

2018

Dental

INDUSTRY REFERENCE COMMITTEE INDUSTRY SKILLS FORECAST



SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

Contents

Executive Summary	3
Sector Overview	5
Challenges and Opportunities	11
Employment and Skills Outlook	18
Key Generic Skills – Ranked in Order of Importance	22
Key Drivers for Change and Proposed Responses	23
Proposed Schedule of Work	27
References	30

Skills Forecast

Name of IRC:

Dental

Name of SSO:

SkillsIQ Limited

About SkillsIQ:

SkillsIQ supports 18 Industry Reference Committees (IRCs) representing diverse 'people-facing' sectors. These sectors provide services to people in a variety of contexts such as customer, patient or client. The IRCs are collectively responsible for overseeing the development and review of training package products, including qualifications, serving the skills needs of sectors comprising almost 50% of the Australian workforce.

Our qualifications deliver skilled people that are valued and make a difference to others.

- Cross Sector Skills Committee, February 2018



Executive Summary

The Dental Industry Reference Committee (IRC) is responsible for ensuring that the nationally recognised **Dental Training Package Products** deliver the skills and knowledge required to equip the highly skilled workforce under its remit.

Dental services are provided primarily to improve oral health. Oral health care is delivered by both public and private sector providers. However, the majority of providers represent independent sole proprietors operating small-scale dental practices. The dental workforce consists of both registered and non-registered health care professionals as outlined below:

Registered professionals

- Dentists
- Dental specialists
- Dental therapists
- Dental hygienists
- Oral health therapists
- Dental prosthetists

Non-registered dental workforce

- Dental technicians
- Dental practice managers
- Dental assistants
- Dental laboratory assistants

The National Schedule details the training package review and development work commissioned by the Australian Industry and Skills Committee (AISC). The National Schedule is informed by this Industry Skills Forecast which outlines the proposed timing for updating existing training package products. This Forecast has been informed using many sources, including a range of literature and databases, IRC member input and expertise, public consultation feedback, and an industry analysis of both new and emerging workforce skills needs for the dental sector.

Oral health care services in Australia are delivered either privately or administered by the public health department. The latest data from the Australian Bureau of Statistics (ABS) shows the distribution of dental health providers is heavily skewed towards Australia's major cities.

The dental sector is currently experiencing several challenges impacting workforce skills needs, including:

- Upgrading the dental workforce to acquire **new skills in technological** and technique developments to offer cost-effective services to price-sensitive customers.
- Registration requirements and adherence to regulations such as **infection control guidelines** to be followed by all staff.
- Dental practice operations impacted by **government policy and programs**. For example, eligibility to access private or public dental health care will drive service and skills demand for the sector.
- **Digital competency** and online engagement skills required for job roles on a day-to-day basis due to advanced digital technologies.
- Ensuring the dental workforce has the right skills and knowledge to provide **efficient oral health care services to vulnerable groups**, as outlined in Australia's National Oral Health Plan 2015–2024, a national oral health promotion plan focused on increasing collaboration with other organisations and sectors to effectively contribute to better quality oral health for vulnerable population groups.
- **Growing competition from overseas providers** impacting on Australian providers to train their workforce to keep up-to-date with global skill requirements so that Australia remains internationally competitive.
- **Increased accountability for quality and safety** procedures for all patients and staff raises the need for increasing workforce awareness, knowledge and skills in quality and safety.

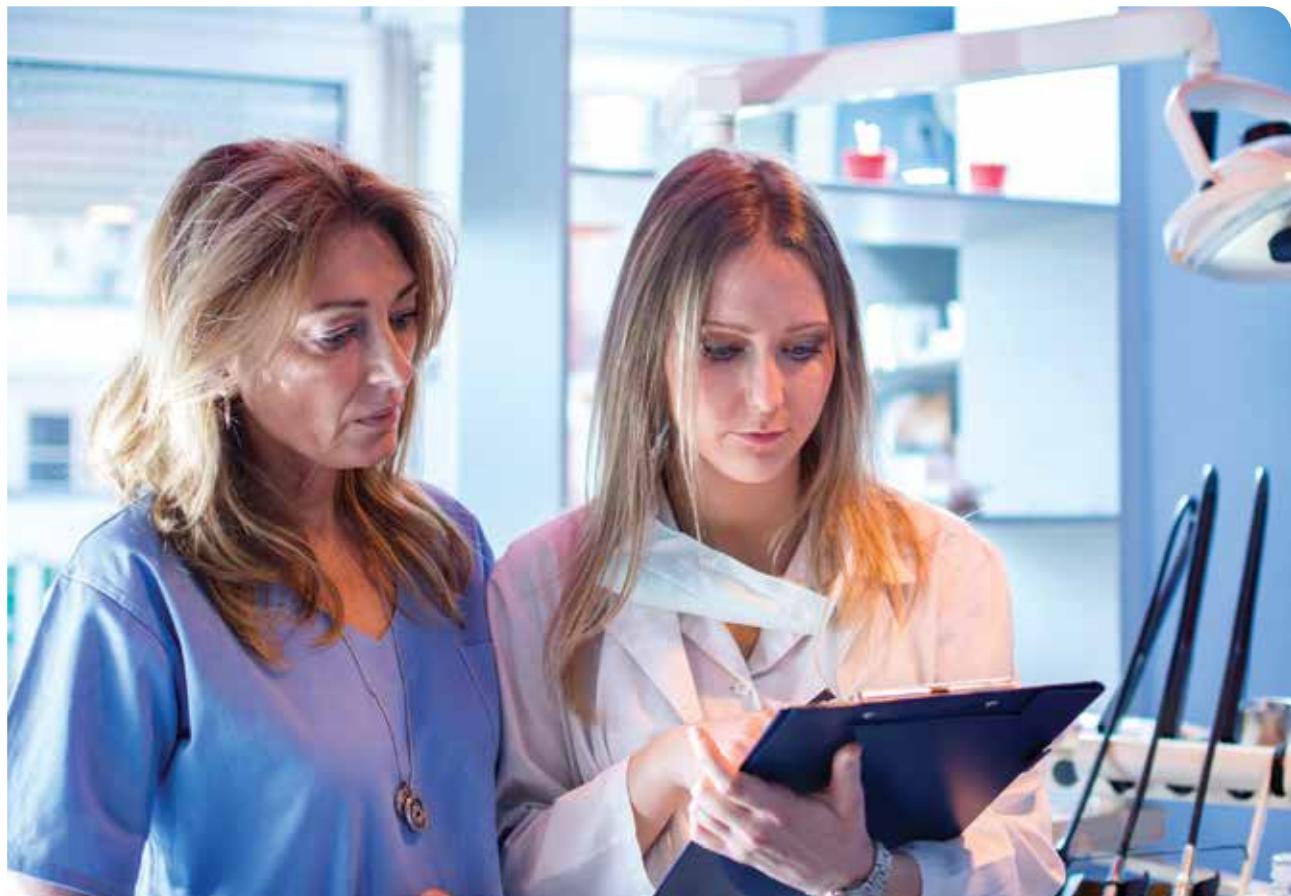
- **Workforce distribution**, which is an issue in regional and remote communities where shortages in supply are being experienced due to the workforce being heavily skewed towards urban areas.
- **Retention** of dental assistants due to salary levels and lack of career progression. An exploration of clear pathways will generate keen interest from prospective individuals entering the dental workforce.

To address the workforce skills issues, the IRC proposes to update the following qualifications and skill sets in 2018–2019:

- HLT35015 Certificate III in Dental Assisting
- HLT45015 Certificate IV in Dental Assisting
- Oral Health Skill Set
- Dental Radiography Skill Set.

The IRC proposes to update the qualifications relating to the Dental Laboratory assistant and the Dental Prosthetist in 2019–2020. *The Diploma of Dental Technology* is scheduled to be updated in 2020–2021.

The proposed updates will ensure that training package products meet the future skills needs of the dental sector.





