

**NEW SOUTH WALES
DENTAL TECHNICIANS
REGISTRATION BOARD**

**ANNUAL REPORT FOR THE YEAR ENDED
30 JUNE 2003**



NEW SOUTH WALES

DENTAL TECHNICIANS REGISTRATION BOARD

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1 July 2003

The Hon Morris Iemma MP
Minister for Health
Level 33, Governor Macquarie Tower
1 Farrer Place
SYDNEY NSW 2000

Dear Mr Iemma

Pursuant to the provisions of the Annual Reports Act 1984, I have pleasure in submitting this Annual Report of the New South Wales Dental Technicians Registration Board for the year ended 30 June 2003 for presentation to Parliament.

Yours faithfully

J. M. Anderson

Janet Anderson
CHAIRPERSON

R. F. Scott O.A.M.

Reg Scott
Board Member

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1. CHARTER

The Dental Technicians Registration Board is established under the provisions of the Dental Technicians Registration Act 1975 to exercise the powers, authorities, duties and functions necessary for carrying the provisions of the Act into effect.

Dental technicians are involved in all aspects of the construction of removable and fixed appliances to restore function to the human mouth. There have been a number of technological advances in this area however it is still a craft oriented profession as all such appliances are made largely by hand to a clinician's prescription. Training for the profession is presently a Diploma course delivered in several delivery types (full time and part time) at the Randwick Institute of Technology. The Diploma course is followed by two years full time work in an approved dental laboratory or as a four-year part time course whilst working full time in an approved environment. Registration examinations are conducted by the Board.

Dental prosthetists are dental technicians who have undertaken a further two and a half years part time study which qualifies them to deal directly with a patient for the construction of removable prosthetic appliances.

2. AIMS AND OBJECTIVES

- o To maintain a register of qualified dental technicians and an index of qualified dental prosthetists entitled to practice in New South Wales
- o To arrange examinations and determine the standards to be achieved in those examinations for eligibility to practise as dental technicians or dental prosthetists.
- o To promote the establishment of courses of training for persons wishing to become dental technicians or dental prosthetists in New South Wales.
- o To inquire into the competence of registered dental technicians and dental prosthetists to practise, and suspend or cancel registration or practising certificates, where appropriate.

3. ACCESS

Address:	<i>Street</i>	<i>Postal</i>
	Level 2 28-36 Foveaux Street Surry Hills NSW 2010	PO Box K599 Haymarket NSW 1238

Telephone: (02) 92190233
Facsimile: (02) 92812030

E-mail: dtech@doh.health.nsw.gov.au
Internet: www.dtech.health.nsw.gov.au

Hours: 8.30 a.m. - 5.00 p.m., Monday to Friday.

Cashier services cease at 4.30 p.m.

4. MANAGEMENT AND STRUCTURE

4.1 MEMBERSHIP

Membership of the Board is prescribed under section 6 of the Act and comprises nine members, as follows.

- o One was a person, not being a registered dentist or a registered dental technician, nominated by the Minister for Health and appointed by the Governor as Chairperson.

Ms. Janet Mary Anderson
BHA (Hons) 1983
AFACHSE

- o One was a dentist nominated by the Dental Board.

Associate Prof. Sybille Katherine Lechner
BDS Sydney 1956
MDS Sydney 1961
FRACDS, FPFA

- o One was a dentist nominated by the Board of the United Dental Hospital, Sydney.

Dr. Harold Clive Champion
BDS Sydney 1956

- o One was a dental technician nominated by the Dental Technicians Association of New South Wales.

Mr. Reginald Francis Scott OAM

- o One was a dental technician nominated by the Australian Commercial Dental Laboratories Association of New South Wales.

Ms. Lisa Anne Culkin
AssDipDT Sydney 1993
DipDT Sydney 2001

- o Two were dental technicians nominated by the Minister for Health.

Mr. Graham James Key
AdvDipDP Sydney 2000
DipDTSydney 2000
DipTeach Tech Sydney 1980

Mr. Robert Ashley Boshier

- o One was a solicitor nominated by the Minister for Health.

Mr. Michael Miceli
Solicitors Admission Board Sydney 1976
Masters of Law Sydney 1999

- o One was a dental technician nominated by the Public Service Association of New South Wales.

Mr. Kenneth Alfred Iles
RFD MIMPT

The Board was appointed on 30 August 2000 for a three-year term.

4.1.1 ATTENDANCE AT MEETINGS

The Board met on 11 occasions, usually on the fourth Thursday of each month.

Ms. Anderson	attended	7 meetings
Prof. Lechner	attended	8 meetings
Dr. Champion	attended	8 meetings
Mr. Scott	attended	10 meetings
Ms. Culkin	attended	9 meetings
Mr. Key	attended	9 meetings
Mr. Boshier	attended	7 meetings
Mr. Miceli	attended	11 meetings
Mr. Iles	attended	11 meetings

4.1.2 COMMITTEES OF THE BOARD

Complaints Screening Committee

Mr. Boshier
Ms. Culkin
Mr. Scott

Infection Control Committee

Dr. Champion
Mr. Iles
Prof. Lechner

Qualifications Committee

Dr. Champion
Ms. Culkin
Mr. Key
Mr. Scott

Review of the Act Committee

Mr. Boshier
Mr. Iles
Mr. Scott

4.1.3 FEES

Remuneration of part-time members of Boards and Committees, as follows.

	Current fee
	\$
Chairperson	2200.00 p.a.
Members	1650.00 p.a.

4.1.4 CONDUCT GUIDELINES FOR MEMBERS OF BOARDS AND COMMITTEES

The Board is currently developing a Code of Conduct for members of the Board and committees of the Board.

4.2 ADMINISTRATION

The Health Administration Corporation is responsible for the provision of efficient and effective administrative support to the Board, including managing and paying accounts and employing staff.

