

Oralhealth

FOR BETTER HEALTH

YOUR EXPERIENCE MATTERS
HOW WELL DID WE DO?

smiles
of the
year!

WIN!

AN ANNUAL PASS TO
ZOOS VICTORIA
DETAILS ON PAGE 3



ASK PROFESSOR MIKE
BRUSH UP ON YOUR
DENTAL KNOWLEDGE

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Free Wi-Fi at RDHM



Did you know that The Royal Dental Hospital of Melbourne (RDHM) is a free Wi-Fi hotspot?

How to log in:

1. Look up available networks on your device.
2. Select the 'DHSV-Guest' network.
3. You will be directed to a log-in portal. Log in using your Facebook account or email address.



For more information visit www.dhsv.org.au



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Where the term 'Aboriginal' is used it refers to both Aboriginal and Torres Strait Islander peoples. Indigenous is retained when it is part of the title of a report, program or quotation.

We acknowledge the traditional owners of Australia and we welcome all Aboriginal and Torres Strait Islander peoples to our services.

From the CEO



Dr Deborah Cole
Chief Executive Officer
Dental Health Services Victoria

Welcome to the 2017 edition of our Oral Health for Better Health magazine.

This magazine is jam-packed with information about how you, your family and friends can improve your oral health. I am also very proud to share our 2016–2017 highlights with you, because we've had a fair few.

Did you notice our gorgeous cover girl? Each year we select a community member to be our Smile of the Year and grace the cover of our magazine. We always choose someone who has a passion for health and can help us share the importance of eating well, drinking well and cleaning well. This is the first time the award is going to five non-human recipients – hippopotamuses Brindabella, Lotus, Primrose, Tulip and Pansy. Given their large size, we couldn't fit all of them on the cover but you can find out more about why they are perfect oral health ambassadors on page 4.

Over the last year there has been lots of talk about the health implications of eating a high sugar diet. We all know

sugar is bad for our teeth but sometimes sugar is hidden in snacks that are promoted as healthy. That's why our article on page 7 looks at how much sugar is in everyday snacks like flavoured yoghurt, fruit juice and cereal. We're also helping you make healthier choices by including a delicious recipe from our oral health MasterChef celebrity, Matthew Hopcraft.

At DHSV we are passionate about providing a safe and exceptional quality of care to our patients. Over the last year we have treated nearly 400,000 people across Victoria and launched lots of successful oral health projects. According to our patient experience trackers, 97 per cent of our patients are happy with the care that they receive at RDHM so we are definitely doing something right. But, there is always more to be done. Over the next year, we will keep finding new ways to help all Victorians live happier and healthier lives.

Until then, look after yourself and your family and don't forget to eat well, drink well and clean well.

Some facts!



Treated
225,581
adults and
172,676
children
across Victoria



159,974
people were
treated in the
emergency
department



WIN!

Tell us what you think

You could win an annual family pass to Zoos Victoria by giving us your feedback on this magazine.

Simply fill out the feedback form at the centre of this magazine or submit your feedback online: www.dhsv.org.au/QA_feedback





Hippos
say

AH

for good
oral health

2018
**Smiles
of the
year!**



It would be hard to find grins any wider than the hippos at Werribee Open Range Zoo.

As 2018 Smiles of the Year, the hippos are perfect ambassadors to spread the message that we need to eat well, drink well and clean well for good oral health.

Just like humans, it is important that hippos have healthy teeth and gums. In the wild, eager little birds and fish help hippos clean their teeth by feeding on seeds that would otherwise become stuck and cause infection.

But at Werribee Open Range Zoo, it is the zookeepers who have the important task of cleaning and checking the hippos' teeth every day, just like we have to take care of ours.

To keep teeth healthy, clean well by having regular dental check-ups and brushing your teeth with a fluoride toothpaste twice a day, every day. We also encourage parents to make sure that children have regular dental visits, and an oral health check by the age of two.

Find out more about the first dental visit on page 8.

Class: *Mammalia* **Order:** *Artiodactyla*
Family: *Hippopotamidae* **Genus:** *Hippopotamus*
Species: *H. amphibious* **Status:** *Vulnerable*
Found in: *Sub-Saharan Africa*

Adult hippos have between 36 and 40 teeth, with their canine teeth or tusks measuring up to 50cm. These large ivory tusks protrude outside and upwards from their lower jaw.

Teeth for grinding food are located at the back of the jaw and their enormous tusks are used only for fighting and defending themselves. While hippos are known for being one of the most dangerous animals in Africa due to their territorial nature, they can also be shy, gentle and playful.

They are able to hold their breath for up to five minutes and create their own sweat-based sunscreen – making them unique creatures of the animal kingdom.

DID YOU KNOW?

- * The word hippo means 'river horse' and their closest relatives are whales and dolphins.
- * Hippos are nocturnal feeders, meaning they are active at night. They emerge from their pools at dusk and feed in the cool, moist night air.
- * Males weigh up to 3 tonnes and females up to 1.4 tonnes.
- * Hippos are nearly hairless and have a thin top layer of skin, so moisture loss in dry air is greater in hippos than for other animals. Staying in water prevents dehydration.
- * They can run at speeds of 30km per hour, but only for very short bursts.

Meet our smile ambassadors

Brindabella

Born 1990

Brindabella is a terrific mum to young Pansy. She likes to have things her own way and at feed times will often bang on her gate to let the keepers know she wants to be let in.



Primrose

Born 1990

Primrose is the largest of the three females in the main pond, and mother to Tulip and Lotus. She is very polite and enjoys chin rubs from her keepers.



Tulip

Born 2003

Tulip is the second largest of the three females in the main pond. She is very curious about anything going on in the area, likes to interact with the keepers, and is generally very playful. She is going through the 'terrible teens' stage and is often seen play-sparring with her younger sister Lotus.



Lotus

Born 2008

Lotus is now as tall as her mum, but she still has some growing to do over the next few years. She's quite cheeky and likes to stir up older sister Tulip.



Pansy

Born 2013

Pansy is the youngest hippo at Werribee Open Range Zoo, born to mother Brindabella. Some of her favourite foods include treats such as crispy lettuce, watermelon, and other summer fruit. Pansy also loves to play and splash around in the water!





Ask Professor Mike

Professor Mike Morgan answers your questions on how to keep kids' teeth and gums healthy.

When should I start brushing my child's teeth?

As soon as your child's teeth appear, start cleaning by wiping with a soft cloth or use a small soft toothbrush and water. Use a toothbrush with a small head and soft bristles so that it is easier to reach all parts of the mouth.

Once your child turns 18 months old, start using a fluoride toothpaste to help prevent tooth decay. A pea-sized amount of low-fluoride toothpaste would do. Brush at least twice a day (morning and before bed) to remove plaque that can cause tooth decay and gum disease.

My toddler swallows his toothpaste. Is it safe to use fluoride toothpaste?

Fluoride in toothpaste is like a constant 'repair kit' that helps protect teeth against tooth decay. If young children swallow too much fluoride toothpaste, this may lead to dental fluorosis, which shows as small white flecks on the tooth surface. It's a good idea to keep the toothpaste out of reach when not in use. By using fluoridated toothpaste carefully, the chances of dental fluorosis can be reduced.

Only use a pea-sized amount of low-fluoride toothpaste (from 18 months) until your child turns six. Encourage your child to spit out toothpaste after brushing, but not rinse. If they can't spit toothpaste out yet, wipe the excess toothpaste off their teeth after brushing.

When can they start brushing their teeth on their own?

Kids will need an adult to help them brush their teeth until about seven or eight years of age. As your child becomes more independent, let them have a go at brushing to help them learn how to brush properly. As a general rule, once your child can tie their own shoelaces, he or she is probably ready to brush their own teeth.