Sector Overview

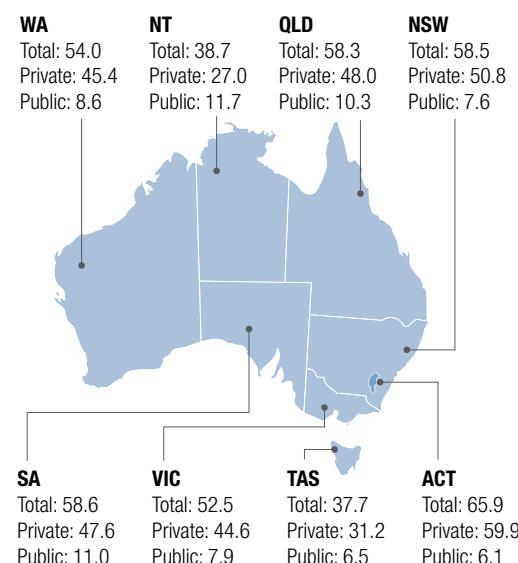
Within the Australian and New Zealand Standard Industrial Classification (ANZSIC),¹ *Dental Services* are defined as those businesses engaged in the practice of general or specialised dentistry with the primary purpose of delivering improved oral health. This can include delivering a range of diagnostic, preventative and/or restorative treatments for oral health care including oral examinations, cleans, fillings, insertions, extractions and specialist services such as orthodontics, periodontics and oral pathology. The sector is also involved in educative functions to promote oral health. Government policy and programs such as Australia's National Oral Health Plan and the Child Dental Benefits Schedule (CDBS) have meant that the dental health sector is regularly involved in working with other industries such as child care, education and community services to achieve high levels of oral health across different population groups.

Oral health care is delivered by both public and private sector providers. However, the majority of providers represent independent sole proprietors operating small-scale dental practices.² The private sector employs approximately 85% of dentists, which equates to a national average of 47.4 private practice dentists per 100,000 population compared to 8.6 public sector practising dentists per 100,000 population.³ These rates differ across jurisdictions, with the ACT registering the highest proportion of dentists working in the private sector (91%, equivalent to 59.9 private practice dentists per 100,000 population), and the Northern Territory the lowest proportion (70%, or 27.0 private practice dentists per 100,000 population) (see Figure 1).

Public sector services are co-ordinated through state and territory health providers which include public hospitals and community dental clinics. The latest industry reports show that fewer than 5% of dentists are working in a community health care setting.⁴

The majority of dental practices operate as stand-alone establishments. However, there has been a recent trend towards corporatisation within the sector, and several groups such as Dental Partners, Maven Dental Group, Pacific Smiles Group and 1300Smiles have been gaining scale through acquisitions or the set-up of new dental centres.⁵

Figure 1 Full-time equivalent (FTE) dentists employed per 100,000 population in public and private sectors - 2013



Source: Australian Institute of Health and Welfare (AIHW) and The University of Adelaide, Oral health and dental care in Australia: key facts and figures 2015

The distribution of dental health providers is heavily skewed towards urban locations, with approximately 80% of dentists operating in Australia's major cities. Areas with higher than average incomes, typically urban locations, experience a greater presence of dental services and, in some instances, are over-represented with dental practices compared to population shares. The contrary is true for many rural and remote locations where the populations have reduced access to dental services. For example, the Northern Territory only represents 0.6% of dental business locations in Australia.⁶

The dental workforce consists of both registered and non-registered health care professionals. Registered occupations in the dental health sector are:

- Dentists
- Dental specialists
- Dental therapists
- Dental hygienists
- Oral health therapists
- Dental prosthetists*.

The non-registered dental workforce consists of:

- Dental technicians*
- Dental practice managers
- Dental assistants[^]
- Dental laboratory assistants*.

Note:

* Denotes occupations that directly align to nationally recognised dental qualifications within the HLT Health Training Package.

[^]Dental assistants who have completed a *Certificate IV in Dental Assisting (Radiography)* must hold the relevant radiation licence with the respective state or territory Radiation Health office.

There are also a number of broader health and community service workers providing some basic oral health care services and referrals, some of whom may have undertaken specific oral health care training available through nationally recognised training products.

Number of RTOs by nationally recognised qualifications on scope – Dental Training Package Products

TABLE 1

Qualification Code	Qualification Title	No. of RTOs with Qualification on Scope
HLT35015	Certificate III in Dental Assisting	37
HLT35115	Certificate III in Dental Laboratory Assisting	7
HLT45015	Certificate IV in Dental Assisting	26
HLT55118	Diploma of Dental Technology (released 14 March 2018)	2
HLT55115	<i>Diploma of Dental Technology (superseded)</i>	16
HLT65015	Advanced Diploma of Dental Prosthetics	4

Source: Training.gov.au. RTOs approved to deliver this qualification. Accessed 20 June 2018.

Qualification Enrolments and Completions

In 2016, there were approximately 6,500 enrolments across all VET qualifications catered for by the dental training package products. The most popular qualification in 2016 was the *Certificate III in Dental Assisting* (4,577

Nationally Recognised Dental Qualifications - Current as at June 2018

The VET qualifications that cater to this sector are:

- HLT35015 Certificate III in Dental Assisting
- HLT35115 Certificate III in Dental Laboratory Assisting
- HLT45015 Certificate IV in Dental Assisting
- HLT55118 Diploma of Dental Technology
- HLT65015 Advanced Diploma of Dental Prosthetics.

Registered Training Organisation Scope of Registration

The following table (**Table 1**) indicates the number of Registered Training Organisations (RTOs) with dental qualifications on scope. This data is current as at June 2018, per the listing on the National Register of VET (www.training.gov.au).

enrolments), followed by the *Certificate IV in Dental Assisting* (with 1,067 enrolments).

An overview of key traits regarding dental training package product enrolments for 2016 is provided next, preceded by a breakdown of enrolments and completions for individual qualifications.



All Student Programs – Enrolments and Completions

TABLE 2 Total number of enrolments (Total VET Activity, [TVA]) and completions by nationally recognised qualifications on scope - Dental Training Package Products, 2014–2016

QUALIFICATION	E/C	2014	2015	2016	TOTAL
HLT35015 - Certificate III in Dental Assisting	E	-	-	378	378
	C	-	-	36	36
HLT31812 - <i>Certificate III in Dental Assisting (Superseded)</i>	E	3,757	4,185	4,199	12,141
	C	1,582	1,885	1,853	5,320
HLT35115 - Certificate III in Dental Laboratory Assisting	E	-	-	27	27
	C	-	-	3	3
HLT32712 - <i>Certificate III in Dental Laboratory Assisting (Superseded)</i>	E	19	34	28	81
	C	7	13	13	33
HLT45015 - Certificate IV in Dental Assisting	E	-	-	83	83
	C	-	-	8	8
HLT43012 - <i>Certificate IV in Dental Assisting (Superseded)</i>	E	853	834	984	2,671
	C	387	377	473	1,237
HLT55118 - Diploma of Dental Technology	E	-	-	-	-
	C	-	-	-	-
HLT55115 - <i>Diploma of Dental Technology (Superseded)</i>	E	-	-	34	34
	C	-	-	-	-
HLT50512 - <i>Diploma of Dental Technology (Superseded)</i>	E	681	795	710	2,186
	C	175	210	197	582
HLT65015 - Advanced Diploma of Dental Prosthetics	E	-	-	7	7
	C	-	-	-	-
HLT60412 - <i>Advanced Diploma of Dental Prosthetics (Superseded)</i>	E	119	120	96	335
	C	49	42	48	139

Source: NCVER VOCSTATS, accessed November 2017.

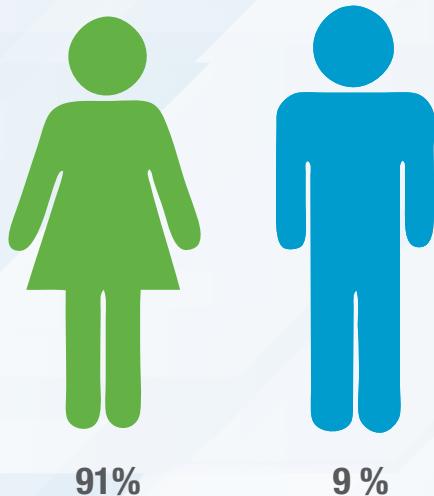
General notes on statistics

- Enrolment and completion data is sourced from NCVER VOCSTATS (program enrolments and completions 2014–2016), accessed November 2017.
- It is important to note that not all training providers are currently required to submit enrolment and completion data, and some figures presented may therefore under-represent the true count of enrolments and completions for a qualification. From 2018, all training providers will be required to submit data, and current discrepancies noted in the national NCVER figures versus actual attendance should therefore be minimal in future releases. The data presented in this report is shown for indicative purposes.
- Figures reflect public and private RTO data.
- Completion data for 2016 represents preliminary outcomes (i.e. not a full year).
- 'E' represents Enrolment.
- 'C' represents Completion.
- ‘-’ symbol indicates qualification was not listed in NCVER data at time of reporting.
- Qualifications in italics represent superseded qualifications.

