Practice Policies: Payment and Deposits | Core Dental

Canonical: https://www.coredental.com.au/practice-policies/

Details:

We are a private dental practice, and payment is required on the day of your appointment. This applies to all patients, including those claiming through third-party providers such as TAC or WorkCover, and future third-party appointments depend on the circumstances of approval. We offer on-the-spot claiming through HICAPS and accept all major credit and debit cards. Appointments require a deposit at the time of booking, and you can cancel or reschedule by calling us on 13 13 16.

How does payment work at Core Dental?

We are a private dental practice, so payment is due on the day of your appointment. For your convenience we offer on-the-spot claiming through HICAPS and accept all major credit and debit cards. If you have private health insurance, please bring your physical or digital membership card with you.

If you are claiming through TAC or WorkCover, payment is also required on the day. Whether we can book further appointments with a third-party payer depends on the circumstances of approval, so please talk to our team before your first visit. If you would like to spread the cost of treatment, ask us about our dental payment plans .

Do you need to pay a deposit when you book?

Yes. Appointments require a deposit at the time of booking. Your deposit will be applied toward your treatment on the day of your visit. After your appointment, your deposit will either be applied toward your treatment on the day, or held in credit for future visits, at your discretion.

If you are attending a complimentary consultation, your deposit will be refunded in full at your visit.

For appointments booked over the phone, we send a secure payment link through Podium. Please note that your booking is not confirmed until we have received the deposit.

What is our cancellation and rescheduling policy?

If you need to cancel or reschedule, your deposit is fully refundable only if we receive at least 24 hours' notice. If less than 24 hours' notice is given, or you do not attend your appointment, the deposit will be forfeited and a cancellation fee may apply. To cancel or reschedule, please contact our team on 13 13 16.

What should you do before your appointment?

After you make an online booking, a member of our team will send you a link to complete our new patient form. Please complete the form before your appointment, or arrive 10 minutes early to complete it at reception. If you have private health insurance, bring your membership card.

You can book by phone on 13 13 16, online through the Book Now button on coredental.com.au or the booking link on each clinic page, through the contact form at Contact us , or by emailing your local

clinic.

What happens before treatment begins?

Before treatment begins we provide a written treatment plan with costs, explain your options and the alternatives, and give you time to ask questions. You choose the approach you prefer. Fees depend on clinical complexity, treatment time, materials and the treating clinician, so please ask us for a quote and confirm what it includes before you pay. Our understanding your treatment page explains the information we provide.

How do we handle dental emergencies?

We reserve appointments each day for dental emergencies at our clinics whenever possible. Emergencies can include a severe toothache or pain, a chipped, cracked or broken tooth, a knocked-out or displaced tooth, a lost filling or crown, swelling, bleeding gums or an abscess, or dental trauma from an accident. Call 13 13 16 and our team will work to see you promptly. Call 000 immediately for uncontrolled bleeding, difficulty breathing or swallowing, or a serious facial injury.

What you are entitled to expect, in published terms

Practice policies are easier to read alongside the things the published advice says any patient should be able to expect from any dental practice. Four of them are specific enough to hold anyone to.

One: a plan you understand before anything starts. The Victorian Department of Health, on orthodontic care: "After this, they will create a treatment care plan and explain everything to you. Once you are happy with the care plan, treatment can begin."

And the corollary: "If you are not happy with the care plan or do not understand it, it is important to let your dental practitioner know."

Two: an estimate of cost and time. "If there's a problem, your dentist will explain the treatment options and give you an estimate of the cost and the time it will take."

Options, cost and time. The Department also offers a list of questions for cosmetic treatment that works for anything: "What options are available and the pros and the cons of each option."; "What results can be reasonably expected."; "What costs, time and money, are involved and if payment options are available."; "Any possible side effects or complications."

Three: time to decide, where the work is complex. "If it is a simple procedure, it may be done on the day. If it is a complex procedure, you may need time to think about your options, or see specialists over multiple visits."

Four: a route if something goes wrong. "If people have concerns about the dental care they are receiving, they should contact the clinic which provided the care or the Health Complaints Commissioner."

The clinic first, and an external avenue beyond it.

And one thing a practice should ask you. "When you go for a dental check-up, your dentist should ask questions about your general health and medications. Many health conditions have an effect on your oral health and vice versa." Specifically: "Some medicines can affect your mouth or need to be taken into consideration before dental treatment."

