

Oralhealth

FOR BETTER HEALTH

FREE

CULTURALLY
SAFE
SERVICES

RETHINK
SUGARY
DRINKS

MEET
OUR
STAFF

ASK
PROFESSOR
MICHAEL



Oralhealth FEATURES



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FREE WI-FI AT RDHM

At the Royal Dental Hospital of Melbourne (RDHM) we have free Wi-Fi so all people visiting the hospital can browse the internet or stay connected with family and friends.

To access guest Wi-Fi at RDHM, search for 'DHSV-Guest' network on your mobile device.

You will be directed to a log-in portal, which will require either Facebook or email authentication.



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



Follow us on Instagram

www.instagram.com/dhsv

Illustrations courtesy of Sarah Fuss.

Sarah Fuss is a Kambuwal/Gamilaroi woman. She was born on Kaurna country in South Australia and grew up on Arrente country, Alice Springs. She has been living in Melbourne for the past two years. She has worked in remote communities in the Northern Territory including To Tree, Yuelamu, Yuendumu and Nyrripi. She is currently undertaking the Human Resources Indigenous Traineeship at DHSV, where she is studying Certificate III in Business.



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

FROM THE CEO



Welcome to the 2018–19 edition of our Oral Health for Better Health magazine.

This year's edition focuses on something that is very close to our hearts – indigenous oral health.

We are so proud of the work we have done to improve the oral health of Aboriginal people. Over the last five years, we have significantly increased the number of Aboriginal people accessing public dental care and worked hard to create fulfilling job opportunities for Aboriginal trainees and employees. We are pleased to announce that our Reconciliation Action Plan has been approved by Reconciliation Australia. Read more on page 25.

As you flip through this magazine you'll discover stories about the cultural events we've hosted, including the creation of our possum skin cloak. You'll also learn about our wonderful Aboriginal employees and be introduced to some delicious bush food recipes thanks to our friends at the Victorian Aboriginal Community Controlled Health Organisation (VACCHO).

Among the enriching stories and tasty recipes, you'll find some great oral health advice. Professor Michael McCullough answers your questions and we share our top tips for avoiding sugary drinks.

Dr Deborah Cole
CEO
Dental Health Services Victoria

As you read through our 2018–19 safety and quality data, you'll see we've continued to make great progress in many areas. While we are proud of our achievements, we know we have a lot more work to do. As we move into 2020 and beyond, we will keep looking for new ways to reduce disadvantage among indigenous Victorians. And we'll be striving to improve the health outcomes of all Victorians through services which are people-centred.

On a personal note, this is the last time you'll receive an intro from me as I'll be retiring in early 2020. It has been an honour and privilege to lead Dental Health Services Victoria (DHSV) for nearly nine years and I will miss our employees, partners and patients immensely. I look forward to seeing the wonderful things DHSV achieves over the coming years.

Wishing you happiness and good health, always.

Dr Deborah Cole
CEO
Dental Health Services Victoria

SOME FACTS

Over
50
community
dental agencies
across Victoria

Treated
220,000
adults
167,730
children
across Victoria

141,183
people received
emergency care
across Victoria

WIN!
*Tell us what
you think*

You could win a fruit hamper by giving us your feedback on this magazine.

Simply fill out the online feedback form:
www.dhsv.org.au/QA_feedback

Entries close Monday 1 June 2020. The competition will be drawn on Friday 5 June 2020. The judges' decision is final. Winners will be notified by email or phone. Only one entry per person will be accepted.

IMPROVING CULTURAL RESPONSIVENESS

At DHSV, we're proud of the work we have done to close the gap between the oral health of Aboriginal and non-Aboriginal Australians.

IMPROVING THE EXPERIENCE

At DHSV, we strive to create an environment that is culturally safe, diverse and inclusive for Aboriginal consumers, staff and families.

Clients like Aboriginal Elder Aunt Cody, who was thrilled with the attentive care and compassionate treatment she received from her surgeon, Dr Tim Liu, and the support of Aboriginal Liaison Officer, Carleen Miller.

"The more I came, the better it was. I was worried because of my lack of English but feel such happiness now that I have been helped," said Aunt Cody.

Carleen highlighted the impact a culturally safe environment can have on our Aboriginal clients at DHSV.

"It's incredibly important that clients share their positive experiences with their family to encourage them to take good care of their oral health and visit the dentist," said Carleen.

In appreciation of receiving high quality treatment and support, Aunt Cody expressed her gratitude by donating an original artwork to the hospital.

Titled 'Because of her we can' which is in line with the 2018 NAIDOC theme, the striking artwork was unveiled in the RDHM oral surgery waiting room. The unveiling was attended by members of the Reconciliation Action Plan Working Group, CEO Dr Deborah Cole, and members of the DHSV Executive team.

CULTURALLY SAFE SPACES

Creating spaces that are culturally safe for Aboriginal consumers helps us to provide high quality care in a way that strengthens cultural resilience and supports inclusivity.

During National Reconciliation Week, DHSV took a significant step towards cultural safety with the creation of the possum skin cloak, woven together by Aboriginal and non-Aboriginal staff and clients.

The culturally significant item was created during a series of Baagon Walert Walert workshops, meaning "coming together with the possum cloak" in the Taungurung language. The workshops were

facilitated by Vicki Couzens, a Gunditjmara woman and artist who has been making possum skin cloaks for 20 years.

"It's an incredibly important practice that supports the revitalisation of culture," Vicki said.

"It's an honour to work with community and it's an opportunity for strengthening, empowering and healing First Peoples," she said.

The idea of making DHSV's very own possum skin cloak came from DHSV Aboriginal Liaison Officer, Carleen Miller, who felt it was important to start conversations around understanding reconciliation.

"Integrating cultural practices into workplaces signifies a slow but significant shift towards reconciliation," Carleen said.

Members of the Aboriginal community, including Elders Aunty Liz Pinner from Tasmania, Aunty Esther Kirby OAM from Swan Hill, Aunty Cody from Warrnambool, and Aunty Margaret Martino joined the workshops.





MEET OUR PEOPLE

Carleen Miller

(Tjangerang clan)

Carleen has worked at DHSV for nine years and she plays a vital role in working closely with the Aboriginal community and DHSV staff to ensure consumers receive an inclusive and supportive experience at RDHM.

Carleen also acts as an advocate for Aboriginal and Torres Strait Islander clients and empowers them to navigate the hospital system and make informed decisions about their oral health.

Job title: Aboriginal Liaison Officer

Training and education: Bachelor of Arts, Bachelor of Social Work

Role: My role is to support Aboriginal people and their families to access equitable and culturally safe oral health services at RDHM. My role provides me with the opportunity to work with my community towards closing the gap in oral health disparities.