The Board is self-funding and costs associated with its administration were met from fees received. Funds received by the Board were transmitted to the Corporation in accordance with the Dental Technicians Act. Interest paid by the Commonwealth Bank for the year was apportioned to the Board's account. The Board performed within its commitment to service. Registration notices were issued expeditiously and routine renewals were processed within 5 days of receipt.

The Corporation also provides administrative services to the health professionals registration boards established by the following Acts.

- Chiropractors Act 2001
- Nurses Act 1991
- Optical Dispensers Act 1963
- Optometrists Act 1930
- Osteopaths Act 2001
- Physiotherapists Registration Act 1945
- Podiatrists Act 1989
- Psychologists Act 1989

The staff establishment of the Health Professionals Registration Boards was the equivalent of 52 full time positions (including one executive officer position at level 2). For the preceding two years the staff establishment was the equivalent of 52 and 49 full time positions respectively. Staff, as employees of the Corporation, derive the benefits of the personnel policies of the NSW Health Department including occupational health and safety, training and equal employment opportunity practices, and are subject to the Department's Code of Conduct.

The performance of the Corporation in respect of the Board's staff relating to personnel policies, industrial relations policies/procedures, and occupational health and safety (including details of work related injuries) is reported in the annual report of the NSW Health Department.

The Boards were managed by Mr. J Tzannes (Director) and Mr. R Dwyer (Deputy Director) for the Corporation.

Within the Boards' accumulated funds recognition was given to future expenditure for refurbishment or relocation, litigation and disciplinary costs.

The total administrative expenditure for all the above boards in 2002/2003 was \$6,631,435 compared with \$5, 790,962 in 2001/2002.

Secretary

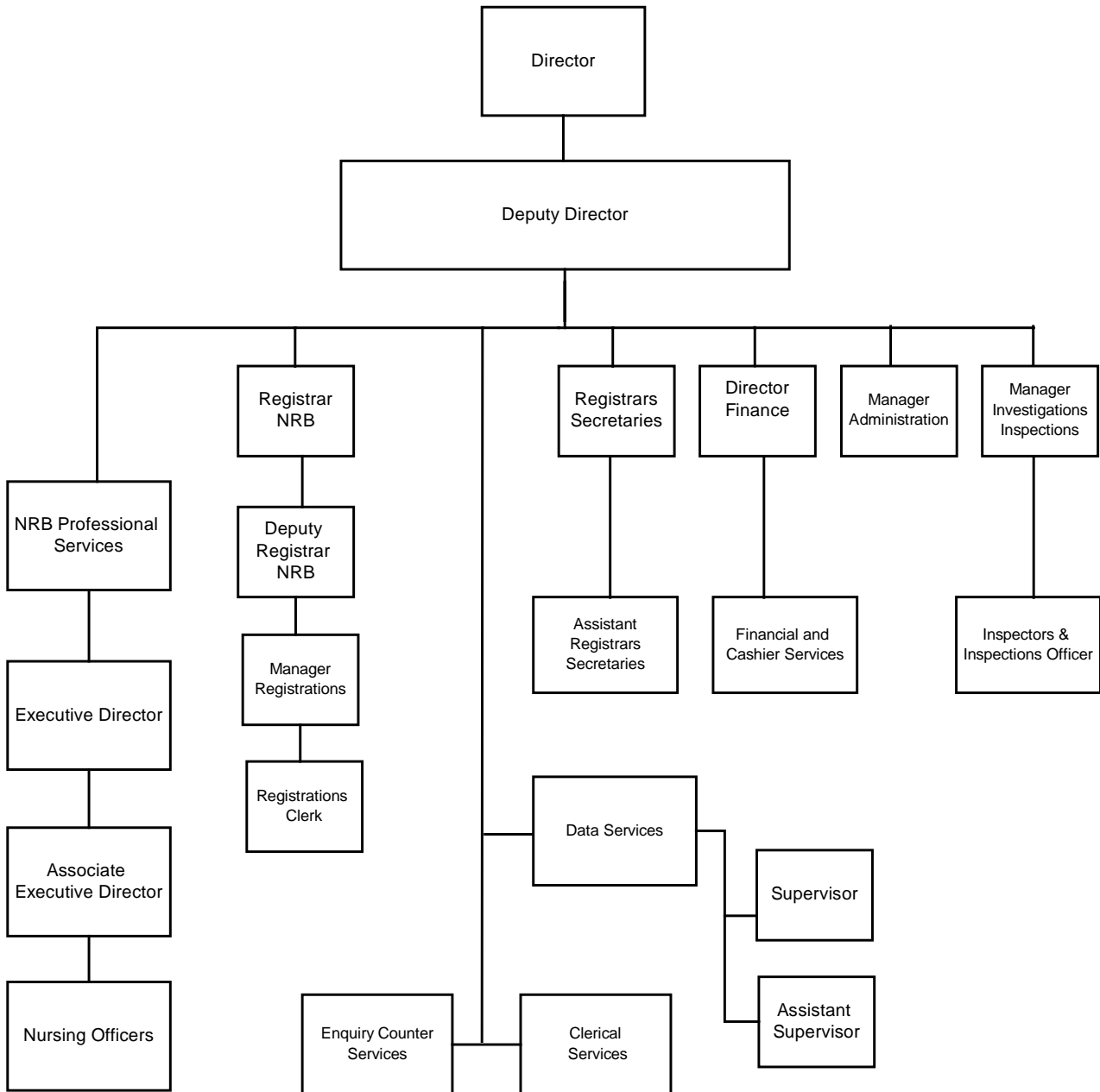
Michael Walsh

Assistant Secretary

Vacant 1 July 2002 – February 2003

Jennifer Caldwell appointed March 2003

4.2.1 ORGANISATIONAL CHART-HEALTH PROFESSIONALS REGISTRATION BOARDS



4.2.2 NSW HEALTH DEPARTMENT CODE OF CONDUCT

Introduction

The people of New South Wales have the right to expect that staff employed by the Department of Health demonstrate fairness, integrity and sound professional and ethical practice at all times in every respect of their employment. Just as importantly, you have the right to a workplace free of any form of bullying, harassment or unfair discrimination. Ensuring these rights requires a professional standard of behaviour that demonstrates respect for the rights of the individual and the community as well as promoting and maintaining public confidence and trust in the work of government agencies.

