



AUSTRALIAN DENTAL ASSOCIATION VICTORIAN BRANCH INC.

BRANCH POLICY STATEMENT 03.12

NON-MEMBER ACCESS TO SERVICES

1. INTRODUCTION

1.1. Branch membership includes access to a comprehensive range of professional development activities and resources, as well as exclusive member benefits to help members provide safe, high quality oral health care and advance the professional interests and wellbeing of Members.

1.2. The Branch provides a range of services and benefits to both Members and non-members.

2. DEFINITIONS

Member: members of the Branch are defined by Rule 5(1)(a) and (b).

3. NON MEMBER ACCESS TO SERVICES

3.1. Branch services and benefits are primarily for the use of Members, however non-members may access some services.

3.2. Where access to Branch services is available to non-members, it will be provided at a higher rate than that paid by members.

3.3. Where events have limited availability, these may be advertised as an exclusive Member-only event, or Members may be given priority in booking these events.

4. CONTINUING PROFESSIONAL DEVELOPMENT

4.1. Attendance at specific CPD events by allied dental personnel will be allowed if the content of the CPD program is within the scope of practice for each category of allied dental personnel.

5. PRACTICE PLUS

5.1. Practice Plus provides support and assistance in practice management related matters, including infection control and other compliance related areas. Members and their non-practitioner staff can access the full range of Practice Plus services.

5.2. Non-members can access Practice Plus services at a rate higher than that paid by members.

6. SPORTS & SOCIAL EVENTS

6.1. Branch sporting and social events are primarily for the benefit of Members; however non-members may attend on the invitation of a Member. Attendance by non-members is at the discretion of Branch Council, which may involve non-members attending as the guest of a Member, or paying a higher registration fee.

6.2. Some events can be advertised as exclusive Member-only events.

7. COMMUNITY RELATIONS OFFICERS

- 7.1. The Community Relations Officers (CROs) provide clinical and professional advice to Members or their nominated staff.
- 7.2. The CROs provide advice and assistance to dentists covered by the Branch's Indemnity Scheme.
- 7.3. Non-members and staff of non-members cannot access advice or assistance from the CROs relating to professional, clinical, or any other matters.
- 7.4. The CROs provide consumer information and assistance to all members of the public. Dispute assistance may only be provided when a complaint is made by a member of the public if the dentist is covered by the Branch's Indemnity Scheme.

Branch Policy Statement Number	BPS 3.12
Adopted by Council	25 February 2019
Reviewed by Constitution and Policy Committee	21 February 2019 10 February 2022
Amended by Council	21 February 2022
Relevant Rules	5(1)(a) and (b)
Relevant By-Laws	6.2, 8, 10
See also	BPS 3.04 BPS 3.06