



Information Statement

Dental Health Services



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Introduction

The Western Australian Freedom of Information Act 1992 was proclaimed in November 1993. Each agency subject to this Act is obliged to make publicly available an Information Statement. The requirements for the Information Statement are outlined in the Act in Section 96 “Publication of Information Statements” and Section 97 “Information Statements and Internal Manuals to be made available”. These are summarised below.

The Freedom of Information Act 1992 requires all state and local government agencies to produce and make available to the public documentation detailing how an agency works and what records are held.

This Information Statement outlines the structure and function of Dental Health Services. It details information about Dental Health Services establishment, strategic plans, legislation, decision making processes, performance criteria and documentation.

The document also describes the services provided for the public and how the public can have a say in what decisions are made about the services provided.

Record management policies and a list of the types of documents held by Dental Health Services are included. The list details what records are kept, how the records are kept, how long they are kept, which documents can be seen by the public and how this is done. For detailed information refer to the Patient Information Retention and Disposal Schedule Version 4, 2014. A copy of the Schedule can be obtained by [clicking here](#).

Policies on accessing information and documentation are explained along with the procedures for access to information under the Freedom of Information Act 1992.

A copy of this statement is available for inspection during our normal office hours (8:15 am to 4:30 pm) at:

Dental Health Services

43 Mount Henry Road

SALTER POINT WA 6152

Phone: (08) 9313 0555 (main switchboard)

Fax: (08) 9313 1302

E-mail: enquiries@dental.health.wa.gov.au

Overview of the Service

Dental Health Services (DHS) is the largest public dental health services provider in Western Australia. DHS can trace its history to 1926 when the first public dentist was employed by the Public Health Department.

Funded by the State Government, DHS provides free general dental care to approximately 167,000 school children aged 5 – 16 enrolled in the School Dental Service each year. The School Dental Service is comprised of teams of professionals in 125 fixed School Dental Therapy Centres and 26 Mobile School Dental Therapy Vans across Western Australia.

Western Australians aged 17 years and older that hold a current Health Care or Pension Concession Card are eligible for subsidised general and emergency dental care. Teams of professionals operate in General Dental Clinics throughout the metropolitan area and in rural and remote Western Australia, providing subsidised dental care for approximately 77,000 patients per year. Children aged between 0 and 4 years whose name appears on their parent's Health Care or Pension Concession Card, are also eligible to attend a general dental clinic for care.

The following specialised Adult Dental Services are also provided:

- Aged care facility – visiting program to screen consenting residents;
- Prisoners in metropolitan and major rural Department of Corrective Services facilities mainly in prison based clinics;
- Eligible Disability Services Commission clients in Special Needs Clinic in North Perth.
- Medically compromised general dental care to eligible patients in Royal Perth Hospital and Graylands Hospital.

DHS also facilitates subsidised general and emergency dental care for financially or geographically eligible persons through private dental practitioners who participate in the Country Patients' Dental Subsidy Scheme and the Metropolitan Patients' Dental Subsidy Scheme.

DHS has partnered with volunteer and non-government organisations to provide dental care to rural and remote communities. These partnerships include the:

- Royal Flying Doctor Service (RFDS) – visiting dental services are provided to the communities of Wiluna and Warburton on a regular basis throughout the year.
- Kimberley Aboriginal Medical Services Council – DHS is partnering with Kimberley Aboriginal Medical Services Council in the provision of dental services to the Aboriginal communities of Broome, Derby, Kununurra and Halls Creek by locating a dental clinic within an Aboriginal Medical Service facility.
- DHS is partnering with other Aboriginal Medical Services to deliver dental services to the Aboriginal communities in Bunbury, Geraldton, Port Hedland, Roebourne, and Kalgoorlie.

DHS provides facilities and other support for student dentists and oral health professionals to train during their university courses. Students from The University of Western Australia, Curtin University and the Central Institute of Technology are supported with their training to be dentists, oral health therapists, dental technicians and dental clinic assistants.

Dental Health Services Strategic Plan

Oral health plays an important role in overall well-being. The Department of Health and Government of Western Australia recognises not only the benefits oral health delivers to the individual but also the benefits a strong focus on oral health offers to the wider health system. The vision statement iterates the importance of oral health to overall health.

