

Haven Dental Studio

Legal, Patient Information & Practice Policies

Haven Community Dental Pty Ltd

Trading as **Haven Dental Studio**

Version 1.0

Effective Date: 1 July 2026

Important Information

Throughout this Legal & Compliance Manual, references to "Haven Dental Studio", "we", "our" or "us" refer to Haven Community Dental Pty Ltd (ABN [insert ABN]), trading as Haven Dental Studio.

Haven Community Dental Pty Ltd is the legal entity responsible for operating Haven Dental Studio and providing the services described within this manual.

For readability, the trading name Haven Dental Studio is used throughout these policies, unless the legal entity is specifically required to be identified.

These policies apply to all services provided by Haven Community Dental Pty Ltd trading as Haven Dental Studio, including services provided at our Yeppoon studio and approved mobile dental services.

SECTION 1

WEBSITE TERMS & CONDITIONS

1. Introduction

Welcome to Haven Dental Studio.

These Terms & Conditions govern your use of the Haven Dental Studio website, your interaction with our online services, and the booking and provision of dental services offered by Haven Dental Studio.

By accessing this website, contacting our practice, submitting an enquiry, booking an appointment, or receiving services from Haven Dental Studio, you acknowledge that you have read and agree to these Terms & Conditions.

If you do not agree with these Terms, please discontinue use of this website.

These Terms should be read together with our Privacy Policy, Booking & Cancellation Policy, Fees & Pricing Policy, Website Disclaimer and any other policies published by Haven Dental Studio.

2. About Haven Dental Studio

Haven Dental Studio is an Australian dental practice based in Yeppoon, Queensland.

We provide oral health services from our dental studio as well as selected mobile dental services throughout Central Queensland where clinically appropriate.

Our practice is focused on preventive oral health care, patient education and accessible dental services for children and adults.

Services are provided by appropriately qualified and registered practitioners and team members working within their individual professional scope of practice.

Where treatment falls outside our scope of practice or additional expertise is required, appropriate referral options will be discussed with the patient.

3. Acceptance of these Terms

By using this website you agree that:

- you are at least 18 years of age or are using the website under the supervision of a parent or legal guardian
- the information you provide to us is accurate and complete

- you will not misuse this website
- you will comply with all applicable Australian laws while using this website.

If you book an appointment on behalf of another person, you confirm that you have authority to do so.

Parents and legal guardians accept these Terms on behalf of children or dependent persons for whom they arrange appointments.

4. Purpose of this Website

The purpose of this website is to provide information about Haven Dental Studio and the services we offer.

Information contained on this website is intended to:

- educate patients about oral health
- explain our available services
- provide general practice information
- assist patients in requesting appointments
- provide contact details and useful resources.

The information on this website is general in nature and is not intended to replace individual dental or medical advice.

Treatment recommendations can only be made following an appropriate clinical assessment.

5. Professional Scope of Practice

Haven Dental Studio is committed to providing safe, ethical and evidence-based care.

Our clinicians only provide treatment that falls within their education, competence, registration and professional scope of practice.

Some conditions may require referral to:

- a dentist
- a dental specialist
- a medical practitioner
- another allied health professional

- hospital-based services.

Referral recommendations are made solely in the interests of patient care and do not imply that treatment cannot continue with Haven Dental Studio where appropriate.

6. Clinical Information

The oral health information published on this website is intended to improve public understanding of dental conditions and preventive care.

Website content:

- is educational only
- does not establish a practitioner–patient relationship
- should not be relied upon as a diagnosis
- is not a substitute for a clinical examination
- may not apply to every individual.

If you are experiencing pain, swelling, trauma or any other oral health concern, you should arrange an appointment with an appropriately qualified dental practitioner.

7. Services

Haven Dental Studio currently offers services including, but not limited to:

- Comprehensive dental examinations
- Oral cancer screening
- Professional dental cleaning
- Periodontal assessment and treatment
- Dental radiographs where clinically indicated
- Preventive oral health care
- Fillings within the practitioner's scope of practice
- Fissure sealants
- Mouthguards
- In-chair whitening
- Orofacial Myofunctional Therapy

- Thumb sucking programs
- Oral hygiene instruction
- Mobile dental services
- Aged care dental services
- NDIS oral hygiene support services
- Oral health education programs
- Referral services.

The availability of services may change from time to time.

Some services advertised on this website may not be available during mobile appointments or at every appointment location.

8. Individual Treatment Recommendations

Every patient is different.

Clinical recommendations are based on:

- examination findings
- medical history
- dental history
- radiographs where appropriate
- current scientific evidence
- professional judgement
- patient preferences.

Information published on this website should never be interpreted as a guarantee that a particular treatment will be recommended for every patient.

9. No Guaranteed Outcomes

Dental treatment involves biological processes that vary between individuals.

For this reason, Haven Dental Studio cannot guarantee:

- treatment success

- healing times
- cosmetic outcomes
- longevity of restorations
- relief of symptoms
- future oral health.

Patients play an important role in maintaining treatment outcomes through home care, attendance at review appointments and following professional advice.

10. Pricing Information

We aim to provide transparent pricing wherever possible.

Unless expressly stated otherwise, prices published on this website are indicative starting prices only.

Final treatment costs may vary depending on:

- the findings of your examination
- treatment complexity
- additional procedures required
- radiographs
- laboratory costs
- materials used
- appointment duration
- individual treatment needs.

A personalised treatment plan and fee estimate will be discussed before treatment proceeds wherever practical.

Private health fund rebates vary depending on your level of cover.

Eligible patients under the Child Dental Benefits Schedule (CDBS) may receive covered services with no out-of-pocket expense where applicable.

Fees for mobile dental services may differ from fees charged for appointments within the dental studio.

Prices are subject to change without notice.

11. Appointment Requests

Appointment requests submitted through this website are requests only.

A booking is not confirmed until it has been accepted and confirmed by Haven Dental Studio.

Appointments may be confirmed by:

- telephone
- SMS
- email
- our practice management software.

We reserve the right to reschedule appointments where necessary due to unforeseen circumstances, practitioner availability, equipment maintenance or other operational requirements.

12. Mobile Dental Services

Haven Dental Studio provides selected mobile dental services within Central Queensland where clinically appropriate.

Mobile appointments are subject to practitioner availability, travel requirements and the suitability of the treatment environment.

To ensure safe and effective care, we may require information regarding:

- accessibility of the property
- available space for equipment
- lighting and ventilation
- access to electricity where required
- parking availability
- medical history
- mobility considerations
- support persons or carers where applicable.

Not all treatments available in our studio can be safely performed during a mobile appointment.

If, upon arrival, we determine that treatment cannot be safely completed due to environmental, medical or clinical factors, we may:

- postpone the appointment
- modify the treatment provided
- arrange an appointment within our studio
- recommend referral to another appropriate provider.

Any decision to postpone or modify treatment will always be made in the interests of patient safety.

13. Home Visits

Patients requesting home visits acknowledge that:

- they will provide accurate information regarding the treatment location;
- safe and unobstructed access will be available;
- aggressive animals will be secured prior to our arrival;
- children will be appropriately supervised;
- the treatment area will be clean, dry and safe.

Haven Dental Studio reserves the right to discontinue or postpone a home visit if our practitioners believe the environment presents an unacceptable risk to patients, staff or equipment.

14. Aged Care and Community Visits

Where services are provided within residential aged care facilities, disability services, schools, childcare centres or community organisations, Haven Dental Studio will work collaboratively with facility staff while maintaining patient privacy and professional independence.

Treatment recommendations remain the responsibility of the treating practitioner and will always be based on the individual patient's clinical needs.

15. Appointment Attendance

Patients are encouraged to arrive on time for appointments.

Late arrival may reduce the amount of treatment that can be completed during the scheduled appointment.

Where a patient arrives significantly late, Haven Dental Studio reserves the right to:

- shorten the appointment;
- reschedule the appointment; or
- provide only the treatment that can be completed safely within the remaining appointment time.

This helps minimise delays for other patients.

16. Missed Appointments and Cancellations

We understand that circumstances can change unexpectedly.

If you are unable to attend your appointment, we ask that you provide as much notice as possible.

Repeated missed appointments or cancellations without reasonable notice may result in:

- cancellation fees;
- deposits being required for future appointments;
- limitations on future bookings.

Our full Booking & Cancellation Policy is available on our website.

17. Payment

Payment is generally required on the day of treatment unless alternative arrangements have been agreed in writing.

Accepted payment methods may include:

- EFTPOS;
- Visa;
- Mastercard;
- approved electronic payment methods;
- eligible private health fund claims.

Patients remain responsible for any gap payment not covered by Medicare, private health insurance or other funding arrangements.

Outstanding accounts may result in future appointments being deferred until payment arrangements have been made.

