



QUALIFICATION
REVIEW

Dental Functional Analysis Report



HumanAbility



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Executive Summary

As part of the training product development process, extensive research and stakeholder consultation were undertaken to examine the current state of the dental services industry and anticipate workforce needs over the next 5 years. This work informed the development and review of draft units of competency, skill sets and qualifications to ensure they remain contemporary, responsive, and aligned with workforce priorities.

The analysis was undertaken to support the review of dental qualifications and skill sets in the HLT Health Training Package. It examined how dental work is currently performed across private, public, community, specialist, laboratory, mobile and outreach settings. The analysis considered industry and workforce context, job market evidence, employer interviews, RTO survey responses, functional analysis workshop findings, role functions, skill needs, career pathways and scope boundaries.

Multiple evidence sources were used to ensure the analysis reflected current workplace practice and emerging workforce needs. Desktop research examined workforce trends, occupational classifications, regulatory considerations, employment projections and key factors shaping the dental workforce. Job market analysis reviewed 100 job postings, of which 97 were identified as in scope. The strongest role clusters were dental assistant and dental technician, with dental prosthetist identified as a smaller but distinct occupational outcome. Employer interviews and RTO survey responses provided additional insight into emerging skill needs, barriers to employment, staff retention, additional employment requirements and practical workforce expectations.

The analysis identified that dental assisting provides the broadest entry pathway into the dental workforce and is strongly linked to chairside support, infection prevention and control, patient communication, clinical preparation, dental radiography support, digital records and practice workflow. Dental technology was identified as a more technical and laboratory-based occupation, with increasing emphasis on CAD/CAM, 3D printing, digital production, dental materials, precision and quality control. Dental prosthetics was identified as a defined pathway that combines technical prosthetic capability with direct patient care, clinical judgement, professional practice obligations and patient communication.

The functional analysis workshop refined the key functions and sub-functions for each job outcome.

- For dental assistants, functions centred on surgery preparation, chairside assistance, infection prevention and control, patient support, documentation, radiography support and practice coordination.
- For dental technicians, functions centred on prescription review, model and appliance preparation, denture fabrication and repair, crown and bridge work, orthodontic and splint appliance construction, cast frameworks, digital workflows and quality control.
- For dental prosthetists, functions centred on clinical assessment, treatment planning, impressions, jaw relations, prosthesis design and fitting, maintenance, implant overdenture support, documentation, regulatory compliance and infection prevention and control.

Collectively, the evidence indicates that the dental qualifications remain important to workforce entry, progression and capability development, but need to reflect contemporary dental practice more clearly. Key areas for consideration include digital dental technologies, infection prevention and control, role boundaries, patient-centred communication, role-specific dental assisting functions, laboratory

technology, dental prosthetic practice and clearer education and career pathways. The findings provide an evidence base to support the review and development of dental training products that are aligned to current occupational outcomes, workplace expectations and future workforce needs.

1 Introduction

The Australian dental sector has undergone significant transformation due to advances in technology, changes in regulatory frameworks, and evolving patient care requirements. To ensure the workforce is adequately prepared for these evolving demands, a thorough review and update of the dental qualifications is essential.

A comprehensive functional analysis has been undertaken to critically review and modernise dental qualifications with the aim of:

- ensuring that it aligns with current industry needs, technological advancement and regulatory requirements
- facilitates clear and sustainable career pathways / specialisations to support existing and future industry needs
- enhancing the relevance and applicability of qualifications.

1.1 Purpose of the functional analysis

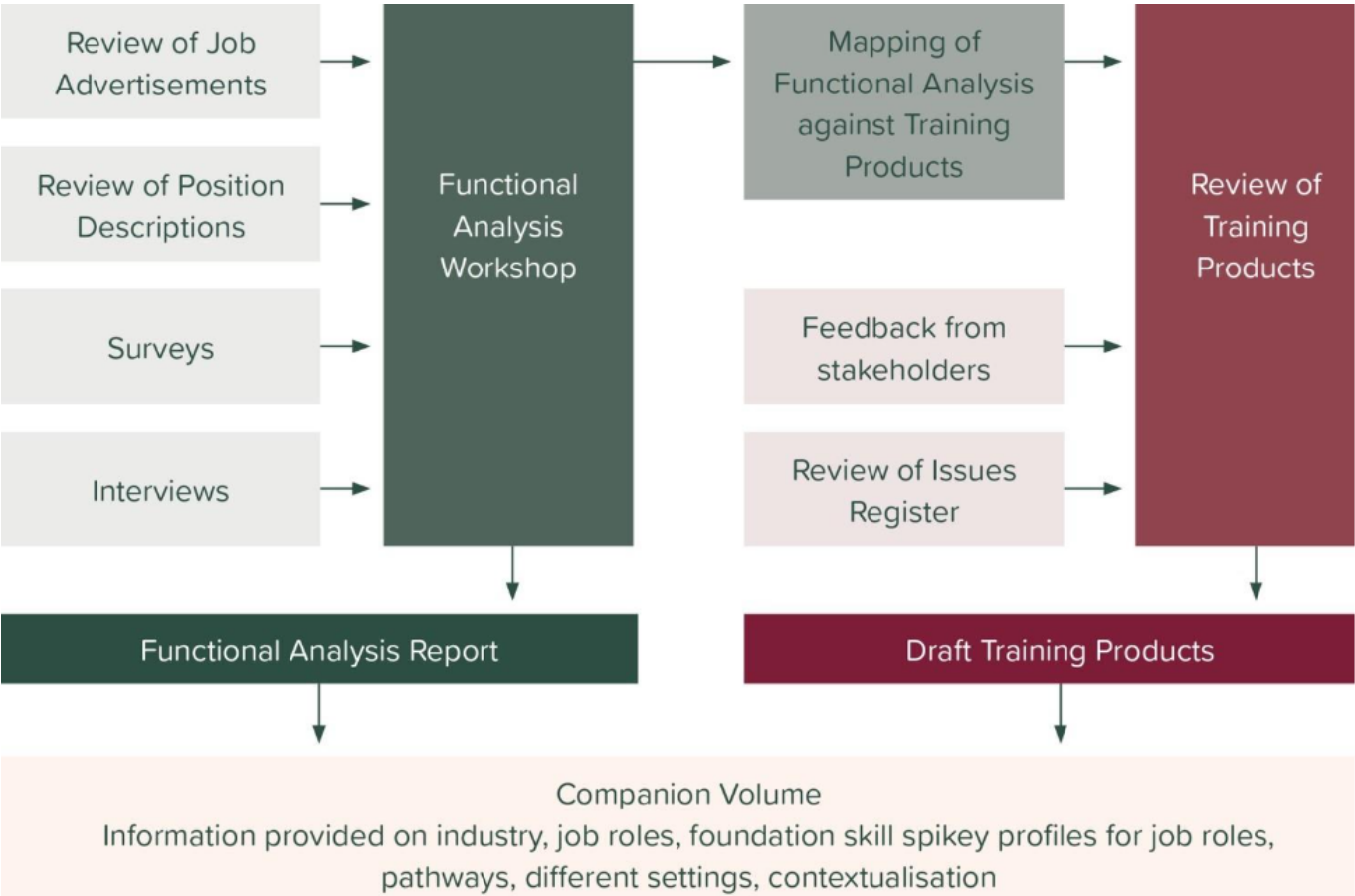
The functional analysis is a critical step in pinpointing the precise skills, knowledge and capabilities required to effectively perform job tasks associated with dental assistant, dental technician and dental prosthetist job roles. It establishes a robust foundation for the design of training products and targeted workforce development. By directly aligning qualifications and units of competency with real-world occupational outcomes, the analysis ensures that training is industry-relevant, future-focused and capable of addressing current and emerging skills demands. In particular, the functional analysis:

- examines roles, functions and sub-functions to describe what people do in practice
- captures responsibilities, decision-making and role boundaries
- establishes occupational outcomes grounded in real work rather than legacy training structures.

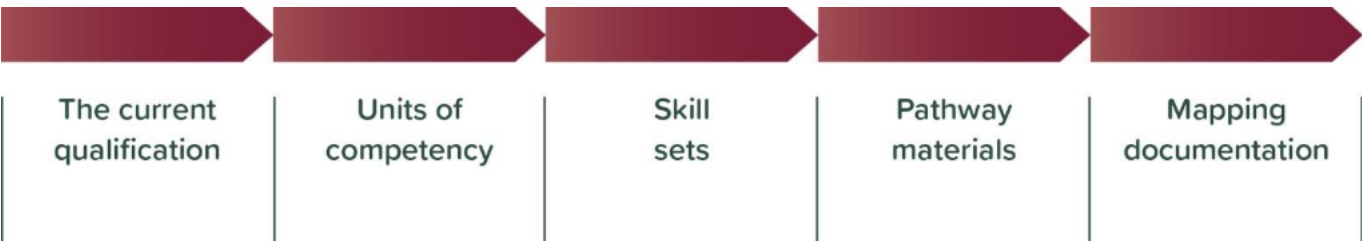
The functional analysis is conducted through a systematic process of evidence gathering, synthesis and validation. This process is designed to remain focused on work performed in roles and typically involves:

- defining the roles in scope and work settings
- reviewing existing information about work, including industry and workforce material
- analysing job advertisements and position descriptions to identify patterns in tasks and responsibility
- engaging with industry stakeholders through interviews, surveys or workshops designed to elicit descriptions of work
- synthesising evidence to identify functions and sub-functions that describe how work is organised and carried out
- validating draft findings with industry to test accuracy and completeness.

Figure 1: The functional analysis methodology and process



To ensure that training and assessment in the field of sterilisation services align with industry requirements, this analysis will form the basis for reviewing the following:



1.2 Intended audience

This report is designed to inform a broad range of industry stakeholders of the current and emerging skills requirements within the dental sector. It delivers evidence-based insights to support strategic training development, workforce planning, and policy formulation, ensuring the sector remains responsive, competitive and future-ready. The intended audience includes, but is not limited to:

- HumanAbility, to build on evidence-based practices and contribute to broader workforce research and training package review
- peak bodies, industry associations, and professional networks, to support advocacy, professional standards, and sector-wide coordination
- industry stakeholders and employers, to ensure workforce development initiatives are aligned with real-world occupational needs and future directions
- registered training organisations (RTOs) and vocational education and training (VET) professionals, to assist in developing and delivering training programs that are relevant, up to date, and outcomes focused
- skills ministers and relevant government representatives, to support informed decision-making on workforce development priorities and training policy
- Department of Employment and Workplace Relations (DEWR), to contribute to national skills strategies and program design.

By engaging this diverse stakeholder group, the report aims to foster a shared understanding of workforce challenges and opportunities, and to ensure that training solutions are industry-relevant, practical, and aligned with real-world demands.

1.3 Project goal

Given the significant industry and workforce changes since the last review it is important to update the qualifications and skill sets:

- *HLT35021 Certificate III in Dental Assisting*
- *HLT45021 Certificate IV in Dental Assisting*
- *HLT35115 Certificate III in Dental Laboratory Assisting*
- *HLT55118 Diploma of Dental Technology*
- *HLT65015 Advanced Diploma of Dental Prosthetics*
- *HLTSS00072 Dental Radiography Skill Set*
- *HLTSS00073 Oral Health Care Skill Set*

Rapid technological advancements, evolving professional standards, and increased demand for contemporary dental care services have emerged, necessitating updates to align dental qualifications with current and future industry needs. Over the past review, substantial changes within Australia's oral healthcare and community care sectors have significantly altered workforce demands, role expectations, and skill requirements, rendering current dental qualifications outdated.

Currently, the qualifications contain outdated and superseded elective units, leading to skill inconsistencies and shortages in the industry.

A comprehensive functional analysis has been undertaken to critically review and modernise the qualifications with the aim to:

- ensure qualifications are driven by real occupational outcomes of respective roles such as dental assistants, dental technicians and dental prosthetist, rather than being shaped solely by curriculum content
- map career progression pathways within the oral health sector and across related health and other industries to support workforce mobility, upskilling and long-term professional development
- enhance the relevance and applicability of qualifications, thereby increasing the industry's capacity to meet growing demand and evolving challenges.

1.4 Project scope: boundaries for functional analysis

This functional analysis examines the roles, functions and skill requirements associated with dental assisting, dental technology and dental prosthetics job outcomes within the Australian dental sector, as part of the current review of dental qualifications and skill sets in the *HLT Health Training Package*.

The analysis focuses on a range of dental roles operating across a range of workplace settings, including private dental clinics, specialist dental practices, public oral health services, community dental clinics, hospitals and day surgery centres, private and public dental laboratories, denture clinics, education and training environments, outreach programs and mobile dental services.

The analysis covers 3 primary job outcomes: dental assistant, dental technician and dental prosthetist. It examines shared and role-specific functions across clinical support, chairside assisting, infection prevention and control, patient support, dental laboratory work, digital dental workflows, prosthetic care, practice coordination and related workplace support activities. The analysis also considers adjacent roles, such as dental receptionist, dental coordinator and dental laboratory assistant, where these roles provide context for dental workplace functions, pathways or skill requirements.

The analysis considered emerging industry requirements, including digital dental technologies, CAD/CAM, 3D printing, intraoral scanning, dental radiography support, infection prevention and control, changing workplace models and evolving expectations for patient communication and support.

It should be noted that:

- the scope of this analysis does not include dentists, dental specialists, oral health therapists, dental hygienists, dental therapists or other regulated clinical occupations outside the intended vocational outcomes of the reviewed training products. Dental prosthetics is included because it is an intended vocational outcome of the reviewed dental training products.
- industry trends, workforce challenges and evolving service delivery models are considered where relevant to occupational outcomes and skills requirements, the analysis does not extend to broader system-level workforce policy matters, healthcare reform policy considerations or industry regulations
- findings from the analysis may inform qualification structures, this functional analysis is also separate from training product design, delivery and assessment implementation considerations.

2 Methodology applied

This functional analysis draws on diverse data sources and input from stakeholders across dental assistants, technicians and prosthetists job roles. It focuses on identifying current and emerging job roles, qualification requirements, and skills expectations to guide workforce development and inform future revisions of dental assisting, dental technology and dental prosthetists qualifications. The methodology involved:

- reviewing publicly available job advertisements to determine workforce skills in demand
- analysing position descriptions and organisational structures from employer websites and industry sources
- identifying trends and gaps in knowledge and practice based on desktop research and stakeholder input
- capturing employer insights through employers' interviews

2.1 Desktop research

Research was conducted using desktop analysis, with a focus on examining publicly available online sources. Desktop research involved 4 months review of public documents between May 2025 to July 2025 and December 2025 to January 2026, including job advertisements, position descriptions and industry standards. (**Appendix A: Job Advertisements Analysis Spreadsheet**). The aim was to identify common qualifications, workforce skills requirements, and job role structures within and associated with, dental job roles. This approach supports evidence-based workforce planning and informs the potential development or revision of:

- *HLT35021 Certificate III in Dental Assisting*
- *HLT45021 Certificate IV in Dental Assisting*
- *HLT35115 Certificate III in Dental Laboratory Assisting*
- *HLT55118 Diploma of Dental Technology*
- *HLT65015 Advanced Diploma of Dental Prosthetics*
- *HLTSS00072 Dental Radiography Skill Set*
- *HLTSS00073 Oral Health Care Skill Set*

The analysis focused on:

- reviewing position descriptions for roles related to dental assistant, dental technician and dental prosthetist, dental receptionist and dental coordinator, across a range of settings
- analysing job advertisements to identify recurring technical, interpersonal, and foundational skills in demand
- examining organisational structures and team hierarchies as presented on company websites and industry publications
- identifying emerging trends, future-facing job requirements, and potential gaps in workforce capabilities
- synthesising findings to provide actionable insights for qualification development and sector-specific skills planning.

Job boards and advertisements

- Seek, indeed and LinkedIn were used to gather a wide sample of job advertisements for roles across the health service assistance workforce.
- Job descriptions were reviewed to extract details on required qualifications, certifications, technical competencies, soft skills, and experience levels.

Company websites

Healthcare provider websites were reviewed for:

- organisational charts and role hierarchies
- career pathway information and training expectations
- insights into in-house training models and workforce development practices.

2.2 Employer interviews

To identify the current and emerging skill needs within dental job roles, a series of interviews were conducted with employers and other key stakeholders. These interviews provided valuable first-hand insights into the practical functions, tasks, and workforce requirements across various dental settings, including private dental clinics, specialist dental practices, public oral health services, community dental clinics, dental laboratories, denture clinics, hospitals and day surgery centres, mobile and outreach services, and education and training environments (*Appendix B: List of stakeholder organisations that participated in interviews*).

Employers discussed a range of topics, including current job roles, day-to-day responsibilities, career progression pathways, and the specific skills and competencies they prioritise when recruiting and developing staff. (*Appendix C: Employer interview questionnaire*). These conversations highlighted both technical and non-technical skill needs, as well as the challenges faced in attracting and retaining a skilled workforce in a sector experiencing rapid technological and service delivery changes.

The qualitative data gathered through these interviews helped clarify the real-world expectations of employers and shed light on the practical application of skills in diverse job roles and workplace contexts. The insights were instrumental in defining the core and supporting functions of dental job roles, and in shaping a more accurate understanding of how the workforce operates.

Importantly, the findings from these interviews aims to inform workforce development, and training strategies, ensuring that qualifications and skills sets are designed in alignment with current and future industry needs. The outcomes contribute directly to the functional analysis process and support evidence-based recommendations for updates to the dental assistants, dental technicians, dental prosthetists and other training products associated with these job roles.

2.3 Functional analysis workshop

The functional analysis workshop brought together stakeholders, employers, and training providers associated with dental assistant, dental technician and dental prosthetist job roles, to review, validate and refine the findings from the research and employer consultations. The workshop aimed to confirm the identified functions, sub-functions, and skill requirements of dental assistant, dental technician and dental prosthetist, while also capturing additional insights into emerging trends, new competencies, and evolving role expectations. This collaborative process ensured that the analysis aligned with both current industry demands and anticipated workforce developments.

