

DENTAL INSIGHTS

The Magazine of the Australian Dental Association, South Australian Branch Inc.

May 2021 | Volume 34, Issue 4



This month

HR Advisory
Event Reports & Upcoming CPD

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Editors Notes

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All bookings and enquiries concerning advertising should be directed to the Publication Coordinator.

Rates are effective 1 January 2020. All advertising and articles must be submitted by the due date either by mail, email or fax to the Publication Coordinator.

Any material received later than the due date may not be accepted for publication and may be used in later issues.

Subscriptions

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Next Issue June 2021

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Risk Management Seminar

Clinic to Court - how to prevent the journey!

When: Friday, 14 May 2021

Where: Ballroom 1,
The Stamford Grand, Glenelg

Time: 10am - 4pm

This seminar will offer 5 CPD hours.

From the President

Ministerial Meetings

Since the April report, the Branch has been busy dealing with many matters that come to hand and in maintaining constructive dialogue and positive consultation with our key stakeholders.

This has included meetings with the SA Labor Member for Kaurana, Shadow State Minister for Health and Wellbeing Mr Chris Picton and more recently the Federal Member for Hindmarsh, Opposition Federal Minister for Health and Ageing Hon. Mark Butler.

With the support of the ADA Inc. Vice Chief Executive Officer Ms Eithne Irving, the Branch was able to raise and advocate for many important matters related to oral health and this includes Private Health Insurance and the issue of Differential Rebates, Dental Funding and Oral Health Care for the Aged.

Other matters that are being addressed is the Dental Assistants workforce shortage affecting both public and private dentistry in South Australia and nationally. There has been consultation with various relevant parties in relation to this important issue and discussion has involved further consultation, planning of strategies, campaigns, and advocacy to include Dental Assistants in the State Government subsidised Skills/Training List program.

The Dental Assistant work force shortage requires a coordinated and staged approach and to encompass retention strategies aimed at the dentists in the profession and training initiatives for Dental Assistants. Improved articulation of career paths from Certificate III to Certificate IV and other career pathways and ensuring the high quality of Dental Assistant skills and lifelong learning is also an important consideration.

Disposal of Dental Records and Privacy Laws

With an increase in member queries relating to the disposal of Dental Records, I have taken this opportunity to clarify your responsibilities. Dental records consist of a variety of material generated and stored in handwritten and electronic format. Dental Records constitute notes by clinicians and staff, medical history and consent documents, copies of correspondence about and with the patient, notes of telephone calls with the patient, radiographs, tracings and measurements, digital (eg. CAD/CAM) records, diagnostic images, reports and casts, special test



Dr Angelo Papageorgiou
ADASA President

findings, photographs, digital images and videos, financial transaction records and appointment books.

Dentists and all dental practitioners have a responsibility to protect an individual's right to privacy and confidentiality of sensitive personal health information and comply with all relevant Privacy Laws. Such Privacy Laws include the Privacy Act 1988, and Health Care Act 2008 (SA) and PC012 Information Privacy Principles Instruction (SA) (public sector only).

It is important to remind dental practices of the need to be cautious and attentive in maintaining security of dental records and sensitive patient information and ensure that any such documentation or records is disposed of in the correct and appropriate manner with respect and adherence to the Privacy Laws.

Under Guidelines issued by the Australian Information Commissioner, dental practices must take reasonable steps to protect the personal information they hold from misuse, interference, loss, and unauthorised access, modification, or disclosure.

Dental records should be securely stored and protected from unauthorised access or use. All filing cabinets should be locked and kept in a room which is not accessible to the general public. All computers to be password protected and screen visibility limited to staff members only and should have appropriate and current security software installed.

Dental records can be sent by a method consented to by the patient in accordance with privacy laws and regulations and if a health record is destroyed after the required retention periods, it must be destroyed in a secure manner. In the case of hardcopies then

this should be disposed of by confidential shredding services or medical waste disposal services, as appropriate. Electronic records should have security procedures in place such as password only access and there must be adequate computer backup and disaster recovery systems in place including offsite backup. If you delete or dispose of health information, you must keep a record of the name of individual to whom the information related, the period covered by the record and the date it was deleted or disposed of.

Subject to mandatory retention requirements, dentists must take reasonable steps to destroy or permanently destroy or permanently de-identify personal information if it is no longer needed for its primary purpose or for any purpose for which the information may be used or disclosed under privacy laws.

