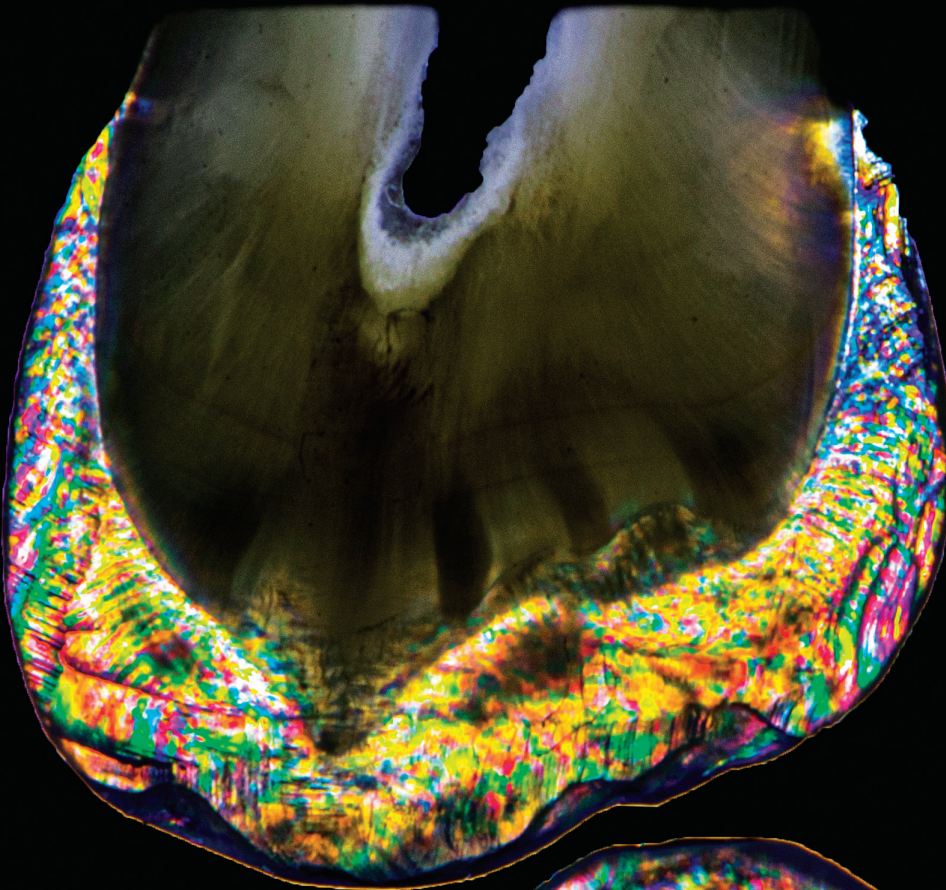


SUMMER 2022/2023

# DENTAL INSIGHTS



AUSTRALIAN DENTAL  
ASSOCIATION  
SOUTH AUSTRALIA



DENTAL HEALTH  
WEEK 2022

ANNUAL  
PRESENTATION  
CEREMONY

CPD  
CALENDAR  
2023

DENTAL RECORDS  
*Quick Hints*  
& Tips

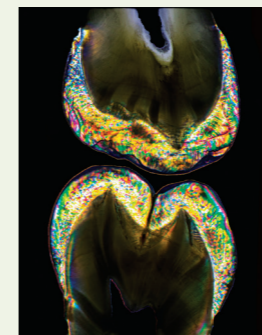
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**On the cover**  
Dental macro photography  
before and after picture  
credit: Garo Manjikian, Getty Images

Australian Dental Association  
South Australia

2/62 King William Road  
Goodwood SA 5034  
08 8272 8111  
admin@adasa.asn.au  
adasa.asn.au

# From the President

Welcome to the first of our updated Dental Insights print editions.



**Dr Vaibhav Garg**  
Branch President

We are pleased to supplement our weekly e-news format with a half yearly print magazine that will make sure all Members stay in contact with their Branch.