2.4 Job analysis

The job analysis is based on a dataset of **100** individual job postings collected over 4 months: between May 2025 to July 2025 and December 2025 to Jan 2026 (**Appendix A**). Of the 100 job advertisements reviewed, 97 were considered in scope for the dental qualifications under review. Three advertisements were identified as out of scope, comprising 2 dentist roles and 1 oral health practitioner role. The data examined 7 focus areas:

1. **Simplified job title:** Groups diverse role names into core functional categories.
2. **State and territory:** Identifies geographic concentration and demand patterns.
3. **Employment settings:** Explores organisation type, location type, and employment type distributions.
4. **Hourly salary analysis:** Compares wage ranges across roles and locations.
5. **Education analysis:** Outlines essential qualifications, such as *HLT35021 Certificate III in Dental Assisting*.
6. **Experience analysis:** Highlights typical years of experience or prior credentials required.
7. **Skills analysis:** Summarises the most sought-after skills, both essential and desirable.

The analysis revealed how dental assistant, dental technician, dental prosthetist, dental receptionist and dental coordinator positions vary by providing a strategic snapshot of current industry demands, assisting stakeholders (employers, employees, training providers and relevant peak bodies) align training programs and career pathways with real-world workforce needs.

3 Industry and workforce context

The desktop research provided valuable insights into the evolving skills requirements of the workforce, the configuration of job roles, and how these roles are positioned within organisational structures. By systematically analysing position descriptions and organisational frameworks, the research identified recurring qualifications and core competencies in demand across the sector. It also uncovered emerging trends in job responsibilities and structural models, offering critical evidence to inform strategic workforce planning, role design, and future training development.

3.1 Overview of dental industry

The Australian dental sector has undergone significant change due to technological advancement, changing regulatory requirements and evolving patient care expectations. These changes are affecting the skills required across dental assisting, dental technology and dental prosthetics roles. The project plan identifies the need to review and update dental qualifications, so they remain aligned with current industry needs, regulatory requirements, patient-care methodologies and career pathway expectations.

The dental workforce operates across a mix of private, public, community, specialist and laboratory settings. Dental assistants are commonly employed in private dental practices, specialist dental practices, public oral health services, hospitals and day surgery environments. Dental technicians are primarily employed in private and public dental laboratories, including laboratories attached to dental practices. Dental prosthetists operate across clinical and technical settings, including private clinics, denture clinics, public oral health services and specialist centres.

The qualifications in scope support vocational outcomes across dental assisting, dental laboratory assisting, dental technology and dental prosthetics. The project plan identifies 5 qualifications, and 2 skill sets in scope:

- *HLT35021 Certificate III in Dental Assisting*
- *HLT45021 Certificate IV in Dental Assisting*
- *HLT35115 Certificate III in Dental Laboratory Assisting*
- *HLT55118 Diploma of Dental Technology*
- *HLT65015 Advanced Diploma of Dental Prosthetics*
- *HLTSS00072 Dental Radiography Skill Set*
- *HLTSS00073 Oral Health Care Skill Set*

3.2 Workforce projections

Dental Assistants (ANZSCO 423211)

Demand for Dental Assistants remains strong, with employment expected to grow steadily due to increased healthcare utilisation and the expanded scope of practice. Enhanced qualifications will support career progression into specialised roles such as radiography and practice management (*Labour Market Insights*, Jobs and Skills Australia, 2024).

Baseline	Projected	Projected	5-Year Change		10-Year Change	
May 2024 ('000)	May 2029 ('000)	May 2034 ('000)	Level ('000)	%	Level ('000)	%
27.5	31.4	35.1	3.9	14.3%	7.6	27.7%

(Source: JSA, 2024, Employment Projections (May 2024-May 2034), produced by Victoria University for Jobs and Skills Australia, accessed 13th May 2025)

Employment for dental assistants is projected to grow steadily over the next decade. From a baseline of 27,500 in May 2024, the workforce is expected to reach 31,400 by May 2029—an increase of 3,900 roles, representing 14.3% growth. By 2034, this figure is forecast to rise to 35,100, representing a 10-year growth of 7,600 roles, or 27.7%.

This outlook suggests a strong long-term demand for dental assistants, with continued growth likely to be driven by population ageing, expanded access to oral health services, and ongoing demand in both public and private healthcare settings.

Dental Technicians (ANZSCO 411213)

With Australia's ageing population, demand for dental restoration services continues to increase. Dental Technicians specialising in advanced digital fabrication techniques are particularly sought after, highlighting the need for updated competencies in this field (*Labour Market Insights*, Jobs and Skills Australia, 2024).

Dental Prosthetists (ANZSCO 411212)

Dental Prosthetists play a crucial role in providing accessible prosthetic services directly to patients. Employment opportunities are expected to increase in line with growing demand for dental prosthetics, particularly among older Australians (*Labour Market Insights*, Jobs and Skills Australia, 2024).

Dental technicians and prosthetists are categorised as dental hygienists, technicians and therapists.

Baseline	Projected	Projected	5-Year Change		10-Year Change	
May 2024 ('000)	May 2029 ('000)	May 2034 ('000)	Level ('000)	%	Level ('000)	%
7.7	8.0	8.8	0.3	3.3%	1.0	13.2%

(Source: JSA, 2024, Employment Projections (May 2024-May 2034), produced by Victoria University for Jobs and Skills Australia, accessed 13th May 2025)

Employment for dental hygienists, technicians and therapists is projected to increase modestly over the next decade. From a baseline of 7,700 in May 2024, the workforce is expected to grow to 8,000 by May 2029 (an increase of 300 roles or 3.3%) and to 8,800 by May 2034 (a 10-year increase of 1,000 roles or 13.2%). While growth is steady, it is relatively modest compared to other health sector occupations. This suggests a stable but limited expansion.

3.3 Policy and regulatory implications

Dental work is shaped by regulatory, safety and professional practice requirements. Infection prevention and control remain a key workforce requirement across all dental settings, particularly for dental assistants who commonly support sterilisation, surgery changeover, reprocessing and clinical preparation. Updated reprocessing standards and infection control requirements have implications for the knowledge and skills required in dental assisting, dental technology and dental prosthetics roles.

Radiography is another area where jurisdictional requirements affect workforce practice. Dental assistants are not registered dental practitioners; however, where they support or undertake dental radiography activities, state and territory radiation licensing or authorisation requirements may apply.

Dental prosthetists have a different regulatory profile because they are registered dental practitioners. Key regulatory requirements include registration with the Dental Board of Australia and compliance with applicable registration standards, including scope of practice, continuing professional development, recency of practice, English language skills and professional indemnity insurance arrangements. Dental prosthetists must also comply with professional obligations under relevant codes, guidelines and legal requirements, including patient consent, clinical records, privacy and working within scope of practice.

Privacy, digital records and secure handling of patient information are also increasingly important across dental roles. Dental workplaces use digital records, imaging systems, practice management software, CAD/CAM, scanning and digital production systems. These systems increase the need for accurate documentation, data security, digital literacy and clear escalation when information is incomplete, incorrect or unclear.

3.4 Factors shaping the dental workforce

Factor	Implication for functional analysis
Technology integration	Functions need to reflect digital imaging, intra-oral scanning, CAD/CAM, 3D printing, digital records and software use.
Infection prevention and control	Functions need to reflect reprocessing, sterilisation, standard precautions, aseptic technique, documentation and escalation of breaches.
Changing patient expectations	Roles increasingly require communication, patient support, cultural safety and the ability to work with children, older people and people with complex needs.
Growth in private and specialist practice	Dental assistants may work across general, orthodontic, oral surgery, implant, endodontic, periodontal and paediatric settings.
Technical specialisation	Dental technicians require skills in materials, digital design, prosthetic construction, appliance repair, quality control and laboratory workflow.
Direct patient care in prosthetics	Dental prosthetists require both technical prosthetic skills and clinical patient-facing capability.
Workforce attraction and retention	Clearer role boundaries and pathways may support attraction, retention and progression across dental occupations.

3.5 Job Titles

The below graph is a consolidated view of 97 individual job postings grouped into 7 simplified titles. The graph shows how varied job labels (for example dental assistant, dental technician, dental prosthetist, dental receptionist, dental coordinator) map to a smaller set of common role clusters. The frequency of each simplified title is based on how often it appears in the list of 97 entries.

Count of job titles among 97 entries

Dental Coordinator

4

Dental Receptionist

5

Dental Prosthetist

6

Dental Technician

29

Dental Assistant

53

Dental assistant (53)

This was the largest role cluster and included titles such as dental assistant, dental nurse, surgical dental assistant, orthodontic dental assistant, senior dental assistant, oral surgery nurse and trainee dental assistant. These roles were grouped where functions related to chairside support, clinical preparation, infection prevention and control, patient communication and support during dental procedures.

Dental technician (29)

This category included titles such as dental technician, dental lab technician, dental laboratory assistant, apprentice dental technician, CAD/CAM dental technician, ceramist, acrylic technician and 3D printing officer. These roles were grouped where functions related to laboratory-based technical work, including the design, construction, repair and finishing of dental appliances and prostheses.

Dental prosthetist (6)

This category included titles such as dental prosthetist, senior dental prosthetist, prosthetist and dental technician and/or dental prosthetist. These roles were grouped where functions related to technical prosthetic work, patient assessment, construction and fitting of removable dental prostheses, and direct patient care within the scope of dental prosthetics practice.

Dental Receptionist (5)

This category included titles such as dental receptionist, senior receptionist and receptionist / administrative assistant. These roles were grouped where functions related to patient communication,

appointment scheduling, front-of-house administration, digital record keeping and general practice support in dental settings.

Dental coordinator (4)

This category included titles such as dental coordinator, dental clinical coordinator, regional dental assistant coordinator and dental clinic coordinator. These roles were grouped where functions related to treatment coordination, workflow coordination, patient experience, team support and operational support within dental practice or clinic settings.

3.6 State and territory

State and territory analysis identifies the geographic distribution of advertised roles across the in-scope dataset. Across the 97 in-scope job postings, roles were identified across all Australian states and territories represented in the sample.

State/Territory	Dental Assistant	Dental Technician	Dental Prosthetist	Dental Receptionist	Dental Coordinator	Total
Australian Capital Territory	2	0	0	0	0	2
New South Wales	6	4	2	0	0	12
Northern Territory	3	0	0	0	1	4
Queensland	11	9	1	1	0	22
South Australia	3	1	0	0	0	4
Tasmania	2	2	0	0	0	4
Victoria	19	8	3	4	3	37
Western Australia	7	4	0	0	0	12
Total	53	29	6	5	4	97

Observations and trends

- The distribution shows that posted dental roles were concentrated in Victoria and Queensland, which together accounted for more than half of the in-scope dataset.
- Dental assistant roles appeared across all states and territories, indicating broad demand for chairside support functions. Dental technician roles were also strongly represented, particularly in Victoria, Queensland, Western Australia and New South Wales.
- Dental prosthetist roles appeared in fewer jurisdictions, mainly Victoria, New South Wales and Queensland. This may reflect the smaller and more defined nature of the dental prosthetics workforce compared with dental assisting and dental technology.

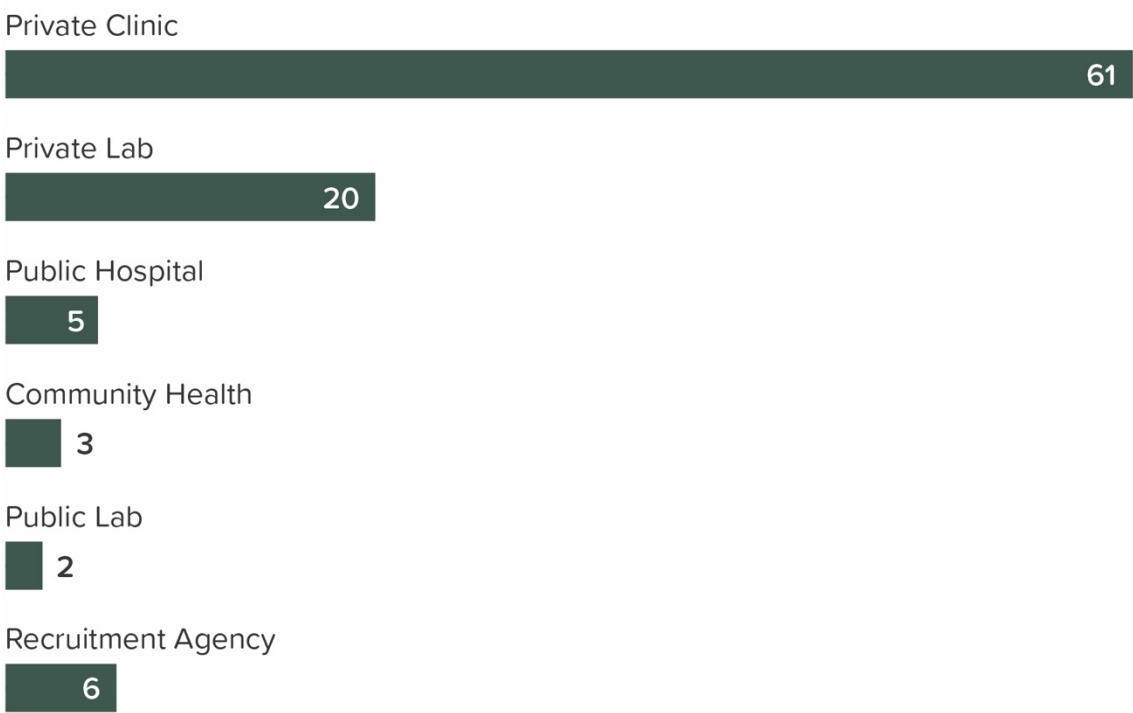
- Lower posting numbers in South Australia, Tasmania, Northern Territory and Canberra (ACT) may reflect smaller population size, local recruitment cycles or more limited posted vacancies during the data collection period.

3.7 Employment settings

This section emphasises that dental assistant, dental technician, dental prosthetist, dental receptionist and dental coordinator roles are needed across varied settings, for instance based on organisation type, location type, and employment type from large urban hospitals to smaller regional clinics and laboratories and can be offered in multiple employment arrangements.

3.7.1 Organisation type

Job Distribution based on Organisation Type

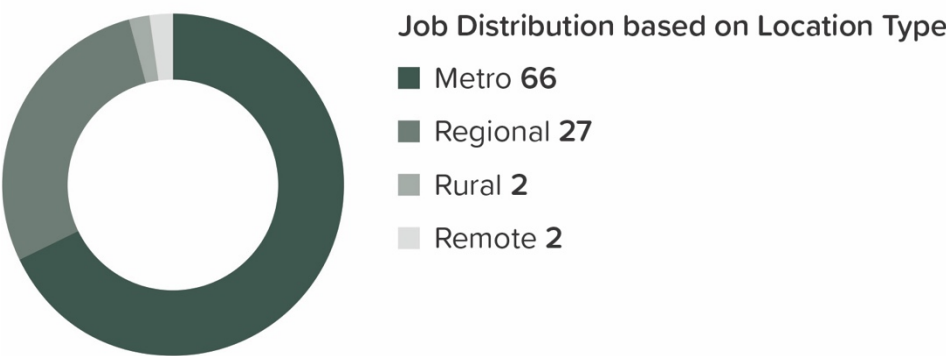


Private clinics had the highest number of postings, with 61 listed. This reflects the high number of dental assistant roles in the dataset, as well as the presence of dental receptionist and dental coordinator roles that are generally linked to practice-based service delivery.

Private laboratories recorded 20 postings, aligning mainly with the dental technician role cluster. This indicates a clear employment setting distinction between practice-based roles, such as dental assistant and dental receptionist, and laboratory-based roles, such as dental technician.

Recruitment agencies accounted for 6 postings, while public hospitals recorded 5 postings. Community health services recorded 3 postings, and public laboratories recorded 2 postings. These settings appeared less frequently but indicate that dental roles are also advertised across public, community and agency-supported environments.

3.7.2 Employment locations



Metropolitan locations had the highest number of postings, with 66 advertisements. This reflects the concentration of dental assistant, dental technician and practice-based support roles in major city locations.

Regional locations recorded 27 advertisements, showing that demand for the 5 role categories was not limited to metropolitan areas. Regional postings included clinical support and technical roles, indicating workforce need across both practice and laboratory settings.

Rural and remote locations each recorded 2 advertisements. These lower numbers may reflect smaller service networks, fewer advertised vacancies or the use of local recruitment channels during the data collection period.

3.7.3 Types of employment

Job Distribution based on Employment Type



Full-time roles had the highest number of postings, with 64 advertisements. This suggests that employers were most commonly seeking ongoing workforce capacity across the main dental role categories, particularly dental assistant and dental technician roles.

Part-time roles accounted for 15 advertisements, while casual roles accounted for 13 advertisements. These arrangements were more likely to reflect flexible staffing needs in dental practice settings, including variable appointment schedules, clinic size and service demand.

Contract roles represented the smallest group, with 5 advertisements. These may reflect short-term workforce needs, project-based work or temporary coverage arrangements.

Key takeaways

The employment settings analysis shows a strong concentration of advertised roles in private clinics, metropolitan locations and full-time employment. This aligns with the simplified job title analysis, where dental assistant and dental technician were the 2 largest role clusters.

