cancer risk.

ROSA is led by Associate Professor Carolyn (Caz) Nickson supported by a team of researchers at the Daffodil Centre (a partnership between the University of Sydney and Cancer Council NSW) and a dedicated Expert Advisory Group including BreastScreen Victoria representatives.



SUPPORTING DIVERSITY AND INCLUSION

We support diverse communities who may be less likely to come to BreastScreen Victoria, and work to ensure their access to a culturally safe and inclusive service.

Speaking our clients' language

One of the most significant barriers to accessing health care in Australia is language. People with limited English literacy rely on friends and family to book their appointments, but this perceived 'burden' on loved ones can often lead to delaying important appointments like breast screening.

Our 'Re-engaging Overdue Culturally and Linguistically Diverse (CALD) Clients' project is improving access to breast screening for many people who speak a language other than English.

Funded by the Victorian Department of Health, the project began in 2021 in the North Western and St Vincent's regions targeting those who have not returned for a breast screen for more than two years.

Our team of bilingual staff used in-language text messages, phone calls and culturally safe group screening sessions with an in-person interpreter to re-connect with clients and encourage them to book their breast screen. In its first year, the project has had a positive impact. It has recently been re-funded for 2022-2023 and will be expanded across the state.

“

“Clients are very happy when I talk directly to them in their mother language, Vietnamese. It makes my work so meaningful.”

Mai, Vietnamese Bilingual Client Contact Officer



Activities undertaken

3,294 lapsed clients sent in-language SMS

(Mandarin, Arabic, Italian, Vietnamese, Greek, Cantonese, Spanish, Russian, Turkish, Macedonian, Maltese, Tagalog)

397 (12.1%) booked
350 (10.6%) screened

1,952 in-language outbound phone calls attempted with lapsed clients

(Mandarin, Arabic, Italian, Vietnamese, Greek)

1,238 successfully contacted
908 (73.3%) booked
601 (48.5%) screened

11 group bookings with in-person interpreters

(For Mandarin, Arabic and Vietnamese speaking clients)

84 clients screened

Sharing cervical and bowel screening information and key messages.

Improving the screening experience for Aboriginal women

We know that breast cancer is the most common cancer in Aboriginal women, who typically screen at lower rates than the general population. For Aboriginal women, the barriers to breast screening are complex. Many report a lack of cultural awareness among health service staff, fear, shame and negative screening experiences, all of which can reduce a woman's likelihood to screen with us. Aboriginal women are also more likely to be diagnosed with breast cancer at a more advanced stage and have poorer health outcomes.

Our work with the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) and Aboriginal Community Controlled Organisations (ACCOs) across Victoria is key to addressing these challenges and increasing the rate of screening for Aboriginal women every year. Following a collaborative, community-led trial in 2018 using culturally safe shawls during screening, The Beautiful Shawl Project has delivered over 640 screens to Aboriginal women.

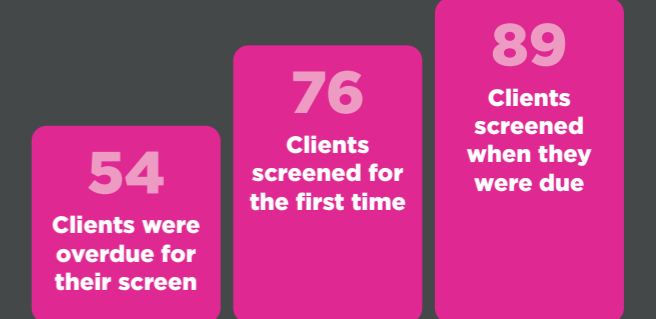
As part of the project, our Mobile Screening Service visits ACCOs around Victoria and provides women with free breast screening in a more comfortable, respected and culturally safe environment. Group bookings are also

arranged at local clinics and on the Mobile Screening Service, in partnership with ACCOs.

Clients receive a locally designed shawl to give them coverage and privacy during screening, and to take home. The shawl designs feature artwork by local Aboriginal artists, each telling a unique story of women's business, health, culture and community.

This year, 219 Aboriginal women were screened as part of this project – 76 were new to the program. This is a significant achievement for an under-screened group. For many it was their first breast screen; many others were lapsed clients who had not returned within the recommended period.

219 screens were provided to Aboriginal clients as part of the project



“

“It was deadly. I am 56 and never had my breasts tested before. It was awesome from the time I walked in the bus seeing our young women greet us, they made sure we were all ok. It was a very safe space for community to come.”

Community member screening at Gippsland and East Gippsland Aboriginal Co-Operative (GEGAC)



Aunty Carmel Hood and Amanda Morgan wearing Amanda's shawl artwork titled "Healing" for the visit to Gippsland and East Gippsland Aboriginal Cooperative (GEGAC).

“

“For people like myself who are transgender, from Stolen Generations and First Nations, accessing health services can be daunting. But the message I want to get out is that breast screening saves lives, and your life matters.”

Ricki, age 53, they/them/she



Rainbow Sessions

This year, in support of BreastScreen Victoria’s commitment to accessible and inclusive screening, we held special LGBTI+ and trans and gender diverse screening sessions called Rainbow Sessions. These sessions create a space where LGBTI+ and trans and gender diverse people can find extra support, ask questions, and screen in a safe and inclusive space with other community members. To increase screening in regional communities, sessions were held in Ballarat and Bendigo with support from our LGBTI+ Regional Network.

Screening for people with disability

BreastScreen Victoria is committed to reducing the barriers to screening for people with disabilities. We are working to make our services more accessible, inclusive and safe, including offering longer appointments when needed, disability training for staff, sharing resources with GPs, and providing information on our website about screening with disabilities. Communication and understanding can make all the difference.

From booking her appointment and then getting a breast screen, Consumer Network member Annie says the entire process at BreastScreen Victoria was reassuring and respectful.

Annie joined the BreastScreen Victoria Consumer Network to advocate for the importance of breast screening, and also offer her first-hand experience of disability to improve our services. The Consumer Network helps us to listen to and respond to the needs of our clients and consumers.

Rainbow Tick – ensuring safe and inclusive screening for the LGBTI+ community

This year, the BreastScreen Coordination Unit and Mobile Screening Service were awarded the Rainbow Tick for the second time – receiving accreditation for the next three years.

The Rainbow Tick is a world-first national quality framework for health and human service organisations to become safe, inclusive and affirming for the LGBTI+ community. Owned and developed by Rainbow Health Australia, the Rainbow Tick is designed to build lasting LGBTI+ inclusion.

BreastScreen Victoria is proud to work with members of our LGBTI+ Regional Network, consumers and community partners to receive feedback and improve our service to better meet the needs of our LGBTI+ clients.

We were previously awarded the Rainbow Tick in March 2019, a first for a breast screening service in Australia. Receiving accreditation again is an important endorsement of the continuous work taking place to ensure LGBTI+ people – clients and staff – feel welcome, comfortable and safe at BreastScreen Victoria.

Picture of Health campaign

LGBTI+ people are less likely to have had a breast screen. Those aged 50 to 74 are more than twice as likely never to have had a breast screen, compared with non-LGBTI+ people. Barriers to screening can include previous experiences of discrimination in healthcare, lack of staff knowledge, lack of representation in promotional materials, and fear that they might have to ‘come out’ or reveal personal details as part of the process.

Our Picture of Health campaign with Thorne Harbour Health is encouraging more LGBTI+ people to have regular breast screens and ensuring they have a positive and safe screening experience.

The campaign features four community ambassadors – Brenda, Ricki, Caroline and Deb – who share the importance of screening and urge others to check their eligibility. They talk about their positive experiences with our service, their passion for LGBTI+ health outcomes, and highlight that a breast screen is one of the most important pictures you’ll ever take.

BreastScreen Victoria provides clear eligibility guidelines for screening, LGBTI+ inclusive practice training for all staff and has achieved the Rainbow Tick at our Coordination Unit and Mobile Screening Service.