Does my child need to floss?

There is some (but little) evidence that flossing your child's teeth can lower the risk of decay, especially among young children who are not yet able to brush well or have low fluoride exposure. It is recommended that you use a fluoride toothpaste to brush twice daily as that is more effective in fighting tooth decay.

Is fluoride in tap water safe for drinking?

Fluoride in our drinking water helps strengthen and protect teeth too. Community water fluoridation is an effective and inexpensive way to reduce tooth decay in kids and adults. There is no scientific evidence linking water fluoridation with side effects such as cancer, bone fractures, Alzheimer's disease or any health problems. If you don't have fluoride in your water supply, ensure that your child's teeth and gums are brushed twice a day and have regular dental check-ups. Children should have an oral health check by the time they turn two. For adults living in non-fluoridated areas, ask your dental professional if you should use a higher strength fluoride toothpaste or brush more than the usual two times a day.

Professor Mike is the Head of Melbourne Dental School at The University of Melbourne. If you have a question on oral health, email healthysmiles@dhsv.org.au



How much sugar is **TOO MUCH?**

We all know that we should cut back on sugar for the sake of our teeth and overall health. But knowing what to aim for can be confusing. How much is too much?

While we don't have specific guidelines in Australia, the World Health Organisation recommends that less than 10 per cent of total energy intake be free sugars, for both adults and children.

Free sugars refer to sugar added to foods (by the manufacturer or consumer) as well as sugars naturally present in honey, syrups, fruit juices and fruit juice concentrates. A further reduction to below 5 per cent would provide extra health benefits.

The 5 per cent guideline for adults means no more than around 6 to 7 teaspoons per day and for children, even less. In the United Kingdom, guidelines recommend less than 3 teaspoons for a child around two years old and fewer than 4 teaspoons for a three-year-old. We don't need any foods with added sugar to improve nutrition.



We love fruit and veggies. Our favourites are crispy lettuce, watermelon and other summer fruit!

How much sugar is in this?

Here are some common foods aimed at children. Compare the number of teaspoons of added or 'free' sugar and see if you can choose simple healthier choices with less sugar.



30g of chocolate cereal
contains 2.75 teaspoons of added sugar



30g serve of wheat biscuit cereal
contains less than 0.25 teaspoon of added sugar



25g sweet biscuits (about 13 bite size pieces)
contains 1.6 teaspoons of added sugar



4 wholegrain crackers with cheese
contains less than 0.25 teaspoon of added sugar



140g fruit yogurt
contains 4.3 teaspoons of added sugar



Plain yogurt plus fresh fruit
contains 1.2 teaspoons of added sugar



250ml of 100% fruit juice
contains 5 teaspoons of 'free' sugar



Tap water
No added sugar



The first dental visit

Children should have an oral health check by their second birthday.

The first baby tooth usually appears when your child is around six months old. Baby teeth play a crucial role in speech development, eating and creating space for the adult teeth. Baby teeth can also be vulnerable, so it is important to take care of them.

Your child's first oral health check may be done by a health professional such as a maternal and child health nurse, GP, dentist or dental therapist.

An oral health check can help with:

- spotting tooth decay or other problems early
- checking on tooth development
- advice about healthy foods and drinks to reduce the risk of tooth decay
- providing advice on toothbrushing to remove plaque
- providing advice on using a suitable fluoride toothpaste.

Make it a great first visit

Here are some tips that can help you prepare for your child's first dental visit.

1. Make your child's appointment early in the day, when he or she is not tired.
2. Arrive a little earlier and allow your child to become familiar with the surroundings.
3. Talk to your child about the visit in a positive way.
4. Allow the staff to capture your child's full attention.

DID YOU KNOW?

- All children aged zero to 12 years are eligible for public dental care (which includes check-ups). Children do not go on a waiting list – they receive the next available appointment.
- Children aged two to 17 years receive up to \$1,000 of dental care over a two-year period if they are eligible for the Child Dental Benefits Schedule. Find out more at www.dhsv.org.au/cdbs
- For families without a healthcare or concession card, there is a small fee (about \$33 per visit, with a maximum of \$132 per family per year).

To find your nearest public dental clinic, visit www.dhsv.org.au/clinics.



The zookeepers start to brush our teeth when we're young to prevent decay. So don't wait for a problem, your child should have a dental check-up by the age of two.



Clown doctors at RDHM

The Humour Foundation's Clown Doctors visited RDHM to bring smiles to children, families and staff.

Dr Nurse and Dr Fairy Floss delighted patients waiting for their appointments with lots of laughter in the hospital's waiting rooms.

The zany duo also visited children at the dental chair and provided a much-needed distraction to parents and children about to undergo various procedures.

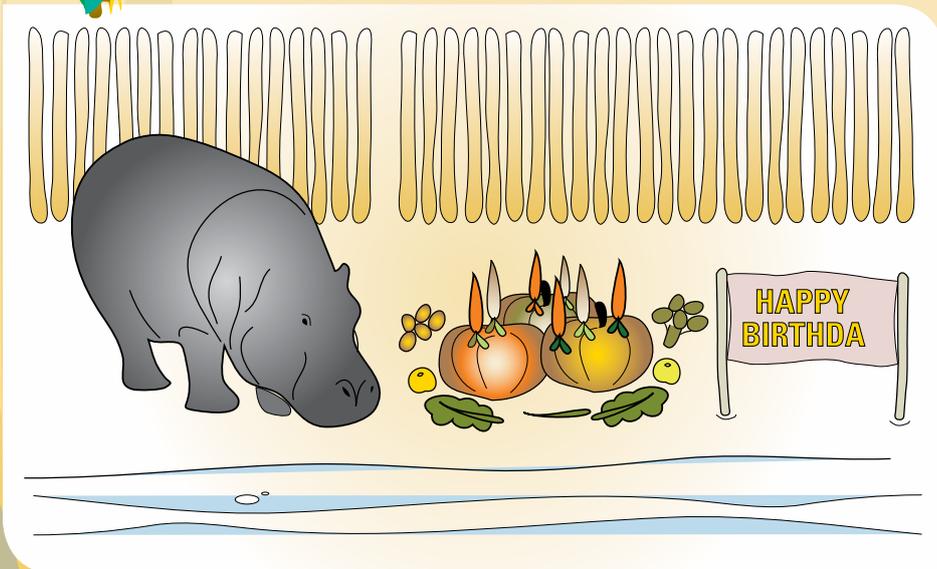
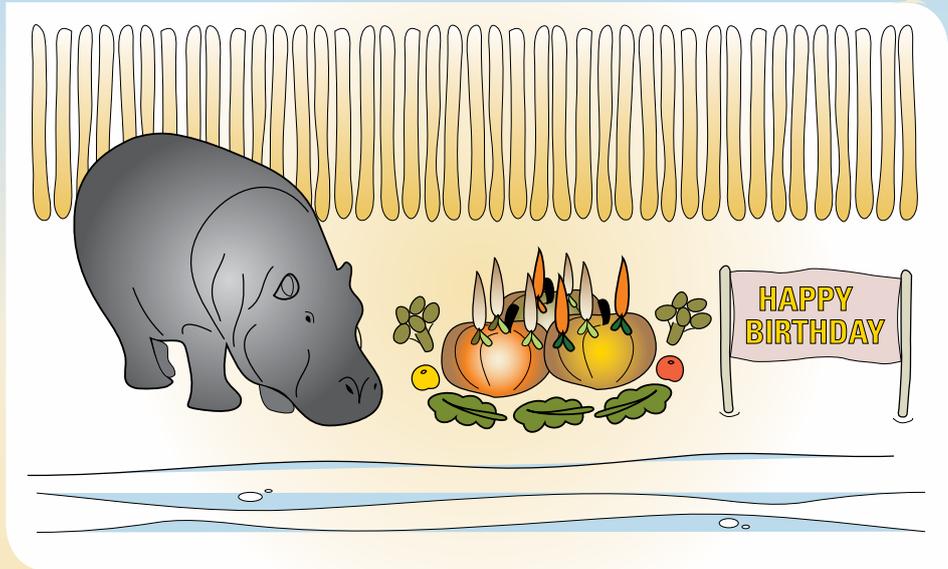


KIDS' CORNER

Spot the difference

There are 11 differences between these two pictures. Can you spot them all?