18. Treatment Estimates

Any quotation or treatment estimate provided by Haven Dental Studio is based on the information available at the time.

Additional treatment may become necessary following examination or during treatment due to clinical findings that could not reasonably have been identified beforehand.

Where practical, we will discuss any significant changes to treatment recommendations or costs before proceeding.

19. Referrals

In some circumstances, Haven Dental Studio may recommend referral to another practitioner or specialist.

Reasons for referral may include:

- treatment outside our professional scope;
- complex dental conditions;
- medical considerations;
- specialist procedures;
- hospital-based treatment;
- patient preference.

Referral recommendations are made solely in the interests of providing appropriate patient care.

20. Communication

By providing your contact details, you consent to Haven Dental Studio contacting you regarding:

- appointment confirmations;

- appointment reminders;
- treatment follow-up;
- referrals;
- invoices and payment information;
- administrative matters;
- recalls and preventive care reminders.

Where appropriate, communication may occur via:

- telephone;
- SMS;
- email;
- secure practice management software.

You may opt out of non-essential communications at any time.

21. Clinical Photography and Radiographs

With your consent, clinical photographs and dental radiographs may be taken where clinically appropriate.

These records assist with:

- diagnosis;
- treatment planning;
- monitoring oral health;
- communication with other healthcare providers where necessary.

Clinical records form part of your dental record and are managed in accordance with our Privacy Policy.

Separate consent will be obtained where photographs are proposed for educational or promotional purposes.

22. Privacy

Haven Dental Studio is committed to protecting your privacy.

Personal and health information is collected only where reasonably necessary to:

- provide dental care;
- communicate with patients;
- comply with legal obligations;
- process payments;
- manage appointments;
- maintain clinical records.

Information is handled in accordance with:

- the *Privacy Act 1988 (Cth)*;
- the Australian Privacy Principles; and
- other applicable legislation.

Further information is available in our Privacy Policy.

23. Intellectual Property

All material published on this website, including but not limited to:

- the Haven Dental Studio name;
- logos;
- branding;
- text;
- graphics;
- illustrations;
- downloadable resources;
- documents;
- photographs;
- videos;
- website design;

is the property of Haven Dental Studio or is used under licence.

You may access and print information for your personal, non-commercial use only.

You must not reproduce, distribute, modify or commercially exploit any material without prior written permission.

24. Third-Party Links

This website may include links to third-party websites for your convenience.

Haven Dental Studio does not control or endorse the content, availability or privacy practices of external websites and accepts no responsibility for any loss or damage arising from their use.

25. Website Availability

We endeavour to ensure this website remains available and accurate.

However, we do not guarantee uninterrupted access.

The website may be unavailable from time to time due to:

- maintenance;
 - software updates;
 - security improvements;
 - technical faults;
 - events beyond our reasonable control.
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26. Limitation of Liability

To the maximum extent permitted by law, Haven Dental Studio excludes liability for any loss, damage, expense or inconvenience arising from:

- reliance on website information;
- interruption to website services;
- technical faults;
- computer viruses;
- third-party content;
- unauthorised access to the website.

Nothing in these Terms excludes any rights that cannot lawfully be excluded under Australian law.

27. Australian Consumer Law

Nothing within these Terms & Conditions limits or excludes any rights available under the *Competition and Consumer Act 2010 (Cth)*, including the Australian Consumer Law.

Consumers are entitled to statutory guarantees that cannot be excluded.

28. Amendments

Haven Dental Studio may update these Terms & Conditions at any time.

Updated versions will be published on our website.

Continued use of the website after publication of revised Terms constitutes acceptance of those changes.

29. Governing Law

These Terms & Conditions are governed by the laws of Queensland and the Commonwealth of Australia.

Any disputes arising from these Terms will be subject to the exclusive jurisdiction of the courts of Queensland.

30. Contact Us

If you have any questions regarding these Terms & Conditions, please contact:

Haven Dental Studio

2B/15 James Street
Yeppoon QLD 4703

Phone: 0412 028 652

Email: hello@havendentalstudio.com.au

SECTION 2 – PRIVACY POLICY

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Commitment to Your Privacy

Haven Dental Studio is committed to protecting your privacy and handling your personal and health information with care, integrity and confidentiality.

We recognise that your health information is sensitive and important. We collect, use, store and disclose personal information only where necessary to provide safe, high-quality dental care and to meet our legal and professional obligations.

This Privacy Policy explains how we collect, use, store and protect your information when you visit our website, contact our practice or receive services from Haven Dental Studio.

2. Legislation

This Privacy Policy has been developed with reference to:

- Privacy Act 1988 (Cth)
 - Australian Privacy Principles (APPs)
 - Applicable Australian health records legislation
 - Professional obligations of registered dental practitioners
 - Relevant Queensland legislation where applicable
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3. What Information We Collect

Depending on the services you receive, we may collect information including:

Personal Information

- Full name
- Date of birth
- Address
- Telephone numbers

- Email address
- Emergency contact details
- Medicare details
- Private health insurance information
- DVA details (where applicable)
- NDIS information (where applicable)

Health Information

We may collect health information relevant to your dental care, including:

- Medical history
- Dental history
- Current medications
- Allergies
- Previous surgeries
- Existing medical conditions
- Pregnancy status where relevant
- Smoking or vaping history where clinically relevant
- Oral health concerns
- Examination findings
- Clinical notes
- Treatment plans
- Progress notes
- Dental charting
- Radiographs (x-rays)
- Clinical photographs
- Referral letters
- Specialist reports
- Laboratory information
- Consent forms

Health information is considered sensitive information under Australian privacy law and is managed accordingly.

4. How We Collect Your Information

Information may be collected:

- when you complete patient forms
- during appointments
- through conversations with our team
- through online booking requests
- via telephone
- via email
- through our website contact forms
- from parents or legal guardians
- from carers or support persons with your consent
- from referring practitioners
- from specialists involved in your care
- from hospitals where relevant
- from pathology or radiology providers where relevant

Where practical, we collect information directly from you.

5. Why We Collect Your Information

We collect your information to:

- identify you
- provide safe dental treatment
- develop treatment plans
- maintain accurate clinical records
- arrange referrals
- communicate with other healthcare providers involved in your care

- manage appointments
- send appointment reminders
- process payments
- claim private health insurance where authorised
- comply with legal obligations
- maintain infection control records
- improve our services
- respond to enquiries
- meet professional registration requirements

We only collect information that is reasonably necessary for these purposes.

6. Website Information

When you visit our website, certain information may be collected automatically, including:

- your browser type
- operating system
- pages visited
- date and time of access
- referring website
- IP address (where collected by website services)
- cookies and analytics information

This information helps us improve our website and understand how visitors use it.

It is generally not used to identify you personally.

7. Cookies

Our website may use cookies to:

- improve website performance
- remember preferences

- analyse website traffic
- improve user experience

You can adjust your browser settings to refuse cookies; however, some website features may not function correctly.

8. Online Enquiries

If you submit an enquiry through our website, we collect the information you choose to provide, such as:

- your name
- contact details
- enquiry details

This information is used solely to respond to your enquiry unless you consent to further communication.

9. How We Use Your Information

Your information may be used to:

- provide dental care
- arrange appointments
- send appointment reminders
- communicate regarding treatment
- discuss referrals
- prepare reports
- communicate with your GP, dentist or specialist where appropriate
- provide invoices
- process payments
- comply with legal obligations

We do not sell your personal information.

10. Who We May Share Your Information With

We will only disclose your information where necessary, authorised by you or required by law.

This may include:

- your nominated dentist
- dental specialists
- medical practitioners
- hospitals
- pathology providers
- radiology providers
- dental laboratories
- private health insurers
- Medicare
- DVA
- NDIS where authorised
- aged care facilities involved in your care
- your parent or legal guardian where appropriate
- your authorised support person
- government authorities where legally required

Only the minimum necessary information will be shared.

11. Confidentiality

All members of the Haven Dental Studio team are required to maintain patient confidentiality.

Access to patient records is limited to authorised personnel who require the information to perform their duties.

We take reasonable steps to protect information against unauthorised access, misuse, loss or disclosure.

12. Storage of Information

Patient records may be stored securely in:

- electronic practice management software
- encrypted cloud-based systems
- secure computer systems
- secure paper records where necessary

Reasonable physical, electronic and administrative safeguards are used to protect patient information.

13. Retention of Records

Dental records are retained for the period required by Australian law and professional obligations.

Following the required retention period, records may be securely destroyed or permanently de-identified where permitted.

14. Access to Your Information

You may request access to your personal information by contacting Haven Dental Studio.

Access will generally be provided unless an exception permitted by law applies.

Requests may need to be made in writing.

Reasonable administrative fees may apply where extensive copying is required.

