

BreastScreen

AUSTRALIA

A joint Australian, State and Territory Government Program

BREASTSCREEN AUSTRALIA – OUR COMMITMENT TO QUALITY

BreastScreen Australia and quality

All BreastScreen Australia services are regularly reviewed to ensure women are getting a high quality service. This brochure describes BreastScreen Australia's approach to measuring and demonstrating the quality of the services provided.

Measuring quality

The performance of every BreastScreen Australia service is assessed against a set of nationally agreed standards. More than 170 standards cover all the different parts of the BreastScreen Australia program.

All BreastScreen Australia services are visited regularly by teams of people who review the Service's performance in relation to the national standards. The National Quality Management Committee, which includes women who represent consumers' views, looks at the results of each review.

In between these reviews, all services regularly measure themselves against the national standards. In addition, each service provides an annual report on key standards to the National Quality Management Committee.

Accreditation as a sign of quality

Accreditation is the process that evaluates the overall BreastScreen Australia service. All services must participate in the accreditation process to be part of BreastScreen Australia. The accreditation system includes checking that services meet standards through visits, self-assessment and reporting to the National Quality Management Committee.

There are five levels of accreditation:

- Four year accreditation with commendation (provides an exceptionally high quality service);
- Four year accreditation (provides a high quality service);

- Two year accreditation (provides a good quality service and meets all the high level standards but not all of the lower level standards);
- Two year accreditation with high priority recommendations (provides a good quality service and needs extra work to meet some of the higher level standards). Progress against the recommendations is monitored by the National Quality Management Committee; and
- Provisional accreditation (a new Service).

How we demonstrate quality

Accredited Services receive a certificate to display where all women attending the Service can see it.

Tell us what you think

BreastScreen Australia cares about your views on the quality of the service you have received. If you would like to provide feedback on any aspect of your visit to BreastScreen Australia, please email cancerscreening@health.gov.au BreastScreen Australia takes your comments seriously and will follow up with you, if you wish.

For more information about BreastScreen Australia, visit our website at www.cancerscreening.gov.au

For general information about the program or to make an appointment please phone 13 20 50.

For a specific query regarding the BreastScreen Australia program in your State or Territory, contact details are overpage.

Australian Capital Territory

Tel: (02) 6205 4444

Fax: (02) 6205 1394

Email: breastscreen@act.gov.au**New South Wales**

Tel: (02) 8374 5777

Fax: (02) 8374 5699

Email:

information@cancerinstitute.org.au**Northern Territory**

Tel: (08) 8922 6449

Fax: (08) 8922 6440

Email: wcpp.ths@nt.gov.au**Queensland**

Tel: (07) 3328 9467

Fax: (07) 3328 9487

Email: cssb@health.qld.gov.au**South Australia**

Tel: (08) 8274 7100

Fax: (08) 8373 4395

Email: BSSAenquiries@health.sa.gov.au**Tasmania**

Tel: (03) 6216 4300

Fax: (03) 6216 4326

Email: canscreen@dhhs.tas.gov.au**Victoria**

Tel: (03) 9660 6888

Fax: (03) 9662 3881

Email: info@breastscreen.org.au**Western Australia**

Tel: (08) 9323 6700

Fax: (08) 9323 6799

Email: breastscreenwa@health.wa.gov.au