In Western Australia, people with lower socio-economic backgrounds, experience significant challenges in their ability to access timely oral health care. The impacts on the individual and flow on effect on the broader health system are significant. An important part of delivering an effective health care system includes a Dental Health Service that can work with young people to develop strong oral health habits and assist adults that struggle to access affordable oral health care.

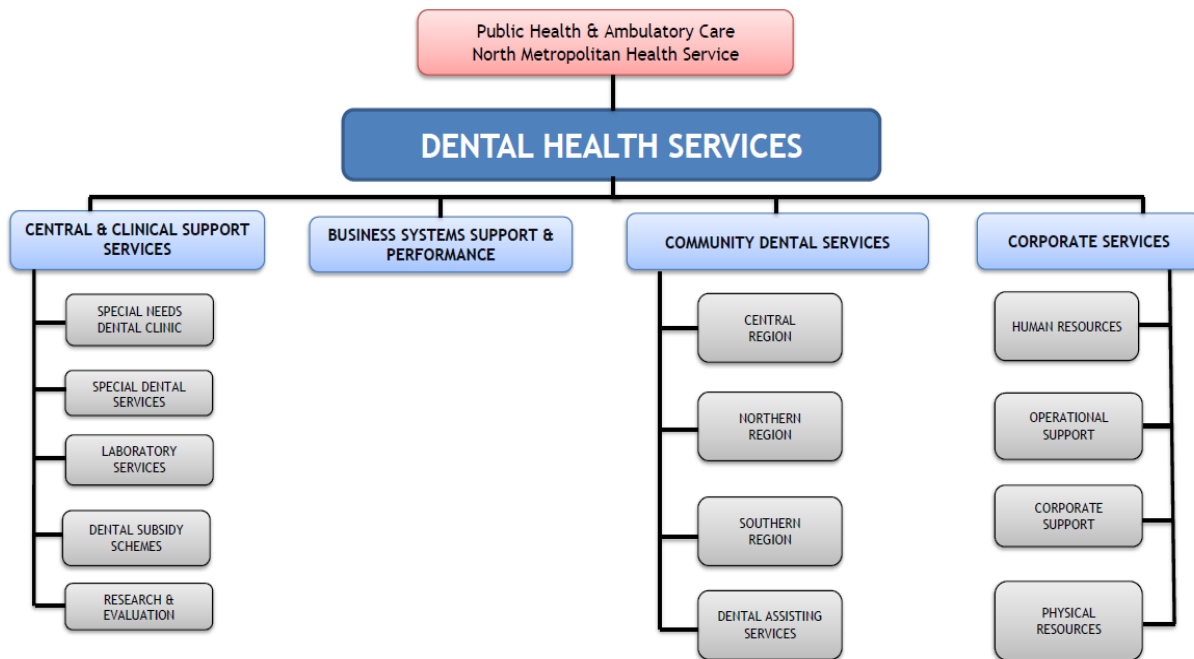
Accountability, efficiency, effectiveness and professionalism are the cornerstones of this plan. The plan identifies the need to look to different forms of service delivery to ensure the service is delivering the best possible outcome for the client in the most efficient and effective manner.

