



AUSTRALIAN
SMILE GROUP



Information Handbook

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INDEX

Table of Content

03

Company overview

04

Our services

05

Infection Control

06

Licenses and certification

07

Workflow

08

What to expect on the day?

09

FAQs

11

Moments from our visit

12

Feedbacks

INTRODUCTION

Company Overview



Australian Smile Group (ASG) is trusted provider of Mobile dental health services tailored specifically for children and is dedicated to delivering accessible, high-quality dental care to children throughout Australia.

With a dedicated team of highly qualified and experienced dental professionals, we bring Dental care right to your doorstep. We pride ourselves on creating a welcoming and enjoyable environment for children during their dental visits, while also emphasizing the importance of oral health practices for their overall well-being.

Join us as we strive to promote healthy smiles and happy lives for children throughout Australia.

Welcome to the ASG family!

WHAT WE OFFER

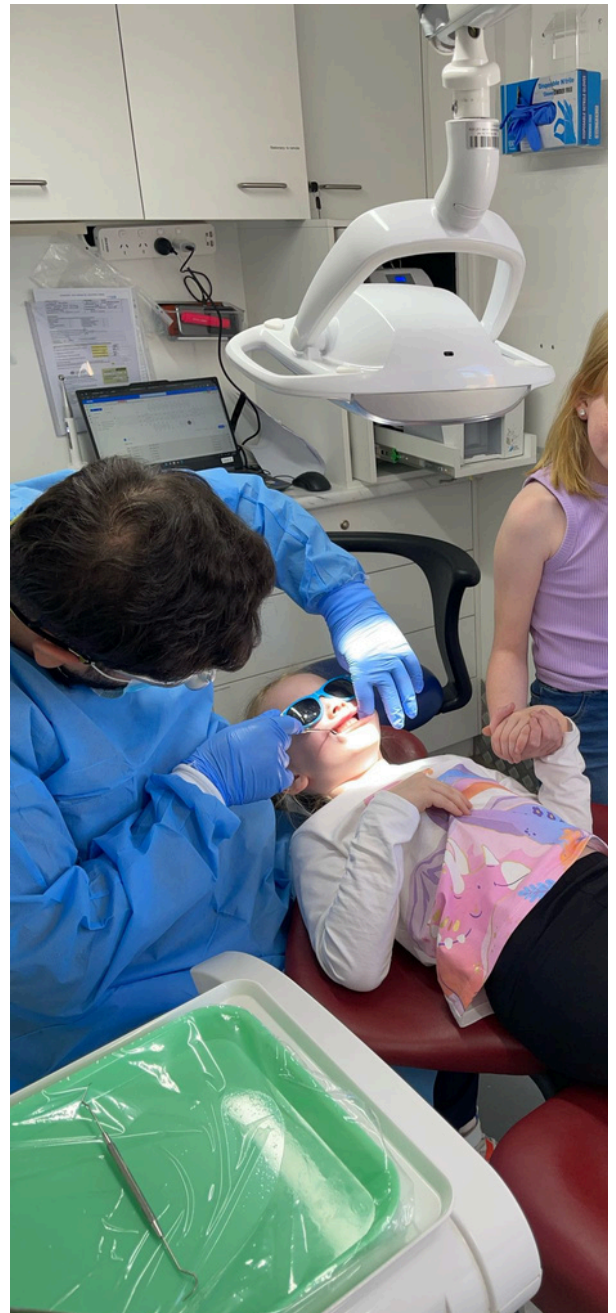
Our services at a glance

We provide dental examinations, X-rays, cleanings, fillings, extractions and other preventive and restorative services to children of all ages. It's important to note that most general procedures can be completed during our visits.

However, if a dental issue cannot be addressed by the dental team, parents will be informed for further necessary action.

Oral Health Classroom Presentation: A flexible schedule PowerPoint presentation available for individual or group classes.

Funding and associated costs: Australian Smile Group provides dental services under Child Dental Benefits Schedule (CDBS) via Medicare Bulk Billing meaning "No Out of Pocket Cost Involved". CDBS provides financial funding of \$1,132 per child every 2 calendar years for ELIGIBLE children between the age of 0-17 years. If the child is not eligible for CDBS, we will provide FREE ORAL HEALTH SCREENING for the child at no charge. We also offer affordable private treatment(s) options for Non eligible children should the parents wish to proceed with any further treatment following their Free Check Up.



YOUR SHIELD AGAINST INFECTION

Infection control

Australian Smile Group takes great pride in ensuring the safety and well-being of our patients, clients, and staff. We strictly adhere to comprehensive infection control measures across all our operations. Our protocols are in line with the latest recommendations from the Department of Health and are designed to minimize the risk of infection transmission.

From sterilization of equipment to hygiene practices and personal protective equipment (PPE) usage, every aspect of our service delivery follows best-practice standards. These measures reflect our commitment to maintaining a safe and hygienic environment for every child, family, and facility we work with.



Safety is our promise. We follow the highest infection control standards to protect every child, family, and staff member we serve.

ACCREDITED. CERTIFIED. TRUSTED.

Licenses & Certification

- **Registration**

Our visiting dental practitioners are registered with the Dental Board of Australia. We can provide a registration certificate from the Australian Health Practitioner Regulation Agency upon request.