Furthermore, it is advised that dental practices must have a written privacy policy available for information of patients and practice staff on its management of personal information. The dentist must make the document available to anyone who requests it. Please refer to the ADA Policy Statement 5.14 Dentistry and the Legal System and ADA Policy Statement 5.17 Dental Records (Including ADA Guidelines for Dental Records). Finally, on request a dentist must take responsible steps to inform a person, generally the sort of personal information it holds, its purpose and the manner in which it collects, holds, uses and discloses that information.

Dental Board Continuing Professional Development (CPD) requirements

Members should be informed that the Dental Board has released a news item on its website about its CPD requirements advising that there has been no change to the recognition of CPD activities for dental practitioners. This refers to both its CPD requirements and its approach to CPD recognition.

The Board reminds dental practitioners that it does not specify any mandatory continuing professional development (CPD) activities and expects dental practitioners to engage in a range of CPD activities along with the objectives of CPD. Importantly practitioners should exercise professional judgement and ensure the CPD they carry out is relevant and aligns with their specific learning needs.

It is further highlighted that the Board does not accredit, review or approve CPD courses or CPD course providers. The Board has not appointed, engaged, approved or affiliated with any organisation to accredit CPD courses run by professional associations or other providers.

All dental practitioners must meet the boards continuing professional development registration standard. Please visit the Dental Board of Australia website for more information in relation to this matter including further links to the continuing professional development registration standard and Dental Board CPD resource page such as the reflective practice tool and guidelines on continuing professional development.

The graphic features a large white circle on an orange background. Inside the circle, the text 'Watch your Mouth' is written in blue, with 'Mouth' being significantly larger. Below this, it says 'Trusted oral health information'. To the left of the text is a stylized illustration of a dental chair and a dental light. To the right of the circle, the ADA logo is shown with the text 'AUSTRALIAN DENTAL ASSOCIATION'. Below that are two black buttons: one with the Spotify logo and the text 'Listen on Spotify', and another with the Apple logo and the text 'Listen on Apple iTunes'. At the bottom right, it says 'Made possible by' followed by the 'Extra Oral Healthcare Program' logo, which includes a tooth icon.

ADA Watch Your Mouth Podcast

If you're looking for a good oral health resource for patients, check out the ADA Watch Your Mouth Podcast. There are currently episodes hosted by children's entertainer Jimmy Rees. Each episode is aimed at providing you with education and information on oral health and dental care to help keep you and your family's mouths healthy.

The Watch Your Mouth podcast is made possible thanks to Extra Oral Healthcare Program. For more information on oral health, visit ADA Oral Health Tips.

From the Chief Executive

Bradley Abraham



Three months into the role as your Chief Executive Officer has allowed me an excellent opportunity to meet with a wide range of members, attend many events, visit many of our stakeholders, and engage with our key commercial partners.

The overall impression I get is how much people respect the role of their professional association, and how well respected we are to those outside of our membership who engage with us.

The enthusiasm and engagement within our Committee structure is also something for which I have found to be very impressive. There is a real desire and determination by the various Committee Members to give back to their profession – to take part – and to engage with other colleagues on a regular basis.

A number of members have asked me what stands out in the area of need for improvement. A majority of feedback from members confirmed that members are not aware of the wide variety of services that we offer both at a Branch and Federal level, therefore our priority is improvement in our engagement with our Members.

In reviewing our demographics – it is interesting to note that over 50% of our membership is under 45 years of age. Overall – our gender balance is 55% male / 45% female – but when you get to the younger members – that balance is reversed with female members outnumbering male members.

Why is this important to know? Because in 2021 – different age groups obtain their information, news and resources in different ways.

In an ever increasing digital age – we need to ensure

that our digital platforms and information flows are effective and modern. This is the highest priority for short term improvement. To that end – the Council signed off on – and we have already engaged a new full time employee in the role of Marketing & Communications Coordinator, Alessia Marrapodi. Expect to see a difference in the way we communicate with you very soon.

As we look to present our first business plan to Council in May, members can be assured that we are focussing on improving member engagement, increasing on the ground member services, and widening the range of offerings within our CPD program. We have a great Branch Team – and they are all committed to driving through a range of new initiatives and activities in the 2021/22 year.

Very pleasing to an incoming Chief Executive is that our Branch finances are in a very good position – and this provides us with an excellent opportunity to build a solid business plan to improve our services to members.