LGBTI+ Regional Network

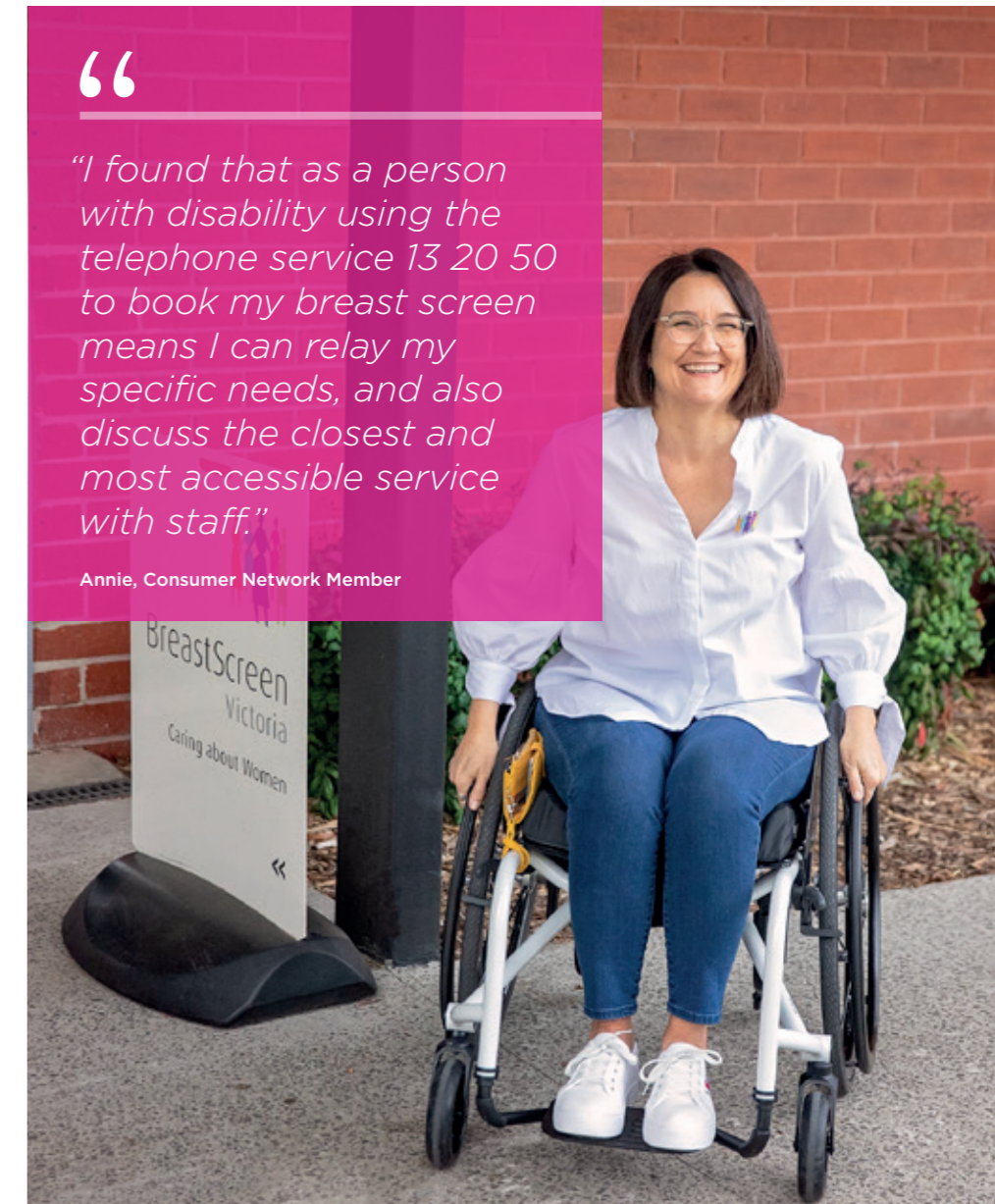
To improve breast screening experiences and increase breast screening rates for eligible LGBTI+ communities in Central and Northern regional Victoria, the LGBTI+ Regional Network was established.

The Network comprises staff from BreastScreen Victoria clinics, the BreastScreen Coordination Unit, Thorne Harbour Health and LGBTI+ and community organisations. This year, the Network continued to offer feedback, connection to communities and general advice about how to ensure our service is accessible, inclusive and safe for LGBTI+ community members.

“

“I found that as a person with disability using the telephone service 13 20 50 to book my breast screen means I can relay my specific needs, and also discuss the closest and most accessible service with staff.”

Annie, Consumer Network Member



Our Services

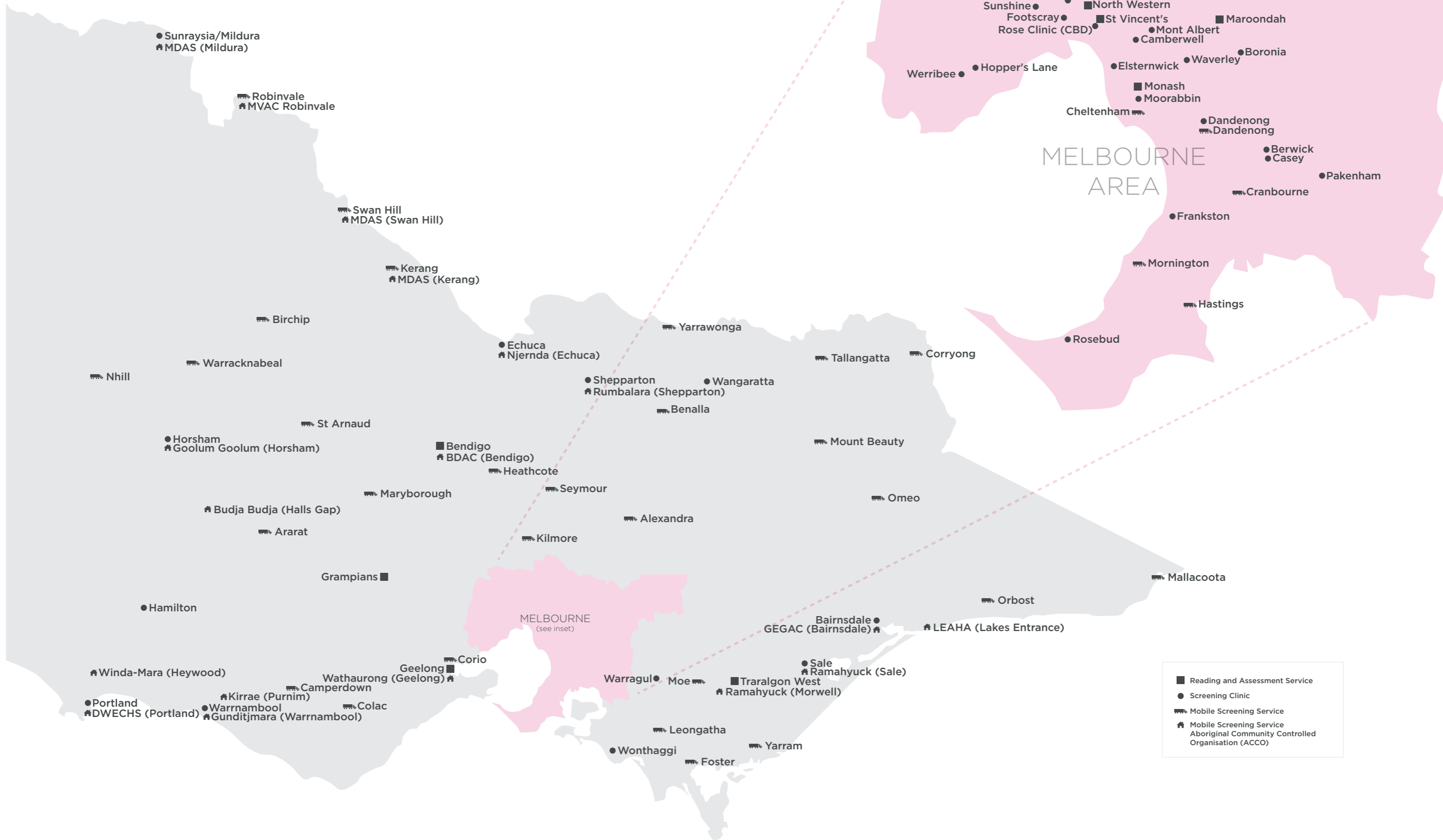
Our people play a crucial role in making sure clients receive high-quality care and feel supported at every step.

Thank you

to our frontline staff who worked tirelessly during the pandemic and continued providing a high-quality service for our clients.



SCREENING, READING AND ASSESSMENT LOCATIONS



BENDIGO REGION

Bendigo's Karen community become breast aware



BreastScreen Victoria works hard to engage with culturally and linguistically diverse clients across the state to boost screening rates in these under-screened

communities. Since 2019, Bendigo BreastScreen has organised screening events for the Karen community with the help of Women's Health Loddon Mallee and Karen community leaders. 'Be Breast Aware' education sessions were held in September 2021 and May 2022 to help educate local community members on the importance of regular breast screening. Attendees were screened on the day, with two bilingual health educators interpreting where required. In total, 32 women attended the sessions, and 25 women screened after. The program has been so well received that community leaders have requested it be held every six months.

Bendigo's LGBTI+ community screen with pride

BreastScreen Victoria is committed to inclusive and accessible screening for all eligible Victorians. In April 2022, dedicated breast screening sessions for LGBTI+ and trans and gender diverse people were offered in Bendigo for the first time. Rainbow Sessions began in 2018 to create a space where LGBTI+ and trans and gender diverse people could find extra support, ask questions, and screen in a safe and inclusive space with other community members. Staff also attended the Bendigo Pride Festival where they promoted the sessions and the importance of screening with the community.