Vision	Key Result Areas	Strategies
<p>Improving the health of Western Australians through access to quality oral health service</p>	<p>Staff: Engaged, skilled, professional staff delivering quality care.</p>	<ul style="list-style-type: none"> • Fostering an inclusive decision making process • Developing a culture of ongoing personal and professional development • Encourage research into oral health by DHS staff • Provide mechanisms for ongoing review and development of clinical practise • Plan for succession and career pathway • Foster a culture of 'one' DHS
Mission	<p>Service: Accessible, effective, evidence based, professional services for eligible clients</p>	<ul style="list-style-type: none"> • Increase patient accessibility to services • Improve productivity of services • Develop an early intervention model of care
<p>Delivering high quality, efficient oral health services to eligible populations across Western Australia through;</p> <ul style="list-style-type: none"> • Promoting oral health • Providing eligible persons with emergency care for the relief of pain due to oral conditions; • Providing general dental care for all enrolled schoolchildren; • Providing access to general and specialist dental care for financially or geographically disadvantaged persons in the community and other special groups of people. • Supporting the training and education of oral health professionals. • Contributing to oral health research 	<p>Infrastructure: equipment, systems and resources that supports service delivery</p>	<ul style="list-style-type: none"> • Aligning infrastructure with model of care • Introduce systems to reduce administrative load on clinical staff • Develop and design clinics that maximise efficiency
	<p>Financial: Efficient utilisation of resources, delivering value for money</p>	<ul style="list-style-type: none"> • Develop an organisational wide performance culture • Develop a process/systems to evaluate financial performance and efficiency • Explore avenue to increase revenue streams to expand services
	<p>Partnership: Respected, understood and sought after for our expertise, working in collaborative partnerships</p>	<ul style="list-style-type: none"> • Increase the profile of DHS with external stakeholder, client and community • Building and maintaining partnership that assist with service delivery • Develop marketing and service delivery strategy to maximise the benefit of the Child Dental Benefit Schedule (CDBS)
	<p>Governance: Transparent decision making, systems and communication</p>	<ul style="list-style-type: none"> • Maintain organisational structures, processes and systems that address clinical safety and quality and consistent with regulatory obligations

Organisational Structure

DHS is currently aligned with the North Metropolitan Health Service (NMHS) and overseen by Mental Health, Public Health and Ambulatory Care (PHAC).

DHS is led by its General Manager (GM), Mr Sam Carrello who reports to the Executive Director (ED), Mental Health and Public Health Ambulatory Care, Ms Ros Elmes. Governance of DHS is through the ED Mental Health and PHAC’s office and the Chief Executive (CE) of the NMHS.



Key Personnel

Area of Responsibility	Title	Name
Dental Health Services Management	General Manager	Sam Carrello
Community Dental Services	Manager Community Dental Services	Gino Cirillo
Clinical Services and Subsidy Scheme	Manager Central Clinical & Support Services	Martin Glick
Business Systems Support and Performance	Manager Business Systems Support and Performance	Glen Walker
Corporate Services	Manager Corporate Services	Michael Shepherd

Operational Objectives

DHS operational objectives are managed within each year's Operational Plan. The objectives include measurable outcomes for improving the following key priority areas:

- Excellence in service delivery performance
- Strong business support systems
- Research and Evaluation
- Capable, high performing workforce
- Engaged customers and stakeholders

The objectives, endorsed by the DHS Executive Committee, have been identified as a result of:

- External Reviews
- Internal Audits
- Unit Business Plans
- Department of Health Policy
- Standards and Legislation
- Activity Monitoring
- Key Performance Indicator (KPI) Monitoring
- Consumer Feedback Systems

The plan is complemented with a suite of performance measures which allows the DHS Executive Committee to monitor performance on a quarterly basis.