2016 ENROLMENT SNAPSHOT

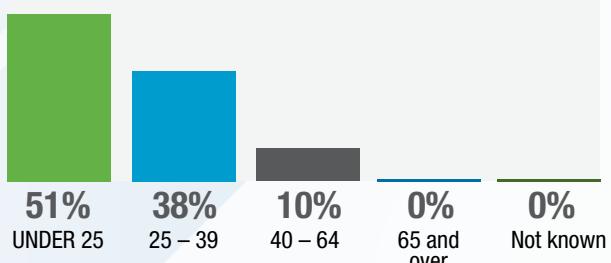
DENTAL TRAINING PACKAGE PRODUCTS

GENDER

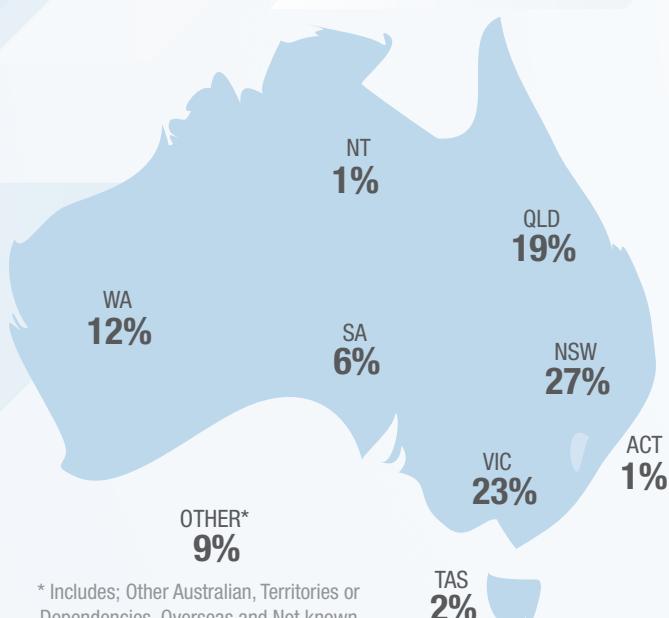


AGE

Percentage Years of age



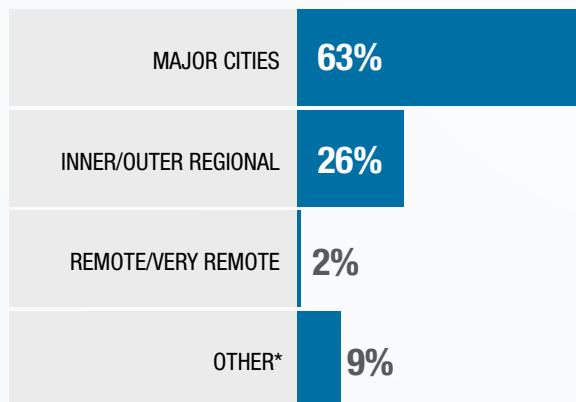
STATE/TERRITORY OF RESIDENCE



* Includes; Other Australian Territories or Dependencies, Overseas and Not known

STUDENT REMOTENESS REGION

(2011 Accessibility and Remoteness Index Australia, ARIA+)



* Includes; Outside Australia and Not known

Source: NCVER VOCSTATS (Program enrolments 2016 by various breakdowns)

Base count n = 6,546

Note: Please refer to the previous section for a list of qualifications that are included in the enrolment summary. Due to the way enrolment data is currently registered, superseded qualifications are included in the total enrolment count for the dental training package to provide a more representative picture of volume. The superseded qualifications are as follows:

HLT31812 - Certificate III in Dental Assisting
HLT32712 - Certificate III in Dental Laboratory Assisting
HLT43012 - Certificate IV in Dental Assisting

HLT55115 – Diploma of Dental Technology
HLT50512 - Diploma of Dental Technology
HLT60412 - Advanced Diploma of Dental Prosthetics.



Businesses Involved

The latest Australian Bureau of Statistics (ABS) data available on Australian businesses shows that, across Australia, there are approximately 13,700 businesses operating dental services.⁷ Other industry reports vary slightly in their reporting and estimate that in 2017–18 there were 14,555 businesses across Australia involved in the provision of dental services.⁸ Discrepancies in figures between sources can be attributed to variations in data collection and the definitions applied. However, for the purposes of this report, the size of the sector is estimated to range from between 13,700 and 14,600 businesses.

The distribution of businesses reflects the distribution of the population, with 80% of businesses located in three states: New South Wales (35%), Victoria (25%) and Queensland (20%). 10% of dental service businesses are based in Western Australia, followed by 7% in South Australia, 2% in ACT, and Tasmania and Northern Territory with 1% each.

The majority of businesses are small private enterprises with a turnover of less than \$2 million (with 66% registering a turnover of between \$200,000 and \$2 million). Dental services delivered through the public sector are provided by state and territory governments and specialised dental hospitals and practices.

Stakeholders

National Peak Bodies and Key Industry Players

Organisations which perform a variety of key roles in this sector are listed below. These organisations and their networks are well placed to offer industry insights at the time of training package product review. Engagement and consultation activities will include a broad range of industry stakeholders beyond those included in this list.

- **Government departments and agencies, such as**
 - Commonwealth Department of Health
 - State and territory health departments

- **Peak and industry associations, such as**
 - Australian Dental Association
 - Australian Dental and Oral Health Therapists Association
 - Australian Dental Prosthetists Association
 - Dental Assistants Professional Association
 - Dental Hygienists Association of Australia
 - Oral Health Professionals Association
- **Employee associations, such as**
 - Australian Nursing and Midwifery Federation
 - Health Services Union
 - United Voice
 - Australian Liquor, Hospitality and Miscellaneous Workers Union
- **Regulators, such as**
 - Australian Dental Council
 - Australian Health Practitioner Regulation Agency
 - Dental Board of Australia
 - Health care complaints entities in most jurisdictions
 - Australian Commission on Safety and Quality in Health Care
- **Large employers, such as**
 - Health insurers (provider arms)
 - Defence
 - Public dental services (represented by national dental directors)
 - Corporate dental companies
- **Employers both large and small across metropolitan, regional, rural and remote areas**
- **Registered Training Organisations both public and private.**





Challenges and Opportunities

Health Expenditure

In Australia, dental health care services are delivered by both private and public dental providers. Public dental services are administered by the Health Department in each state and territory, and clinics can be based in hospitals, schools, community health centres or run as mobile units (especially in rural areas). Eligibility to access publicly funded dental health care is prescribed by the respective state and territory health departments, and can vary across each jurisdiction. Private dental health practices providing dental health services set their own service fees (as they are not regulated by Medicare), and fees can differ significantly from practice to practice, depending on factors such as location and the population demographics of the local area.

Dental service fees are not covered by Medicare, and not all Australians are eligible for free dental care via the public system. Dental services instead are often privately funded by individuals. The latest health expenditure data released by the Australian Institute of Health and Welfare (AIHW) shows that the annual spend by individuals on dental services in 2015–16 was \$5.74 billion, representing 58% of the total \$9.904 billion spent on dental services in Australia. Government expenditure (national, state and territory) on dental services was equivalent to \$2.331 billion (equivalent to 23.6% of total spend).⁹ Many Australians are able to subsidise dental services through private health insurance rebates, using private health insurance as a co-payment mechanism. Spending on dental services by private health insurance funds was \$1.791 billion (equivalent to 18.1% of the total spend).

Overall, spend on dental services (government and non-government) has been rising, and cost is increasingly a barrier quoted by adults (especially those aged 25 to 44 years old) as to why they avoid or delay visiting a dentist.¹⁰ Cost is also cited as a barrier to getting recommended dental treatment which, in the long-term, can create additional health implications for individuals. Reasons for visiting a dentist have slowly been changing over time, with demand trends showing that visits for scale and clean services have been rising, and visits for fillings instead have been falling.¹¹ Given that cost is a factor driving demand in the sector, dental practices are challenged to provide cost-effective services. This means reviewing and implementing different technologies and techniques to

meet the price sensitivities of customers. Workforce skills will need to evolve with technological and technique developments to support dental practices in continuing to offer high quality services at a competitive cost.

Registration and Regulation

The Health Practitioner Regulation National Law, enacted by all state and territory governments, governs the registration of dental practitioners. The national law established the Australian Health Practitioner Regulation Agency (AHPRA), a national agency responsible for the national registration and accreditation of health practitioners in Australia, including dentists and other dental practitioners. The Dental Board of Australia was also established under AHPRA. The Dental Board of Australia is a national professional Board whose role includes the registration of practitioners and the development of professional standards, among other functions. The national Board is supported by state and territory Registration and Notification Committees, all of whom make individual registration and notification decisions based on national policies and standards.