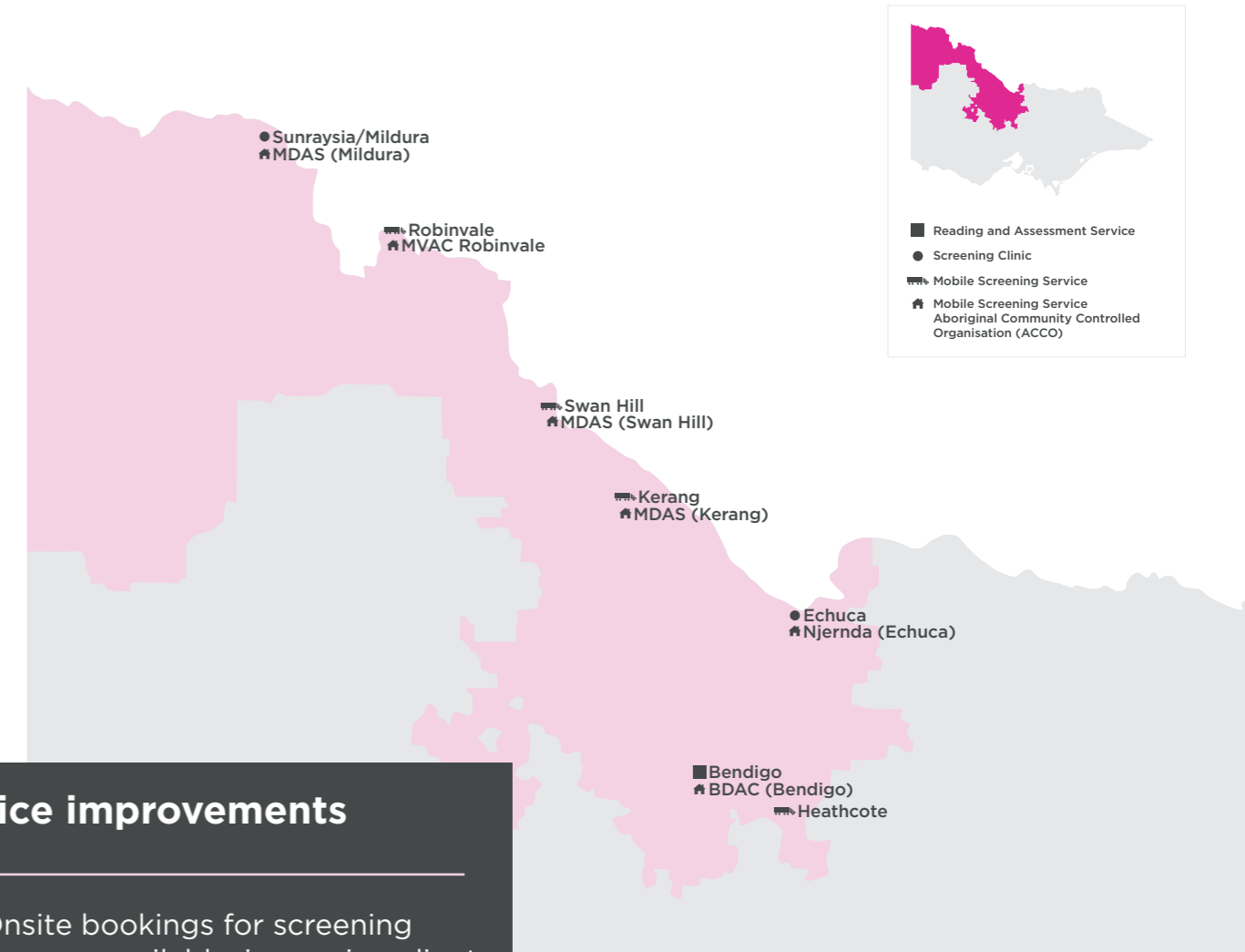


Group bookings for Aboriginal women

In partnership with Mallee District Aboriginal Services in Swan Hill and Kerang, we arranged group bookings for local Aboriginal women on the Mobile Screening Service visit to Swan Hill. Each woman was given a shawl to screen in, designed by local Yiddi Yiddi Nari Barapa Barapa artist Lauren Murray.

Deaf Hub helps with health awareness

BreastScreen Victoria is committed to reducing the barriers to screening for people with disabilities. In April 2022, five participants attended a breast health awareness education session with Auslan interpreters. Participants were invited to see the mammogram machines and to detect lumps in the prosthetic breasts. In conjunction with the Deaf Hub, an infographic was developed for those who could not attend. The group was pleased with the visibility of the hearing impairment sign in the foyer and are going to use it as an example for other services.



Service improvements

- ✓ Onsite bookings for screening became available, improving client experience and turnaround times.
- ✓ A second ultrasound machine was introduced in March 2022, reducing client waiting times and improving staff morale.
- ✓ The MRI Quality Improvement Initiative was completed in March 2022, offering MRI referrals to all diagnosed clients for nine months and resulting in an updated, comprehensive MRI referral protocol.
- ✓ Bendigo BreastScreen was the pilot service for the successful Microsoft 365 rollout, which has enhanced productivity and improved communications.

Breast health promoted at Bendigo Hospital

In May 2022, Bendigo BreastScreen was proud to promote breast health to members of the public and hospital staff at the Internal Atrium of the world-class Bendigo Hospital. Of the 20 clients who booked screening appointments on the day, nine were new clients. Bendigo BreastScreen staff discussed the importance of self-checking and screening options with younger women and women with family histories of breast cancer. They also provided promotional material to most hospital departments on the main campus.

Staff milestones

- 21 years** Jenni Clohesy (Reception/Data)
- 10 years** Emma Floreani (Radiographer)

GRAMPIANS REGION



Sandy Anderson, OAM.

Improved screening experience for Aboriginal women

BreastScreen Victoria's focus on engaging under-screened communities made great progress this year. Aboriginal women are now screening at 53.3% - a rate higher than the general population (50.5%) for the Grampians region. A significant contributor to this outstanding result is the long-term partnership with Ballarat and District Aboriginal Co-operative (BADAC). Monthly group bookings were coordinated by Sandy Anderson OAM, a BADAC nurse and former chair of BreastScreen Victoria's Board of Management.



Grampians BreastScreen hosts first Rainbow Session

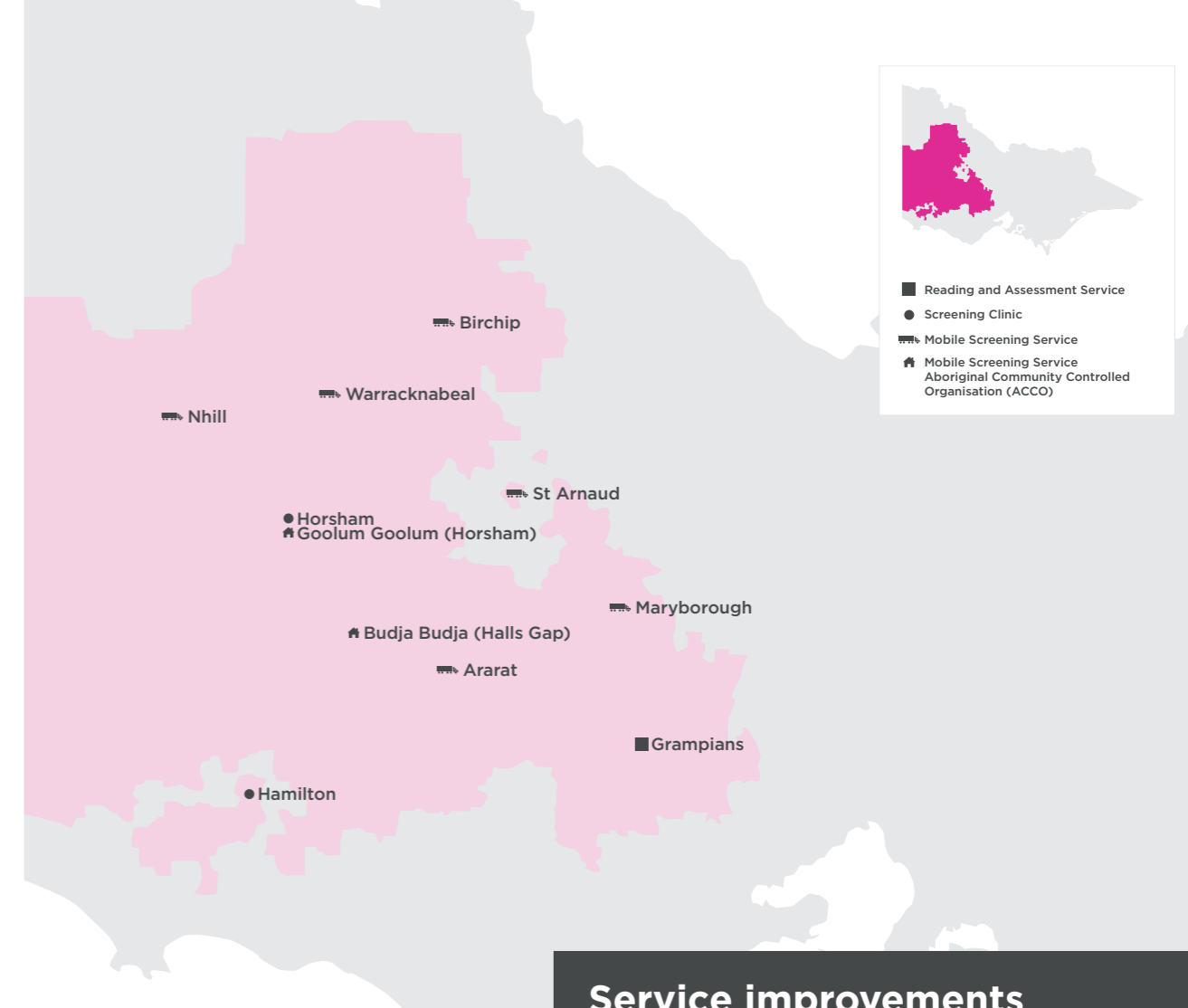
LGBTI+ people are under-screened for breast cancer and can experience unique barriers to screening. In November 2021, Grampians BreastScreen hosted its first Rainbow Sessions - dedicated breast screening sessions for LGBTI+ and trans and gender diverse people where they can screen in a safe, inclusive and supportive space. Members of BreastScreen Victoria's Regional LGBTI+ network visited Grampians BreastScreen ahead of the sessions, and their feedback informed changes to the facility to be more inclusive.

New clinic opens at Hamilton

Our new clinic in Hamilton opened in June 2022, making breast screening more accessible for the Southern Grampians community. Providing a fixed site for our existing mobile service clients will increase the number of appointments available and means our clients can access an appointment year-round, at a time that suits them. Like all clinics, Hamilton BreastScreen has state-of-the-art facilities, the latest digital imaging technology, and caring, highly qualified staff. Members of our Consumer Network played an important role in the planning, travelling to the site to provide feedback to help ensure it's a welcoming and inclusive environment.

Grampians BreastScreen improves accessibility

A specialist mammography chair at Grampians BreastScreen is improving breast screening accessibility. While it is available for all clients, the mammography chair is optimally designed for clients who need to sit down during a breast screen. The chair has many innovative features, including electric height adjustment, a backrest and footrest, large, smooth-running wheels with a central break, and foldable armrests that allow a client to more easily transfer between it and a wheelchair. The clinic also has a dedicated wheelchair and additional stools on both sides of the mammogram machine, so radiographers don't have to relocate their seats each time they move. The improvements have made a valuable difference to staff and clients.



Service improvements

- ✓ A Masters of Public Health student from the University of Melbourne completed a literature review on enablers and barriers to screening participation in the region, creating the foundation for future research.
- ✓ The Microsoft 365 rollout was completed with support from the Information Services team.

