

Annette Varley

To Whom It May Concern,

Regarding CDDS Inquiry

I am a Senior Dental Assistant with Brunswick Family Dental Surgery and have been working with the practices for 14 years.

Our practice began treating patients under the CDDS in 2008 and is currently still accepting new patients. Without this scheme Patients that have been unable to eat due to infection and broken down teeth would have suffered severely. Not to mention the embarrassment that they suffer due to the unhealthy appearance of their teeth. The scheme has provided patients with chronic illness, a chance to have treatment they would otherwise have waited for or not received. Most of the patients we treat under the CDDS need immediate dental care. Our practice has provided excellent treatment to these patients and at times the dentist has been left out of pocket.

Seven professional dentists at our practice have been involved in an audit due to paperwork errors and it has put them and this practice under great stress. I have spent many hours going over our records to ensure we cooperated with Medicare as necessary. The audit has affected our whole practice of 24 staff plus. We have a great team here, everyone is very friendly and it's a great place to work at hence me being employed here for 14yrs. We have all been concerned about the future of our employment at this practice due to the size of the debt the audit has placed upon the practice. I support Dr Helen Arabatzis and her associates, for the only thing we have done is treat these patients in good faith under this scheme.

The Frustrating part of this is that it could have been avoided if we had received the proper training. There has been no training provided to the staff and dentists who choose to participate in this scheme. This has made it very difficult for us!

As I'm sure you would understand this has made me very hesitant to participate in any schemes the government may offer in the future.

All the staff here hopes the Senate considers all options when making its final announcement. As the decision will affect the way our professionals in this country consider working for the public system in the future. Which will affect patients who need our care the most!

Kind Regards

Annette Varley