So, in three months – I have been able to meet many of you – been welcomed by you – and been impressed with the many highly committed individuals who believe in the strength of a strong and engaged professional association.

The entire Branch Team looks forward to further building on this strength in the coming year.

PRACTICE MANAGERS NETWORK

Report by: Sally Queale - Events Coordinator

SEMINAR # 1 - Digital Marketing

The first practice managers network seminar for 2021 was held on Wednesday 21 April. The topic was Digital Marketing presented by Olwin Cole, Senior Marketing Advisor at Hood Sweeney.

Olwin's presentation covered all aspects of digital marketing, including a Facebook checklist, tracking, and measuring activity, social media platform management, branding consistency and many more useful tips.

Olwin also spoke about Google My Business, Google Analytics, metadata, and the importance of regular posting, using publishing tools, and most importantly what you can do to make sure your dental practice can be found when potential patients are looking for a dentist.

Those attending both in person and online were provided with a copy of Olwin's presentation after the event to assist them in managing their social media platforms.

Thank you to Olwin Cole for her informative presentation and Hood Sweeney's continued support of the Association.



Pictured:
Sally Queale - Events Coordinator
Olwin Cole - Hood Sweeney

A reminder that the next Practice Managers Network Seminar will be held on Wednesday 23 June and the topic to be presented will be Resilience, presented by Lyn Carman, and I hope to see you there.

Also, a reminder of two upcoming webinars that your dentist and dental team may be interested in attending. If you would like to attend, please email Sally Queale at events@adasa.asn.au

Oral Hygiene Update: Toothbrushes

Wednesday 5 May 2021

A look at the recent evidence on classic dental armamentarium presented by Dr Elizabeth Milford.

Oral Hygienist Update: Toothpaste

Wednesday 2 June 2021

A look at recent evidence on classic oral hygiene interventions presented by Dr Elizabeth Milford.





Articles CPD Guild Insurance

Contact Get a Quote Existing Customer? Login

Guild's guide to a risk free holiday season



With the holiday season approaching, it's time to remind ourselves of the possible threats to our homes and cars during this time. In the lead up to what should be a fun and festive time with loved ones, it's important to think about what you can do to protect your valuable assets during this...

Risks

Guild Insurance

Professional Indemnity Insurance



Latest Articles



Understanding water quality - water quality in dental practice

Business

Various forms of water are used in the dental practice. The previous article, 'Dental unit waterlines', focussed on waterline biofilm...



Guild's guide to a risk free holiday season

Business

Dental unit waterlines - water quality in dental practice...



Your work health and safety obligations

Accidents

Every workplace has legal requirement to ensure a safe environment for everyone.



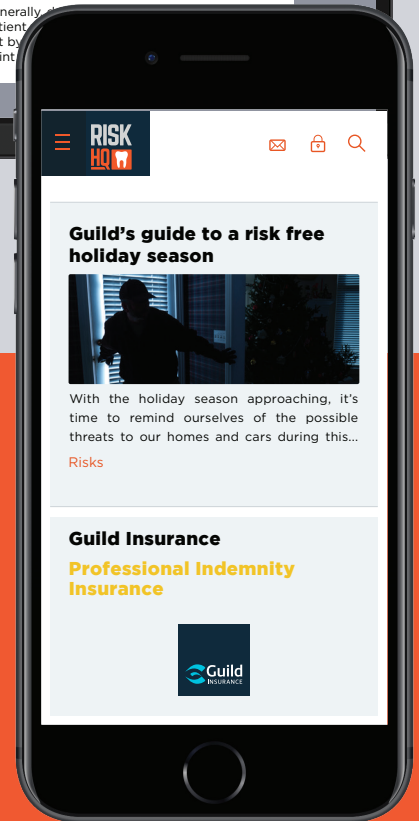
Commenting on other dentists' work

Accidents

Generally, patient out by point...

Dental RiskHQ.

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Did you know, reading relevant articles can count towards your required CPD hours? That's why we've built Dental RiskHQ, our free risk management platform filled with content developed every month based on over 55 years of dental profession specific claim trends and data.

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Commenting on other dentists' work



The dangers of not recording your advice to patients



Understanding water quality - water quality in dental practice



Are you insured against a cyber attack?



How to avoid a claim against you



Your work health and safety obligations



Better through experience



Facial piercings, tattoos, what can employers mandate regarding the appearance of their employees or potential employees?