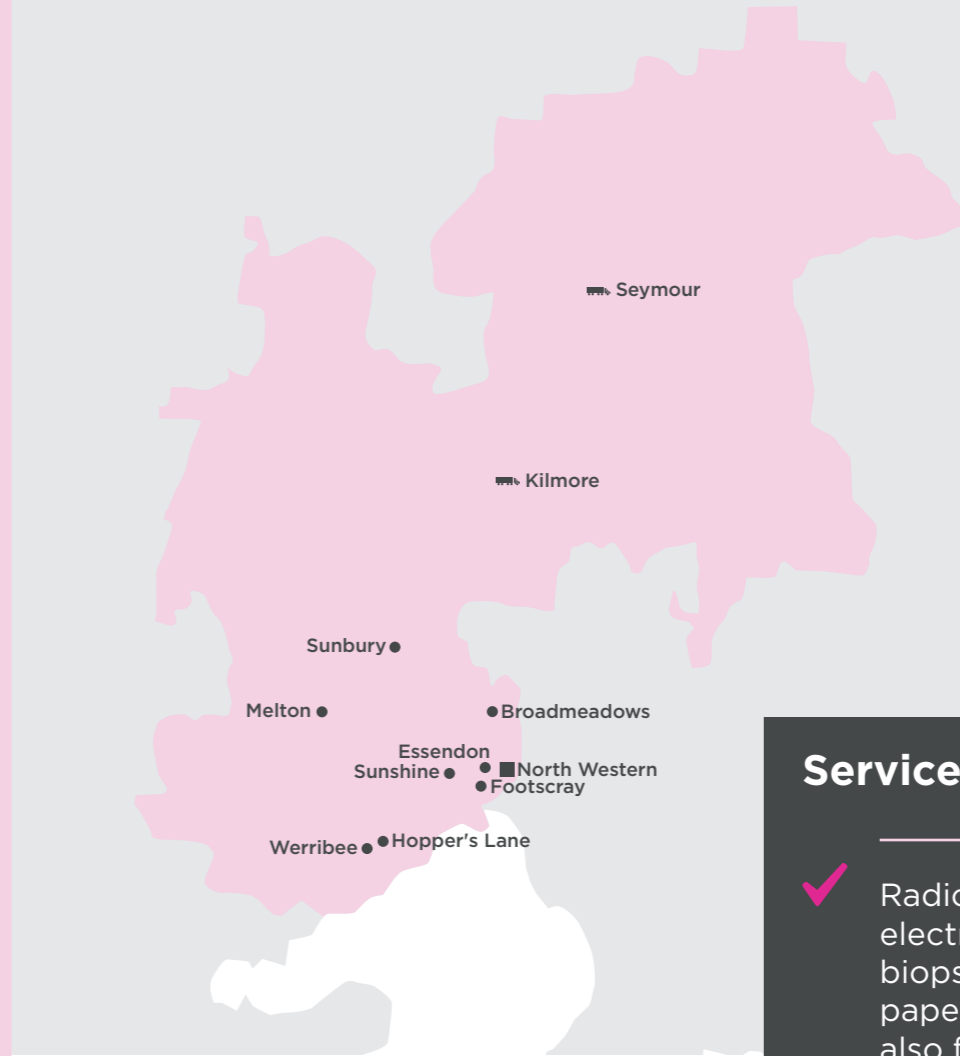
Staff milestones

- 30 years** Carolyn Todd (Sonographer)
- 20 years** Ana Lendrec (Administration Officer), Mr Stuart Eaton (Designated Surgeon)
- 15 years** Dr Ruth Bollard (Surgeon), Simone Kingdom-Pearce (Nurse Counsellor), Sue Jones (Nurse Counsellor)
- 10 years** Kim Kyatt (Sonographer), Ngoc Nguyen (Mammographer)
- Retirement** Lindy Day (Sonographer and Mammographer) - commenced with Grampians BreastScreen when the service opened more than 25 years ago; Dr Richard (Rick) Ussher (Radiologist) and former Clinical Director

Mobile Screening Service visits Ararat

A review of local government screening rates resulted in a Mobile Screening Service trial in Ararat. The town has since been added to the ongoing schedule. A total of 237 clients screened in November 2021, with 56 new clients and 82 who were overdue to screen and re-engaged into the program.

NORTH WESTERN REGION



Hoppers Lane clinic opens its doors

In March 2022, a second clinic opened in Werribee, offering the community more appointment options for their regular breast screen. The Hoppers Lane clinic is in a high population growth area and helping to service many of those in the community who have not returned for their regular check since the start of COVID-19. BreastScreen Victoria has partnered with I-MED Radiology for the new clinic. Members of the Consumer Network provided valuable input to the process.



Service improvements

- ✓ Radiologists are now using electronic books to collect biopsy information instead of paper books. Electronic versions also facilitate the preparation of pathology lists.
- ✓ Staff have transitioned to Microsoft Teams, which has improved communication and collaboration.

Supporting women in recall consultations

Safety measures designed to control COVID-19 and limit the number of people that can safely share a space at breast screen clinics means that the clients called back for further testing after their initial screen could no longer bring a support person inside. North Western BreastScreen recognised that support during recall consultations is important, so they initiated ways to support women and reduce the amount of time they spend waiting alone.

These measures include an outdoor space to relax with their support person, the opportunity for clients to call their support person during consultations so they can share in the discussion, and the ability to go home immediately following 3D breast imaging, rather than waiting for clear results. A radiologist then rings the patient to explain the benign/clear findings on the same day.



Staff milestones

- 35 years** Tania Craze (Receptionist) 35 years at Royal Melbourne Hospital, and six years at North Western BreastScreen
- 20 years** Olga Papazoglou (Data Coordinator), Bryan Mason (Data Clerk)
- 10 years** Jenny Ellis (Radiologist), Michelle De Stefano (Receptionist), Veronica Johnson-Tse (Receptionist), Tania Clift (Radiographer), Olga Pozzobon (Receptionist)

Harnessing the power of plants

Indoor plants have been proven to create a sense of wellbeing and have positive effects on mental health and mood. Inspired by Program Manager Victoria Cuevas, who began collecting plants during lockdown, the service now has a beautiful collection of indoor plants that brighten the space and create a welcoming and calming environment for clients and staff alike.



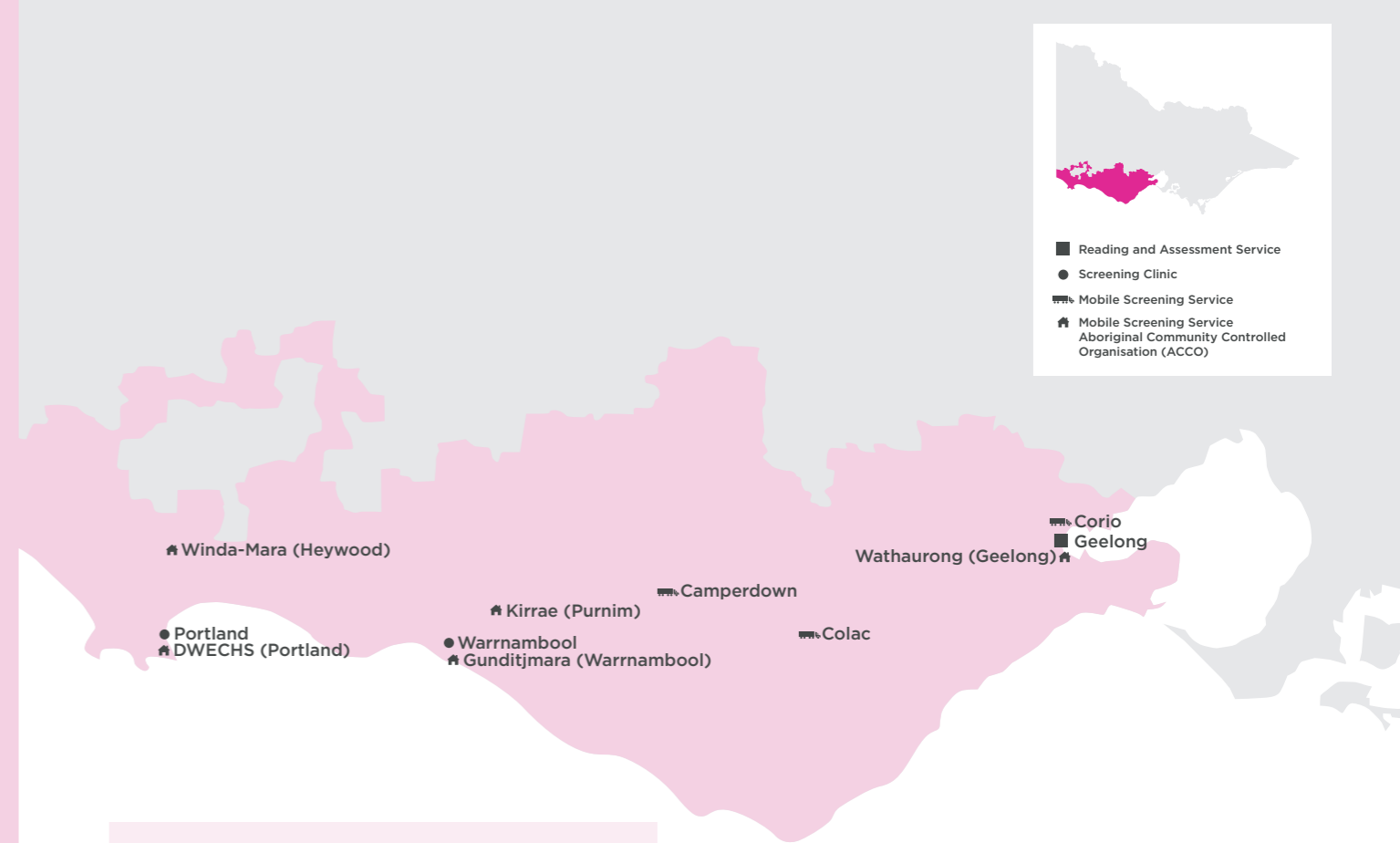
GEELONG REGION



Cath MacDonald (VACCHO), Kristi Watts (Wathaurong Aboriginal Co-Op), Jasmine-Skye Marinos (Artist) and Milva Franz (BreastScreen Victoria).