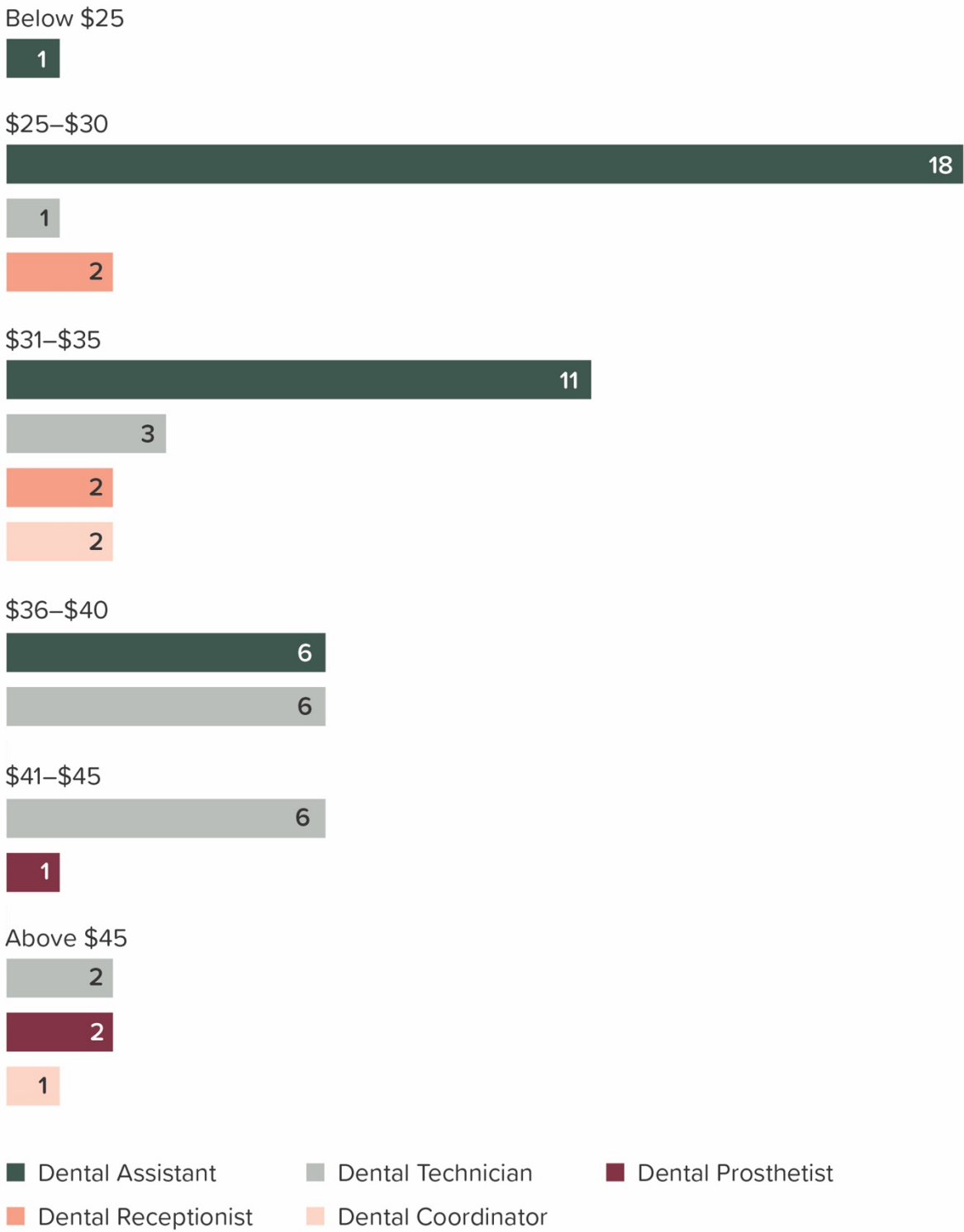
The data also shows a clear setting distinction between practice-based roles, such as dental assistant, dental receptionist and dental coordinator, and laboratory-based roles, such as dental technician. Dental prosthetist roles appeared in smaller numbers but remain connected to both patient-facing and technical functions.

Regional advertisements indicate that workforce demand extends beyond metropolitan areas, although rural and remote postings were limited in this sample.

3.7.4 Hourly salary analysis

Hourly salary analysis examined the distribution of advertised hourly rates across the 5 simplified role categories: dental assistant, dental technician, dental prosthetist, dental receptionist and dental coordinator. Salary information was available for 64 of the 97 in-scope job postings. Postings without clear salary information were excluded from this analysis.

Hourly Wage Range Chart for Positions Under Dental



Observations by hourly range

Below \$25 per hour: There was one posting in this range, and it was for a dental assistant role. This was the lowest salary band identified in the dataset and represented a very small proportion of roles with salary data.

\$25–\$30 per hour: This was the largest salary band, with 21 postings. Most roles in this range were dental assistant roles (18), with smaller representation from dental receptionist roles (2) and dental technician roles (1). This indicates that lower hourly rates were mainly concentrated in dental assisting and reception functions.

\$31–\$35 per hour: This was the second largest salary band, with 18 postings. Dental assistant roles again formed the largest group (11), followed by dental technician (3), dental receptionist (2) and dental coordinator (2) roles. This range appears to capture experienced dental assistant roles, as well as some practice support and coordination roles.

\$36–\$40 per hour: There were 12 postings in this salary band. Dental assistant and dental technician roles were evenly represented, with 6 postings each. This suggests that higher-paid dental assistant roles and mid-range dental technician roles both sit within this band.

\$41–\$44 per hour: There were 7 postings in this salary band. Most were dental technician roles (6), with 1 dental prosthetist role. No dental assistant, dental receptionist or dental coordinator roles were identified in this band. This indicates that salaries above \$40 per hour were more commonly linked to technical, senior or higher-responsibility roles.

Above \$45 per hour: There were 5 postings above \$45 per hour. This included dental prosthetist (2), dental technician (2) and dental coordinator (1) roles. This higher salary band reflects more defined roles, senior or higher-responsibility roles.

Key takeaways

The salary distribution shows that dental assistant roles were concentrated in the \$25 – \$35 per hour range, with some roles extending into the \$36 – \$40 per hour range. Dental technician roles were more spread across the salary bands and were strongly represented from \$36 per hour and above, particularly in the \$41 – \$45 per hour range.

Dental prosthetist roles appeared in higher salary bands, reflecting the defined nature of the role and its direct patient care responsibilities. Dental receptionist roles were concentrated between \$25 and \$35 per hour, while dental coordinator roles appeared in both mid-range and higher salary bands.

3.8 Education requirements

Education analysis examined qualification requirements across the five simplified role categories: dental assistant, dental technician, dental prosthetist, dental receptionist and dental coordinator. The analysis considered whether qualifications were required, preferred, not specified or not required across the 97 in-scope job postings.

Qualification Needs Analysis based on Job Advertisements

No qualification required



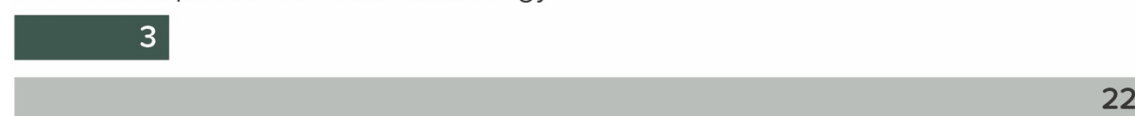
Not specified



HLT65015 Advanced Diploma of Dental Prosthetics



HLT55118 Diploma of Dental Technology



HLT35021 or HLT45021 Dental Assisting



HLT45021 Certificate IV in Dental Assisting



HLT35021 Certificate III in Dental Assisting



■ Preferred (not required) ■ Required

Across the dataset, 51 postings identified a required qualification, 12 as not specified, 5 as no qualification required while 29 postings identified a preferred qualification rather than a mandatory requirement.

The most frequently identified qualification category was *HLT35021 Certificate III in dental assisting*, with 38 postings. This was mainly linked to dental assistant roles but also appeared in dental coordinator and dental receptionist postings. A further 10 postings referred more broadly to *Certificate III or Certificate IV*

in dental assisting, indicating that some employers accepted either level depending on the role, experience or workplace context.

HLT55118 Diploma of dental technology appeared in 24 postings; all linked to dental technician roles. This indicates a clear alignment between dental technician postings and the dental technology qualification pathway.

HLT65015 Advanced diploma of dental prosthetics appeared in 5 postings; all linked to dental prosthetist roles. One additional dental prosthetist posting referred to a dental technology or dental prosthetics qualification. This reflects the defined qualification and registration expectations for dental prosthetist roles.

There were 12 postings where education requirements were not specified. These included dental assistant, dental technician and dental receptionist roles. A further 5 postings indicated that no qualification was required, mainly linked to dental assistant and dental receptionist roles.

There were also a number of postings that did not require a qualification (14 postings) highlighting that certain entry-level or on-the-job training roles are still available, providing an accessible pathway into healthcare for new entrants often serving as stepping stones leading to additional training or bridging courses (for example eventually obtaining a health services assistance certificate).

Key takeaways

The education analysis shows a clear relationship between qualification requirements and the five simplified role categories. Dental assistant roles showed the broadest entry pathways, ranging from no qualification required through to Certificate III or Certificate IV in Dental Assisting. Dental technician and dental prosthetist roles showed stronger qualification alignment, with advertised requirements generally matching their technical or defined occupational outcomes.

The data also indicates that some dental workplaces value qualifications even where they are not mandatory, particularly for dental assistant, receptionist and coordinator roles. This suggests that qualifications may support employability, progression and role flexibility across practice-based dental settings.

3.9 Experience analysis

Experience analysis examined the distribution of experience requirements across the 5 simplified role categories: dental assistant, dental technician, dental prosthetist, dental receptionist and dental coordinator. The analysis was based on the 97 in-scope job postings.

Experience Needs Analysis based on Job Advertisements

6 months or less



1 Year



2 Years



3 Years



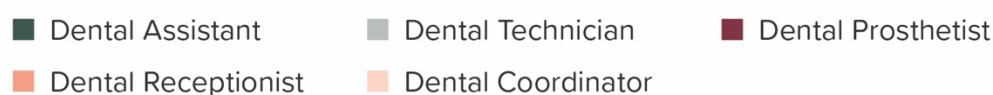
3+ Years



Experience Required by Not Specified



Skills Required but No Experience Required



Skills required but no experience required: There were 19 postings in this category, including 13 dental assistant and 6 dental technician postings. These roles did not require prior experience but expected applicants to demonstrate relevant skills, willingness to learn or capacity to undertake training. This indicates that entry-level pathways remain available, particularly for dental assistant and some dental technician roles.

Experience required but not specified: This was the largest experience category, with 42 postings. It included 23 dental assistant, 12 dental technician, 3 dental prosthetist, 1 dental receptionist and 3 dental coordinator postings. These postings indicated that prior experience was required but did not specify a minimum timeframe. This was common across dental assistant and dental technician roles, where employers often referred to previous dental, chairside, laboratory or role-specific experience.

6 months or less experience: There were 3 postings requiring 6 months or less experience. This included 2 dental assistant and 1 dental receptionist posting. These roles appear to represent early-stage employment opportunities where limited prior experience was considered sufficient.

1 year experience: There were 14 postings requiring approximately 1 year of experience. This included 9 dental assistant, 2 dental technician and 3 dental receptionist postings. This category suggests that some employers are seeking applicants with a basic level of workplace exposure, particularly for practice-based roles involving patient communication, clinical support or reception duties.

2 years' experience: There were 9 postings requiring 2 years of experience. This included 6 dental assistant, 1 dental technician and 2 dental prosthetist postings. These roles were more likely to involve established capability in chairside support, dental laboratory work or prosthetics-related functions.

3 years' experience: There were 5 postings requiring 3 years of experience, all linked to dental technician roles. This indicates that some dental technician positions require a stronger level of technical experience, particularly where laboratory skills, materials knowledge or role-specific production processes are expected.

3 years or more experience: There were 5 postings requiring 3 years or more experience. This included 3 dental technician, 1 dental prosthetist and 1 dental coordinator posting. These roles were more likely to reflect senior or higher-responsibility functions.

Key observations

The analysis shows that experience requirements varied across the 5 role categories. Dental assistant roles had the broadest spread, ranging from entry-level roles through to roles requiring previous chairside or defined dental assisting experience. Dental technician roles also showed variation but were more strongly represented in the higher experience categories, including 3 years and 3 years or more.

Dental prosthetist and dental coordinator postings appeared in smaller numbers but were generally linked to prior experience or more senior responsibilities. Dental receptionist postings were concentrated in lower experience categories, reflecting the administrative and front-of-house nature of these roles.

Overall, the data suggests that employers value prior experience across the dental workforce, but entry pathways remain visible, particularly for dental assistant and some dental technician roles.

3.10 Skill analysis

Skill analysis examined the skills identified across the 5 simplified role categories: dental assistant, dental technician, dental prosthetist, dental receptionist and dental coordinator. The table below shows whether each skill category was identified across the job postings and how it was generally applied in each role.

Table 1: Skills required for 5 job outcomes

Skill / Category	Dental assistant	Dental technician	Dental prosthetist	Dental receptionist	Dental coordinator
Communication and interpersonal	patients and dental team	mostly team and laboratory communication	patients and dental team	patients, customers and team	patients, team and stakeholders
Teamwork and collaboration	dental team support	laboratory team	dental team and laboratory liaison	practice team support	team coordination and leadership
Time management and organisation	room preparation and workflow	laboratory workflow	appointments and treatment planning	scheduling and administration	clinic and team coordination
Clinical or technical support	chairside support	technical laboratory work	clinical and technical prosthetic care	not applicable	clinical workflow coordination
Infection control and safe practice	clinical environment	laboratory procedures and cleanliness	clinical environment and patient care	not applicable	practice compliance and oversight
Patient care and support	patient preparation and support	not applicable	direct patient care	front-of-house patient support	patient experience and coordination
Dental laboratory skills	not applicable	design, construction, modification and repair	prosthetic design, construction and fitting	not applicable	not applicable
Digital technology and software	dental software and records	CAD/CAM, 3D printing and design software	clinical records and digital prosthetic workflows	practice management software and records	CRM, reporting and practice systems
Attention to detail and accuracy	clinical preparation and records	precision and quality control	prosthetic fit and patient outcomes	bookings, records and accounts	coordination, reporting and follow-up

Customer service	patient-facing service	client or practitioner liaison	patient-focused care	front-of-house service	patient experience and service coordination
Leadership and coordination	senior dental assistant roles	senior or laboratory manager roles	senior prosthetist roles	senior receptionist roles	coordination and operational leadership
Compliance and governance	work health and safety and infection control	laboratory standards and quality control	clinical and professional compliance	privacy and records	compliance, governance and operational oversight

Overall, the skill analysis shows that dental assistant roles require a broad mix of communication, chairside support, infection prevention and control, organisation and teamwork. Dental technician roles are more strongly focused on technical laboratory skills, precision, digital technologies and production processes. Dental prosthetist roles combine technical prosthetic expertise with direct patient care, communication and compliance responsibilities.

Dental receptionist and dental coordinator roles are more strongly aligned to communication, administration, customer service, digital systems and practice operations. These roles sit adjacent to the main dental qualification outcomes but provide useful context about broader skills required in dental workplaces.

4 Employer interview and survey analysis

Employer interviews and RTO survey responses were analysed to identify emerging skills needs, employment barriers, staff retention issues and additional employment requirements across dental assistant, dental technician, dental prosthetist, dental receptionist and dental coordinator roles. The consultation included 26 employer interviews and RTO survey responses.

4.1 Emerging skill needs in dental roles

Infection prevention and control was consistently identified as a critical skill area, particularly for dental assistants, where staff may work independently in sterilisation areas and are expected to maintain safe clinical workflows.

Digital capability was also identified as an increasing requirement across dental roles. For dental assistants, this included digital radiography, dental software, intraoral scanning, digital records and emerging use of artificial intelligence in clinical documentation. For dental technicians and dental prosthetists, digital skills were more strongly linked to CAD/CAM, 3D printing, scanning, design software and digital production workflows.

Communication and patient support were also identified as important, particularly for dental assistants, dental prosthetists, dental receptionists and dental coordinators. Stakeholders noted that dental assistants require strong communication skills to support patients, assist the dental team and respond to patient needs during procedures.

For dental technician roles, emerging skills were more focused on technical accuracy, digital design, quality control, materials knowledge and production workflow. For dental prosthetist roles, the skills profile combined technical prosthetic capability with direct patient care, communication and clinical records.

RTO survey responses also highlighted the need for stronger practical training, foundation skills support, digital literacy, infection control and workplace readiness.

4.2 Barriers to employment

The analysis indicated that barriers to employment vary by role type.

For dental assistant roles, formal qualification requirements were not consistently identified as a barrier to entry. Several stakeholders indicated that people could enter dental assisting without holding a qualification, particularly where employers are willing to train on the job or support traineeships. However, this also creates a risk where workers may enter the role without sufficient understanding of infection prevention and control, sterilisation, patient safety and clinical workflow.

A more significant barrier for dental assisting appears to be awareness and attraction to the role. Stakeholders noted that many potential workers do not understand dental assisting as a career option. Low pay, workload pressures and limited recognition of the role were also identified as barriers to attracting and retaining workers.

For dental technician and dental prosthetist roles, barriers were more closely linked to technical training requirements, access to appropriate workplace settings, laboratory exposure and availability of defined training pathways. Dental technician roles are more qualification-linked than dental assisting roles, while dental prosthetist roles require defined technical and patient-facing capability.

For dental receptionist and dental coordinator roles, barriers were more likely to relate to dental practice experience, customer service capability, digital systems, communication skills and understanding of dental terminology and workflows.

RTO survey responses identified additional student barriers, including language, literacy and numeracy needs, English as an additional language, digital literacy, limited workplace support, online learning challenges, low motivation and competing work commitments.

4.3 Staff retention in dental roles

Staff retention was identified as a significant issue, particularly for dental assistant roles. Stakeholders described dental assisting as a high-responsibility role with relatively low pay and limited recognition. Some feedback indicated that workers may leave once they experience the physical demands, workload pressure and responsibility involved in chairside work, sterilisation and patient support.

Dental assisting was also described as a highly female-dominated workforce. This may influence retention patterns, particularly where staff reduce hours, move to part-time work or leave the workforce temporarily due to family or caring responsibilities. Some workers may return to dental assisting after a period away; however, return to work may depend on workplace flexibility, confidence with current practice, infection prevention and control requirements, and familiarity with digital systems.

Retention issues were also linked to limited career pathways. Dental assisting was sometimes viewed as a stepping stone to nursing, oral health, practice management or other health careers, rather than as a long-term career. Stakeholders suggested that clearer pathways, upskilling opportunities and recognition of expanded skills may help improve retention.

