



Feedback from Measuring Consumer Experience Student Survey

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.

Adult clients, parents and carers of clients who attended a SA Dental clinic during the weeks 15 September - 24 October 2025, and were treated by a supervised student, had the opportunity to participate in our Measuring Consumer Experience Student Survey.

About our survey clients

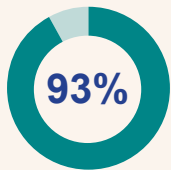
739 people answered the survey

38 countries of birth

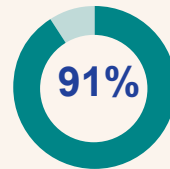
38 people who answered the question about cultural background identified as Aboriginal or Torres Strait Islander

18 languages including English spoken at home

Survey results



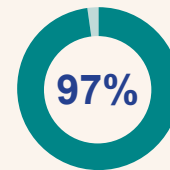
93% rated their dental clinic experience as good or very good



91% who had questions, worries or fears about treatment felt they could discuss them with staff



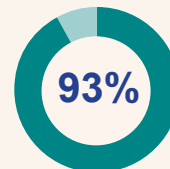
98% considered staff were consistently welcoming and helpful



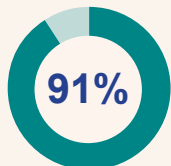
97% felt that staff explained things in a way they understood



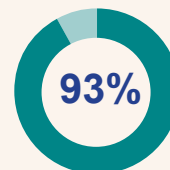
98% felt they were consistently treated with respect



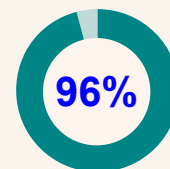
93% felt that they were involved in decisions about dental care



91% would recommend SA Dental to a relative or friend



93% felt staff did what they could to help manage pain



96% thought staff worked well together to plan and coordinate dental care

What's next?

All feedback is reported to the SA Dental Executive and the School of Dentistry. Where appropriate and possible, action plans are developed to make service improvements.