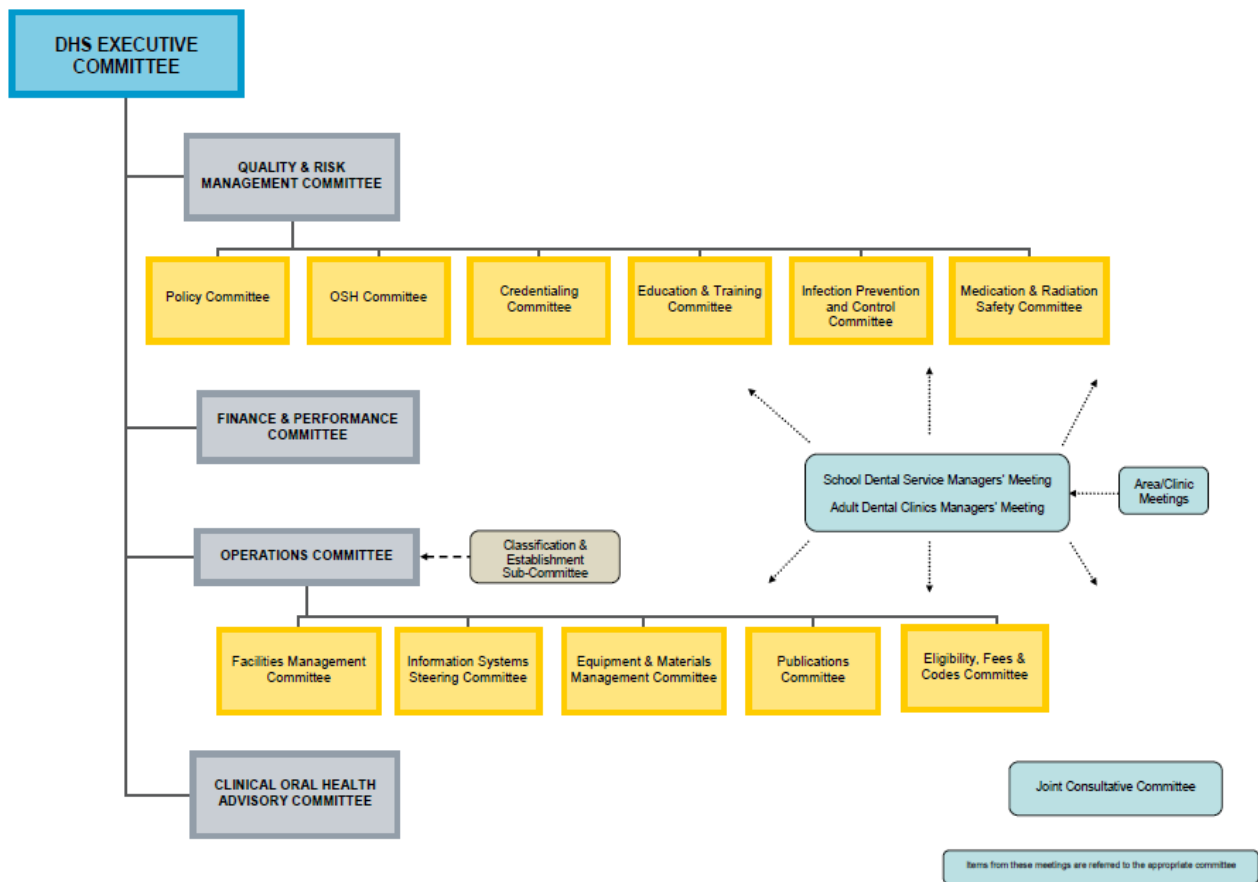
DHS activity in 2017/18 showed that:

- DHS has seen 246,216 patients and delivered 465,696 occasions of service state-wide.
- Approximately 80% of all eligible school children in Western Australia were enrolled in the School Dental Service.
- 69% school children enrolled in the School Dental Service are free of dental caries when initially examined and/or re-called for examination.
- During 2017/18 there were 21,431 patients removed from the adult general waiting list with an average wait time of 4.1 months.
- At 30 June 2018 there were 6,837 patients on the adult general waiting list.

Committee Structure

The DHS Committee structure supports systems for developing or adopting, implementing and reviewing policies, procedures and protocols about the operational and clinical management of services impacting on patient safety and quality of care.

All DHS Committees have a Terms of Reference which describes the purpose, membership and responsibilities of each Committee. These Terms of Reference are reviewed every year and are endorsed by the relevant authority to whom the Committee reports.



Site Locations

Dental Health Services – Administration Office

43 Mount Henry Road
SALTER POINT WA 6152

Ph: (08) 9313 0555

Fax: (08) 9313 1302

Email: enquiries@dental.health.wa.gov.au

DHS operates 200 clinics located state-wide and organised into regions, as per the Organisational Chart (page 5), to provide oral health services in the following locations and their surrounding areas:

Central Region

School Dental Service

Armadale	Ellenbrook	Mt Lawley
Aveley	Esperance	Mundaring
Balga	Girrawheen	Narrogin
Ballajura	Gosnells	Neerigen Brook
Bayswater	Guildford	Northam
Beechboro	High Wycombe	Queens Park
Boulder	Kalamunda	Roleystone
Camboon	Kalgoorlie	Subiaco
Camillo	Kambalda West	Swan View
Carlisle	Katanning	Thornlie
Cloverdale	Lesmurdie	Tuart Hill
Corrigin	Lockridge	Wattle Grove
Darlington	Merredin	West Byford
Dianella	Middle Swan	Westminster
East Maddington	Morley	