For dental technician roles, retention appeared to be influenced by different factors. Feedback suggested that dental technicians may work in private laboratories, attached practice laboratories or smaller owner-operated businesses. This can provide more flexible work arrangements and business ownership pathways but may also make workforce development more dependent on local laboratory capacity and employer training practices.

Dental prosthetist roles were described as more defined and regulated, with progression often linked to technical experience, direct patient care and potential business ownership. Dental receptionist and dental coordinator roles may support retention pathways for experienced dental assistants who move into administration, treatment coordination, practice management or leadership roles.

4.4 Additional employment requirements

Additional employment requirements were not consistent across all dental roles and appear to vary by workplace setting, role scope and jurisdiction.

First aid and CPR were identified as useful and were included by some RTOs as part of training delivery but were not consistently described as an industry-wide entry requirement for dental assistants. However, stakeholders noted that some practices undertake first aid or CPR training as a whole-practice activity.

Radiography licensing was identified as a specific requirement where dental assistants undertake dental radiography under prescription or instruction of a dental practitioner. This requirement is linked to the Dental Radiography Skill Set or Certificate IV pathways and varies according to jurisdictional radiation licensing arrangements.

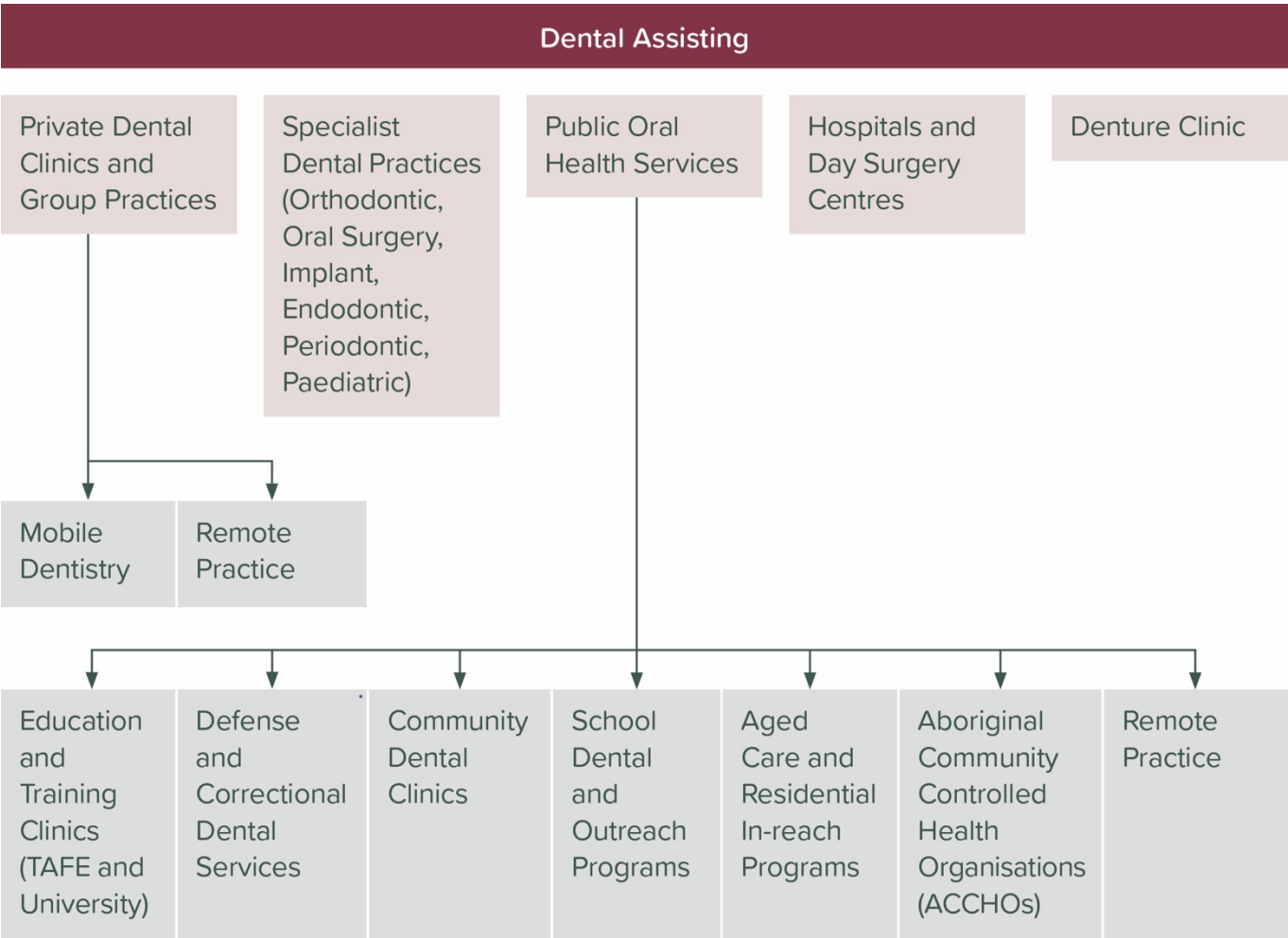
Working with children checks, police checks, immunisation or other screening requirements may apply in some settings, particularly where staff work with children, public health services, hospitals, aged care, disability services or outreach programs. These requirements appear to be setting-specific rather than universal across all private dental practice roles.

For dental technician and dental prosthetist roles, additional requirements were more closely connected to technical competence, workplace equipment, laboratory standards, quality control, infection prevention and control, and safe work practices. For dental receptionist and dental coordinator roles, additional requirements were more likely to relate to privacy, confidentiality, dental software, billing systems, customer service and administrative accuracy.

5 Interview and research analysis

The interview and research analysis examined the main work settings, service contexts and workforce pathways for dental assisting, dental technology and dental prosthetics. This analysis was informed by stakeholder interviews, job market evidence and supporting research into how dental roles are performed across private, public, community, education and specialist service environments.

5.1 Broader sector setting

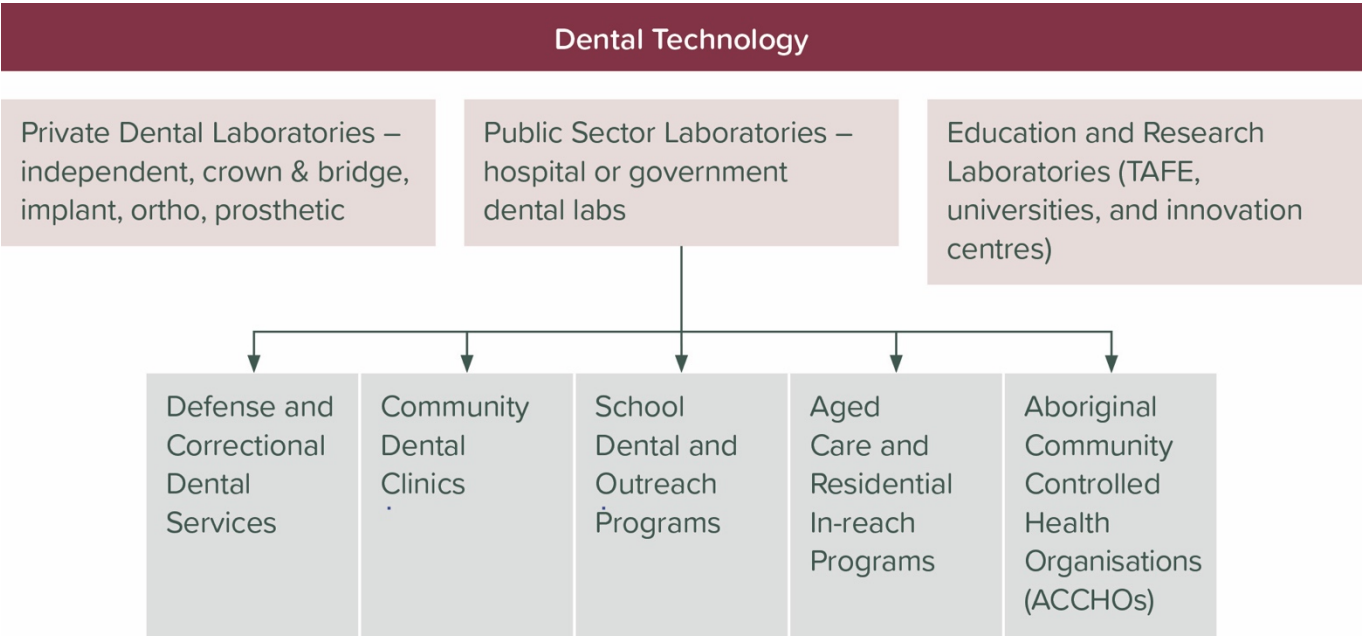


Dental assisting was identified across the broadest range of workplace settings. The main setting was private dental clinics and group practices, including general dental practices and practices that provide mobile dental services.

Dental assisting also occurs in specialist dental practices, including orthodontic, oral surgery, implant, endodontic, periodontal and paediatric settings. These settings may require dental assistants to develop additional procedural knowledge, patient support skills and familiarity with specialist equipment and workflows.

Public oral health services were also identified as a key setting. This included community dental clinics, school dental and outreach programs, aged care and residential in-reach programs, Aboriginal Community Controlled Health Organisations (ACCHOs), defence and correctional dental services.

Hospitals, day surgery centres and denture clinics were also identified as employment settings for dental assistants. These settings may involve additional requirements related to patient preparation, infection prevention and control, theatre or surgical workflows, clinical documentation and working with more complex patient needs.

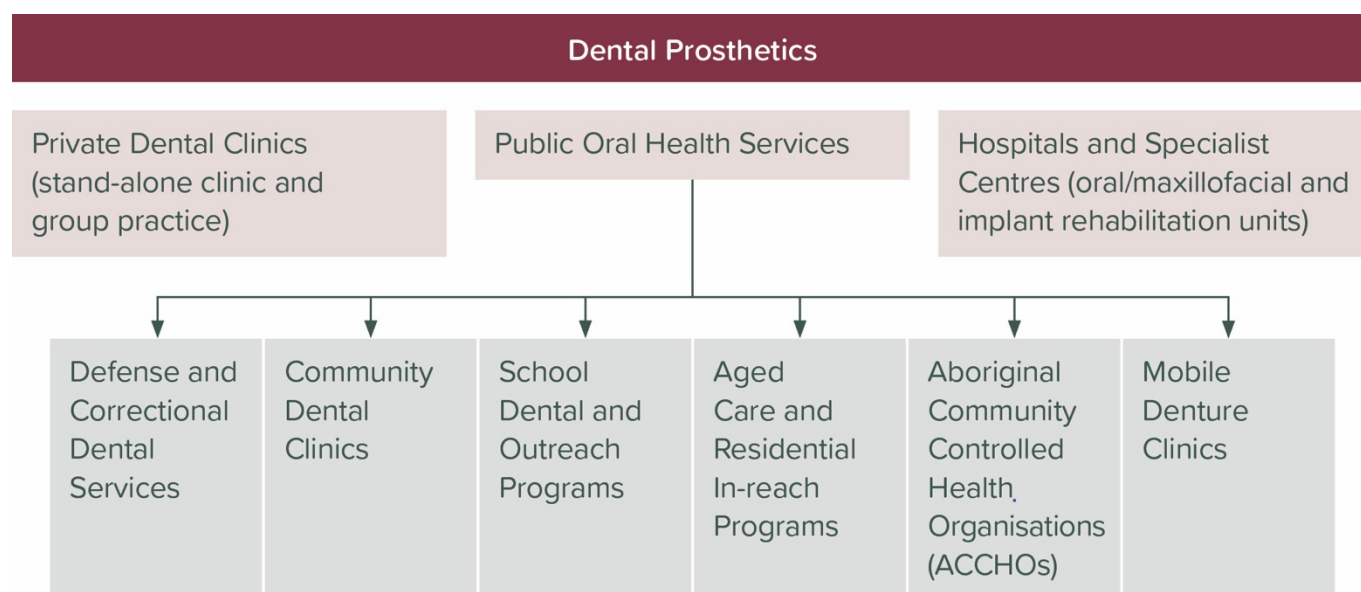


Dental technology was identified as primarily laboratory based. The main setting was private dental laboratories, including independent laboratories and laboratories specialising in crown and bridge, implant, orthodontic and prosthetic work.

Public sector laboratories were also identified, including hospital or government dental laboratories. These settings may support public oral health services, community dental clinics, school dental and outreach programs, aged care services and ACCHOs.

Education and research laboratories were also identified as a setting for dental technology work. These settings may be linked to TAFE, universities, research centres or innovation environments, and may involve training, product development, digital workflows, materials testing or emerging technology.

Overall, dental technology settings indicate a strong focus on technical production, laboratory workflow, quality control, digital design, appliance construction and communication with dental practitioners or prosthetists.



Dental prosthetics was identified across both patient-facing and technical settings. Private dental clinics, including stand-alone clinics and group practices, were identified as a key setting. These settings may include direct patient care, assessment, treatment planning, construction and fitting of removable dental prostheses, and coordination with dental laboratories.

Public oral health services were also identified as an important setting for dental prosthetics. This included community dental clinics, school dental and outreach programs, aged care and residential in-reach programs, Aboriginal Community Controlled Health Organisations and mobile denture clinics.

Hospitals and specialist centres were also identified, particularly oral and maxillofacial services and implant rehabilitation units. These settings may involve more complex patient needs, multidisciplinary care and complex prosthetic treatment planning.

Dental prosthetics therefore sits across both clinical and technical environments, with the role requiring direct patient communication, prosthetic design and construction knowledge, clinical judgement, infection prevention and control, and accurate records.

Key Observations

The analysis shows that dental assisting has the broadest service setting profile and is strongly linked to chairside, patient support and practice workflow functions. Dental technology is more clearly laboratory-based, with work settings shaped by technical production, digital workflows and laboratory specialisation. Dental prosthetics sits between these 2 areas, combining direct patient care with technical prosthetic knowledge and production requirements.

The settings also show that public, community and outreach contexts are important across all three job outcomes, even though private clinics and private laboratories remain major employment settings. This supports the need for dental qualifications to reflect both mainstream private practice and broader public, community, specialist and outreach service environments.

5.2 Job titles and settings

The wide range of labels employers use for similar roles has been normalised into a common set of titles (for example: dental assistant, dental technician, dental prosthetist). For each title, we note common aliases used in recruitment, the settings where the role is used and the applicable standards, key jurisdictional policy signals, typical qualification cues, screening requirements, entry routes, and coding anchors such as ANZSCO (Australian and New Zealand Standard Classification of Occupations) and OSCA (Occupation Standard Classification for Australia). This normalisation lets us compare like-for-like across job advertisements, interviews, survey and research data, avoids double counting when titles vary by state or provider, and sets up clean links to the pathway for job roles and the later functions and sub-functions detail.

Job outcome	Also known as / related titles
Dental assistant	dental assistant, dental nurse, surgical dental assistant, orthodontic dental assistant, senior dental assistant, oral surgery nurse, trainee dental assistant
Dental technician	dental technician, dental lab technician, dental laboratory assistant, apprentice dental technician, graduate dental technician, CAD/CAM dental technician, ceramist, acrylic technician, removable prosthetics technician, 3D printing officer
Dental prosthetist	dental prosthetist, senior dental prosthetist, prosthetist, dental prosthetist – community dental services

Dental assistant	
Settings	private dental clinics and group practices; specialist dental practices; public oral health services; hospitals and day surgery centres; denture clinics; mobile, outreach and remote practice settings.
Standard jurisdiction / policy context	- not nationally registered as dental practitioners - work is generally performed under the instruction and supervision of dental practitioners - some activities, such as dental radiography, may be subject to state or territory radiation licensing requirements.
Typical qualification required	- Certificate III in Dental Assisting is commonly identified - Certificate IV pathways may apply for radiography, oral health promotion or role-specific support functions.
Entry routes in practice	- entry may occur through direct employment, traineeships, on-the-job training, or completion of Certificate III - some employers recruit unqualified applicants where they show communication skills, reliability and willingness to learn - school-based pathways used by some services.
Screening and immunisation	- setting-specific - may include immunisation evidence, infection prevention and control requirements, working with children check, police check, NDIS or aged care screening, depending on workplace and patient cohort.
Classification codes	ANZSCO 423211; OSCA 442331.

Dental technician	
Settings	private dental laboratories; public sector laboratories; hospital or government dental laboratories; education, research and innovation laboratories; laboratories attached to dental practices.
Standard jurisdiction / policy context	- generally, laboratory-based and not patient-facing in the same way as dental practitioners - work is linked to prescriptions, technical production, quality control, workplace health and safety, and laboratory procedures

	• TGA (Therapeutic Goods Administration) standards may apply on dental equipment's and materials.
Typical qualification signals	• Diploma of Dental Technology is commonly identified • Certificate III in Dental Laboratory Assisting may provide an entry or support pathway.
Entry routes in practice	• entry may occur through dental laboratory assistant roles, apprenticeships or trainee-style employment, graduate technician roles, or completion of Diploma of Dental Technology • progression may lead to technical focus areas such as ceramics, acrylics, CAD/CAM, implant work, laboratory management or dental prosthetics.
Screening and immunisation	• setting-specific • may include immunisation or screening requirements for public health, hospital, education or outreach settings • laboratory roles generally require WHS, infection control and safe handling of materials and equipment.
Classification codes	• ANZSCO 411213; OSCA 311232, No Classification codes apply to dental laboratory assistant

Dental prosthetist

Settings	• Private dental clinics, stand-alone denture clinics and group practices; public oral health services; community dental clinics; hospitals and specialist centres; mobile denture clinics; aged care and outreach settings • Dental prosthetist is a protected title under the National Law. This distinguishes it from dental assistant and dental technician titles, which are not protected titles in the same way.
Standard jurisdiction / policy context	• registered dental practitioner division • practice is subject to Ahpra and Dental Board of Australia registration, scope of practice, professional standards and continuing professional development requirements.
Typical qualification signals	• Advanced Diploma of Dental Prosthetics, with registration requirements applying for practice as a dental prosthetist

Entry routes in practice	• entry generally builds from dental technology or related technical experience into dental prosthetics • practice combines direct patient care with technical prosthetic design, construction, fitting, adjustment and repair
Screening and immunisation	• setting-specific • may include immunisation evidence, working with children check, police check, aged care or disability screening, particularly in public, community, hospital, aged care or outreach services
Classification codes	• ANZSCO 411212; OSCA 269132.