15. Correction of Information

If you believe any information we hold is inaccurate, incomplete or out of date, please let us know.

We will take reasonable steps to correct the information where appropriate.

16. Marketing Communications

With your consent, we may occasionally send information about:

- oral health education

- practice news
- preventive care reminders
- new services

You may unsubscribe from marketing communications at any time.

Appointment reminders and important clinical communications are not considered marketing.

17. Data Security

We take reasonable steps to protect information through:

- password-protected systems
- secure practice software
- staff training
- controlled access
- secure backups
- antivirus and cybersecurity measures

While no electronic system is completely secure, we continually review our systems to minimise risk.

18. Privacy Complaints

If you believe your privacy has been breached, please contact Haven Dental Studio first so we can investigate and attempt to resolve the matter promptly.

Complaints should include:

- your name
- contact details
- details of the concern
- any supporting information

We will acknowledge your complaint and aim to respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) or another appropriate regulatory body.

19. Changes to this Policy

This Privacy Policy may be updated from time to time.

The current version will always be available on our website.

20. Contact Us

Haven Dental Studio

2B/15 James Street
Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 3 – WEBSITE DISCLAIMER

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Purpose of this Website

The Haven Dental Studio website has been created to provide general information about our practice, oral health and the services we offer.

While we make every reasonable effort to ensure the information published on this website is accurate and current, the content is intended for general educational purposes only and should not be relied upon as individual dental, medical or health advice.

2. No Individual Clinical Advice

Information published on this website is not intended to:

- diagnose a dental condition;
- replace a dental examination;
- replace advice from a registered dental practitioner;
- establish a practitioner–patient relationship.

Every patient's oral health needs are different.

Treatment recommendations can only be made following an appropriate clinical examination and assessment by a registered dental practitioner.

3. Information Accuracy

We aim to ensure the information on this website is accurate at the time of publication.

However, information may change without notice due to:

- changes in clinical practice;
- updated evidence;
- changes in legislation;
- changes to our services;
- pricing updates;
- technology updates.

We do not guarantee that all information will always be complete, current or free from error.

4. No Guarantee of Treatment Outcomes

Dental treatment outcomes vary between individuals.

Results may be influenced by factors including:

- existing oral health;
- medical conditions;
- medications;
- smoking or vaping;
- oral hygiene practices;
- attendance at review appointments;
- healing response;
- patient compliance with professional advice.

For these reasons, Haven Dental Studio cannot guarantee specific treatment outcomes or timeframes.

5. Clinical Suitability

Not every treatment advertised on this website is appropriate for every patient.

Recommendations will always depend on:

- clinical findings;
- medical history;
- dental history;
- practitioner assessment;
- patient preferences;
- professional scope of practice.

Some patients may require referral to another dental practitioner or specialist.

6. Pricing Disclaimer

Any prices displayed on this website are intended as a guide only unless otherwise stated.

Prices described as:

- From
- Starting at
- Guide Price

represent the minimum fee that may apply under normal circumstances.

Final treatment fees may differ depending on:

- examination findings;
- treatment complexity;
- appointment duration;
- radiographs;
- additional procedures;
- laboratory costs;
- individual treatment needs.

A personalised treatment plan and fee estimate will be discussed before treatment proceeds wherever practical.

Private health fund rebates vary depending on your level of cover.

Eligible Child Dental Benefits Schedule (CDBS) patients may receive eligible services at no out-of-pocket expense where applicable.

Mobile appointment fees may differ from fees charged within our studio.

Prices are subject to change without notice.

7. Third-Party Information

Our website may include links to external websites, organisations or resources for your convenience.

These links do not constitute an endorsement by Haven Dental Studio.

We are not responsible for the content, accuracy, availability or privacy practices of third-party websites.

8. Emergencies

Haven Dental Studio is not an emergency dental service.

If you experience:

- severe facial swelling;
- uncontrolled bleeding;
- significant facial trauma;
- difficulty breathing; or
- difficulty swallowing,

call **000** immediately or attend your nearest emergency department.

9. Limitation of Liability

To the extent permitted by Australian law, Haven Dental Studio accepts no responsibility for any loss, damage or inconvenience arising from reliance on information contained on this website.

Nothing in this disclaimer excludes any rights or remedies available under the Australian Consumer Law.

10. Changes to this Disclaimer

This Website Disclaimer may be updated from time to time.

The most current version will always be available on our website.

11. Contact Us

If you have any questions regarding this Website Disclaimer, please contact:

Haven Dental Studio

2B/15 James Street

Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 4 – WEBSITE & EDUCATIONAL CONTENT DISCLAIMER

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Purpose

Haven Dental Studio provides educational information through our website, blog articles, social media pages, newsletters and other published resources to help improve public understanding of oral health.

This information is intended to support, not replace, professional dental care.

2. Educational Information Only

The information published by Haven Dental Studio is provided for general educational purposes only.

It should not be interpreted as:

- individual dental advice
- medical advice
- a diagnosis

- a treatment recommendation
- a substitute for an examination by a registered dental practitioner.

Every patient has different oral health needs.

Treatment recommendations can only be made following an appropriate clinical assessment.

3. No Practitioner–Patient Relationship

Reading information published by Haven Dental Studio does not establish a practitioner–patient relationship.

A practitioner–patient relationship is established only after:

- an appointment has been arranged;
 - appropriate consent has been obtained; and
 - a clinical assessment has been completed.
-

4. Individual Circumstances

Oral health advice may vary depending on many factors including:

- age;
- medical history;
- medications;
- allergies;
- oral hygiene practices;
- previous dental treatment;
- current symptoms;
- clinical examination findings.

For this reason, information that is appropriate for one person may not be suitable for another.

5. Clinical Recommendations

Articles published by Haven Dental Studio discuss general oral health topics.

They should never be used to decide whether treatment is necessary.

If you are experiencing pain, swelling, trauma, bleeding or any other dental concern, you should arrange an appointment with an appropriately qualified dental practitioner.

6. Treatment Outcomes

Information about treatments provided by Haven Dental Studio is intended to explain available options.

It should not be interpreted as a guarantee that:

- every patient is suitable for that treatment;
- identical results will be achieved;
- treatment will always be successful;
- treatment will produce the same outcome for every individual.

Treatment outcomes depend on many biological, medical and behavioural factors.

7. Before and After Results

Where photographs or case examples are published (with appropriate consent), they are intended to demonstrate individual clinical outcomes.

They should not be interpreted as a guarantee that other patients will achieve the same results.

Individual outcomes vary.

8. External Information

We occasionally provide links to:

- professional organisations;
- government resources;
- educational material;
- specialist services.

These links are provided for convenience only.

Haven Dental Studio is not responsible for the accuracy, availability or privacy practices of external websites.

9. Comments and Questions

Questions submitted through our website, blog or social media pages cannot be used to diagnose dental conditions.

For privacy and safety reasons, we cannot provide personalised diagnoses or treatment recommendations through public comments or messages.

If you require individual advice, we encourage you to arrange an appointment.

10. Social Media

Information shared on our Facebook, Instagram and other social media platforms is intended for general education and community engagement.

Comments made by members of the public do not necessarily reflect the views of Haven Dental Studio.

We reserve the right to remove comments that are:

- offensive;
 - abusive;
 - misleading;
 - defamatory;
 - discriminatory;
 - spam;
 - promotional;
 - inappropriate.
-

11. Emergencies

Our website, email and social media accounts are not monitored continuously.

They should not be used to seek emergency dental advice.

If you are experiencing:

- severe swelling;
- uncontrolled bleeding;
- significant trauma;
- difficulty breathing; or

- difficulty swallowing,

please call **000** immediately or attend your nearest emergency department.

12. Changes

This disclaimer may be updated periodically.

The latest version will always be available on our website.

13. Contact Us

If you have any questions regarding this Website & Educational Content Disclaimer, please contact:

Haven Dental Studio

2B/15 James Street
Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 5 – BOOKING & CANCELLATION POLICY

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Commitment

At Haven Dental Studio, we value your time and appreciate you choosing us for your oral health care.

We understand that life can be unpredictable, and we aim to be as flexible and understanding as possible when appointments need to be changed.

This policy helps us provide timely care for all patients while ensuring appointment times are used efficiently.

2. Booking an Appointment

Appointments may be requested by:

- Telephone

- Email
- Our website
- Social media (for enquiries only)
- In person

Appointments are confirmed once you receive confirmation from Haven Dental Studio by telephone, SMS, email or our practice management system.

3. Patient Information

Before your first appointment, we may ask you to complete:

- Medical History Form
- Patient Details Form
- Consent Forms
- Additional questionnaires where clinically appropriate

Providing complete and accurate information helps us provide safe and appropriate care.

If your medical history changes, please let us know before your appointment.

