

SESSION DETAILS

DAY 1

Stream 1 - Dental Clinicians

Dr Jonathan Moore

Title: The CBCT Toolbox: Techniques, Tips and Troubleshooting

Aim: Dr Jonathan Moore will share practical insights on taking and interpreting CBCTs- a vital, yet technique-sensitive tool in the arsenal for achieving optimal outcomes.

Learning Objectives:

- Learn how to take a clear CBCT
- Understand when a CBCT is useful and when you might need other imaging
- Hear tips on how to navigate through a CBCT scan to get the most out of it

Dr Arosha Weerakoon

Title: What happens to teeth as we age, and how can we help our patients smile for longer? Dentine, adhesion and other considerations.

Learning Objectives:

By the end of this session, participants will be able to:

- Describe age-related changes in dentine and enamel
- Understand the microscopic effects of structural fatigue
- Assess risk factors for tooth fracture in ageing patients
- Apply strategies to preserve tooth structure and function
- Select appropriate adhesive materials and bonding strategies for ageing dentine
- Formulate long-term, patient-centred treatment plans

Dr Rachel Garraway:

Title: Dental implants – Maintenance, monitoring and managing complications

Aim: Dr Rachel Garraway will provide practical tips for clinicians relating to maintenance, monitoring and managing implant complications.

Learning Objectives:

- You will take away periodontal knowledge that can be easily implemented into every day general dental practice.

Dr Jonathan Moore

Title: The Endodontic Crossroads: Saving teeth in the age of implants

Aim: Clinicians will gain a better understanding of treatment planning options to provide to patients.

Learning Objectives:

- Demonstrate how CBCTs can be used in treatment planning
- Explain the management of complex and compromised cases including retreatment, trauma and resorption.

Stephen Moor

Title: Management of Cleft Lip and Palate patients, and the important role of regional clinicians

Aim: The aim of this presentation is to highlight the key timelines in the management of children born with a cleft lip and palate. The presentation will highlight the priority areas for managing children born with a cleft and what you as a clinician can do to help in their dental management particularly in a regional area.

Learning Objectives:

- You will learn the key role that each member of the cleft team hold.
- You will get a key understanding of the timelines of cleft treatment and management and embrace the role that you can play in the treatment and management of children born with a cleft particularly in a regional area.

Stream 2 – Support Staff/Entire Dental Team

HSH

Title: 1. AI: What does the future of Dentistry look like?

2. Practice Workflows = Efficiency

Larissa Alderton

ADAQ Compliance & Advisory Services Manager

Title: The ADAQ Compliance and Advisory team answer the most frequently asked questions

Aim: The ADAQ Compliance & Advisory Services team provides expert support and advice to our members and their dental teams, addressing questions and issues related to regulatory and compliance obligations across various aspects of the dental practice. This presentation will highlight the most frequently asked questions we've received from dental practices in 2025. The goal of this presentation is to equip practice staff with essential, 'need-to-know' information to help ensure compliance with common practice challenges.

Learning Objectives:

- **Understand regulatory obligations for transferring and releasing patient records**, including key requirements and best practices for compliance.
- **Identify the requirements for obtaining patient consent**, including considerations for minors, custody orders, and other special circumstances.
- **Recognise commonly misused or misunderstood item numbers** in billing of dental services and how to avoid the risk of inappropriate itemisation and claiming.
- **Understand regulatory obligations related to advertising healthcare services**, ensuring your practice advertising is compliant and not at risk of penalty.
- **Learn effective strategies for managing negative Google reviews**

Dr Carmel McErlain & Dr Stevie Dilley

Title: Rural and Remote Dentistry: 25 years of change, to the RFDS of today

Aim: Discover what Rural Dental Services looked like 25 years ago and compare this to the RFDS (QLD section) Dental Service today.

Learning Objectives:

- Why rural and remote dental services are important.
- Learn what rural and remote dentistry looks like from the RFDS truck.
- Learn which 20 communities are serviced around QLD by the RFDS truck.
- Consider whether the rewards of outback living and work may be an option for you in the future.

Dr Liza Pretorius

Title: The False Allergy - Recognising Paediatric Frey Syndrome in Dental Practice

Aim: A 10-year diagnostic mystery led to the identification of a frequently misdiagnosed condition: paediatric Frey syndrome. This presentation explores the case of a child labelled with a lifelong "food allergy" despite repeated negative allergy testing and the absence of systemic allergic symptoms. Through a review of the auriculotemporal nerve, embryological

development, and the pathophysiology of aberrant reinnervation following birth trauma, attendees will gain an understanding of how Frey syndrome can mimic IgE-mediated food allergy.

Using a real-world clinical case, this session highlights the importance of comprehensive history-taking, including perinatal history, and demonstrates the unique role dental practitioners can play in recognising atypical presentations, preventing misdiagnosis, and reducing unnecessary dietary restrictions and family anxiety.

Learning Objectives:

- Recognise the clinical features of paediatric Frey syndrome.
- Differentiate Frey syndrome from IgE-mediated food allergy.
- Understand the underlying neurological mechanism of the condition.
- Appreciate the role of dental practitioners in early identification and prevention of misdiagnosis.

Larissa Alderton

Title: Strategies for the dental team to communicate effectively and manage patient complaints

Aim: This presentation provides the dental team with skills to communicate effectively and manage patient complaints. The dental team will learn about the ways patients can make complaints and how these complaints may progress. This includes online complaints such as Google reviews; requests for refunds; regulatory complaints and professional indemnity insurance claims. Case studies will be presented to help the team understand how effective management early on can potentially avoid escalation and result in resolution; and how poor management can see complaints escalate.

Learning Objectives:

- Effective communication skills
- Tips to manage patient complaints
- Better understand the complaints process, including regulatory complaints; online complaints; refund requests; insurance claims
- Case studies

Dr Arosha Weerakoon

Title: Practice Dynamics and Success: (Ten things to) practice makes perfect (sense in hindsight)

Learning Objectives:

By the end of this session, you will be able to:

- See how what you do every day really matters to patients and the success of the practice
- Work more effectively as a team, with clear and supportive communication
- Pick up practical ways to look after yourself in a busy, sometimes demanding environment
- Feel more confident navigating change and the ups and downs of practice life
- Recognise the role you play in shaping the culture of your workplace and patient experience

NSK

Title: Handpiece Maintenance to ensure patient safety, comply with IC standards, and prevent premature, costly failures.

DAY 2

Combined Streams – Dental Clinicians and Support Staff

Dr Rachel Garraway

Title: Classify with Confidence – A Practical Guide to Periodontal Disease

Aim: Staging and Grading periodontal disease with confidence

Learning Objectives:

- Learn how to seamlessly transition from the 'old' to the 'new' classification for periodontal disease
- Understand how to apply it clinically.

Dr Arosha Weerakoon

Title: AI: How to make intelligent decisions in an artificial world

Learning Objectives:

By the end of this session, you will be able to:

- Describe key applications of AI in Australian-based dentistry
- Identify ethical and regulatory considerations in AI use
- Recognise how bias may impact clinical decisions and outcomes
- Explain implications for equity in oral health
- Apply principles for responsible AI use in practice

Dr Jae Heo

Title: Orthognathics (corrective jaw surgery) or Facial Trauma or Extractions

Aim: TBA

Learning Objectives: TBA