Answers on www.dhsv.org.au/QAkids



Traffic lights

'Everyday' foods and drinks can be eaten every day because they are good for your teeth and the rest of your body. 'Everyday' foods and drinks are fresh fruit, vegetables, cheese, plain milk and water.

'Sometimes' foods and drinks have lots of sugar. Sugar can make holes in your teeth and make them sore. 'Sometimes' foods and drinks are sugary drinks, lollies, biscuits, cakes, chocolate and muesli bars.



Draw a line to connect 'everyday' foods and drinks to the green light. Connect 'sometimes' foods and drinks to the red light.

Fabulous meals for kids

A recipe from Matt



"I truly believe that cooking at home is one of the most important roles of a parent. It encourages healthy eating, bringing the family together to share a meal and teaching your children important life skills.

There is so much enjoyment in food. I love spending time in the kitchen cooking for my family and trying to make food that we can all enjoy, and is healthy as well. As a parent of two children, I know how challenging it can be to find the right balance. My philosophy has always been to keep introducing new foods and encouraging the kids to try. Sometimes they like it, and sometimes they don't, but it is interesting to see their tastes change and mature over time."

Matthew Hopcraft

CEO of the Australian Dental Association Victorian Branch and sixth finalist of 2015 MasterChef Australia

Fettuccine, zucchini, garlic and spinach

Serves: 6

Ingredients

500g fettuccine
3 zucchinis
60ml extra virgin olive oil
2 cloves garlic, finely sliced
1 red chilli, finely sliced (optional)
125ml vegetable stock
1 cup baby spinach
salt
grated parmesan cheese, to serve

Directions

Bring a large pot of salted water to the boil. Add about 5g salt per litre of water – it should taste like the ocean. Cook the fettuccine for 8 to 10 minutes until al dente. Drain and set aside, reserving some of the cooking water.

While the pasta is cooking, cut the ends off the zucchini, and cut in 4cm pieces. Slice each piece lengthways 3mm thick. Heat the olive oil in a frying pan over medium heat, then cook the zucchini slices in batches until golden brown on both sides. Add all of the zucchini back into the frying pan, and add the garlic and chilli. Cook for 3 to 4 minutes.

Add the vegetable stock to the zucchini, and simmer until reduced by half. Add the spinach leaves and chilli (optional), and cook until the spinach has wilted.

Finally, toss through the pasta and add a little of the reserved cooking water.

Serve with some grated parmesan cheese.



Photo: Kylie Mibus

Healthy party food

Parties are great for celebrating life's special moments and kids love them. Party food for kids can sometimes be sugar-laden, but it doesn't have to be that way. Here are a couple of healthy and colourful ideas you could try at your next event.



Party like pikelets

Serves 6

Ingredients

1/2 cup of wholemeal self-raising flour
1/2 cup of self-raising flour
200ml of milk
2 eggs
A selection of summer fruits and nuts for decorating

Directions

Over a large mixing bowl, sift both the wholemeal and self-raising flour and mix them together. Form a well in the centre of the flour that is big enough to add your wet ingredients.

Use a fork to whisk together the milk and eggs in a separate small bowl or jug. Pour the milk and eggs into the well you have created in the flour mixture. Gradually combine the wet and dry ingredients, making sure the lumps dissolve. Whisk the batter for 1 to 2 minutes so that bubbles start to form in the mixture.

Create small circles of batter on a medium-hot, non-stick frying pan by placing tablespoons of the mixture across it. The batter will spread a little, so be sure to leave space between each pikelet. After about a minute, bubbles will start to appear on the tops of the pikelets. Carefully flip them over and cook the other sides until they are brown and the pikelets are cooked right through.

Spread finished pikelets across a serving plate and decorate with your choice of fruit and nuts.

Pikelets make a great blank canvas for kids to create their own colourful and fun designs – get them involved in decorating.



Yoghurt banana pops

Serves 6

Ingredients

3 bananas
6 popsicle sticks
1 medium tub of natural yoghurt
A handful of almonds

Directions

Cover a medium-sized tray or plate with baking paper and set it aside for later.

Peel the bananas and cut into two pieces, about halfway along. Insert the popsicle stick into the flat end of each banana piece.

Chop the almonds roughly into little chunks and spread them across a wooden board or flat plate. Roll the bananas in yoghurt. Then roll the yoghurt-covered bananas onto the almonds to cover them evenly.

Carefully lay the bananas onto the baking paper covered tray and put them into the freezer. They should be firm enough to serve after 2 hours, but you can also prepare them the day before your party and freeze them overnight.

Remove them from the freezer about 5 minutes before serving. Try different nut combinations or even muesli to create different coating flavours.



Us hippos munch on plants every day. Healthy meals and snacks are most important for healthy teeth. Beware of foods with added sugars!

OUR PATIENTS



Joseph, 5

Originally from Burma, parents Sophia and Thang Hu, have brought their son Joseph to the hospital for a dental visit. He is being treated by oral health therapist, Kimberley Karp and dental assistant, Julie Goodall.

Sophia: The hospital has been good. We used to take him to another clinic but now we come here because Joseph likes it here. It is welcoming and he really likes the staff. They also taught him how to brush his teeth. We're happy with the care.



Dana, 9 and Aidan, 11

Aidan: I had to go into emergency once. My enamel didn't form properly (chalky enamel) and I had to get my tooth extracted. My mum had prepared me before the appointment and told me that it would hurt, but it wouldn't hurt for very long. It did hurt but it didn't scare me away from the dentist.

Dana: I like coming here. Because I come here regularly, it's not as scary.



Andre

I'm extremely scared of the dentist. It makes me want to run away. But the staff are confident in dealing with patients like me. They understand that I'm scared but talk me through what's happening and tell me what is going to be done.



Amir, 5 ½ years old, with mum Anita

Amir is having a dental examination with paedodontics specialist dentist, Dr Mihiri Silva. He was referred by his community dental clinic for specialist care at the hospital.

Anita: My son has autism and we were told that this is a lovely place to come for children with autism. They tend to be anxious and it's easy to relax here. Amir has a few cavities in his baby teeth and requires a crown. We are due to come back for our appointment soon. The dentist is very friendly and she's great with Amir.

Past community oral health champions: where are they now?

Our community oral health champions are people who work outside of Victoria's public dental sector, but are as passionate about promoting great oral health as we are.

The Community Oral Health Champion Award was introduced in 2014 by DHSV's Community Advisory Committee. It honours oral health advocates and recognises them for helping Victoria's public dental professionals in their quest for good oral health.

We caught up with our three winners to see what they have been up to so far since they won the award.



Jaimie Poorter



Cath Flanagan



Diana Brown

★ 2014 Community Oral Health Champion: Jaimie Poorter

Jaimie Poorter was DHSV's first ever Community Oral Health Champion. As a Smiles 4 Miles coordinator in the Lower Hume region, Jaimie has been tirelessly working to improve the oral health of preschoolers in her community. She has also worked with the Aboriginal community in the Seymour area to promote oral health through health information sessions focusing on the importance of brushing regularly and having dental check-ups.

Are you still involved in improving public oral health?