The activities of practitioners and private practices are regulated by various state Dental Practice Acts. Regulations impact on areas such as practice advertising, ownership of and employment within practices, practice title (or trade) names, and infection control. While ultimately the dentist and other dental practitioners assume responsibility in relation to infection control, all staff must adhere to the infection control guidelines in their everyday roles. It is imperative that all staff within a dental practice are trained in the appropriate infection control protocols and that skilling in this area is undertaken on an ongoing basis.

Government Policy and Programs

Australia's *National Oral Health Plan 2015–2024* outlines the guiding principles to ensure that all Australians have access to oral health services. A key focus of the plan is preventative oral health, and it identifies training opportunities within several sectors such as aged care, disability care and childcare.¹²

There are several initiatives and programs funded by the Australian Government with the intent of supporting improved dental outcomes. The **Child Dental Benefits**

Schedule (CDBS) provides \$1,000 in benefits for basic dental services for children aged 2–17. The CDBS commenced on 1 January 2014 and provides access to benefits for basic dental services to around 3 million children aged 2–17 years.¹³

In December 2016, the government announced the continuation of the **National Partnership Agreement on Adult Public Dental Services**, allocating total funding of \$320 million over three years through National Partnership Agreements to assist jurisdictions to provide public dental services to adults.¹⁴ Public dental health care services are administered by each state and territory's Health Department. Each state and territory offers a range of dental services to the community, including emergency care. However, the eligibility criteria for public dental services vary in each state and territory. Public dental health services are generally delivered in dental clinics based in community health centres, hospitals and schools, and include general dentistry such as examinations, fillings and dentures.

Dental health policy and programs are important influencers in the sector in terms of shifting individuals from accessing private to public dental health care, and vice versa. Consequently, the operating environment of dental practices has been changing to respond to government initiatives,¹⁵ and future changes will certainly impact service and skills demand for the sector.

Digital Technologies

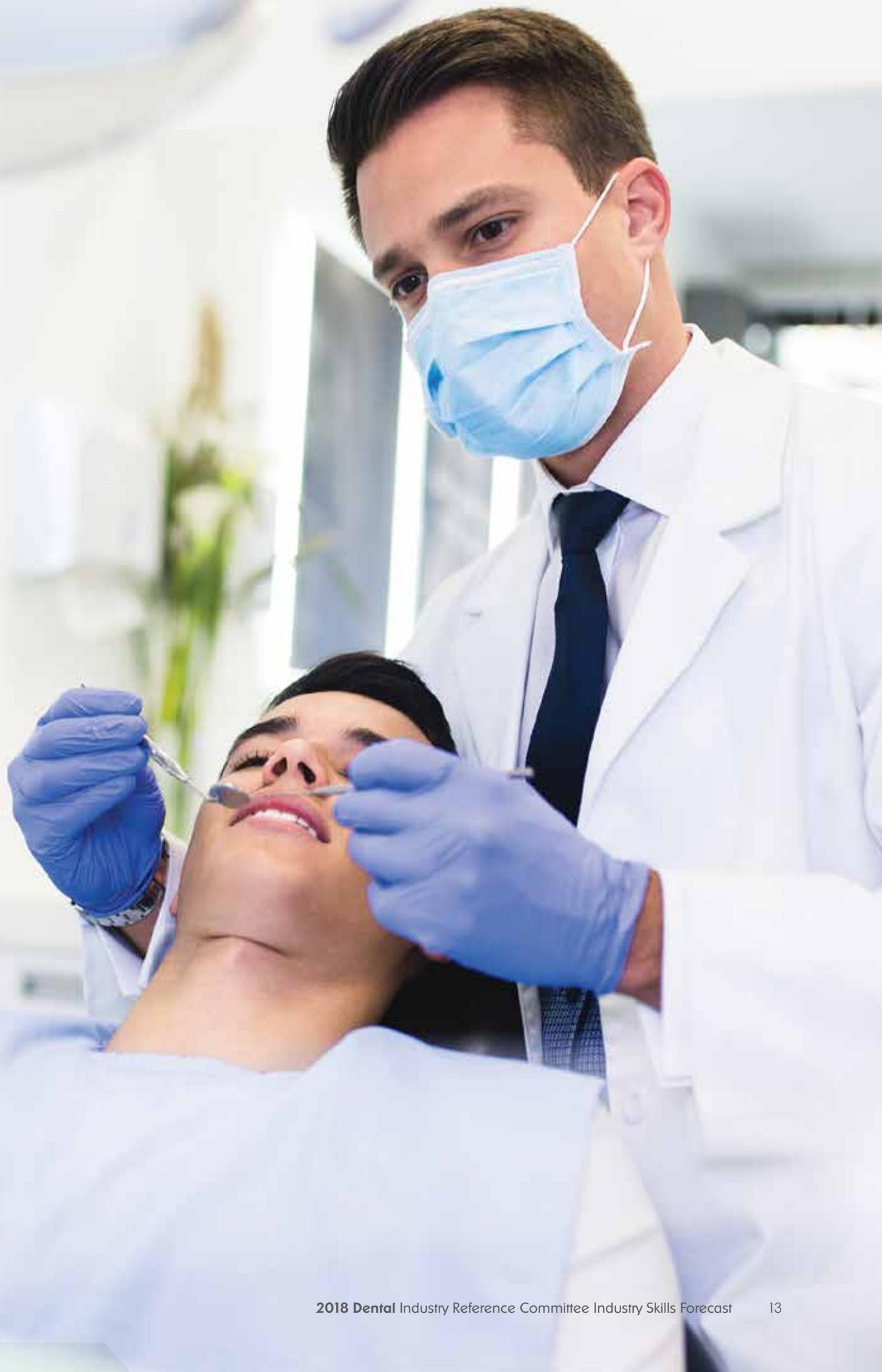
Digital technology is today commonplace in dental health practices. For example, storing patient records electronically and generating digital dental imaging to better assess and monitor oral conditions are now part of routine workplace operations. As technologies have evolved in dental practices, so too has the role of dental assistants and other dental practitioners to support the implementation of technologies. Key activities dental assistants may be involved in undertaking on a regular basis can range from maintaining, updating and managing client records on electronic databases, to supporting colleagues in using and maintaining technology devices in the practice. As a result, digital competency is a vital skill for the workforce.

Modern information and communications technology has led to efficiencies in the operation and provision of dental practices. Such examples include:

- **Access and links to national and international databases** which enable the dental workforce to seek support outside their own practices for clinical decisions, diagnoses and treatment options
- **Introduction of new software to better track clients** and proactively identify potential issues for early intervention
- **Telehealth and the use of telecommunication techniques** for the purpose of providing telemedicine and medical education, and communicating dental data and information between practitioners in different locations
- **Digital imagery advancements in scanning technology** which now provide high-resolution images, reduced scanning time and lower radiation dosages
- **Advances in materials** in specialised areas, such as restorative and aesthetic dentistry, which have created modern alternatives to traditional dental treatments.

Laboratory services are also rapidly moving to digital design and construction methods, such as 3D printing, which require specific skills for the use of such technologies in dental laboratories. These skills needs have been addressed by the training package, with the recent update of the Diploma of Dental Technology to include two new units of competency related to computer-aided design (CAD) and computer-aided manufacturing (CAM).

Digitalisation has also affected the everyday living practices of the general public and, as a result, online and social media engagement has become common practice for individuals. The dental health sector and its customers are no exception to this trend and so it is increasingly becoming important for dental health care providers to understand the potential scope and benefits of online engagement. For example, customers are now more accustomed to booking appointments online, interacting with businesses via emails and Chatbots, and making online payments. Findings from





SkillsIQ's cross-sector project, *Consumer Engagement via Online & Social Media*,¹⁶ showed that the challenges raised by businesses (predominantly small-to-medium-sized enterprises) to effectively engage with consumers via online and social media include lack of skills and knowledge on the part of the workforce. For the dental health sector, this means that workforce skills training is an imperative component to support dental practices in building internal capacity to respond to online engagement demands.

Oral Health Promotion

Oral health promotion aims to prevent and reduce the extent and impact of oral disease in the community. One of the six foundation areas of Australia's National Oral Health Plan 2015–2024 focuses on oral health promotion with the goal that '*all Australians have access to oral health promoting environments and appropriate evidence-based information and programs that support them to make informed decisions about their oral health*'.¹⁷ To achieve this goal, a whole-of-

community partnership approach is required that involves collaboration between the dental and broader health sectors, education and community organisations and all levels of government.