Many people choose to express their personalities through body modifications including piercings and tattoos or even unique hair colours. In some cases, practices may feel that such expression conflicts with the image the practice would like to project.

So, what actions can a practice take to control the appearance of employees, or even potential employees?

Workplace Policies

Workplace policies are the best way for practices to control appearances in the workplace. A well-rounded uniform policy, which stipulates what is and what is not acceptable in relation to piercings and tattoos and in relation to personal hygiene, is useful to set the standard.

Generally, the requirements in the policy must be reasonable, for example, a policy may prohibit an employee from showing tattoos with offensive symbols, or large, obvious facial piercings, but it would likely be unreasonable to

prohibit an employee from having any piercings or tattoos at all. If an employee then breached the policy, the practice could address it as a disciplinary matter.

Using the available evidence to support a position is important when framing local policies. For example, there is a significant literature regarding the health risks of piercings including metal allergies, local infections and scarring. Facial piercings make the facial skin harder to clean, increases the risk of acquiring unwanted infection for the staff member concerned, as many dental procedures (including using a triplex syringe) generate large amounts of splashing and some of that will be deposited onto the facial skin. Hence, facial piercings which cannot be covered by either supplied PPE or an approved waterproof covering are not acceptable.

The current mandate from NHMRC infection control guidelines and Hand Hygiene Australia for “bare below the elbow” addresses the wearing of jewellery on the

fingers, hands and wrists, and the use of false fingernails from the standpoint of infection control as a uniformly applied international best practice. This is another example of where the practical elements of wearing such items can directly impact on occupational health.

Likewise, there is an extensive literature around adverse oral health impacts from lip and tongue piercings (e.g. Tongue and lip piercings are associated with the risk of gingival recession, and tongue piercings are associated with tooth fractures), so a staff member wearing those in a clinical setting runs counter to contemporary best practice in oral health, and may give confusing messages to patients who are being told why they should not wear these.

Workplace Health and Safety

Practices can also regulate employee appearances from a Workplace Health and Safety perspective. In particular, large piercings and jewellery may cause a risk to health and safety as masks or other equipment may get

stuck on the piercing and cause an injury. Employers may therefore consider requiring that employees do not wear large jewellery in piercings, or remove all facial piercings before attending work.

Discrimination

Whilst practices may introduce workplace policies which govern an employee's appearance in the workplace, it is important to ensure that the policy is not discriminatory.

Under the Fair Work Act 2009 (Cth) ('Act') the following attributes are protected, meaning an employee cannot be treated differently, or have adverse action taken against them for having a protected attribute. These include:

- Race
- Colour
- Sex
- Sexual Orientation
- Age
- Physical or mental disability
- Marital status
- Family or caring responsibilities
- Pregnancy

- Religion
- Political Opinion
- National extraction; and
- Social origin.

Practices should be mindful that in some cases, piercings and tattoos may be cultural or religious and therefore may be protected under the Act.

Potential Employees

Practices should remember that prospective employees are also protected from discrimination under the Act. As such, the Practice should communicate its expectations regarding personal appearance early in the recruitment process and ensure that employment related decisions are not made based on a protected attribute.

For further information on this article, please contact ADA HR Advisory Service on 1300 232 462.



MEMBERSHIP

ARE YOUR CONTACT
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DATE?

Your Branch is here to support you on your journey through dentistry.

We encourage all members to ensure all contact and work details are current and correct.

Update your contact information by logging in to your profile www.adasa.asn.au or call the office on 08 8272 8111.

Your career | Your Profession

We'll look after you from start to finish, no matter the stage of your career.

Lock in Income Protection Insurance Before Terms Tighten



The benefit structure for Income Protection insurance policies is slated to be tightened further by mid-2021 as insurers seek to stem the billions of dollars the industry loses each year.

The latest proposed change will reduce the period of income history that insurers take into account when you make a claim.

As of July 2021, it is proposed that new Income Protection policies will only consider the income earned in the 12 months prior to a life-changing incident that prevents you from continuing to earn an income. Existing policies look at the three years earnings prior to a claim.

If you do not have income protection, you may have until July 2021 to lock in an income protection policy with the more favourable three-year term.

Income Protection insurance, also known as disability income insurance, can provide policy holders with replacement income when they are unable to work due to illness or injury. As it stands, it can protect a family financially in the event of debilitating injury or illness, providing a replacement income and allowing time for recovery without the added stress of mounting bills.

