



Australian Government

NATIONAL
CANCER
SCREENING
REGISTER

National Cancer Screening Register

COMMUNICATIONS TOOLKIT

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Australian Government

NATIONAL CANCER SCREENING REGISTER

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WELCOME

A key element of organised, population-based cancer screening programs are registers that support the programs by inviting, reminding and facilitating the follow-up of participants for screening, as well as generating comprehensive data to inform policy and improve quality.

The National Cancer Screening Register (NCSR) has been established to fully support cervical and bowel cancer screening pathways, from initial invitation and screening through to diagnosis including management, quality assurance, follow up and reporting.

The NCSR is designed to link all key cancer screening stakeholders – health professionals, pathology laboratories, government bodies, local health authorities, and screening participants – creating a health ecosystem that enhances screening quality and outcomes.

We provide secure, online channels designed to streamline workflows in primary care via the Healthcare Provider Portal and integration with patient management software.

These tools are tailored to enable efficient access to patient screening histories and streamlined reporting of patient clinical information for the screening programs to help improve patient outcomes.

We are pleased to share this Communication Toolkit with our partners to help raise awareness of these channels and ensure consistent messaging.

Promoting adoption of these tools is essential for enhancing the screening experience and health outcomes for participants across Australia.

This Toolkit includes links to useful resources, including key messages, our Primary Practice Onboarding Kit, user guides, and shareable content, including social media assets and animations.



We greatly appreciate your ongoing support in promoting awareness among our shared stakeholders. Thank you.

Prof. Dorota Gertig,
NCSR Medical Director



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OVERVIEW, PURPOSE AND TARGET AUDIENCE

This Communications Toolkit provides key messages, support materials and assets developed to support our partners in promoting the functions and benefits of the NCSR’s digital channels:

- Clinical software integration capabilities
- Healthcare Provider Portal
- Participant Portal

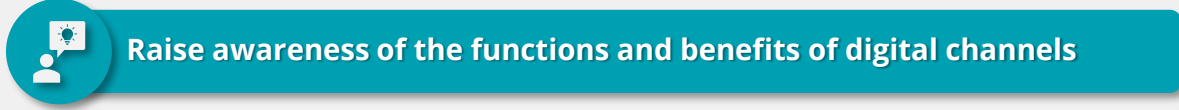
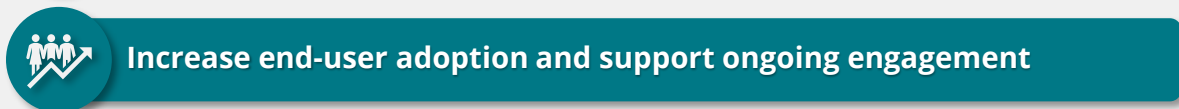
The purpose is to ensure consistent messages are communicated and to maximise reach to end-users through the help of promotion through our partners and stakeholders.

We encourage you to tailor key messages to suit your audiences.

Content within this toolkit is also available to download in a Word document:



DOCUMENT PURPOSE



TARGET AUDIENCE

CLINICAL SOFTWARE INTEGRATION USERS

- Primary healthcare providers and support staff using:
 - › Best Practice Premier
 - › MedicalDirector Clinical
 - › Communicare



HEALTHCARE PROVIDER PORTAL USERS

- Primary and specialist healthcare providers and support staff.
- Pathologists and laboratory staff that process bowel and cervical screening tests.

PARTICIPANT PORTAL USERS

- Australian’s eligible for the National Cervical Screening Program and National Bowel Cancer Screening Program.