General Dental Service

Armadale	Leonora	Morley
Kalgoorlie/Boulder	Middle Swan	Victoria Park
Laverton		

Combined School and General Dental Service

Central Wheatbelt (Mobile)	Salter Point
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Northern Region

School Dental Service

Baynton	Joondalup	Ocean Reef
Beldon	Jurien	Padbury
Broome	Karratha	Pearsall
Butler	Karrinyup	Port Hedland
Carnarvon	Kingsley	Quinns Beach
Craigie	Koondoola	Somerly
East Butler	Kununurra	South Hedland
Geraldton	Landsdale	Swanbourne
Girrawheen	Leederville	Tapping
Greenwood	Marmion	Wanneroo
Heathridge	Merriwa	Yanchep
Innaloo	North Beach	

General Dental Service

Broome	South Hedland	Kununurra
Carnarvon	Joondalup	Warwick
Geraldton		

Combined School and General Dental Service

Denham	Fitzroy Crossing	Newman
Derby	Halls Creek	Onslow
Exmouth	Meekatharra	

Southern Region

School Dental Service

Albany	Golden Bay	Port Kennedy
Attadale	Greenfields	Riverton
Atwell	Harrisdale	Rockingham
Australind	Harvey	Safety Bay
Baldivis	Leeming	Secret Harbour
Beaconsfield	Lynwood	South Coogee
Bridgetown	Mandurah	South Halls Head
Bunbury	Manjimup	South Lake
Busselton	Margaret River	Success
Byford	Meadow Springs	Thornlie
Canning Vale	Medina	Wandi
Collie	Mt Barker	Warnbro
Coolbellup	Orelia	Wellard
Dalyellup	Palmyra	West Busselton
Dawesville	Piara Waters	Willagee
East Waikiki	Pinjarra	Willetton
Eaton		

General Dental Service

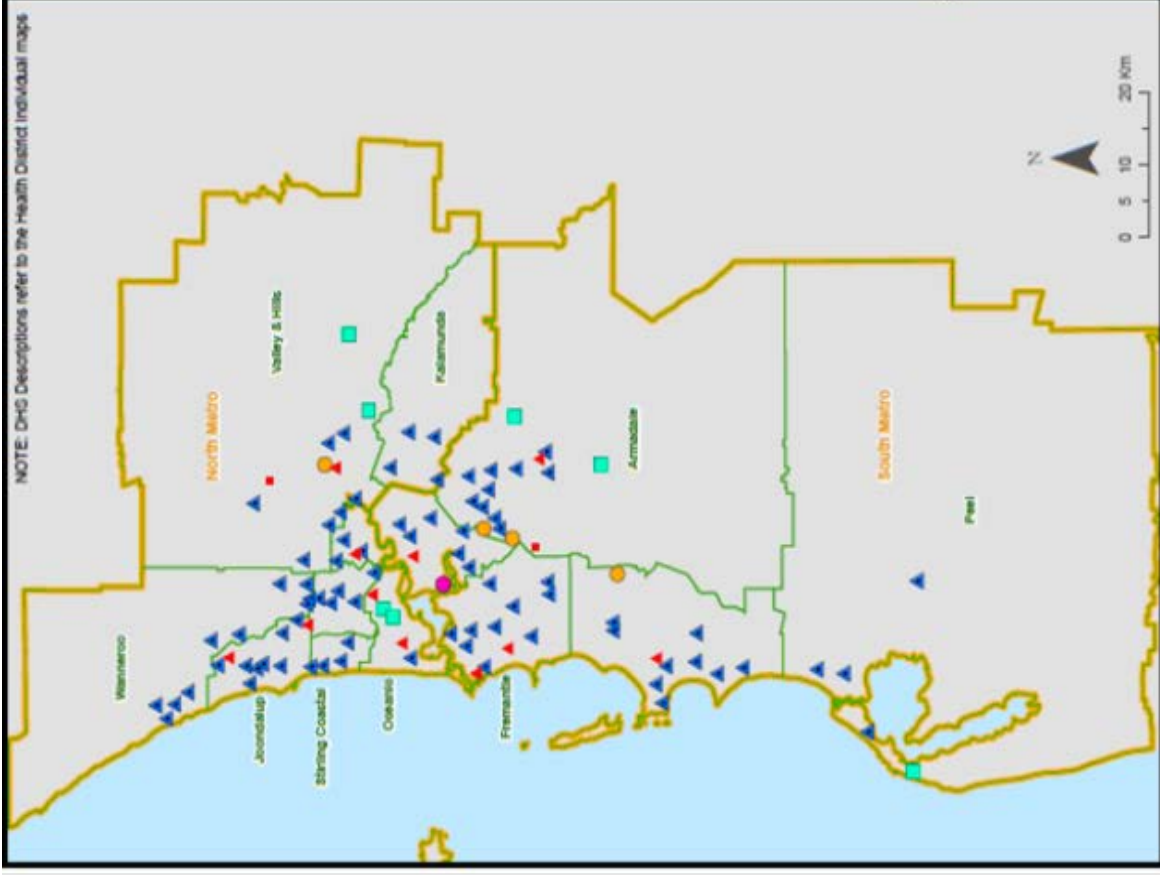
Albany	Fremantle	Rockingham
Bunbury	Ravensthorpe	Spearwood
Busselton		