Best part of my job:

Sharing my passion and knowledge of Aboriginal health, wellbeing and cultural safety to support understanding as we work towards reconciliation.

We don't just have dentists working at RDHM. Lots of different people work together to make sure you get the best care possible. Meet a few of the fantastic members of our team.



Aisha Mansfield

Aisha joined DHSV as part of the Aboriginal Dental Assistant Traineeship Program in 2016. She gained work experience in the dental teaching clinic, general practice and primary care (emergency) departments.

Job title: Oral Health Coach, RDHM Specialist Care

Training and education: Certificate III in Dental Assisting, RMIT

Role: Joining DHSV as a trainee dental assistant, I quickly developed a passion for providing quality care to our most vulnerable community members and their families. I'm currently working within the Value Based Health Care (VBHC) team as an Oral Health Coach which has provided me with a variety of opportunities to develop professionally and meet my personal goals.

Best part of my job:

I've had the opportunity to work with clients from the beginning of their journey in VBHC. It is exciting and satisfying to know I'm able to work with colleagues to assist clients in achieving their oral health goals and outcomes.



Steph Throw

Steph plays a key role in strengthening relationships with the Aboriginal and Torres Strait Islander community and enhancing the staff experience.

Job title: Aboriginal Community Development Officer

Training and education: Bachelor of Nursing

Role: As the Aboriginal Community Development Officer, my role is shared between DHSV and VACCHO. I'm responsible for facilitating DHSV's engagement with Aboriginal Community Controlled Health Organisations (ACCHOs) and agencies, ensuring improved access to oral health services, including oral health promotion programs.

I'm also working on developing and implementing our Reconciliation Action Plan for 2019–21.

I enjoy being part of a great team who are really supportive.

Working at VACCHO is also great. I get to work on some really fun projects with the nutrition team.

Best part of my job:

It's really encouraging to work in a team where everyone contributes to our common goals.



Sarah Fuss

Sarah joined DHSV in 2019 as our very first Human Resources (HR) trainee. DHSV began the Aboriginal Dental Assistant Traineeship Program in 2013 and has this year expanded the initiative to welcome trainees in other areas.

Job title: Human Resources Trainee

Training and education: Studying Certificate III in Business

Role: After working in childcare for a while I decided it was time for a change. When the chance to complete a traineeship became available, I believed it was the perfect opportunity for a new career. My traineeship varies across the Culture and Experience portfolio. My role is working within the teams of Learning and Development, Human Resources and currently the Talent Acquisition team. My daily tasks include administration, assisting co-workers, reviewing applicants, facilitating interviews and learning about recruitment.

Best part of my job:

Working within a diverse organisation with such friendly people.



TIME TO RETHINK SUGARY DRINK?

Some people don't realise how much sugar is in soft drinks and sports drinks.

Excessive sugar can lead to tooth decay, weight gain and serious health issues including an increased risk of type 2 diabetes.

That's why VACCHO, DHSV, and other leading health bodies behind the Rethink Sugary Drink health initiative developed the 'Sports Drinks are Gammin!' campaign. Gammin' is Aboriginal English for 'fake' or 'not real' and the campaign draws on the experiences of Aboriginal sportspeople to encourage people to choose water instead of sugary drinks.



WHAT HAPPENS TO YOUR TEETH WHEN YOU HAVE A SUGARY DRINK?

- tooth erosion (the wearing away of the tooth enamel) occurs when the acid in sugary drinks attacks the teeth, dissolving the outer surface of tooth enamel
- regular loss of enamel can lead to cavities and exposed inner layers of the tooth may become sensitive and painful
- you can experience an acid attack lasting 20 minutes. Each time you take a sip the damage begins all over again.

HEALTHY DRINK TIPS



Drink water before you feel thirsty



Carry a water bottle with you



Have water on your table at dinner time



Add fresh fruit to add flavour



A REASON TO SMILE

At DHSV, our staff are passionate about improving the oral health of consumers. We recently received feedback from a parent, Nicolette, on how our dedicated staff supported her young daughter with the treatment she needed.

"My five-year-old daughter had some pretty major dental work done today, which included, amongst other things, an extraction of a severely infected tooth that has been causing her a tremendous amount of pain.

"To all of the paediatric team, I so wholeheartedly thank you. My daughter couldn't have been in the hands of a better paediatric team for her surgery. My daughter's surgeon was the absolute best! Of all of the dentists I have met over this year on my daughter's dental issue, the paediatric surgeon she had at our public dental

hospital was by far superior, which put my heart and mind at ease. We were in emergency last Thursday, and in surgery less than a week later – with the paediatric dental team completely understanding the urgency of my daughter's dental care.

"The staff were also very kind and understanding, and assisted me with all of my concerns about having my daughter anaesthetised."

– Nicolette

“YOU SAID IT”

I chipped a tooth after falling off my bike. I called their emergency room and was able to see a dentist within 10 minutes. They were very professional and able to answer all of my questions. They also allowed my sister to join me in the examination room. I'm very happy they were able to diagnose the problem quickly with an x-ray and then fill the gap in my tooth. Very grateful for this public service!

– Paul

Our experience in the dental hospital was nothing but fantastic! It's a great place to have wisdom teeth taken out. They helped my son so much so that his anxiety was hardly present – they made him feel so relaxed, I was able to go into theatre until he fell asleep. My son suffers severe anxiety OCD autism and [at RDHM] I saw a very relaxed kid. Thanks to all the nursing staff!

– Debbie

A huge thank you to all of the staff in surgery who looked after my son who has a mental illness. Your sensitivity, patience and compassion made the whole experience such a positive one.

– Lynne

Fantastic dentist and great facilities. Our daughter has felt at home.

– Jeric



Thank you for the excellent professional care. I feel privileged. And I am grateful.

– Munro

Excellent professional and caring service! Thanks a lot, as you do a great job which is much appreciated.

– Mila

Cannot rate them highly enough – from reception to the specialists. I have had a toothache for 15 years that no dentist or specialist could determine the cause of. Ten minutes with the magnificent Simone Belobrov and Nicole Heaphy, and they not only found the issue, but discussed and deliberated until they created a personalised compound cure. This was then sent to the dispensary and hand delivered to me within a week. Brilliance, a word so oft overused, but these women are magicians. I cannot say enough about them, or the hospital. No wait times, all staff wonderful. Thank you from the bottom of my heart.

– Jennifer

CELEBRATING OUR 2018-19 COMMUNITY ORAL HEALTH CHAMPION

The Community Oral Health Champion award is part of our annual Public Oral Health Awards. This award was created by our Community Advisory Committee in 2014 to honour oral health advocates in different sectors and backgrounds who help public dental professionals in their quest for good oral health.

JACINTA MASTERS: ECHUCA REGIONAL HEALTH

What are your main areas of focus?