NATIONAL CANCER SCREENING REGISTER

KEY MESSAGES



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ABOUT THE NATIONAL CANCER SCREENING REGISTER (NCSR)

- The Australian Government established the NCSR, a world-first interoperable digital platform, to support the [National Cervical Screening Program](#) and [National Bowel Cancer Screening Program](#). The NCSR will also support the [National Lung Cancer Screening Program](#) from 1 July 2025.
- These life-saving programs exist to reduce cancer-associated mortality through early detection and treatment and achieve the shared goal of eliminating cervical cancer as a public health issue by 2035 and saving over 80,000 lives from bowel cancer by 2040, if participation in the program is increased to 60%.
- The NCSR supports the operations of these programs by:
 - › enabling a digital record for each person participating in bowel and cervical screening
 - › sending screening invitations and reminders, including bowel screening home test kits
 - › following-up individuals with abnormal screening results.
- The NCSR is designed to facilitate participant and healthcare provider engagement, streamline the screening process, and provide comprehensive data to inform policy development and support program quality.

THE NCSR SUPPORTS ALL OPERATIONAL ASPECTS OF THE SCREENING PROGRAMS, GUIDED BY FOUR OBJECTIVES:

- 1 MAXIMISE PARTICIPATION:**
Integration with Medicare enables the NCSR to identify, invite and remind eligible people to screen, including individuals who are under or never screened.
- 2 FACILITATE TIMELY DIAGNOSIS AND FOLLOW-UP:**
Nationally consistent clinical rules are automatically applied to support appropriate pathway management and follow-up of screen-detected abnormalities.
- 3 CREATE A CONNECTED AND IMPROVED DIGITAL HEALTH EXPERIENCE:**
Enable real-time, secure access to screening information for healthcare providers, patients, pathologists, and other relevant population screening stakeholders.
- 4 PROVIDE NATIONALLY CONSISTENT DATA AND REPORTING:**
Informs ongoing program evaluation and continuous improvement to ensure the effectiveness of the screening programs.

22%

increase in digitally submitted data from clinicians in the last 6 months

91%

of cervical screening histories are now accessed digitally

94%

decrease in faxed screening histories requests

DIGITAL CHANNELS FOR END-USERS:

HEALTHCARE PROVIDER PORTAL AND CLINICAL SOFTWARE INTEGRATION

- Enables healthcare providers to securely access and submit patient screening data at a time convenient to them and their staff
- 22,000 registered Healthcare Provider Portal users*
- 3,500 practices using Best Practice, MedicalDirector and Communicare have integrated*

PARTICIPANT PORTAL

- Allows bowel and cervical screening participants to update personal details, manage their participation and view their screening status
- 92,000 registered users*

ABOUT THE NATIONAL BOWEL CANCER SCREENING PROGRAM

The National Bowel Cancer Screening Program aims to reduce deaths from bowel cancer by detecting early signs of the disease. If found early, more than 90% of cases can be successfully treated.

Eligible Australians aged 45 to 74 can do a free test at home every 2 years.

Health professionals play an important role in encouraging eligible patients to take part in bowel cancer screening, demystifying the process, and managing positive test results.

ALTERNATIVE ACCESS TO BOWEL SCREENING KITS FOR HEALTHCARE PROVIDERS

To increase bowel cancer screening rates, healthcare providers can now bulk order kits for their medical organisation to issue to eligible patients during an appointment.

Many patients are more likely to complete the test after discussing it with a trusted healthcare provider. You play an important role in helping your patients make informed decisions about bowel cancer screening.

 [Health.gov.au/NBCSP](https://www.health.gov.au/nbcsp)



 [Find out more about the alternative access model](#)

AGE-ELIGIBLE COHORT:

- › People aged 50-74 are sent a free screening test kit every 2 years
- › People aged 45 to 49 can request their first free screening test kit be mailed to them and will be sent a kit every two years after they complete the test

PARTICIPATION:


40.9% of the 6.1 million people invited to screen between January 2020 and December 2021 participated in the NBCSP*

CANCER CASES AND INCIDENCE RATE:


In 2024, it is estimated that there will be 7,265 new cases of bowel cancer in the 50-74 age group (estimated incidence rate of 96 cases per 100,000 people).