The purpose of this Code of Conduct is to provide an ethical framework for your decisions and actions. It is not possible for this Code to address all ethical questions or behaviour that you may encounter. You need to be aware of and comply with relevant legislation and departmental circulars, policies and guidelines as they relate to your work. Managers will assist you in maintaining an awareness of departmental standards of conduct and in resolving ethical dilemmas. However, this does not remove your responsibility to be accountable for your own actions and decisions.

This Code of Conduct covers all staff members working in the NSW Department of Health including managers, contractors, consultants and students. Members of the Chief Executive Service and Senior Executive Service are covered by a separate Code of Conduct and are also required to meet all requirements of this Code.

Statement of Values

Values define our organisation. They underpin how you and your colleagues deal with each other, with other organisations and the public. They also form the basis for our Vision, planning and priorities. The Department's Values are

Fairness - striving for an equitable health system and being fair in all our dealings

Respect - recognising the worth of individuals through trust, courtesy, sensitivity and open communication

Integrity - achieving ends through ethical means, with honesty and accountability.

Learning and creativity - seeking new knowledge and understanding, and thinking with innovation

Effectiveness - pursuing quality outcomes.

Personal and Professional Behaviour

To demonstrate your commitment to the highest ethical standards you are required to:

- perform your duties impartially, with professionalism, objectivity and integrity
- work effectively, efficiently and economically
- behave fairly and honestly, including reporting others who may be behaving dishonestly
- avoid conflicts of interest and act in the best interests of the people of NSW
- accept instructions from managers and supervisors

- obey any lawful direction from managers/senior executives. If you have a dispute about carrying out a direction you may appeal through existing grievance procedures
- follow departmental policies, guidelines and procedures
- avoid any form of exploitation or power imbalances in personal relationships in the workplace.

Fairness and Equity

You should undertake your work and make decisions consistently, promptly and fairly. This involves dealing with matters in accordance with approved procedures, in an impartial, non-discriminatory manner and in line with the principles of administrative good conduct outlined by the NSW Ombudsman.

You should apply the principles of procedural fairness/natural justice and reasonableness when exercising statutory or discretionary powers. Staff members or clients adversely affected by a decision must be informed of their rights to object, appeal or obtain a review.

Conflicts of Interest

You must avoid any financial or other interest that could compromise or be perceived to influence the impartial performance of your duties. Conflicts of interest that lead to biased decision making may constitute corrupt conduct.

Conflicts of interest might occur where you (and at times your family):

- have financial interests in a matter the Department is involved with
- are Board members, directors or employees of outside organisations, such as Non-Government
- Organisations in which the Department has a financial interest
- hold personal beliefs or attitudes that influence your impartiality
- have personal relationships with people the Department is dealing with or investigating which go beyond the level of a professional working relationship
- are involved in secondary employment, business, commercial, or other activities outside the workplace which impact on the Department, its clients or staff
- are involved in party political activities which could be perceived as you using your official role to gain influence or where you find yourself in conflict in serving the current government. (If you are an election candidate special arrangements apply)
- have access to information that could be used for personal gain
- participate in outside activities including volunteer work which could adversely affect your ability to do your work.

It is your responsibility to disclose any potential or actual conflict of interest to your manager or other senior officer. Managers will assist you in resolving the conflict through solutions such as divestment of the interest, your withdrawing from the conflict situation and declaring or documenting the interest.

Bribes, Gifts, Benefits, Travel and Hospitality

You must not accept any gifts, hospitality, travel or benefits that might in any way tend to influence, or appear to influence, your ability to act impartially. You should also ensure that partners and family members are not recipients of benefits that could be seen to indirectly influence you or secure favourable treatment.

In deciding whether to accept any gift or benefit you should consider the relationship of the Department to the donor, the primary business of the donor and any possible adverse consequences for the Department. Approval of your manager is required prior to accepting any gift or benefit. You may accept unsolicited gifts of a token and insignificant nature or moderate acts of hospitality. Accepting them is a matter of judgement and you must be satisfied that neither you nor the Department is in any way compromised.

You must not solicit or accept any bribe, or other improper inducement. Any approaches of this nature are to be reported to senior management.

Outside Employment

If you are a full time employee you must have approval from a delegated officer to engage in any secondary employment or business activity, including participation in a family company. If you work part-time you must advise of any real or potential conflict of interest between your employment in the Department and any other employment. Managers are responsible for monitoring and following up on any impact of secondary employment on the quality and effectiveness of an individual's work.

Use of Departmental Resources

All departmental resources including funds, staffing, computers, photocopiers, equipment, stationery, travel and motor vehicles must be used effectively and economically on work related matters. You must seek approval to use departmental resources for non-official purposes (eg to aid in a charitable event). If authorised, you are responsible for safeguarding, repairing and replacing, if lost, the Department's property.

Use of Computer, Email and Internet facilities

To use the Department's computer, internet and email facilities you must agree to the conditions of access. These require that the facilities be used for work activities in a responsible, ethical and legal manner. Unacceptable use includes violation of the rights of others; commercial use; breach of copyright or intellectual property; illegal activity or gambling; use for harassment, threat or discriminatory acts; storing or conveying inappropriate or objectionable material such as nudity, sexual activity, drug misuse, crime, cruelty or violence. You must safeguard your password access. The Department monitors the network, programs and usage to ensure the integrity of the system and maintains records of activities.

Corruption, Maladministration and Serious and Substantial Waste

You must not engage in corrupt conduct, maladministration or serious and substantial waste. Corrupt conduct is defined in the ICAC Act 1988; the key notion being the misuse of public office. Corruption can take many forms including bribery and blackmail; unauthorised use of confidential information; fraud and theft. Maladministration is action or inaction of a serious nature that is contrary to law; unreasonable, unjust, oppressive or improperly discriminatory; or based on improper motives. Serious and substantial waste refers to any uneconomical, inefficient or ineffective use of funds or resources which results in significant wastage.