As a Health Promotion Officer at Echuca Regional Health (ERH) and a Smiles 4 Miles Coordinator within the Campaspe Shire, we are focusing on increasing our program delivery to additional early years services. We place high importance on the promotion of oral health through the Campaspe Integrated Health Promotion Plan. I continue to visit Berrimba Child Care Centre (the local Multifunctional Aboriginal Children Service) fortnightly to deliver education around the 'drink well, eat well, clean well' messages.

Why are you passionate about improving oral health?

I am passionate about empowering people with the tools they need to take ownership of their own health. Providing people with resources and knowledge means we are working towards improving oral health outcomes for the whole community.

What has it been like since you won the Community Oral Health Champion award?

It's been great. We've commenced our first Smiles 4 Miles Outreach Program, visiting nine early years services since the start of 2019 with the expectation that this will grow in 2020.

What's the most meaningful aspect of your job?

I love hearing the little wins – they make my job worth it. Little change in habits can make a big impact on an individual's health.

Do you have a life philosophy or motto?

Make the healthy option the easy option.





ASK PROFESSOR MICHAEL

Ask the oral health expert:
Professor Michael McCullough

HOW DO I LOOK AFTER MY TEETH DURING PREGNANCY?

Pregnancy hormones can cause changes in the mouth that may result in gum disease. Common signs of gum disease include bleeding, redness and swelling of the gums and bad breath. Routine dental care is safe during pregnancy. In some cases, x-rays, general anaesthetics and certain medications may not be recommended in the first three months.

Top tips:

- be sure to have a dental check-up before and during your pregnancy. Let your dentist know you are pregnant
- eat a nutritious diet including fruit, vegetables, grains, lean meats and calcium-rich foods
- limit your intake of sweet foods and drinks
- drink plenty of tap water, especially if it is fluoridated
- drink non-sweetened dairy milk or calcium-fortified alternatives
- brush your teeth twice a day using a soft toothbrush and fluoride toothpaste.

I'M GETTING DENTURES – WHAT SHOULD I EXPECT?

Your denture may take time to get used to and it may feel bulky in your mouth to start with. Eating and speaking may be a challenge at first but your mouth should adjust in time. If there is pain or ulceration, see your dentist or prosthetist as soon as possible. Remember that dentures will not function as efficiently as natural teeth so you may need to modify your diet a little to adapt to your new dentures.

IS FLUORIDE IN TAP WATER SAFE FOR DRINKING?

Fluoride in our drinking water helps strengthen and protect teeth. 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 other 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.

DOES PUTTING MY BABY TO BED WITH A BOTTLE HURT MY BABY'S TEETH?

Yes. It is not good to let your baby sleep with a bottle of milk in its mouth because this can lead to early tooth decay. Usually our saliva breaks down the natural sugars in the milk and helps stop the bacteria in our mouth converting these sugars to acids. Acids can dissolve the enamel which covers the tooth.

But when your baby is asleep, its saliva flow slows down. This means that when the milk pools in your baby's mouth, there's very little to stop the bacteria turning the sugars into acid. Babies under six months only need breast milk or formula. When babies are old enough to drink something other than milk, water is best.

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

COOKING WITH ABORIGINAL BUSH FOODS



Kangaroo meatballs with pasta

Created by: Brittany Paxton

Prep time: 90 minutes

Cooking time: 75 minutes

Serves: 6

INGREDIENTS

Meatballs

500g kangaroo mince
1 carrot, grated
1 zucchini, grated
1 small onion, grated or finely chopped
1 cup dried breadcrumbs
2 eggs, whisked
1 tbsp tomato paste, salt reduced
1 tsp Worcestershire sauce
3 garlic cloves, crushed
A pinch of ground pepperberry*

Sauce

1 onion, finely chopped
2 garlic cloves, crushed
1 tsp dried oregano
2 cans crushed tomatoes
1 tbsp tomato paste, salt reduced
Fresh parsley, roughly chopped

DIRECTIONS

1. Preheat oven to 180°C.
2. Mix meatball ingredients in a large mixing bowl using your hands.
3. Shape mixture into balls and place in oven-proof dish. Refrigerate for 30 minutes.
4. Place uncovered dish into the preheated oven, baking meatballs for 30 minutes.
5. Meanwhile, heat olive oil over medium heat in a large frypan. Sauté onion, add garlic and oregano and stir for 2 minutes on low heat. Add tomato paste and canned tomatoes and simmer for 30 minutes.
6. Cook pasta or rice according to packet instructions.
7. Once meatballs are cooked, pour sauce over the top and place back in the oven for a further 15 minutes at 150°C.
8. Serve meatballs and sauce over cooked pasta or rice and sprinkle with parsley leaves. Serve with our salad and lemon myrtle dressing – recipe on page 17.

**can be sourced from health food stores or online.*

The Victorian Aboriginal Community Controlled Health Organisation (VACCHO) is the peak Aboriginal health body representing Aboriginal Community Controlled Health Organisations (ACCOs) in Victoria.

VACCHO advocates on all issues relating to Aboriginal health, and aims to improve services to Aboriginal people and achieve health equality.

VACCHO is helping us celebrate Aboriginal and Torres Strait Islander culture with some contemporary Australian recipes showcasing Aboriginal bush food ingredients. Thanks to VACCHO's staff for sharing these delicious and nutritious meal ideas.



Salad with lemon myrtle dressing

Created by: Brittany Paxton

Prep time: 15 minutes

Serves: 6

DRESSING

½ cup white or apple cider vinegar

2 tbsp lemon juice

2 tsp ground lemon myrtle*

½ cup macadamia nut oil

A pinch of ground peppercorn*

SALAD

4 big handfuls mixed lettuce, washed

1 avocado, diced

1 cucumber, roughly chopped

¼ red onion, finely sliced

½ cup roasted macadamia nuts, roughly chopped

DIRECTIONS

1. Soak onion in a bowl of cold water to reduce its flavour intensity.
2. Combine all salad ingredients (except the nuts) in a bowl.
3. Use a jar to combine the dressing ingredients and mix well.
4. Pour dressing over salad and sprinkle with nuts.

**can be sourced from health food stores or online.*



Warrigal greens rice

Created by: Sowmya Rao

Prep time: 10 minutes

Cooking time: 30 minutes

Serves: 4

INGREDIENTS

500g warrigal greens (leaves only)
1 tsp dried river mint
2½ tbsp extra virgin olive oil
2 tbsp dill leaves, chopped
1 onion, chopped
A pinch ground pepperberry*
1–2 garlic cloves, chopped
½ cup long grain rice
1 lemon, juiced (save some juice for serving)
1 cup water

DIRECTIONS

1. Blanch fresh warrigal greens in boiling water. Discard water and set greens aside.
2. Heat oil over medium heat. Add onion and sauté until soft.
3. Add garlic, cooked warrigal greens, lemon juice, mint, dill, rice, pepper and water. Mix and bring to the boil.
4. Simmer on low heat for approximately 20 minutes or until the rice is cooked through. Add more water if the rice is sticking.
5. To serve, add a squeeze of lemon juice and drizzle with olive oil.

