

Dental
Protection



Your guide to
member benefits

Welcome to your guide to member benefits

You are part of more than just a protection organisation. Your membership gives you access to over 45 years of experience and expertise assisting dental practitioners in Australia.

We can help you develop your professional skills in communication and risk management. Workshops and online learning are free for you as a member, and give you the opportunity to tackle issues before they arise.

Expert guidance is always at hand with our range of advice resources, including our dentolegal advice line, available around the clock, as well as numerous online booklets and publications.

This guide outlines your benefits as a member of Dental Protection. From our robust dentolegal service which you can access when you need help, to the support and advice which can help you stop complaints and claims from escalating; this is your guide to how your membership can give you a lifetime of protection.

PROTECTION

to defend you and your professional reputation

The right to request:

- ✓ Access to the Dental Indemnity Policy underwritten by MDA National Insurance Pty Ltd (MDANI) for claims arising from clinical negligence.*
- ✓ Protection for Good Samaritan acts worldwide.
- ✓ Advice and legal representation:
 - for Dental Board of Australia procedures
 - in relation to disciplinary matters
 - at inquests.
- ✓ Support with criminal investigations and allegations arising from your clinical practice.
- ✓ Assistance in responding to and resolving complaints.
- ✓ Help with unwanted media attention.

[Find out more on page 4](#)

SUPPORT

for your professional development

- ✓ Free communication skills and risk management workshops.
- ✓ Free online learning modules.
- ✓ CPD available.
- ✓ Events around the country.
- ✓ Dentolegal talks and conferences.
- ✓ Webinars.

[See a full overview on page 7](#)

ADVICE

whenever you need it

- ✓ Free dentolegal advice line.
- ✓ Emergency advice available 24/7.
- ✓ Online case studies.
- ✓ Dentolegal advice booklets on common concerns.
- ✓ Leading journal *Riskwise*.

[More information on page 12](#)

Your benefits
at a glance



World-leading protection that goes further to defend you

Sometimes things go wrong. Claims, investigations and inquiries are a distressing part of being a dental professional. As a member of Dental Protection you have access to some of the best dentolegal experts in the world, dedicated to protecting you and your reputation.

World-class protection from the experts

Even as a highly-trained clinician, at some point you might find yourself the subject of a complaint or regulatory procedure. This can be a challenging and stressful experience; but we are here to help.

You are part of a member-owned, not-for-profit organisation, whose sole focus is on supporting and protecting members throughout their careers.

Your membership includes access to a contract of insurance which is underwritten by MDA National Insurance Pty Ltd (MDANI)*. The policy has a limit of \$40m in the policy year and \$20m for any one claim.

Claims of clinical negligence

When we take on a claim, we can manage it from first notification to conclusion, and through our insurer can take care of all the legal costs and compensation payments for members.

Disciplinary proceedings relating to your clinical practice

We can provide advice and representation if you face allegations arising from the provision of clinical care to patients, concerning your professional conduct, competence and performance, or in relation to health problems that are having a significant effect on your clinical performance.

AHPRA investigations

We can provide advice and legal representation for regulatory inquiries arising from health, performance, and professional conduct. We can help you from the outset, whether it be

drafting a letter in response to a AHPRA investigation or providing world-class legal representation at a full hearing.

Complaints procedures

We can help you formulate a response to a complaint and assist and support you through to its resolution. We can work with you to look at why complaints arise and how to minimise the risks of recurrence.

Inquests and inquiries

We can help you prepare a report for the coroner and advise you on how to conduct yourself at the inquest. If necessary, we can arrange for legal representation on your behalf.

If you need assistance, contact us.

GET DENTOLEGAL ADVICE



Our advice line
1800 444 542

With emergency advice available 24/7

Handling unwanted media attention

Unwanted media attention can put your personal and professional reputation at risk and can be very worrying. You can always contact the press office and we can help you, responding to the media on your behalf and giving expert assistance throughout.

You have us on hand to:

- ✓ provide experienced and expert advice on handling all aspects of unwanted media attention
- ✓ communicate with journalists on your behalf
- ✓ assist and advise practice staff and teams
- ✓ prepare statements for the media
- ✓ monitor coverage and assist with any follow-up action.



CONTACT US



Please contact our dentolegal consultants or after hours emergency service on **1800 444 542**



Unparalleled professional support

Prevention is better than a cure, and having the knowledge to combat issues before they escalate is the best way to stay protected.