I'm still Smiles 4 Miles Coordinator for Lower Hume, as well as the convenor of the Ovens Murray and Goulburn Valley Smiles 4 Miles Coordinators Support Group. I've provided resources and trained both Mitchell and Murrindindi Shire maternal and child health nurses to run healthy eating and oral health sessions with first-time mothers' groups.

Why are you passionate about improving oral health?

I enjoy giving kids and families the tools they need to make healthy choices which brighten their adorable little smiles. I also try to make sure that everything I do is sustainable and embedded within the system so that future generations may benefit and have brighter smiles, even after my supporting role has finished.

What has it been like since you won the community oral health award?

I'm always looking for new ways to engage with and improve oral health outcomes for families within our local communities. This award has been a driving force in that I know what I'm doing is important and valued. I really enjoy knowing what I do helps others make healthy choices regarding their oral health.

★ 2015 Community Oral Health Champion: Cath Flanagan

Our second champion, Cath Flanagan, supports the homeless in Melbourne's north through her role at Bolton Clarke (previously the Royal District Nursing Service). In 2015, Cath won the award for leading a new initiative which helped homeless people access and navigate the health system as priority-of-care clients. Together with the dental team at Merri Community Health Services, Cath has helped homeless patients access much needed dental care.

What do you do now?

I'm lucky to still be working in the same position as I was when I won the award. The main group of clients that I work with are homeless young people between 12 to 25 years old in the cities of Moreland and Hume. As a community nurse, my task is to try to address some of their health needs, such as mental health, sexual health, and dental health.

Why are you passionate about improving oral health?

Some of the young people that I meet have never been to the dentist. Part of my work with young people is about breaking down fears, both culturally and psychologically, so that they feel confident to go to see a dentist, even after I am no longer working with them.

Oral health is a great indicator of the overall health of a person, such as their diet and drug use. If I can help in a small way and show a young person that preventive treatment is better than prolonged dental pain, then the overall cost to my client and the community is reduced.

What has it been like since you won the community oral health award?

There is a constant stream of young people through the homelessness sector. They need access to care such as having their wisdom teeth removed. My concern is that these young people will slip through the cracks while they are on the waiting list for treatment.



2016 Community Oral Health Champion: Diana Brown

As a Smiles 4 Miles coordinator at EACH Social and Community Health, Diana Brown was awarded 2016 Community Oral Health Champion because judges were impressed with her efforts in improving the oral health of young children in her community.

What do you do now?

I am still working as the Smiles 4 Miles coordinator for EACH two days a week, and I am now also in a new role for the remaining three days as Project Manager for the Eastern Metropolitan Oral Health Network (EMROHN). The services across the eastern metropolitan region have come together to form EMROHN and work together to further develop oral health services.

Are you still involved in improving oral health?

Yes, most definitely! It remains an integral part in both my roles and it is something that I am extremely passionate about.

Why are you passionate about improving oral health?

Good oral health is integral to overall health and wellbeing. As a mother of three teenage children, I am very concerned about statistics that more than half of all Victorian school aged children are affected by tooth decay. I want to play a part in encouraging young children to adopt good oral health habits which will serve them well when they reach adulthood.

YOU SAID IT!

Outstanding professionals with smiles at all times. It is a pleasure (besides my obvious dislike for dental care).

- ORIETTA

Everyone I came in contact with was splendid. Everything was really well explained and they were very nice to me.

It was a bit of a wait but I was totally fine with that and was kind of expecting it.

- RACHEL

I wish to express my sincerest thanks and appreciation for the superb level of service and treatment provided to me. I am someone who is extremely nervous when it comes to dentists, but the level of care and comfort provided by you was unexpected.

- MUHAREM

Fantastic from start to finish: new dentures top and bottom.

- JUDE

My nine-year-old son had to have extensive work done on his teeth under general anaesthetic. The staff were fantastic from the moment we arrived. We were there all day and my son was well looked after. Everything was explained very well and made us feel so comfortable and worry free. I highly recommend the dental hospital.

- ALLAN

I came with a bad toothache. Staff at the front desk were very friendly and understood my problem. The dentist and her assistant treated me kindly and were highly skilled. They were both like angels to me. Thanks DHSV.

- AATHIPAN



I drink lots of water every day. You should too! For healthy teeth and gums, drink plenty of tap water.

Quality account reporting 2016–2017

1. Statewide plans

Aboriginal health

Many Aboriginal people in Victoria enjoy good or excellent oral health. However, as a group, Aboriginal people are more likely to experience poorer health outcomes than non-Aboriginal people. That is why we are working hard to close the gap between the health of Aboriginal and non-Aboriginal Australians.

Improving the experience

Aboriginal patients are a priority group at DHSV and treatment is free for these patients at RDHM. Our Aboriginal Liaison Officer provides cultural support for Aboriginal patients and helps with booking overnight accommodation for country visitors. Where possible, we make family appointments to promote flexibility for these patients.

Outreach initiatives

On top of making our Aboriginal patients feel welcome at our clinics, we also use outreach programs to treat them in their preferred environments. Our Aboriginal Liaison Officer works with the Gathering Place in Werribee to deliver dental services to patients living in Melbourne's west. Our Closing the Gap dental mobile vans also provide dental services to rural and regional Aboriginal communities in Victoria.

We are doing lots of work in the prevention arena, including

- training midwives who work in Koori maternity services to promote oral health and access to dental services
- the Bigger Better Smiles program which trains health workers to promote oral health to Aboriginal women and children
- the Smiles 4 Miles program, which has trained staff from Yappera Children's Service to teach Aboriginal preschool children great oral health habits.

[Find out more about these prevention programs on page 21.](#)



The number of Aboriginal patients at RDHM increased by 17 per cent in 2016–2017 compared with the previous year.

Aboriginal public sector employment

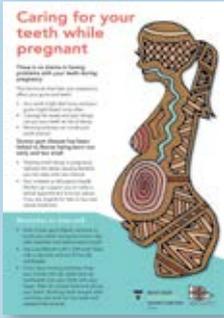
We support the growth of our Aboriginal workforce as we believe that they play a crucial role in providing inclusive and culturally appropriate services for Aboriginal patients and their families.

Our trainee Aboriginal dental assistants and patient liaison officers work closely with dental professionals to deliver oral healthcare and education to their fellow community members. We also continue to support two of our Aboriginal dental assistant traineeship graduates who are now enrolled in the Bachelor of Dentistry course at La Trobe University. They were the first-ever Aboriginal male and female students to be accepted into this course.

Online training to improve Aboriginal cultural awareness

DHSV believes that when a patient feels comfortable and culturally safe during their dental visit, they are more likely to return for future appointments. As such we have launched an Aboriginal cultural awareness online module to promote a culturally safe environment for Aboriginal patients and staff at DHSV. The module is aimed at raising awareness among DHSV staff about the Aboriginal culture, improving access for this community and making DHSV a culturally safe and inclusive place.





Caring for your teeth while pregnant: a fact sheet for Aboriginal women

Together with the Victorian Aboriginal Community Controlled Health Organisation Inc (VACCHO), DHSV has created an oral health resource for pregnant Aboriginal women.

Midwives and Aboriginal health workers from the Koori Maternity Service (KMS) across the state provided valuable ideas and insight about what the 'Caring for your teeth while pregnant' fact sheet should include and reviewed drafts as they were developed.

A team of Aboriginal Liaison Officers from the Mercy Hospital for Women tested the fact sheet with women who attended the Nangnak Baban Murrup clinic. The information contained in the fact sheet has also been included in the KMS Boorai Bundle booklet for mothers 'All you need to know about a healthy pregnancy for a healthy boorai'.

Family violence response

The safety of our staff and patients is important and DHSV has been working to raise awareness on preventing family violence.

