



Department of Health



Keeping abreast of BSWA News

Issue 20

August/September 2014

Update from the Medical Director

Another busy month has past. We need to muster our strength for October and Pink Ribbon month that will soon be upon us.

BreastScreen WA will celebrate 25 years of service at our next Pink Ribbon Breakfast on Monday 20th October. Please register directly by completing the registration form on our website at www.breastscreen.health.wa.gov.au. We look forward to seeing you there.

- Dr Liz Whyte

Multicultural Women's Health Day

BreastScreen WA Program Officer Sonya Schultz attended the My Body – My Health event for Multicultural women in Mirrabooka on Friday 22 August. More than 65 community women attended the day. Arabic, Dari and Farsi interpreters assisted by translating two information sessions. Sonya provided information about the importance of breast screening and Stacey-Mae Prokopyszyn, WACCP Health Promotion Officer talked about the importance of cervical screening.

Women were also encouraged to participate in a pilates demonstration and a community art workshop. The aim of the art workshop was to develop a collage made of flowers that the women had created (see picture below).

Nine women made an appointment to attend the Mirrabooka clinic for a group booking in September.



BreastScreen WA's Pink Ribbon breakfast Monday 20 October 2014

Celebrating
25 years
of service

1989 - 2014

Keynote speakers:

Prof. Helen Milroy
Child and Adolescent Psychiatrist

Dr Susan Downes
GP Obstetrician (Derby and Royal Flying Doctor Service)

Entertainment:

Debra Ruggiero
Zumba instructor

Door prizes and giveaways

Monday 20 October 2014

Registration: 7:00am - 7:15am
Prompt start: 7:30am - 9:00am

Fraser's Function Centre
Fraser Avenue, Kings Park

\$35.00 including GST

Please complete your details overleaf and register by Wed 15 October 2014

RSVP early as places are limited
Note: no table reservations

www.breastscreen.health.wa.gov.au

13 20 50



Early bird registration closes 30 September 2014
Combined BreastScreen & AIR Event
Realising the benefits of digital breast imaging
7th Multidisciplinary Breast Cancer Conference
8-9 November 2014

for full program details and to register
<http://www.breastscreen.health.wa.gov.au/Newsroom/Events>

Support Services Training Day

The Support Services team attended a full day of training in Customer Excellence recently with key learning covering the importance of teams, 5 star service, complaints or improvements to be made, service from the inside out. The feedback from the facilitator and the staff who attended was great, they learnt all about working in teams to improve the business objectives, and contribute to the team progress by sharing new ideas. Effective handling of complaints and difficult behaviours will be invaluable to the team as well as how to stay energised in the workplace.

Understanding that complaints are “improvements which could be made” and how to best handle the difficult ones by providing the team with some really great tools to assist them will definitely help the Call Centre ladies in their day to day work.

With BreastScreen WA receiving 12,400 calls in the month of August it's great to see the team rally together and we will continue with the initiatives they produced in their training day.

Aboriginal conference update



Leanne Pilkington, BreastScreen WA's Aboriginal Program officer has been kept busy highlighting BreastScreen WA's Aboriginal strategies across the country. Leanne promoted BreastScreen WA

resources and promotional material in a display at the National Aboriginal and Torres Strait Cancer Forum in Brisbane in July. Leanne also presented a session about breast screening and the challenges we face at BreastScreen WA making the service accessible to the wide range of women in Western Australia.

In August, Leanne presented at the National Indigenous Cancer Network breast cancer round table, once again highlighting the strategies BreastScreen WA uses to recruit Aboriginal women into the program. We have a lot to be proud of at BreastScreen WA, as our participation rates for Aboriginal women age 50-69 are currently at 44%, one of the highest in Australia.

Many Eastern States health professionals can't believe the size of the area we cover as a single service. They are amazed at the lengths we go to ensure that all women have equitable access to our service. A big pat on the back for all of us!

Coming up

- 20 October:** BreastScreen WA (BSWA) Pink Ribbon breakfast and 25th anniversary Fraser's Function Centre
- 8-9 November:** Multidisciplinary Breast Cancer Conference - Realising the benefits of digital breast imaging

Good Samaritan Industries Awarded Warehouse Tender

The BreastScreen WA warehousing and distribution tender was awarded to the Good Samaritan Industries in April 2014. Following a successful relocation of the stock to the new premises in Canning Vale in late May, BreastScreen WA resumed business with Good Samaritan Industries and a new inventory system on 3 June 2014. BreastScreen WA is proud to lead the Department in contracting one of the few businesses in the industry that complies with providing employment under the Australian Disability Enterprises (ADEs).



Above Good Samaritan team

Funding raising/Daffodil Day



BreastScreen WA celebrated Daffodil Day with a morning tea to raise funds to support the Cancer Council WA's Daffodil Day on 22 August.

Breast Cancer Care WA (BCCWA) donation containers funds raised by BSWA Clinics from June-July 2014, for total funds \$247.05.

Thank you everyone for your ongoing assistance and support for BreastScreen WA's fundraising initiative in the clinics/mobiles. It is appreciated.

A huge thank you to Breast Cancer Care WA for banking the funds and providing us with the breakdown.

Congratulations to BreastScreen WA staff and friends celebrating after completing the City to Surf. Well done.