You have a duty to report any possible corrupt conduct, maladministration and serious and substantial waste of public resources to your senior manager.

You may wish to report suspected incidents to an external organisation with corruption being reported to the ICAC, maladministration to the Ombudsman and waste to the Auditor-General. The Protected Disclosures Act, 1994 provides certain protection against reprisals for any staff member who voluntarily reports possible corruption, maladministration or serious/substantial waste. Managers must ensure staff members have information about reporting these matters.

Public Comment

Although you have the right as a private citizen to express your personal views through public comment on political and social issues you must not make or appear to make statements on behalf of the Department. Public comment includes public speaking engagements, comments in the media, views expressed in letters to newspapers, online services (such as Internet bulletin boards) or in publications.

You may make an official comment when you are authorised to do so or when giving evidence in court. The Department's media guidelines must be followed in any dealings with the media. When undertaking speaking engagements you must comply with the Department's policy and guidelines on participation in external seminars.

You must not access, use, disclose or release any internal departmental documents or privileged information unless you need to do so in the course of your work or are authorised to do so. You must protect the privacy of client information as required by the Department's Privacy Code of Practice.

Security of Official Information

Confidential information must not be disclosed other than in the course of your work, when required by the law or when authorised. You must ensure that confidential information in any form (e.g. documents, computer files) cannot be accessed by unauthorised persons. It should be securely stored overnight or when unattended. Confidential information must not be discussed except in the course of your work and must not be misused by you to gain personal advantage.

Information about NSW Health staff or clients is subject to the Department's Privacy Code of Practice, privacy legislation and guidelines. In some instances information regarding your employment will be provided to external bodies (eg: NSW Superannuation Board and the Australian Taxation Office) and the Department will confirm details held by financial institutions if you have applied for a loan/credit.

Intellectual Property/Copyright

Intellectual property includes rights relating to scientific discoveries, industrial designs, trademarks, service marks, commercial names and designations, inventions and from activity in the industrial, scientific, literary or artistic fields. The Department is the owner of intellectual property created by you in the course of your work unless a specific agreement with the Director-General has been made to the contrary.

Employment Screening

The Department is committed to safeguarding the welfare of its staff and protecting the interests of those who rely on our services. Criminal record checks are undertaken on all recommended applicants for permanent, temporary or seconded employment.

Where a pending charge or conviction is identified the relevance and implications of this is carefully assessed taking into account such factors as the nature and number of offences, the severity of punishment, age and mitigating circumstances.

Staff members are required to notify the Department's Corporate Personnel Services in writing if they are charged with or convicted of a serious criminal offence.

Discrimination, Harassment and Bullying

You must not harass or discriminate against colleagues or clients for any reason including gender, physical appearance, pregnancy, age, race, sexual preference, ethnicity or national origin, religious or political conviction, marital status, physical or intellectual disability. The principles of Equal Employment Opportunity apply in the workplace.

Bullying is the repeated less favourable treatment of a person by another in the workplace and can include verbal abuse, sarcasm, criticising people in front of others or in private and creating work overload. The Department does not tolerate bullying.

If you witness discrimination, harassment or bullying you should do something to stop it if possible and report it to your manager. Direct intervention by senior management may be used to resolve the issue. Grievance procedures are available if you believe you have been subject to discrimination, harassment or bullying.

The use of obscenities or offensive language is unacceptable in the workplace.

Occupational Health and Safety

Managers must ensure that their work area provides for the health, welfare, physical and psychological safety of their staff and clients. Specifically managers are responsible for providing safe systems of work; a safe work environment; supervision and information; safe equipment and facilities; identifying and controlling risks; responding to staff members' reports of issues.

You also share a responsibility for occupational health and safety by following safety and security directives, using security and safety equipment provided, keeping your work area tidy and safe and raising potential safety issues promptly.

Drugs and Alcohol

The misuse of alcohol and other drugs can affect staff members' work performance and jeopardise the safety and welfare of colleagues. You must not perform your work, remain in the workplace or undertake work-related activities if you are impaired by alcohol or other drugs.

Post Employment

Staff members should not misuse their position to gain opportunities for future employment nor allow themselves to be influenced in their work by plans for or offers of outside employment. Staff members leaving the Department are required to return all documentation and equipment and should respect the confidentiality of information obtained during their employment and not use it for gain until it has become publicly available. Be careful in dealings with former staff members to make sure that you do not give, nor appear to give, favourable treatment or access to privileged information.

Legislative Framework

This Code of Conduct does not stand alone nor take the place of any Act or Regulation. Important laws that apply include:

- Anti-Discrimination Act 1977
- Crimes Act 1900
- Commission for Children and Young People Act 1998
- Freedom of Information Act 1989
- Health Care Complaints Act 1993
- Health Services Act 1997
- Independent Commission Against Corruption Act 1988
- Occupational Health and Safety Act 1983
- Ombudsman Act 1974
- Privacy and Personal Information Protection Act 1998
- Protected Disclosures Act 1994
- Public Sector Management Act 1988

Relevant Departmental Circulars (a selection - as amended from time to time)

- 93/70 Department of Health Fraud Strategy
- 95/21 Public Staff Members Contesting State Elections
- 97/72 Grievance Policy and Resolution Procedures
- 97/73 Freedom from Harassment Policy and Procedures
- 98/101 Protected Disclosures
- 99/41 NSW Department of Health Restructuring Procedures
- 99/18 NSW Health Information Privacy Code of Practice
- 99/43 NSW Department of Health Alcohol and Other Drugs Policy
- 99/99 Electronic Messaging Policy
- 00/41 Reporting Possible Corrupt Conduct to the ICAC
- 00/69 NSW Department of Health Policy on Employment Screening

Breaches of the Code of Conduct

You are required to comply with this Code of Conduct. If you breach this Code you will be subject to a range of administrative actions which include disciplinary action as set out in the Public Sector Management Act, 1988. Breaches of certain sections may also be punishable under other legislation.