It is crucial that workforce capacity continues to develop and that skills are strengthened in this area of oral health. The dental health sector requires the skills to work collaboratively with other organisations and sectors such as schools and community services, in order to implement promotion tactics that effectively contribute to better quality oral health. Other health professionals are also of particular significance in the delivery of oral health promotion and preventive services, as outlined in Australia's *National Oral Health Plan*, including Aboriginal and Torres Strait Islander health workers and nurses in regional communities.

There is also a high need to continue to develop evidence-based, cost effective and sustainable oral health promotion programs and services that target vulnerable population groups who are most at risk of oral disease. People with special needs, including individuals with



mental health issues, socio-economically disadvantaged households, and people in rural and regional locations are some of the key groups targeted in the *National Oral Health Plan* to improve oral health outcomes.¹⁸ Mental health is an especially growing problem in Australia, and recent estimates indicate that 4 million people have experienced a common mental disorder.¹⁹ As mental health becomes a more prevalent condition in the population, treating and caring for patients with mental health issues in dental practices will be more common. Equipping the dental workforce with the right skills and knowledge (i.e. communication, the ability to understand conditions, etc.) to treat such patients will grow in importance over time to ensure that oral health care and patient experience is maximised.

Dental Tourism and Globalisation

The domestic dental health sector is challenged to compete with cheaper overseas options. Australian dental practices face growing competition from overseas providers as an increasing number of individuals are using overseas holidays to obtain cheap dental work.²⁰ Dental tourism can involve tour companies that focus solely on making arrangements on behalf of individuals to receive dental treatments from overseas dental practices. It can also involve individuals making their own arrangements by liaising directly with overseas practices. Popular destinations for Australians to receive discount dental work are Malaysia and Thailand.²¹ These types of trips are increasingly more appealing as individuals experience a combination of a relaxing travel destination coupled with lower-cost treatments or surgeries. It is estimated that every year up to 10,000 Australians seek dental services overseas.²² Overseas treatments, however, come with an element of risk. Incidents of individuals experiencing problems due to having had dental work performed overseas by a dental practitioner who is underqualified and/or who uses unsafe procedures are not unfamiliar. Despite the risks involved, dental tourism is a growing trend and it is shifting local demand to overseas markets. As individuals go overseas to receive costly treatments (e.g. full mouth reconstructions, crowns, etc.) the supply of such services from the domestic dental health sector will be impacted.

Outsourcing dental material and product development work to overseas dental laboratories is also an issue for the Australian dental health sector.²³ The production of dental products is delivered at cheaper prices overseas, especially products from countries such as China, Korea and Bangladesh,²⁴ and so demand for products and technician skills has been shifting to overseas markets. The training package has responded to the structural shifts occurring (i.e. the closure of Australian laboratories as demand increases for products made overseas) and the need to generate a workforce with globally competitive skills in this area by including CAD and CAM skills in the *Diploma of Dental Technology* (introduced in March 2018). This update allows Australian-trained dental technicians to stay up-to-date with global skills demands and offer heightened standards of quality compared to those countries to which the domestic dental health sector currently outsources its production requirements. It is imperative for the industry that local laboratories continue to review the skills needs of their workforce in the context of global trends to ensure Australia remains internationally competitive.

Quality and Safety

There is an expectation that dental health services, both public and private, will provide a high quality and safe environment for both patients and dental health care practitioners. This environment includes compliance with the Dental Board of Australia's *Guidelines for Infection Control* ('the Guidelines') and safe manual handling per the relevant work health and safety legislation, as well as best-practice posture and ergonomics. Dental practitioners and a 'person conducting a business or undertaking' (PCBU) are ultimately responsible to ensure the work environment complies with infection control procedures per the Guidelines. However, **all** dental staff have some level of responsibility for this as well. This includes dental assistants and the range of other roles supported by these training package products. As accountability for quality and safety procedures increases for dental health sector staff, so too will the need to increase awareness, knowledge and skills of the procedures among the workforce. The training package needs to evolve in line

with quality and safety changes, including heightened and changing infection control procedures, to ensure a sufficiently skilled workforce is available.

Workforce Distribution

The range of cost-effective services that dental practices perform has been expanded through the increased training of staff and the availability of new technologies. Between June 2013 and June 2017, the number of registered general and specialist dental practitioners grew by 12.4% to over 22,000.²⁵ However, although the industry has seen an increase in the number of dental practitioners entering the sector, as well as more diversity in the services offered, distribution of the workforce continues to be heavily skewed towards urban areas. Access to suitable dental health care services is an issue for regional Australia, and the latest workforce statistics show the following number of roles per 100,000 population:²⁶



Major cities:

63.1 Dentists	41.1 Dentists
5.8 Dental Hygienists	2.8 Dental Hygienists
3.4 Oral Health Therapists	2.8 Oral Health Therapists
2.9 Dental Therapists	3.8 Dental Therapists



Inner regional:

38.2 Dentists	25.7 Dentists
3.3 Dental Hygienists	2.5 Dental Hygienists
2.9 Oral Health Therapists;	0.7 Oral Health Therapists
4.4 Dental Therapists	5.1 Dental Therapists



Outer regional:

38.2 Dentists	25.7 Dentists
3.3 Dental Hygienists	2.5 Dental Hygienists
2.9 Oral Health Therapists;	0.7 Oral Health Therapists
4.4 Dental Therapists	5.1 Dental Therapists



Remote/Very remote:

The Royal Flying Doctors Service (RFDS) is a crucial service in regional Australia which provides oral health services through fly-in fly-out, mobile and outreach delivery models. In 2016–17, the RFDS provided 10,832 episodes of dental care across Australia,²⁷ and it is a service funded by a combination of state and territory governments, private investments, and donor funds. Despite this service, access to dental care services in regional Australia can be limited.

While regional and remote communities are experiencing shortages in supply, a 2014 report released by the former Health Workforce Australia has concluded that there will be a persistent dental practitioner workforce oversupply until at least 2025. This is mainly due to the high number of university graduates and overseas-qualified dental practitioners entering the workforce. The mismatch between supply and demand for services is not only an issue for regional communities, but also for other sub-groups of the population such as Aboriginal and Torres Strait Islander communities, and socio-economically disadvantaged households.²⁸ Initiatives and programs to promote workforce distribution to regional and remote communities will benefit the sector in addressing oversupply issues.

The retention of dental assistants is also a workforce issue raised by the sector, with contributing factors cited as including the relatively low rate of pay and the perceived lack of defined career pathways or clear career progression. To address these issues, further exploration of pathways for dental assistants via the *Certificate III and IV in Dental Assisting* is proposed for the upcoming 2018–2019 year. Establishing progression opportunities for assistants and other dental practitioners will aid dental practices in retaining staff and growing their businesses.

Leadership, Management and Administration Skills

The dental health sector offers opportunities for staff at all levels, especially administrative staff, to progress and develop management and leadership qualities. Dental assistants are encouraged by the industry to upskill within their own job roles, as they are in a position to be able to assume additional responsibilities in relation to quality



and safety compliance, infection control, or on-the-job training of their colleagues. Examples of pathways for dental assistants with a Certificate III qualification include moving into practice management, treatment or care co-ordinator roles, or moving into the workforce of dental industry companies such as Colgate Oral Care, Gunz Dental and Henry Schein Halas. Dental assistants can also study courses in Dental Hygiene and Oral Health Therapy. The benefits to the business are that health practitioners are able to focus on the delivery of quality care. In addition, this reduces the burden on other staff, creates efficiencies and promotes greater job satisfaction for individuals.

practices for oral health care may have underlying health conditions such as diabetes, heart or respiratory conditions, chronic illness or mental health issues, of which as a health practitioner it is important to be aware in order to ensure that appropriate contact and care is provided. Understanding an individual's health status can support dental practices to improve the quality of service delivered and encourage better patient experiences. Patients will also be diverse in age, gender, ethnicity, customs and beliefs. The ability to communicate with a diverse range of individuals is an important skill to ensure a dental practice offers high quality services and can distinguish itself from other dental practices.

