The Principal,
Cleveland District State High School
PO Box 808
Cleveland 4163

Dear Sir or Madam

As your students are now due for their free regular dental examinations with us, I am writing to invite your parents/legal guardians to phone us to make an appointment for their child(ren), and to inform you of changes we are making to improve access to our child and adolescent dental services.

I would be most grateful if you would please distribute the attached letter to parents and legal guardians, and please also place either the attached information flyer or poster on your school newsletter, website and / or on your school Facebook page.

From 22 April, all dental examination and emergency appointments with our service will be made by calling our Oral Health Hub (the Hub) on 1300 300 850.

As you are aware many of your students have received high quality care with our services for many years. Under the Commonwealth Government’s Child Dental Benefits Schedule (CDBS) which commenced on 1 January 2014, children aged from 2 to 17 years, whose families receive Family Tax Benefit A, will qualify for dental services up to the value of $1000 per child per two years. The CBDS requires a parent/legal guardian to attend all dental appointments with their children and sign the necessary forms.

Metro South Health appreciates that we will need to make family attendance at our clinics as flexible as possible so parents can more easily attend appointments with their children at a time and a location that most convenient. From 22 April, all dental examination and emergency appointments will be made by calling our Oral Health Hub (the Hub) on 1300 300 850, and families can make appointments at any of our school dental clinics in Metro South Health.

As you would be aware, Metro South Health provides services at a number of school sites. Students who do not attend a school with a dental clinic on site can receive care at an alternative school location. These arrangements will continue under the CDBS. I seek your assistance in ensuring that all students and parents continue to have access to Metro South Oral Health Services provided at school clinics at a time and location of their choice. To allow the Hub to assist clients in accessing services, we plan to extend the number of days most of our clinics will open to allow them to provide care from Monday to Friday.

Please don't hesitate to contact me should you have any questions on 3249 1180 or Ed_oralhs@health.qld.gov.au

Kind regards

Helen Boocock
Director, Metro South Oral Health

23 April 2014
22 April 2014

Dear Parent or Legal Guardian

You are receiving this letter because your child (ren) may be due for their dental examination with our child and adolescent (school dental) service. Metro South Health continues to offer high quality general and emergency dental care, in a welcoming environment with experienced staff and no out-of-pocket expenses.

Due to the introduction of the Child Dental Benefits Schedule (CDBS) by the Commonwealth Government, a parent or legal guardian is now required to attend every dental visit with their child.

Below is more information on eligibility requirements for free dental care to school students throughout Metro South Health.

Metro South Health appreciates that we will need to make family attendance at our clinics as flexible as possible so parents can more easily attend appointments with their children at a time and a location that most convenient.

From 22 April, all dental examination and emergency appointments will be made by calling our Oral Health Hub (the Hub) on 1300 300 850. Families can make appointments at any of our school dental clinics or other clinics in Metro South Health, by calling this central number.

For further information, please visit www.health.qld.gov.au/metrosouth/oralhealth.

We look forward to welcoming you to our service.

Dr Helen Boocock, Director Oral Health, Metro South Health

Australian Charter of Healthcare Rights Metro South Health is committed to the Australian Charter of Healthcare Rights. The rights are: Access, Safety, Respect, Communication, Participation, Privacy and Comment. Further information about these rights is available in each clinic or on www.safetyandquality.gov.au/