* Source: [National Bowel Cancer Screening Program monitoring report 2024](#)

RESOURCES:

 **Clinical Guidelines**
For the prevention, early detection and management of colorectal cancer

 **The role of health professionals**
Learn how to encourage your patients to take part in bowel cancer screening

 **Doing a bowel screening test**
Information for patients: eligibility, how to do the home test and understanding results

 **Managing patients not suitable for the program**
Understand the options for people with bowel conditions or who have had bowel surgery

ABOUT THE NATIONAL CERVICAL SCREENING PROGRAM

The National Cervical Screening Program aims to prevent cervical cancer with routine HPV testing.

Cervical cancer is one of the most preventable cancers. Most cervical cancers occur in people who have never screened or haven't screened for a long time.

Healthcare providers play an important part in the program — by sharing your knowledge, you'll increase understanding of, and participation in, the program.

THE ROLE OF HEALTHCARE PROVIDERS IN ELIMINATING CERVICAL CANCER IN AUSTRALIA

Healthcare providers are crucial to reaching Australia's goal of eliminating cervical cancer by 2035. Promoting and encouraging HPV vaccinations and routine cervical screening ensures early detection, or in many cases prevents cervical cancer developing at all.

Educating patients about screening options, including self-collection, is essential for boosting participation, especially among those hesitant about traditional tests. By raising awareness of self-collection as an accessible alternative, providers can empower more patients to screen.

Leveraging NCSR integration, providers can easily track, remind, and follow up with patients to support improved outcomes.



[Find out more about the elimination strategy](#)



[Health.gov.au/NCSPP](https://www.health.gov.au/NCSPP)

AGE-ELIGIBLE COHORT:

Women and people with a cervix aged 25-74 years are invited to have a Cervical Screening Test (CST) through their healthcare provider every 5 years

PARTICIPATION:

4,708,848 participants aged 25-74 had a screening HPV test in 2018-2022 (68.4% of the target population)*

CANCER CASES AND INCIDENCE RATE:

869 new cases in the 25-74 age group were reported in 2019 (crude incidence rate of 11 cases per 100,000 population)*

* Source: [National Cervical Screening Program monitoring report 2023](#)

RESOURCES:



Clinical Guidelines

For the management of screen-detected abnormalities, screening in specific populations and investigation of abnormal vaginal bleeding



Healthcare provider toolkit

Resources and information to help healthcare providers engage patients and encourage participation in cervical screening



Self-collection for the Cervical Screening Test

Healthcare providers play a critical role in supporting patients with cervical screening, including self-collection



The role of health professionals

Find out how you can help increase patient awareness of the importance of regular cervical screening



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CLINICAL SOFTWARE INTEGRATION KEY MESSAGES

ABOUT THE NATIONAL CANCER SCREENING REGISTER (NCSR) INTEGRATION

The NCSR offers a non-proprietary, standardised interface (REST FHIR API 2.0) that integrates seamlessly with primary care and specialist patient management software.

Integration with primary practice and specialist software is designed to streamline workflows for healthcare organisations supporting patients in cancer screening.

It allows users to access and report patient clinical information for the bowel and cervical screening programs directly from the software they use every day.

THE NCSR CURRENTLY INTEGRATES WITH:

- **Primary care software:**
 - › [Best Practice Premier](#)
 - › [MedicalDirector](#)
 - › [Communicare](#)
- **Specialist software:**
 - › [Gynaecology Plus](#)
- **Over 3,500 practices* have integrated:** Enabling healthcare providers and practice staff real-time access to patient screening information, including alerts for patients who are overdue for screening or follow up.



WHY INTEGRATE YOUR CLINICAL SOFTWARE WITH THE NCSR?

[Research shows](#) that patients are more likely to participate in bowel and cervical screening after discussing it with a trusted healthcare provider.

Improved access to patient screening information is vital for facilitating meaningful conversations to highlight the life-saving potential of early detection and address any concerns.