**can be sourced from health food stores or online.*

Warrigal greens are a native Australian leafy green vegetable like spinach. It grows wild all over Victoria.

Ensure you blanch or lightly boil warrigal greens before using in a recipe. This reduces the oxalic acid in the leaves, which can cause nausea and affect mineral absorption. Discard the blanched/boiled water.



Wattleseed and cacao mousse

Created by: Amy Rossignoli

Prep time: 10 minutes

Chilling time: 2 hours

Serves: 4

INGREDIENTS

2 tbsp honey or 4 Medjool dates,
pitted and soaked in hot water
½ cup cacao powder
2 avocados, seeds removed
½ cup reduced fat coconut cream
1½ tsp ground roasted wattleseed*
½ tsp vanilla bean or extract

To serve:

Macadamia nuts, halved
Seasonal fruits, chopped

DIRECTIONS

1. If using dates, mash with the back of a dessert spoon or mortar and pestle.
2. Scoop out avocado flesh and blend until smooth.
3. Add remaining ingredients and blend until a smooth consistency is achieved. Scrape down the inside of blender to mix in all ingredients and blend again.
4. Pour into serving cups and chill in the fridge for 2–4 hours.
5. Garnish with macadamia nuts, fresh seasonal fruit and a sprinkle of ground wattleseed.

**can be sourced from health food stores or online.*

1. CONSUMER, CARER AND COMMUNITY PARTICIPATION

PATIENT EXPERIENCE – PRIORITY IMPROVEMENT AREAS

In partnership with consumers, we have identified priority improvement areas and have established an improvement plan for each of these areas. These will be reviewed every six months to reflect new areas for improvement.

1. DHSV has implemented a new texting system to engage with our clients. The system allows hospital staff to send clients a reminder of their upcoming oral health treatment, which supports our clients to manage their oral healthcare.
2. DHSV has worked closely with consumers in the review of our value based health care introduction sessions. The sessions provide our consumers with support and resources to manage their oral hygiene and take an active role in their own treatment as they progress through their care at RDHM.

Discharge planning

To improve the discharge process in the Day Surgery Unit (DSU), a review process for the Victorian Health Experience Survey (VHES) results has been developed that will enable staff to action issues as they arise.

Based on the results of the VHES, we are reviewing the documentation we provide to DSU patients upon discharge. To ensure that the consumer voice is part of this process, we are engaging the Community Advisory Network to assist with this review.

PARTNERING WITH OUR CONSUMERS

The DHSV value based health care model is centred on improving the health outcomes that matter to our consumers.

We have expanded our Consumer Advisory Network to allow for a greater diversity of consumer representation. DHSV is working towards increasing meaningful engagement with its consumer representatives on both its committees and in promoting consumer participation in the design and testing of products and services.

WOULD YOU LIKE TO JOIN THE CONSUMER ADVISORY NETWORK?

Expression of interest forms are available and can be sent to us via email or post.

Email: community@dhsv.org.au

Postal address:

Consumer Advisory Network
Attn: Jolanda
Level 1 Corporate Office
Reply Paid 76505
CARLTON VIC 3053

COMMUNITY ADVISORS HELP SHAPE THE QUALITY OF CARE

Our community advisors are clients and visitors from all walks of life. They provide a patient and visitor perspective of our services and their feedback helps us to improve. Meet one of our community advisors, Roxanne Maule.



Roxanne is a speech pathologist working in both the public and private sector and has been an active member of the Community Advisory Committee (CAC) for more than eight years. Roxanne brings a wealth of knowledge regarding the challenges unique to those living with complex, progressive neurological conditions, including motor neurone disease, Huntington's disease and muscular dystrophy.

Roxanne regularly refers patients to RDHM and its Integrated Special Needs Unit for treatment.

"I have been a speech pathologist for more than 20 years and a core part of the work we do is in relation to oral health," Roxanne said.

"Many of the people I see experience exacerbated anxiety and depression as part of their disease and these symptoms can contribute to the barriers that make accessing good dental health challenging."

Roxanne has been involved in a wide variety of consumer-related initiatives during her time on the CAC

and she finds the strong connections between the group and the DHSV Board and Executive to be one of the most rewarding aspects of the role.

"The CAC has meaningful involvement and genuine opportunities to raise issues and concerns that affect real everyday people using the services offered at DHSV," Roxanne said.

Interested in getting involved in improving consumer experiences? Join the Consumer Advisory Network on page 20.

RECOGNISING OUR CONSUMER REPRESENTATIVES

Two of DHSV's consumer representatives, Jacqui Gibson and Rebekah Kaberry, were recognised at the 2019 Minister for Health Volunteer Awards in the 'Outstanding Achievement by a Volunteer: Improving public healthcare' category.

The consumer representatives were appointed to the International Consortium for Health Outcomes Measurement working group to refine the standardised set of questions asked during treatment.





PATIENT EXPERIENCE TRACKERS

Our consumers are central to all of the work we do at DHSV, and providing them with the opportunity to share their thoughts and feedback on their care is crucial.

PATIENT EXPERIENCE TRACKERS

As an outpatient hospital, our Patient Experience Trackers (PETs) are portable computer terminals located throughout RDHM to collect feedback from patients and visitors. The feedback is reviewed monthly to look for areas of improvement.

PETs score

Confidence in clinician	88%
Equipment standard	88%
Safety	87%
Introductions	98%

Overall positive patient experience across RDHM clinics was 90 per cent in 2018–19 against a target of 85 per cent

VICTORIAN HEALTH EXPERIENCE SURVEY (VHES)

96 per cent of clients are happy with their hospital care

The Victorian Health Experience Survey 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.

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

81 per cent of clients rated their discharge as positive

We consistently exceeded state averages for patient satisfaction during the discharge process, reaching a high of 80 per cent in the first six months of reporting.