5.3 Skills need analysis

Skills need analysis examined the skills identified across 3 simplified role categories: dental assistant, dental technician and dental prosthetist. Skills were grouped into 3 levels:

- core skills are high-frequency skills
- secondary skills are moderate-frequency skills that support role performance
- role-specific or context-specific skills are lower-frequency skills linked to settings, senior roles, role-specific procedures or digital workflows.

Job outcome	Core skills	Secondary skills	Role-specific / context-specific skills
Dental assistant	• communication • infection prevention and control • sterilisation • teamwork • organising • chairside assisting • patient care • customer service • attention to detail	• administration • multitasking • adaptability • dental software and records • willingness to learn • reliability • professionalism • working under pressure	• surgical assisting • orthodontic assisting • oral surgery support • radiography support • manual handling • stock control • WHS compliance • clinical records systems
Dental technician	• CAD/CAM • attention to detail • precision • manual dexterity • dental materials knowledge • technical laboratory work • teamwork	• 3D printing • acrylic prosthetics • ceramics • implant work • time management • problem-solving	• smile design • anterior aesthetics • milling and printing workflows • prescription interpretation • laboratory management • training others

	• quality control	• communication with dental practitioners and laboratory teams	• role-specific software use
Dental prosthetist	• prosthetic fabrication • clinical prosthetics • patient communication • patient assessment • patient care • attention to detail • prosthetic design and fitting	• CAD/CAM • acrylic prosthetics • clinical judgement • treatment planning • records management • teamwork • communication with dental laboratories and dental practitioners	• professional compliance • patient consent • scope of practice • mobile denture services • aged care or outreach services • complex prosthetic cases • practice ownership or management

Overall, the analysis shows that dental assistant roles require broad clinical support and patient-facing skills, particularly infection prevention and control, chairside support, communication and organisation. Dental technician roles are more strongly focused on technical production, laboratory precision, digital workflows and materials knowledge. Dental prosthetist roles combine technical prosthetic skills with direct patient care, clinical judgement and compliance responsibilities.

6 Role analysis

6.1 Functions and sub-functions

The following tables summarise the key functions and sub-functions associated with each dental job outcome identified through the functional analysis. Each map is supported by a short scope statement to clarify the boundaries of the role in practice. “In scope” describes the activities that are typically undertaken within the role, while “not in scope” identifies activities that sit outside the role and would usually require a different qualification, higher level authority, or specific credentialling and “escalate when” highlights situations that require the worker to seek direction or report concerns promptly. These statements are intended to support consistent interpretation of role boundaries across different service settings.

6.1.1 Dental assistant

Function	Sub-functions
Surgery preparation	• prepare surgery, equipment and materials • lay out instruments according to procedures • check stock, PPE and sterilisation readiness • prepare oral examination, radiography and treatment areas • clean, disinfect and maintain sterile surfaces.
Chairside assistance	• support dental practitioner during procedures • transfer instruments and materials • mix and prepare dental materials • maintain clear operating field • use suction and retraction • respond to patient and practitioner needs during dental procedures.
Infection prevention and control	• follow standard and transmission-based precautions • maintain aseptic technique • process and store reusable instruments • dispose of waste and sharps • support sterilisation and infection control records.
Patient support and oral health information	• support patient communication before, during and after procedures • support patients with individual needs • provide oral hygiene instruction

	• promote fluoride and preventive oral health advice • support oral health programs for individuals and groups • reinforce practitioner instructions using approved information.
Administrative coordination	• manage appointments • recalls and billing • track inventory • support privacy and data security • maintain accurate records • interpret basic dental terminology • support organisational procedures.
Medical emergencies and safety	• maintain emergency equipment • assist in emergencies and record incidents • participate in drills and updates • recognise and respond to risks • support workplace health and safety requirements.
Clinical documentation, charting and records	• record clinical notes and update patient charts • record treatment details, materials used and clinical observations • maintain confidentiality, privacy and secure data entry.
Anaesthesia and sedation support	• prepare for anaesthetic or sedation procedures • monitor patient comfort and safety • follow sedation and infection control protocols • support recovery and post-procedure instructions.
Dental knowledge	• apply knowledge of dental anatomy, physiology, tooth structure, oral disease and common dental procedures to support safe assisting practice.
Dental radiography and imaging support	• prepare patient and equipment • apply radiation safety measures • support prescribed radiographic procedures • process, label and store images • follow jurisdictional and workplace requirements.
Digital dental workflows	• prepare scanner and patient

	• support image capture • assist with scanning workflows • manage electronic files • communicate scan requirements with laboratory or dental team.
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6.1.2 Dental technician

Function	Sub-functions
Case intake and prescription review	• review prescriptions • clarify requirements with prescriber • check impressions, scans, models and records • track case requirements and timelines.
Model and appliance preparation	• construct models, trays and registration rims • mount models and records accurately • prepare materials and components for appliance construction.
Denture fabrication and repair	• set up, process, finish and polish complete and partial dentures • construct immediate dentures • repair, reline and adjust dentures • add identification to dentures where required.
Crown, bridge and fixed restorations	• build and finish ceramic or fixed restorations • support implant-related restorations • apply tooth morphology, occlusion and aesthetics knowledge.
Orthodontic and splint appliance construction	• fabricate retainers, splints and orthodontic appliances • finish and adjust appliances for fit and comfort • verify work against prescription.
Cast framework construction	• design and construct alloy frameworks • wax-up and cast frameworks • finish and verify framework fit.
Digital CAD/CAM and production processes	• design restorations or appliances using CAD • manufacture and finish using CAM systems

	• support milling, 3D printing and digital production workflows.
Quality control, compliance and safety	• verify materials and processes • apply quality assurance checks • follow infection prevention and control guidelines • maintain WHS requirements • comply with prescription and laboratory procedures.
Workflow and communication	• coordinate with clinicians, prosthetists and laboratory team members • report case progress • manage production timelines • support accurate case handover.
Dental anatomy and materials knowledge	• apply knowledge of anatomy, tooth morphology, occlusion, landmarks, muscles and dental materials to construct accurate appliances and restorations.

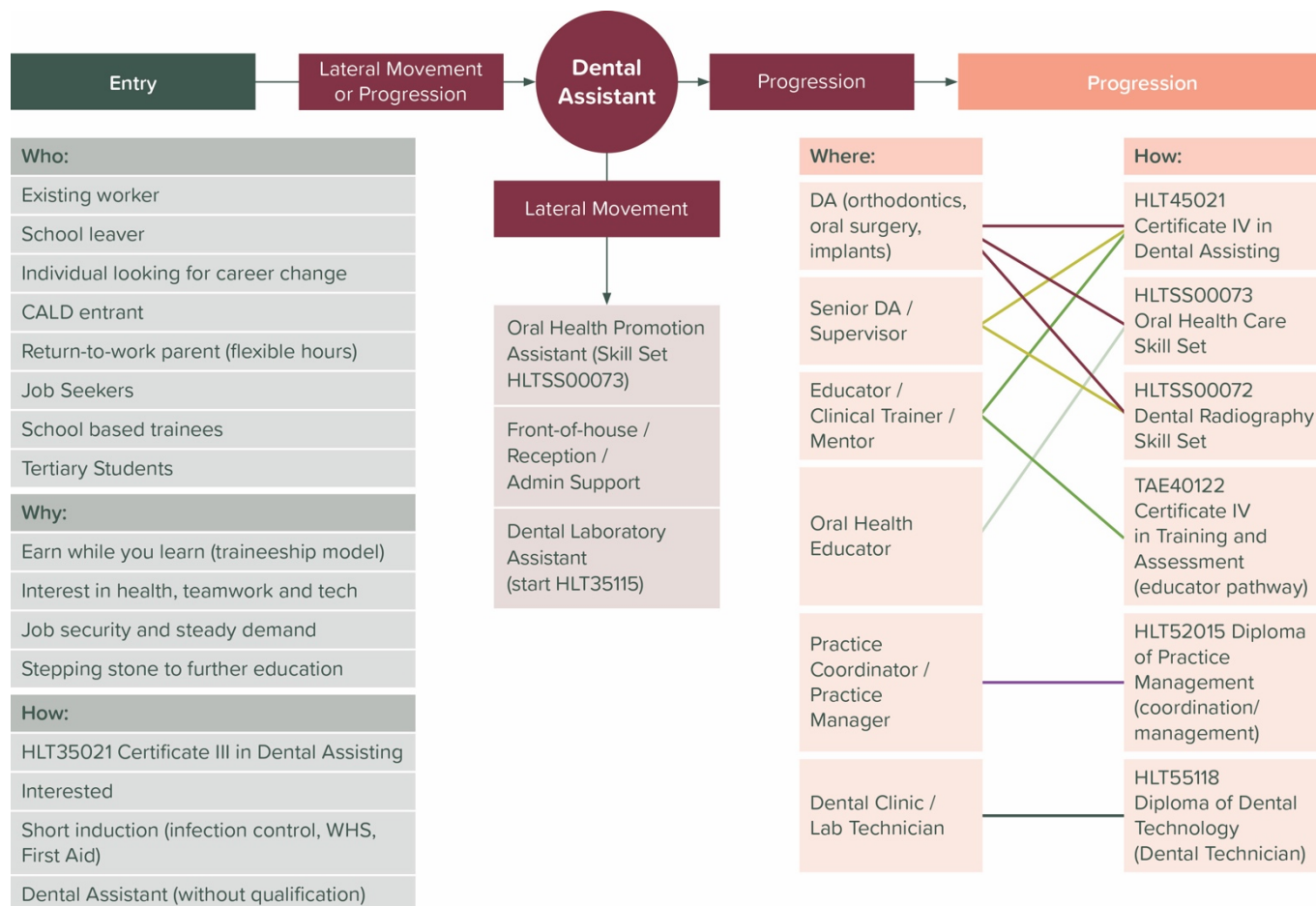
6.1.3 Dental prosthetist

Function	Sub-functions
Clinical assessment and treatment planning	• conduct oral assessment • assess oral and general health information • determine treatment options within scope • develop treatment plan • obtain and record consent.
Impression taking and model preparation	• take primary and secondary impressions • assess impression quality • pour and prepare models • organise laboratory workflow for prosthetic construction.
Jaw relationship, tooth selection and try-in	• record jaw relations • select teeth and shade • assess occlusion, aesthetics and phonetics • support try-in • record required modifications.

Prosthesis design, construction and fitting	• design, construct, fit, issue and adjust removable dental prostheses • evaluate fit, function, comfort and appearance • provide patient instructions.
Maintenance, repair and review	• conduct denture maintenance and repairs • manage adjustments • monitor tissue health • provide follow-up care • support recall and review processes.
Implant overdenture support	• work with implant team where required • support implant-retained overdenture planning and maintenance • apply implant component knowledge within scope of practice.
Documentation and clinical records	• record assessment, treatment planning, consent, construction stages, fitting, issue and follow-up • maintain privacy and accurate patient records.
Regulatory compliance and professional practice	• apply Ahpra and Dental Board requirements • work within scope of practice • meet legal, ethical, infection prevention and control, privacy and recordkeeping obligations.
Infection prevention and control	• apply standard precautions • maintain safe clinical and laboratory workflows • manage reusable items, equipment and prostheses safely.
Mouthguard services	• assess requirements • design, construct, issue and adjust mouthguards • provide instructions for use and maintenance.

7 Dental education and career pathway

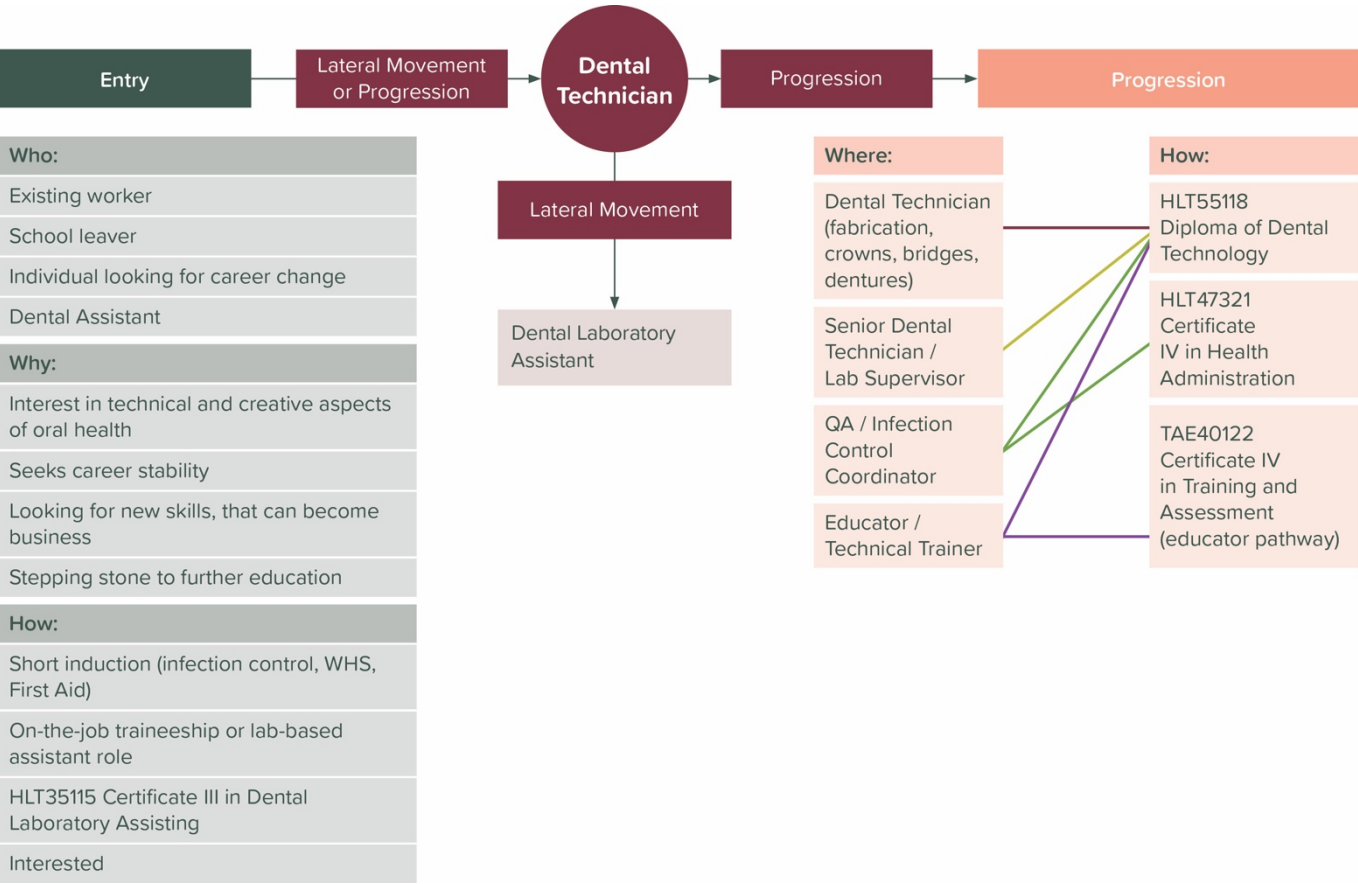
Dental Assistant



[Click here](#) to view larger image.

Observation: Dental assisting provides the broadest entry pathway into the dental workforce. It supports direct entry, traineeships and on-the-job development, while also creating progression pathways into role-specific assisting, oral health promotion, radiography, practice coordination, education and dental technology.

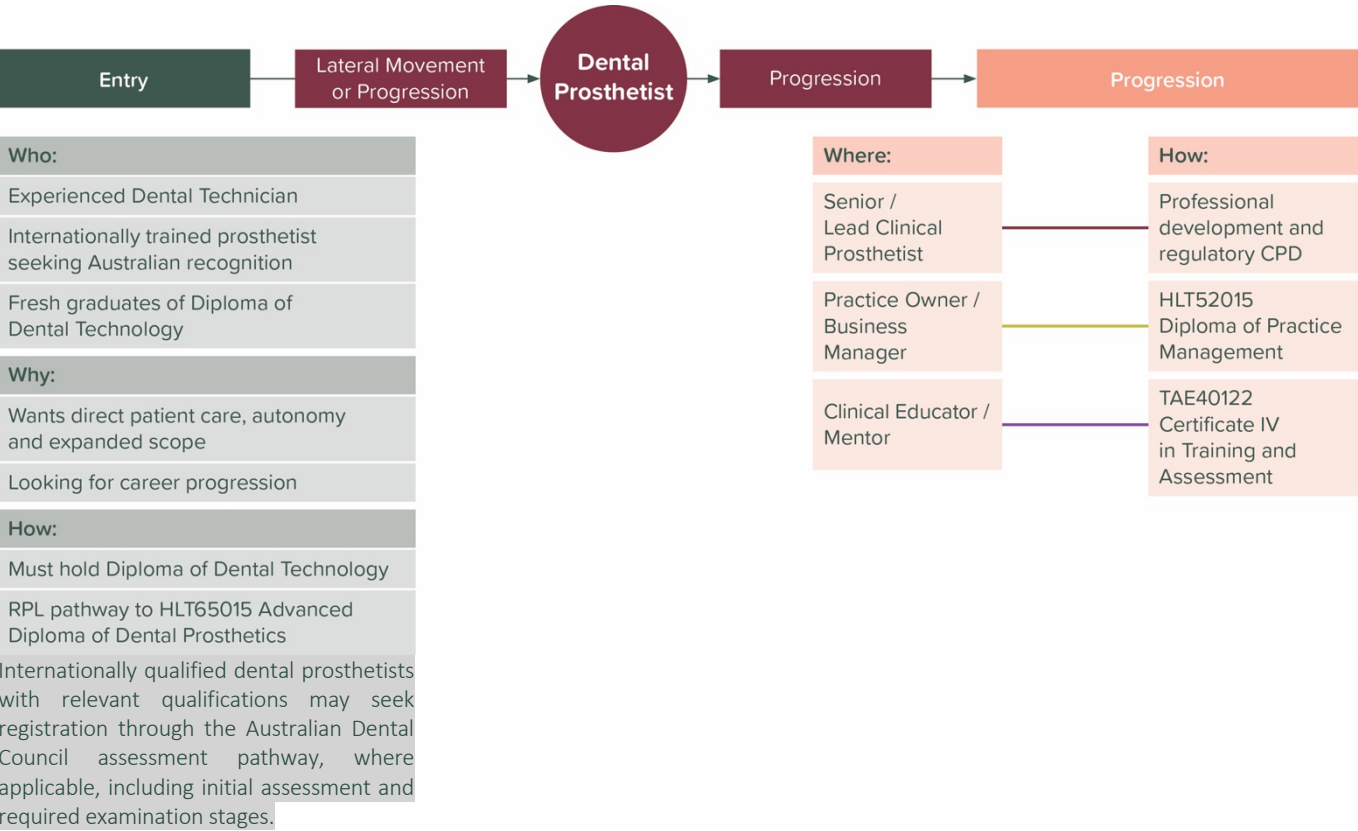
Dental Technician



[Click here](#) to view larger image.

