

## Public dental services in Victoria



### Do you need an interpreter?

If you need help talking to our staff, telephone 1300 360 054 and tell the receptionist. An interpreter can be provided.

### Who can receive public dental care?

Anyone with a dental **emergency** can be treated at The Royal Dental Hospital of Melbourne, located at 720 Swanston Street, Carlton. You may reduce your waiting time if you first telephone 1300 360 054.

To access **general**, **denture** or **specialist** care through the public dental system, you need to be eligible. People who are eligible can also access emergency care at community dental clinics.

The following people are eligible:

- All children aged 12 years and under
- People who hold one of the concession cards below and anyone else listed on the card



Health Care Card



Pensioner Concession Card

- All Aboriginal and Torres Strait Islander people who wish to be treated at The Royal Dental Hospital of Melbourne
- Newly arrived refugees and asylum seekers
- Children enrolled in special development schools
- Those in residential care provided by the Children, Youth and Families Division of the Department of Human Services.

### Do you have children aged between 12 and 17 years?

Children aged between 12 and 17 years may be able to get free dental checks through the Medicare Teen Dental Plan. For details, telephone 132 011 (charges apply) or go to **[www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)**.

## How do I make an appointment?

Contact your local community dental clinic. Telephone 1300 360 054 or go to [www.dhsv.org.au](http://www.dhsv.org.au) to find a clinic near you. When you call, the receptionist will check if you are eligible. If you are, you will be placed on a waiting list.

## How much will it cost?

How much you pay depends on your situation and the type of treatment you need. You may be able to get treatment for free or there may be a cost involved.

For more information, go to [www.dhsv.org.au](http://www.dhsv.org.au) or telephone 1300 360 054.

### Dental emergencies

Do you have:

- an injury to your teeth,
- severe bleeding in your mouth or
- swelling around your mouth area?

### What you should do

During the times listed below, telephone The Royal Dental Hospital of Melbourne on 1300 360 054.

#### Monday to Friday

8:30 am to 9:15 pm

#### Weekends and public holidays

9:00 am to 9:15 pm

Outside of the above times, contact your nearest hospital.

### Do you fit into one of these groups?

- Children and young people under 18 years of age
- Aboriginal and Torres Strait Islander people
- Newly arrived refugees and asylum seekers
- Pregnant women who need general care

If you fit into one of the above groups, you may not have to go on a waiting list. Tell the receptionist that you may qualify for '**priority access**'.

### Comments and complaints



To give feedback or make a complaint about The Royal Dental Hospital of Melbourne, please contact:

Dental Health Services Victoria

720 Swanston Street

Carlton VIC 3053

Telephone: (03) 9341 1000

Free call (country areas): 1800 833 039

Website: [www.dhsv.org.au](http://www.dhsv.org.au)

To give feedback or make a complaint about a community dental clinic, please contact the clinic directly.