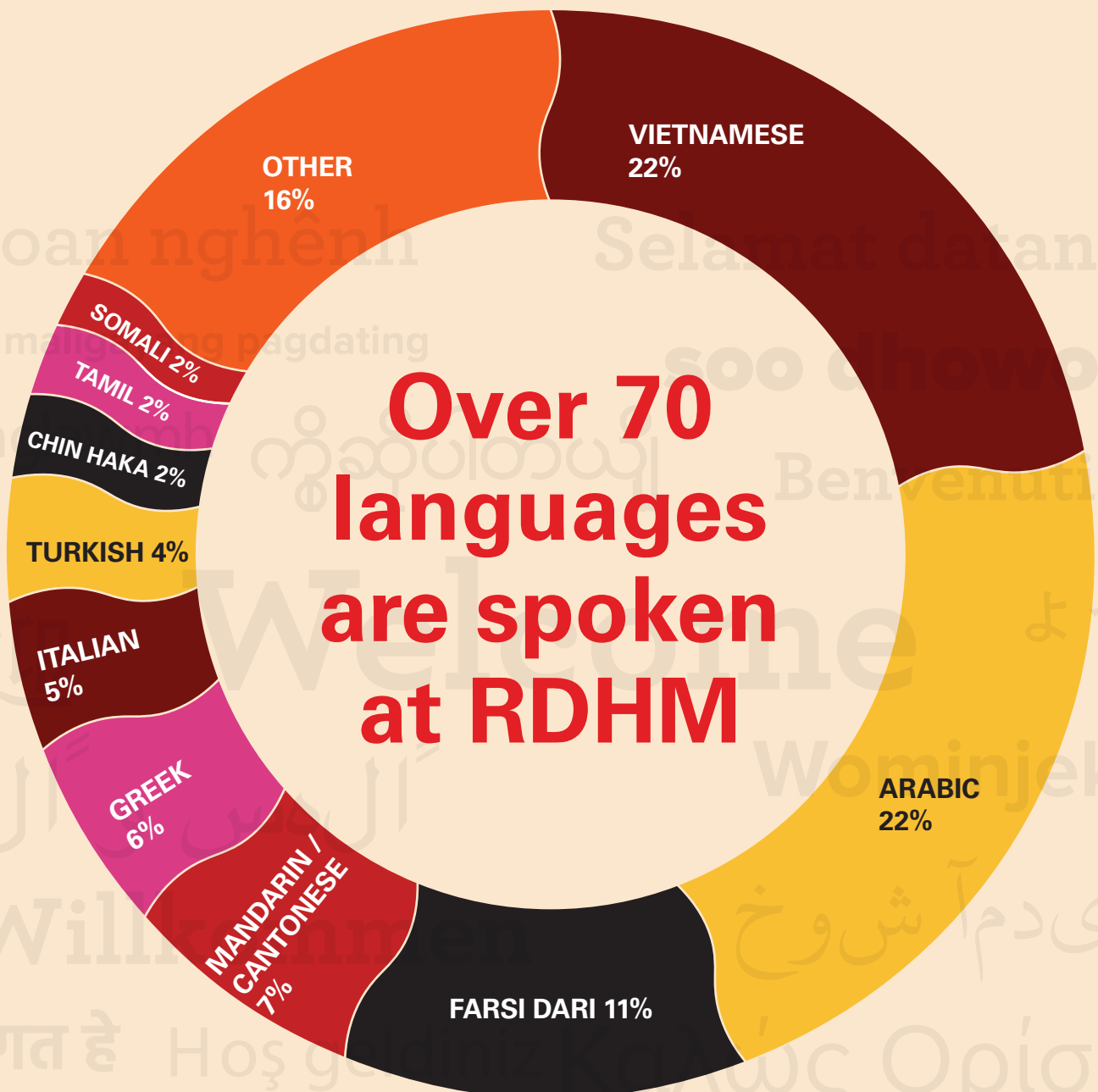
INCLUSIVE AND CULTURALLY SAFE SERVICES

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

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

Clients 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 they can assist and request interpreting services for their clients when needed.



2. STATEWIDE PLANS

ABORIGINAL PUBLIC SECTOR EMPLOYMENT

DHSV strives to provide a culturally inclusive environment for all people. As part of DHSV's 2016–21 Aboriginal Employment Plan, we continue to increase our Aboriginal workforce as we believe this plays a crucial role in providing inclusive and culturally appropriate services for Aboriginal people and their families at RDHM.

To increase the talent pool of Aboriginal staff, a dedicated careers page was developed to provide pathways for employment at DHSV. The dental jobs page is an opportunity to attract, engage and develop our Aboriginal workforce.

DHSV increased Aboriginal representation in our clinical workforce with our award-winning Aboriginal Dental Assistant Traineeship Program. DHSV's Aboriginal dental assistants work closely with dental professionals to deliver oral healthcare and education to their fellow community members. In the 2018–19 period, DHSV also recruited Aboriginal trainees in Human Resources and Patient Liaison roles.

ABORIGINAL OUTREACH INITIATIVES

We have also continued to promote oral health to Aboriginal women and children through our Healthy Families, Healthy Smiles program.

We continue to develop new resources to promote oral health, including an Aboriginal version of the 'Brush, Book, Bed' initiative, such as the activity kit designed for supported playgroup facilitators, brushing chart, brushing reminder stickers, and information sheets.

We are doing lots of work in the area of prevention, including:

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



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. The Aboriginal Community Development Officer joined DHSV in September 2018. This position plays a key role in strengthening partnerships with the Aboriginal community and enhancing the staff experience. 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

An Aboriginal staff network has been created to support collaboration and foster cultural inclusion. The group meets monthly to co-design the Aboriginal Action Plan,

amplify the voices of DHSV's Aboriginal staff and provide leadership opportunities. To raise awareness among staff and consumers, DHSV celebrates culturally significant events, including National Reconciliation Week and NAIDOC Week.

3. WORKFORCE DEVELOPMENT

DHSV continues its Aboriginal Employment Plan to provide traineeships, not just for future dental assistants but also patient liaison officers and staff working in human resources. See Sarah's story on page 9.