4. Appointment Reminders

As a courtesy, Haven Dental Studio may send appointment reminders via:

- SMS
- Email
- Telephone

While we make every effort to provide reminders, it remains the patient's responsibility to remember and attend scheduled appointments.

Not receiving a reminder does not cancel or alter your appointment.

5. Arriving for Your Appointment

We recommend arriving approximately **5–10 minutes** before your scheduled appointment.

This allows time to:

- update paperwork if required
- discuss any changes to your medical history
- complete any outstanding forms.

If you arrive late, we will do our best to accommodate you.

However, depending on the remaining appointment time, we may need to:

- shorten the appointment;
- reschedule part of your treatment; or
- arrange another appointment.

This helps us minimise delays for other patients.

6. Cancelling or Rescheduling an Appointment

If you are unable to attend your appointment, we kindly ask that you provide as much notice as possible.

Providing advance notice allows us to offer your appointment time to another patient who may be waiting for care.

We understand that illness, family emergencies and unexpected circumstances can occur, and we will always consider these situations with understanding and compassion.

7. Missed Appointments

If you do not attend your appointment without contacting us, this is considered a missed appointment.

Repeated missed appointments or frequent late cancellations may result in:

- a request for pre-payment or deposit before future appointments;
- limitations on advance bookings;
- cancellation fees where appropriate; or
- review of ongoing appointment availability.

Our goal is not to penalise patients, but to ensure appointments remain available for everyone who needs care.

8. Cancellation Fees

Haven Dental Studio reserves the right to charge a cancellation or non-attendance fee where appointments are cancelled with insufficient notice or repeatedly missed without reasonable explanation.

Cancellation fees are assessed at the discretion of the practice and may take into account:

- the length of the appointment;
- the amount of notice provided;
- whether the appointment could reasonably be filled;
- previous attendance history; and
- exceptional circumstances.

Where possible, we will always aim to discuss any applicable fees with you.

9. Deposits

Certain appointments may require a booking deposit.

Examples may include:

- longer appointments;
- appointments involving laboratory work;
- whitening treatments;
- custom mouthguards;
- repeated missed appointments.

Any deposit requirements will be explained before your appointment is confirmed.

Where a deposit has been paid, it will generally be credited towards your treatment unless otherwise advised.

10. Mobile Dental Appointments

Mobile appointments require additional preparation and travel.

Patients booking mobile services agree to:

- provide accurate location information;
- ensure safe access to the property;

- provide adequate space for equipment;
- advise us of any accessibility issues;
- advise us if circumstances change before our arrival.

If our practitioners determine that treatment cannot be safely provided at the location, we may postpone the appointment or recommend treatment within our studio.

11. Home Visit Requirements

For home appointments, we ask that patients or carers:

- secure pets before our arrival;
 - provide a safe and clean treatment area;
 - ensure adequate lighting;
 - supervise young children where appropriate;
 - advise us of any significant changes to health or mobility before the appointment.
-

12. Children

Parents or legal guardians must accompany children attending appointments unless alternative arrangements have been agreed in advance.

Consent must be obtained before treatment is provided.

Where appropriate, we encourage parents and carers to remain involved in their child's oral health care.

13. Support People

Patients are welcome to have a family member, carer or support person attend their appointment where appropriate.

For infection prevention, privacy or clinical reasons, there may be occasions where we request that only essential support persons remain in the treatment area.

14. Consent

Before treatment begins, we will explain:

- the proposed treatment;

- expected benefits;
- potential risks;
- alternative options where appropriate; and
- expected fees.

Patients are encouraged to ask questions before providing consent.

Consent may be withdrawn at any stage before treatment proceeds.

15. Payment

Payment is generally required on the day of your appointment unless another arrangement has been agreed.

We accept a variety of payment methods, including:

- EFTPOS;
- Visa;
- Mastercard;
- eligible private health fund claims;
- approved electronic payment methods.

Patients remain responsible for any gap payment not covered by Medicare or their health fund.

16. Child Dental Benefits Schedule (CDBS)

Eligible patients accessing services through the Child Dental Benefits Schedule (CDBS) may receive covered services with no out-of-pocket expense where applicable.

If treatment is not covered under the CDBS, we will discuss any applicable fees with you before treatment proceeds.

17. Private Health Insurance

Where available, Haven Dental Studio can process claims electronically with participating private health funds.

The rebate you receive depends on your individual level of cover.

Patients are responsible for any remaining balance after rebates have been processed.

18. Communication

By booking an appointment, you consent to Haven Dental Studio contacting you regarding:

- appointment confirmations;
- reminders;
- recalls;
- referrals;
- treatment follow-up;
- invoices;
- payment matters.

You may opt out of non-essential communications at any time.

19. Changes to this Policy

This Booking & Cancellation Policy may be updated from time to time.

The latest version will always be available on our website.

20. Contact Us

Haven Dental Studio

2B/15 James Street
Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 6 – FEES & PRICING POLICY

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Commitment

At Haven Dental Studio, we believe patients should have a clear understanding of treatment costs before proceeding wherever reasonably possible.

We are committed to providing transparent pricing, discussing treatment options openly, and helping patients make informed decisions about their oral health care.

2. Website Pricing

Prices published on our website are intended as a guide only unless otherwise stated.

Where prices are described as:

- From
- Starting at
- Guide Price

they represent the minimum fee that may apply under standard circumstances.

Final fees may vary depending on your individual oral health needs and treatment requirements.

Website prices should not be interpreted as fixed quotations.

3. Individual Treatment Plans

Every patient is different.

Your treatment recommendations and associated fees are based on:

- your oral health examination;
- your medical history;
- clinical findings;
- radiographs (x-rays) where appropriate;
- treatment complexity;
- appointment time required;
- materials used;
- laboratory costs where applicable; and
- your individual treatment goals.

Where appropriate, we will provide a written treatment plan outlining the proposed treatment and associated fees before treatment proceeds.

4. Changes to Treatment

Occasionally, additional treatment may become necessary after your examination or during treatment.

Examples may include:

- previously undetected decay;
- fractured teeth;
- unexpected findings on radiographs;
- changes in your oral health;
- treatment requested by the patient.

Where practical, we will discuss any significant changes to treatment recommendations or fees before proceeding.

5. Private Patients

Unless otherwise advised, fees published on our website apply to privately billed patients.

Patients with private health insurance may be able to claim a rebate depending on their level of cover.

Private health fund rebates are determined by your individual insurer and policy.

Haven Dental Studio cannot guarantee rebate amounts.

6. Child Dental Benefits Schedule (CDBS)

Eligible children may receive dental services under the Australian Government's Child Dental Benefits Schedule (CDBS).

Where treatment is fully covered by the CDBS, there will generally be no out-of-pocket expense for eligible services.

If proposed treatment is not covered by the CDBS or if your available benefit has been exhausted, we will discuss any applicable fees before treatment proceeds.

7. Department of Veterans' Affairs (DVA)

Where applicable, Haven Dental Studio may provide eligible services to Department of Veterans' Affairs (DVA) patients in accordance with current DVA arrangements.

Eligibility and available services are determined by DVA requirements.

Any services not covered by DVA will be discussed before treatment is provided.

8. NDIS Participants

Haven Dental Studio provides oral health support services for eligible National Disability Insurance Scheme (NDIS) participants.

Funding arrangements vary depending on individual NDIS plans and management arrangements.

Patients or their plan managers remain responsible for any fees not covered by their NDIS funding.

9. Mobile Service Fees

Mobile appointments involve additional preparation, travel and equipment requirements.

Fees for mobile services may differ from fees charged for appointments within our dental studio.

Where travel charges apply, these will be discussed before your appointment is confirmed.

10. Laboratory Fees

Some treatments require the services of an external dental laboratory.

Examples may include:

- custom mouthguards;
- whitening trays;
- other laboratory-manufactured appliances.

Laboratory costs will be included within your treatment estimate where applicable.

11. Payment

Unless alternative arrangements have been agreed, payment is required on the day of your appointment.

We accept a range of payment methods including:

- EFTPOS;

- Visa;
- Mastercard;
- eligible private health fund claims;
- approved electronic payment methods.

Patients remain responsible for any gap payment after rebates have been processed.

12. Deposits

Some appointments may require a deposit before being confirmed.

Deposits may be requested for:

- longer appointments;
- treatments involving laboratory work;
- whitening appointments;
- custom mouthguards;
- patients with repeated missed appointments.

Where a deposit is required, the amount and applicable conditions will be explained before the appointment is confirmed.

Unless otherwise advised, deposits are credited towards the total cost of treatment.

13. Refunds

Refunds are assessed in accordance with Australian Consumer Law.

Where treatment has already been provided, refunds are generally not available simply because a patient changes their mind.

If concerns arise regarding treatment received, we encourage patients to contact Haven Dental Studio so that we can discuss the matter and determine an appropriate solution.