The integration allows healthcare providers to access comprehensive screening histories and submit clinical information for the screening programs, directly from the practice management software they use daily.

Integrating with the NCSR supports personalised healthcare, empowering providers to proactively manage and promote participation in Australia's bowel and cervical screening programs.

By integrating your clinical software with the NCSR, you're not just improving practice efficiency — you're contributing to a nationwide effort to reduce deaths from bowel and cervical cancer.

INTEGRATED CLINICAL SOFTWARE USERS CAN:

- **ACCESS PATIENT SCREENING INFORMATION & ALERTS:** Stay informed with real-time updates on patient screening status, including overdue and follow-up alerts.
- **VIEW AND SUBMIT SCREENING RESULTS:** Including colonoscopy or colposcopy findings, ensuring accurate program participation.
- **FACILITATE BOWEL SCREENING TEST KIT COMPLETION:** Order test kits to be mailed directly to a patient's address or record when a kit has been issued during a consultation as part of the [alternative access to kits model](#) – **Note:** bulk kit orders must be made via the Healthcare Provider Portal.
- **UPDATE PATIENT CONTACT & DEMOGRAPHIC DETAILS:** To ensure accurate screening records and support improved reporting to inform program policy and quality.
- **VIEW PROGRAM-RELATED CORRESPONDENCE:** Stay updated with program communications to track your patient's screening journey.
- **NOMINATE PROVIDERS & PERSONAL REPRESENTATIVES:** Assign a healthcare provider or personal representative to ensure comprehensive patient care.



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CLINICAL SOFTWARE INTEGRATION USER GUIDES & RESOURCES

HOW TO INTEGRATE YOUR CLINICAL SOFTWARE

Before integrating Best Practice, MedicalDirector or Communicare with the NCSR, your medical organisation must first be **registered in PRODA and the NCSR Healthcare Provider Portal.**

IMPORTANT INFORMATION TO HAVE READY:

- ✓ A registered individual **PRODA account** linked to your healthcare organisation, and you must be assigned the role of either:
 - **Responsible Officer:** Typically has login access to your organisation's **Australian Business Register (ABR)** account.
 - **Approved Delegate:** Someone designated by the Responsible Officer to manage functions in PRODA on behalf of the organisation who must have the **NCSR CIS Terms and Conditions Attribute Delegations** assigned to their PRODA account.
- ✓ The Responsible Officer or Approved Delegate must be listed as an **Associate or Authorised Contact** in the **Australian Business Register**, with a matching PRODA account name.
- ✓ An active **Australian Business Number (ABN)**.
- ✓ Your **Healthcare Provider Identifier-Organisation (HPI-O) number** and ensure it matches the one used for your clinical software.

NCSR REGISTRATION GUIDES AND RESOURCES

-  **NCSR Registration Walkthrough Video**
-  **NCSR Registration Detailed Guide**
-  **NCSR Registration Quick Start Guide**
-  **Primary Care Onboarding Kit**
-  **Case Study: Practice Managers Insights**

INTEGRATION USER GUIDES

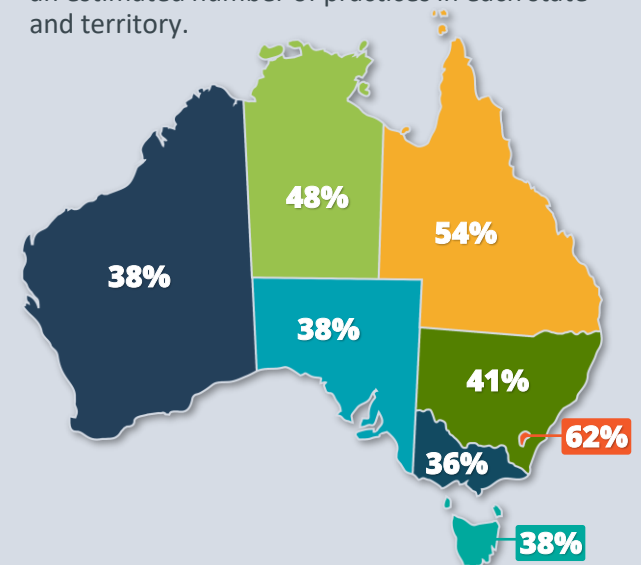
-  **Best Practice Premier**
-  **MedicalDirector Clinical**
-  **Communicare**

INTEGRATED PRACTICES

The numbers of integrated practices continues to rise across Australia as more clinicians are made aware of the benefits the NCSR Hub provides.