Training and Development

The Department's Corporate Personnel Services includes training on the Code of Conduct in its induction program. It also offers a range of training in areas including occupational health and safety, ethics, equity, harassment and grievance handling of direct relevance to the Code. Managers have a responsibility to provide their staff with training on this Code.

Further Information and Feedback

If you need further information on the Code of Conduct consult your manager or contact Corporate Personnel Services. Feedback on the Code is also welcomed and should be sent to the Director, Executive and Corporate Support.

4.2.3 WASTE REDUCTION AND PURCHASING POLICY (WRAPP)

Throughout the major part of the reporting period, the Waste Reduction and Purchasing Policy (WRAPP) reporting guidelines of 2001 – 2003 applied. The Health Professionals Registration Boards (HPRB), through its WRAPP Plan (Plan), implemented measures to reduce waste, increase the purchase of materials with recycled content and generally recycle its paper products and office equipment and consumables.

The period commenced with *policies* and *contractual provisions* in place, whereby all white A4/A3 paper purchases were for 60% recycled content product and all envelopes continued to possess a minimum of 70% recycled content.

Purchases of A4 recycled white paper increased by 15% and total paper waste sent to recycling increased from 6.5 tonnes in 2001/2002 to 8.6 tonnes in the current period.

Health Professionals Registration Boards:

- recycled 88% of its *total* paper waste
- made no purchases of A3 paper in the period, limiting usage to available stock
- restricted its purchase (and corresponding use) of writing pads, to the equivalent of two (2) pads per staff member across the entire period
- recycled 100% of paper/cardboard packaging

Operational policies in place ensured that all toner cartridges were returned to suppliers. Purchases of recycled content cartridges commenced on a trial basis, forming 8% of acquisitions.

Various *agency practices* ensured an improvement in *waste avoidance* and *recycling* systems across the agency:

1. message and note taking on scrap recycled paper
2. increased use of internal email, archiving messages and minutes of importance to the agency
3. paper recycling containers at all desks for later transfer to recycling bins, avoiding usage of waste paper baskets and decreasing waste to landfill
4. double sided printing
5. promotion of web site usage to clients, as an alternative to hard copy information packages

Following the purchase of new computers (CPU's) and monitors, a stock-take indicated a number of unused units in the agency. *Affirmative waste avoidance* and *recycling action* entailed:

- recycling unused older units to community organizations, utilising contractors listed with Resource NSW. This action complied with the NSW Government's *ReConnect.nsw Computer Program* guidelines and HPRB liaised closely with the ICT Skills Unit of the Office of Information Technology, DITM, throughout the process
- upgrading existing CPU's displaced by the acquisitions and recycling to staff members. Upgrades included CD burners, in an attempt to reduce paper usage and waste

Excel and Word tables complimented waste audits, in providing effective data collection systems for the reporting of agency progress in the implementation of WRAPP. The rotation of WRAPP Officer duties and attendance of a WRAPP seminar, combined successfully with Resource NSW literature to increase *staff awareness* of WRAPP.

Several Boards commenced using recycled content letterhead and following a trial in the next period, it is anticipated that the remaining Boards will follow. Suppliers of stationery advise the agency of products containing recycled content and this practice will assist HPRB in increasing its *range* and *quantity of purchases* of such items.

The end of the period witnessed the introduction of the *NSW Waste Avoidance & Resource Recovery Strategy 2003*. In accordance with the Premier's Memorandum No.2003-5, the HPRB moves to the next period with a commitment to achieving *sustainable waste minimisation* and *resource recovery targets* by:

- critically considering waste management issues associated with the agency's operational responsibilities and
- monitoring facilities, product and usage patterns, to enable strategic updates to the agency's Plan

5. REVIEW OF OPERATIONS

5.1 APPEALS AGAINST DECISIONS OF THE BOARD

There were no appeals lodged against decisions of the Board.

5.2 CONFERENCE OF REGULATING AUTHORITIES FOR DENTAL TECHNICIANS AND DENTAL PROSTHETISTS (CORA)

The 2003 Conference of Regulating Authorities (CORA) meeting for Dental Technicians and Dental Prosthetists was held in Adelaide on 27/28 February to 1 March 2003. Messrs. Boshier, Iles, Scott and the Secretary attended on the Board's behalf. The Board placed the following matters on the agenda for discussion:

- o English language testing for persons from a non-English speaking background
- o Occupation health and safety
- o Summative assessment

5.3 CONSULTANCIES

No consultants were engaged by the Board.

5.4 COMPLAINTS AND DISCIPLINARY MATTERS

The Health Care Complaints Act 1993 requires the Board and the Health Care Complaints Commission (HCCC) to advise each other of complaints received and consult concerning the resolution of complaints. A complaint made to the Board is deemed to be also made to the HCCC, and vice-versa.

To assist in the administrative arrangements to implement the requirements of the Act the Board had established a Complaints Screening Committee to consider complaints and consult with the Commission. The Board delegated to the Committee the authority to make decisions relating to complaints on its behalf. Complaints concerning the provision of services by dental technicians and dental prosthetists were considered by the Committee, and complaints concerning alleged breaches of the Dental Technicians Registration Act and Regulations were considered by the Board.

5.4.1 COMPLAINTS SCREENING COMMITTEE

The Committee comprised three members of the Board, Messrs. Boshier and Scott and Ms. Culkin. An officer of the HCCC attended its meetings for the purpose of consultation. The Committee met on 10 occasions and considered 12 new complaints, as follows.

Dissatisfaction with Dental Appliance		12 complaints
<i>Outcomes</i>	Conciliation	7
	Direct Resolution	3
	Inspection	1
	Investigation	1
Professional Misconduct		Nil

5.4.2 BOARD

The Board considered 14 new complaints, as follows.

