



AUSTRALIAN
DENTAL HEALTH FOUNDATION
ADVANCING AUSTRALIA'S ORAL HEALTH

AUSTRALIAN DENTAL HEALTH FOUNDATION

FAQs for Charities

Will ADHF contact my clients directly to arrange appointments?

The State Coordinators will liaise directly with the case worker or charity contact person. We have previously found that because the case worker is in contact with the patient on a regular basis they are more able to support the patient before, during and after their treatment date.

Does a case manager/volunteer have to be in attendance?

We would expect the patient's case worker, family member or carer attend with them on the day, as having a support person will help the patient feel relaxed and calm and also ensures attendance and punctuality.

How do I arrange transport for my clients?

Unfortunately, we are unable to arrange transportation for each patient to attend an appointment. It is the responsibility of the referring charity organisations or case worker to guide the patient through their options.

Does the ADHF provide interpreters?

You are able to arrange a telephone interpreter to be available to ensure non-English speaking patients have access to treatment. Contact the TIS National 24-hour contact centre on 131 450 to arrange this service.

If my client cannot go at a short notice can I send another in their place?

Yes, please allocate the available appointment to another of your clients. This will help ensure that the day remains full and that the volunteer dentist's time is used effectively. Please notify your State Coordinator straight away if this is the case. The patient may be required to complete a Medical History Form upon arrival at the dental practice.

How will I know if my client needs further treatment?

At the completion of the appointment the dentist will notify your State Coordinator regarding any further treatment required for the patient. Your State Coordinator will go through future options with you.

Will the client/charity have to pay for any treatment?

Neither you nor the patient will be asked to pay for any dental treatment provided.

Will you be able to teach our clients how to look after their teeth?

The Practice staff will do their best to address the issue of oral hygiene and health and instruct the patient on recommended brushing techniques.

When are the appointments held?

Appointments are scheduled when a dentist and their Practice volunteers their time and services. Your State Coordinator will notify you in advance of any upcoming appointments in your area.