Celebrating NAIDOC Week and cultural safety

To celebrate NAIDOC week, Geelong BreastScreen unveiled an artwork designed for The Beautiful Shaw Project. Jasmine-Skye Marinos, an Arrernte artist, designed the art for the Wathaurong Aboriginal Co-Operative's shawl, which now hangs in the clinic. Her artwork (Kardeeneeyoo Toort-Barram, meaning 'Morning Stars') was unveiled in the clinic waiting room during a NAIDOC Week event and will remain on display. Staff from the Victorian Aboriginal Community Controlled Health Organisation (VACCHO), Wathaurong Aboriginal Co-Operative, Geelong BreastScreen, the BreastScreen Coordination Unit and Jasmine-Skye attended the event.

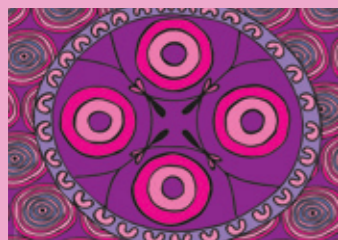


Staff milestones

- 10 years** Kirsten Barton (Reception/Administration), Louise Taylor (Data).
- Retirement** Frankie Linke (Nurse Counsellor), with Geelong BreastScreen for 30 years – since the service opened in 1993.

The Beautiful Shawl project tours South West Victoria

To bring breast screening to more Aboriginal women, our mobile screening vans returned to Aboriginal Community Controlled Organisations this year, encouraging women to have their regular two-yearly breast screen. Throughout August and September 2021, The Beautiful Shawl Project visited:



Winda-Mara Aboriginal Corporation (Heywood)

Yigar Gunditjmara artist Jenna Bamblett.



Dhauwurd-Wurrung Elderly and Community Health Service (Portland)

Gunditjmara artist Bronwyn Ferguson, Journey of Hope.



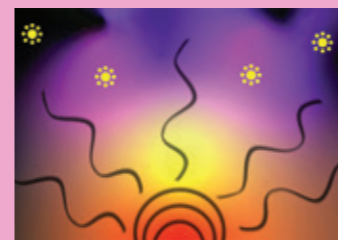
Gunditjmara Aboriginal Cooperative (Warrnambool)

Warlpiri artist Rebecca Clayton.



Kirrae Health Service (Purnim)

Yirandali artist Shylee Corrigan, You are Strong.



Wathaurong Aboriginal Co-Operative (North Geelong)

Arrente artist Jasmine-Skye Marinos, Kardeeneeyoo Toort-Barram (Morning Stars).

Growing our service

In April 2022, we expanded our Geelong BreastScreen clinic. The extra space is allowing our service to grow with the community and its diverse needs. Feedback so far has been very positive.

Service improvements

- ✓ Biopsy capability has become easier thanks to new equipment, including a backup machine.
- ✓ There are now three tomosyntheses units for 3D breast screening, meaning earlier detection than ever before.
- ✓ The results reading station was relocated; up to five doctors can now use the station, meaning faster assessment and results.

ST VINCENT'S REGION



Click and Collect at the Rose Clinic

The Click and Collect screening service at the Rose Clinic inside David Jones' flagship CBD store was a huge success this year. Between 8 September and 28 October, 544 clients were screened: 200 were overdue for their regular two-yearly screen and 99 screened for the first time. While BreastScreen Victoria clinics remained open, the closure of retail during the pandemic lockdowns meant screening at the Rose Clinic stopped. The team at St Vincent's BreastScreen, which oversees the Rose Clinic, came up with an innovative way to resume breast screening – using the click and collect entrance at the back of the store to safely escort clients to their appointment. This allowed the team to screen up to 30 women each day. Client feedback was very positive.

St Vincent's BreastScreen sticks up for inclusion

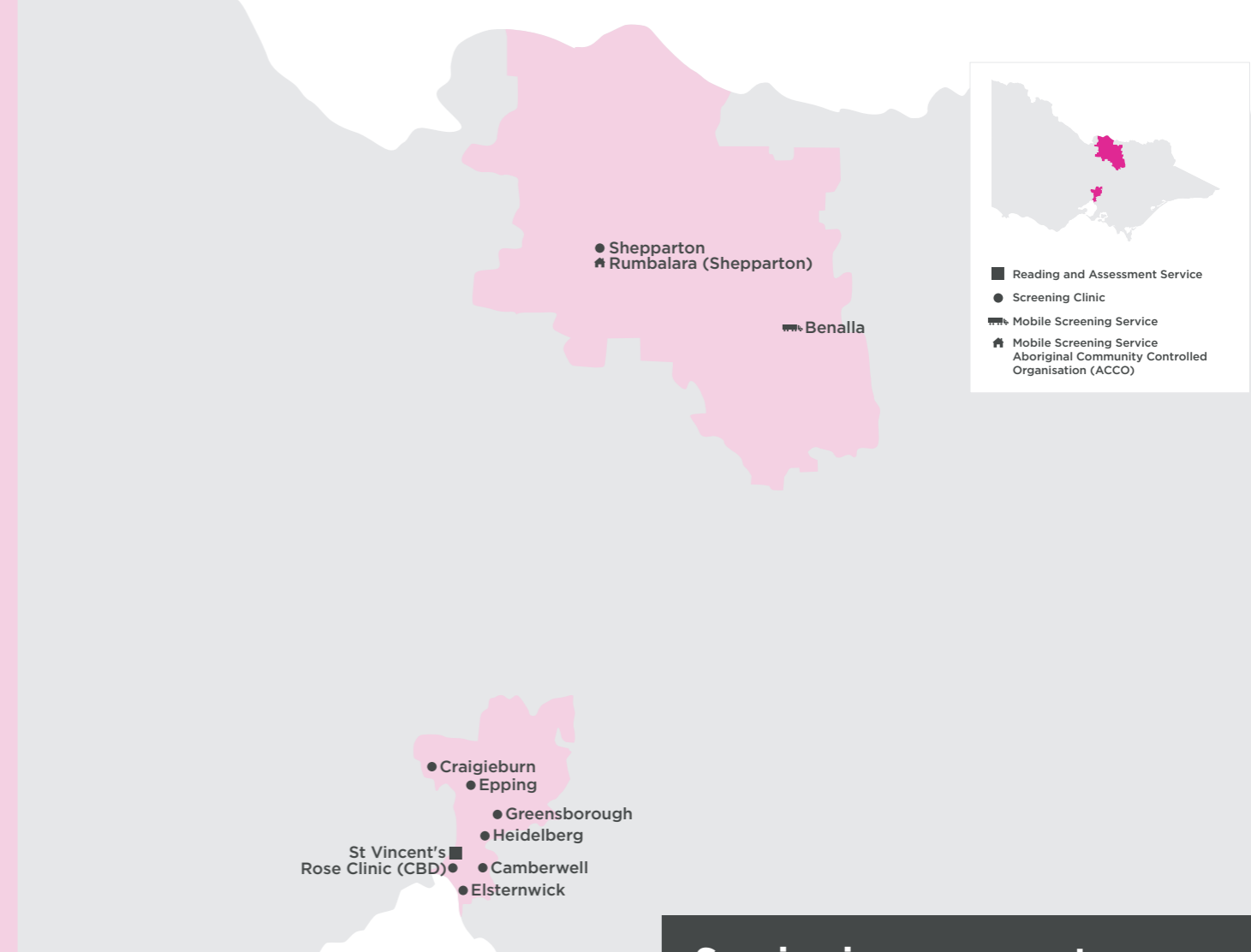
The team at St Vincent's BreastScreen continued to work hard to create a safe and welcoming environment with the help of the LGBTIQ+ project team at St Vincent's Hospital Melbourne (SVHM). This year they introduced welcome stickers to their All-Gender Toilet. Welcome stickers and inclusive bathroom amenities can go a long way to helping people feel more comfortable in an environment and situation that is new to them. Mx Christina Hotka, SVHM's LGBTIQ+ Safety and Responsiveness Project Officer, played an essential role in getting the project off the ground and worked with Starlady, a long-time advocate for the LGBTIQ+ community, to secure the stickers.



Gemma Twomey, Administration Manager, St Vincent's

Rose Clinic relocation

In January 2022, the clinic got a fresh new look following its relocation to the David Jones store's second floor. The layout is bigger, and special features include brass lettering on the door and a beautiful heritage lift (no longer in use) in the waiting room. BreastScreen Victoria sought input from consumers during the planning stage. Weekend appointments are now offered to help meet the screening demand in the area.



Rumbalara's shawl features a design by Bangerang Gunditjmara artist Rebecca Atkinson.



Service improvements

- ✓ Due to COVID-19, telehealth appointments are now available for clients to receive results.
- ✓ The service now also has virtual contrast-enhanced mammography training for radiographers and virtual daily management meetings.

Beautiful Shawls at Rumbalara

Our mobile screening van visited Rumbalara Aboriginal Co-operative near Shepparton, screening 38 Aboriginal women in November 2021. A group booking for local Aboriginal women was arranged at Shepparton BreastScreen in May 2022.

MONASH REGION



Jordan Crugnale MP officially opened new Pakenham BreastScreen

State Member for Bass, Jordan Crugnale MP, officially opened our new clinic in Pakenham on 18 February 2022, touring the new facility and meeting radiographers and staff. The new site means more breast screens are available for those living in Pakenham and the surrounding areas. Like all BreastScreen Victoria clinics, Pakenham BreastScreen has state-of-the-art facilities, caring and highly-qualified staff, and the latest digital imaging technology. It also has free parking and is accessible by public transport. The Mobile Screening Service visited the area for the past few years; this is the first time a fixed service has been in Pakenham.