Infection Control standards		5 complaints
<i>Outcomes</i>	Investigation	5
Practice by Unregistered persons		5 complaints
<i>Outcome</i>	Investigation	5
Technician dealing direct with Public		4 complaints
<i>Outcome</i>	Investigation	4

5.5 ETHNIC AFFAIRS PRIORITIES STATEMENT

The Board in conjunction with the HPRB undertook a number of initiatives to support our culturally diverse population under the key areas of social justice, economic and cultural opportunities. Those initiatives included to:

- (i) promote the recognition and registration of overseas trained health professionals
- (ii) assist overseas trained applicants to register
- (iii) increase the number and range of bilingual health professionals employed by HPRB
- (iv) ensure ethnic media is used in any information languages sponsored by the Board
- (v) ensure the Board receives advice on matters relating to people of culturally diverse backgrounds
- (vi) promote use of culturally diverse workforce

- (vii) ensure the Board is aware of the Government's commitment to implementing the principles of multiculturalism as set out in section 3 of the Community Relations Commission and Principles of Multiculturalism Act 2000.

5.5.1 OVERSEAS TRAINING - RECOGNITION OF QUALIFICATIONS

The Board conducts practical examinations for applicants who trained outside of New South Wales seeking registration as a dental technician or dental prosthetist in New South Wales. Following successful completion of the examination and subject to statutory good character requirements registration is granted.

5.5.2 INTERPRETER AND TRANSLATION SERVICES

Professional interpreters and translation services are made available on an as required basis. HPRB staff are also able to provide assistance in the following languages: Arabic, English, French, German, Greek, Filipino (Tagalog), Romanian, Russian, Singhalese, Spanish, Turkish, Cantonese, Hokien, Hindi and Punjabi.

5.5.3 KEY STRATEGIES

The EAPS statement developed through a consultative process, includes initiatives relating to the Dental Technicians Registration Board under the key result areas of social justice, community harmony, economic and cultural opportunities.

Within the legislative framework pathways for the registration of overseas trained professionals were applied. The main initiatives of the existing statement remain the key strategies for 2003-2004. These are to: -

- (i) promote the recognition and registration of overseas trained health professionals as provided for in legislation
- (ii) assist overseas trained applicants through the provision of information, interpreters and translation services, as required, to register.

5.6 EXAMINATION FOR REGISTRATION

5.6.1 EXAMINATION RESULTS

The Board conducted two examinations with a total of 37 candidates participating. Examinations were held at the Westmead Centre for Oral Health and the United Dental Hospital. 29 candidates undertook the full examination and 8 candidates sat for a re-examination. Of the 18 candidates who passed the examination 3 had graduated from Sydney Institute of Technology, and 8 had qualified interstate or overseas. Of the 19 candidates who failed the examinations 10 were eligible for a re-examination.

5.6.2 EXAMINERS

Mr. Christiaan Claassens continued in the position of Chief Examiner. Other examiners during the year included Messrs. John Georges, Michael Wilkinson and Martin Dunn as a reserve examiner.

5.6.3 EXAMINATION POLICY

The Board considered a report from the Chief Examiner and examined the following recommendations.

- o Continue to start at 8.00am on one day, as this time has proven invaluable to eliminate any early problems or special needs of candidates.
- o To start all post examination candidates on day one at 8.00am.
- o To remove burs from hospital supply list

- o To change models for Full/Full and registration rims as they are showing signs of aging. This is a mammoth task and perhaps with Mr Keys help TAFE could assist with this. More consultation needed.
- o To review the location for future examinations.

5.6.4 APPROVALS TO PRACTISE UNDER SECTION 13(2)(F) OF THE ACT

The Board granted 10 approvals to practise under supervision pursuant to section 13(2)(f) of the Act.

5.7 FEES

The fees charged for the Board's services were unchanged as follows.

	DT	DP
	\$	\$
Registration Fee	120	240
Re-registration Fee	120	240
Annual Roll Fee	80	160
Inspection of the Register	10	
Inspection of the Index		10

5.8 FREEDOM OF INFORMATION

There were no applications under the Freedom of Information Act for information held by the Board.

5.9 IMMEDIATE DENTURES

In July 2002 the Board distributed a memorandum to practising Dental Prosthetists in regard to immediate dentures.

5.10 INFECTION CONTROL STANDARDS

The Board distributed copies of the ACDLA/ACT WorkCover/ADPA Occupational Health and Safety guidelines for Dental Technicians and Dental Prosthetists.

5.11 INSPECTIONS

5.11.1 RANDOM INSPECTIONS

An inspector appointed by the Board undertook random inspections, and made assessments in respect of practitioners and their compliance with the provisions of the Dental Technicians Registration Act 1975. Random inspections have become a regular part of the Board's compliance strategy.

All practitioners are expected to know the provisions of the Act that affect how their practice is to operate. A particular focus was placed on ensuring that practitioners were compliant with the infection control guidelines set out in the Dental Technicians Regulation 1998.

5.11.2 ROUTINE INSPECTIONS

The Board's inspector has conducted routine inspections in accordance with the Board's policy and inspection checklist.

5.12 LEGISLATIVE CHANGE

There were no amendments to the Dental Technicians Registration Act 1975 or Dental Technicians Registration Regulation 1998.

5.12.1 PROPOSED AMENDMENTS

- o The matter of the review of the Legislation and regulations is ongoing.

5.13 NSW GOVERNMENT ACTION PLAN FOR WOMEN

The principle of equality of access and rights of participation are the cornerstones of the NSW Government's philosophy in relation to women.

Central to the core business of all government agencies is the promotion of the position of women in all aspects of society.

The focus is on women with the least access to social and economic resources. The key objectives are to eradicate violence against women, to improve the health and quality of life of women and to provide the responsive environment for women to participate fully in the economic social and educational life of our society.

