




Feedback about Public Dental Services for Children

SA Dental 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.

Parents and carers of clients who attended a SA Dental clinic during the weeks 15 May 2023 - 7 July 2023 had the opportunity to participate in our Measuring Consumer Experience Survey.

Surveys completed
404

About the survey children

<p>12% (50) were aged 0 - 4 years</p> <p>34% (139) were aged 5 - 9 years</p> <p>32% (131) were aged 10 - 14 years</p> <p>21% (83) were aged 15 - 19 years</p>	<p>28 countries of birth including Australia</p> <p>32 languages including English spoken at home</p>		<p>6% of people who answered the question about cultural background identified as Aboriginal and/or Torres Strait Islander</p>
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What parents/carers said about SA Dental

93% rated their dental clinic experience as good or very good	92% considered staff were consistently welcoming and helpful	92% felt they were consistently treated with respect and dignity
92% would recommend the public dental service to a relative or friend	90% who had questions, worries or fears about their child's treatment felt they could discuss them with staff	97% felt staff explained things in a way they understood
98% felt they were involved in decisions about their child's dental care	87% felt staff did what they could to help manage their child's pain	96% thought dental staff worked well together to plan and coordinate their child's dental care

What's next?
All feedback is reported to the SA Dental Executive and where appropriate and possible, action plans are developed to make service improvements.

For more information visit:
www.dental.sa.gov.au