Over 125 years of experience means we have a unique insight into why things go wrong, and why complaints and claims arise. You have access to a range of courses which are built around this, helping you to identify and address issues, manage risks, and deliver better patient outcomes through improved communication.

No other defence organisation offers such a wide range of expert, practical support. Join the 30,000 members worldwide who have already taken part in this world-class risk management programme.



Master the tools to practise safely

WORKSHOPS

Convenient. Practical. Peer-to-peer.

Page 9

Covering a variety of topics relevant to your practice, delivered by specially trained dental professionals.

ONLINE LEARNING

Anytime. Anywhere.

Page 11

Top up your skills with our online learning modules and webinars.

Visit dentalprotection.org/prism for more information.

Workshops

You have access to a host of acclaimed 2 hour virtual or in person workshops, all for free.

Designed to enhance your skills in communication and risk management, they target the areas which are most likely to expose you to complaints and claims.

You can find a full list of workshops at dentalprotection.org.au



Many courses are available, including:

MASTERING YOUR RISK

An excellent first course to attend. Grasp the fundamentals of risk management and communication that are crucial for avoiding complaints and claims.

MASTERING ADVERSE OUTCOMES

When an adverse incident occurs during a patient's care, communication is key. Gain the knowledge and skills you need to take control of a situation if things go wrong.

DENTAL RECORDS FOR DENTAL PRACTITIONERS

This workshop promotes well-organised dental records, to aid continuity of care and ensure good practice. Through a range of presentations, discussions, case scenarios and practical exercises, it highlights the importance of accurate and up-to-date dental records for both patient care and professional defence.

MASTERING DIFFICULT INTERACTIONS

Patient interactions can be challenging, and the need to preserve the professional relationship is paramount. Refine your skills to handle tough situations and reach the best possible outcome.

MASTERING CONSENT AND SHARED DECISION MAKING

Giving patients a more informed choice about their healthcare decisions helps reduce the chance of dissatisfaction and complaints. Find out the best ways to protect yourself from risk and strengthen the dentist-patient relationship.

A blue circular badge with a white corner, containing the text "EARN CPD".

EARN
CPD

FIND OUT MORE

A white icon of two hands shaking, symbolizing agreement or partnership.

To see a full list of our workshops, to book, or to view upcoming dates, visit dentalprotection.org.au

You can also contact education@dpla.com.au

1800 444 542

Online learning

As a busy dental practitioner, finding time to fit in training and development can be a challenge.

That is where our online learning can help. As a member, you have access to a range of free modules, with courses available to complete whenever you want, wherever you are.

Develop your knowledge and skills when it suits you, including courses on:

- dentolegal issues
- professionalism and ethics
- communication and interpersonal skills
- systems and processes
- clinical risk management.

Our online learning platform allows you to complete modules and earn CPD. Your progress and certificates are saved automatically, and can be viewed and downloaded at any time.

FIND OUT MORE

See the full list of courses at dentalprotection.org/prism

When you first access online learning, you will need your Dental Protection membership number.





Advice and guidance from fellow professionals

It is important to have someone to speak to, and to have easily accessible advice available whenever you need it.

Managing a situation effectively is crucial to stopping an adverse incident from escalating, and receiving advice from a fellow professional can provide reassurance and comfort when deciding on the next steps to take.

When you are facing a problem or a dilemma, or have worries or questions, our confidential advice line is here for you. There are also resources, covering a range of topics, available online for instant help. These guides are written by dentists and dentolegal professionals and give expert, accessible advice.

Professional expertise when you need it

GET EXPERT GUIDANCE ON:

- ✓ Complaints
- ✓ Claims
- ✓ Investigations
- ✓ Disciplinary proceedings
- ✓ Whistle-blowing
- ✓ Ethical dilemmas
- ✓ Patient safety
- ✓ Records and reports
- ✓ Prescribing
- ✓ Consent
- ✓ Confidentiality
- ✓ Patient capacity
- ✓ Unwanted media attention



Your dentolegal advice line

YOU CAN ALWAYS CALL ON US

Dedicated dentolegal consultants and case managers make up our on-call team. We know that no two situations are exactly the same, so the advice you receive is always tailored to whatever circumstances you might find yourself in.