Across the country, approximately 42% of primary care practices have registered to integrate their software.


The percentage is calculated by looking at the number of practices that have registered versus an estimated number of practices in each state and territory.



HEALTHCARE PROVIDER PORTAL KEY MESSAGES

ABOUT THE HEALTHCARE PROVIDER PORTAL

- The Healthcare Provider Portal enables GPs, nurses, other specialists, practice and laboratory staff to securely access and submit patient screening data for the bowel and cervical screening programs at a time convenient to them and their staff.
- **Access is available to:**
 - › Healthcare professionals with a **Medicare provider number (MPN)**,
 - › Nurses and medical practice/lab staff **without a MPN acting as a delegate** of a healthcare provider with a MPN, or
 - › Nurses and healthcare workers using a **Register Identifier Number** – a unique number to authenticate cervical screening test providers not eligible for an MPN: [NCSR.gov.au/rin-form](https://www.ncsr.gov.au/rin-form)
- To access the portal, you will need a PRODA account. PRODA (or Provider Digital Access) is an online identity verification and authentication system used to enable secure access to government online services.
- **There are more than 22,000 registered active healthcare providers portal users.** *

 [NCSR.gov.au/HCP-Portal](https://www.ncsr.gov.au/HCP-Portal)

HEALTHCARE PROVIDER PORTAL USERS CAN:

- **ACCESS PATIENT SCREENING INFORMATION & ALERTS:**
Stay informed with real-time updates on patient screening status, including overdue and follow-up alerts.
- **VIEW AND SUBMIT SCREENING RESULTS:**
Including viewing cervical screening histories, or colonoscopy and colposcopy findings, ensuring accurate program participation.
- **FACILITATE BOWEL SCREENING TEST KIT COMPLETION:**
Order test kits to be mailed directly to a patient's address or bulk order kits for your medical organisation and record when you have issued one during a consultation as part of the [alternative access to kits model](#).
- **UPDATE PATIENT CONTACT & DEMOGRAPHIC DETAILS:**
To ensure accurate screening records and support improved reporting to inform program policy and quality.
- **VIEW PROGRAM-RELATED CORRESPONDENCE:**
Stay updated with program communications to track your patient's screening journey.
- **NOMINATE PROVIDERS & PERSONAL REPRESENTATIVES:**
Assign a healthcare provider or personal representative to ensure comprehensive patient care.

HOW TO ACCESS

The Portal is accessed via PRODA – an online identity verification and authentication system used to enable secure access for healthcare professionals and their delegates to a range of government online services.

 [Register access](#)

HEALTHCARE PROVIDER PORTAL GUIDES

 [Walkthrough Video](#)

 [Detailed Guide](#)

 [Quick Start Guide](#)

PARTICIPANT PORTAL KEY MESSAGES

ABOUT THE PARTICIPANT PORTAL

- The Participant Portal has been introduced to make it easier for participants to take control of their screening health.
- It allows people who are participating in bowel and cervical screening to update personal details, manage their participation, update their communication preference, and view screening information.
- **Over 92,000 Australians have accessed the Participant Portal via myGov.***

PARTICIPANT PORTAL USERS CAN:

- **MANAGE PARTICIPATION & VIEW STATUS:**
Opt out, defer, or stop correspondence from screening programs.
- **UPDATE CONTACT & DEMOGRAPHIC DETAILS:**
Update your information and choose your preferred communication method.
- **REQUEST BOWEL SCREENING TEST KITS:**
Order test kits to be mailed to your address.
- **VIEW PREVIOUS CORRESPONDENCE:**
Access letters and notifications sent from the screening programs.
- **NOMINATE HEALTHCARE PROVIDERS OR PERSONAL REPRESENTATIVES:**
Authorise a provider or representative to make requests to the NCSR on your behalf.

