



Knowledge helps to make informed decisions

ACCESS

Everyone has the right to access health services and treatments. Our team will endeavour to make appointments that best suit your needs. We respectfully appreciate cancellations or rescheduling appointments with ample notice. We have a cancellation waitlist for this purpose.

SAFETY

Your safety and well-being will always come first. We ensure our services and treatments are of high quality and meet national standards. We provide an environment where you can feel safe at all times. Our team maintains a professional network of specialists for any further care or emergencies where necessary. Further to being compliant with the National Safety and Quality Health Service Standards (NSHQS), we go above and beyond maintaining professional membership with the Private Dental Practice Accreditation Program developed by the Australian Dental Association (ADA) and Quality Innovation and Performance (QIP).

RESPECT

Everyone will be treated as equals. Your identity, cultural beliefs, and choices will always be respected. You will be treated as an Individual in a dignified and kind manner.

COMMUNICATION / PARTNERSHIP

Open and truthful communication will always be provided. We welcome and encourage questions regarding your health and well-being. Where necessary we are open to include communication with your healthcare provider or people that may be necessary for you to make informed decisions regarding your health and safety.

INFORMATION

Honest and clear information regarding the history of your health is Important. It is necessary to fill out a medical history form for all new patients so the Dentist can understand your state of health for accurate diagnosis and be aware of any potential health concerns.

Accurate and prompt information regarding our services, treatments, and fees will always be communicated openly and honestly. This ensures your understanding, so you can make the best decision for you. Further to this; assistance where necessary



will be provided, whether it be more information regarding oral and dental health, the potential need for specialists or second opinions, or a communication aid.

You will always be informed if something has gone wrong, how it occurred, its potential effects on your health, and the best options available to rectify issues or concerns.

PRIVACY

Your personal privacy will always be respected. All information about you and your health will always be kept secure and confidential. Where and when necessary this information will be disposed of safely and securely.

COMMENT

Our team is open to feedback and complaints. We simply ask that it be delivered respectfully.

We guarantee any feedback will not impact the way you are treated.

We encourage feedback, and open and transparent communication is welcomed. Your experience or concerns may help us improve our services and treatments