This edition immediately follows our Annual Presentation Ceremony, and what a night it was. I would like to again congratulate our newest Life Member, Dr Angelo Papageorgiou. It was appropriate recognition for over twenty years of diligent service to the Branch.

In addition, I would like to congratulate Dr Jim Ball on receiving a Distinguished Service Award, and Dr Alan Mann on an Award of Merit for their respective contributions to the Branch. They are both very deserving recipients.

The second Annual Presentation Ceremony solidified the value of such a cohesive event.

A moment to reflect on all that we have achieved and celebrate our distinguished long term Members, through both awards, and 25 year Recognition of Service certificates, alongside our new Members being presented their Certificates of Membership. It is clear to see the impact our Branch has on each step of our Members' careers.

We were delighted to have the Minister for Health and Wellbeing, Chris Picton MP, present our new Members with their Certificates of Membership. Attendance of such dignitaries is fast becoming a tradition within our organisation, as is the print ad the following morning in *The Advertiser* congratulating our award winners and new Members. Wonderful to showcase our integrity and professionalism beyond our association.

There have been many achievements in the first half of this financial year from a Branch perspective. I can report many achievements, including:

Right; Members and their teams at the recent Regional Seminar - Berri - Infection Control.

- An extension of our agreement with Envista which will ensure consistency of our clinical CPD program until June 2025. This is an outstanding outcome for the Branch.
- At the time of print, regional seminars will have been held in Berri and Port Pirie, with Mount Gambier in the diary for February 2023.
- The Recent Graduates Committee has announced a new Graduate Essentials Program for graduates one to five years out, covering off everything from public schemes, infection control, record keeping and pharma advice.
- Members have received a direct mailout from the Branch with posters on Wellness Tips, BBFE, and CDBS.
- For the first time ever, we have delivered careers in oral health materials to the SA Education Department and made them available to



*It is wonderful to showcase our integrity and professionalism beyond our association.*

- Members across the Branch.
- Our new partnership with Maxima has seen 19 dental assistant trainees placed across South Australia.

Our new Council was announced at our recent Annual Presentation Ceremony, and I welcome new Council Members Dr Saloni Singh, Dr Robert Stewart, and Dr Jack Gaffey. We look forward to their important contribution to the strategic oversight of the Branch.

I would like to acknowledge former Branch President, Dr Anthony Smerdon, who has stepped down from Council after 19 years. His contribution to the Branch over an extended period of time can

not be understated. In addition, I also record our thanks to retiring Council Members Dr Deon Naicker and Dr Paul Budden. They both made significant contributions during their time on Council.

The Branch Team has undergone significant transformation over the past 18 months, and this has resulted in excellent outcomes for the Membership. There are many things happening with your Branch and you will continue to see further developments over the next 6 to 12 months. If you would like to shape the future of the association, get in touch on how to become more involved. Council as always remains open and welcome to feedback from the Membership, so if you want to reach out on any matter, please don't hesitate to email me at [president@adasa.asn.au](mailto:president@adasa.asn.au).

I look forward to catching up with you at a Branch event or activity in the near future.

**Dr Vaibhav Garg**  
Branch President

# INFECTION CONTROL

The buck stops with you.

by Dr Jane Pinchback, Peer Advisor

As a registered dental practitioner, you have a legal obligation to comply with the Dental Board of Australia's policies and guidelines on infection control.

What does this mean? In practice, the Board expects registered practitioners to:

- Have ready access to certain key documents: Professional Information - Australian Dental Association (ada.org.au)
- Be aware of your BBV status and to practice in accordance with CDNA guidelines
- Your practice has a vaccination status record, and an allergy record for each staff member, both are updated annually
- Keep updated – by regular attendance at ADA and Branch CPD courses relating to Infection Control (ada.org.au/Dental-Professionals/Publications/Infection-Control)
- Have precise and detailed knowledge of all practice procedures and protocols relating to infection control and to maintain a degree of oversight of support staff

If a notification (complaint) is made (to AHPRA/the Dental Board) about your levels of infection control, the regulator will assess whether you are practicing in accordance with the expected standard. This could involve asking you to detail the processes and protocols that you are following and asking you to disclose the sources of information you use to guide your practice. The Board may ask you to provide an explanation about how the Board's

standards, codes and guidelines are adhered to and they have the authority to inspect any place where you conduct practice.

You cannot delegate your responsibility for implementing infection control protocols in your practice; if even one registered dental practitioner fails to follow infection control guidelines, the entire practice is in breach.



# IT'S OKAY TO SAY NO

by Dr Jane Pinchback, Peer Advisor

Have you ever provided treatment for a patient against your better judgement?

Maybe the patient had already consulted numerous clinicians and been dissatisfied with them all? Perhaps they needed a difficult RCT or complex extraction? **When the patient insists they want a particular procedure and they want YOU to perform it, it can be difficult to say no.** Unfortunately, very few such patients remember their own entreaties if things don't go to plan.

When a patient complains to a regulatory authority, the regulator will consider whether the treatment was necessary, appropriate, adequately consented and executed to the required standard. The reality in dentistry is that there are few clinical situations which require immediate/emergency intervention. Even

patients presenting for relief of pain (ROP) can generally be provided with palliative care to stabilise their condition and render them comfortable. So, why do we press on with difficult treatment or patients with high/unrealistic expectations when all the clinical indicators suggest we should refer?

The reluctance to say "no" stems from **an innate urge to avoid conflict**, or confrontation. Another reason why people tend to worry about saying "no" is because they don't want to disappoint others or waste their time. Professional pride comes into it too, we don't say "no" because we don't want to admit the procedure might be beyond our capabilities.

Sometimes, financial imperatives prompt poor clinical decision-making too. In such situations, it is important to remember that only treatment with an acceptable prognosis should be provided and patients need to be informed that any other alternative is only intended to be temporary.

Whatever the situation, it is worth remembering that we all have a professional responsibility to **make choices that are best for the patient's well-being**. It's not enough to tell the patient that they can see a specialist if they

- *make choices that are best for the patient's well-being*
- *we need to do more than simply "offer" a referral*
- *The decision to refer can be a practice-builder*

want to – nor to write "referral offered – declined" in the clinical notes - **we need to do more than simply "offer" a referral** when we are uncertain that we can competently perform the treatment ourselves. Ultimately, your patient will almost certainly get a better clinical result and your time will be better spent if you construct the crown following specialist RCT than if you had tried to anaesthetise a hot pulp, struggled to locate MB2 or attempted to negotiate calcified canals.

**The decision to refer can be a practice-builder** and will often result in increased patient confidence, improved clinical outcomes, referrals back from specialists. Making good choices will improve your own sense of well-being. There is great satisfaction to be gained from achieving a good clinical result and it is pleasing when patients return from seeing a specialist colleague and express their gratitude for the referral.

In summary, when you are faced with the dilemma of whether "to treat or not to treat," consider the "mother principle" – would you be happy to perform the proposed treatment on someone you love? If the answer is "no" then it is time to say "no."



Left, Hutt St Centre CEO Chris Burns and Dr Saloni Singh



Arts and Crafts provided at Hutt Street Centre

# SUPPORTING THE HOMELESS OF ADELAIDE

*As part of our commitment to Dental Health Week 2022, Recent Graduates Committee Member Dr Saloni Singh with Nicola Khouri, Operations Manager and Amber Wegener Marketing & Communications Coordinator, visited the Hutt St Centre and Catherine House.*

We were excited to deliver donations of toothbrushes and toothpaste generously supplied to the Australian Dental Associations South Australian branch by Colgate-Palmolive. Promoting Dental Health Week's message that we all need to prioritise our oral health, and that everyone should have access to oral health basics, no matter their current situation.

## HUTT ST CENTRE

We were enthusiastically met by Chris Burns CEO at the Hutt St Centre, who took us on a tour of the centre. Outlining their ethos, and the invaluable support that they provide to those that are facing homelessness in the community.

The Hutt St Centre is the first point of call for the homeless, providing them with a warm meal, hot shower, a place to charge their phone and wash their laundry in a safe environment.

Once established they are provided with a case manager that takes them on their journey from homelessness to homefulness, a word that is used to describe the feeling of safety, control and confidence that comes with having a place to call home.

Their case manager equips them with everything needed for their new home, caring for them when they re-establish themselves in their home, ensuring that they connect with their surrounding community.

By helping them to regain their identity, independence, gain employment and reconnect with those that love them.

As a result of the pandemic, the Hutt St Centre has seen a 35%-40% increase in Women and Children approaching them for assistance. This may be due to employment in both the retail and hospitality sectors being affected by the pandemic and relationship breakdowns that were connected to pandemic lockdowns.

The Hutt St Centre offers many facilities to those that approach them, amongst them are an arts and crafts centre, an outdoor area to relax, listen to music and have a chat, and a kitchen and dining area.

The purpose of the kitchen and dining area is to create the atmosphere of preparing and eating a meal as if those dining were in their own home.

For a donation of \$350, the Hutt St Centre invites people to become an 'Angel For A Day', working in the kitchen and dining area. At the end of the day, they are invited to take a photo of themselves in front of the Angel Wings located in the dining room.

## CATHERINE HOUSE

At Catherine House, we were greeted by Amy Simons who was extremely grateful for Colgate-Palmolive's donation.

Amy outlined Catherine House's role in providing supportive crisis and long-term accommodation for women experiencing homelessness. Women that arrive at Catherine House are assigned a case worker that works with them providing them dental, medical and legal aid,

keeping them supported until they're able to go to their own home. They are also provided with an opportunity to undertake educational courses, express their creative side in the arts, crafts and literacy centre, giving them the base that they need to plan for their future and ultimately live their best lives.

Catherine House's education services develop skills such as literacy, numeracy, communication, critical thinking and job seeking. This life changing course (Live Your Best Life and Plan For Your Future) enables women who have experienced trauma to rediscover their voice, confidence, and personal power, to make decisions that will assist them to plan for a positive future.

Once a Catherine House case worker has helped women find their new home, they then provide, through generous donations, the essential basics such as toiletries, quilts, bedding, pots, pans and anything else needed to get them up and running, whilst continuing to provide further support once established in their new home.

The staff at Catherine House are always thankful for any donations of toiletries, nightwear, bedding underwear or small kitchen items.

Visiting The Hutt St Centre and Catherine House, was an enjoyable and rewarding experience for Saloni, Nicola and Amber from the Australian Dental Association's South Australian Branch, making a worthwhile contribution to 2022's Dental Health Week.



Amy Simons and Dr Saloni Singh



Left to right, Dr Alan Mann, Minister Chris Picton, Dr Jim Ball and Dr Angelo Papageorgiou



From left, Dr Con Balasis, Dr Angelo Papageorgiou, Dr Con Lapidis, Dr Flora David and Dr Diana Tsiopelas



From left, Eithne Irving, Dr Audrey Irish, Margie Steffens and Damian Mitsch



From left, Bradley Abraham, Dr Helen McLean, Minister Chris Picton and Dr Vaibhav Garg



From left, Dr Kelly Oliver, Dr Stuart Marshall and Dr Gabrielle Smart



Dr Vaibhav Garg

# The Annual Presentation Ceremony



From left, Dr John Bouras, Dr Joshua Tong Yuee, Dr Daniel Kennedy, Dr Brandon Pump and Dr Yanni Pouferis



Dr Viv Valladares and Dr Peter Alldritt



Audience at The Annual Presentation Ceremony



## Australian Dental Health Foundation's

# DENTAL RESCUE DAYS



To continue to support disadvantaged members of the community, during September two Dental Rescue Days were run where 24 people, were the lucky recipients of free dental treatment. This was proudly supported by Shepherds Hill Dental Centre, Bath Street Dental Practice and St Peters Dental Clinic. Here is some feedback from one of our grateful participants of the program.

*“Having my dental needs acknowledged and supported through the Dental Rescue Days has been life changing. I would highly rate the dentist who gave me their time. They listen to all my concerns and attend to them attentively. They also gave me the smile I needed back so dearly. I loved my experience, and I will continue to go back there in the future. Thank you again Australian Dental Health Foundation. Regards Sarah.”*



If you would like to volunteer or find out more, you can contact [admins@adhf.org.au](mailto:admins@adhf.org.au)

## DENTAL RECORDS Quick Hints & Tips from your Peer Advisor

ADA SA often receive phone calls about dental records – please see below for a couple of quick hints/tips which we hope you will find helpful.

### Can patient's obtain a copy of their record?

If a patient requests access to their dental records, dentists are required under legislation to respond to that request within 30 days (or less if possible). See: *Guide to health privacy* (oaic.gov.au). The patient's right to access records (i.e. be provided with a copy of their dental records) is not negated or cancelled by any outstanding debt owed to the practitioner.

### How long should I retain records?

In general, records relating to patients from a private practice clinical setting should be retained for a period of seven years from the date of the last consultation (adult) or, if the patient was under the age of 18 at the time of treatment, the record should be retained until the individual has reached the age of 25 years. Public dental records are retained for a period of 15 years (adults) or until the child turns 33 (where treatment was provided to a minor).

### In considering the destruction of dental records,

it is worthwhile for practitioners to consider the Statute of Limitations - which in SA is three years – however, the rub here is that the limitation period applies to a personal injury claim and refers to when the patient first became aware of the problem (when it was 'discoverable') – and this might be many years

after the treatment actually occurred (for example, an RCT with a separated instrument in the canal that the patient is informed of many years later). For this reason, although practitioners must abide by the timeframes noted above, dependent on the type of treatment provided (high end pros, endo or ortho for example), practitioners may wish to retain records for longer. (Dental records are a practitioner's best defence from a medico-legal perspective). Originals should be retained wherever possible.

**With respect to OPG's:** if the practice took the OPG, then the periods set out above apply (7 years or until a minor turns 25 in the private setting). If the patient had the OPG taken elsewhere, the practice does not own the OPG and has no legal requirement to retain it. The practice would generally retain a copy of the radiologist's report and rely upon the dentists own comments after viewing the film and these findings should be entered into the patient record in the usual way. If the practice has an OPG machine which is digital, there is no need to store a hard copy film print.

### Dental plaster models/casts

Retaining the information captured in a dental model as part of the patient's record is important to protect practitioners in many clinical situations – for example, orthodontics – where

the models document the before and after treatment results. Models can be given to the patient (rather than retaining plaster models in the practice). When this occurs, it should be noted in the record that the model was given to the patient. Models which have been used in the construction of a prosthesis will often be damaged/destroyed during the manufacturing process. In practice, whenever a plaster model is to be destroyed/archived, most modern practices will scan-in the plaster model and retain an electronic copy as part of the dental record for that patient – the practice would then de-identify the model and destroy the plaster version.

### Photographs of patients

The collection, use, security and destruction of health information is governed by the Australian Privacy Principles (oaic.gov.au/privacy). Dentists must take reasonable steps to destroy/de-identify/prevent unauthorised access of a patient's personal information – this includes images of patients/their teeth which should be uploaded into the patient record immediately – do NOT store images on a personal device (such as a phone) which leaves the confines of the practice.

If you have additional questions relating to dental records, please call your Peer Advisor, Dr Jane Pinchback on 08 8272 8111 any Monday or Wednesday for assistance.

# Top 5 Frequently Asked Topics

The complexity of the Australian industrial relations system, alongside the various and rapid changes being implemented into the sphere of workplace law, can make it challenging for employers to maintain up-to-date and fully informed. This article outlines some of the most common questions asked by practices and dentists of the ADA HR Advisory Service.

## What are the minimum rates of pay for employees?

The Fair Work Commission undertakes an annual wage review around 1 July each year. This directly affects the National Minimum Wage. This year, the National Minimum Wage increased by 5.2% which amounts to a \$40 per week increase. As a result, the new National Minimum Wage is now \$21.38 per hour which equates to \$812.60 per week calculated on the basis of a 38-hour week.

There have incidentally also been increases to the award minimum wage for most awards from 1 July. This means that from the first full pay period on or after 1 July 2022, the adult minimum award wages increased by 4.6% which again roughly equates to an increase of \$40 per week and this figure is based on a 38-hour week for a full-time employee.

Other award wages including junior and apprentice wages which are calculated and based off the adult wages under the award, will also be increased proportionately. The ADA has published updated wage tables with the new rates.

## How should support staff be classified?

Another common question surrounding the classification of dental assistants and other

support staff. Under the *Health Professionals and Support Services Award 2020* (HPSSA), the focus is less on classifying by duties and qualifications and more a reflection of the way work is performed. Employers should consider the level of accountability, responsibility and autonomy that their employee has, as this will be instrumental in classifying support staff effectively. The HPSSA does provide indicative titles which can be useful and effective for classifying the relevant staff and in the higher support service levels, a list of indicative duties are also provided. However, for lower classified staff the determination will be based on the employee's competence.

## What is the difference between services and facilities agreements, an independent contractor and an employee?

The dental industry engages individuals in several ways.

The first, and most common form of engagement is an employment relationship. This is where the practice has significant control over the performance of work, provides the equipment to employees and pays them at an hourly rate. Employees are not able to subcontract or delegate their work, and they bear no financial risk, as such risks

are incurred by the business. Depending on the arrangement, employees have a standard or set hours of work and there is usually an ongoing expectation of work.

On the other hand, some practices choose to engage independent contractors as opposed to employees. An independent contractor has the ability to delegate and subcontract their work and works autonomously with extensive control over the work they perform, the location which they perform the work and their hours, and they bear any financial and commercial risks. Additionally, independent contractors often utilise their own tools and equipment and are not engaged for a rostered or a set number of hours, but rather they are engaged on the basis of completing specific tasks.

Independent contractor agreements and SFA's are still two distinct models. An independent contractor is someone engaged to perform a service for the business: they are seeing the practice's patients, and the practice is paying them a percentage of the patient receipts. Under a SFA, the relationship is based on one party essentially renting the space from the practice and paying a corresponding fee for this. Generally, a dentist under a SFA will see their own patients and carry on their own business from within the practice. It is a recommendation that independent contractor and SFA agreements are utilised for more established dentists, rather than new graduates.

The complexity of the Australian industrial relations system with changes to workplace law can make it challenging for employers.

## Can dentists be paid on a commission only basis?

Employee dentists under the national system should not be paid on a commission only basis. The practice should be issuing a contract inclusive of a base retainer. This ensures that dentists are still receiving a payment that satisfied their minimum entitlements when, for example, the employee is away on leave or has not met the commission threshold for that set period. As dentists are generally Award-free, this base retainer can be calculated against the National Minimum Wage, which is \$21.38 as of July 1, 2022. If a dentist is currently on a commission only arrangement, the Practice should consider utilising the commission with a base retainer contract template available from the ADA HR Hub to ensure total compliance and reduce the risk of any penalties associated.

## Does there need to be a written contract?

While there is no legal requirement to have a written contract, it is deemed best practice to have one.

A written contract, whether it is for an employee or a contractor, sets out enforceable terms and conditions. The relationship is described in writing and reduces the ability for matters to be left open to interpretation. As an example, explicitly requiring a certain notice period in a commercial contract means that the practice can rely on the terms contained within it, rather than having to resort to what will be considered reasonable. A further consideration is that in recent High Court decisions surrounding independent contractors, sufficiently describing the relationship in a written contract is key to ensuring that an individual is being treated correctly.

For more information on this article please call the ADA HR Advisory Service on 1300 232 462.



# Plan your year.... with us! 2023

## 1 February INFECTION CONTROL

Regional Seminar, Mount Gambier  
Hear from Infection Control & Prevention Officer, Craig Anderson, as he answers all the latest questions on infection control

## 9 February MASTERCLASS

Tips and Strategy on Managing Anxious patients

## 17 February CARDIOPULMONARY RESUSCITATION COURSE SOLD OUT

Presented by St John Ambulance Australia

## 25 March ENDODONTICS WORKSHOP

## 12 April MASTERCLASS

Managing Clinical Complications

## 14 April CARDIOPULMONARY RESUSCITATION COURSE

Presented by St John Ambulance Australia

## 26 May ANNUAL SEMINAR

Infection Control - recent developments and their practical implementation in dental practice

## 3 June RELATIVE ANALGESIA COURSE

Open to dentists only. Participants will become proficient and confident in the administration of Relative Analgesia in clinical practice

## 16 June CARDIOPULMONARY RESUSCITATION COURSE

Presented by St John Ambulance Australia

## 18 August CARDIOPULMONARY RESUSCITATION COURSE

Presented by St John Ambulance Australia

## 24-27 September FDI WORLD DENTAL CONGRESS 2023

International Convention Centre, Sydney

## 20 October CARDIOPULMONARY RESUSCITATION COURSE

Presented by St John Ambulance Australia

## 22 November ANNUAL PRESENTATION CEREMONY & AGM

Join us to celebrate our newest members and branch award recipients in this annual calendar event

## 9 December DECLARATION CEREMONY

Join us to celebrate our newest members and branch award recipients in this annual calendar event

## CPD and Education 2023 dates to be released

- **Graduate Essential Program** a series of four sessions on the essential information that will help those up to five years out of university be best prepared for life in the real world.
- **Hands on CPD Workshops** delivered in partnership with Envista, helping both experienced members and those keen to develop their talent learn new hands-on skills, and keep up to date with the latest clinical developments.
- **Annual Business Breakfast** a must attend for any current or prospective practice owner or manager, where you get the inside information on what business conditions are going to be like for the year ahead.
- **Milton Sims Memorial Lecture** a prestigious international expert providing the latest advice on orthodontic issues for general practice supported by the Milton Sims visiting Professor Program.



- **On the Road Series** coming to a regional centre near you – providing on-the-ground CPD not just for dentists, but for the whole dental support team.
- **Building Better TEAMS** workshops for the whole practice to help increase staff and patient retention, reduce staff and patient tension, and make life easier for everyone!

## Making the Most of your Membership Social Events



Twilight Tennis  
Branch Function –  
FDI World Dental Congress 2023  
Lunch Club  
New Graduates meet up  
Golf Day





Members attended Dr Erika Vinczer's workshop, Enjoyable Predictable Endodontics.



Members attended the recent Relative Analgesia course.



Dr Bill Gergis' hands-on workshop, Biomimetic Aesthetic Dentistry.



We hosted BDS final year students at the Welcome to The Profession workshop.





Our valued retired members joined us for lunch at the Torrens Arms Hotel.

THANKS TO OUR  
SUPPORTING SPONSORS



Members and their teams enjoyed a wine or two at the Friday Night Wine social event, held at The Local Wine Co.





**AUSTRALIAN DENTAL  
ASSOCIATION**  

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**SOUTH AUSTRALIA**

2/62 King William Road, Goodwood SA 5034  
08 8272 8111 admin@adasa.asn.au adasa.asn.au