Patient Interaction

All dental practitioners need to have some knowledge of the health industry in general, and an understanding of common health conditions. Patients visiting dental

Employment and Skills Outlook

Labour Force Data

There are various national data collections that provide workforce data and trends regarding roles of relevance to these training package products. The three main collections are:

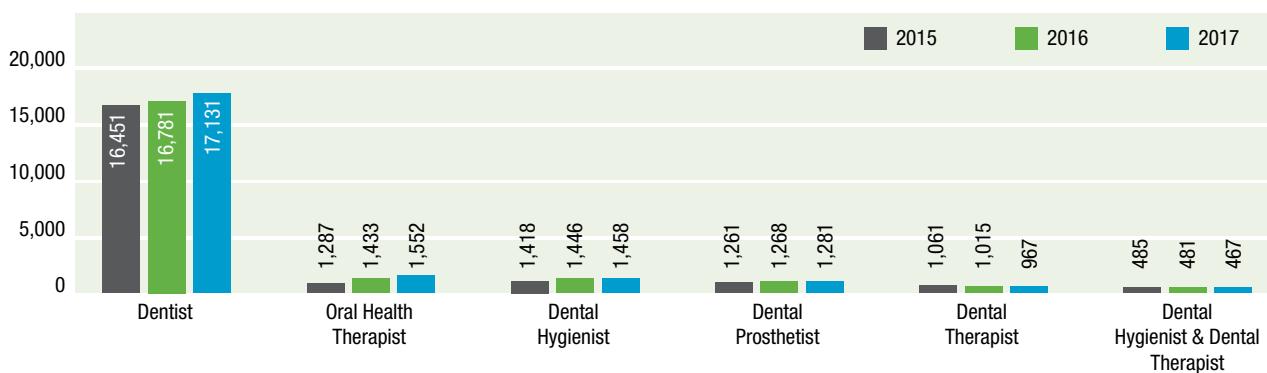
- **National Health Workforce Data Set (NHWDS)** [Department of Health] – provides a combination of registration and survey data collected through registration renewal processes for registered health practitioners, including various dental practitioners such as dentists, dental hygienists and dental therapists.
- **Census data collections** [Department of Jobs and Small Business] – provides workforce data and projections based on Census collections and reported according to prescribed Australian and New Zealand Standard Classification of Occupations (ANZSCO) classifications.
- **Dental Board of Australia Registrant data** [Dental Board of Australia] – provides registration information about dentists, students, dental specialists, dental therapists, oral health therapists, dental hygienists and dental prosthodontists.

Variations in how roles are defined and categorised across data collections, as well as the timings of reporting, mean that the workforce counts reported across sources can differ. For the purposes of providing an up-to-date and comprehensive summary of the relevant workforce, all three data collections have been used and are referenced accordingly.

Overall Registered Workforce

According to the Dental Board of Australia, as of December 2017 the total number of dental practitioner registrants was equivalent to 22,910²⁹ (see **Figure 2**). Three-quarters of practitioners were dentists (equivalent to 17,131), having increased marginally by 4% since December 2015. Registrations in Oral Health Therapist roles has increased noticeably over the last three years compared to other role types. The total growth noted was 21%, to reach 1,552 practitioners, which surpassed the number of Dental Hygienists in December 2017 (1,458). Falls in registrations instead were noted for Dental Therapists (experiencing a decrease of 9%) and dual-registered Dental Hygienists and Dental Therapists (a decrease of 2%).

Figure 2 Total number of dental practitioners by division - December 2015 to December 2017



Source: Dental Board of Australia Registrant data. Various reporting periods (Table 1.1)

Note: Figures reflect the quarter 1 October to 31 December of the respective year.

Roles with 10 or fewer registrations have not been charted. They represent a range of dual registrations in roles charted above and total between 30 and 45 registrations per year.

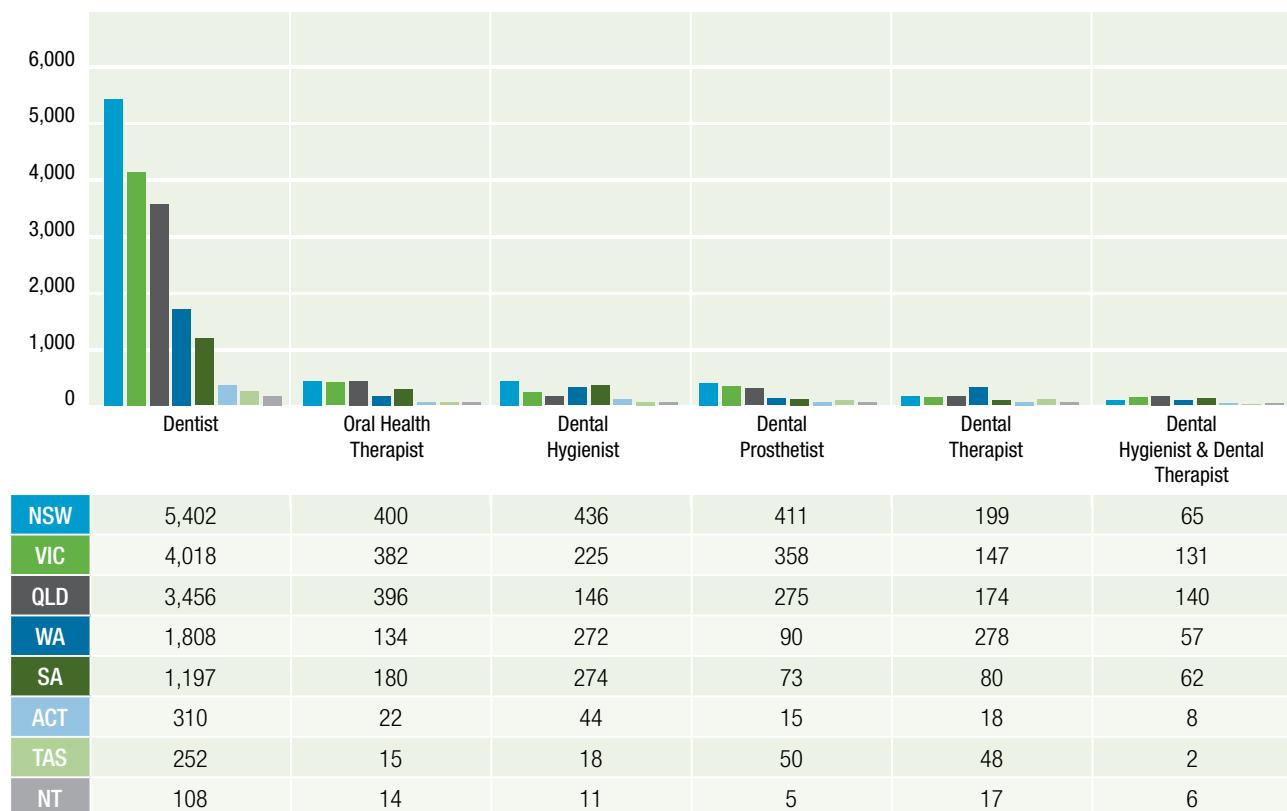


Registered Workforce – by Principal Place of Practice

Across the country, the highest number of practitioners across the reported registration types are predominantly based in **New South Wales**, which is reflective of the population distribution across states and territories (see **Figure 3**). Victoria

and Queensland are in general the second and third largest states in terms of practitioner numbers. Western Australia registered the highest number of Dental Therapists (299) compared to all other states and territories.

Figure 3 Total number of dental practitioners by division, by principal place of practice - December 2017



Source: Dental Board of Australia Registrant data. Reporting period 1 October – 31 December 2017 (Table 1.1)

As mentioned earlier, the **largest proportionate growth** in registrations (i.e. 21%) was noted in Oral Health Therapists (see also **Table 3** which follows). Other key trends observed across states and territories include the following:

- Dental Hygienists – Victoria (+7%) experienced higher than average increases in registration numbers.
- Oral Health Therapists – Western Australia (+41%) and

Victoria (+28%) noted a significantly high increase in practitioner numbers compared to all other states and territories.

- Dental Prosthetists – South Australia (+11%) experienced significantly high increases in registration numbers.

The number of Dental Therapists instead contracted across all states and territories, with the national average decrease measured to be -9%.

Table 3 Percentage change in total number of practitioners with general registrations by division, by state/territory – December 2015 to December 2017

	Dentist	Oral Health Therapist	Dental Hygienist	Dental Prosthetist	Dental Therapist	Dental Hygienist and Dental Therapist
NSW	+4%	+19%	+5%	-2%	-10%	+3%
VIC	+5%	+28%	+7%	+3%	-11%	+2%
QLD	+6%	+8%	+1%	+3%	-8%	-7%
WA	+4%	+41%	-4%	+2%	-7%	+4%
SA	+1%	+22%	+4%	+11%	-10%	-3%
ACT*	+5%	+22%	+2%	-6%	-5%	-27%
TAS*	+6%	+15%	0%	+2%	-4%	0%
NT*	+1%	+56%	-15%	+25%	0%	-14%
TOTAL	+4%	+21%	+3%	+2%	-9%	-2%

Source: Dental Board of Australia Registrant data. Various reporting periods (Table 1.1)

Note: Figures reflect the quarter 1 October to 31 December of the respective year.