Over the past year we have conducted workshops and training sessions to improve staff and patient safety. We also included family violence topics in staff conferences held across Victoria to help staff recognise the signs of family violence among their colleagues or patients, and where to seek help if needed.

To promote health and wellbeing among staff, we also developed a policy, 'Employees affected by domestic and family violence'. It includes an 'Individual domestic and family violence workplace safety' plan to help employees at risk of, or experiencing domestic and family violence, put workplace safety options in place.

A policy and procedure for patients affected by domestic and family violence has been drafted based on the Bendigo Health and Royal Women's Hospital 'Strengthening Hospital Responses to Family Violence' model.

Improving care for Aboriginal patients (ICAP)

We are committed to providing culturally responsive care to Aboriginal Victorians. Here are our achievements according to the key result areas of the ICAP program.

1. Engagement and partnerships

We have improved engagement with VACCHO to create better health outcomes. We reviewed and updated the Aboriginal oral health plan in consultation with VACCHO and it will be incorporated into a DHSV reconciliation action plan. Our Aboriginal Community Development Officer has played a key role in strengthening partnerships with the Aboriginal community. This role is shared between DHSV and VACCHO and is responsible for developing policy and health programs by maintaining close partnerships between Aboriginal and mainstream services in the area of oral health.

2. Organisational development

To build the foundations of a culturally responsive health service, DHSV's executive team is leading the way by encouraging activities that reflect this. DHSV has been working with its departments to improve the health outcomes of Aboriginal patients. To raise awareness among staff and patients, we celebrate cultural events such as National Close the Gap Day and NAIDOC Week.

3. Workforce development

DHSV has renewed its Aboriginal employment plan to provide traineeships not just for future dental assistants but also patient liaison officers.

4. Systems of care

Outreach programs such as RDHM's engagement with the Gathering Place helps Aboriginal patients access care without having to travel to RDHM.

2. Consumer, carer and community participation

Partnering with our consumers

Our consumers come from different backgrounds, many of whom have experiences with public dental care. They may be a past patient, family member or simply someone who wants to help improve our care. As members of the Community Advisory Committee (CAC), they work with us to co-design services at DHSV. They give advice and opinions that reflect the views of their communities that help shape our services and policies. Meet one of our consumers, Thu-Trang Tran.

Thu-Trang is a senior strategy advisor in Victorian government and a proud mum of two young children.

Her experience as a maternity patient in the public health system was what inspired her to join the CAC.

Thu-Trang said she was grateful for the amazing care that she received and wanted to find a way to give back to the public health system. She joined the CAC in April 2017.

“Being on the CAC allows me to volunteer and represent my perspective in the system,” Thu-Trang said.

“I’m applying my research and professional skills to provide feedback on improving the care at DHSV.”

Thu-Trang’s family arrived as refugees from Vietnam in 1988, making it to Australia after 13 attempts.

“My parents are extremely risk-averse but they still made the decision to leave, even though death was a possibility,” Thu-Trang said.

“As a parent now, I have begun to understand the sacrifices they made and I appreciate their courage and what they did to bring us to a safe place to grow up.”

One of her fondest memories as a child was of dad taking her to dental visits.

“My dad would take me to the dentist when I was a child, and the drive with my dad to a different suburb is a fond memory. Until this day, I still remember the trips with my dad.”

Community Advisory Committee member – Thu-Trang Tran

Our consumers from the Community Advisory Committee and Board Safety and Quality Committee helped create this Quality Account. We would like to thank them for their input.

Are you interested in making DHSV better for all its consumers? Register your interest on: www.dhsv.org.au/consumer_rep

Engaging our consumers

We want to work with our consumers and communities to design experiences that delight. One of DHSV’s strategic themes is to improve the experience of our consumers, staff and patients.

The DHSV Strategic Framework for Consumer and Community Engagement 2016–2021 is our roadmap for community engagement.

Read the framework: www.dhsv.org.au/engagementframework

Training dental professionals to better meet the needs of our patients and consumers

We want our dental professionals to be the best they can be and we do so by continuing to train and develop their skills. This helps us to improve the experience of all our consumers and patients when they use our services.

A tool for dental professionals to better meet the needs of refugees and asylum seekers

People come from all over the world to seek refuge in Australia.

Often they leave their homes due to unrest. With having to travel to Australia and resettle in a new country, other matters tend to take priority over their oral health.



In 2016–2017, 13,912 refugees and asylum seekers received treatment statewide.

Some of the reasons for poor oral health among refugees and asylum seekers include:

- pre-arrival torture and trauma (including trauma to the mouth or teeth)
- lack of basic needs during transit; and
- language barriers and not being familiar with the Australian health system.

At DHSV, it is our goal to improve the oral health of refugees and asylum seekers living in Victoria.

Together with the Victorian Refugee Health Network, we created an evidence-based tool to support dental professionals in providing better care.

The tool helps dental professionals observe and assess patients for clinical and social risks that have an impact on the oral health of the patients. It also guides dental professionals on how to provide follow-up care for their patients through recall appointments and oral health education for those with a high risk of tooth decay.

The tool has been trialled in two community sites with significant refugee populations. DHSV will undertake further engagement with community agencies to make sure that the tool is best placed to support dental professionals and refugee and asylum seeker populations in Victoria.



Smoking and oral health



People who smoke have a higher risk of oral cancer and gum disease. As dental professionals, we are often the first to see the effects of smoking in our patients' mouths.

Using a simple three-step framework, Ask, Advise and Help, Smokefree Smiles is a program that trains dental professionals in helping patients who smoke make informed choices on quitting. We also refer patients to Quitline, a telephone helpline offering information and support to those who want to go smoke-free.

Smokefree Smiles Project Officer, Dr Melinda Tam, said it was important to provide advice on quitting smoking to patients during their dental visit.

"Studies show that 88 per cent of Victorians who smoke want to quit, and 81 per cent have already tried to do so," Dr Tam said.

"It often takes a number of attempts to quit smoking for good.

"Quitting can be difficult, which is why health professionals encourage patients not to do it on their own. We are here to help."

If you are thinking about quitting, speak to your dental professional about the effects of smoking on your mouth. You can also ask for a referral to the Quitline. For more information, visit www.quit.org.au or www.dhsv.org.au/smokefree



FOUR-LEGGED FRIEND

Through a partnership with Delta Therapy Dogs, RDHM has regular visits from volunteers and their therapy dogs to bring companionship to the patients and staff at the hospital. These therapy dogs bring lots of smiles and joy to patients at the waiting rooms.



DHSV's first Cochrane review

Community-based population level interventions for promoting child oral health is the first Cochrane Review published by DHSV. The study was the first-of-its-kind focusing on community-based population-level oral health promoting interventions targeting children from birth to 18 years of age. Cochrane Reviews are internationally recognised as the gold standard in systematic reviews of health evidence.



Like you, my teeth are very important to me so I have them cleaned every day. You should brush yours twice a day. Open wide and get them checked regularly to make sure they are staying healthy.

Victorian kids off to a great start



Healthy Families Healthy Smiles

Healthy Families, Healthy Smiles is a health promotion program that helps young children aged zero to three years old and pregnant women keep their teeth and gums healthy.

The Healthy Families, Healthy Smiles team works with professionals such as midwives, early childhood educators and maternal and child health nurses to promote oral health as part of their work with families. In 2016–2017, we trained over 440 professionals across Victoria.

We have also created resources for health professionals to promote oral health in their communities.



The Little Teeth Book was created for maternal and child health nurses to support discussions with families about the importance of oral health. It has been distributed to all maternal and child health services in Victoria.



The **Baby teeth count too!** flipchart was made for supported playgroups to help families learn about good dental health. It was a finalist in the 2016 Victorian Early Years Awards in the 'Promoting children's health and wellbeing' category. The flipchart is designed to help the playgroup facilitator start a discussion with families about healthy habits, including the difficulties that families might face.