Everyone benefits from reassuring, personal advice from time to time. As part of your membership, you have access to over a century's worth of combined expertise and guidance, just a phone call away.

OUR ADVICE LINE

1800 444 542

With emergency advice available 24/7



Online resources here when you need them

Whether you need an answer to a specific query, or want to know more about a range of issues, our online dentolegal resources are always available.





ADVICE BOOKLETS

Compiled by dentolegal experts, advice booklets provide detailed information which you can access at any time, answering many of the major questions which affect dental professionals.

CASE STUDIES

Calling on the first-hand experience of members, these anonymised case studies highlight the difficulties that others have unfortunately encountered. Each case is chosen to provide clear learning points to guide how you practise, and give guidance on handling similar situations that you might face.

RISKWISE

Our leading journal *Riskwise* is full of topical articles and features on dental and dentolegal developments. Drawing on our knowledge and expertise, *Riskwise* gives you relevant and compelling insights into the present and future of the dental profession.

FIND OUT MORE



Visit dentalprotection.org
to access these resources

What our members say



I've been a Dental Protection member since 1987 and truly appreciate the service provided by the membership team over the years.

I am beyond impressed with the advice given by the team of dentolegal consultants and really value the collegiate support. The seminars and workshops run by Dental Protection are of the highest quality and I always ensure I make it along to earn CPD and share ideas with respected colleagues.

DR M



I have been a Dental Protection member for 15 years and during this time I have come to know the Australian team through the excellent advice they have provided, and through interactions at seminars and presentations. Dental Protection provide the very best support to their members in a timely fashion and always with the best interests of the member at heart.

Dental Protection not only provide vital reassurance when seeking advice, but do so in a totally non-judgemental manner. As practitioners themselves, they simply understand. Dental Protection stay up to date with any changes in the industry, and ensure information and continuing education is readily available, either through their website or through the numerous seminars, most of them at no additional cost to members. As a health practitioner I feel totally confident knowing I have Dental Protection in the wings supporting me.

DRA



I've been a Dental Protection member since 2012 and have never looked back. I received a complaint by a former staff member to the NSW Health Care Complaints Commission (HCCC) regarding my clinical skills and qualifications. The Dental Protection membership team and dentolegal consultants were able to successfully guide and support me through this very stressful and traumatic event.

Since then I have continued to truly appreciate the ongoing assistance, advice and service that Dental Protection provides especially the free CPD seminars and workshops for members.

DR H



My experience with Dental Protection has been one of full and empathetic support and continual ongoing learning.

At a time when I was feeling extremely vulnerable, the dentolegal advice and assistance was of the highest standard. It was so prompt and instructive, instilling confidence and reassurance that the circumstance I found myself in would be handled very professionally, discretely and with due care. The compassion and follow up contact was so supportive I felt able to continue practising which may not have been the case under different circumstances.

CPD offered by Dental Protection has been a highlight of my membership and I make every effort to attend courses each year, catching up with respected colleagues, sharing experiences and latest ideas.

DR C



I have been a Dental Protection member since my graduation. I am truly impressed by the service that all staff provide, from the simple enquiries regarding my scope of practice to the complex case I was subject to.

I was unfortunate enough to be involved in the treatment of a patient which resulted in a complaint. Although my contribution towards this treatment plan was minimal, I was in a panic. One thing I learned very quickly is that patients will complain. It is an inevitable part of dental practice. We work hard to avoid it, we explain things thoroughly, and we plan well. However, once in a while we don't fulfil everyone's needs, even if we feel we're doing what is best for them.

I cannot thank the team enough for the support I received from them during this time. I called and emailed many times, and every time I contacted them I was greeted with such friendly advice and support I quickly felt positive about the outcome of my situation. I was guided through every action I needed to take and given sound advice on how to manage scenarios like mine in the future. Becoming a part of Dental Protection is a worthwhile choice for any Dental Professional. You are not a number, you are a member and you are treated with the utmost professionalism and care.

DR K

Your membership

Dental Protection membership provides you with access to a claims-made professional indemnity insurance policy with MDA National Insurance Pty Ltd.

The MDANI Dental Indemnity policy has a limit of \$40,000,000 in the aggregate for all matters for which you seek indemnity under the Policy with a maximum limit of \$20,000,000 for any one claim within the policy period. The maximum limit of indemnity includes legal costs. This meets the requirements under the Dental Board of Australia's revised Professional Indemnity Insurance Registration Standards. A sub-limit of \$500,000 in the aggregate applies for legal costs and costs orders arising out of investigations and inquiries, allegations of sexual misconduct or criminal conduct, and legal costs of seeking an Apprehended Violence Order.

