



Rights and Responsibilities

Your rights and responsibilities

SA Dental aims to provide you with the best oral health care services possible. Working with us and knowing your rights and responsibilities will help you to have good experiences and outcomes.

What are my rights*?

As a client of SA Dental you have a right to:

Be treated with courtesy, dignity and respect.

Access services that meet your identified needs.

Be cared for in an environment that makes you feel safe.

Quality services that are safe, reliable, coordinated and are appropriate for your needs.

Receive information that you can understand so you can give informed consent, including:

- > your current oral health situation
- > treatment options that are available with SA Dental as well as privately
- > the risks and advantages of treatment options
- > any fees and how you pay them
- > access to an independent, professional interpreter if required.

Be fully involved in decisions and choices about services planned and received, by:

- > asking questions about your oral health and treatment.
- > asking for a second opinion
- > deciding whether to go ahead with the recommended treatment
- > giving or not giving your consent to treatment at any time
- > having a family member, friend, carer or advocate with you.

Know that your privacy is respected, and your personal information is kept confidential

Comment or complain about your experience with SA Dental.

- > Your suggestions about how we can provide a better service are welcome.
- > If you are unhappy with any part of your oral health care, you should discuss this with clinic staff so that you can have the concern dealt with promptly.

* Adapted from Health and Community Services Complaints Commissioner (HCSCC) Charter of Health and Community Services Rights in South Australia.

What are my responsibilities?

As a client of SA Dental you have a responsibility to:

Show consideration for other SA Dental clients and staff by being calm, polite and respectful when you attend a clinic.

Pay any fees that apply for your treatment.

Keep appointments, be on time and let us know as soon as possible if you are unable to attend.

Provide up to date information about your medical and dental history so that we can give you the best and safest treatment.

Ask questions so that you feel confident in making decisions about your care or bring an advocate to assist you if required.

Help in your own care by following any after care advice and letting us know if you have any problems following your treatment.

Let us know if you are worried or unhappy about any part of our service to you.

Do you need more detailed information about your rights and responsibilities?

Please speak to our friendly staff when you are visiting the clinic.

See our Rights and Responsibilities booklet on our website - www.dental.sa.gov.au

For more information

SA Dental
GPO Box 864
Adelaide SA 5001
Telephone: 1300 008 222
www.dental.sa.gov.au



Interpreters: If you need an interpreter, call the clinic before your appointment, so arrangements can be made.

If you are deaf, or have a hearing or speech impairment, contact the National Relay Service.

For more information visit: www.relayservice.gov.au or call 1800 555 660.



www.ausgoal.gov.au/creative-commons

© Department for Health and Wellbeing, Government of South Australia. All rights reserved.

V1_Printed July 2022



Government
of South Australia