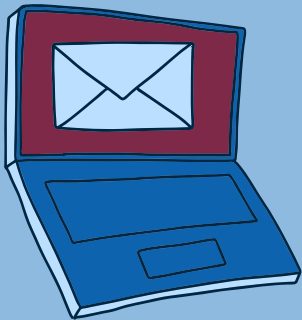


FEEDBACK about PUBLIC DENTAL SERVICES for CHILDREN



SA Dental Service regularly conducts surveys as one way of finding out what **clients have to say** about our service and identifying any **areas in which we can improve**.

In **March 2020**, we sent a survey link via a SMS message to **1433 parents or guardians** of clients who had attended a SA Dental Service clinic in the week 16 March 2020 – 20 March 2020.



Surveys completed
12%

Countries of birth including Australia
18

Non-English speaking clients who answered the question about cultural background
5%

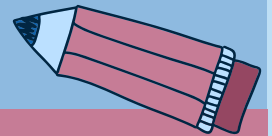
Male
55%

Languages including English spoken at home
20

Non-English speaking clients who answered the question accessed an interpreter
3%

Female
45%

English not spoken at home
16%



96%

rated their dental clinic experience as good or very good

99%

considered the staff welcoming and helpful

99%

felt they were consistently treated with respect and dignity

96%

would recommend the public dental service to a friend

98% Who had questions, worries or fears about their child's treatment noted staff **"definitely"** or **"to some extent"** discussed these with them

98% Felt that staff **"always"** or **"sometimes"** explained things in a way they understood

99% Felt that they **"definitely"** or **"to some extent"** were involved in decisions about their child's dental care

93% Felt that they **"definitely"** or **"to some extent"** did what they could to help manage their child's pain

96% Thought dental staff **"definitely"** or **"to some extent"** worked well together to plan and co-ordinate their child's dental care



All feedback is reported to the SA Dental Service Executive and where appropriate and possible, **action plans** are developed to make **service improvements**.