*Percentage changes are based on small base sizes (i.e. less than 50). Caution is therefore advised when interpreting trends.

Blue figures represent percentages which are at least three percentage points higher than the national average.

Workforce Projections

The Department of Jobs and Small Business' workforce data and projections for roles covered by the dental training package products are currently captured across different categories, with examples including:

- ANZSCO 2523 Dental Practitioners (categorised under the *Health Therapy Professionals Worker* ANZSCO code) which represents the sub-groups of Dental Specialists and Dentists.
- ANZSCO 4112 Dental Hygienists, Technicians and Therapists (categorised under the *Health and Welfare Support Workers* ANZSCO code) which represents the sub-groups of Dental Hygienists, Dental Prosthetists, Dental Technicians and Dental Therapists.
- ANZSCO 4232 Dental Assistants (categorised under the *Personal Carers and Assistants* ANZSCO code).

Please note that the occupation 'Oral Health Therapist' does not have a specific ANZSCO code. Workforce projects are therefore currently not available for this

occupation. Please also note that employment and projection data for the sub-groups listed above (i.e. Dental Specialists, Dental Hygienists, Dental Prosthetists, etc.) is not available. The trends presented below therefore represent an aggregate of the sub-groups.

Across the three main dental categories, the largest growth in employment is forecasted for Dental Practitioners (which includes Dentists and Dental Specialists), with a rise of approximately 2,660 jobs over the next five years (see **Figure 4**). Whilst these roles require higher education qualifications, they are, however, still supported by the dental training package products, as it provides learners with vocational pathways to reach the degree qualifications needed. Overall, employment for Dental Assistant roles is not expected to grow, and only minimal change is expected for the employment categories of Dental Hygienists, Technicians and Therapists.



Figure 4 Current and projected growth in selected occupational groups ('000), 2017–2022



Source: Australian Government Department of Jobs and Small Business, 2017 Occupational Projections – five years to May 2022.

An overview of the profile traits and key skills needs for Dental Assistants is profiled below.³⁰

- Almost three quarters of dental assistants work on the eastern seaboard of Australia – Queensland (25.3%), Victoria (24.6%) and New South Wales (24.5%).
- The average age of a worker is 27 years old.
- Nearly all dental assistants are female (98%).
- 40% of the workforce has obtained a VET qualification (either a Certificate III/IV or Diploma/Advanced Diploma).



Top Skills Areas

- Active Listening
- Reading Comprehension
- Speaking
- Critical Thinking
- Service Orientation

Source: Australian Government Department of Jobs and Small Business, Job Outlook.

Key Generic Skills – Ranked in Order of Importance

Note: The 12 generic skills listed below, including the descriptors, were provided by the Department of Education and Training for the purpose of being ranked by industry representatives. For the 2018 ranking exercise, an ‘Other’ generic skill option was included in the list to capture any additional key skills considered important for an industry. Please note that, in this case, no other generic skills were identified.

1	COMMUNICATION / COLLABORATION / SOCIAL INTELLIGENCE	Ability to understand/apply principles of creating more value for customers and collaborative skills. Ability to critically assess and develop content with new media forms and persuasive communications. Ability to connect in a deep and direct way.
2	LEARNING AGILITY / INFORMATION LITERACY / INTELLECTUAL AUTONOMY / SELF-MANAGEMENT	Ability to identify a need for information. Ability to identify, locate, evaluate, and effectively use and cite the information. Ability to develop a working knowledge of new systems. Ability to work without direct leadership and independently.
3	TECHNOLOGY AND APPLICATION	Ability to create/use technical means, understand their interrelation with life, society, and the environment. Ability to understand/apply scientific or industrial processes, inventions, methods. Ability to deal with mechanisation/automation/computerisation.
4	LANGUAGE, LITERACY AND NUMERACY (LLN)	Foundation skills of literacy and numeracy.
5	CUSTOMER SERVICE / MARKETING	Ability to interact with other human beings, whether helping them find, choose or buy something. Ability to supply customers’ wants and needs. Ability to manage online sales and marketing. Ability to understand and manage digital products.
6	MANAGERIAL / LEADERSHIP	Ability to effectively communicate with all functional areas in the organisation. Ability to represent and develop tasks and processes for desired outcomes. Ability to oversee processes, guide initiatives and steer employees toward achievement of goals.
7	DESIGN MINDSET/ THINKING CRITICALLY / SYSTEM THINKING / PROBLEM SOLVING	Ability to adapt products to rapidly shifting consumer tastes and trends. Ability to determine the deeper meaning or significance of what is being expressed via technology. Ability to understand how things that are regarded as systems influence one another within a complete entity, or larger system. Ability to think holistically.
8	FINANCIAL	Ability to understand and apply core financial literacy concepts and metrics, streamlining processes such as budgeting, forecasting, and reporting, and stepping up compliance. Ability to manage costs and resources, and drive efficiency.
9	DATA ANALYSIS	Ability to translate vast amounts of data into abstract concepts and understand data-based reasoning. Ability to use data effectively to improve programs, processes and business outcomes. Ability to work with large amounts of data.
10	ENVIRONMENTAL / SUSTAINABILITY	Ability to focus on problem solving and the development of applied solutions to environmental issues and resource pressures at local, national and international levels.
11	STEM (Science, Technology, Engineering and Maths)	Sciences, mathematics and scientific literacy.
12	ENTREPRENEURIAL	Ability to take any idea and turn that concept into reality/make it a viable product and/or service. Ability to focus on the next step/move closer to the ultimate goal. Ability to sell ideas, products or services to customers, investors or employees etc.



Services offered by dental practices have been changing, including an increase in scope.

Key Drivers for Change and Proposed Responses

Drivers for Change and Skill Needs

The dental health sector has been evolving in line with global trends, national policy, regulations, technology and health quality and safety practice developments. Key trends and impacts have included the increase in international competition (i.e. dental tourism and the demand for overseas dental materials), heightened infection control procedures, expanded integration with other sectors (i.e. education and community services), and an increase in demand for specialist services. The latter trend has meant that services offered by dental practices have been changing, including an increase in scope. As a result, the duties and skills needs of dental support staff have also evolved.

A widespread **multichannel consultation** involving the following stakeholders has been conducted to identify and validate the exact nature of the skills needs in the industry and the respective training package product review requirements (if any):

- All Dental Industry Reference Committee (IRC) members representing the following key bodies:
 - Australian Council for Private Education and Training (ACPET)
 - Australian Dental and Oral Health Therapists Association (ADOHTA)
 - Australian Dental Association Incorporated (ADA)
 - Australian Dental Prosthetists Association (ADPA)
 - Australian Nursing and Midwifery Federation (ANMF)
 - CQ University Australia
 - Dental Health Services Victoria
 - Dental Hygienists Association of Australia Ltd (DHAA)
 - Dental Assistants Professional Association (DAPA)
 - Directorate of Defence Force Dentistry (Defence)
 - Hunter New England Oral Health
 - Oral Health Professional Association (OHPA)
 - Precision Smiles.
- Members and networks of the Dental Assistants Professional Association
- 17,000 stakeholders registered in SkillsIQ's database network
- Promotion and availability of the Industry Skills Forecast, including the Proposed Schedule of Work via SkillsIQ's website.

Two key gaps have been identified in the skills training available to dental assistants via the Certificate III and IV qualifications in the training package. These are:

1. Orthodontic dental assistance

An increase in demand from the public to improve the aesthetic alignment of their teeth and have the ‘Hollywood smile’ has seen a rise in demand for orthodontic dental services. The number of registered specialist orthodontists in Australia totals 615 (March 2018).³¹ However, it is suspected that there are an unknown number of general dental practitioners who

also offer orthodontic procedures to patients. **Dental assistants are involved in supporting orthodontic procedures.** A dental assistant can also be responsible for the ordering, maintaining and stock control of specialty items. Therefore, awareness and knowledge of these items, their terminology, and their application in the workplace is important.

2. Assisting in implant and surgical dental procedures

Dental implants, oral surgery, and oral maxillofacial surgery are increasing in popularity. There has been an increase in the number of registered specialists over the years and there are also large numbers of dental practitioners undertaking implant procedures. These procedures require support from dental assistants to not only understand and have knowledge of implant appliances and procedures, but also surgical aseptic non-touch techniques to maximise patient safety when it comes to preventing infections. These dental assistants must have a strong underpinning knowledge and skill in creating an aseptic environment in a dental clinic. This includes providing and maintaining a sterile field, incorporating general theatre techniques, utilising a scrub nurse, WHS (sharps), correct scrubbing, gloving and gowning, as well as providing post-operative instructions to, and caring for, the patient.

