

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 Aboriginal or Torres Strait Islander you can get free:

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



Specialist clinics are available to both concession card holders and those without concession cards (e.g. braces, root canals, implants).

If you don't have a concession card, you might have to pay for some services in these clinics. However, emergency and general dental treatments will remain free.



When you come to the clinic, we will let you know about any fees for special treatments.

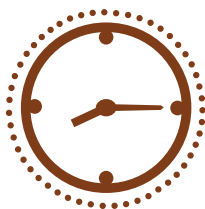
We also offer payment plans that can be adjusted to fit your specific situation.



This is available at The Royal Dental Hospital of Melbourne.



Services



We are open:

- Monday to Friday
– 8.00am to 6.00pm
- Weekends and public holidays
– 8.00am to 6.00pm
- Specialist care
Monday to Friday
- 9.00am to 5.00pm



Emergency care

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

- a swollen face or swollen jaw
- a swollen mouth
- lots of bleeding
- an accident involving your mouth
- tooth fracture
- an ulcer or sore in your mouth
- severe mouth pain.





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
- Integrated special care - dental care for people with intellectual or physical disabilities
- 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. These include:

- oral health practitioner
- health practitioner
- specialist department at RDHM.



Are there waiting lists?



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.

If you are in pain ring (03) 9341100 to make an emergency appointment.

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.

Phone: (03) 9341 1000

Email: enquiries@dhsv.org.au

Aboriginal Services:

Phone: (03) 9341 1163

Email: aboriginal.services@DHSV.org.au



Contact us



You can contact us if you:

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

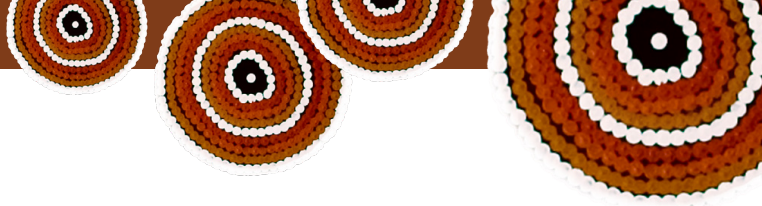
Aboriginal Liaison Officer

(03) 9341 1163

Aboriginal.Services@dhsv.org.au

Monday to Thursday
– 8.30am to 4.00pm





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:

- 96 Gratten Street, Carlton
- 249 Drummond Street, Carlton
- 204-218 Lygon St, Carlton



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:



- 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



Drink lots of tap water.



Drink plain milk instead of flavoured milk



Eat fresh fruit and vegetables.



Don't eat too many sugary foods and sweets



Brush your teeth twice a day every day.



Visit the dentist every year.



Your appointments



Date _____



Time _____



Place _____



Date _____



Time _____

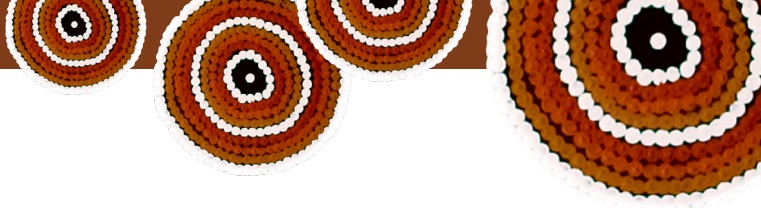


Place _____



You must ring to cancel appointments.







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