Nothing in this policy limits your rights under the Australian Consumer Law.

14. Quotes and Estimates

Written treatment estimates are provided in good faith based on the information available at the time.

Treatment estimates are not fixed-price contracts.

If your treatment requirements change, your fees may also change.

Where practical, any significant variation will be discussed with you before treatment proceeds.

15. Price Changes

Haven Dental Studio reviews its fees periodically.

Fees may change due to factors including:

- supplier costs;
- laboratory fees;
- inflation;
- technology;
- regulatory changes;
- business operating costs.

Current fees are available by contacting our practice or visiting our website.

16. Financial Hardship

We understand that unexpected financial circumstances can arise.

If you are experiencing financial hardship, please speak with our team before your appointment.

While we cannot guarantee alternative arrangements, we will endeavour to discuss available options where appropriate.

17. Questions About Fees

We encourage patients to ask questions about treatment costs before proceeding.

Our team will be happy to explain:

- proposed treatment;
- available options;
- estimated fees;
- payment methods;
- available rebates where applicable.

Our aim is for patients to make informed decisions with a clear understanding of expected costs.

18. Contact Us

If you have any questions regarding our fees or this policy, please contact:

Haven Dental Studio

2B/15 James Street
Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 7 – MOBILE DENTAL SERVICES POLICY

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Mobile Dental Service

Haven Dental Studio is committed to improving access to oral health care by providing selected dental services outside of the traditional clinic environment.

Our mobile service allows eligible patients to receive care in locations where treatment can be provided safely and appropriately, including private homes, residential aged care facilities, disability support settings, schools, community organisations and other approved locations.

All mobile services are delivered using portable dental equipment and are provided in accordance with current infection prevention and control standards and professional practice requirements.

2. Services Available

Depending on the location and clinical circumstances, mobile appointments may include:

- Comprehensive oral examinations
- Oral cancer screening
- Professional dental cleaning

- Periodontal assessment and maintenance
- Oral hygiene instruction
- Preventive dental care
- Dental radiographs where clinically appropriate
- Fluoride applications
- Fissure sealants
- Selected fillings within the practitioner's scope of practice
- In-chair or take-home whitening consultations where appropriate
- Mouthguard impressions or digital scans
- Orofacial Myofunctional Therapy
- Thumb sucking programs
- NDIS oral hygiene support sessions
- Oral health education
- Referral to dentists, specialists or other healthcare providers where required

The services available during a mobile appointment may differ from those available within our dental studio.

3. Areas We Service

Mobile appointments are generally available throughout Central Queensland and surrounding areas.

Travel availability may vary depending on:

- practitioner availability;
- travel distance;
- appointment demand;
- location suitability.

Travel outside our standard service area may incur additional fees, which will be discussed before the appointment is confirmed.

4. Appointment Suitability

Not every patient or treatment is suitable for a mobile appointment.

Prior to confirming a booking, we may ask questions regarding:

- your oral health concerns;
- your medical history;
- mobility requirements;
- accessibility;
- available space;
- availability of a support person where appropriate.

This information helps us determine whether treatment can be safely provided at your chosen location.

5. Treatment Environment

To provide safe and effective care, patients or carers are asked to ensure that the treatment area:

- is clean and reasonably tidy;
- provides sufficient space for portable equipment;
- has adequate lighting;
- offers a stable floor surface;
- allows safe access for our team;
- is protected from excessive weather where applicable.

Where electricity is required for equipment, access to a standard household power outlet may be requested.

6. Safety

The safety of our patients and staff is our highest priority.

Our practitioners may postpone or discontinue treatment if they believe the environment presents an unacceptable risk.

Examples may include:

- unsafe access;

- aggressive animals;
- violence or threatening behaviour;
- excessive environmental hazards;
- unsafe manual handling risks;
- inadequate infection control conditions;
- significant weather events.

Any decision to discontinue treatment will always be made in the interests of patient and staff safety.

7. Home Visits

For home appointments, we kindly ask patients or carers to:

- secure pets before our arrival;
- provide a quiet treatment space where possible;
- ensure children not receiving treatment are supervised;
- advise us of any access difficulties before the appointment;
- notify us if your health changes prior to the visit.

Our practitioners will arrive with all necessary portable equipment required for the planned appointment.

8. Residential Aged Care Facilities

When providing services within residential aged care facilities, Haven Dental Studio works collaboratively with facility staff while maintaining patient privacy and clinical independence.

Where appropriate, we may communicate with:

- nursing staff;
- carers;
- family members;
- substitute decision-makers;
- treating medical practitioners.

Communication will occur in accordance with patient consent and applicable privacy legislation.

9. Schools, Childcare and Community Programs

Mobile services provided within schools, childcare centres and community organisations are delivered only with appropriate consent.

Depending on the service provided, parents or guardians may be required to complete:

- medical history forms;
- consent forms;
- patient information forms.

Individual treatment recommendations will be communicated directly to parents or guardians following the appointment where appropriate.

10. NDIS Services

Haven Dental Studio provides oral health support services for eligible NDIS participants.

These services focus on:

- improving oral hygiene skills;
- building confidence with daily oral care;
- supporting carers;
- developing routines;
- improving long-term oral health outcomes.

NDIS oral hygiene support sessions are educational and capacity-building services.

They do not replace routine dental examinations or treatment.

Where clinical dental treatment is required, appropriate appointments or referrals will be recommended.

11. Infection Prevention and Control

Portable dental care is delivered using strict infection prevention and control procedures.

This includes:

- sterilised instruments;
- appropriate personal protective equipment (PPE);
- single-use items where required;
- environmental cleaning;
- hand hygiene;
- safe transport of equipment;
- appropriate waste management.

Our infection prevention procedures align with current Australian infection control guidance for dental practices.

12. Privacy

Patient privacy remains important regardless of appointment location.

Reasonable steps are taken to protect confidential discussions and clinical information during mobile appointments.

Clinical records are managed in accordance with our Privacy Policy.

13. Cancellations

If you need to cancel or reschedule a mobile appointment, we ask that you provide as much notice as possible.

Mobile appointments involve travel and preparation.

Repeated missed appointments or cancellations without reasonable notice may result in deposits or cancellation fees being requested for future bookings.

14. Fees

Mobile service fees may differ from fees charged within our dental studio.

Where applicable, travel charges or additional fees will be discussed before your appointment is confirmed.

A personalised treatment plan and fee estimate will be provided where appropriate.

15. Referrals

If treatment required cannot be safely completed during a mobile appointment or falls outside our professional scope of practice, we will discuss appropriate referral options.

Referral may include:

- appointments within our dental studio;
- referral to a dentist;
- referral to a dental specialist;
- referral to another healthcare provider.

Our recommendations will always be based on your individual clinical needs.

16. Questions

We encourage patients, carers and organisations to contact us if they have any questions regarding our mobile services.

We are happy to discuss:

- appointment suitability;
 - available services;
 - accessibility;
 - travel areas;
 - fees;
 - referrals;
 - what to expect during a visit.
-

17. Contact Us

Haven Dental Studio

2B/15 James Street
Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 8 – OUR COMMITMENT TO YOU & YOUR RESPONSIBILITIES AS A PATIENT

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Commitment to You

At Haven Dental Studio, we are committed to providing compassionate, respectful and evidence-based oral health care in a welcoming environment.

Whether you visit us in our studio or receive care through our mobile dental service, our goal is to help you feel informed, supported and comfortable throughout your experience.

We believe every patient deserves to be treated with dignity, kindness and respect.

2. What You Can Expect From Us

As our patient, you can expect that we will:

- treat you with courtesy, respect and compassion;
 - listen to your concerns and answer your questions;
 - explain your treatment options in a way you can understand;
 - respect your values, beliefs and personal preferences;
 - provide care within our professional scope of practice;
 - recommend referral when additional expertise is required;
 - maintain your privacy and confidentiality;
 - obtain informed consent before treatment;
 - provide care that is based on current evidence and professional standards;
 - communicate openly and honestly about treatment, fees and expected outcomes;
 - maintain a safe and welcoming environment;
 - respect your right to ask questions or seek a second opinion.
-

3. Your Rights

As a patient of Haven Dental Studio, you have the right to:

- be treated with dignity and respect;
 - receive safe and appropriate care;
 - receive information about your oral health and treatment options;
 - ask questions before making decisions about your care;
 - accept or decline treatment;
 - request a second opinion;
 - receive information about expected treatment costs;
 - have your privacy protected;
 - access your health information in accordance with applicable legislation;
 - make a complaint or provide feedback without fear of discrimination;
 - have your concerns listened to respectfully.
-

4. Your Responsibilities

To help us provide safe and effective care, we ask that patients:

- provide accurate personal and medical information;
 - advise us of any changes to their health or medications;
 - inform us of allergies or medical conditions;
 - ask questions if they do not understand information provided;
 - attend appointments on time where possible;
 - provide notice if they need to cancel or reschedule;
 - follow agreed treatment and home care recommendations where appropriate;
 - treat our team, other patients and visitors with courtesy and respect;
 - comply with infection prevention and safety requirements within the practice;
 - meet payment obligations as discussed.
-

5. Respectful Behaviour

Haven Dental Studio is committed to providing a safe workplace for our patients and team.