HOW TO ACCESS THE PARTICIPANT PORTAL

- The Participant Portal is accessed via your myGov account. Once you log into myGov, you will see an option to link to the National Cancer Screening Register.
- This is the same way you would link your myGov account with other government services like My Health Record, Australian Taxation Office or Medicare.
- You will need to have a myGov account and be an eligible participant in the Bowel or Cervical Screening Programs to gain access.

PARTICIPANT PORTAL GUIDES AND RESOURCES

-  [NCSR.gov.au/Participant-Portal](https://www.ncsr.gov.au/Participant-Portal)
-  [Walkthrough Video](#)
-  [Detailed Guide](#)
-  [Quick Start Guide](#)



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ASSETS ANIMATIONS

We've developed short, engaging animations to highlight the benefits of the National Cancer Screening Register and its digital tools for healthcare providers and participants. We encourage our partners to share these videos across their social media platforms or websites to help raise awareness.

ABOUT THE NCSR



EMBED CODE

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gyroscope; picture-in-picture; web-share"
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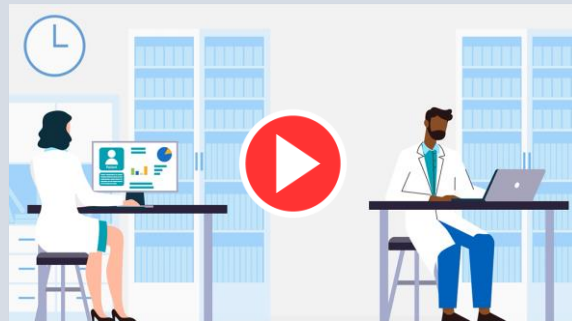
HEALTHCARE PROVIDER PORTAL



EMBED CODE

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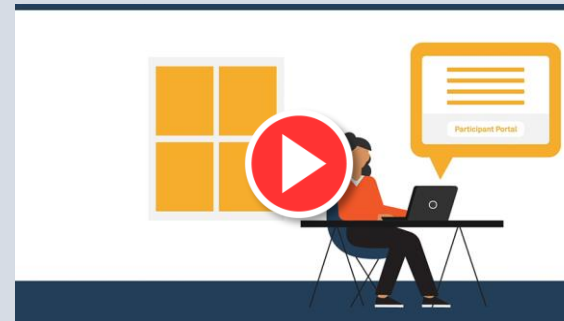
CLINICAL SOFTWARE INTEGRATION