4. SYSTEMS OF CARE

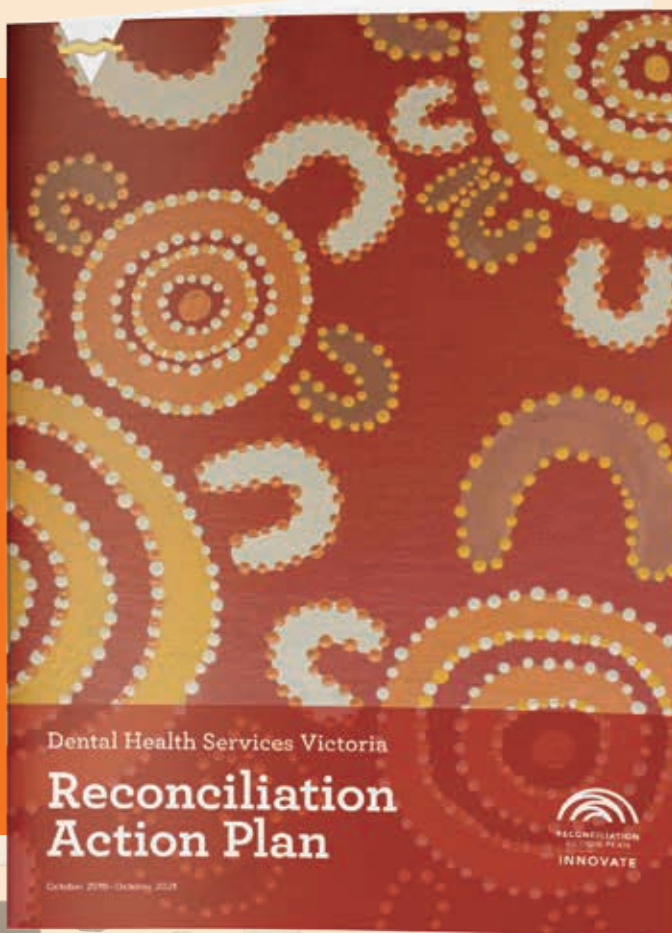
To support the delivery of oral health services to the Aboriginal community in Gippsland, there was a significant Victorian Government funding increase to the Gippsland and East Gippsland Aboriginal Cooperative (GEGAC) and a relationship has been established between Bairnsdale Regional Health Service (BRHS) and GEGAC to utilise the "Closing the Gap" van in providing outreach to regional and rural Aboriginal communities in East Gippsland.

RECONCILIATION ACTION PLAN

The Reconciliation Action Plan (RAP) was developed to provide a framework for DHSV to realise our vision for reconciliation. It will also formalise and consolidate our commitment and achievements in closing the gap and improving health outcomes for Aboriginal and Torres Strait Islander people in Victoria who access our services.

The Reconciliation Action Plan Working Group (RAPWG) was established in October 2018 and is the governing body of the RAP. A Community and Stakeholder RAP Consultation Workshop was held in May 2019 to provide crucial feedback and assistance in the development of DHSV's RAP.

The RAP was conditionally endorsed in September to implement deliverables commencing November-December 2019. The RAP was launched at the DHSV AGM in November 2019 and was accompanied by the unveiling of the traditional possum skin cloak. Read more on page 4.



SMILE SQUAD

DHSV is leading the development of a new program – Smile Squad – that will provide free, high-quality dental care to all Victorian public school students.

In the 2019–20 State Budget, the Victorian Government announced \$321.9 million in funding over four years to implement the school dental program.

Smile Squad delivers free examinations and treatment, including teeth cleaning, restorations, fluoride applications and fissure sealants to make sure public school students have healthy teeth.

The program does not include orthodontics.

Students will receive free dental packs, complete with a toothbrush, toothpaste and educational material about the benefits of drinking well, eating well, and cleaning well to improve oral health.

Families are supported with information and resources to help keep their children's teeth healthy, encouraging parents and carers to take an active role in all aspects of their children's oral health, from treatment to prevention.

Following the initial Victorian Government announcement, DHSV has been in consultation with stakeholders to shape the development of this large-scale oral health program.

Key activities for the Smile Squad program included:

- hosting a co-design workshop; working with students, parents and guardians to help inform the design of the school dental program experience
- inviting schools in the areas selected for the proof of concept – Barwon South, Box Hill, Cranbourne and Wodonga – to participate in the program
- researching, testing and purchasing an initial fleet of examination and treatment vans to deliver the service in proof of concept schools
- engaging with universities and graduate students to build a solid talent pipeline that will help achieve and maintain a strong and flexible workforce.

The Smile Squad school dental program was officially launched at Clyde Primary School on Sunday 26 May 2019 by Victorian Premier, The Hon. Daniel Andrews MP and Jenny Mikakos MP, Minister for Health, Minister for Ambulance Services.



3. QUALITY AND SAFETY

Your feedback helps us to continue to improve your experience at RDHM. Please let us know how we are doing. There are a number of ways you can share your thoughts.



ONLINE

Provide your feedback online via our website: www.dhsv.org.au/feedback



CALL

03 9341 1000 (Melbourne metro)
or 1800 833 039 (outside Melbourne metro)

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 at www.dhsv.org.au/clinics

HOW WE MANAGE FEEDBACK

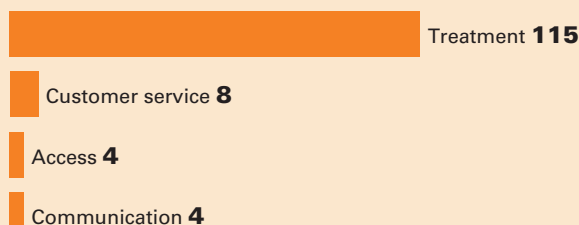
We record all the feedback we receive in the Victorian Health Incident Management System (VHIMS) database.

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

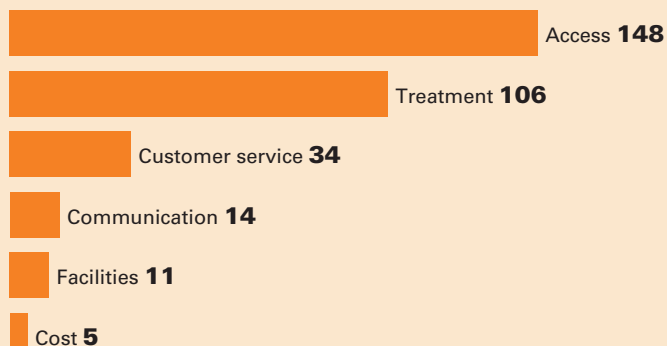
When we receive feedback from consumers who are not satisfied with the service, it is sent to the relevant manager who will work with the person to resolve their issue within 28 days. To cater for our culturally diverse audience, an interpreter can be organised to discuss and respond to client concerns over the phone.

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

131 compliments in 2018–19



318 complaints in 2018–19



IMPROVEMENTS MADE IN RESPONSE TO CONSUMER FEEDBACK

We have also made some significant improvements to our service in response to complaints received in the 2018–19 period:

1. Refresher training for front-line staff that was developed to ensure all staff members are providing our clients with clear, consistent messages and appropriately communicating those messages in simple, direct language.
2. In order to improve communication between referring practitioners and clients and promote transparent practice in the management of RDHM resources, a draft Access Policy and Procedure is being developed. This will allow for a more consistent, timely and equitable management of clients.

FOSTERING A RESPECTFUL WORKPLACE

In the 2019 People Matter survey, DHSV scored 82 per cent in its positive responses to patient safety culture questions (target: 80 per cent).