Observation: Dental technology has a more technical and qualification-linked pathway than dental assisting. It supports progression from laboratory assisting into dental technician roles, and from technician roles into senior technical, supervisory, quality assurance, infection control and training functions.

Dental prosthetist



[Click here](#) to view larger image

Observation: Dental prosthetics is a defined progression pathway that builds on dental technology knowledge and experience. It combines technical prosthetic capability with direct patient care, professional responsibility and potential pathways into business ownership, leadership, education and mentoring.

8 Appendices

Appendix A: Job advertisements

Appendix B: List of stakeholder organisations that participated in interviews

Appendix C: Functional Analysis interview questions

Appendix A: Job advertisements

Simplified Job Title

S.No	Job Titles	Simplified Job Titles
1	Dental Assistant/Receptionist	Dental Assistant
2	Dental Assistant (Experienced)	Dental Assistant
3	Dental Assistant	Dental Assistant
4	Dental Assistant	Dental Assistant
5	Dental Nurse	Dental Assistant
6	Senior Dental Assistant, Treatment Manager	Dental Assistant
7	Surgical and Dental Assistant/Nurse	Dental Assistant
8	Surgical Dental Assistant	Dental Assistant
9	Dental Assistant	Dental Assistant
10	Orthodontic Dental Assistant	Dental Assistant
11	Dental Technicians - All-rounder/Ceramist: Position 1 - Dental Ceramist Position 2 - Dental Technician (All-rounder)	Dental Technician
12	Dental Technician	Dental Technician
13	Dental Technician - Acrylic	Dental Technician
14	Dental Lab Technician - Orthodontics	Dental Technician
15	Oral Health Therapist	Oral Health Practitioner (Out of scope)
16	Dental Technician (Digital Design & Ceramics)	Dental Technician
17	Dental Technician	Dental Technician
18	Dental Assistant - Mobile Clinic	Dental Assistant
19	Dental Assistant	Dental Assistant
20	Dental Receptionist	Dental Receptionist
21	Dental Assistant	Dental Assistant
22	Dental Clinical Coordinator with Treatment Coordinator Responsibilities	Dental Coordinator

23	Dental Receptionist	Dental Receptionist
24	Dental Assistant	Dental Assistant
25	Dental Assistant/Receptionist	Dental Assistant
26	Dental Assistant/Receptionist	Dental Assistant
27	Dental Nurse/Dental Assistant	Dental Assistant
28	Dental Laboratory Assistant	Dental Technician
29	Dental Assistant - Surgical	Dental Assistant
30	Dental Assistant	Dental Assistant
31	Dental Assistant	Dental Assistant
32	Part-time Dental Assistant	Dental Assistant
33	Dental Assistant	Dental Assistant
34	Full-Time or Part-Time Dental Assistant	Dental Assistant
35	Dental Assistant	Dental Assistant
36	Dental Prosthetist	Dental Prosthetist
37	Dental Assistant (Qualified or Trainee)	Dental Assistant
38	Dental Technician – Removable Prosthetics	Dental Technician
39	Dental Technician – Ceramics	Dental Technician
40	Dental Technician	Dental Technician
41	Senior Receptionist (Dental Practice)	Dental Receptionist
42	Graduate Dental Technician	Dental Technician
43	Junior Dental Technician (CAD/CAM & Finishing)	Dental Technician
44	Dental Technician	Dental Technician
45	Dental Assistant	Dental Assistant
46	Dental Receptionist	Dental Receptionist
47	Senior Dental Assistant	Dental Assistant
48	Temporary Dental Assistants	Dental Assistant
49	Dental Assistant	Dental Assistant
50	Dental Prosthetist – Community Dental Services	Dental Prosthetist
51	Dental Prosthetist (Visa Sponsorship available)	Dental Prosthetist

52	Dental Prosthetist – Senior	Dental Prosthetist
53	Experienced Dental Assistant / Clinical Coordinator / Surgical Dental Nurse	Dental Assistant
54	Experienced Dental / Orthodontic Assistant	Dental Assistant
55	Dental Technician and/or Dental Prosthetist	Dental Prosthetist
56	Dental Assistant / Receptionist	Dental Assistant
57	Full-Time Dental Receptionist / Dental Assistant	Dental Assistant
58	7 on 7 off FIFO Dental Reception / Clinic Assistant	Dental Assistant
59	Dental Assistants Wanted	Dental Assistant
60	Dental Assistant	Dental Assistant
61	Dental Nurse	Dental Assistant
62	Dental Technician	Dental Technician
63	Dental Assistant	Dental Assistant
64	Dental Officer	Dentist (Out of scope)
65	Dental Reception / Dental Nurse	Dental Assistant
66	Regional Dental Assistant Coordinator	Dental Coordinator
67	Dental Assistant	Dental Assistant
68	Dental Nurse (willing to train or experienced)	Dental Assistant
69	Dental Nurse / Dental Receptionist	Dental Assistant
70	Dentist	Dentist (Out of scope)
71	Dental Assistants	Dental Assistant
72	Dental Receptionist and/or Dental Assistant	Dental Assistant
73	Dental Assistant	Dental Assistant
74	Dental Technician (Acrylic)	Dental Technician
75	Dental Technician – Acrylic Lab Manager	Dental Technician
76	Dental Technician (Ceramist)	Dental Technician
77	Dental Receptionist / Assistant (PT/FT)	Dental Assistant
78	Dental Technician – CAD/CAM Designer	Dental Technician
79	Dental Technician	Dental Technician

80	Dental Coordinator	Dental Coordinator
81	Dental Assistant	Dental Assistant
82	Apprentice Dental Technician	Dental Technician
83	Dental Assistant – Oral Surgery Nurse	Dental Assistant
84	Junior Plaster Room Technician / CAD/CAM Dental Technician	Dental Technician
85	Dental Assistant (Specialist Practice)	Dental Assistant
86	Receptionist / Administrative Assistant (Oral & Maxillofacial Surgeon)	Dental Receptionist
87	All-on-X Surgical Assistant	Dental Assistant
88	Dental Clinic Coordinator – Patient Experience & Operations	Dental Coordinator
89	Dental Assistant – Qualified or Trainee	Dental Assistant
90	Dental Laboratory Assisting Roles	Dental Technician
91	Dental Assistant	Dental Assistant
92	CAD/CAM Dental Technician	Dental Technician
93	Dental Technician / Laboratory Manager	Dental Technician
94	Dental Technician – Acrylic / Removable	Dental Technician
95	Dental Technician – 3D Printing Officer	Dental Technician
96	Dental Technician	Dental Technician
97	Dental Assistant	Dental Assistant
98	Prosthetist	Dental Prosthetist
99	Dental Technician	Dental Technician
100	Dental Technician	Dental Technician

Employment settings

S.No	Organisation Type	Location Type	Employment Type
1	Private Clinic	Regional	Casual
2	Private Clinic	Regional	Casual
3	Private Clinic	Rural	Full-Time
4	Private Clinic	Rural	Full-Time
5	Recruitment agency	Metro	Casual
6	Private Clinic	Metro	Part-Time
7	Private Clinic	Regional	Full-Time
8	Private Clinic	Metro	Full-Time
9	Private Clinic	Regional	Full-Time
10	Private Clinic	Metro	Full-Time
11	Private Lab	Metro	Full-Time
12	Community Health	Regional	Full-Time
13	Private Lab	Metro	Full-Time
14	Private Clinic	Metro	Full-Time
15	Private Clinic	Regional	Part-Time
16	Private Lab	Regional	Full-Time
17	Community Health	Regional	Full-Time
18	Community Health	Metro	Part-Time
19	Private Clinic	Regional	Casual
20	Private Clinic	Metro	Full-Time
21	Public Hospital	Regional	Contract
22	Private Clinic	Metro	Full-Time
23	Private Clinic	Metro	Full-Time
24	Private Clinic	Metro	Full-Time or Part-Time
25	Private Clinic	Metro	Part-Time
26	Private Clinic	Metro	Fulltime or casual

27	Private Clinic	Metro	Full-Time
28	Public Lab	Metro	Full-Time
29	Private Clinic	Metro	Part-Time
30	Private Clinic	Regional	Full-Time
31	Private Clinic	Metro	Casual
32	Private Clinic	Metro	Part-Time
33	Private Clinic	Metro	Casual
34	Private Clinic	Regional	Full-Time
35	Private Clinic	Metro	Full-Time
36	Private Clinic	Regional	Part-Time
37	Private Clinic	Regional	Full-Time
38	Private Lab	Metro	Full-Time
39	Private Lab	Metro	Full-Time
40	Private Lab	Metro	Full-Time
41	Private Clinic	Metro	Full-Time
42	Public Lab	Metro	Contract
43	Private Lab	Metro	Full-Time
44	Private Lab	Metro	Full-Time
45	Private Clinic	Metro	Full-Time
46	Private Clinic	Metro	Casual
47	Private Clinic	Metro	Full-Time
48	Recruitment agency	Metro	Casual
49	Private Clinic	Metro	Full-Time
50	Public Hospital	Regional	Part-Time
51	Private Clinic	Regional	Full-Time
52	Public Hospital	Regional	Full-Time
53	Private Clinic	Regional	Full-Time
54	Private Clinic	Metro	Part-Time
55	Private Clinic	Regional	Full-Time

56	Private Clinic	Metro	Casual
57	Private Clinic	Regional	Full-Time
58	Private Clinic	Remote	Full-Time
59	Recruitment agency	Metro	Full-Time
60	Private Clinic	Metro	Full-Time
61	Recruitment agency	Metro	Casual
62	Private Lab	Metro	Full-Time
63	Public Hospital	Regional	Contract
64	Public Hospital	Metro	Full-Time
65	Private Clinic	Regional	Part-Time
66	Public Hospital	Remote	Full-Time
67	Private Clinic	Metro	Part-Time
68	Private Clinic	Regional	Full-Time
69	Recruitment agency	Metro	Casual
70	Private Clinic	Metro	Part-Time
71	Recruitment agency	Metro	Full-Time
72	Private Clinic	Regional	Part-Time
73	Private Clinic	Metro	Part-Time
74	Private Lab	Metro	Full-Time
75	Private Lab	Metro	Full-Time
76	Private Lab	Metro	Full-Time
77	Private Clinic	Metro	Part-Time
78	Private Lab	Metro	Full-Time
79	Private Lab	Regional	Full-Time
80	Private Clinic	Metro	Contract
81	Private Clinic	Regional	Casual
82	Private Clinic	Regional	Full-Time
83	Private Clinic	Metro	Full-Time
84	Private Lab	Metro	Full-Time

85	Private Clinic	Metro	Part-Time
86	Private Clinic	Metro	Part-Time
87	Private Clinic	Metro	Full-Time
88	Private Clinic	Metro	Full-Time
89	Private Clinic	Metro	Full-Time
90	Private Lab	Metro	Casual
91	Private Clinic	Metro	Contract
92	Private Lab	Metro	Full-Time
93	Private Clinic	Metro	Full-Time
94	Private Lab	Metro	Full-Time
95	Private Lab	Metro	Full-Time
96	Private Lab	Metro	Full-Time
97	Private Clinic	Metro	Full-Time
98	Private Clinic	Metro	Full-Time
99	Private Clinic	Regional	Full-Time
100	Private Clinic	Metro	Full-Time

State and Territory

S. No	Location	State and Territory	Simplified Job Titles
1	Bendigo	Victoria	Dental Assistant
2	Shepparton	Victoria	Dental Assistant
3	Yarrawonga & Fannie Bay	Northern Territory	Dental Assistant
4	Alice Springs & Central Australia	Northern Territory	Dental Assistant
5	Perth WA	Western Australia	Dental Assistant
6	Brisbane QLD	Queensland	Dental Assistant
7	Ipswich, Brisbane QLD	Queensland	Dental Assistant
8	Brisbane QLD	Queensland	Dental Assistant

9	Darwin NT	Northern Territory	Dental Assistant
10	Melbourne VIC	Victoria	Dental Assistant
11	Mascot, Sydney NSW	New South Wales	Dental Technician
12	Wyndham Vale, Melbourne VIC	Victoria	Dental Technician
13	Harris Park, Sydney NSW	New South Wales	Dental Technician
14	Adelaide, SA	South Australia	Dental Technician
15	Bowral, Southern Highlands & Tablelands NSW	New South Wales	Oral Health Practitioner (Out of scope)
16	Ripley, Brisbane QLD	Queensland	Dental Technician
17	Woolloongabba, Brisbane QLD	Queensland	Dental Technician
18	Richmond, Melbourne VIC	Victoria	Dental Assistant
19	Hobart TAS	Tasmania	Dental Assistant
20	Melbourne VIC	Victoria	Dental Receptionist
21	Townsville, Northern QLD	Queensland	Dental Assistant
22	Armadale, Melbourne VIC	Victoria	Dental Coordinator
23	Epping, Melbourne VIC	Victoria	Dental Receptionist
24	Fraser Island, Hervey Bay & Fraser Coast QLD	Queensland	Dental Assistant
25	Southport QLD	Queensland	Dental Assistant
26	Canberra ACT	Canberra	Dental Assistant
27	Hawthorn, Melbourne VIC	Victoria	Dental Assistant
28	Tasmania	Tasmania	Dental Technician
29	Chermside, Brisbane QLD	Queensland	Dental Assistant
30	Wynnum, Brisbane QLD	Queensland	Dental Assistant
31	Hawthorn, Melbourne VIC	Victoria	Dental Assistant
32	Glen Waverley, Melbourne VIC	Victoria	Dental Assistant
33	Melbourne VIC	Victoria	Dental Assistant
34	Bendigo, VIC	Victoria	Dental Assistant
35	Cranbourne, Melbourne VIC	Victoria	Dental Assistant

36	Bendigo, VIC	Victoria	Dental Prosthetist
37	Seymour, VIC	Victoria	Dental Assistant
38	Coburg, Melbourne VIC	Victoria	Dental Technician
39	Toowong, Brisbane QLD	Queensland	Dental Technician
40	Canning Vale, Perth WA	Western Australia	Dental Technician
41	Hoppers Crossing, Melbourne VIC	Victoria	Dental Receptionist
42	Brisbane QLD	Queensland	Dental Technician
43	Moorabbin, Melbourne VIC	Victoria	Dental Technician
44	Perth WA	Western Australia	Dental Technician
45	Morley, Perth WA	Western Australia	Dental Assistant
46	Mount Gravatt East, Brisbane QLD	Queensland	Dental Receptionist
47	Spring Hill, Brisbane QLD	Queensland	Dental Assistant
48	Brisbane QLD	Queensland	Dental Assistant
49	Morphett Vale, Adelaide SA	South Australia	Dental Assistant
50	Bendigo, VIC	Victoria	Dental Prosthetist
51	Geelong, Southwest Coast VIC	Victoria	Dental Prosthetist
52	Hervey Bay, Hervey Bay & Fraser Coast QLD	Queensland	Dental Prosthetist
53	Devonport, Devonport & Northwest TAS	Tasmania	Dental Assistant
54	Blackwood, Adelaide SA	South Australia	Dental Assistant
55	Tweed Heads, Lismore & Far North Coast NSW	New South Wales	Dental Prosthetist
56	Brisbane QLD	Queensland	Dental Assistant
57	Figtree, Wollongong NSW	New South Wales	Dental Assistant
58	Perth WA (FIFO)	Western Australia	Dental Assistant
59	Newcastle NSW	New South Wales	Dental Assistant
60	Mosman Park, Perth WA	Western Australia	Dental Assistant

61	Perth WA	Western Australia	Dental Assistant
62	Tugun, Gold Coast QLD	Queensland	Dental Technician
63	Maryborough VIC	Victoria	Dental Assistant
64	Brisbane QLD	Queensland	Dentist (Out of scope)
65	Ballarat VIC	Victoria	Dental Assistant
66	Katherine, NT	Northern Territory	Dental Coordinator
67	Fremantle, Perth WA	Western Australia	Dental Assistant
68	Belmont South, Newcastle NSW	New South Wales	Dental Assistant
69	Perth WA	Western Australia	Dental Assistant
70	Petersham, Sydney NSW	New South Wales	Dentist (Out of scope)
71	Medindie, Adelaide SA	South Australia	Dental Assistant
72	Bathurst, NSW	New South Wales	Dental Assistant
73	Malvern East, Melbourne VIC	Victoria	Dental Assistant
74	Moorooka, Brisbane QLD	Queensland	Dental Technician
75	Bundall, Gold Coast QLD	Queensland	Dental Technician
76	Subiaco, Perth WA	Western Australia	Dental Technician
77	Sydney NSW	New South Wales	Dental Assistant
78	South Melbourne, Melbourne VIC	Victoria	Dental Technician
79	Launceston, TAS	Tasmania	Dental Technician
80	Forest Hill, Melbourne VIC	Victoria	Dental Coordinator
81	Rye, Mornington Peninsula VIC	Victoria	Dental Assistant
82	Ballarat VIC	Victoria	Dental Technician
83	Melbourne VIC	Victoria	Dental Assistant
84	Southbank, Melbourne VIC	Victoria	Dental Technician
85	Melbourne VIC	Victoria	Dental Assistant
86	Fitzroy North, Melbourne VIC	Victoria	Dental Receptionist
87	Brighton, Melbourne VIC	Victoria	Dental Assistant