Three years versus 12 months may not seem like a huge difference but consider this; Covid-19 through 2020 has decimated earnings for many individuals. If you were to have an accident after such a period, your income protection policy would be paid at a rate based on an unprecedented, pandemic-driven 12 months of reduced earnings.

Likewise, taking time off for maternity or paternity leave, when income is shrunk, could also influence a pay out if there is a need to activate an income protection policy.

The Australian Government's statutory authority, the Australian Prudential Regulation Authority (APRA) has summoned the life insurance industry to address concerns about the sustainability of individual Income Protection insurance.

APRA has been concerned about income protection insurance sold to individuals due to the leniency of claims. The industry has collectively lost \$2.5 billion through this product offering over the past five years, with no signs of improvement.

As of 31 March 2020, APRA required insurers to cease the sale of Agreed Value Income Protection policies. New policies are based on Indemnity Value. This means the benefit value of your policy is determined by income at the time of a claim rather than being set at the time you take out the policy. This increases the risk of you receiving less of a pay-out than the insured benefit, if you are unable to provide undeniable financial proof according to the policy.

If you are thinking about Income Protection, talk to a Hood Sweeney Securities Life Risk Specialist about the policy options available to you. Call 1300 764 200 or email.

Mark Mullins
Director and Representative of Hood Sweeney Securities Pty Ltd, AFSL No. 220897
mark.mullins@hoodsweeney.com.au

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Financial Planning

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Hood Sweeney is a long term partner of the Australian Dental Association of South Australia providing accounting and financial planning services to their members.

Our Health team understands the complexities of everything from setting up a medical practice – including IT and service fees – to selling it, along with personal financial planning, wealth protection, tax strategies and performance coaching.

For a second opinion on the fiscal fitness of your practice or your personal finances, email our Health team on adasa@hoodsweeney.com.au or call 1300 764 200.

*Adrian Zoppa and Mark Mullins are Representatives of Hood Sweeney Securities Pty Ltd AFSL No. 220897



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AD-HealthTeam1120

On January 14, 2020, it's the End of Life (EOL) for Microsoft's Extended Support for Windows 7 & Windows Server 2008/R2

What does this mean for you?

- Your computers and servers will no longer receive security updates
- Your practice management software will no longer be supported on systems running those platforms

What can you do about it?

- As the ADASA Business Partner for IT services to its members, we offer the Association's members a free IT 'check-up'. This consultation will analyse members' current IT systems and suggest any possible improvements. Excludes any travel costs to any practices outside of the Adelaide Metropolitan area



Professional Managed IT Services - A dentist would never simply treat symptoms. They practice preventative dentistry in an effort to give their patients the best quality care, IT management should be tackled in the same way. A proactive, preventative approach boosts efficiency, performance and availability saving you downtime and money.
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EVENTS & CPD



All event details and registration are available on the
ADASA website

For more information regarding any ADASA events
please contact Sally Queale 08 8272 8111

www.adasa.asn.au
events@adasa.asn.au

EVENTS & CPD CALENDAR

MAY

- 10/05/21** Relative Analgesia Course
- 14/05/21** CPD Event - Risk Management
- 26/05/21** May Branch Meeting & CPD Presentation

JUNE

- 02/06/21** Webinar: Oral Hygiene Update - Toothpaste
- 10/06/21** Study Club #3
- 18/06/21** Cardiopulmonary Resuscitation (CPR) Course
- 23/06/21** Practice Managers Network #2

AUGUST

- 13/08/21** Cardiopulmonary Resuscitation (CPR) Course
- 20/08/21** Hands on workshop - Prosthodontics
- 24/08/21 *** Study Club #4

SEPTEMBER

- 04/09/21** Hands on workshop - Periodontics
- 26/09/21** FDI Congress - Sydney
-
- 29/09/21**

OCTOBER

- 15/10/21** Cardiopulmonary Resuscitation (CPR) Course
- 20/10/21 *** Study Club #5
- 23/10/21** Seminar - Exiting your Practice

** Date subject to change*



Clinic to Court - how to prevent the journey!

FRIDAY, 14 MAY 2021

THE STAMFORD GRAND, GLENELG

10.00AM - 4.00PM

To prevent the journey from even starting, members of the Review Committee will offer insights on how to manage patient expectations and also comment on the importance of communication.

