

Dental services for Aboriginal and Torres Strait Islander Peoples

The Royal Dental Hospital of Melbourne



dental health
services victoria
oral health for better health



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



Artwork courtesy of Mungabareena Aboriginal Corporation and Women's Health Goulburn North East

The centre circle represents place or home. The wonky shape that surrounds it represents when it goes out of whack for one reason or another. The animal tracks symbolise travel and transport. The arches represent people who, at times, feel very isolated. The circles represent communities.



How much does it cost?



If you are an Aboriginal or Torres Strait Islander, you can get free:

- emergency dental care
- general dental care
- denture care.



This includes people who have a:

- Health Care Card
- Pensioner Concession Card.



People who do not have a Health Care Card or Pensioner Concession Card can get free:

- emergency dental care
- general dental care
- denture care.

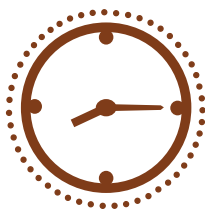
If you need specialist care we will work out how much you need to pay.



This is available at The Royal Dental Hospital of Melbourne.



Services



We are open:

- Monday to Friday
– 8.00am to 9.15pm
- Weekends and public holidays
– 9.00am to 9.15pm
- Specialist care
Monday to Friday
– 8.30am to 5.00pm



Emergency care

You should call (03) 9341 1000 straight away, if you have:

- a swollen face
- a swollen jaw
- a swollen mouth
- lots of bleeding
- an accident involving your mouth.





General and denture care

General care includes:

- examining your teeth
- advice on your teeth and gums
- scaling and cleaning your teeth
- x-rays of your mouth
- fillings for your teeth
- removing any of your teeth.



Denture care is also available.

This includes:

- denture repairs
- new dentures.





Specialist care

Specialist care includes:

- endodontics – root canals, surgery, fixing cracked teeth
- prosthodontics – crowns, dentures, veneers
- periodontics – treatment of gum disease
- paediatrics – dental care for babies, children and teenagers
- orthodontics – braces and retainers to straighten teeth
- oral medicine
- oral surgery.



You must be referred to The Royal Dental Hospital of Melbourne for specialist care. Your local health care service can do this.



Are there waiting lists?



There are no waiting lists for Aboriginal or Torres Strait Islander patients for general dental care and denture care.

We will offer you the first appointment that is available.

There are waitlists for specialist care and an appointment is offered when your name comes to the top of the list.

On your first visit you will attend an introduction session. This is a group session where you and our oral health team can exchange information about how best to support your oral health care.

Cancelling appointments



If you are not able to come to your appointment please let us know as soon as you can. This allows us to cancel your appointment and offer it to another patient.

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

Phone: 03 9341 1000

Email: enquiries@dhsv.org.au



Contact us



You can contact us if you:

- would like more information
- are worried about your teeth or gums.



Aboriginal Liaison Officer

9341 1163

Aboriginal.Services@dhsv.org.au

Monday to Thursday
– 10.00am to 4.30pm





Your privacy is important to us

If you would like more information about the way we use and keep your personal information, please ask us.

Read our privacy policy on www.dhsv.org.au/privacy



Getting to The Royal Dental Hospital of Melbourne

Travelling by public transport



The closest train station to The Royal Dental Hospital of Melbourne is Melbourne Central.



Once you leave Melbourne Central Station, catch a tram on Swanston Street.

You can catch tram number 1, 3, 5, 6, 8, 16, 64, 67 or 72.

Take the tram to Melbourne University Parkville Campus. This is Stop 1, which is just past Grattan Street.

If you need more information about travelling by train or tram, contact Public Transport Victoria. Their contact details are:



1800 800 007



www.ptv.vic.gov.au



Getting to The Royal Dental Hospital of Melbourne



Travelling by car

The closest car parks are:

- corner of Grattan Street and Cardigan Street
- Carlton Clock Tower car park on Drummond Street
- Lygon Street car park.



RDHM The Royal Dental Hospital of Melbourne

P Parking

 Disabled Parking

Telling us what you think



We would like to know what you think about our services.

We have feedback forms so that you can do this.

You can get these:

- in the waiting area at The Royal Dental Hospital of Melbourne
- by contacting Dental Health Services Victoria on 9341 1000
- on our website at www.dhsv.org.au > About us > Give feedback.



If you have made a complaint and are unhappy with the result, please contact:

Health Complaints Commissioner

- <https://hcc.vic.gov.au/make-complaint>
- 1300 582 113 between 9am and 5pm, Monday to Friday.





Tips for looking after your teeth and gums



Brush your teeth twice a day every day.



Visit the dentist every year.



Eat fresh fruit and vegetables.



Don't eat too many sugary foods and sweets.



Drink lots of tap water.



Drink plain milk instead of flavoured milk.



Your appointments



Date _____



Time _____



Place _____



Date _____



Time _____



Place _____



You must ring to cancel appointments.







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