EMBED CODE

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```

PARTICIPANT PORTAL



EMBED CODE

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frameborder="0" allow="accelerometer;
autoplay; clipboard-write; encrypted-media;
gyroscope; picture-in-picture; web-share"
referrerpolicy="strict-origin-when-cross-origin" allowfullscreen></iframe>
```

ASSETS SOCIAL MEDIA TILES

Social media assets suitable for Facebook, LinkedIn and X (formerly Twitter) are available to assist partners in promoting awareness of the functions and benefits of integrating clinical software with the NCSR.



Download social media tiles

Clinical software integrations



Australian Government NATIONAL CANCER SCREENING REGISTER

More practices are integrating their software with the National Cancer Screening Register

Visit NCSR.gov.au/integrations

The tile features a central illustration of a doctor and a patient at a computer, surrounded by icons representing data, connectivity, and healthcare.



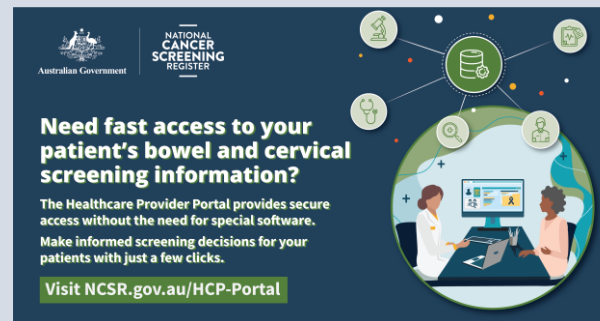
Australian Government NATIONAL CANCER SCREENING REGISTER

Find out why over 3,000 practices have integrated their clinical software with the National Cancer Screening Register

Visit NCSR.gov.au/integrations

The tile features a central illustration of a doctor and a patient at a computer, surrounded by icons representing data, connectivity, and healthcare.

Healthcare Provider Portal



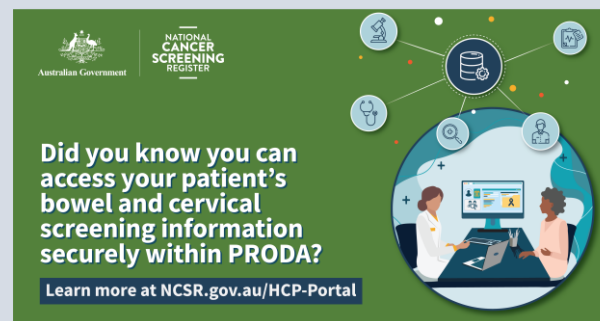
Australian Government NATIONAL CANCER SCREENING REGISTER

Need fast access to your patient's bowel and cervical screening information?

The Healthcare Provider Portal provides secure access without the need for special software. Make informed screening decisions for your patients with just a few clicks.

Visit NCSR.gov.au/HCP-Portal

The tile features a central illustration of a doctor and a patient at a computer, surrounded by icons representing data, connectivity, and healthcare.



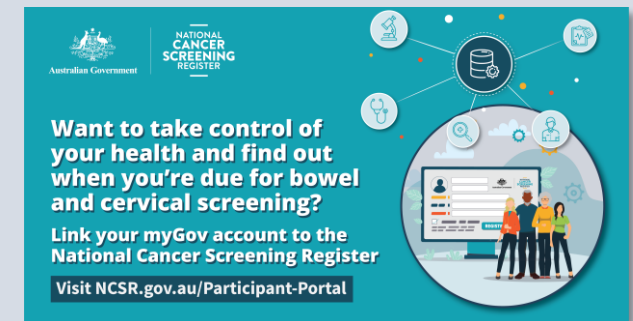
Australian Government NATIONAL CANCER SCREENING REGISTER

Did you know you can access your patient's bowel and cervical screening information securely within PRODA?

Learn more at NCSR.gov.au/HCP-Portal

The tile features a central illustration of a doctor and a patient at a computer, surrounded by icons representing data, connectivity, and healthcare.

Participant Portal



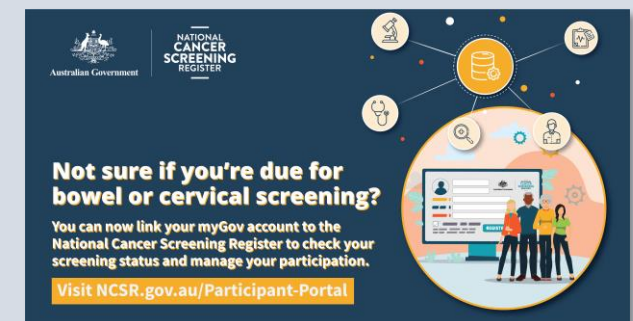
Australian Government NATIONAL CANCER SCREENING REGISTER

Want to take control of your health and find out when you're due for bowel and cervical screening?

Link your myGov account to the National Cancer Screening Register

Visit NCSR.gov.au/Participant-Portal

The tile features a central illustration of a group of people, surrounded by icons representing data, connectivity, and healthcare.



Australian Government NATIONAL CANCER SCREENING REGISTER

Not sure if you're due for bowel or cervical screening?

You can now link your myGov account to the National Cancer Screening Register to check your screening status and manage your participation.

Visit NCSR.gov.au/Participant-Portal


The tile features a central illustration of a group of people, surrounded by icons representing data, connectivity, and healthcare.

ASSETS

POWERPOINT TEMPLATES





The PowerPoint template contains slides that can be used by partners when presenting about the National Cancer Screening Register and the digital channels available to end users.