Many dental assistants are now required to undertake duties to support these specialist procedures which are not covered in the training package products. Currently in Australia, **there are no formal vocational units**

available to train staff in the dental specialty fields of orthodontic assistance and dental implant and oral surgery assistance. The Certificate III and IV in Dental Assisting do not include sufficient training in specialist instrument usage, infection prevention and control, or procedural/surgical support for the workforce in these dental specialist fields.

Training instead is being covered by either RTOs at their discretion, in-house ‘on-the-job’ teachings by senior staff, short (one-day) courses being run by orthodontic, implant or appliance supply companies, or overseas online courses that can be purchased. **The training options available in Australia are varied and inconsistent.**



Often training experiences for dental assistants are provided in the form of informal ‘on-the-job’ training.

The consequences of inconsistent and poor training can lead to practice inefficiencies and compromised quality of care.

The Dental Assistants Professional Association (DAPA), the peak body for dental assistants in Australia, confirms that it has received a large number of requests for skills training in these areas by dental practices, dental assistants and support staff, and students.

Proposed Response

To address this workforce skills issues, it is proposed that an update of the following qualifications and skill sets in the training package be conducted:

- HLT35015 Certificate III in Dental Assisting
- HLT45015 Certificate IV in Dental Assisting
- Oral Health Skill Set
- Dental Radiography Skill Set.

These require updating to reflect the changing duties relevant to the job roles of all dental support staff, including dental assistants.

STAKEHOLDER	RISK OF NO CHANGE
Employers (i.e. dental practices)	<ul style="list-style-type: none"> • Heightened risk that patients will experience poor quality care and/or negative effects of treatment as procedure set-up and support may be conducted by a dental assistant with insufficient knowledge and skills. • Cost implications include time allocated to conduct in-house training with staff which reduces time for patient treatment and practice management. • Staff turnover can be further affected by the lack of progression to specialist support roles (due to lack of specialist support skills).
Employees (i.e. dental assistants)	<ul style="list-style-type: none"> • Inability to conduct all duties of role adequately and/or progress. • Increase in patients' health risks or negative impact on patient experience consequently compromising the dental practice's reputation. • Poor and inadequate training received by accessing unaccredited and/or unsuitable training options for Australian practices.
Students	<ul style="list-style-type: none"> • Risk that students graduate with insufficient skills to support dental practitioners undertaking specialist services, thereby reducing their employability. • Lack of standardised training in specialty areas.
Training Providers	<ul style="list-style-type: none"> • Training offered does not match industry needs and quality and reputation of course delivery is compromised.

The two Certificate qualifications are similar in core structure, and it is therefore proposed that both qualifications be updated simultaneously to ensure consistency in the update process and that final outcomes will be suitable and fit-for-purpose. The updates required will be fully explored during industry consultation (see 2018–19 Project Details). These may, however, involve:

- The development of new units of competency which cover the specialist areas
- Changes to current units of competency to include some of these specific areas

- The addition of new material to current skill sets (e.g. changes to the Oral Health Skill Set).

The proposed response aims to ensure the dental health sector and associated sectors (i.e. education, community services, etc.) are supported by a high-quality trained and skilled dental assistance workforce. Facilitating access to training in these specialist areas will support dental practices to improve efficiencies in operations, and also maximise patient health and safety in all dental services delivered.





Proposed Schedule of Work

2018–19

YEAR	PROJECT TITLE	DESCRIPTION
2018–19	Dental Assisting	The IRC proposes to update the following qualifications, associated skill sets and units of competency relating to Dental Assistant job roles: <ul style="list-style-type: none">• HLT35015 Certificate III in Dental Assisting• HLT45015 Certificate IV in Dental Assisting• Oral Health Skill Set• Dental Radiography Skill Set.

2019–20

YEAR	PROJECT TITLE	DESCRIPTION
2019–20	Dental Laboratory Assistant	The IRC proposes to update the following qualifications, any associated skill sets and units of competency relating to Dental Laboratory Assistant job roles: <ul style="list-style-type: none">• HLT35115 Certificate III in Dental Laboratory Assisting.
2019–20	Dental Prosthetics	The IRC proposes to update the following qualifications and any associated skill sets and units of competency relating to the Dental Prosthetist job role: <ul style="list-style-type: none">• HLT65015 Advanced Diploma of Dental Prosthetics.

2020–21

YEAR	PROJECT TITLE	DESCRIPTION
2020–21	Dental Technology	The IRC proposes to update the following qualifications and any associated skill sets and units of competency relating to the Dental Technician job role: <ul style="list-style-type: none">• Diploma of Dental Technology

2018-19 Project Details

DESCRIPTION	DENTAL ASSISTING QUALIFICATIONS AND SKILL SETS
Rationale:	Refer to section titled <i>Key Drivers for Change and Proposed Responses</i>
Ministers' Priorities Addressed:	<p>This project is an opportunity to support the Council of Australian Governments (COAG) Industry and Skills Council to specifically address the following priorities:</p> <ol style="list-style-type: none"> 1. Identify and remove obsolete training package products from the system 2. Identify industry expectations for training delivery and assessment (to be documented within the Companion Volume Implementation Guide) 3. Enhance the portability of skills from one related occupation to another 4. Remove unnecessary duplication within the system and create training package products that may have application to multiple industry sectors (Please note that, due to the specific nature of the Dental Assistant role and the use of some HLT units of competency not under the remit of this IRC, this may not be possible) 5. Develop skill sets. (This project includes the review of existing skill sets and will explore the potential for the development of new skill sets.)
Consultation Plan:	<p>Key stakeholders identified earlier in this document will be consulted. A national industry consultation will be conducted with key stakeholders, and there will be opportunities for all interested parties to provide their comments online via the SkillsIQ Online Feedback Forum.</p>
Timing - Estimated Duration of Project and Key Dates:	<p>July 2018, subject to AISC approval. Estimated duration: 12 months. The project will involve the following stages:</p> <ul style="list-style-type: none"> • Project initiation on receipt of Activity Order • Stakeholder consultation (scoping and testing) • Training package product drafting • Stakeholder consultation (drafts) • Finalisation of product and Case for Endorsement. <p>A detailed project plan outlining key dates will be developed and aligned to the Activity Order date once known.</p>
Training Package to be Revised:	HLT Health Training Package
Skill Set/s to be Developed/Updated:	<p>Two skills sets to be updated:</p> <ul style="list-style-type: none"> • Oral Health Skill Set • Dental Radiography Skill Set
Qualification/s to be Developed/Updated:	<p>Two qualifications to be updated:</p> <ul style="list-style-type: none"> • HLT35015 Certificate III in Dental Assisting • HLT45015 Certificate IV in Dental Assisting

CONTINUED NEXT PAGE



Unit/s of Competency to be Developed/Updated:

- Units of competency within the two Dental Assisting qualifications, Oral Health and Dental Radiography skill sets:
 1. HLTDEN001 Prepare for and assist with oral health care procedures
 2. HLTDEN002 Assist with dental radiography
 3. HLTDEN003 Assist with administration in dental practice
 4. HLTDEN004 Implement an individualised oral hygiene program
 5. HLTDEN005 Assist in oral health care procedures during general anaesthesia
 6. HLTDEN006 Assist in oral health care procedures during conscious sedation
 7. HLTDEN007 Apply the principles of radiation biology and protection in dental practice
 8. HLTDEN008 Prepare to expose a prescribed dental radiographic image
 9. HLTDEN009 Produce a prescribed dental radiographic image
 10. HLTDEN010 Implement an oral hygiene program for older people
 11. HLTDEN011 Implement an oral health promotion program
 12. HLTDEN012 Take an impression for study models
 13. HLTDEN013 Allocate treatment appointments according to priority
 14. HLTDEN014 Take a clinical photograph
 15. HLTOHC001 Recognise and respond to oral health issues
 16. HLTOHC002 Inform and support patients and groups about oral health
 17. HLTOHC003 Apply and manage use of basic oral health products
 18. HLTOHC004 Provide or assist with oral hygiene
 19. HLTOHC005 Use basic oral health screening tools
 20. HLTOHC006 Apply fluoride varnish
- New units of competency may be required, and this will be fully confirmed following consultation with industry.

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STAKEHOLDERS



OUTCOMES



INTEGRITY



BOLDNESS



TEAMWORK



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