The Government is committed to ensuring that membership of Boards reflects the broader community and that in filling current vacancies consideration is given, inter-alia, to the nomination of female representatives. It is the Government's intention to progressively increase the number of women on Boards to 50% of Board representation. It is recognised that not all nominations to Boards are made by the Minister. Nominating bodies are advised of the Government's policy in relation to female representation when vacancies occur or when nominations for a new Board are requested.

Of the 9 members, the Board currently has 3 female members.

Whilst the Board is not responsible for the promotion of access to the profession for women it is in a position to indicate the number of women who have satisfied registration requirements and who currently hold an authority to practise.

For the reporting year the number of female registered Dental Technicians was 157 (23.9% of total registrants) as compared with 156 (23.5% for the previous reporting year). The number of female Dental Prosthetists was 43 (11.1% of total registrants) as compared with 43 (10.5% for the previous reporting year).

These figures vary during the reporting period in line with the changing status of registrants during renewal periods.

5.14 LICENSING AND REGISTRATION (UNIFORM PROCEDURES) BILL 2002

The Board noted that this Bill has been assented to and recommended to the responsible Minister and the Minister for Health, that the amendments relating to the Dental Technicians be commenced in isolation of the Board's participation in the Government Licensing System.

As at the end of the reporting period there were no further developments.

5.15 OVERSEAS TRAVEL

No overseas travel was undertaken on the Board's behalf.

5.16 PUBLICATIONS

Existing publications available from the Board.

- o Registration of dental technicians in NSW
- o Joining Instructions (relating to the Board's examination for registration)

5.17 REGISTRATION

The Board maintained the Register of dental technicians and Index of dental prosthetists as required under the provisions of sections 14 and 18A of the Act.

5.17.1 STATISTICS

Dental technicians registered as at 30 June 2003	692
Dental prosthetists registered as at 30 June 2003	409

New DT registrations	58
Section 15(1)(a) <i>Recognised quals</i>	3
Section 15(1)(c) <i>Examination</i>	14
Mutual Recognition Act	41
New DP registrations	10
Section 18B(1)(a) <i>Recognised quals</i>	8
Mutual Recognition Act	2

Re-registrations		28
DT re-registrations	18	
DP re-registrations	10	
Deletions		66
DT deletions	43	
DP deletions	23	

5.17.2 RE-REGISTRATION

The Board adopted in April 2003 its new application form for restoration of names to the Register of Dental Technicians in New South Wales.

5.17.3 STANDARD TIMES FOR PROVISION OF SERVICES

The Board provided an efficient response to applicants for registration, and in doing so complied with relevant sections of the Act by processing applications within 60 days.

5.18 UNFINANCIAL PRACTITIONERS

The Board resolved to inform Dental Technicians who have been removed from the Register that should they intend to practise in New South Wales they would need to apply for re-registration as a dental technician and for a practising certificate as a dental prosthodontist.

6. FINANCE AND BUDGET

6.1 FORMAT

In order to comply with statutory and audit requirements the Board's fees received and transmitted to the Health Administrative Corporation are shown as the only entries in the Statement of Income and Expenditure. The income and expenditure for administrative purposes appear in the accounts of the Department of Health for the Health Administration Corporation. Details of the administrative operations are also contained in the notes to the audited accounts set out in the annual report.

6.2 PERFORMANCE

The accounts in respect of the Board's administrative operations for the year showed expenditure of \$163,722. This compares with the budgeted expenditure of \$150,504 as shown in last year's annual report.

6.3 BUDGET

The Budget in respect of the administrative operation for the period 1 July 2003 to 30 June 2004 is as follows:-

	\$
INCOME	
Fees	127,516
Interest	28,084
Total	<u>155,600</u>
EXPENDITURE	
Salaries & Associated Staff Costs	71,038
Building Expenses	2,953
Subsistence & Transport	10,793
Members Fees	16,061
Fees for Service	12,932
Post & Communications	4,180
Printing & Stationery	2,196
Plant & Equipment	19
Education & Research	-
Miscellaneous	56,242
Depreciation	280
Total	<u>176,694</u>
Operations Deficit	<u>(21,094)</u>

6.4 EXPENSES

The 2003/2004 year's budget includes salary oncost charges which reflect provision for Superannuation.

6.5 PAYMENTS PERFORMANCE

The payments in respect of the Boards' administration expenditure is included in the accounts of the Health Administration Corporation. A selected sample for each quarter of the year provided the following information: -

Quarter	Accounts paid on time		Less Than 30 days overdue (%)	Between 30 to 60 days overdue (%)	More than 90 days overdue (%)
	Target %	Actual %			
September	100.00	74.74	19.21	6.05	-
December	100.00	83.38	15.39	1.23	-
March	100.00	65.55	22.55	10.53	1.37
June	100.00	84.75	12.75	2.08	0.42

No interest was paid on late payments.

6.6 INVESTMENT PERFORMANCE

The Board through a Special Interest Arrangement with the Commonwealth Bank of Australia earned an average of 4.25%p.a. on its daily bank balances. In addition an average rate of interest of 4.73%p.a. was earned on investments held in Negotiable Certificates of Deposit.

6.7 INSURANCE AND RISK MANAGEMENT

Insurance activities were undertaken by the Department of Health Insurance cover, as follows:

- < Industrial Special Risks Policy to cover all buildings, plant and contents;
- < Comprehensive Motor Vehicle Insurance Policy;
- < Public/Liability Insurance Policy;
- < Personal Accident Policy.

Risk Management were as follows:-

- < Regular preventive maintenance programs on all plant and equipment;
- < Security alarm system for premises occupied by the Board;
- < Security entry system for access to the Board's building during office hours;
- < Disaster Recovery Plan for the computer system;
- < Off site back-up of computer data.

6.8 ANNUAL REPORT COSTS

This year the Board has planned to publish 330 copies of the Annual Report at an approximate cost of \$3.40 per copy (includes GST).