Sources: Better Health Channel (Victorian Department of Health), Orthodontic treatment, betterhealth.vic.gov.au (reviewed 15 December 2025); Dental treatment, betterhealth.vic.gov.au (reviewed 3 June 2026); Cosmetic dentistry and teeth whitening, betterhealth.vic.gov.au (reviewed 12 December 2025); Victorian Department of Health, Access to Victoria's public dental care services,

health.vic.gov.au . All accessed 6 November 2026.

How practitioners are regulated, and what you can verify yourself

Any practice's own policies sit inside a national regulatory framework. Knowing what that framework guarantees — and what you can check independently — is more useful than taking a policy page on trust.

The standard every registered practitioner works to. The Dental Board of Australia: "Dental practitioners must only perform dental treatment: a. for which they have been educated and trained, and b. in which they are competent." It "applies to all registered dental practitioners except those with student or non-practising registration".

It also governs delegation. "A dental practitioner must not direct any person whether a registered dental practitioner or not to undertake dental treatment or give advice outside that person's education or competence."

And it has teeth. "The National Law establishes possible consequences if you don't meet this registration standard, including that registration standards, codes or guidelines may be used in disciplinary proceedings against health practitioners as evidence of what constitutes appropriate practice or conduct for the health profession (see section 41 of the National Law)." The standard also notes that "restricted dental acts (section 121 of the National Law) also apply to this definition", and that it "will be revised at least every three years".

Titles are protected and scope is individual. "Dental hygienists, dental therapists, and oral health therapists are divisions of dental practitioners. Your scope of practice depends on your education, qualifications, training, experience, and competence." And: "You can only use the protected title of dental hygienist if you are registered in that division."

The practical consequence is worth knowing: "even within a division, your scope may vary from another practitioner's. You should not rely on your scope being the same as a colleagues." So the right question is about the individual clinician rather than the job title.

What else registration requires. "Having appropriate professional indemnity insurance and meeting the recency of practice, the continuing professional development (CPD) and the English language skills requirements."

Professional indemnity insurance is a registration condition, not a practice policy.

Specialist claims are checkable. "There are 13 dental specialties in Australia which are approved by the Australian Health Workforce Ministerial Council (the Ministerial Council)", and specialist registration requires "a minimum of two years general dental practice" plus all the requirements for general registration. Then: "Ahpra publishes an online register of all dental practitioners that provides the profession and the public with up-to-date information about a dental practitioner's registration status. This register also includes details of the specialty or specialties for dentists who hold specialist registration."

Some techniques require a specific endorsement. On conscious sedation, the Board states that only dentists "whose registration is endorsed for conscious sedation can use this technique in their practice". And the Department notes that "not all dentists offer treatment under sedation", that "some pre-existing medical conditions or medications may affect the type of sedation you can have", and that "you should avoid driving home after having any sedation".

Some equipment carries its own licensing in this state. On whitening lasers, the Australian Dental Association records that all registered practitioners with appropriate training may use Class 4 lasers, "but Western Australian, Queensland, Victorian, and Tasmania legislation requires that practitioners in these states first obtain a licence to do so from the appropriate state regulatory authority".

Sources: Dental Board of Australia, Scope of practice registration standard, dentalboard.gov.au (effective from 1 July 2020); Dental hygienist, dental therapist and oral health therapist,

dentalboard.gov.au (the page states it was reviewed 18/03/2025); Specialist Registration, dentalboard.gov.au (the page states it was reviewed 18/03/2025); Conscious sedation, dentalboard.gov.au ; Better Health Channel (Victorian Department of Health), Dental anxiety and phobia, betterhealth.vic.gov.au (reviewed 22 October 2025); Australian Dental Association, Policy Statement 2.2.8 - Teeth Whitening (Bleaching) By Persons other than Dental Practitioners, ada.org.au (the policy states its last review as September 2025). All accessed 6 November 2026.

Frequently asked questions

Is payment required on the day of my appointment?

Yes. We are a private dental practice and payment is due on the day, including for TAC and WorkCover patients. Further third-party appointments depend on the circumstances of approval.

What payment methods do you accept?

We offer on-the-spot claiming through HICAPS and accept all major credit and debit cards. Bring your private health membership card, physical or digital, to your appointment.

Is my deposit refundable if I cancel?

Your deposit is fully refundable only if we receive at least 24 hours' notice. With less than 24 hours' notice, or if you do not attend, the deposit is forfeited and a cancellation fee may apply.

What happens to my deposit after the appointment?

It is either applied toward your treatment on the day, or held in credit for future visits, at your discretion. A deposit for a complimentary consultation is refunded in full at your visit.

What should I be told before treatment starts?