It is hoped that this will be an interactive session, so please bring your questions.

Should the journey look like it might be taxiing to take off, Dr Jim Ball, ADASA Community Relations Officer, will talk about his role in trying to abort the take-off.

We will also have participation and input from Christie Boucher, Risk Services Manager, Guild Insurance and Kellie Dell'Oro, Principal, Meridian Lawyers.

The day will also look at informed consent, the importance of accurate records, advertising, and everything that plays a part when things don't go according to plan.

For more event details and cost to attend visit the website or contact Sally Queale at events@adasa.asn.au
This event will offer 5 hours of CPD.



May Branch Meeting and CPD Presentation

Wednesday 26 May 2021

President Dr Angelo Papageorgiou invites all dentist members to the May Branch Meeting.

Following the meeting there will be a presentation by Speech Pathologist, Paula Antoniadis on Speech Pathology - swallowing and oral health in the adult population.

Paula Antoniadis is a Speech Pathologist who graduated with a Bachelor of Speech Pathology from Flinders University and has worked in Adelaide, the Northern Territory and London. She has worked for the last 10 years in acute adult care at Flinders Medical Centre. Her specialty is in adult Head and Neck Cancer and ENT, where she provides care to clients with oropharyngeal dysphagia during and after their cancer treatment. As a Speech Pathologist, she is aware of the importance of oral health and its relationship to those with oropharyngeal dysphagia.

This presentation will offer approximately 1 hour of CPD.

Notice of Business

- Opening
- Attendance
- Confirmation of previous Minutes
- Business arising from Minutes
- Presidents Report
- Treasurers Report
- Branch subscriptions for 2021-2022
- General Business
- Close of Branch meeting

You have the option of attending this meeting in person or joining online. Please choose your preferred option to attend when registering. This event is for dentist members only. Please ensure you are logged into the website to register your attendance.

A reminder email will be sent to those registered on the day of the meeting with the Zoom link, the meeting agenda pack and details on how to join the webinar.

6.30pm - 9.00pm

The Alexander Room

62 King William Road, Goodwood

Please contact the office if you wish to attend or register an apology.

Queries please contact Sally Queale on 08 8272 8111 or email events@adasa.asn.au

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Brett Buckley
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brett.buckley@raywhite.com
raywhitebusinesssalessa.com.au



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paperback

All proceeds will be donated
Australian Dental Health
Foundation



Sweet treats without all the sugar!

Created as part of Dental Health Week 2020 during which the ADA highlighted the negative effects of sugar on oral health, the Tooth-friendly treats cookbook contains 20 delicious low sugar recipes collected from dental professionals all over the country.

Having a treat every now and again is one of life's great joys and these recipes mean you can indulge your cravings for something sweet without worrying about taking in too much sugar.

There are even tips about sticking to the recommended added-sugar daily intake of 24g (or six teaspoons), how to spot sneaky hidden sugars and navigating your way through misleading labels.

All the profits from the sale of the cookbook go to the Australian Dental Health Foundation (ADHF) which works with charities and not-for-profit organisations around Australia to provide access to essential dental care for disadvantaged members of the community. Have a look through at these tooth-friendly recipes and tips - and enjoy!



ROLL UP

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2 year fixed term

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Comparison rate

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BOQ Specialist. The bank for dental professionals



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*These rates are available for applications received until 30 June 2021. Available for Principal and Interest lending. Not available for the refinance or restructure of existing BOQ Specialist loans, nor refinances from BOQ and Virgin Money, construction home loans or self-managed super fund loans. This offer is only available for new funds to bank. These rates are indicative rates as at 12 April 2021, minimum loan size \$500 000, and a maximum 80% Loan to Value Ratio (LVR). Must be an investment property loan on a principal and interest loan structure. This special rate offer is subject to money market movements and can change without notification. If the rate does change, BOQ Specialist will offer you the most current special rate offer. To be eligible for our exclusive rates offer you need to lodge your application before 30 June 2021 and loan must settle on or before 31 July 2021. This offer is exclusive and only available through your direct BOQ Specialist office. At the end of the fixed rate loan period, the facility will automatically become a variable rate loan (unless otherwise agreed), the details of which will be contained in your home loan agreement.

**Comparison rates are calculated on the basis of secured credit of \$150 000 over a 25 year term on an 80% Loan to Value Ratio (LVR). WARNING: This comparison rate applies only to the example or examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees, and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan.