

# DENTAL INSIGHTS

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

April 2021 | Volume 34, Issue 3



*This month*  
Practice Support - ePrescribing  
Event Reports



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

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# From the President

## Business Planning

The beginning of a new year 2021 has been promising for the Branch with the appointment of our new Chief Executive Officer Bradley Abraham reinvigorating our much valued office administration staff with the encouraging motivation of both the Council and Committees. I am both enthusiastic and optimistic as I am beginning to see the direction of the Branch move forward and away from the constant upheaval of the last 12 months.

We now have the opportunity to build on the good work done over the last twelve months and review and update our organisational direction. Bradley is making great strides in reviewing our business plan thereby establishing the pathway for our Branch into the future.

We will continue to strive to provide the most comprehensive support for members and this was certainly highlighted with the challenges faced through the experience of the unprecedented last year. Ensuring proper and optimum house-keeping of our Branch will not only see significant benefits for the Branch internal operations but also for the membership and in service delivery.

Bradley has proudly taken ownership of his role and is supported by Council and its vision to build the brand of ADASA, providing optimum service delivery for the membership and ensure that we have strategies for government, ministerial, university and other stakeholder liaisons for our position and policy on all matters relating to oral health and the dental profession. This will enable continued strong advocacy, leadership, the development of standard guidelines and policies, continuing professional development education and compliancy just to name a few of the benefits for you the member, the professional workforce, the practice of dentistry at large and the broader community which include our patients.

These plans will be driven to ensure our members continue to receive value throughout your life, starting with the transition from student to dentist and throughout the various stages of your professional career. If I may refer to a most recent membership analysis conducted by Bradley, the demographics of



**Dr Angelo Papageorgiou**  
ADASA President

the current membership has shifted in recent years to reveal that just over 50% members fall into the 22-45 year age group cohort, with female students and members making up just under half the total members in South Australia.

The next 12 months leading to the finish of my presidential term will see that the many seeds planted, with nurturing, will grow strong and continue to flourish and be fruitful.

Should any members have any suggestions or feedback with regards to a future and how we can better shape our Branch, please feel welcome to submit these to Bradley on [babraham@adasa.asn.au](mailto:babraham@adasa.asn.au).

## FDI Congress 2021

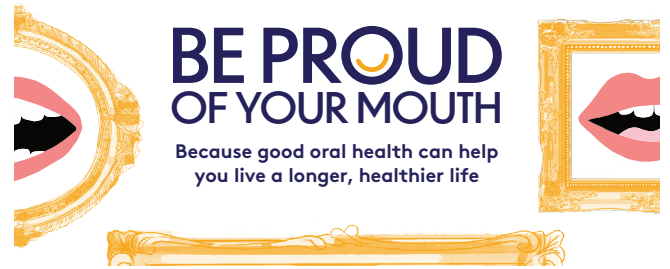
ADA were preparing to host the 2021 FDI Congress however with the disruptive international and unpredictable interstate travel restrictions the 2021 FDI Congress will be replaced with a LIVE on demand world-class virtual program and exhibition showcasing high level international and local presenters to be held on the 26-29 September this year.

I encourage all members to pencil this date in your diaries. In addition, arrangements have been made with FDI for a face-to-face World Dental Congress to be delivered in its full format in 2023 and to be held at the International Convention Centre in Sydney.

*"Where there is no vision, the people perish" - Proverbs 29:18*



**World Oral  
Health Day**  
20 March



World Oral Health Day was celebrated on 20 March 2021 with the tagline #BeProudofYourMouth as this global health campaign's key message. A media release populated with statistics from the latest Consumer Survey of 25,000 of the Australian population in 2020 alerted Australians to the fact that while some oral health habits have improved there is significant room for improvement with others and confirms that an improvement in oral health education is the key to better outcomes.

The Australian Oral Health Tracker – a report card on preventable oral diseases and their risk factors began in 2011, and in 2018 statistics revealed that 56% of people were brushing twice a day and this then reduced to 47% before escalating to 53%. This is promising and suggests that the message regarding oral hygiene is being heard. However it is alarming that respondents who only brushed once a day showed that 12% thought brushing more often wasn't good for the teeth while 37% said they did not need to brush. Furthermore, 29% of those who didn't brush twice a day reported that it is because it causes pain and discomfort which points to a very real need for these people to see the dentist.

Other Consumer Survey findings which demonstrate that improvements need to be made include:

- Only a quarter adults floss at least once a day with 31 % reported to never clean between the teeth.
- Two thirds of adults are not aware that some medical conditions such as asthma, diabetes and heart disease can have an impact on or be impacted by their oral health.
- 30% of parents reported that the children drink soft drink daily while 39% consumed soft drink 2-5 times per week. Just one can of soft drink takes people above the recommended daily sugar intake and can contribute not just to tooth decay but also weight gain.
- 10% of parents report taking their child to the dentist only when they have a problem and 60% do so every 12 -24 months.

Improving oral health literacy and reinforcing the importance of starting dental visits and oral health education from a young age is paramount.

As demonstrated by the national and worldwide response to COVID-19, our profession as a collective is both locally and globally able to make a difference being responsive and active in spreading the oral health message to ensure governments, communities and dental services and programs promote positive oral health outcomes.

This is further reflected and supported in the publication FDI Vision 2030 Delivering Optimal Oral Health for All: <https://www.fdiworlddental.org/vision2030> and which identifies challenges that will confront dentistry and the oral health community over the next decade. Data from various sources such as the 2017 Global Dental Burden (GDB) study <https://journals.sagepub.com/doi/pdf/10.1177/0022034520908533> also highlights the continued public health challenge posed by oral health conditions and helps localise inequalities in the distribution of the burden of oral health problems around the world. The FDI Vision 2030 proposes strategies for how these can be turned into opportunities to improve oral health, reduce oral health inequalities, and contribute to reducing the global burden of oral diseases. The FDI vision is that by 2030, oral healthcare will be empowering, evidence-based, integrated and comprehensive.

*“As we look ahead into the next century, leaders will be those who empower others” – Bill Gates*



Articles CPD Guild Insurance

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### 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.



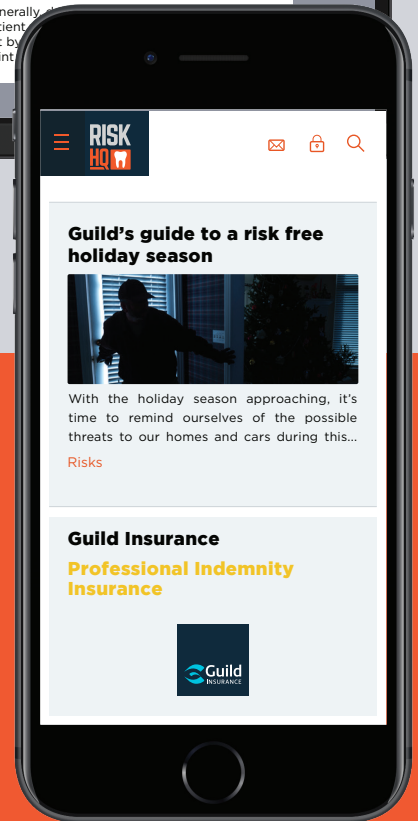
#### Commenting on other dentists' work

Accidents

Generally, a patient out by point...

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to help you reflect on your practice and consider what changes you might implement based on what you've learnt.

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Understanding water quality - water quality in dental practice



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Your work health and safety obligations



Better through experience

# TWILIGHT TENNIS

Report by: Fab Damiani & Aash Patel

The annual Australian Dental Association (SA Branch Inc.) Tennis Day was held on Friday, 26 February at the Kensington Gardens Bowling and Tennis Club. The format of a twilight event under lights commencing at 5.30pm again proved popular with 24 registrants. Last year's Twilight Tennis was one of our last social events for 2020 before the COVID-19 lockdown and thankfully were able to hold the event again this year, thanks to our State and Federal government's vigilance in dealing with COVID-19. Thanks to La Nina we had a milder summer's day which made for pleasant conditions on the beautifully manicured grass courts.

It was great to see a few more female tennis players joining us this year (special mention to Yoshiko Kishimoto, Laura Huxtable, Audrey Irish and Natasha Tan) and also the group of dental students (Zhe Xun "Zac" Chua, Edward Jin, Natasha Tan, Alizafar Wahidi and Josiah Wong).

The eventual popular winner of the round robin doubles tournament was Dan Farmer, who can now add his name on the SAFDER (South Australian Foundation for Dental Education and Research) silver tray having finally won the event after turning up for many years which proves the adage "if you play long enough, you'll eventually win".

For his efforts, Dan won a \$175 Rebel Sports voucher. Other winners on the night included:

- Yoko Kishimoto who won 2nd Prize (\$100 Rebel Sport voucher),
- Aash Patel who won 3rd Prize (\$75 Rebel Sport voucher)
- Alizafar Wahidi who won 4th Prize (\$50 Rebel Sport voucher).
- 

Door prizes which consisted of a \$100 Adelaide Fringe Voucher (donated by BOQ Specialist) and a bottle of wine (donated by Dental Concepts) were won respectively by dental students, Edward Jin and Natasha Tan.

Unfortunately, one of our regular sponsors and players, Jeffrey Yeh (via his company Heysil) was unable to attend the event due to his commitment as an official restrainer at the Adelaide Women's International Event held at Memorial Drive.

I would sincerely like to thank our silver sponsors: BOQ Specialist (represented by Darren Tomlinson and Ben Axford), Dental Concepts (Jason Roberts) and Data Vision Australia (Davide Rinaldi). As well as Guild Insurance for their sponsorship.

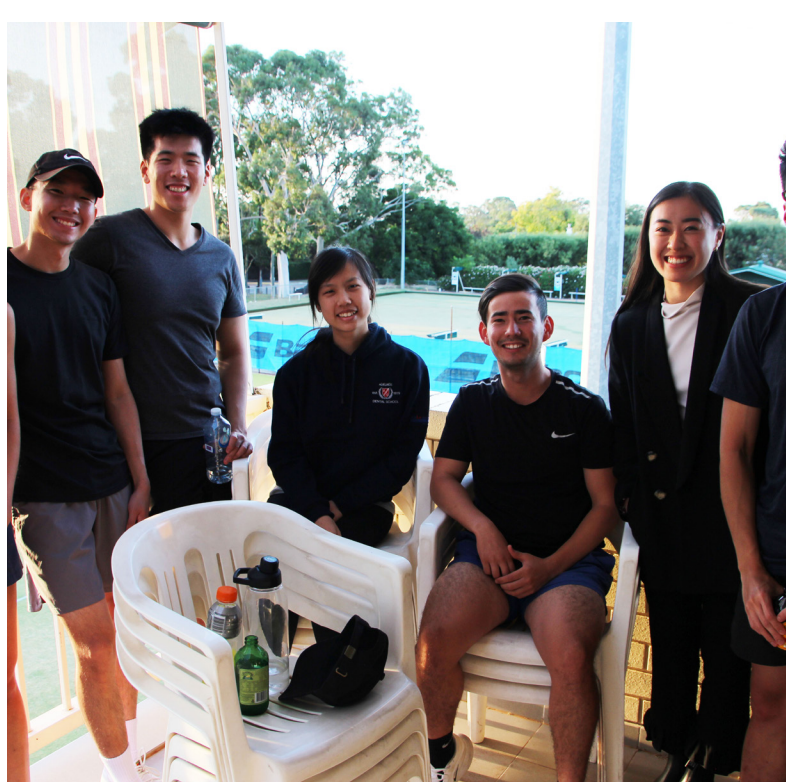
I would like to express gratitude to Angelo Papageorgiou, who presented the prizes and our newly appointed CEO, Bradley Abraham, who kindly cooked the BBQ and entertained us with his sharp wit.

Thank you to the President of the AUDSS (Esther) and Vice President (Elaine) who helped promote the event to 4th/5th year dental students and were in attendance.

Special thanks to Sally Queale who helped coordinate this event and organised the barbeque and prizes, without her help this event would not have been possible. Lastly, thanks to our generous hosts for the event, the Kensington Gardens Bowling and Tennis club for their assistance.

Please consider joining us next year in 2022 for a great sporting and social event amongst dental colleagues.





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# The Australian Dental Health Foundation

making a positive change to people's lives

The Australian Dental Health Foundation (ADHF) is a registered charity that seeks to improve the dental health of Australians who cannot easily access dental care. In the past year, the ADHF has coordinated the delivery of over \$1.1million of dental care with the assistance of dedicated volunteers and industry supporters.

## What we do

State Coordinators around Australia manage the delivery of dental treatment by liaising with registered charities supporting those who are in genuine need.

Through a coordinated volunteer program, the ADHF enables dentists to volunteer within their own practice, providing pro bono dental treatment to those in need of dental intervention.

You can make a real difference to the lives of disadvantaged members of your community by volunteering with the ADHF.



For more information contact: [adminsa@adhf.org.au](mailto:adminsa@adhf.org.au)

☎ 0408 505 948

### COVID-19 vaccine Roll Out

Whilst we continue to keep guarded and vigilant with regards to COVID-19, it is time to 'roll up' our sleeves for the job!

Phase 1b of the vaccination rollout has begun and the Department of Health has released a list of GP practices and other locations where COVID-19 vaccinations will be available. Please follow the link [https://www.health.gov.au/sites/default/files/documents/2021/03/covid-19-vaccination-phase-1b-rollout\\_0.pdf](https://www.health.gov.au/sites/default/files/documents/2021/03/covid-19-vaccination-phase-1b-rollout_0.pdf)

Members and dental staff are advised to arrange an appointment as soon as possible through the government vaccine eligibility check up link <https://covid-vaccine.healthdirect.gov.au/eligibility> as most general practitioners will have limited supplies of the vaccine in the initial roll out stages.

ADA has developed a [proof of employment template](#) which can be used to prove eligibility for vaccination in phase 1b of the rollout. Registered practitioners may also use evidence of their Ahpra registration.

Should you have any further queries you may contact the branch office via [admin@adasa.asn.au](mailto:admin@adasa.asn.au)



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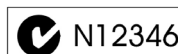
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# Practice Support Committee

## Digital health initiative: ePrescribing update

**ePrescribing** is when an authorised prescriber generates a prescription electronically in a conformant Clinical Information System (CIS). This prescription is encrypted and stored securely in cloud-based Prescription Delivery Service (PDS). This is sent as a 'token' to the patient via SMS or email, based on their preference. The dispensing pharmacy can scan the token to access this prescription stored in cloud. Once dispensed, this prescription is no longer available on PDS. It forms part of an Australian Government budget measure to make the PBS more efficient, as well as to support telehealth services.

The benefits of ePrescribing include:

- Reduced prescription and transcription errors
- Going paperless – reduces handling and storage errors
- Maintaining patient privacy and integrity
- Once set up, reduced administrative burden for providers and organisations
- Supports electronic medication charts in hospitals and residential aged care facilities
- Supports digital health services such as telehealth services to ensure continuity of patient care

Currently, legislation allows handwritten scripts, computerised scripts, and ePrescriptions as all legal modes of prescribing. However, as part of a temporary (currently until 31 March 2021) arrangement, prescribers are allowed to create a digital image of the patient's prescription being delivered to pharmacy to support supply of their medicines. This interim arrangement supports telehealth before electronic prescribing becomes available.

### How to incorporate ePrescribing in your practice?

#### Ensure the dental professional have their HPI-I

- Healthcare Provider Identifier-Individual (HPI-I) - for healthcare providers and other health personnel involved in providing patient care. This number is allocated by Medicare and is different from the national registration number issued by Ahpra.
- Ahpra issues an HPI-I to every registered practitioner in the National Scheme. You can access your HPI-I number by logging into Ahpra's online portal.



#### Register as a dental practice for HPI-O

- Healthcare Provider Identifier-Organisation can be applied online through PRODA-HPOS.
- This is a 16 digit number.
- The organisation needs to meet the eligibility criteria - provide healthcare related services, employ at least 1 individual healthcare provider who has a HPI-I, have employees in the roles of responsible officer and organisation maintenance officer. An individual can act in more than 1 role.



#### Update clinical software

- The Clinical Information System needs to be linked to My health record. Refer to the conformance register linked in Reference 5 to see if your patient management system is compatible, and if not, contact your software provider.
- Once confirmed the compatibility, use HPOS to generate and download a NASH or PKI certificate and connect it to your CIS with the help of your software provider.
- Ensure that your CIS is updated to Active ingredient Prescribing - refer to Reference 6.



Use eRX or MediSecure. These are the two Prescription Delivery Systems available in Australia currently meeting all criteria. Connect this to the clinical software to securely transfer and store ePrescriptions

Steps summarised from ePrescribing online training module available at [https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing/for-prescribers#training\\_and\\_resources](https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing/for-prescribers#training_and_resources)

### Recommendation

Although not mandated to be used by dental practitioners, we hope that you can familiarise yourself with the requirements for ePrescribing and the process of incorporating it within your practice. We recommend completing the online training modules available at [[https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing/for-prescribers#training\\_and\\_resources](https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing/for-prescribers#training_and_resources)]. Out of the three modules available, Module 3: Preparing for Electronic Prescriptions for Prescribers is especially important as it provides a step-by-step guide on setting ePrescribing in your practice.

Please contact us if you have any queries about this or visit the references for further reading and detail.

References:

1. <https://www.health.gov.au/resources/publications/covid-19-national-health-plan-prescriptions-via-telehealth-a-guide-for-prescribers>
2. <https://www.health.gov.au/initiatives-and-programs/electronic-prescribing>
3. <https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing/for-prescribers>
4. <https://training.digitalhealth.gov.au/login/index.php>
5. <https://www.myhealthrecord.gov.au/for-healthcare-professionals/conformant-clinical-software-products>
6. <https://www.pbs.gov.au/info/general/active-ingredient-prescribing>

## SCRIPTCHECKSA

If you're a South Australian prescriber or pharmacist, you will soon be able to get real-time information about your patients' prescription and dispensing history for monitored drugs.

Prescription drug dependence, misuse and diversion are increasing concerns both in Australia and internationally – with associated overdose and accidental death continuing to rise in Australia. ScriptCheckSA can help reduce misuse and ensure that patients who genuinely need these medicines can still get them.

From Monday 15 March 2021, you will receive an email inviting you to register for ScriptCheckSA.

Alternatively, from Tuesday 16 March 2021 you can register via the secure Registration Portal available at <https://register.scriptcheck.sa.gov.au>

**ScriptCheckSA will be released at the end of March 2021.**

Free online training and resources will be available from the week beginning Monday 22 March 2021. To access online training, and for more information about how to register, go to the ScriptCheckSA website.

Any questions about ScriptCheckSA registration should be directed to [Health.RTPM@sa.gov.au](mailto:Health.RTPM@sa.gov.au)

## HOW TO BECOME AN EMPLOYER OF CHOICE

**R**ecruiting and retaining talented employees can be difficult; however, becoming an employer of choice can assist in this process.

While many employers believe that employees leave for better money, the reality is that most employees choose to resign for other factors, such as lack of job satisfaction, poor work-life balance, and lack of career advancement. This raises the question - what do employees want at work, and how can employers meet these needs and become an employer of choice to retain talented employees?

### Employee turnover:

Employee turnover is a pressing issue that practices may face. It is more efficient and cost-effective to retain a high-quality employee than to recruit, train, and onboard a new one. Turnover can cost practices a significant amount of money, affect practice performance, and cause poor job satisfaction in other employees due to staff shortages. Practices must therefore assess what steps it may need to take to ensure talented staff are retained. This involves looking at what is working, what is not working and implementing improvement strategies. This is commonly known as a retention plan.

Practices should remember that employees do not choose an employer just once. In reality, an employee chooses the practice as a potential place of work, chooses to accept or decline an offer of employment, chooses to stay with the practice throughout their employment, and may choose

to promote the practice as an employer of choice or refer friends, family, and colleagues. Practices must strive to be an employer of choice to attract and retain the best employees.

### Attracting talented employees:

To attract talented employees, a practice must have a detailed recruitment process in place. This starts with advertising the role strategically and include relevant information in the advertisement so that a candidate can assess their suitability for the role and whether the practice is a right fit.

Through the recruitment process the practice should also be able to demonstrate what it has to offer to potential employees. Employee retention is highly influenced by job satisfaction, and as such, potential employees want to know what the practice can do for them before accepting a role. When recruiting, practices should demonstrate workplace culture and values, career development programs and supports in place, and any other relevant factors which make it stand out from the crowd during the recruitment phase.

Ultimately, practices should strive to be an employer of choice in all of its actions, not just in the recruitment phase; however, the professionalism and nature of the recruitment process will certainly

set up the practice and employee for success.

### What is an employer of choice?

An employer of choice is an employer that maximises the full potential of their employees through effective recruitment, engagement, and retention. In general, the term usually refers to a good employer, which attracts and retains high-quality employees or is a leading place to work compared to others in the industry.

The essence of becoming an employer of choice is the quality of the employment relationship. Employers of choice foster a collaborative employment relationship, which focuses on the changing needs of both the employees and the practice, rather than a more traditional “us and them” approach, which largely prioritises the practice needs over the employee’s needs.

### What do employees want?

If a practice intends to retain employees, it must be able to identify what employees want. Although money has some influence on whether an employee decides to take a position in a business, job satisfaction is what keeps an employee motivated, engaged and committed. So, what factors influence job satisfaction?

Employee satisfaction is highly influenced by purpose, wellbeing, and recognition. Employees report that they have greater job satisfaction when they perceive that their job offers them autonomy, security, future, and meaning. Autonomy means that employees want to feel valued, respected and like they can make a difference in the Practice. Security does not just refer to having job security but extends to feeling mentally, emotionally, and physically safe and secure at work. The idea of security at work further extends to employees wanting to feel that their job offers them a future, including career development and opportunities for advancement.

Further to the desire for safety at work is the concept of psychological safety. Psychological safety is often defined as a belief that one will not be punished for speaking up with ideas, questions, concerns, or mistakes broadly encompasses physical safety, mental health, wellbeing, engagement, and creativity. Research suggests that workplaces that foster psychological safety are more productive and have higher employee satisfaction and less turnover.

Psychological safety is a by-product of culture. Where people feel that their work is worthwhile, productive, challenging, and offers learning opportunities and development, engagement is improved.

In placing value in employee satisfaction, practices should undertake a holistic assessment of what their employees want. This may mean undertaking surveys, creating an open dialogue with employees and, creating new policies and procedures, including a recruitment or induction process to ensure all employees have what they need to succeed. Studies have shown the most dangerous time for employee turnover is in the first few months of employment. Practices that focus on employee satisfaction right

from the recruitment stage are more likely to retain talented staff.

Practices should undertake steps to understand employee needs, including through surveys, ongoing dialogue, and positive workplace relationships. This will assist in becoming an employer of choice, and therefore increase the practice's ability to attract and retain talented employees.

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



**Members are able to delegate authority for a staff member to call the HR hotline on their behalf.**

Download the [Form](#) and email [hrthotline@ada.org.au](mailto:hrthotline@ada.org.au)



# Go Beyond the Numbers to Drive Better Results.



As we near the 12month anniversary of COVID-19 really making its presence felt in the local community, it is interesting to reflect on the perception of the impact COVID has had on business now compared to when it first struck.

There is no doubt that at the onset everyone was, quite rightly, extremely concerned for the well-being of their business, particularly those that had to shut down and dental practices were not immune from that. One thing that COVID has taught many businesses is to think laterally and challenge the status quo of how they have always done things. The buzzword became pivot, which by definition involves stopping on a point and changing direction.

I must admit that personally I am not a great fan of the word pivot, mainly because it's been done to death, however it does sit under the umbrella of agility and I am a fan of businesses being agile.

Agility in business requires a deep understanding of four core elements within your business and the industry environment in which it is operating:

1. Purpose - why you do what you do
2. Vision - what your broad sense of direction is, ie what you are trying to achieve
3. Guiding Principles – what are the values, beliefs and or strategic pillars that act as 'channel markers' for your business
4. Awareness - what is happening in the environment around you, particularly those trends around macro indicators like legislation, social trends and technology.

Many times when we assess our business performance we tend to do it retrospectively after we have produced a result. Typically, this is in the form of a Profit and Loss Statement, which may extend to looking at the Balance Sheet as well, and even cash flow statements. The problem here is that these are all reflective of what has already happened.

***"The definition of insanity is doing the same thing and expecting a different outcome." Albert Einstein***

A more proactive approach is to think about what is driving those numbers and the trends in those numbers. If revenue growth were slowing or plateauing or even declining, it would be great to understand which segments within your business were the primary contributors to that trend and why.

In drilling into the reasons behind this performance you are able to adjust your tactics and identify whether it is an issue with people or process.

As business coaches we work with businesses reviewing their strategic thinking and seeing many opportunities coming out of this current climate. We are spending a lot of time guiding clients in the execution of that strategic thinking.

Some businesses mistakenly think that an activity plan of things you are going to do is a business plan and for that reason a strategic plan, but it isn't.

A good strategic plan is more than a business plan because it shows you how you are going to win in your chosen space. You have control over that space and you have control over what winning looks like for you. Winning for many is much more than just the financial, as time, stress and effort are all valuable currencies they also treasure.

When you see the numbers on your financial statements and the graphs that often accompany them, indicating what is improving and what is declining, ask yourself what sits behind this and instead of being slow to react, be quick to predict and adjust your bearings accordingly to drive a better result. Not only will this make your time well spent, but it will also make for a more rewarding business.

To find out how the Hood Sweeney Performance Coaching team could help you build a strategic plan, call 1300 764 200 or email [coaching@hoodsweeney.com.au](mailto:coaching@hoodsweeney.com.au)

Simon Starr  
Director, Performance Coaching





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Financial Planning

**Mark Mullins\***  
Risk Insurance

**Heang Lay**  
Accounting

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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](mailto: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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Member Benefit

## ADASA Infection Control Program Infection Prevention & Control Officer

As well as the great self-assessment tool developed for ADASA members to use and ensure they are current with infection control Standards, ADASA dentist members are fortunate to have access to advice, practice assessments and education provided by ADASA Infection Control & Prevention Officer.

If you wish to take advantage of these opportunities please contact  
 Craig Anderson, P 08 8272 8111 | E [canderson@adasa.asn.au](mailto:canderson@adasa.asn.au) | F 08 8272 4357



**Craig Anderson**  
ADASA Infection Control & Prevention Officer

For more ADASA services and benefits visit 'For Members' area of [www.adasa.asn.au](http://www.adasa.asn.au) or contact the ADASA Branch



## Dealing with digital disaster

While it's ideal to always hope for the best, when it comes to protecting our business, we sometimes need to be prepared for the worst. Our growing reliance on technology and digital processes leave us vulnerable to cyber-attacks, security breaches and more. To put it politely – “stuff” happens. And when that same “stuff” hits the fan, and disrupts or threatens the day-to-day running of our business, we need to have a plan in place to lessen any fallout. Here we detail...

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## Analyse and assess

The first step is to figure out where your business is potentially at risk.

In terms of digital threats, if you use any software at all within your company, you are at risk of cyber hacking, phishing, malware attacks and more.

Ascertain how these threats could enter the business. Think about the number of devices (both work-owned and personal) that your employees and customers are using to share information. Personal tablets, smartphones and home laptops can

all act as open doorways into your company and its data.

If this exercise feels overwhelming, remember that investing some time now, will help you in the future. There are risk assessment templates online and government guidelines that can get you started. See here for Australian and New Zealand specific advice.

## Asked and answered

To be able to identify your primary assets, the things your business relies on to succeed, and create a plan to protect those assets, you'll need to get all department heads involved.

Small and medium sized businesses have a lot of moving parts and collecting intel from your team leaders, asking them where they think some vulnerabilities could be and what is most at risk, will ensure your recovery plan is comprehensive.

## Back-up...and back-up again!

Do we need to say it one more time?

Backing up critical records, and making sure all of your IT applications and essential data isn't kept in just one storage base, will mean that should a site-wide failure occur, your IT team can get you back to pre-disaster state quickly.

Consider your storage needs and look at different data storage options to ensure you have more than one way to retrieve any information that is lost or hacked.

## Continuity and communication

Part of your recovery plan, should a digital disaster strike, is knowing how long it's going to take to get your business operational again. Is it minutes, or hours?



Additionally, it's vital that the plan identifies who is responsible for recovering your systems. Who is putting the plan into action?

And, if the recovery period is going to take time, do you need to assign tasks to others who can reassure customers or suppliers that the pause in communication or operations is temporary?

Once you know who is in charge of every aspect of the recovery plan, ensure it is properly documented and communicated to your team. After all, a great recovery plan is useless if no one knows about it.

### Test and practice

A test run of your disaster recovery plan is going to take time and resources, but don't be tempted to skip this step because it's a big one.

Through testing your plan and recovery methods, you'll be able to identify errors and gaps and rectify them, without the pressure of the real deal.

You may also discover better ways of recovering data or quicker methods to get your services back up and running.

Trust us – a small investment now, could result in huge savings in the future.

### Surviving and thriving

Even the best, most diligent plan can't always fix or recover everything, so as a final step cyber insurance can give you an extra layer of protection.

The average cyber breach costs upwards of \$250,000 and with small and medium-sized business being the most at risk, having a cyber insurance policy in place to protect you isn't just smart. It's essential for the survival and longevity of your business.

As your brokers/advisers we can help you find the right kind of cyber insurance for your business.

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**Niall Curkpatrick**

**Senior Broker**

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**8238 9200**

**niallc@abterrace.com.au**

**www.abterrace.com.au**

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## 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.  
**Let us take care of IT, while you look after your patients.**

# LAWN BOWLS

Report by: Sally Queale | Events Coordinator

Mad March in Adelaide is not only Fringe & Festival time, but it is also Lawn Bowls time! Held on Friday, 12 March at the Adelaide Bowling Club, located next to Gluttony in the city, it was a beautiful night for a roll. Numbers were good this year with more than 40 students & dentists attending.

The night provided students the opportunity to get to know their fellow students, dentist members and the event sponsors.

Thank you to the Recent Graduates Committee who helped host the event along with the AUDSS, with particular thanks to Esther Zheng (President) & Elaine Yu (Vice President) who helped promote the night to the students.

Thank you to Angelo Papageorgiou who presented the prizes and trophy to our winners and Bradley Abraham who emceed the night.

A big thank you to our gold sponsors - BOQ specialist and Hood Sweeney whose representatives displayed some good bowling skills on the night. Thank you also to Guild Insurance for their sponsorship.

Once everyone had eaten the rules of bowls were explained, teams formed, and play began.

The format of play was round robin, so every team played against each other at least once with things becoming quite competitive as the night went on.

The eventual winners were [Identity Crisis - first place](#)

Daniel Kennedy

Tiansa Tran

James Lee

who not only took out first prize but also received the Khash Cup plus a gift voucher from BOQ Specialist.

[Incredibowls - second place](#)

Fiona Guo

James Lim

Michael O'Laco

Han Pham

[Blue Balls - third place](#)

Sachin Kulkarni

Mitchell Tucker

Edwin He

Victor Yin

Elaine Yu won the Hood Sweeney prize for "best sportsmanship".

Thank you to everyone who came along, and we hope to see you on the green in 2022.

Pictured: Ben Raynor (BOQ Specialist), Mitchell Tucker and Victor Yin (Hood Sweeney)



Pictured: Prize winner - Elaine Yu and Victor Yin (Hood Sweeney)









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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](http://www.adasa.asn.au)  
[events@adasa.asn.au](mailto:events@adasa.asn.au)

# EVENTS & CPD CALENDAR

## APRIL

- 21/04/21** Practice Managers Network #1
- 28/04/21** Study Club #2
- 30/04/21** Cardiopulmonary Resuscitation (CPR) Course

## 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

## JULY

- 05/07/21** Webinar: Oral Hygiene Update - Toothpaste

## AUGUST

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

*\* Date subject to change*



## Recent Graduates Study Club #2

**Wednesday, 28 April 2021  
6.30pm - 8.00pm**

**Topic:** Rebuilding the Smile –  
Restoring the Maxillary Anterior Segment

**Speaker:** Dr Alister Dickson (Prosthodontist)

This Study Club will be a 1-hour lecture with 20 minutes for questions and discussion at the conclusion.

The Study Club will be delivered as both a seminar and webinar.

Study Clubs are for dentists who graduated within the last ten years but all ADASA member dentists are welcome to register.

BDS 5 Student members are also welcome to register.

Registration and refreshments will be available from 6pm for those attending in person.

This webinar will offer approximately 1.5 hours of CPD.

Queries please contact Sally Queale on 08 8272 8111 or email [events@adasa.asn.au](mailto:events@adasa.asn.au)



## Call for Mentors

*We are looking for new Mentors to join our Mentorship Scheme. If you would like to share your knowledge and experience with a dental student we would like to hear from you.*

*Mentoring is a rewarding way to share your expert knowledge with a new generation of students.*

*If you are interested in becoming a Mentor or would like more information please email Sally Queale at [events@adasa.asn.au](mailto:events@adasa.asn.au)*

## Practice Managers Network Wednesday, 21 April 2021

[Sink your Teeth into a Marketing Strategy for Your Practice - Marketing 101 to Make You Smile!](#)

Olwin Cole, Brand and Events Manager, Hood Sweeney will give a tailored presentation for practice managers on how you can build your brand awareness through digital marketing including understanding your brand, your digital footprint and tips on management.

This event will be held as a seminar and webinar.  
Where: The Alexander Room, 62 King William Road, Goodwood, SA  
Time: 6.30pm, refreshments available from 6pm.  
No cost to attend.



## 2021 Cardiopulmonary Resuscitation (CPR) Courses

All courses are held on a Friday afternoon:  
1.30pm - 4.30pm

The Alexander Room,  
62 King William Road,  
Goodwood.

The cost is \$60pp.

### 2021 dates

30 April	18 June
13 August	15 October
3 December	







# 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.

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



# Classifieds



## Adelaide MaxFax

Oral and Maxillofacial Surgery  
and Specialist Implant Centre

### Dr Zahi Khouri

76 Kensington Road, Rose Park, Adelaide SA 5067

Please be advised that Adelaide MaxFax will continue to provide our services to patients in the Southern region. We will commence consulting on Tuesday 9th February at our new location Southern Specialist Suites, 231/233 Main S Rd, Morphett Vale

[www.adelaidemaxfax.com.au](http://www.adelaidemaxfax.com.au)

You can contact our friendly front office staff on **8332 1566** or

email [reception@adelaidemaxfax.com.au](mailto:reception@adelaidemaxfax.com.au)

Our practice manager, Angela Benny, may be contacted at

[practicemanager@adelaidemaxfax.com.au](mailto:practicemanager@adelaidemaxfax.com.au)

## Selling or buying a practice?

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"From our first meeting, Brett was very understanding of the type of sale I wanted for my 30 year old practice. He was very helpful, positive, thorough and knowledgeable. I gained the best deal from the sale and found Brett completely trustworthy and honest. I have already recommended him to a prospective seller." - **Dr. Michael Moran**

For a completely confidential free appraisal on your practice contact Brett Buckley.

**Brett Buckley**  
0432 231 630  
[brett.buckley@raywhite.com](mailto:brett.buckley@raywhite.com)  
[raywhitebusinesssalessa.com.au](http://raywhitebusinesssalessa.com.au)

## MEMBERSHIP

### ARE YOUR CONTACT DETAILS UP TO 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](http://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.





# MENTORS REQUIRED

As part of our professional commitment to guide the next generation of the profession, we are looking for new mentors to join our Mentorship Scheme. The 5-year program is for BDS students in years 3, 4 and 5 currently studying at the University of Adelaide and continues into their second year as a practising dentist.

We need more mentors for our new BDS 3 students who have recently joined the program. Each mentor is allocated at least 3-4 students and once you are part of the scheme you are welcome to remain in the program indefinitely.

Each year we host a mentorship evening for mentors and mentees to meet which will be held on Thursday, 27 May 2021. Mentoring can be a very rewarding experience and we encourage you to join now!

Mentors play an essential role to student mentees

- Connecting with the next generation of dental professionals
- Offering clinical support and techniques when needed
- Provide support and advice transitioning for the next generation from Student to Graduate
- Enjoy a rewarding and enriching element of being part of a profession and share your knowledge and experience with others

**If you would like to become a mentor or would like to know more please contact Sally Queale**

**[events@adasa.asn.au](mailto:events@adasa.asn.au)**

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^^Limited time offer only available for new commercial property finance applications received between 15 February 2021 and 30 April 2021 (inclusive) and that settle by 30 June 2021. Not available for the refinance, restructure or switches of commercial property loans within BOQ Group, which includes BOQ, Virgin Money (Australia) and BOQ Specialist. Client will be eligible for a waiver of the establishment fee (which includes legal and documentation fees) (saving up to \$2,500), provided the minimum total lending amount is at least \$200,000. Full valuation fee applies. Other fees and charges may apply. This offer expires on 30 April 2021 and is subject to change without notice at the discretion of BOQ Specialist.