We ask that everyone attending our practice or receiving our mobile services treats others with kindness and respect.

We do not tolerate behaviour that is:

- abusive;
- threatening;
- discriminatory;
- intimidating;
- aggressive;
- violent;
- sexually inappropriate;
- deliberately disruptive.

Where behaviour places the safety or wellbeing of our team or other patients at risk, Haven Dental Studio reserves the right to end the appointment or discontinue the professional relationship where appropriate.

6. Informed Consent

Before treatment begins, we will explain:

- your oral health findings;
- recommended treatment options;
- expected benefits;
- potential risks;
- alternative options where appropriate;
- expected fees.

We encourage patients to ask questions before making decisions about their care.

You have the right to withdraw your consent before treatment proceeds.

7. Privacy and Confidentiality

Your personal and health information will be managed in accordance with our Privacy Policy and applicable Australian privacy legislation.

We take reasonable steps to protect your information and maintain confidentiality.

8. Communication

We are committed to communicating openly and respectfully.

If you are unsure about any aspect of your treatment, fees or appointments, please let us know.

We encourage questions and believe informed patients make better decisions about their oral health.

9. Feedback

We welcome feedback about your experience with Haven Dental Studio.

Feedback helps us continually improve our services and better meet the needs of our patients and community.

If something has not met your expectations, we encourage you to let us know so we have the opportunity to address your concerns.

10. Accessibility

We aim to make our services as accessible as possible.

If you require additional assistance due to mobility, disability, communication needs or other circumstances, please let us know when booking your appointment.

We will make reasonable efforts to accommodate your needs wherever possible.

11. Our Philosophy

At Haven Dental Studio, we believe oral health care should be:

- respectful;
- personalised;
- evidence-based;
- accessible;

- transparent;
- prevention-focused.

Our goal is to build long-term relationships with our patients through trust, education and high-quality care.

12. Contact Us

If you have any questions regarding your rights or responsibilities as a patient, please contact:

Haven Dental Studio
2B/15 James Street
Yeppoon QLD 4703

Phone: 0412 028 652

Email: hello@havendentalstudio.com.au

SECTION 9 – INFECTION PREVENTION & CONTROL STATEMENT

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Commitment

At Haven Dental Studio, the safety of our patients, team members and community is our highest priority.

We are committed to maintaining a clean, safe and professional environment through effective infection prevention and control practices.

Our infection prevention procedures are designed to minimise the risk of disease transmission and support the delivery of safe, high-quality oral health care in both our dental studio and mobile service.

2. Professional Standards

Haven Dental Studio follows current Australian infection prevention and control guidance applicable to dental practices.

Our procedures are regularly reviewed and updated to reflect current professional standards, regulatory requirements and best practice recommendations.

3. Hand Hygiene

Effective hand hygiene is one of the most important ways of preventing the spread of infection.

Our team performs hand hygiene:

- before and after every patient;
 - before putting on gloves;
 - after removing gloves;
 - after contact with contaminated equipment or surfaces;
 - whenever clinically required.
-

4. Personal Protective Equipment (PPE)

Appropriate personal protective equipment is worn whenever required.

Depending on the procedure being performed, this may include:

- gloves;
- face masks;
- protective eyewear;
- face shields;
- protective clothing.

PPE is selected according to the level of risk associated with the treatment being provided.

5. Instrument Cleaning and Sterilisation

Reusable dental instruments undergo a thorough cleaning and sterilisation process before being used on another patient.

This process includes:

- cleaning;
- inspection;

- packaging where appropriate;
- sterilisation;
- storage in a manner that maintains sterility until use.

Sterilisation equipment is routinely monitored, maintained and tested in accordance with current professional recommendations.

6. Single-Use Items

Where appropriate, Haven Dental Studio uses single-use products that are safely disposed of after one patient.

Single-use items are never reused.

7. Environmental Cleaning

Clinical treatment areas and frequently touched surfaces are cleaned and disinfected between patients using appropriate products and procedures.

Regular cleaning schedules are maintained throughout the practice.

8. Water Quality

Dental equipment is maintained in accordance with manufacturer recommendations to support appropriate water quality and safe operation.

9. Waste Management

Clinical waste is managed and disposed of in accordance with applicable Australian and Queensland requirements.

Sharps are disposed of immediately into approved sharps containers.

10. Mobile Dental Services

Our commitment to infection prevention extends to all mobile dental appointments.

Portable equipment is transported, cleaned and maintained using procedures designed to support safe patient care outside the traditional clinic environment.

Where treatment is provided in homes, aged care facilities, schools or community settings, appropriate infection prevention measures are implemented before, during and after each appointment.

11. Staff Training

All members of the Haven Dental Studio team receive appropriate education and ongoing training in infection prevention and control relevant to their role.

Training is reviewed periodically to ensure practices remain consistent with current professional guidance.

12. Patients and Visitors

Patients and visitors can assist us by:

- advising us if they are feeling unwell before attending an appointment;
- following any infection prevention instructions provided by our team;
- using hand hygiene products where requested;
- informing us of any known infectious conditions that may affect treatment planning.

Where appropriate, appointments may be rescheduled to protect the health of patients and staff.

13. Equipment Maintenance

Clinical equipment is routinely maintained, serviced and monitored in accordance with manufacturer recommendations to support safe and reliable operation.

14. Continuous Improvement

Haven Dental Studio is committed to continually reviewing and improving our infection prevention procedures.

Feedback, new evidence, updated professional guidance and changes to legislation are incorporated into our policies where appropriate.

15. Questions

If you have any questions about infection prevention or the measures we take to protect our patients, please speak with a member of our team.

We are always happy to explain our procedures and answer your questions.

16. Contact Us

Haven Dental Studio

2B/15 James Street

Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 10 – COMPLAINTS, FEEDBACK & COMPLIMENTS POLICY

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Commitment

At Haven Dental Studio, we are committed to providing high-quality, respectful and compassionate oral health care.

We value feedback from our patients, families, carers and community partners as an important part of continually improving our services.

Whether your experience has been positive or you feel something could have been done better, we encourage you to let us know.

We are committed to listening respectfully, responding fairly and working with you to resolve concerns wherever possible.

2. We Welcome Your Feedback

Feedback helps us understand what we are doing well and where we can improve.

We welcome:

- compliments;
- suggestions;
- concerns;
- complaints;

- ideas for improving our services.

Every piece of feedback is considered carefully and respectfully.

3. If You Have a Concern

If something has not met your expectations, we encourage you to tell us as soon as possible.

Where appropriate, concerns can often be resolved quickly by discussing them with the treating practitioner or a member of our team.

Our goal is always to resolve concerns respectfully, fairly and as promptly as possible.

4. How to Provide Feedback

Feedback may be provided:

- in person;
- by telephone;
- by email;
- in writing;
- through our website contact form.

Where possible, please include:

- your name;
- your preferred contact details;
- the date of your appointment;
- a description of your concern or feedback;
- the outcome you are seeking (if applicable).

Anonymous feedback is also welcome, although it may limit our ability to investigate or respond.

5. How We Manage Complaints

When we receive a complaint, we will:

- acknowledge your concerns respectfully;
- review the information provided;

- speak with the people involved where appropriate;
- investigate the matter fairly;
- respond as soon as reasonably practicable;
- explain the outcome of our review.

Where additional time is required, we will endeavour to keep you informed of our progress.

6. Our Approach

We are committed to managing complaints in a way that is:

- respectful;
- confidential;
- impartial;
- timely;
- focused on finding practical solutions.

Raising a concern will not affect your right to continue receiving appropriate care from Haven Dental Studio.

7. Privacy

Complaints are managed confidentially wherever possible.

Information relating to a complaint will only be shared with those directly involved in reviewing or resolving the matter, or where required by law.

8. Continuous Improvement

Feedback helps us identify opportunities to improve our services.

Where appropriate, feedback may lead to:

- improvements to patient communication;
- updates to policies or procedures;
- additional staff education;
- improvements to appointment processes;
- improvements to our facilities or services.

9. Compliments

We love hearing when we've made a positive difference.

If you have had a great experience with Haven Dental Studio, we would be delighted to hear from you.

Positive feedback is shared with our team and helps recognise the care and effort they provide every day.

10. External Complaints

We hope to resolve concerns directly whenever possible.