You should review your Dental Indemnity Policy issued by MDANI for full details of your coverage.

You also have the right to request advice and assistance from Dental Protection for matters not covered by the Dental Indemnity Policy but there are situations when we would not normally be able to help (for example, matters which do not relate to your professional practice, criminal activities, or where you are protected by other insurance or indemnity arrangements). All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association.

You can find a copy of the Memorandum and Articles of Association and more information about this at dentalprotection.org.au





Your questions answered

What assistance is provided on your telephone advice line?

You can speak to us about any queries and concerns that are related to your practice. Check the advice section of this guide for some common topics, but we encourage members to speak to us about any concerns they might have.

Advice line: **1800 444 542**

Does my membership apply to Good Samaritan acts?

Yes. In the unlikely event that you are sued as a result of a Good Samaritan act, you can apply for assistance from Dental Protection, no matter where in the world the action is brought.

Am I protected for voluntary work overseas?

We can offer professional protection for volunteer practitioners working for a recognised charity or humanitarian organisation outside of Australia*.

Professional protection for humanitarian work can be requested for up to six months in any twelve month membership period. You will need to have been in membership for a minimum of six months before you volunteer, and you must contact us beforehand if you intend to work in this capacity.

Call **1800 444 542** or email membership@dpla.com.au

Does my membership subscription renew automatically?

Yes, if you pay by Direct Debit. That is one of the advantages of paying by Direct Debit – you are not at risk of any unintended gaps in your membership. However, you must contact us as soon as possible if your professional or personal circumstances or your contact details change.

If you do not pay by Direct Debit, you will automatically receive your renewal information, and we will send you your membership certificate once we receive your payment. To set up a Direct Debit, please contact one of our membership advisers on **1800 444 542**, or email membership@dpla.com.au

*Excluding the US and its territories.

How do I access online learning?

Our online learning platform is available through our website at dentalprotection.org/prism

If it is your first time accessing online learning you will need your membership number to activate your account. Next time you log in you will just need your username and password.

How do I book a workshop?

You can easily book a workshop place online at dentalprotection.org.au. You can also email education@dpla.com.au or call **1800 444 542**.

There are limited spaces available for each workshop and they can fill within a very short time, so we encourage members to book as soon as they can.



FIND OUT MORE

If you have any further questions please call **1800 444 542**

Contact us

MEMBERSHIP ENQUIRIES

1800 444 542

08.30 – 17.00, Monday to Friday

membership@dpla.com.au

ADVICE LINE

1800 444 542

Emergency advice available 24/7

notification@dpla.com.au

WORKSHOPS

1800 444 542

08.30 – 17.00, Monday to Friday

education@dpla.com.au

DPL Australia Pty Ltd (“DPLA”) is registered in Australia with ABN 24 092 695 933. Dental Protection Limited (“DPL”) is registered in England (No. 2374160) and along with DPLA is part of the Medical Protection Society Limited (“MPS”) group of companies. MPS is registered in England (No. 36142). Both DPL and MPS have their registered office at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG. DPL serves and supports the dental members of MPS. All the benefits of MPS membership are discretionary, as set out in MPS’s Memorandum and Articles of Association.

“Dental Protection member” in Australia means a non-indemnity dental member of MPS. Dental Protection members may hold membership independently or in conjunction with membership of the Australian Dental Association (W.A. Branch) Inc. (“ADAWA”).

Dental Protection members who hold membership independently need to apply for, and where applicable maintain, an individual Dental Indemnity Policy underwritten by MDA National Insurance Pty Ltd (“MDA”), ABN 56 058 271 417, AFS Licence No. 238073. DPLA is a Corporate Authorised Representative of MDA with CAR No. 326134. For such Dental Protection members, by agreement with MDA, DPLA provides point-of-contact member services, case management and colleague-to-colleague support.

Dental Protection members who are also ADAWA members need to apply for, and where applicable maintain, an individual Dental Indemnity Policy underwritten by MDA, which is available in accordance with the provisions of ADAWA membership. Please contact ADAWA for information on ADAWA membership and applicable subscription rates.

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