Smiles 4 Miles

Smiles 4 Miles works with preschools and childcare centres to promote healthy eating and oral health habits to children and their families. Smiles 4 Miles coordinators across Victoria provide teachers and carers with knowledge and skills to promote oral health.

In 2016–2017, Smiles 4 Miles reached over 34,000 children and their families across 560 early childhood services. The program covers the areas at greatest risk of poor oral health across Victoria.

Smiles 4 Miles uses three simple messages:

Eat well – enjoy lots of healthy foods and limit foods that contain added sugars.

Drink well – drink plenty of fluoridated tap water.

Clean well – brush your teeth twice a day and have regular dental check-ups.



Kids at Charlton Kindergarten proud of their Smiles 4 Miles award.

Extending our reach

Where possible, we support projects that improve the oral health of communities, both locally and further afield. In 2016, we supported the opening of a local dental clinic for the Balibo community in East Timor.



A very special milestone for the Balibo community in East Timor was achieved with the opening of the Balibo dental clinic.

DHSV is proud to be part of the project by donating two dental chairs and our staff also helped coordinate the clinic opening.

DHSV CEO, Dr Deborah Cole, said the Balibo dental clinic, a project by the Balibo House Trust, was aimed at improving the oral health of the local population by providing access to dental treatment, community education and prevention programs.

“There are only five dentists in Timor Leste, four of whom are located in Dili. There are 54 dental nurses, with around one dental nurse for every 20,000 people. As such, the population suffers from generally poor dental health,” said Dr Cole.

“Poor diets result in poor oral health and the nutritional status of children and adults in Timor-Leste is below acceptable world standards.”

The program is being staffed by volunteer dentists from Australia and operates for about two weeks, four times a year.

Left: Volunteer dentist Dr David Bladen and Brother Elmer treating one of the clinic's first patients.

Antarctic doctors program

DHSV provides training to doctors taking part in Australia's Antarctic Program. These doctors come from all over Australia and they travel to RDHM to undertake a two-week intensive training program to prepare for their Antarctic expedition. In this program, doctors learn skills on managing oral health emergencies that may arise during their expeditions.

The participants take up their duties at either the Casey or Mawson base, or on Macquarie Island where they will be responsible for the medical and dental care of all the staff at their base.

DHSV also provides ongoing clinical advice via telephone once the participants take up their placements.



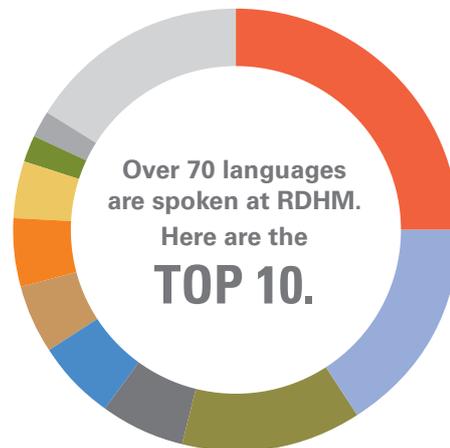
Inclusive and culturally safe services

Our patients presenting at RDHM speak more than 70 languages other than English. To make sure that patients are well-informed about their condition and can make the best possible healthcare decisions for themselves, we use highly qualified interpreters to help those who need help with communication.

RDHM provides professionally qualified interpreting services, including AUSLAN (Australian Sign Language), to help patients communicate with staff during their dental visit.

Patients can also access immediate telephone interpreting services through Translating and Interpreting Service (TIS National). TIS's immediate phone interpreting service is available 24 hours a day, every day of the year by calling 131 450.

We also train our staff on the interpreter process so that they can request interpreting services for their patients when needed.



25%	Mandarin and Cantonese
16%	Arabic
13%	Farsi
6%	Greek
6%	Italian
5%	Turkish
5%	Vietnamese
4%	Chin Haka
2%	Burmese
2%	Somali
16%	Other

TIP

Google Translate is a free service that translates text, speech, images, and websites from one language into another. While we have interpreters available, Google Translate can also be useful for patients who need some help with communicating with healthcare staff. It also translates the DHSV website into many different languages!

Find out more: <https://translate.google.com.au>



Improving oral health for people with disability

Almost one in five Australians have a disability. People with disability tend to experience more dental problems than people without disability, including more severe gum disease and higher rates of untreated tooth decay. They may also find it more difficult to access dental care. The risk increases when a person has multiple disabilities or complex health issues.

Support in Victorian disability services

DHSV is working with our partners on ways to promote good oral health for people accessing community-based disability services. As part of this we are developing an online package. It includes:

- guides for organisations to include oral health in their policies and procedures
- information and strategies that can help disability support workers best support a person with oral health needs
- consumer-tested easy-read oral health information to share with disability service users and their families.

Domiciliary service for homebound patients

We have a domiciliary service that is available to patients who are housebound due to physical disabilities and find it hard to travel to RDHM.

The domiciliary oral health unit will come to:

- private homes
- group homes
- nursing homes
- staff-supported accommodation
- hospitals

For more information, visit www.dhsv.org.au/domiciliary

Are you a disability support worker?
We have oral health resources to support you in your role. Visit www.dhsv.org.au/disabilityworkers



In 2016–2017, 4,591 special needs patients received care at RDHM

Patients with special needs

RDHM's special needs and paedodontics departments treat patients with intellectual or physical disability.

Children who attend special or special developmental schools in metropolitan Melbourne or rural Victoria are offered free dental care every one to two years. DHSV has two special needs vans going out to these schools to deliver general dental care.

To find out more about services for children with intellectual or physical disability, please call **03 9341 1000**.

Changing Places bathroom



RDHM is the first public hospital in Australia to build an accredited Changing Places bathroom. The bathroom is available to visitors and the general public. It features a height-adjustable change table, tracking hoist system, circulation space, shower and a centrally-placed toilet with room at either end for carers.



Patient experience



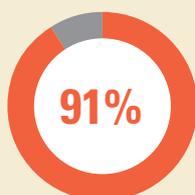
Patient Experience Trackers

Our Patient Experience Trackers, or PETs as we call them, are portable computer terminals located throughout RDHM to collect feedback from our patients and visitors.

In 2016–2017, our patient experience trackers reached 11,931 patients during the year with an overall patient satisfaction score of 91 per cent.

PETS SCORE

- Easy to contact **86%**
- Wait time for welcome **94%**
- Friendly manner of reception **93%**
- Communication **92%**
- Wait times communicated to patients **89%**



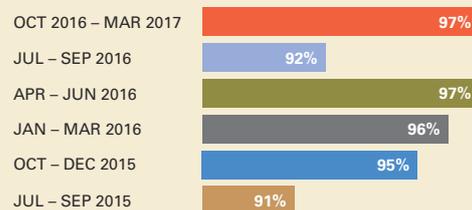
Overall satisfaction score across RDHM clinics

97 per cent of patients happy with hospital care

The Victorian Health Experience Survey (VHES) seeks to discover the experience of people, aged 16 and over, who have been admitted to Victorian public hospitals.

Potential respondents are randomly selected from people who were discharged from RDHM’s Day Surgery Unit. Our VHES scores have been improving over the year and we reached a high of 97 per cent in the final six months of reporting.

The scores below show the percentage of patients who rated their overall experience at the Day Surgery Unit as either ‘very good’ or ‘good’.



Areas that were rated as ‘very good’ were:

- ✓ Communication between clinical staff and patients about their treatment
- ✓ Teamwork between the doctors and nurses caring for patients
- ✓ Patients were treated with respect and dignity while in hospital

Continuity of care

The overall satisfaction ratings for the discharge process in the Day Surgery Unit were:



3. Quality and Safety



We value your feedback

Please take the time to tell us how we are doing so that we can improve your experience at RDHM. There are several ways to tell us what you think.