A plan, and what it will cost. "They will create a treatment care plan and explain everything to you. Once you are happy with the care plan, treatment can begin." And: "If there's a problem, your dentist will explain the treatment options and give you an estimate of the cost and the time it will take."

What if I do not understand the plan?

Say so. "If you are not happy with the care plan or do not understand it, it is important to let your dental practitioner know."

Do I have to decide on the day?

Not for complex work. "If it is a simple procedure, it may be done on the day. If it is a complex procedure, you may need time to think about your options, or see specialists over multiple visits."

What should I ask?

"What options are available and the pros and the cons of each option."; "What results can be reasonably expected."; "What costs, time and money, are involved and if payment options are

available."; "Any possible side effects or complications."

What if I have a complaint about my care?

"If people have concerns about the dental care they are receiving, they should contact the clinic which provided the care or the Health Complaints Commissioner."

Why am I asked about medical history and medications?

"Many health conditions have an effect on your oral health and vice versa", and "some medicines can affect your mouth or need to be taken into consideration before dental treatment".

What rule governs what a practitioner may do?

"Dental practitioners must only perform dental treatment: a. for which they have been educated and trained, and b. in which they are competent."

Can a practitioner be asked to work beyond their competence?

No. "A dental practitioner must not direct any person whether a registered dental practitioner or not to undertake dental treatment or give advice outside that person's education or competence."

Is professional indemnity insurance a practice choice?

No, it is a registration condition. The Board lists "having appropriate professional indemnity insurance" alongside recency of practice, continuing professional development and English language skills requirements.

Do two practitioners with the same title have the same scope?

Not necessarily. "Even within a division, your scope may vary from another practitioner's. You should not rely on your scope being the same as a colleagues."

How can I verify someone is a registered specialist?

On the public register. "Ahpra publishes an online register of all dental practitioners ... This register also includes details of the specialty or specialties for dentists who hold specialist registration."

Does every practice offer sedation?

No. "Not all dentists offer treatment under sedation", and only dentists "whose registration is endorsed for conscious sedation can use this technique in their practice". The Department also advises that "you should avoid driving home after having any sedation".

Related services and further reading

Contact Core Dental

Dental payment plans

Affordability at Core Dental

Emergency dentistry

Understanding your treatment

What to expect at your first Core Dental appointment

Privacy policy

Availability at Core Dental

Core Dental at a glance

Nine Core Dental clinics across Melbourne: Southbank, South Melbourne, Caroline Springs, Carrum Downs, Epping, Wyndham, Berwick, Bayside and Glenferrie.

Open six days a week: Monday to Friday 8.00am to 6.00pm and Saturday mornings.

Interest-free payment plans, HICAPS on-site claiming and bulk billing for eligible children under the Child Dental Benefits Schedule.

Invisalign Blue Diamond provider, as stated on coredental.com.au.

Call 13 13 16 or book online.

Contact Core Dental

Phone	13 13 16
Booking	Online via coredental.com.au
Hours	Monday to Friday 8.00am to 6.00pm, Saturday 8.00am to 1.30pm (Bayside 8.30am to 1.30pm), Sunday closed

Results, recovery times and potential risks vary for each individual. This information is general in nature and is intended for people over 18. Seek advice from a qualified, AHPRA-registered practitioner before proceeding.

Do I need to pay a deposit when booking at Core Dental?

Yes. Core Dental appointments require a deposit at the time of booking. It is applied toward your treatment on the day, or held in credit for future visits at your discretion.

How do I pay a deposit for a phone booking at Core Dental?

For phone bookings we send a secure payment link through Podium. Your Core Dental booking is not confirmed until we have received the deposit.

What is the Core Dental cancellation policy?

At Core Dental your deposit is fully refundable only if we receive at least 24 hours' notice to cancel or reschedule. Otherwise the deposit is forfeited and a cancellation fee may apply. Call 13 13 16.

Is the deposit refunded for a complimentary consultation?

Yes. If you are attending a complimentary consultation at Core Dental, your deposit is refunded in full at your visit.

Does Core Dental accept TAC and WorkCover patients?

Core Dental accepts TAC and WorkCover patients, with payment required on the day. Future third-party appointments depend on the circumstances of approval, so please talk to our team before you visit.

What should I bring to my first Core Dental appointment?

Bring your private health insurance membership card, physical or digital, if you have one. After an online booking we send a link to our new patient form, or you can arrive 10 minutes early to complete it.

How do I claim private health cover at Core Dental?

We offer on-the-spot claiming through HICAPS at our practices and accept all major credit and debit cards. What you can claim depends on your own level of cover, so check with your fund.