- **Insurance**

We maintain current public liability and professional indemnity insurance, and can provide evidence of this to the school.

- **Working with Children Check (WWCC)**

Our team complies with all laws requiring a WWCC for adults undertaking child-related work, adhering to department policies regarding suitability checks.

- **Radiation Protection**

We hold a Victorian Radiation Use License and can provide a copy for any activities involving x-rays.

- **Child Dental Benefits Schedule**

While our services are offered under the CDBS, ensuring no out-of-pocket costs, we are transparent about any potential additional costs and limits of the benefits.



OUR PROCESS, STEP BY STEP

Work flow

1

Visit finalization

Upon receiving the consent forms, we'll determine the required number of days for the appointments. The week of the visit will be tentatively locked in, but the exact date will be confirmed based on the returned consent forms.

2

Dental consent forms

Consent forms will be sent to your organization either in person or by post, with prepaid postage for return.

3

Distribution

Your Centre will distribute the consent forms to parents.

4

Collection

Your Centre collects the signed consent forms from parents by the agreed-upon due date.

5

Return Forms

The completed consent forms are returned to ASG using prepaid postage.

6

Confirmed appointment list

You will receive the confirmed student appointment list, along with the date of the visit and setup requirements.

What to expect on the day?

- **Student List Sent in Advance**

A list of students scheduled for the day's appointments will be sent to the school a day before the visit, so everyone is well-prepared.

- **Team Arrival**

Our dental team arrives 30–45 minutes before the center opens to set up and get everything ready for the day.

- **Working with Children Check (WWCC)**

A valid Working with Children Check will either be provided to the school ahead of time via email or presented in person by the dental team on the day, if not already arranged.

- **Setup in Designated Area**

We'll set up in a designated area and will need a standard power outlet to ensure everything runs smoothly.

- **Appointment Completion**

The dental team will complete all appointments for the day, ensuring every child receives quality care in a friendly, comfortable environment.

- **Oral Health Summary and Report**

After each appointment, the child will receive an Oral Health Summary. This report will detail the services provided and can be sent home either in paper format or via email to the child's parent/guardian.

- **Packing Up**

Once all appointments are finished, we pack up carefully and ensure everything is in order

ANSWERS AT A GLANCE

FAQ's



Q1: What is CDBS and who is eligible for it?

The Child Dental Benefits Schedule (CDBS) is a government-funded program that provides basic dental services to children aged 2–17 years. If your child is eligible for CDBS, their dental care is fully covered, meaning there will be no out-of-pocket cost for eligible children. CDBS gives children easy access to essential dental services.

Q2: If a child is not eligible for CDBS, will they still receive a checkup?

Absolutely! If your child isn't eligible for CDBS, they will still receive a complimentary dental screening and fluoride treatment. We're passionate about promoting dental health and ensuring that every child has the opportunity to receive quality care.

Q3: What is mobile dentistry?

Mobile dentistry is a convenient service that brings dental care directly to your home or school, making it easier for children who may not have access to a traditional dental clinic. ASG (Australian Smile Group) offers mobile dental services across Victoria, bringing the dentist's office to your door!

ANSWERS AT A GLANCE

FAQ's



Q4: What happens if consent forms arrive after the due date?

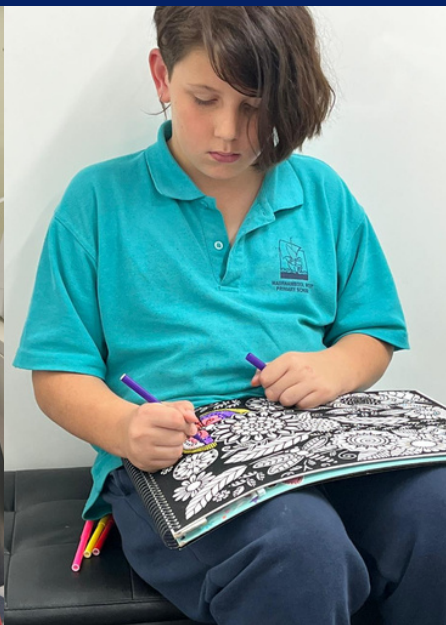
Don't worry! We understand things can sometimes get delayed. If consent forms are received after the due date, we'll still process them during follow-up visits. Services for late forms will depend on the remaining available time at your location. In some cases, we may need to schedule additional days to complete all treatments.

Q5: What happens if additional visits are needed to complete treatment?

If further treatment, like fillings or crowns, is needed, parents will be contacted by phone to obtain consent. Our dental team will do their best to complete everything during the scheduled day, but if not, we'll arrange a follow-up visit to finish the remaining treatments.

SNAPSHOTS OF OUR DAY

Moments from our visit



Feedbacks



“

Best thing about Australian Smile Group services : Students were put at ease when attending.

- Tameeka Rush
Principal
Beaufort Primary School

“

The friendly staff were extremely accommodating given the school had various sporting activities at the time they were here. This meant we could not send students to them class by class. The list of studentsw that they were to see on any given day needed to be changed. This was no issue with the staff and they were very flexible with these changes. We could not be happier with their services.

- Timothy Brown
Timboon P-12 School



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