Feedback form

When you visit RDHM, fill out one of our feedback forms located throughout the hospital.

Online

Provide your feedback online via

- our website: www.dhsv.org.au/feedback
- Facebook page: www.facebook.com/RoyalDentalHospitalMelbourne

Do you want to give feedback about a community dental clinic?

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

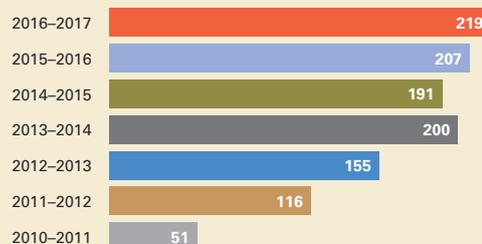
You can find contact details of the clinics on www.dhsv.org.au/clinics

How we manage feedback

We record all the feedback we receive in the Victorian Health Incident Management System (VHIMS) database.

Here is a breakdown of the number of compliments we have received in the past few years.

Compliments per financial year

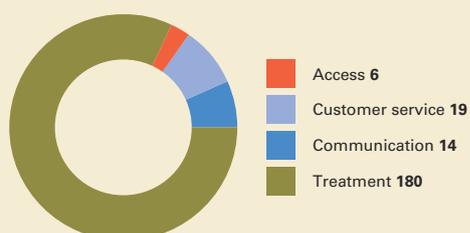


RDHM has a responsibility to be responsive and sensitive towards the rights, needs or complaints expressed by our consumers. We also aim to manage your response in a timely and sympathetic manner.

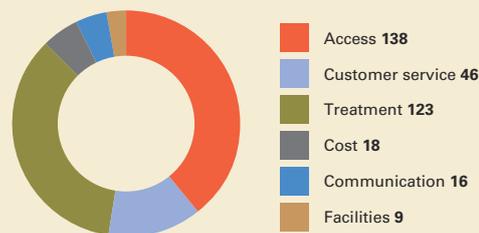
When we receive feedback from patients who are not satisfied with the service, it is sent to the relevant manager who will work with the patient to resolve their issue within 28 days.

We collect information about patients to help us with monitoring actions and outcomes of complaints. It also helps the hospital improve our services to patients.

219 compliments in 2016-2017



350 complaints in 2016-2017



A respectful workplace that supports patient safety

In the 2017 People Matter survey, DHSV scored 91 per cent in its response to patient safety culture questions (target: 80 per cent).

Staff responses to patient safety questions % agree

Patient care errors are handled appropriately in my work area.	96%
This health service does a good job of training new and existing staff.	83%
I am encouraged by my colleagues to report any patient safety concerns I may have.	96%
The culture in my work area makes it easy to learn from the errors of others.	89%
Trainees in my discipline are adequately supervised.	90%
My suggestions about patient safety would be acted upon if I expressed them to my manager.	93%
Management is driving us to be a safety-centred organisation.	95%
I would recommend a friend or relative to be treated as a patient here.	92%

We want DHSV to be a great place to work and a great organisation to work with. At the heart of this is our commitment to building a great workplace culture. To encourage a safe patient environment, we need a workforce where staff are engaged and are passionate about providing the best possible care for patients.



A respectful workplace

We developed the Respectful Workplace framework with a goal to create and sustain a positive and inclusive working environment at DHSV. DHSV aims to support the wellbeing of employees where they can encourage each other to be the best they can be.

We are committed to fostering a respectful workplace and transforming the way we work. In December 2016, we held an organisation-wide Respectful Workplace Learning Day event, making it the first time an event of this nature was held by DHSV. The event focused on 'The DHSV Way', where we introduced our organisational values and above and below-the-line behaviours that define the DHSV code of conduct.

Wellbeing contact officer network

We have established a peer support wellbeing contact officer network. This is a network of trained staff who have volunteered to contribute to fostering a respectful workplace by being a point-of-contact for colleagues experiencing inappropriate workplace behaviour.

These contact officers:

- raise awareness and provide information to colleagues about DHSV's respectful workplace policies and procedures, as well as support services
- help colleagues work through their concerns and find solutions to their issues.

Dental profession says no to bullying

On 7 December 2016, Victoria's dental professions came together to pledge against bullying, harassment and inappropriate behaviour. Led by DHSV, the position statement was an Australian-first for the health sector. Victorian Minister for Health, the Hon. Jill Hennessy MP witnessed and endorsed the signing.

The following organisations have signed the pledge:

- Dental Health Services Victoria
- The University of Melbourne
- La Trobe University
- RMIT University
- Australian Dental Association Victorian Branch
- Australian Dental and Oral Health Therapists' Association Inc.
- Australian Dental Prosthetists Association
- Dental Hygienists Association of Australia
- Australian Dental Council.

Left: Victorian dental organisations sign the pledge to say no to inappropriate workplace cultures.

Accreditation

DHSV is leading the way in the new national safety and quality accreditation standards. Since the standards were introduced, we have provided resources, advice and ongoing support for the public community dental agencies who have all achieved accreditation for their dental clinics.

DHSV played a major role as a member of the National Safety and Quality Healthcare Standards Dental Forum, providing advice on the revision of the National Standards Guide for Dental Practices and reclassifying some of the actions within the standards. All suggestions were included in the published Standards Guide. RDHM and DHSV conducted a self-assessment as part of the national trial for the draft revised standards and gave feedback to the Australian Commission for Safety and Quality in Health Care.



RDHM accreditation achievements

We were measured against three out of the 10 National Safety and Quality Health Service Standards as part of the three-year accreditation cycle in December 2016. This was a successful review with the surveyors praising RDHM for a number of improvements such as:

- **clinical governance framework**
- **consumer tick of approval**
- **hand hygiene.**

We were acknowledged for redesigning our systems and processes to ensure that we have a coordinated, safe and quality healthcare organisation. RDHM was congratulated on the level of consumer engagement in these activities.

We were also assessed against the Diagnostic Imaging Accreditation Scheme – Practice Accreditation Standards by the Department of Health and Ageing in June 2016. This was conducted by Quality Innovation Performance (QIP). RDHM achieved full accreditation until 2020.

RDHM will undergo a full on-site survey against the National Safety and Quality Health Service Standards in December 2017.

Learning from adverse events

RDHM had a total of 535 reported clinical incidents in 2016–2017.

This data includes both clinical and non-clinical incidents. Non-clinical incidents can include issues relating to equipment, facilities or administration processes.



How we manage incidents

RDHM makes sure that when an incident occurs, we have the systems and processes in place to be as prepared as we can be.

An incident is an event or circumstance that could have, or did lead to unintended and/or unnecessary harm. We have a clinical incident and risk management system which includes the management of adverse clinical events, sentinel (or unexpected) events, and near misses if they occur.

When an incident occurs:

1. We make sure that the patient and/or carer knows by following the open disclosure (discussion) process. This occurs as soon as possible to inform what has happened and what the next steps will be to ensure patient safety.
2. We conduct an investigation and where appropriate, make recommendations for improvement to prevent the incident from happening again. We also keep our patients informed during the process.
3. We record the details so that we can monitor the resolution of incidents, their outcomes, and continue to provide a safe and quality service to patients.

In 2016–2017, RDHM conducted seven in-depth case reviews with an incident severity rating of two.

As part of the clinical incident and risk management system, the actions and improvements that we have taken from the in-depth case reviews conducted in response to adverse events have been:

- simplifying processes and removing unnecessary steps
- standardising processes
- improving our documentation and communication processes
- developing new policies and procedures to manage unexpected events
- providing training to staff so that they can better manage events.

safety

Falls reported: 10

We are working hard to prevent falls and harm from falls. We have a falls policy and procedure based on best practice and we are compliant with the Australian Commission on Safety and Quality in Health Care requirements for falls.