Staff responses to patient safety questions	% positive*
Patient care errors are handled appropriately in my work area	86%
This health service does a good job of training new and existing staff	66%
I am encouraged by my colleagues to report any patient safety concerns I may have	91%
The culture in my work area makes it easy to learn from the errors of others	77%
Trainees in my discipline are adequately supervised	83%
My suggestions about patient safety would be acted upon if I expressed them to my manager	88%
Management is driving us to be a safety-centred organisation	83%
I would recommend a friend or relative to be treated as a patient here	81%

* % calculated excluding responses identified as unknown or neutral

DHSV is committed to fostering a respectful and constructive environment that supports consumer safety. During 2018–19 we continued the implementation of our Respectful Workplace Action Plan through the following activities.

WELLBEING CONTACT OFFICERS AND HEALTH AND SAFETY REPRESENTATIVES

The Wellbeing Contact Officer (WCO) initiative was created as a response to feedback from the annual People Matter survey and supports staff with workplace concerns. WCO's are staff who have volunteered and undertaken the Victorian Equal Opportunity and Human Rights Commission Contact Officer training package. WCOs provide staff with information about support services.

Health and Safety Representatives are elected from their designated work group to champion health and safety initiatives within the workplace. These representatives support OH&S principles through active engagement with staff.

RESPECTFUL WORKPLACE LEARNING DAY

The third DHSV Respectful Workplace Learning Day was held in December 2018 and was attended by all staff, as well as members of the Board and the Community Advisory Committee. The day's theme, Courage and Compassion, promoted resilience and compassionate leadership to create a workplace where staff feel respected and valued and where consumers feel welcome, understood and cared for in the best possible way.

CONSUMER AND COMMUNITY ENGAGEMENT

During 2018–19, DHSV progressed the implementation of the action plan for consumer and community engagement with the adoption of a co-design framework. The Consumer Experience and Co-design Consultant joined DHSV in October 2018 to engage consumers in co-design activities.

The Consumer Advisory Network (CAN) is expanding to encourage a greater diversity of consumer representation. DHSV is increasing consumer representatives on its committees and in the design of services.

Consumer engagement activities include:

- the facilitation of co-design workshops and information sessions
- the simulation of hand-held digital translation devices to assess their suitability within RDHM
- reviewing letters and documents to ensure ease of accessibility for consumers.

FAMILY VIOLENCE RESPONSE

In May 2019, all DHSV managers participated in family violence workplace support training to ensure they can identify and respond sensitively and appropriately to family violence disclosures.

In 2019, a Senior Social Worker (SSW) commenced as part of the Strengthening Hospital Responses to Family Violence (SHRFV) initiative. The SSW is responsible for continuing the implementation of SHRFV over the next two years, providing a direct clinical response to clients experiencing family violence and empowering staff to contact the SSW to seek secondary consultation in relation to situations of family violence.

A Family Violence Sensitive Inquiry and Response Procedure is also now in place which provides a best-practice framework to guide staff in responding sensitively and appropriately to patients experiencing or impacted by family violence.

ORAL CANCER SCREENING AND PREVENTION PROGRAM

DHSV is leading a new program aimed at increasing the prevention, screening and early detection of oral cancer to reduce the impact for Victorians who are at high risk of developing the disease. The program trains oral health professionals to screen clients so that lesions are detected early when treatment can be most effective.

In 2018, a pilot program was established across 16 pilot sites throughout Victoria. Oral health clinicians from each site were surveyed to determine current knowledge, attitudes and practice ahead of Continuing Professional Development training sessions.

Training was rolled out to 179 oral health clinicians in May 2019, with a focus on examinations, lesion

detection and client discussions related to risk behaviour and referral pathways.

New resources have been developed to support the oral health clinicians, including an oral cancer examination training video and online risk assessment and screening platform which enables the generation of individually tailored risk behaviour profiles to be sent to both the client and the oral health clinician.

The program is run in partnership with the Department of Health and Human Services, the University of Melbourne, La Trobe University and the Australian Dental Association Victorian Branch (ADAVB).

DISABILITY ACTION PLAN

During 2018–19 we started developing our Disability Action Plan (DAP) to embed diversity and inclusion across our services, programs and policies. The plan forms one of the pillars of the DHSV Diversity Inclusion Plan which is underpinned by a commitment to promote equality, reduce discrimination and protect the rights of people with disability.

The plan aligns with the four outcomes for a Disability Action Plan as set out in Section 38 of the Victorian Disability Act 2006:

1. Reducing barriers to persons with a disability accessing goods, services and facilities
2. Reducing barriers to persons with a disability obtaining and maintaining employment
3. Promoting inclusion and participation in the community of persons with a disability
4. Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

The development of our DAP has been shaped by targeted conversations with consumers and staff. Research projects and external reviews of our service provision have also guided us in the development of the plan.

The establishment of the DHSV Disability Advisory Group, currently in the development stages, will play a key role in both the refinement of the DAP and enriching DHSV's understanding of diversity and inclusion.



DHSV RAINBOW NETWORK

DHSV has taken another important step towards creating a more inclusive, safe and respectful workplace for all, with the creation of the DHSV Rainbow Network. The network is open to any lesbian, gay, bisexual, trans, and/or intersex (LGBTI) employees, as well as their allies and supporters.

The network provides staff with a forum for promoting diversity and creating a safer workplace by championing inclusion in policies, communications and initiatives.

ACCREDITATION

DHSV is passionate about providing safe, high quality care to our clients and the community.

To demonstrate our commitment to the continuous improvement of our services, ensuring they are person-centred, safe and effective, we are assessed against a range of standards including the National Safety and Quality Health Service Standards (NSQHSS) for Day Procedure Centres.

RDHM ACCREDITATION ACHIEVEMENTS

In December 2017, we were measured against nine out of the 10 NSQHSS and awarded full accreditation for four years. We submitted a progress report in December 2018 relating to three elements of the standards:

- Governance
- Partnering with consumers
- Controlling Healthcare-Associated Infection Standard.

We were acknowledged for our continued commitment to partnering with our consumers.

The second edition of the NSQHSS came into effect in January 2019. The development of resources and information to assist with transitioning to the second edition of the NSQHSS is in place and DHSV's next full assessment will be in September 2020.

DHSV also had a lead role supporting all public community dental agencies to successfully maintain accreditation with six NSQHSS for dental practices. Since the standards were introduced, DHSV has continued to provide updated resources, advice and ongoing support for over 50 public community dental agencies and this will continue with the second edition of the NSQHS.

The DHSV Radiology Department is currently fully accredited against the Diagnostic Imaging Accreditation Scheme from 2016–20 and will be assessed by Quality Innovation Performance (QIP) in June 2020.

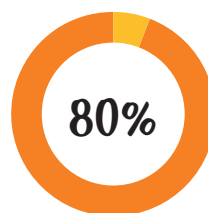
In September 2017, the Oral and Maxillofacial Surgery Department was assessed by the Royal Australasian College of Dental Surgeons against the Standards and Criteria for Oral and Maxillofacial Surgery (SCOMS) and awarded accreditation for five years, until 2022, as an education and training facility in oral and maxillofacial surgery.