Special Dental Services

Aged Care Unit	Bandyup Prison	Banksia Hill Detention Centre
Domiciliary Unit	Casuarina Prison	Graylands Hospital
Hakea Prison	Royal Perth Hospital	Wooroloo Prison Farm
Royal Perth Rehabilitation Hospital		Special Needs Dental Clinic

A map outlining the geographical spread of DHS is provided overleaf.

For more information on how to locate a public dental clinic or school dental therapy centre, please visit the DHS' website - www.dental.wa.gov.au or call 9313 0555.



WA Dental Health Services Locations by Health Districts

Produced by GIS Branch
 Date: 15 May 2012
 Source Data: DHS (2012), Landlines, Bureau
 File No: Health/Geography/Programs/2012 DHS Locations

Legislation

The Health Services Act 2016 (the Act) commenced 1 July 2016 and delegates the Department of Health, as the System Manager responsible for the overall management and strategic direction of the WA public health system, to ensure the delivery of high quality, safe and timely health services.

The Act also establishes the North Metropolitan Health Service (NMHS) as a separate statutory authority, governed by a Board that is legally responsible and accountable for the delivery of safe, high-quality, efficient and economical health services to its local community.

Aligned with the NMHS since February 2009, DHS operates within various Federal, State and Local Government legislative requirements. DHS has established systems and procedures to identify and capture legislative changes at the earliest available opportunity to ensure compliance with these requirements. Once changes or amendments are identified, appropriate change management strategies are then implemented to align DHS activity and policies to ensure compliance with the legislative changes.

Documents Held

- Personal medical records
- Medical Reports
- Letters/correspondence
- Patient Information booklets
- Forms (patient and employee)
- Business Plans
- Policies/procedures and manuals
- Minutes and agendas
- Building and equipment specifications and service records
- Flyers (positions vacant, staff development, functions, etc)
- Performance appraisals
- Job description forms
- Internal memorandums
- Interview questions

Consumer Feedback

We use the term “Consumer” to mean anyone who may have occasion to use any of our services.

Consumers include:

- Patients, family members, carers who are currently or have recently used the service.
- Patients, family members, carers who have used the service in the past.
- Representatives from consumer groups, other Government organisations, members of local community.

DHS is committed to improving the standard of services provided to its consumers. Complaints, suggestions and comments are valuable in assisting us to meet our consumer's needs and expectations. Consumers can take part in the affairs of DHS in the following ways;

- Online feedback via the DHS website
- Personal visits to a representative of the organisation to discuss any aspect of the Service that may directly affect them or is of specific interest to members of the general public.
- By writing to DHS Executive or a representative of each clinic on matters as described above.
- Members of the public may write to the Minister for Health, Director General of the Department of Health, Executive Director NMHS or their Local Member of Parliament, whichever is appropriate expressing their views or concerns.
- On occasions there may be calls for submissions or comments on discussion papers and the opportunity to attend public meetings on specific issues which allow for public participation in the development of policy.
- Completion of Patient/Consumer Survey Questionnaires.
- By registering as a potential Consumer Representative.