88	Malvern East, Melbourne VIC	Victoria	Dental Coordinator
89	East Melbourne, Melbourne VIC	Victoria	Dental Assistant
90	Melbourne VIC	Victoria	Dental Technician
91	Belconnen, Canberra ACT	Canberra	Dental Assistant
92	Morningside, Brisbane QLD	Queensland	Dental Technician
93	Dianella, Perth WA	Western Australia	Dental Technician
94	Perth WA	Western Australia	Dental Technician
95	Parramatta, Sydney NSW	New South Wales	Dental Technician
96	Melbourne VIC	Victoria	Dental Technician
97	North Sydney, Sydney NSW	New South Wales	Dental Assistant
98	Sydney NSW	New South Wales	Dental Prosthetist
99	Coolum Beach QLD	Queensland	Dental Technician
100	Ropes Crossing NSW	New South Wales	Dental Technician

Hourly Salary Analysis

S.No	Salary Range	Hourly Rate	Hourly Range	Simplified Job Titles
1	\$33-\$38 p/h	33	\$31 – \$35	Dental Assistant
2	Not provided			Dental Assistant
3	\$60,000 - \$75,000	30.36	\$31 – \$35	Dental Assistant
4	\$28 - \$38 p/h	28	\$25 – \$30	Dental Assistant
5	\$38 - \$42 p/h	38	\$36 – \$40	Dental Assistant
6	\$38 - \$40 p/h	38	\$36 – \$40	Dental Assistant
7	\$55,000 - \$75,000	27.83	\$25 – \$30	Dental Assistant
8	Not provided			Dental Assistant
9	Not provided			Dental Assistant
10	Not provided			Dental Assistant

11	Position 1 \$30-\$65 p/h Position 2 \$25-\$45 p/h	25	\$25 – \$30	Dental Technician
12	Level 2- Year 1 classification starting at \$73,753 + 12% super + salary packaging benefits	37.32	\$36 – \$40	Dental Technician
13	Not provided			Dental Technician
14	Not provided			Dental Technician
15	Not provided			Oral Health Practitioner (Out of scope)
16	\$60,000 - \$100,000	30.36	\$31 – \$35	Dental Technician
17	\$82,732 per annum	41.87	\$41 – \$45	Dental Technician
18	Not provided			Dental Assistant
19	Not provided			Dental Assistant
20	Not provided			Dental Receptionist
21	\$2624.50 to \$2759.10 p.f. (CA3)	34.53	\$31 – \$35	Dental Assistant
22	\$35 - \$39.99 p/h	35	\$31 – \$35	Dental Coordinator
23	\$27 - \$35 p/h	27	\$25 – \$30	Dental Receptionist
24	\$25 - \$35 p/h	25	\$25 – \$30	Dental Assistant
25	\$28 - \$35 p/h	28	\$25 – \$30	Dental Assistant
26	\$25 - \$35 p/h	25	\$25 – \$30	Dental Assistant
27	\$28 - \$35 p/h	28	\$25 – \$30	Dental Assistant
28	\$67,193 - \$72,126 p/a	34.02	\$31 – \$35	Dental Technician
29	\$30 - \$40 p/h	30	\$25 – \$30	Dental Assistant
30	\$28 - \$38 p/h	28	\$25 – \$30	Dental Assistant
31	\$32.20 – \$37 per hour + bonuses	32.2	\$31 – \$35	Dental Assistant

32	\$32 – \$38 per hour	32	\$31 – \$35	Dental Assistant
33	\$35 – \$40 per hour	35	\$31 – \$35	Dental Assistant
34	\$28 – \$36 per hour	28	\$25 – \$30	Dental Assistant
35	\$26 – \$34 per hour	26	\$25 – \$30	Dental Assistant
36	\$50 – \$70 per hour	50	Above \$45	Dental Prosthetist
37	Not specified			Dental Assistant
38	\$74,000 – \$84,000 per year	37.47	\$36 – \$40	Dental Technician
39	\$80,000 – \$110,000 per year	40.49	\$41 – \$45	Dental Technician
40	\$80,000 – \$90,000 per year	40.49	\$41 – \$45	Dental Technician
41	\$34 – \$44 per hour	34	\$31 – \$35	Dental Receptionist
42	\$2,849 – \$3,841.70 per fortnight + super	37.49	\$36 – \$40	Dental Technician
43	Not specified			Dental Technician
44	Not specified			Dental Technician
45	Not specified			Dental Assistant
46	\$35 – \$40 per hour	35	\$31 – \$35	Dental Receptionist
47	\$35 – \$39+ per hour	35	\$31 – \$35	Dental Assistant
48	\$35 – \$40 per hour	35	\$31 – \$35	Dental Assistant
49	\$30 – \$35 per hour	30	\$25 – \$30	Dental Assistant
50	Not specified			Dental Prosthetist
51	Not specified			Dental Prosthetist
52	Remuneration up to \$132,567 p.a.	67.08	Above \$45	Dental Prosthetist
53	\$30 – \$35 per hour	30	\$25 – \$30	Dental Assistant
54	Not specified			Dental Assistant
55	Not specified			Dental Prosthetist
56	\$29 – \$40 per hour	29	\$25 – \$30	Dental Assistant

57	Not specified			Dental Assistant
58	\$35 – \$40 per hour	35	\$31 – \$35	Dental Assistant
59	\$37.85 – \$54.49 per hour	37.85	\$36 – \$40	Dental Assistant
60	\$30 – \$40 per hour	30	\$25 – \$30	Dental Assistant
61	\$38 – \$42 per hour	38	\$36 – \$40	Dental Assistant
62	\$85,000 – \$95,000 per year	43.02	\$41 – \$45	Dental Technician
63	Not specified			Dental Assistant
64	Not specified			Dentist (Out of scope)
65	\$45,000 – \$55,000 per year	22.78	Below \$25	Dental Assistant
66	\$94,559 – \$103,573 p.a.	47.84	Above \$45	Dental Coordinator
67	Not specified			Dental Assistant
68	Not specified			Dental Assistant
69	\$39 – \$42 per hour	39	\$36 – \$40	Dental Assistant
70	Not specified			Dentist (Out of scope)
71	\$37.85 – \$54.49 per hour	37.85	\$36 – \$40	Dental Assistant
72	\$30 – \$38 per hour	30	\$25 – \$30	Dental Assistant
73	\$30 – \$35 per hour	30	\$25 – \$30	Dental Assistant
74	Competitive salary (not specified)			Dental Technician
75	\$100,000 – \$125,000 p.a.	50.61	Above \$45	Dental Technician
76	\$75,000 – \$100,000 p.a.	37.96	\$36 – \$40	Dental Technician
77	Not specified			Dental Assistant
78	\$90,000 – \$120,000 p.a.	45.55	Above \$45	Dental Technician
79	\$77,000 – \$80,000 p.a.	38.97	\$36 – \$40	Dental Technician
80	Industry market rate			Dental Coordinator
81	Not specified			Dental Assistant

82	Not specified			Dental Technician
83	Not specified			Dental Assistant
84	Not specified			Dental Technician
85	\$33 – \$38 per hour	33	\$31 – \$35	Dental Assistant
86	\$30 – \$40 per hour	30	\$25 – \$30	Dental Receptionist
87	\$35 – \$40 per hour	35	\$31 – \$35	Dental Assistant
88	\$35 – \$40 per hour	35	\$31 – \$35	Dental Coordinator
89	\$30 – \$35 per hour	30	\$25 – \$30	Dental Assistant
90	Not specified			Dental Technician
91	Competitive salary			Dental Assistant
92	\$80,000 – \$105,000 per year	40.49	\$41 – \$45	Dental Technician
93	Competitive package			Dental Technician
94	Not specified			Dental Technician
95	Not specified			Dental Technician
96	\$35 – \$53 per hour	35	\$31 – \$35	Dental Technician
97	\$30 – \$38 per hour	30	\$25 – \$30	Dental Assistant
98	\$80,000 – \$100,000 per year	40.49	\$41 – \$45	Dental Prosthetist
99	\$75,000 – \$85,000 per year	37.96	\$36 – \$40	Dental Technician
100	\$80,000 – \$90,000 per year	40.49	\$41 – \$45	Dental Technician

Education Analysis

S. No	Education Required	Education Preference	Simplified Job Titles
1	Not specified, on-the-job training provided	No qualification required	Dental Assistant
2	Relevant qualification or willingness to undertake traineeship	Preferred (HLT35021 or HLT45021 Dental Assisting)	Dental Assistant
3	Not specified	Not specified	Dental Assistant
4	Not specified	Not specified	Dental Assistant
5	Overseas dental nursing qualifications accepted	HLT35021 Certificate III in Dental Assisting	Dental Assistant
6	Not specified	Not specified	Dental Assistant
7	Not specified	Not specified	Dental Assistant
8	Not specified	Not specified	Dental Assistant
9	Certificate III Dental Assisting (or equivalent) plus First Aid and CPR	HLT35021 Certificate III in Dental Assisting	Dental Assistant
10	Certificate III or IV Dental Assisting preferred	Preferred (HLT35021 or HLT45021 Dental Assisting)	Dental Assistant
11	Not specified	Not specified	Dental Technician
12	Diploma of Dental Technology (recognised)	HLT55118 Diploma of Dental Technology	Dental Technician
13	Not specified	Not specified	Dental Technician
14	Diploma of Dental Technology preferred	Preferred – HLT55118 Diploma of Dental Technology	Dental Technician
15	Relevant OHT qualification	Qualification required but not dental qualifications	Oral Health Practitioner (Out of scope)
16	Not specified	Not specified	Dental Technician
17	Diploma or degree in Dental Technology (or equivalent)	HLT55118 Diploma of Dental Technology	Dental Technician
18	Certificate III or IV Dental Assisting; CPR (or willingness to obtain)	HLT35021 / HLT45021 Dental Assisting	Dental Assistant

19	Certificate III or IV Dental Assisting	HLT35021 / HLT45021 Dental Assisting	Dental Assistant
20	Not specified	Not specified	Dental Receptionist
21	Certificate III Dental Assisting mandatory (or training position until completion)	HLT35021 Certificate III in Dental Assisting	Dental Assistant
22	Certificate III Dental Assisting	HLT35021 Certificate III in Dental Assisting	Dental Coordinator
23	Certificate III Dental Assisting preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Receptionist
24	Certificate III or IV Dental Assisting desirable	Preferred (HLT35021 or HLT45021 Dental Assisting)	Dental Assistant
25	Not specified	Not specified	Dental Assistant
26	Certificate III or IV Dental Assisting or equivalent experience	HLT35021 / HLT45021 Dental Assisting	Dental Assistant
27	Certificate III or IV Dental Assisting	HLT35021 / HLT45021 Dental Assisting	Dental Assistant
28	Qualification in administration, dental assisting or dental technology	Preferred – HLT55118 Diploma of Dental Technology	Dental Technician
29	Not specified	Not specified	Dental Assistant
30	Certificate III preferred or willingness to complete	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
31	Dental assisting qualification not mandatory, training provided	No qualification required	Dental Assistant
32	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
33	Certificate III or IV in Dental Assisting	HLT35021 / HLT45021 Dental Assisting	Dental Assistant
34	Certificate III in Dental Assisting or willingness to undertake training	HLT35021 Certificate III in Dental Assisting	Dental Assistant
35	Dental assisting qualification or willingness to train	HLT35021 Certificate III in Dental Assisting	Dental Assistant

36	Diploma or Degree in Dental Prosthetics, AHPRA registration	HLT65015 Advanced Diploma of Dental Prosthetics	Dental Prosthetist
37	Certificate III in Dental Assisting or willingness to train	HLT35021 Certificate III in Dental Assisting	Dental Assistant
38	Dental Technology qualification or equivalent experience	HLT55118 Diploma of Dental Technology	Dental Technician
39	Dental Technology qualification	HLT55118 Diploma of Dental Technology	Dental Technician
40	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
41	Year 12 or equivalent	No qualification required	Dental Receptionist
42	Diploma in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
43	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
44	Dental Technology qualification	HLT55118 Diploma of Dental Technology	Dental Technician
45	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
46	Year 12 or equivalent	No qualification required	Dental Receptionist
47	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
48	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
49	Certificate III in Dental Assisting	HLT35021 Certificate III in Dental Assisting	Dental Assistant
50	Dental Prosthetics qualification, AHPRA registration	HLT65015 Advanced Diploma of Dental Prosthetics	Dental Prosthetist
51	Dental Prosthetics qualification, AHPRA registration	HLT65015 Advanced Diploma of Dental Prosthetics	Dental Prosthetist
52	Dental Prosthetics qualification, AHPRA registration	HLT65015 Advanced Diploma of Dental Prosthetics	Dental Prosthetist
53	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant

54	Dental assisting qualification advantageous	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
55	Dental Technology or Dental Prosthetics qualification	Preferred (HLT65015 Advanced Diploma of Dental Prosthetics)	Dental Prosthetist
56	Dental assisting qualification or willingness to train	HLT35021 Certificate III in Dental Assisting	Dental Assistant
57	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
58	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
59	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
60	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
61	Certificate III in Dental Assisting	HLT35021 Certificate III in Dental Assisting	Dental Assistant
62	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
63	Certificate III in Dental Assisting	HLT35021 Certificate III in Dental Assisting	Dental Assistant
64	Bachelor of Dental Science, AHPRA registration	Qualification required but not dental qualifications	Dentist (Out of scope)
65	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
66	Dental assisting qualification	HLT35021 Certificate III in Dental Assisting	Dental Coordinator
67	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
68	Dental assisting qualification for experienced role	HLT35021 Certificate III in Dental Assisting	Dental Assistant
69	Dental assisting qualification	HLT35021 Certificate III in Dental Assisting	Dental Assistant
70	Bachelor of Dental Science, AHPRA registration	Qualification required but not dental qualifications	Dentist (Out of scope)

71	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
72	Certificate III in Dental Assisting preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
73	Dental assisting qualification	HLT35021 Certificate III in Dental Assisting	Dental Assistant
74	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
75	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
76	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
77	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
78	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
79	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
80	Certificate III in Dental Assisting preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Coordinator
81	Certificate III or IV in Dental Assisting	HLT35021 / HLT45021 Dental Assisting	Dental Assistant
82	Enrolled or willing to enrol in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
83	Dental nursing qualification	HLT35021 Certificate III in Dental Assisting	Dental Assistant
84	Diploma of Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
85	Certificate IV in Dental Assisting preferred	Preferred – HLT45021 Certificate IV in Dental Assisting	Dental Assistant
86	Year 12 or equivalent	No qualification required	Dental Receptionist
87	Certificate III or IV in Dental Assisting preferred	Preferred (HLT35021 or HLT45021 Dental Assisting)	Dental Assistant
88	Certificate III in Dental Assisting preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Coordinator

89	Certificate III in Dental Assisting or willingness to train	HLT35021 Certificate III in Dental Assisting	Dental Assistant
90	Certificate III or IV in Dental Technology (desirable)	Preferred – HLT55118 Diploma of Dental Technology	Dental Technician
91	Certificate III in Dental Assisting	HLT35021 Certificate III in Dental Assisting	Dental Assistant
92	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
93	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
94	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
95	Not specified	Not specified	Dental Technician
96	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
97	Dental assisting qualification preferred	Preferred (HLT35021 Certificate III in Dental Assisting)	Dental Assistant
98	Dental Prosthetics qualification, AHPRA registration	HLT65015 Advanced Diploma of Dental Prosthetics	Dental Prosthetist
99	Qualification in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician
100	Diploma or Advanced Diploma in Dental Technology	HLT55118 Diploma of Dental Technology	Dental Technician

Experience Analysis

S. No	Experience Required	Simplified Job Titles	Experience Category
1	Previous dental assisting experience required	Dental Assistant	Experience Required but Not Specified
2	Previous dental assisting experience required	Dental Assistant	Experience Required but Not Specified
3	Substantial dental assisting experience required	Dental Assistant	Experience Required but Not Specified
4	Experience preferred, traineeship applicants considered	Dental Assistant	Skills Required but No Experience Required

5	Minimum 2 years dental nursing experience	Dental Assistant	2 Years
6	Previous senior dental assisting experience required	Dental Assistant	3 Years +
7	Surgical assisting or nursing experience required	Dental Assistant	Experience Required but Not Specified
8	Minimum 2 years surgical dental assisting experience	Dental Assistant	2 Years
9	Minimum 2 years recent chairside experience (FTE) within last 5 years	Dental Assistant	2 Years
10	Not specified	Dental Assistant	Experience Required but Not Specified
11	Ceramist: 2 years minimum (anterior essential, flexibility for right candidate); All-rounder: 2–3 years minimum (training possible)	Dental Technician	2 Years
12	Prosthetic lab experience preferred	Dental Technician	Experience Required but Not Specified
13	Significant removable prosthetics lab experience	Dental Technician	Experience Required but Not Specified
14	Dental lab experience preferred (orthodontics desirable)	Dental Technician	Experience Required but Not Specified
15	Qualified Oral Health Therapist	Oral Health Practitioner (Out of scope)	
16	Not specified	Dental Technician	Experience Required but Not Specified
17	Minimum 3 years dental laboratory experience	Dental Technician	3 Years
18	Not specified	Dental Assistant	Experience Required but Not Specified
19	Minimum 1 year experience in similar role	Dental Assistant	1 Year
20	Experience in general dental practice	Dental Receptionist	Experience Required but Not Specified

