

ADMINISTRATIVE BRANCH POLICY STATEMENT 4.01

DENTAL CONSULTANT (DC) AND THE DENTAL CONSULTANT MANAGER (DCM)

1. APPOINTMENT

- 1.1 Council shall delegate the appointment of
- Dental Consultants (DCs) to a panel comprising of the CEO, DCM and the President or a past President.
 - Dental Consultant Manager, (DCM) is a panel comprising of three past-Presidents at least one of whom shall be a current Councillor and the CEO.
- 1.2 DCs shall be employees of the Branch.
- 1.3 DCs shall only participate in representation of the Branch to any third-party organisation by approval of the DCM, and matters related to members' exposure under the Branch Indemnity Scheme.
- 1.4 DCs will act in accordance with the document: "Position Description – Dental Consultant".
- 1.5 In addition, the DCM will act in accordance with the document "Position Description – Dental Consultant Manager".
- 1.6 During the period of their DC employment, DCs may not serve on the Defence or Disputes and Ethics Committees.
- 1.7 DCs must be registered with the Dental Board of Australia, either members or retired members of the Association, hold relevant professional indemnity through the Branch Indemnity Scheme and maintain their continuing professional development

2. CONSULTANTS – REPORTING

- 2.1 The DCM shall report to Council and the Members via the Branch Annual Report in relation to clinical and professional aspects of their role, and to the Chief Executive Officer in relation to operational matters.
- 2.2 The reporting formats shall provide a measure of time spent on cases (including the Dental Consultant Administrative Officer support and settlement).

3. PERFORMANCE AND REMUNERATION REVIEWS

- 3.1 The performance and remuneration reviews for the DC and DCM shall be in accordance with the Employee Performance and Remuneration Policy.

4. LOCUMS

- 4.1 If operational requirements are needed to cover rostering to a sufficient level, locum DCs may be appointed within the overall budget. Recruitment will be undertaken via an interview process determined by the CEO.

5. Attributes of DCs include but are not limited to meeting the requirements of:

a. Member support:

This is deemed to be the most important role notwithstanding the PI obligations by the Member and the ADAVB. As employees of the ADAVB the first responsibility is to provide support and advice to Members both on a personal and professional level. If this is personal support, it should be within the boundaries of collegial and peer support and not stray into an area the DC is not trained for [such as psychological counselling]. The DC should be able to recognise these boundaries and refer the Member for counselling or support where necessary. The DC's main role is to offer an ear or a helping hand, whichever is required at the time the Member rings.

- i. There may be PI implications, but the supportive role is paramount. Care and empathy should be demonstrated first, followed by any PI protocol.

b. Member resources:

A fundamental role of the DC is provision of resources where necessary, or referral to the avenue where support or information is available. This may involve referral to Panel lawyers in prescribed circumstances and arranged through the DCM/ DCAO and the insurer but more commonly involves provision of resources already held by the ADAVB.

- ii. The DC should have a working knowledge of the information available through regulatory and statutory bodies and be familiar with searching IT platforms for information not readily available in the DC resources.

c. Corporate Authorised Representative (CAR) role:

As the relationship between the insurer and the ADAVB is a legal contractual arrangement, failure by the Branch [i.e. DC as named Nominated Officers] to comply with or meet the obligations under the CAR Agreement could result in performance management within the ADAVB. Because of the trust placed in the ADAVB DC's by the insurer, in managing claims on their behalf, with facets such as Financial Delegation Authority, it is a fundamental requirement that the protocol agreed to and signed is adhered to in the DC process.

5.2 The DC Manager additional qualifications and skills should include:

- a. Substantial experience at senior levels in dental administration in a similar or equivalent role
- b. Ability to develop and implement efficiency and quality control systems in a sensitive administrative environment
- c. Demonstrated team leadership and management skills

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Relevant Rules	
Relevant By-Laws	By-law 10
See also	Historical policy reference: 27/00, 26/00, 153/97, 75/95 Position descriptions for Dental Consultant Manager, Dental Consultant and Locum Dental Consultant