6.9 INDEPENDENT AUDIT REPORT

6.10 STATEMENT BY MEMBERS OF THE BOARD

DENTAL TECHNICIANS REGISTRATION BOARD YEAR ENDED 30 JUNE 2003

STATEMENT BY MEMBERS OF THE BOARD

Pursuant to the Public Finance and Audit Act, 1983, and in accordance with the resolution of the members of the Dental Technicians Registration Board, we declare on behalf of the Board that in our opinion:-

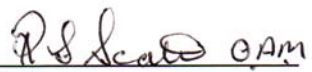
1. The accompanying financial statements exhibit a true and fair view of the financial position of the fees received on behalf of the Health Administration Corporation as at 30 June 2003 and transactions for the year then ended.
2. The statements have been prepared in accordance with the provisions of Australian Accounting Standards, Urgent Issues Group Consensus views, other authoritative pronouncements for the Australian Accounting Standards Board, the Public Finance and Audit Act, 1983, the Public Finance and Audit (General) Regulation, 1995, and the Treasurer's Directions.

Further, we are not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.

Date



Date



6.11 STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2003

DENTAL TECHNICIANS REGISTRATION BOARD

	NOTES	2003 \$	2002 \$
Current Assets			
Accrued expenses to be paid by Health Administration Corporation	1.4 & 4	35,613	16,935
Total Assets		<u>35,613</u>	<u>16,935</u>
Current Liabilities			
Accrued expenses	1.4 & 4	35,613	16,935
Total Liabilities		<u>35,613</u>	<u>16,935</u>
Accumulated Funds		<u>-</u>	<u>-</u>
Total Equity		<u>-</u>	<u>-</u>

The statement of financial position should be read in conjunction with the accompanying notes.

6.12 STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2003

DENTAL TECHNICIANS REGISTRATION BOARD

	Notes	2003 \$	2002 \$
Income			
Value of services provided and costs met by Health Administration Corporation	3	163,722	136,128
		163,722	136,128
Expenditure			
Expenses from ordinary activities	3	163,722	136,128
		163,722	136,128
Surplus/(Deficit) for the year from ordinary activities		-	-
Total revenues, expenses and valuation adjustments other than with owners as owners		-	-
Total changes in equity other than those resulting from transactions with owners as owners		-	-

The statement of financial performance should be read in conjunction with the accompanying notes.

6.13 NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENT FOR THE YEAR ENDED 30 JUNE 2003

DENTAL TECHNICIANS REGISTRATION BOARD

1. ACCOUNTING POLICIES

- 1.1 The Dental Technicians Registration Board performs the duties and functions contained in the Dental Technicians Registration Act 1975 and its financial affairs are administered by the Health Administration Corporation.
- 1.2 The Board's financial report is a general purpose financial report which has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus views, other authoritative pronouncements of the Australian Accounting Standards Board, the Public Finance and Audit Act, 1983, and the Treasurer's Directions. An accrual basis of accounting has been adopted. The statement of financial position has been prepared on an historical cost basis and does not take into account changing money values.
- 1.3 The assets held by the Board represent a commitment by Health Administration Corporation to pay expenses on behalf of the Board and the liability represents expenses incurred but not yet paid by Health Administration Corporation. Both assets and liabilities relating to the Dental Technicians Registration Board are recorded in the financial statements of the Department of Health (Health Administration Corporation).
- 1.4 All income and expenditure of the Board's operations, including those transactions accounted for through the Health Administration Corporation (HAC) (See Note 3), are prepared on an accrual basis.

The expenses paid by HAC on behalf of the Board, are not included in the Statement of Cashflows as they are not a cashflow of the Board.

2. TRANSMISSION OF FEES

The Dental Technicians Registration Board is required by statute to collect fees from its registrants and transmits the monies to the Health Administration Corporation. The Corporation may pay out from such monies the amounts required to meet the costs incurred in the administration or execution of the Act establishing the Board. An amount of \$134,634 (\$127,798 in 2002) was transmitted this year. The figures relate to actual figures as distinct from accrual figures.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENT FOR THE
YEAR ENDED 30 JUNE 2003 CONTINUED**

3. EXPENDITURE ACCOUNTED FOR THROUGH THE HEALTH ADMINISTRATION CORPORATION

Expenditure in respect of the Board's operations form part of the accounts of the Department of Health for the Health Administration Corporation. The Health Administration Corporation has determined which costs are allocated to the Board and the basis of allocation. The costs may not include all costs associated with running the Board.

Details of transactions accounted for through the Health Administration Corporation are as follows:

Expenditure	2003 \$	2002 \$
Salaries & Associated Staff Costs	61,649	54,212
Building Expenses	2,270	1,949
Subsistence & Transport	10,517	7,830
Members Fees	15,654	20,902
Fees for Service	10,605	21,956
Post & Communications	4,074	4,726
Printing & Stationery	2,140	3,348
Plant & Equipment	256	512
Miscellaneous	54,557	18,693
Audit Fees (allocation)	<u>2,000</u>	<u>2,000</u>
Total	<u>163,722</u>	<u>136,128</u>

As at 30 June 2003 the Health Administration Corporation recorded cash and investments of \$674,656 (658,281 in 2002) held in relation to this Board.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENT FOR THE
YEAR ENDED 30 JUNE 2003 CONTINUED**

4. FINANCIAL INSTRUMENTS

Financial instruments give rise to positions that are a financial asset of either the Board or its counterpart and a financial liability (or equity instrument) of the other party. The financial asset of the Board is a receivable of \$35,613 (\$16,935 in 2002). The financial liability represents accrued expenses of \$35,613 (\$16,935 in 2002).

There is no interest rate risk on the above items.

5. CONSULTANCY CHARGES

The Health Administration Corporation arranged for consultancy services on behalf of the boards it administered during the year. The Dental Technicians Registration Board's share of these consultancy costs was \$nil (\$nil in 2001/2002).

6. SUBSEQUENT EVENTS

None to report.

End of Audited Financial Statements

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