If you remain dissatisfied after speaking with us, you may wish to seek advice from an appropriate external organisation.

Depending on the nature of your concern, this may include:

- the Office of the Health Ombudsman (Queensland);
- the Australian Health Practitioner Regulation Agency (AHPRA), where concerns relate to the conduct, performance or health of a registered practitioner;
- the Office of the Australian Information Commissioner (OAIC), where concerns relate to privacy.

Information about these organisations is available through their official websites.

11. Respectful Communication

We ask that feedback and complaints be communicated respectfully.

Likewise, our team is committed to responding professionally, respectfully and without discrimination.

We do not tolerate abusive, threatening or aggressive behaviour towards our staff or other patients.

12. Contact Us

If you would like to provide feedback, raise a concern or share a compliment, please contact:

Haven Dental Studio

2B/15 James Street
Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 11 – ACCESSIBILITY & INCLUSIVE CARE POLICY

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Commitment

At Haven Dental Studio, we believe everyone deserves access to respectful, compassionate and high-quality oral health care.

We recognise that every patient has unique needs, experiences and circumstances. We are committed to reducing barriers to dental care by providing flexible, patient-centred services wherever reasonably possible.

Whether you attend our Yeppoon studio or receive care through our mobile dental service, we aim to create an environment where every patient feels welcome, respected and supported.

2. Inclusive Care

We welcome patients of all ages and backgrounds.

We are committed to providing care that respects each person's:

- culture;
- beliefs;
- values;
- identity;
- communication needs;
- personal preferences.

We aim to work in partnership with patients, families, carers and support people to achieve the best possible oral health outcomes.

3. Children and Families

We understand that visiting the dentist can be a new or sometimes overwhelming experience for children.

Our team aims to create positive, relaxed and age-appropriate experiences through:

- gentle communication;
- positive reinforcement;
- education;
- allowing extra time where appropriate;
- involving parents or carers in treatment decisions.

We believe building trust from an early age supports lifelong oral health.

4. Patients with Additional Support Needs

We welcome patients with disability, neurodivergence, sensory sensitivities, communication differences and other support needs.

Where possible, we will work with patients, families, carers and support workers to tailor appointments to individual needs.

Reasonable adjustments may include:

- quieter appointment times;
 - additional appointment time;
 - allowing familiar support people to attend;
 - flexible communication methods;
 - gradual introductions to the dental environment;
 - mobile appointments where clinically appropriate.
-

5. Older Adults and Aged Care

We are committed to improving access to oral health care for older Australians.

Where appropriate, we provide services within residential aged care facilities and other supported living environments.

We work collaboratively with residents, families, carers and facility staff while respecting each patient's privacy, dignity and independence.

6. Mobile Dental Services

Our mobile dental service is designed to improve access for patients who may experience difficulty attending a traditional dental clinic.

Where clinically appropriate, appointments may be available in:

- private homes;
- residential aged care facilities;
- disability support settings;
- schools;
- childcare centres;
- community organisations.

Mobile appointments are subject to clinical suitability and safe treatment conditions.

7. Accessibility at Our Studio

We continually strive to make our studio welcoming and accessible.

If you have mobility, communication or other accessibility requirements, please let us know when booking your appointment so we can discuss how we may best support you.

Where possible, we will make reasonable adjustments to help you access our services.

8. Support People

Patients are welcome to attend appointments with:

- a family member;
- parent;
- carer;
- support worker;
- interpreter;

- advocate.

Support people play an important role in helping many patients feel comfortable and involved in their care.

There may be occasions where privacy, infection prevention or clinical considerations require us to limit the number of people present in the treatment area.

9. Communication

We understand that people communicate in different ways.

Our team aims to communicate clearly, respectfully and in language that patients can understand.

We encourage patients to let us know if they require additional support with communication.

Where possible, we will make reasonable adjustments to assist.

10. Dental Anxiety

Many people feel nervous about visiting the dentist.

At Haven Dental Studio, we understand dental anxiety can affect both children and adults.

Our team aims to create a calm, supportive environment by:

- listening to your concerns;
- explaining treatment clearly;
- allowing time for questions;
- working at a pace that feels comfortable;
- respecting your decisions regarding treatment.

Our goal is to help patients build confidence in their oral health care.

11. Respect and Dignity

Every patient has the right to be treated with dignity, courtesy and respect.

Discrimination, harassment or unfair treatment has no place at Haven Dental Studio.

We are committed to providing an inclusive environment for our patients, families, visitors and staff.

12. Feedback

We welcome feedback regarding accessibility and inclusion.

If there is something we can do to improve your experience or make our services more accessible, we encourage you to let us know.

Your feedback helps us continually improve our practice.

13. Contact Us

If you have any questions about accessibility or would like to discuss your individual needs before your appointment, please contact:

Haven Dental Studio

2B/15 James Street

Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 12 – EMERGENCY INFORMATION

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Dental Emergencies

At Haven Dental Studio, we understand that dental emergencies can occur unexpectedly and can be both painful and distressing.

If you are experiencing a dental emergency, we encourage you to contact our practice as soon as possible during business hours.

Where possible, we will make every reasonable effort to assess your situation and arrange the earliest appropriate appointment.

Please note that appointment availability may vary depending on the nature and urgency of the emergency.

2. What Is Considered a Dental Emergency?

A dental emergency may include:

- Severe or persistent toothache
- Facial swelling
- Dental infection
- Dental trauma following an accident
- A knocked-out (avulsed) tooth
- A broken or fractured tooth causing pain
- Uncontrolled bleeding from the mouth
- Significant swelling following recent dental treatment
- A lost filling or restoration causing significant discomfort
- Injury to the mouth, lips, tongue or gums

If you are unsure whether your situation is urgent, please contact our team for guidance.

3. When to Call 000 Immediately

Some conditions require urgent medical attention rather than routine dental care.

Call **000** immediately or attend your nearest Emergency Department if you experience:

- Difficulty breathing
- Difficulty swallowing
- Rapidly increasing facial or neck swelling
- Uncontrolled bleeding that will not stop with pressure
- Major facial trauma
- Loss of consciousness
- A serious medical emergency associated with your dental condition

These situations may become life-threatening and should not be delayed while waiting for a dental appointment.

4. During Business Hours

If you experience a dental emergency during our opening hours:

Please contact Haven Dental Studio by phone as soon as possible.

Our team will:

- ask questions about your symptoms;
- determine the urgency of your condition;
- provide advice where appropriate;
- arrange the earliest available appointment if clinically indicated.

Some emergencies may require referral to another dental practitioner or hospital depending on the nature of the condition.

5. Outside Business Hours

If your emergency occurs outside our normal business hours:

- If you have severe swelling, difficulty breathing or uncontrolled bleeding, call **000** immediately.
 - If you believe your condition requires urgent dental treatment but is not life-threatening, seek assistance from an emergency dental service or your nearest hospital emergency department if appropriate.
-

6. Knocked-Out Adult Tooth

If an adult tooth has been completely knocked out:

- Hold the tooth by the crown (the chewing surface), not the root.
- If the tooth is dirty, gently rinse it with clean milk or saline. If neither is available, use clean water very briefly. Do **not** scrub the tooth or remove any attached tissue.
- If possible, gently place the tooth back into the socket and bite softly on a clean cloth or gauze to hold it in place.
- If you cannot reinsert the tooth, keep it moist by placing it in cold milk, saline, or inside the person's cheek (only if there is no risk of swallowing it).
- Contact a dental practitioner immediately.

Prompt treatment significantly improves the chance of saving the tooth.

7. Broken or Chipped Teeth

If a tooth has broken:

- Rinse your mouth gently with warm water.

- If there is bleeding, apply gentle pressure using clean gauze.
- Apply a cold compress to reduce swelling.
- Contact Haven Dental Studio as soon as possible.

If you locate any broken pieces of the tooth, bring them with you to your appointment if possible.

8. Swelling and Infection

Swelling of the face, gums or jaw may indicate an infection that requires prompt assessment.

If swelling is increasing rapidly, especially if it affects your breathing or swallowing, seek emergency medical attention immediately.

9. Children

Dental injuries involving children should be assessed promptly.

If a child has suffered dental trauma:

- remain calm;
- contact Haven Dental Studio as soon as possible;
- if the injury involves difficulty breathing, unconsciousness or significant facial trauma, call **000** immediately.

Primary (baby) teeth should generally **not** be replanted.

10. Pain Management

Until you are able to receive professional assessment:

- Follow the instructions on any over-the-counter pain relief medicines you choose to use, unless a healthcare professional has advised otherwise.
- Avoid placing aspirin directly on the gums or tooth, as it may damage the surrounding tissue.
- Avoid chewing on the affected side if it increases discomfort.
- Maintain gentle oral hygiene where possible.