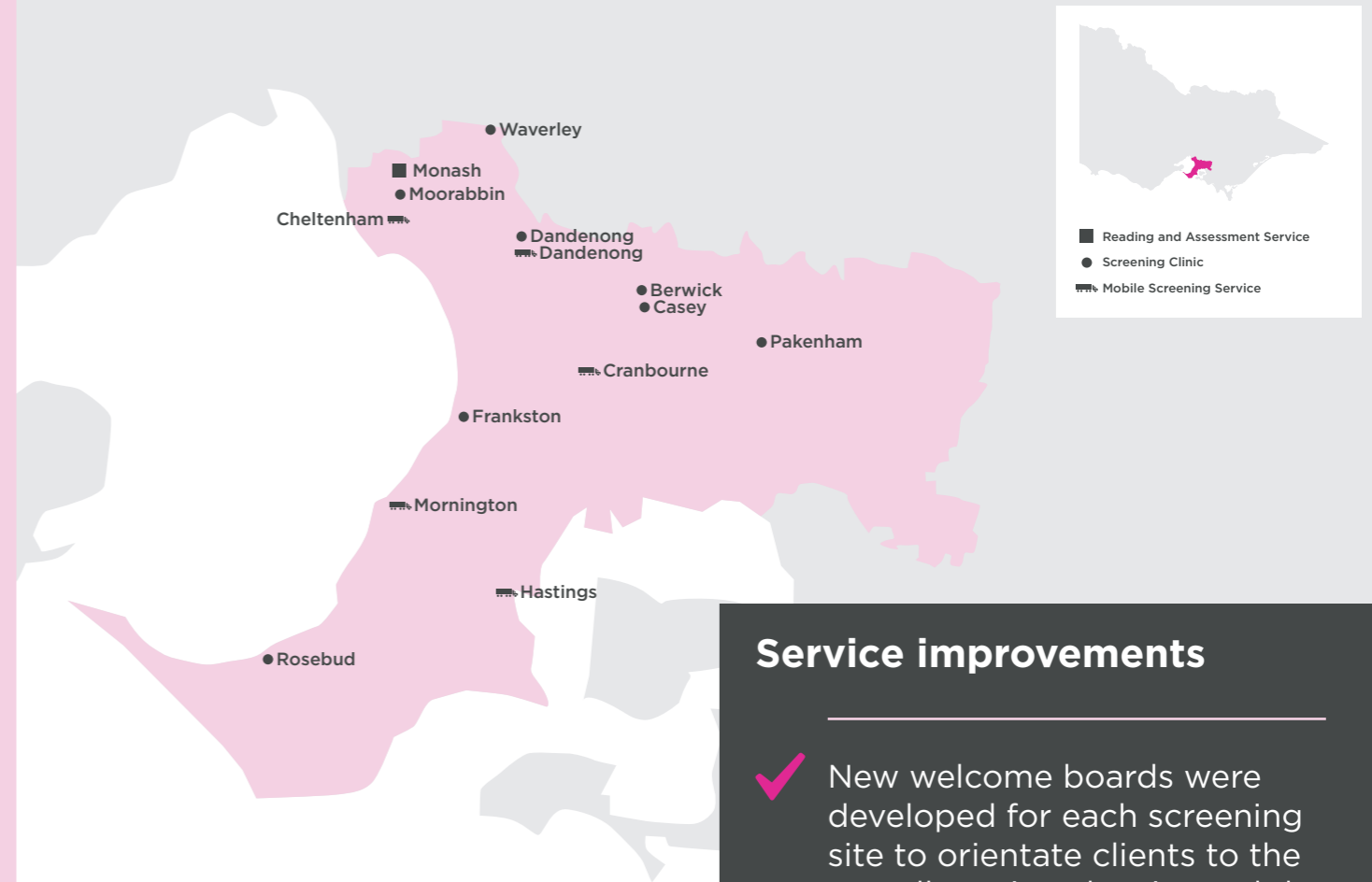


New tomosynthesis machines

This year, Monash BreastScreen installed two new tomosynthesis machines in the assessment clinic. This 3D technology makes fine details more visible and significantly less likely to be hidden by tissue above or below. This means earlier detection than ever before and less anxiety for clients about unnecessary testing following a breast screen. It has improved the client experience, streamlined the number of tests required, and decreased the duration of needle biopsy procedures.

Rosebud clinic moves to its new home

In April 2022, Rosebud BreastScreen opened its new spacious clinic at 30 Boneo Road. Feedback from clients has been very positive. It's easy to find, fully accessible and the parking is easy too. It was a collaborative effort, with many team members working behind the scenes to plan and open the clinic.



Service improvements

- ✓ New welcome boards were developed for each screening site to orientate clients to the overall service, the site and the staff working in the service.
- ✓ The surgeons' room was redeveloped to create a more client-centred space. A support person and nursing staff can now comfortably attend a consultation and view images.

Team changes

We thank Program Manager Janelle Finn, who departed in February 2022, for her commitment, leadership and enormous contribution to Monash BreastScreen over the last six years.

Chief Radiographer Jayne Mullen stepped into the role during the transition period and successfully led the service in preparation for accreditation in late June.

In April, we welcomed Xavier Yu as our new Designated Radiologist along with our Fellows Dr Daniel Lui and Dr George Harisis who are sharing the role for 12 months.

In May, we welcomed Catherine Langford as the new Director of Clinical Operations for Breast Services and Program Manager BreastScreen.

Staff milestones

- 35 years** Marieta Oxenbury (Nurse Counsellor)
- 20 years** Elizabeth Stewart (Deputy Chief Radiographer), Dr Manish Jain (Radiologist)
- 15 years** Dr Zhi Tan (Radiologist), Wendy Nieuwerth (Radiographer)
- 10 years** Georgia Sklavenitis (Data Clerk), Sue Macaulay (State Radiographer)

MAROONDAH REGION



Contrast Enhanced Mammography

After receiving a research grant from the Eastern Health Foundation, Maroondah BreastScreen commenced a feasibility study of 50 clients using Contrast Enhanced Mammography – a breast imaging technique that combines 3D tomosynthesis digital mammography with an intravenous contrast agent to show new or unusual blood flow patterns. These highlighted areas can make it easier to identify changes to breast tissue earlier. Research shows this technique is as good as breast MRI in showing the extent of breast cancer. This project enables the team to offer tailored assessment to our clients with a high probability of a positive diagnosis to improve their treatment pathways.

Breast and Cancer Centre volunteers support clients

Maroondah BreastScreen is co-located in the Breast and Cancer Centre with Eastern Health's Breast Clinic and Breast Imaging Services. While the role of the Centre's volunteers has changed because of the pandemic, their contribution to the client experience is as important as ever. Volunteers have been providing a 'meet and greet service' to the Centre from the main hospital entrance to assist clients with access changes to the Centre due to COVID restrictions. Their friendly faces go a long way to relieving client anxiety. The volunteers also collate information packs for clients who are diagnosed with breast cancer.

Improving women's knowledge of the alcohol-breast cancer link

Alcohol is a major modifiable risk factor for breast cancer in women, yet awareness of this risk has remained surprisingly low, and health information about this risk is still not systematically provided in healthcare settings.

Health4Her is a pilot project that is investigating if a brief alcohol and lifestyle health promotion activity offered to women attending a routine screening appointment can increase awareness about the link between alcohol consumption and breast cancer. Results have demonstrated a significant increase in awareness of alcohol as a breast cancer risk factor after receiving the intervention. This is a highly scalable model of alcohol health promotion with the potential to improve alcohol literacy and reduce harmful alcohol use. A paper about this work, supported by a VicHealth Impact Research Grant and an Eastern Health Foundation Research and Innovation Grant, will be presented in September 2022 by Michelle Giles (Program Manager) and Dr Darren Lockie (Clinical Director) at the European Society of Breast Imaging Annual Scientific Meeting in Sweden.



Staff milestones



Dr Judith Tan (Radiologist),
Janelle Badrock
(Senior Data Clerk)



Mandarin-speaking group bookings a success

Group bookings provide culturally and linguistically diverse members of the community with more confidence to attend screening appointments. This year we held nine successful group screening sessions for 66 Mandarin-speaking clients, facilitated by a bilingual contact officer at Maroondah BreastScreen and Mont Albert BreastScreen. The women who took part had not screened with BreastScreen Victoria for at least three years. Many cited the language barrier as the main reason they had not returned for their recommended two-yearly screen. Feedback from the group was very positive. They all felt relieved after their screen and were eager to encourage friends to book their routine breast screening, too.

Research

Results from a collaborative study between The Daffodil Centre, University of Sydney, Sydney School of Public Health, University of Sydney and Maroondah BreastScreen were recently published: 'Assessment of screen-recalled abnormalities for digital breast tomosynthesis versus digital mammography screening in the BreastScreen Maroondah trial', *Journal of Medical Imaging and Radiation Oncology*, June 2022. Authors: Tong Li, Darren Lockie, Michelle Clemson, and Nehmat Houssami.

GIPPSLAND REGION

Gippsland BreastScreen accredited for another four years

Gippsland BreastScreen was surveyed in August 2021 and granted full accreditation by the National Quality Management Committee for another four years. The service received excellent feedback on their high standard of clinical quality. Accreditation is an important indicator of quality and this achievement reflects the sustained, high level of performance within our service areas.

Satellite assessment clinic pops up in Bairnsdale

To help improve access to health services for regional and rural women, BreastScreen Victoria trialed a satellite assessment clinic in East Gippsland in November and December 2021. Fully staffed with radiographers, nurse counsellors and a radiologist, the clinic offered follow-up appointments to clients recalled for additional tests based on their initial breast screens. It helped reduce travel times for many women who otherwise would have travelled to Gippsland BreastScreen.

The pilot project was a finalist in the Gippsland Primary Health Awards in the 'Better Access to Health Services' category. This recognition is a testament to the hard work of staff and the collaboration of several key organisations across East Gippsland, including Latrobe Regional Hospital, Bairnsdale Regional Health Service and I-MED Gippsland.

