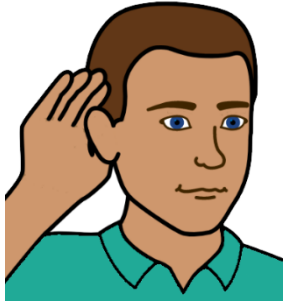


Your dentist.

Things they must do.



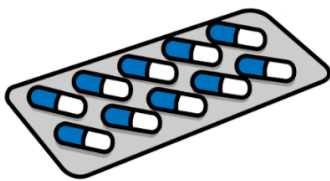
Your dentist must listen to you. Like

- how your teeth feel
- do you have pain?



They must check your mouth. Like your

- teeth
- gums
- jaw.



They must think about your health. They may

- check what pills you take
- read your notes
- talk to more people you see. Like your doctor.



They talk to you. They must use words you know.

They must check you understand.



They must give you all the information. Like

- what is wrong with your teeth
- how they can fix it
- what it will cost
- you do not fix it. What will happen.



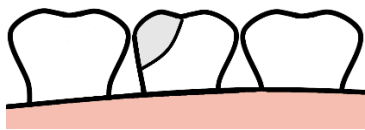
They must give you time to think.



They must let you make choices.

Like your tooth broke. They will fix it.

They must let you choose how.

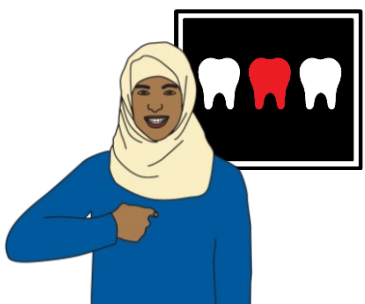


They may fill it in. It may be a new piece on it.

Or



They may take the tooth out.



They tell you both ways to fix it.

You choose what they do.



Some bad things



Most dentists do the right thing.

They give you choices. They keep you safe.

But



Some dentists do the wrong thing.

They may say the problem is very bad.

It is **not** that bad.



They say they must do the work **now**.

They do **not** give you time to think.



They use big words. You do **not** understand.

They make the problem sound scary.



They tell you how to pay.

Like where to get the money.



They may ask you to use your super to pay.

It is your super annuation.

This is your money. It is for when you stop work.



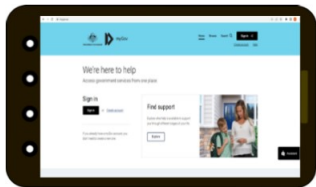
Do **not** give them your MyGov password.

MyGov is a website. It is how you see

- your CentreLink pay
- your tax
- your super.



There is a problem



You think your dentist did the wrong thing.
Like they asked for your MyGov password.

XXX XXXX

Or

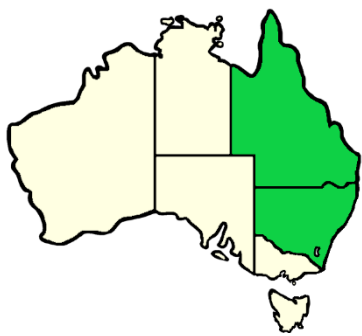


They fixed your teeth. You paid the money.
Now they say you must pay more.



You can get help.

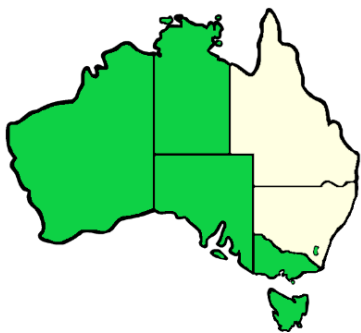
You may get different ideas to try.



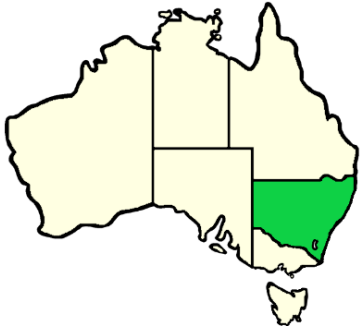
You are in

- NSW
- Queensland.

Turn the page.



You are in a different state. Go to page 11.

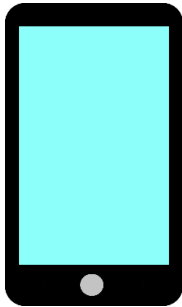


You are in NSW.

Talk to the Health Professional Councils Authority.