CLINICAL SOFTWARE INTEGRATION FUNCTIONS AND BENEFITS

The National Cancer Screening Register integration is designed to streamline workflows for healthcare organisations, allowing you to access and report patient clinical information for the bowel and cervical screening programs directly from the software you use every day.

-  **ACCESS PATIENT SCREENING STATUS:**
Including overdue and follow-up alerts
-  **VIEW & SUBMIT SCREENING RESULTS:**
Including colonoscopy or colposcopy findings
-  **FACILITATE BOWEL TEST KIT COMPLETION:**
Order kits to be mailed a patient's address
Record when you've issued one during a consultation
-  **UPDATE CONTACT & DEMOGRAPHIC INFORMATION:**
Including nominating a provider or personal representative
-  **VIEW SCREENING PROGRAM CORRESPONDENCE:**
To stay informed of your patient's screening journey



Over 3,500* medical organisations using Best Practice Premier, MedicalDirector, and Communicare have integrated:

Enabling healthcare providers and practice staff real-time access to patient screening information, including alerts for patients who are overdue for screening or follow up.

NCSR.gov.au/integrations






Page 2 NCSR Portals and Integrations

* Figures reported August 2024

HEALTHCARE PROVIDER PORTAL FUNCTIONS AND BENEFITS

The National Cancer Screening Register's Healthcare Provider Portal allows healthcare providers to access and report patient clinical information for the bowel and cervical screening programs.

-  **ACCESS PATIENT SCREENING STATUS:**
Including overdue and follow-up alerts
-  **VIEW & SUBMIT SCREENING RESULTS:**
Including colonoscopy or colposcopy findings
-  **FACILITATE BOWEL TEST KIT COMPLETION:**
Order kits to be mailed a patient's address
Record when you've issued one during a consultation
-  **UPDATE CONTACT & DEMOGRAPHIC INFORMATION:**
Including nominating a provider or personal representative
-  **VIEW SCREENING PROGRAM CORRESPONDENCE:**
To stay informed of your patient's screening journey


Over 22,000* healthcare provider portal users with active registrations:

Enabling providers and practice staff real-time access to patient screening information, including alerts for patients who are overdue for screening or follow up.

NCSR.gov.au/HCP-Portal

Page 3 NCSR Portals and Integrations

* Figures reported August 2024




PARTICIPANT PORTAL FUNCTIONS AND BENEFITS

The National Cancer Screening Register's Participant Portal enhances participation by increasing digital engagement and empowering Australians to take control of their bowel and cervical screening.

-  **MANAGE PARTICIPATION AND VIEW STATUS:**
Including opt out, defer and cease correspondence
-  **UPDATE CONTACT AND DEMOGRAPHIC DETAILS:**
Including nominating communication preferences
-  **REQUEST BOWEL SCREENING TEST KITS:**
To be delivered to your address by mail
-  **VIEW PREVIOUS CORRESPONDENCE:**
Sent from the screening programs
-  **NOMINATE PROVIDERS OR PERSONAL REPRESENTATIVES:**
To make requests to the NCSR on your behalf

Over 92,000 Australians have accessed the Participant Portal via their myGov account:

Enabling people taking part in bowel and cervical screening to inform themselves of their screening status and be more proactive in their screening journey.

NCSR.gov.au/Participant-Portal

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