

*Supporting you through the COVID-19 pandemic*

## Government liaison

- Maintained contact with federal and state governments
- Advocated for dental practices to remain open to the extent possible
- Negotiated dental treatment restriction easing in the private sector
- Secured masks from the government stockpile.



## PPE supply

- Negotiated with local and international suppliers and government
- Maintained list of suppliers and available mask stock
- Provided emergency mask stock at cost price
- Provided stock management tips
- Encouraged suppliers to charge reasonable costs.

## Financial

- Elected not to increase membership fees in 2020/21, and offered members an option to defer payments for up to 3 months (due 1.10.20).
- Advocated for Victorian dental practices' eligibility for \$10,000 Business Support Fund
- Collated lists of government and other financial support measures for members
- Provided access to expert taxation and financial management advice.



## Resources

- Provided restriction level framework and managing COVID-19 guidance
- Provided PPE use and infection control guidance
- Updated practice and HR resources
- Assisted with marketing and patient communication
- Held free webinars and sent regular email updates
- Supplied FAQs for dentists and consumers
- Offered members mental health and wellbeing support.



## Advisory

- Provided infection control and PPE use advice
- Made available restriction level framework interpretation and related guidance
- Provided HR advice
- Provided work health and safety advice
- Continued to provide a dental consumer helpline, with the number of calls increasing.