21	Not specified	Dental Assistant	Experience Required but Not Specified
22	Experienced surgical dental assistant	Dental Coordinator	Experience Required but Not Specified
23	Minimum 1 year dental reception experience	Dental Receptionist	1 Year
24	Dental assisting experience preferred, training available	Dental Assistant	Skills Required but No Experience Required
25	Dental assisting experience essential	Dental Assistant	Experience Required but Not Specified
26	Dental assistant or receptionist experience required	Dental Assistant	Experience Required but Not Specified
27	Dental assisting experience required	Dental Assistant	Experience Required but Not Specified
28	Experience in dental technology, lab, admin or dental assisting	Dental Technician	Experience Required but Not Specified
29	Surgical dental assisting experience required	Dental Assistant	Experience Required but Not Specified
30	Chairside or reception experience preferred	Dental Assistant	Experience Required but Not Specified
31	Entry-level to experienced accepted	Dental Assistant	Skills Required but No Experience Required
32	Dental experience essential	Dental Assistant	Experience Required but Not Specified
33	Minimum 12 months experience required	Dental Assistant	1 Year
34	Experience advantageous but not required	Dental Assistant	Skills Required but No Experience Required
35	Experience desirable but not essential	Dental Assistant	Skills Required but No Experience Required
36	Experience as Dental Prosthetist required	Dental Prosthetist	Experience Required but Not Specified
37	Entry-level or experienced accepted	Dental Assistant	Skills Required but No Experience Required

38	Experience in removable prosthetics required	Dental Technician	Experience Required but Not Specified
39	Experienced dental technician required	Dental Technician	Experience Required but Not Specified
40	Minimum 3 years' experience required	Dental Technician	3 Years
41	Minimum 1 year dental reception experience	Dental Receptionist	1 Year
42	Graduate level, no prior experience required	Dental Technician	Skills Required but No Experience Required
43	1+ year experience desirable	Dental Technician	1 Year
44	Experienced dental technician required	Dental Technician	Experience Required but Not Specified
45	Minimum 1 year dental assisting experience	Dental Assistant	1 Year
46	Minimum 6 months dental reception experience	Dental Receptionist	6 Months or Less
47	Minimum 2 years dental assisting experience	Dental Assistant	2 Years
48	Minimum 12 months dental assisting experience	Dental Assistant	1 Year
49	(Experienced applicants only)	Dental Assistant	Experience Required but Not Specified
50	Registered Dental Prosthetist	Dental Prosthetist	Experience Required but Not Specified
51	Minimum 2 years' experience as Dental Prosthetist	Dental Prosthetist	2 Years
52	Extensive experience as Dental Prosthetist	Dental Prosthetist	3 Years +
53	Experience in surgical dental assisting required	Dental Assistant	Experience Required but Not Specified
54	Minimum 6–12 months dental assisting experience	Dental Assistant	1 Year
55	Minimum 2 years' experience	Dental Prosthetist	2 Years

56	Previous dental assisting or reception experience	Dental Assistant	Experience Required but Not Specified
57	Experience as dental receptionist or assistant preferred	Dental Assistant	Experience Required but Not Specified
58	Experienced dental assistant / reception	Dental Assistant	Experience Required but Not Specified
59	Dental assisting experience preferred	Dental Assistant	Experience Required but Not Specified
60	Minimum 6 months experience desirable	Dental Assistant	6 Months or Less
61	Minimum 2 years dental nursing experience	Dental Assistant	2 Years
62	Minimum 3 years experience	Dental Technician	3 Years
63	Qualified dental assistant	Dental Assistant	Experience Required but Not Specified
64	Registered dentist	Dentist (Out of scope)	
65	Experience in dental reception or nursing	Dental Assistant	Experience Required but Not Specified
66	Extensive dental assisting experience, leadership capability	Dental Coordinator	3 Years +
67	Previous dental assisting experience	Dental Assistant	Experience Required but Not Specified
68	1 year experience for qualified role, none for trainee	Dental Assistant	1 Year
69	Minimum 2 years dental nursing experience	Dental Assistant	2 Years
70	Registered dentist	Dentist (Out of scope)	
71	Dental assisting experience preferred	Dental Assistant	Experience Required but Not Specified
72	Experience in dental assisting or reception	Dental Assistant	Experience Required but Not Specified
73	Minimum 1 year dental assisting experience	Dental Assistant	1 Year

74	Experience as acrylic dental technician	Dental Technician	Experience Required but Not Specified
75	Minimum 5 years dental technician experience	Dental Technician	3 Years +
76	Minimum 3 years dental technician experience	Dental Technician	3 Years
77	Minimum 1 year dental industry experience	Dental Assistant	1 Year
78	Minimum 5 years dental technician experience	Dental Technician	3 Years +
79	Qualified dental technician with implant experience	Dental Technician	Experience Required but Not Specified
80	Previous chairside dental experience	Dental Coordinator	Experience Required but Not Specified
81	Minimum 3 months dental assisting experience	Dental Assistant	6 Months or Less
82	Entry-level, no experience required	Dental Technician	Skills Required but No Experience Required
83	Dental nursing certificate, surgical experience preferred	Dental Assistant	Experience Required but Not Specified
84	Graduate or experienced technician	Dental Technician	Skills Required but No Experience Required
85	Dental industry experience required	Dental Assistant	Experience Required but Not Specified
86	1–2 years medical or dental administration experience	Dental Receptionist	1 Year
87	Prior surgical dental assisting experience	Dental Assistant	Experience Required but Not Specified
88	Experience in dental assisting or reception with coordination duties	Dental Coordinator	Experience Required but Not Specified
89	Entry-level or experienced accepted	Dental Assistant	Skills Required but No Experience Required
90	Varies by employer	Dental Technician	Experience Required but Not Specified

91	Previous dental assisting experience	Dental Assistant	Experience Required but Not Specified
92	Experienced CAD/CAM technician	Dental Technician	Experience Required but Not Specified
93	Minimum 5 years dental technician experience	Dental Technician	3 Years +
94	Qualified or near-qualified dental technician	Dental Technician	Experience Required but Not Specified
95	Experience with 3D printing desirable	Dental Technician	Experience Required but Not Specified
96	Experienced dental technician	Dental Technician	Experience Required but Not Specified
97	Minimum 1 year dental assisting experience	Dental Assistant	1 Year
98	Qualified dental prosthetist	Dental Prosthetist	Experience Required but Not Specified
99	Minimum 12 months dental technician experience	Dental Technician	1 Year
100	Minimum 3 years dental laboratory experience	Dental Technician	3 Years

Skills Analysis

S. No	Skills Required	Simplified Job Titles
1	Communication, attention to detail, multitasking, computer skills, infection control, teamwork	Dental Assistant
2	Communication, attention to detail, time management	Dental Assistant
3	Organisation, ability to work independently, multitasking, attention to detail	Dental Assistant
4	Customer service, communication, teamwork, willingness to learn, time management	Dental Assistant
5	Reliability, strong work ethic, computer literacy, people skills	Dental Assistant

6	Initiative, ability to work independently, multitasking, confidence in senior role	Dental Assistant
7	Sterile field practice, teamwork, communication	Dental Assistant
8	Organisation, precision, professionalism, communication, teamwork	Dental Assistant
9	Professional conduct, compliance awareness	Dental Assistant
10	Communication, customer service, attention to detail	Dental Assistant
11	Ceramist: dental anatomy, smile design, precision finishing, independent work. All-rounder: broad lab workflow capability, communication, time management	Dental Technician
12	3Shape/Exocad, milling, printing prosthetics	Dental Technician
13	Not specified	Dental Technician
14	Organisation, ability to work under pressure, precision, computer and lab technology skills, teamwork	Dental Technician
15	Communication, patient engagement, teamwork, adaptability	Oral Health Practitioner (Out of scope)
16	Ceramic role: tooth anatomy, trimming, fitting, layering, staining and glazing, ability to train others. Digital design role: anterior aesthetics, Exocad/3Shape/Inlab, printing and milling management	Dental Technician
17	Dental materials knowledge, equipment proficiency, interpretation of prescriptions, manual dexterity, problem-solving	Dental Technician
18	Patient-focused care, calm under pressure, communication, stakeholder liaison, clinical records systems knowledge (Titanium), Microsoft Office	Dental Assistant
19	Communication, customer service, organisation, rapport building	Dental Assistant
20	Communication, organisation, multitasking, initiative, team leadership	Dental Receptionist
21	Not specified	Dental Assistant
22	KPI awareness, CRM familiarity, customer service, professionalism	Dental Coordinator
23	Practice management software, dental terminology, organisation, independent problem-solving, Microsoft Office, HICAPS processing	Dental Receptionist

24	Communication, organisation, ability to work independently and in a team	Dental Assistant
25	Customer service, organisation, attention to detail, practice software use	Dental Assistant
26	Professional conduct, patient service orientation, calm under pressure, D4W software, office administration	Dental Assistant
27	Computer skills, initiative, willingness to learn	Dental Assistant
28	Microsoft Office, ability to learn Titanium system, prioritisation, deadline management	Dental Technician
29	Infection control, sterilisation knowledge, communication, calm under pressure, adaptability	Dental Assistant
30	Infection control, teamwork, motivation, WHCC, First Aid/CPR, vaccination compliance	Dental Assistant
31	Infection control, attention to detail, teamwork, manual handling	Dental Assistant
32	Chairside assisting, infection control, communication skills, administration	Dental Assistant
33	Chairside assisting, adaptability, customer service	Dental Assistant
34	Infection control, teamwork, willingness to learn	Dental Assistant
35	Infection control, communication, organisation	Dental Assistant
36	Denture fabrication, patient communication, attention to detail	Dental Prosthetist
37	Customer service, teamwork, infection control	Dental Assistant
38	Manual dexterity, attention to detail, problem-solving	Dental Technician
39	CAD/CAM, ceramic fabrication, precision	Dental Technician
40	Technical fabrication, communication, problem-solving	Dental Technician
41	Communication, organisation, dental software use, customer service	Dental Receptionist
42	Technical aptitude, teamwork, attention to detail	Dental Technician
43	CAD/CAM fundamentals, attention to detail, teamwork	Dental Technician
44	CAD/CAM, 3D printing, technical precision	Dental Technician
45	Chairside assisting, infection control, communication	Dental Assistant

46	Customer service, communication, organisation, computer skills	Dental Receptionist
47	Infection control, organisation, chairside skills	Dental Assistant
48	Adaptability, communication, chairside skills	Dental Assistant
49	Reliability, teamwork, chairside assisting	Dental Assistant
50	Clinical prosthetics, patient assessment, compliance	Dental Prosthetist
51	CAD/CAM, prosthetic fabrication, teamwork	Dental Prosthetist
52	Clinical judgement, prosthetic expertise, patient care	Dental Prosthetist
53	Infection control, surgical assisting, organisation	Dental Assistant
54	Chairside assisting, communication, teamwork	Dental Assistant
55	Acrylic prosthetics, attention to detail, communication	Dental Prosthetist
56	Communication, organisation, dental software	Dental Assistant
57	Administration, communication, multitasking	Dental Assistant
58	Infection control, administration, adaptability	Dental Assistant
59	Adaptability, chairside skills	Dental Assistant
60	Chairside assisting, infection control	Dental Assistant
61	Dental software, communication	Dental Assistant
62	CAD/CAM, prosthetics, precision	Dental Technician
63	Infection control, teamwork	Dental Assistant
64	Clinical judgement, communication	Dentist (Out of scope)
65	Administration, communication	Dental Assistant
66	Leadership, coordination, clinical governance	Dental Coordinator
67	Infection control, communication	Dental Assistant
68	Organisation, teamwork	Dental Assistant
69	Adaptability, communication	Dental Assistant

70	Clinical judgement, communication	Dentist (Out of scope)
71	Adaptability, teamwork	Dental Assistant
72	Communication, organisation	Dental Assistant
73	Communication, organisation	Dental Assistant
74	Acrylic prosthetics, precision	Dental Technician
75	Leadership, acrylic prosthetics	Dental Technician
76	Ceramics, CAD/CAM, attention to detail	Dental Technician
77	Administration, communication, multitasking	Dental Assistant
78	CAD/CAM, implant design, communication	Dental Technician
79	CAD/CAM, implant work, precision	Dental Technician
80	Leadership, organisation, communication	Dental Coordinator
81	Communication, teamwork	Dental Assistant
82	Manual dexterity, willingness to learn	Dental Technician
83	Surgical assisting, infection control	Dental Assistant
84	Manual dexterity, CAD/CAM	Dental Technician
85	Attention to detail, teamwork	Dental Assistant
86	Administration, communication, organisation	Dental Receptionist
87	Surgical assisting, infection control, teamwork	Dental Assistant
88	Leadership, organisation, compliance knowledge	Dental Coordinator
89	Communication, teamwork, clinical support	Dental Assistant
90	Manual dexterity, attention to detail	Dental Technician
91	Infection control, communication	Dental Assistant
92	CAD/CAM, implant design	Dental Technician
93	Leadership, CAD/CAM, quality control	Dental Technician
94	Acrylic prosthetics, precision	Dental Technician

95	3D printing, attention to detail	Dental Technician
96	Manual dexterity, attention to detail, time management	Dental Technician
97	Communication, teamwork, infection control	Dental Assistant
98	Prosthetic design, patient communication	Dental Prosthetist
99	CAD/CAM, precision, teamwork	Dental Technician
100	Dental materials knowledge, hand–eye coordination	Dental Technician

Appendix B: List of stakeholder organisations that participated in interviews

S.No.	Organisation Names
1	AADA College
2	Dental Assisting and Beyond
3	YWAM Medical Ships - Australia and PNG
4	TAFE NSW
5	TAFE NSW
6	Bendigo Kangan Institute
7	Bupa Dental Care
8	Skills SA, SA Department of State Development
9	TAFE SA
10	Metro North Hospital GP Liaison
11	Dental Business Mastery
12	TAFE QLD
13	RMIT
14	Chisholm Institute
15	TAFE SA
16	TAFE NSW
17	Dental Assistants Professional Association
18	TasTafe and Oral Health Services Tasmania
19	Grampians Health
20	Australian Dental Technicians Association
21	North Metropolitan Health Service - Mental Health, Public Health and Dental Services
22	Australian Dental Prosthetists Association (ADPA)
23	Australian Dental Association WA (ADAWA)
24	PathWest - Senior Forensic Odontology Officer Forensic Pathology and State Mortuary Service

Appendix C: Functional analysis interview questions

How big is your organisation?	
What type of organisation are you? For example, hospital / clinic / community service centre.	
How many locations are there?	
In what states and territories does the organisation operate in?	
How many staff do you have in the following roles?	
• Dental assistant	
• Dental technician	
• Dental prosthetist	
• Dental receptionist	
• Dental coordinator	
• Other (that uses the qualification)	
• Other (that uses the qualification)	
When employing staff do you	
Employee people without the qualification to undertake the above roles	
Only employ people who hold the qualification	
Employ people currently undertaking the training Will they get a different wage once qualified?	
Traineeships	
Do you offer training via the traineeship model?	
Do many staff take up this training opportunity? Yes or No Why or why not?	

Are you an in-house RTO?	
Position descriptions	
Are you willing to share the position descriptions with us for the above roles?	
What is the typical day like for each role type? Is there a set of standard procedures / functions that follow on a daily basis?	
Can you run through a day from start to end	
• Dental assistant	
• Dental technician	
• Dental prosthetist	
• Dental receptionist	
• Dental coordinator	
• Other (that uses the qualification)	
Career: What length of time do people usually stay in the role?	
• Dental assistant	
• Dental technician	
• Dental prosthetist	
• Dental receptionist	
• Dental coordinator	
• Other (that uses the qualification)	
Changes in the last 10 years: How have the roles changed in the 10 years since the last review	
• Dental assistant	
• Dental technician	
• Dental prosthetist	
• Dental receptionist	
• Dental coordinator	
• Other (that uses the qualification)	
Career Progression: What other careers/roles to people go on to undertake	
• Dental assistant	
• Dental technician	

• Dental prosthetist	
• Dental receptionist	
• Dental coordinator	
• Other (that uses the qualification)	

Skills and Attributes

What are the top 5 “skills” you look for in a staff member in these roles (they do not need to be technical or work setting related)

Which skills do you find are challenging or employee lacking in/don’t have?

What type of foundation skills are you looking for (for example reading, writing, numeracy, digital, etc.)

What are the technical skills people need in each role?

• Dental assistant	
• Dental technician	
• Dental prosthetist	
• Dental receptionist	
• Dental coordinator	
• Other (that uses the qualification)	

Working with particular cohorts?	
Do your employees work and interact with children at work? In what way? Do they receive special/specific training?	
Do your employees work and interact with older people at work? In what way? Do they receive special/specific training?	
Do your employees work and interact with a disability at work? In what way? Do they receive special/specific training?	
Do your employees work and interact with people experiencing mental illness at work? In what way? Do they receive special/specific training?	
Do your employees work and interact with addiction issues at work? In what way? Do they receive special/specific training?	
Do staff work alone? Do they receive any special training to do this?	
Recruiting/Selection of Staff	
Are there any other qualifications that you would consider worthwhile when recruiting these roles? What are they and why?	
In regard to the dental qualifications	
Are you familiar with the qualifications?	
As it is currently delivered, do the qualifications meet your requirements for your staff's skills?	
What skill(s) would you like to see be included in the qualification?	

Do the local RTOs where your staff have trained, consult you in regard to the electives that they deliver?	
The current Certificate III has skills related to the following areas in the core of the qualification: • Communicate and work in dental health or community services • Work with diverse people • Anatomy and physiology of mouth • Apply principles and practices of infection prevention and control • workplace health and safety • Interpret and apply dental terminology • Organise personal work priorities and development Do you think this is all that is needed for all of the areas mentioned above? Would you like to see something that all staff are trained in?	
Training: What support do staff get to undertake training	
• Unaccredited professional development	
• Accredited training either • units • skills set • qualifications?	
Industry influences: Is the industry affected by:	
• Political influences	
• Technological changes	
• Socio-economic changes for example higher/lower levels of demands	
• More engagement with other services	
• Competitive marketplace	
• Anything else?	



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