Pressure injuries reported: 0

Pressure injuries are localised areas of damage to the skin or underlying tissue, caused by unrelieved pressure or friction. They usually occur over bony prominences such as the sacral area (the area at the base or bottom of the spine) and heel, but they can develop anywhere on the body. We had no reports of pressure injuries in 2016–2017.

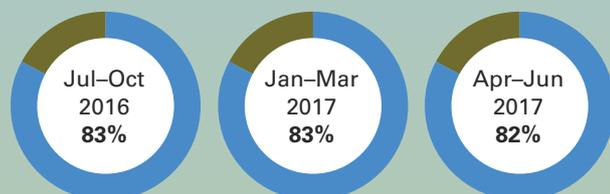
Hand hygiene

RDHM continues to achieve excellent compliance results through staff and student online education modules, observational audits and promotional resources.

In 2017 we had six new specially trained auditors who regularly audit and promote hand hygiene across the hospital.

RDHM participates in the National Hand Hygiene Initiative through Hand Hygiene Australia.

The Victorian target is 80 per cent.



Influenza immunisation

Every year staff are offered the seasonal flu vaccination to help prevent the spread of influenza during the winter months. DHSV's infection control team visits all departments from April to the end of July with their mobile clinic to vaccinate staff.

The Victorian target is 75 per cent.



Patient escalation of care

Staff and patient safety

RDHM has a 'Recognising and responding to clinical deteriorating patient' policy that sets out clear guidelines relating to patient escalation of care for a day procedure facility.



The overhead paging system can be activated by all staff by dialing 1222 which will alert all medical emergency team members rostered for that occasion.

The transfer to an acute hospital policy is used for patients who need an escalation of care. There is also a transfer checklist to ensure all areas of transfer have been completed. Discharge summaries are requested from the acute hospital along with a follow-up call to the patients.

All new staff on orientation are made aware of these policies and guidelines.

All staff carry a guide to all emergency codes on their swipe cards.

We provide clear and meaningful information to patients to assist them in understanding the importance of communicating concerns and any symptoms of deterioration to staff so that they can be assisted.





How do I get public care?

Public dental care is provided through RDHM and community dental clinics located throughout metropolitan Melbourne and rural Victoria.

Anyone can receive emergency dental care (including non-concession card holders) through RDHM. If you do not have a healthcare or pensioner concession card, you will need to pay a fee similar to what you would be charged at a private clinic.

To access general dental, denture or specialist dental care through the public dental system, you need to be eligible. The following people are eligible:

- all children aged zero to 12 years
- young people aged 13 to 17 years who are healthcare or pensioner concession card holders or dependents of concession card holders
- two to 17 year olds eligible for dental care under the Child Dental Benefits Schedule (CDBS)
- children and young people up to 18 years of age, who are in out-of-home care provided by the Department of Health and Human Services
- youth justice clients in custodial care, up to 18 years of age
- adults aged 18 years and over, who are healthcare or pensioner concession card holders or dependents of concession card holders
- refugees and asylum seekers
- Aboriginal and Torres Strait Islander peoples who are treated at RDHM.

Unable to make your appointment at RDHM?

That's OK, just let us know as soon as possible, preferably 48 hours beforehand. That way we can give your appointment to someone else and provide an efficient service for all our patients.

You can rebook your appointment online:
www.dhsv.org.au/appointments



How much does it cost?

The amount you pay for public dental care depends on your situation and the type of treatment you need.

For more information on fees, visit
www.dhsv.org.au/fees



What is priority access?

Priority access means that you do not have to go on the waiting list to receive general dental treatment.* You will receive the next available appointment. The following groups can get priority access at RDHM:

- Aboriginal and Torres Strait Islander peoples
- children (zero to 12 years) and young people
- homeless people and people at risk of homelessness
- pregnant women with a healthcare or pensioner concession card
- refugees and asylum seekers
- registered clients of mental health and disability services with a healthcare or pensioner concession card, supported by a letter of recommendation from their case manager or staff of special developmental schools.

* General dental treatment includes routine dental examinations or check-ups, oral health advice, scale and cleans, extractions, fillings, X-rays, fissure sealants and root canal treatments.



Travelling for treatment?

Victorians living in rural and regional areas can receive government assistance when travelling long distances for specialist medical treatment at the hospital.

Visit www.dhsv.org.au/travelhelp



Need an interpreter?

Interpreter services are available for all patients.

Find out more on page 23.



What do we mean when we say...

At greatest risk

A person who is likely to suffer from dental disease because of certain situations in their life, such as illness, cultural background, pregnancy, poverty, or homelessness.

CAC

Community Advisory Committee

Consumers

People who use, have used, or are potential users, of health services including patients, their family and carers.

Dental professional

A member of the dental team. This may include the dentist, dental therapist, oral health therapist, dental prosthetist, dental hygienist or other specialists.

DHSV

Dental Health Services Victoria

Engagement

A range of activities that involve consumers or communities taking part in health service decision making, policy development, service design, delivery and evaluation. Also called participation.

Fluoride

A natural mineral found in plants, rocks and at very low levels in almost all fresh water. It is used in many products related to oral health such as toothpastes and is also added to some of the drinking water in Victoria.

Health outcomes

Results that people care about most when seeking treatment and being able to live normal, productive lives.

RDHM

The Royal Dental Hospital of Melbourne

Plaque

A sticky colourless deposit continually forming on the teeth. This deposit is a film of bacteria. The acid produced by these bacteria can cause tooth decay.

CONTACT US

The Royal Dental Hospital of Melbourne (RDHM)

If you have a dental emergency, call: **03 9341 1000**

Reduce your waiting time – call first to make an appointment.

Monday to Friday: 8:00am to 8:30pm

Weekends and public holidays: 8:30am to 8:00pm

Open hours

Monday to Friday: 8:15am to 9:15pm

Weekends and public holidays: 8:45am to 9:15pm

Location

720 Swanston Street, Carlton VIC 3053

General enquiries

Call: **03 9341 1000** or **1800 833 039** (country call)

Open hours

Monday to Friday: 8:30am to 5:00pm

Weekends and public holidays: closed

Services for Aboriginal peoples

Aboriginal Liaison Officer

(Tuesday, Wednesday, Thursday)

Call: **03 9341 1163**

Email: aboriginal.services@dhsv.org.au

Contacting your local community dental clinic

There are over 80 community dental clinics located throughout metropolitan Melbourne and rural Victoria. To access services from these clinics, you need to be eligible to receive public dental care.

To find a clinic near you, visit

www.dhsv.org.au/clinics or call **03 9341 1000**



Find out more about our services on www.dhsv.org.au



Child dental care can now be bulk billed.

No gap, no out of pocket costs.

The Commonwealth Child Dental Benefits Schedule allows for up to \$1,000 basic dental treatment over a two-year period for eligible two to 17 year olds.

- two to 17 year olds are eligible if they receive Family Tax Benefit A or other relevant Australian Government payments
- treatment is bulk billed through Medicare.

In all Victorian public dental clinics

- eligible children pay \$0
- no out of pocket costs
- no wait list – your child will have the next available appointment.

Find out what treatments are available
at www.dhsv.org.au/childdental



Don't forget to send in
your feedback for a
chance to win an annual
pass to Zoos Victoria.
See page 3 for details.



For more information visit
www.dhsv.org.au



Like us on Facebook
www.facebook.com/DentalHealthVic
www.facebook.com/RoyalDentalHospitalMelbourne



Follow us on Twitter
www.twitter.com/VicDental



dental health
services victoria

oral health for better health