INFECTION CONTROL

RDHM has continued its commitment to stopping the spread of infection through annual staff vaccinations.

Every year, our infection control team visits all departments around the hospital from April until the end of July with their mobile clinic to vaccinate staff and students.



DHSV's total vaccination rate – 80 per cent

(matching state target: 80 per cent)

LEARNING FROM ADVERSE EVENTS

HOW WE MANAGE INCIDENTS

An adverse event is an incident, preventable or non-preventable, that causes harm to a client as a result of care provided. DHSV closely monitors any adverse incidents that happen and rate these incidents according to an incident severity rating (ISR). An ISR of one means the patient either died or had a permanent disability and is very rare. DHSV has never had an ISR 1.

An ISR 2 rating is applied to any client where moderate harm occurred due to an adverse event and/or a transfer to another hospital for ongoing management unrelated to the dental care provided.

In 2018–19, there were 25 incidents reported with an ISR rating of two.

Common causes identified for ISR 2 incidents related to clients with an unexpected outcome or feeling unwell unrelated to dental care provided, requiring transfer to an acute hospital.

DHSV monitors and improves the quality of care being provided, ensuring it meets the requirements of legislation, policies and standards. We appreciate working with those clients who take the time to provide feedback or who have had an unsatisfactory experience. This helps to analyse incidents and feedback in a collaborative and person-centred approach, benefitting both the client to feel empowered in the care they receive and the organisation to continuously reflect and improve on the service we provide.

In 2018–19, DHSV recognised the opportunity to implement two significant improvement initiatives resulting from adverse incidents. The development of new radiology training programs for clinicians assists them with improving the early diagnosis of oral cancers. The training programs consist of a refresher program for all staff and a two-day competency based Advanced Radiological Interpretation course.

We also improved our critical incident review process to improve the monitoring and management of clients experiencing altered nerve sensation following the extraction of wisdom teeth. The improvement of this process assists clinicians with earlier identification of possible nerve involvement, and educates them on the appropriate clinical techniques required to reduce the occurrence of these incidences.

PATIENT ESCALATION OF CARE

RDHM has established a Medical Emergency Team (MET) with a cross-section of staff to adequately respond to MET calls throughout the hospital.

A rapid response system was established and the associated policy and procedures are reviewed and updated in accordance with the policy and procedure framework. Our CODE Blue Team is comprised of Day Surgery Unit staff who are qualified to respond to more serious medical emergencies.

MET and CODE Blue call data is recorded in a database and reviewed by the responsible department in conjunction with the MET and CODE Blue team when required. Audits on the MET and CODE Blue documentation are carried out at regular six-month intervals and reported across the hospital via various

committees. This information is also available in the waiting rooms.

In 2018–19, one client presented to the Day Surgery Unit and had a complication at which point the client deteriorated with a potentially life-threatening situation. Following investigation, the key learnings related to the technique of the use of a laryngeal mask as part of the anaesthetic process. The escalation process was activated, resulting in the client being transferred to an acute hospital by ambulance and provision of appropriate care. Client quality and safety was at the forefront for staff and the availability of an efficient escalation of care process resulted in the client achieving a good outcome.

Communications collateral informing clients of their rights to raise concerns for their wellbeing was developed in conjunction with consumers and is available throughout the hospital.

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 people seeking asylum
- Aboriginal and Torres Strait Islander peoples who are treated at RDHM.

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 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
- people without homes and people at risk of homelessness
- pregnant women with a healthcare or pensioner concession card
- refugees and people seeking asylum
- 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.

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 clients.

You can rebook your appointment online:

www.dhsv.org.au/appointments

CDBS:

CHILD DENTAL BENEFITS SCHEDULE

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



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.

KIDS' BRUSHING CHART

THIS COLOURFUL CHART HELPS MAKE BRUSHING FUN!

ABOUT THE CHART

Talk to children about why we need to brush our teeth morning and at night before bed (twice a day).

Decide if there will be a reward or prize at the end of the chart – such as extra reading time before bed or playing a favourite game at home.

Then, every time your child brushes their teeth they can tick, place a sticker, or colour-in the space. You can even get the whole family involved.

Heap on the praise as your child moves up the chart. At the end, look at the chart with your child and count the number of times they cleaned their teeth.

Congratulate your child for brushing and keeping their teeth happy and healthy.

ABOUT THE ARTIST

Shakara Montalto is a proud Gunditjmara mother of two beautiful boys. Shakara is passionate about continuing her mobs' traditional line work, which is unique and detailed.

Shakara's artwork has won several awards and competitions, including "Highly commended Indigenous Artist" at Melbourne Fringe Festival in 2014. Her artwork is also the main feature for the Victorian NAIDOC logo.

Shakara uses her art as a platform to spread positive community messages she is passionate about, in her modernised interpretation of Aboriginal art.

ABOUT THE IMAGES

Children's Deadly Toothbrush Colouring-in Chart

The interactive kids' toothbrush chart has 10 days featured along a curved pathway. Kids are encouraged to brush their teeth both morning and night and this is represented in the form of a sun and moon.

I used bright, fun, kid-friendly colours to grab the attention of young ones from the get go. There are several native Australian animals amongst the artwork including Bunjil the eagle, a

koala, a goanna, a turtle and a kanagaroo. It also features cartoon toothpaste and a deadly strong tooth character situated closer to the end of the chart.

The blue colours represent the rivers and waters and the bright blue skies of Wurundjeri country. The bright red, yellow, purple, green and pink pathways represent the journey that the children are taking to keep their teeth healthy, clean and strong everyday.

Shakara Montalto
Gunditjmara

MY BRUSHING CHART

NAME _____

YOU DID IT!

Keep up the great work for happy and healthy teeth!

DAY 1

DAY 2

DAY 3

DAY 4

DAY 5

DAY 6

DAY 7

DAY 8

DAY 9

DAY 10

START HERE

TOOTHPASTE

Artist: Shakara Montalto,
Gundijmara



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: 8:45am to 9:15pm

OPEN HOURS

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

Weekends and public holidays: closed

LOCATION

720 Swanston Street, Carlton VIC 3053

Don't forget to send in your feedback for a chance to win a fruit hamper. See page 3 for details.

GENERAL ENQUIRIES

Call: 03 9341 1000 (Melbourne metro) or 1800 833 039 (outside Melbourne metro)

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 50 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: www.dhsv.org.au



dental health
services victoria
oral health for better health



For more information visit www.dhsv.org.au



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



Follow us on Twitter
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Follow us on Instagram
www.instagram.com/dhsv