The Beautiful Shawl Project tours Gippsland

Our Mobile Screening Service returned to ACCOs in Gippsland in March 2022 to provide free breast screens for Aboriginal women aged 50-74, as part of the Beautiful Shawl Project.



Marilyn Fenton, a Gunaikurnai artist, designed the artwork for the Ramahyuck District Aboriginal Corporation Morwell shawl, titled *We are one*.



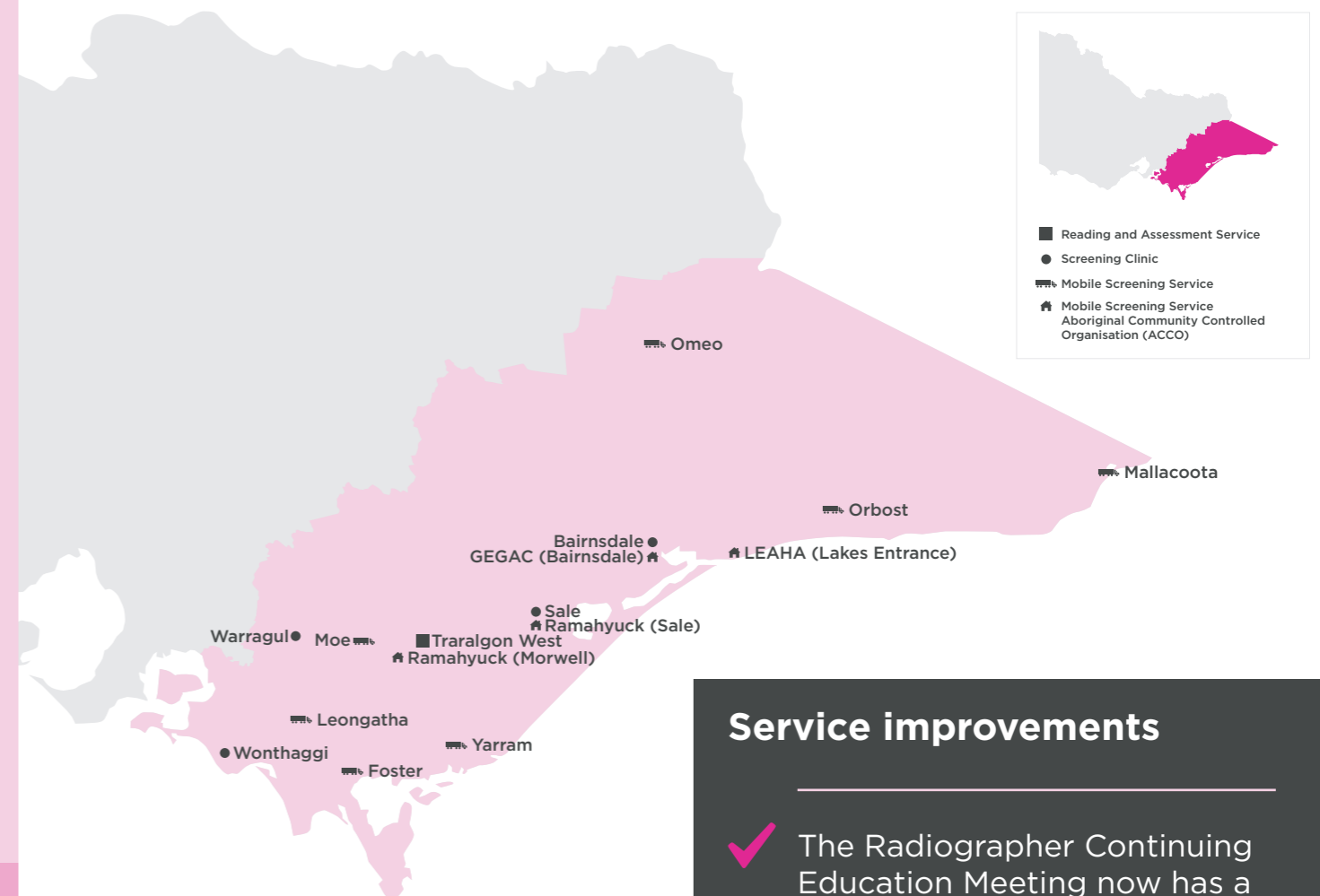
Brenda Farnham, a Walbunia, Dhungutti artist, designed the Ramahyuck District Aboriginal Corporation in Sale shawl.



Amanda Morgan, a Gunaikurnai artist, designed the artwork for Gippsland and East Gippsland Aboriginal Co-operative (GEGAC) in Bairnsdale, titled *Healing*.



Eileen Gordon (Aunty Lana), a Gunaikurnai/Wiradjuri/Yuin and Bidawal country artist, designed the Lakes Entrance Aboriginal Health Association (LEAHA) shawl, titled *Hunting on country*.



Service improvements

✓ The Radiographer Continuing Education Meeting now has a focus on consumer feedback. Consumer Representatives spent time with the region's radiographers to provide feedback on their experiences and ideas to make the client experience better.

✓ Consumer Representatives spent time in our screening clinics, speaking to clients to gain an understanding of their perception of our Traralgon Clinic, what they liked and what could potentially change.



Culturally safe shawls come to Gippsland

This year, Gippsland BreastScreen continued to encourage women from culturally and linguistically diverse backgrounds to learn about breast screening. Thanks to a partnership between Gippsland BreastScreen, Gippsland Women's Health and Gippsland Multicultural Service, a group of local women attended their first-ever breast screen in a culturally safe shawl. The idea was inspired by the success of the Beautiful Shawl Project and included clients from Thailand, Iran, Indonesia, Turkey, Sudan, South Sudan, Belarus, Serbia and China. Attendees painted their designs onto a collective canvas and then printed them on fabric to make shawls.

Staff milestones

10 years Pauline Quinlan (Nurse Counsellor), Ges Hammer (Nurse Counsellor), Angelique Slavin (Nurse Counsellor)

Our Governance

Our governance structure ensures we meet quality standards in order to provide an evidence-based and high-quality service for our clients.



ORGANISATIONAL STRUCTURE

BreastScreen Victoria supports and reports into the Victorian Cancer Screening Framework and the Victorian Cancer Plan 2021-2024 (Screening and Early Detection).

BreastScreen services in Australia are quality assured and accredited under the BreastScreen Australia National Accreditation program, and the National Quality Management Committee oversees performance against the National Accreditation Standards.

We are committed to ongoing quality assurance through our Quality and Clinical Governance Framework.

BreastScreen Victoria Board

BreastScreen Victoria is governed by an independent Board whose members are appointed by the Minister for Health. New members are invited to join the Board based on their skills and experience.

Dr Elisabet Wreme (Chair)
MSc, Prof Doctor in Bus Admin, GAICD

Jorden Lam (Deputy Chair)
LLM, BCom, LLB, GradDipLP, GAICD

Sue Madden (Treasurer)
FCPA, GAICD

Elleni Bereded-Samuel AM
MED, GradDip(Couns), GradCert(Mgt), BA

Debra Cerasa
MEdMgt&Ldr, BHScNsg, GradDipAdEd&Trg, GradDipBusMgt, RN, RM, CertICU, GAICD

Dr Vanda Fortunato
PhD, MA, BA

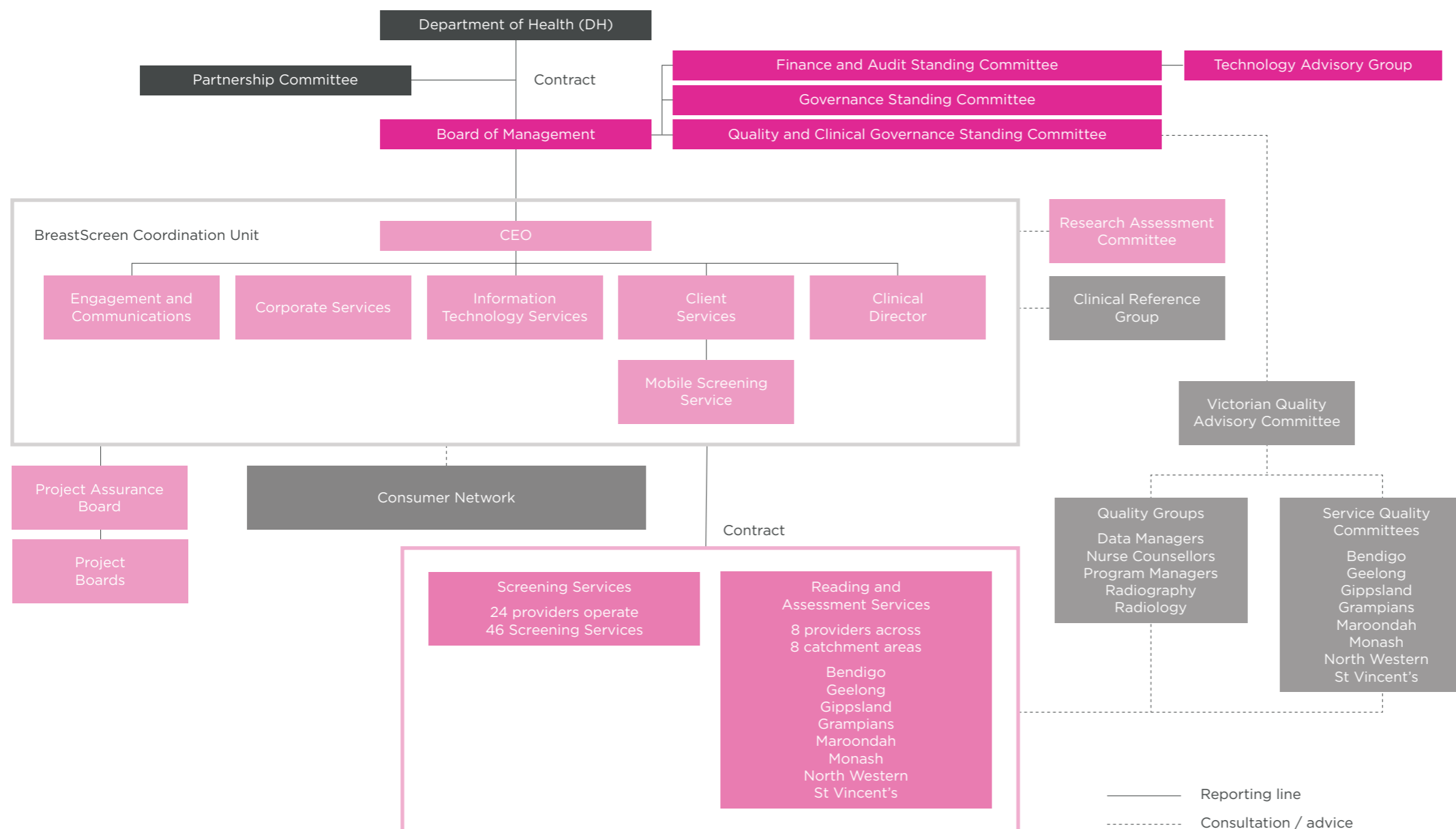
Liz Kelly
BBus, GradDip(OrgPsych), Cert IV Workplace Training & Assessment, Accredited mediator, MAICD