Consumers may also raise concerns and become involved in policy information through various Health and Welfare Councils.

De-identified statistical data on the numbers and categories of complaints received is provided to the DHS Executive on a monthly basis.

Freedom of Information (FOI)

It is the aim of DHS to make information available promptly and at the least possible cost, and whenever possible documents will be provided outside the FOI process.

If information is not routinely available, the *Freedom of Information Act* 1992 provides the right to apply for documents held by the agency and to enable the public to ensure that personal information in documents is accurate, complete, up to date and not misleading.

FOI Applications

Access applications have to –

- be in writing;
- give enough information so that the documents requested can be identified;
- give an Australian address to which notices can be sent; and
- be lodged at the agency with any application fee payable.

Applications and enquiries should be addressed to the Freedom of Information Coordinator on telephone 9313 0503 or in writing to Locked Bag 15, Bentley Delivery Centre WA 6983.

Applications will be acknowledged in writing and you will be notified of the decision within 45 days.

Freedom of Information Charges

A scale of fees and charges set under the FOI Act Regulations. Apart from the application fee for non-personal information (information that is not personal information about the applicant) all charges are discretionary. The fees and charges are as follows:

<i>Personal information about the applicant</i>	<i>No fee and no charges</i>
<i>Application fee (for non-personal information)</i>	<i>\$30.00</i>
<i>Charge for time dealing with the application (per hour, or pro rata)</i>	<i>\$30.00</i>
<i>Access time supervised by staff (per hour, or pro rata)</i>	<i>\$30.00</i>
<i>Photocopying staff time (per hour, or pro rata)</i>	<i>\$30.00</i>
<i>Per photocopy</i>	<i>.20</i>
<i>Transcribing from tape, film or computer (per hour, or pro rata)</i>	<i>\$30.00</i>
<i>Duplicating a tape, film or computer information</i>	<i>Actual Cost</i>
<i>Delivery, packaging and postage</i>	<i>Actual Cost</i>

Deposits

<i>Advance deposit may be required in respect of the estimated charges</i>	<i>25%</i>
<i>Further advance deposit may be required to meet the charges for dealing with the application</i>	<i>75%</i>

For impecunious applicants or those issued with prescribed pension concession cards, the charge payable is reduced by 25%.

Access Arrangements

Access to documents can be granted by way of inspection, a copy of a document, a copy of an audio or video tape, a computer disk, a transcript of a recorded, shorthand or encoded document from which words can be reproduced.

Notice of Decision

As soon as possible but in any case within 45 days you will be provided with a notice of decision which will include details such as –

- the date which the decision was made
- the name and the designation of the officer who made the decision
- if access is refused, the reasons for claiming the document is exempt

- information on the rights of review and the procedures to be followed to exercise those rights.

Refusal of Access

Applicants who are dissatisfied with a decision of the agency are entitled to ask for an **internal review** by the agency. Application should be made in writing within 30 days of receiving the notice of decision.

You will be notified of the outcome of the review within 15 days.

If you disagree with the result you then can apply to the Information Commissioner for an **external review**. An application for external review should be made within 60 days of receiving notice of the internal review decision.

Office of the Information Commissioner
St Martin's Tower
44 St Georges Terrace
Perth WA 6000
Telephone: (08) 9220 7888
Toll-free: 1800 621 244
Fax: (08) 9325 2152
Website: www.foi.wa.gov.au

Medical Reports

For legal and insurance matters, a medical report by a qualified dental practitioner may be sought. Reports are available upon written application and must contain a signed agreement, from the patient, to release information. The cost of a medical report is \$250.00, including GST.

Requests for a Medical Report should be directed to the clinic that provided the service.

**This document can be made available in alternative formats
on request for a person with a disability.**

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