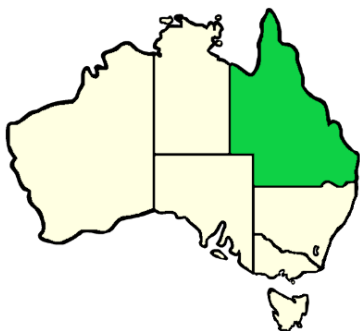
Call 1300 197 177.

Or



The Health Care Complaints Commission.

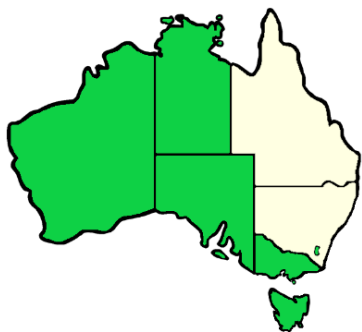
Call 02 9219 7444.



You are in Queensland.

Talk to the Health Ombudsman.

Call 133 646.



You are in a different state.



Talk to us. We are AHPRA.

We are the Dental Board of Australia.

We check dentists do the right thing.

Call 1300 419 495.

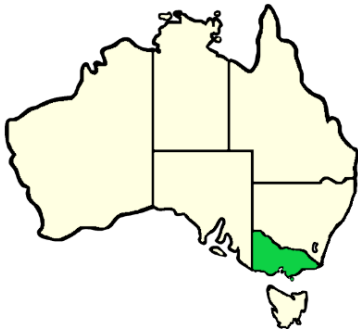
Or



You want to complain.

There is a place in your state.

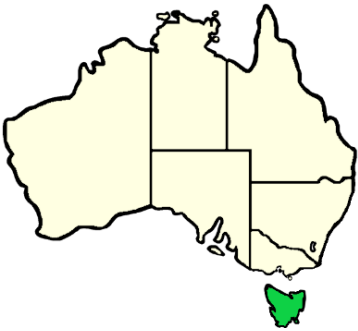
You can talk to them.



You are in Victoria.

It is the Health Complaints Commissioner.

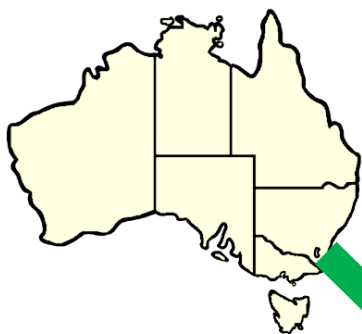
Call 1300 582 113.



You are in Tasmania.

It is the Health Complaints Commissioner.

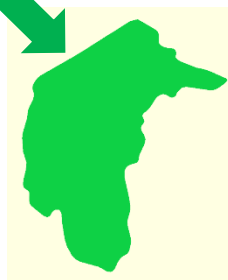
Call 1800 001 170.

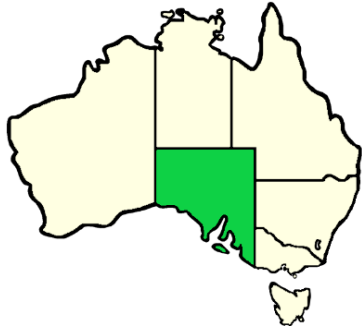


You are in the ACT.

It is the Human Rights Commission.

Call 02 6205 2222.

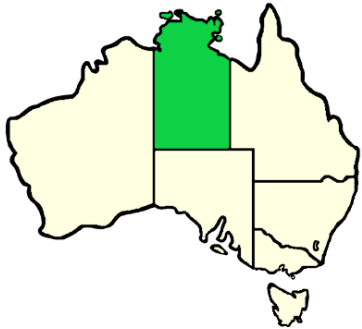




You are in South Australia.

It is the Health and Community Services
Complaints Commissioner.

Call 1800 232 007.



You are in the NT. It is the Health and Community
Services Complaints Commission.

Call 1800 004 474.

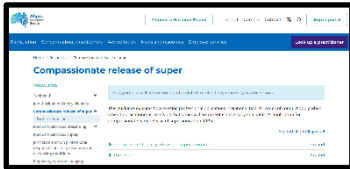


You are in Western Australia. It is the Health and
Disability Services Complaints Office.

Call 1800 813 583.



About this fact sheet



This is based on AHPRA

Compassionate release of super. October 2025.

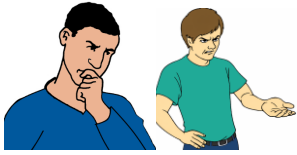


Access Easy English wrote the Easy English.

March 2026.

Images

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- Inspired Services



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- Tobii-Dynavox.

We used AI to help make some images for this project.