Dr Wayne Lemish
BSc(Hons), MBBS, FRANZCR, MAIP, GAID

Terri Smith (Outgoing CEO)
BA (Pol & Soc), Post Grad Dip Comm Dev, MSocSci(Mgt & Policy)

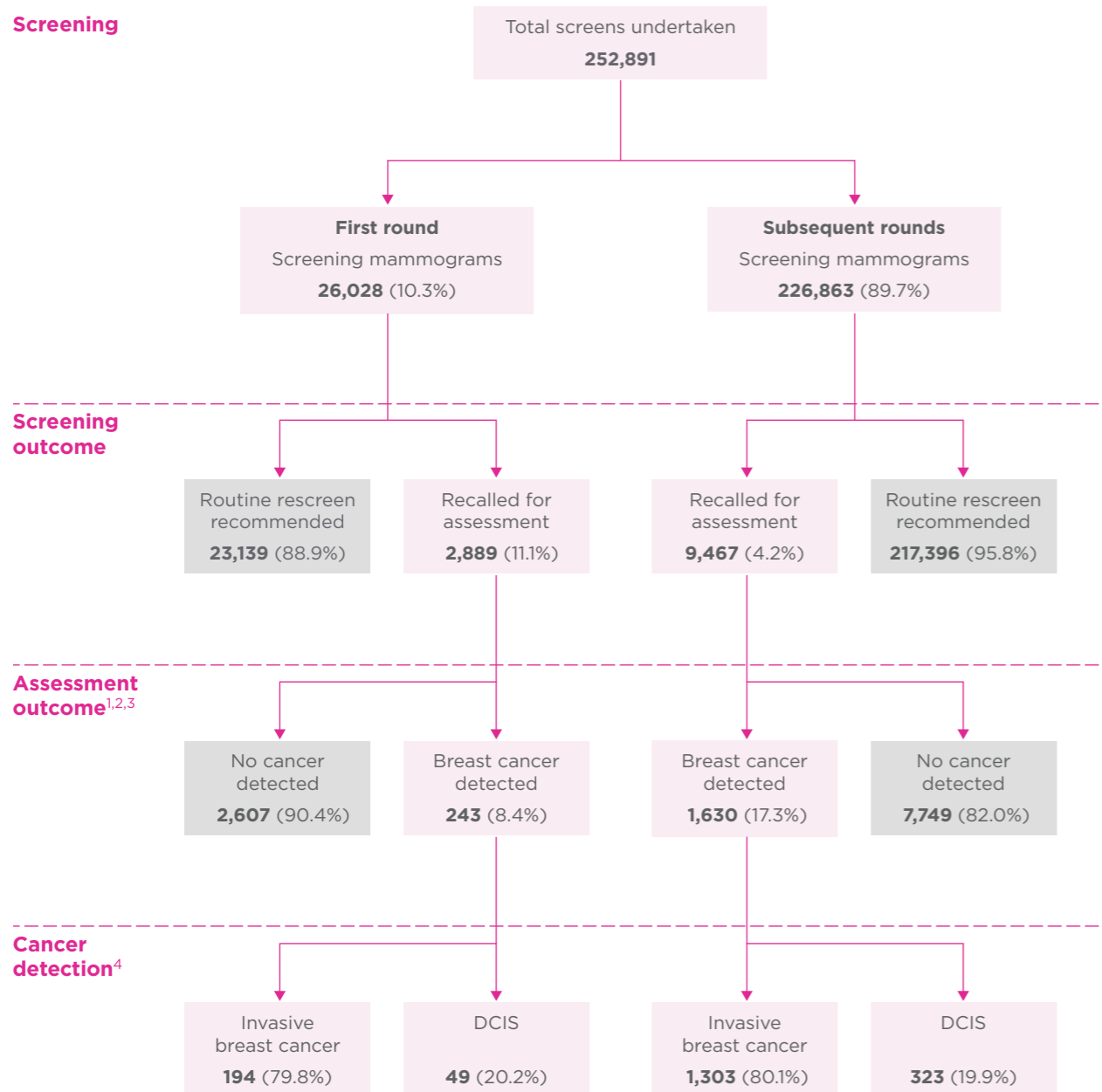
Tim Staker
DipEng(Biomed), MBA, GradDip(TechMgt), GAICD

BreastScreen Victoria Governance Structure



SCREENING AND ASSESSMENT PATHWAY 2021 (CALENDAR YEAR)

Screening



1 Excludes women who did not attend assessment.
 2 Percentages do not add to 100% due to the exclusion of women who did not complete assessment and women with incomplete assessment/histology data.
 3 At the time this report was finalised, 0.8% of women assessed in 2021 were yet to complete their assessment experience.
 4 Excludes breast cancers diagnosed at early review more than six months after the screening mammogram and cancers diagnosed at early rescreen for women who presented with a breast lump and/or clear or blood stained nipple discharge in the same breast in which the breast cancer was diagnosed.
 Data for women screened in 2021 is as it stood on 17 August 2022.
 Future requests for data and publications may not exactly correspond to the figures in this report as they will reflect subsequent additions to the dataset.

SCREENING AND ASSESSMENT SUMMARY

	2017	2018	2019	2020	2021
SCREENING					
First round women	35,362 13.8%	32,433 12.3%	36,995 14.0%	19,929 10.1%	26,028 10.3%
Subsequent round women	220,007 86.2%	230,220 87.7%	228,044 86.0%	177,133 89.9%	226,863 89.7%
Total	255,369 100%	262,653 100%	265,039 100%	197,062 100%	252,891 100%

SCREENING OUTCOME

First round women					
Routine rescreen recommended	31,586 89.3%	29,136 89.8%	32,993 89.2%	17,745 89.0%	23,139 88.9%
Recalled for assessment	3,776 10.7%	3,297 10.2%	4,002 10.8%	2,184 11.0%	2,889 11.1%
Subsequent round women					
Routine rescreen recommended	211,679 96.2%	221,399 96.2%	218,806 95.9%	169,551 95.7%	217,396 95.8%
Recalled for assessment	8,328 3.8%	8,821 3.8%	9,238 4.1%	7,582 4.3%	9,467 4.2%

ASSESSMENT OUTCOME^{1,2,3}

First round women					
No cancer detected	3,374 89.4%	2,959 89.7%	3,616 90.8%	1,973 90.9%	2,607 90.4%
Breast cancer detected	357 9.5%	305 9.3%	326 8.2%	169 7.8%	243 8.4%
Subsequent round women					
No cancer detected	6,832 82.0%	7,141 81.0%	7,551 81.9%	6,254 82.7%	7,749 82.0%
Breast cancer detected	1,433 17.2%	1,627 18.4%	1,601 17.4%	1,254 16.6%	1,630 17.3%

CANCER DETECTION⁴

First round women					
Invasive breast cancer	270 75.8%	232 76.1%	249 76.4%	118 69.8%	194 79.8%
DCIS	86 24.2%	73 23.9%	77 23.6%	51 30.2%	49 20.2%
Subsequent round women					
Invasive breast cancer	1,163 81.4%	1,293 79.8%	1,288 81.1%	1,014 80.9%	1,303 80.1%
DCIS	266 18.6%	327 20.2%	301 18.9%	239 19.1%	323 19.9%

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 3 At the time this report was finalised, 0.8% of women assessed in 2021 were yet to complete their assessment experience.
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BREASTSCREEN VICTORIA ANNUAL REPORT 2021-2022

Produced by:

BreastScreen Victoria Coordination Unit
Level 1, 31 Pelham Street
Carlton South
Victoria 3053

October 2022

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Registration: A0025878W
ABN: 54 505 206 361

Copies of this report are available at:

 www.breastscreen.org.au

 03 9660 6888

 info@breastscreen.org.au



Financial Report

The BreastScreen Victoria Inc. Financial Report for the Year ended 30 June 2022 has been produced as a separate document. Copies are available at: www.breastscreen.org.au or phone 03 9660 6888.

In the spirit of reconciliation, BreastScreen Victoria acknowledges the Traditional Custodians of country throughout Victoria and their connections to land, sea and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

There are many terms to describe Aboriginal and/or Torres Strait Islander peoples living in Victoria. This includes First Nations People, Sovereign Nations, Indigenous Australians, Traditional Owners etc. In this report, to be inclusive and respectful, we have chosen to use the term Aboriginal.

BreastScreen Victoria is committed to ensuring we offer a welcoming, safe and accessible service for all eligible Victorians.

BreastScreen Victoria gratefully acknowledges the support of the Australian Government Department of Health and the Victorian Department of Health.