If you are unsure whether a medicine is suitable for you, consult a pharmacist or your medical practitioner.

11. Contacting Us

If you believe you are experiencing a dental emergency during our business hours, please contact us as soon as possible.

Haven Dental Studio

2B/15 James Street
Yeppoon QLD 4703

Phone: 0412 028 652

Email: hello@havendentalstudio.com.au

12. Disclaimer

This information is intended as general guidance only.

It does not replace professional medical or dental assessment.

Every situation is different, and the most appropriate course of action will depend on your individual circumstances.

If you are uncertain whether your condition is an emergency, seek advice from an appropriately qualified healthcare professional or, if the situation appears life-threatening, call **000** immediately.

SECTION 13 – SCOPE OF PRACTICE STATEMENT

Version: 1.0 (Draft)

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Commitment

Haven Dental Studio is committed to providing safe, ethical and evidence-based oral health care.

Our patients can be confident that all treatment provided by our clinicians is delivered within their individual education, training, professional registration and clinical competence.

Where additional treatment is required beyond our professional scope, we will discuss appropriate referral options to ensure you receive the care that best meets your needs.

2. Registered Health Practitioners

Our clinicians are registered with the Australian Health Practitioner Regulation Agency (AHPRA) and comply with the standards, codes and guidelines set by the Dental Board of Australia.

Registration requires practitioners to maintain professional competence through continuing professional development, professional indemnity insurance and ongoing compliance with professional obligations.

3. Scope of Practice

The scope of practice of each clinician is determined by their:

- qualifications;
- registration;
- education;
- training;
- experience;
- competence;
- professional judgement;
- current legislation and professional standards.

Each practitioner is individually responsible for ensuring that the treatment they provide remains within their own professional scope of practice.

4. Services We Provide

Depending on the qualifications and registration of the treating practitioner, Haven Dental Studio may provide services including:

- Comprehensive oral examinations
- Oral cancer screening
- Preventive oral health care
- Professional dental cleaning
- Periodontal assessment and treatment
- Dental radiographs where clinically appropriate
- Oral hygiene instruction

- Fluoride applications
- Fissure sealants
- Fillings within the practitioner's scope of practice
- In-chair whitening
- Mouthguards
- Orofacial Myofunctional Therapy
- Thumb sucking programs
- Oral health education
- Mobile dental services
- Aged care services
- NDIS oral health support
- Referral to dentists, specialists and other healthcare providers.

The services available may vary depending on the individual practitioner's scope of practice and the clinical circumstances.

5. Referrals

There may be occasions where we recommend referral to another healthcare provider.

Referral may occur when:

- treatment falls outside our professional scope of practice;
- specialist knowledge or equipment is required;
- a patient would benefit from multidisciplinary care;
- additional investigation is required;
- hospital-based treatment is indicated.

Referral is a normal and important part of providing safe, patient-centred healthcare.

Where appropriate, we will provide referral letters, clinical notes and relevant radiographs to assist with your ongoing care.

6. Shared Care

Some patients may receive care from Haven Dental Studio alongside another dental practitioner or specialist.

Where appropriate and with your consent, we may communicate with other healthcare providers involved in your care to support continuity of treatment.

7. Clinical Decision Making

Treatment recommendations are based on:

- your oral health examination;
- medical history;
- dental history;
- radiographs where appropriate;
- current clinical evidence;
- professional judgement;
- your preferences and goals.

Our recommendations are made in your best interests and are tailored to your individual circumstances.

8. Patient Choice

Patients always have the right to:

- ask questions about recommended treatment;
- seek a second opinion;
- decline treatment;
- request referral to another practitioner.

We encourage patients to be actively involved in decisions regarding their oral health care.

9. Continuing Professional Development

Our practitioners are committed to lifelong learning and regularly participate in continuing professional development to maintain and expand their knowledge and skills.

This supports the delivery of safe, evidence-based and contemporary oral health care.

10. Our Philosophy

At Haven Dental Studio, we believe excellent oral health care is built on:

- prevention;
- education;
- early intervention;
- collaboration;
- transparency;
- evidence-based practice.

Where additional expertise is required, we believe referral is a strength—not a limitation—and helps ensure patients receive the most appropriate care.

11. Questions

If you have any questions about the qualifications, registration or scope of practice of your treating clinician, we encourage you to ask.

We are committed to being open and transparent about the services we provide.

12. Contact Us

Haven Dental Studio

2B/15 James Street

Yeppoon QLD 4703

Phone: **0412 028 652**

Email: hello@havendentalstudio.com.au

SECTION 14 – ADVERTISING, WEBSITE CONTENT & PROFESSIONAL STANDARDS

Version: 1.0

Effective Date: 1 July 2026

Review Date: 1 July 2027

1. Our Commitment

Haven Dental Studio is committed to providing honest, accurate and responsible information about our practice and services.

We believe patients should be able to make informed decisions based on clear, balanced and factual information.

All advertising, website content, educational resources and social media communications published by Haven Dental Studio aim to reflect our professional values and comply with applicable Australian laws and professional obligations.

2. Professional Standards

Haven Dental Studio is committed to complying with applicable legislation and professional obligations relating to healthcare advertising.

Our communications are intended to:

- be truthful;
 - be accurate;
 - avoid misleading statements;
 - support informed patient decisions;
 - reflect current evidence where appropriate.
-

3. Website Content

Information published on our website is intended to:

- explain our services;
- provide oral health education;
- assist patients in understanding treatment options;
- provide practice information.

Website information is general in nature and should not be interpreted as individual treatment advice.

Treatment recommendations can only be made following an appropriate clinical assessment.

4. Educational Information

Educational articles, videos, downloads, newsletters and social media posts are intended to improve public understanding of oral health.

They are not intended to:

- diagnose dental conditions;
 - replace professional advice;
 - guarantee treatment outcomes;
 - establish a practitioner–patient relationship.
-

5. Accuracy of Information

We make every reasonable effort to ensure information published by Haven Dental Studio is accurate at the time of publication.

Because dentistry continues to evolve, information may change over time.

Where appropriate, content will be reviewed and updated periodically.

6. Treatment Outcomes

Dental treatment outcomes vary between individuals.

When describing treatments, we aim to explain:

- what treatment involves;
- potential benefits;
- possible risks;
- expected recovery where appropriate;
- situations where treatment may not be suitable.

We do not guarantee specific clinical outcomes or cosmetic results.

7. Pricing Information

Where fees are displayed on our website:

- they are intended as a guide unless otherwise stated;
- "From" or "Starting at" prices represent the minimum fee that may apply;

- individual treatment costs may vary depending on clinical findings and treatment requirements.

Patients will be advised of applicable fees before treatment proceeds wherever reasonably practical.

8. Images

Images published by Haven Dental Studio are intended to support patient education and provide an accurate representation of our practice and services.

Photographs used on our website may include:

- our facilities;
- our equipment;
- our team (with permission);
- educational images;
- stock photography where appropriate.

Where clinical photographs are published, appropriate patient consent will be obtained.

9. Before and After Images

Where before-and-after photographs are used, they are intended to illustrate the outcome achieved for an individual patient.

They should not be interpreted as a guarantee that another patient will achieve the same result.

Individual outcomes vary depending on each person's clinical circumstances.

10. Reviews and Testimonials

We appreciate patients who choose to share their experiences with Haven Dental Studio.

Reviews and testimonials published on independent platforms reflect the personal opinions and experiences of individual patients.

They do not represent guarantees of treatment outcomes or experiences for other patients.

We do not encourage or request reviews in a way that could be misleading or place undue pressure on patients.

11. Professional Titles

We are committed to accurately identifying the qualifications and professional titles of our team members.

We will not represent any practitioner as holding qualifications, experience or expertise that they do not possess.

Where appropriate, practitioners' professional registration and role within the practice will be clearly identified.

12. Referrals

Where referral to another practitioner or specialist is recommended, this recommendation is made solely in the interests of patient care.

Referral does not imply that treatment cannot continue with Haven Dental Studio where appropriate.

13. Social Media

Our social media pages are intended to:

- educate;
- engage with our community;
- provide practice updates;
- promote preventive oral health.

Social media content is not intended to replace professional advice.

Individual treatment recommendations cannot be provided through public comments or private messages.

14. Changes to Services

Services offered by Haven Dental Studio may change over time.

Where services are introduced, modified or discontinued, we will endeavour to update our website and promotional material as soon as reasonably practicable.

15. Continuous Review

We regularly review our website and promotional material to help ensure information remains accurate, current and consistent with our professional obligations.

Where inaccuracies are identified, we will endeavour to correct them promptly.

16. Questions

If you have any questions regarding information published by Haven Dental Studio, we encourage you to contact us.

We are always happy to explain our services and answer your questions.

17. Contact Us

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