



Dental referral pathways

Dental referral pathways for **ambulant** adults in residential aged care

Public dental provider – Dental Health Services (DHS)

Eligibility: Adults need to have a current Health Care Card or Pension Concession Card and live in Western Australia to access public dental care.

Wait times	Cost	How to access
Routine and urgent dental services		
Yes	Yes, subsidised	Eligible residents, their representative, or relevant care staff to contact a DHS clinic and book an appointment. Urgent cases will be triaged, and appointments provided as needed. Locations of the nearest General Dental clinics are available at https://www.dental.wa.gov.au/Find-a-Clinic or phone (08) 9313 0555.
After hours advice service (6.30pm-8am, 7 days a week)		
No	Free	A dental helpline is available to help provide information on dealing with urgent dental concerns. This service is available between 6:30pm and 8am, 7 days a week. Phone: 1800 098 818.

Private dental providers

Eligibility: The private dental sector is the only option for adults who do not have a current Health Care Card or Pension Concession Card.

Wait times	Cost	How to access
Ambulant		
Possibly	Yes. Rebates may be available from private health insurance.	Appointments with the resident's chosen private dental provider can be booked by the resident, their representative, or relevant care staff. The Australian Dental Associations 'Find a Dentist' portal helps to locate a dentist or dental specialist https://portal.ada.org.au/fad .

Dental referral pathways for **non-ambulant** adults in residential aged care

If the resident is totally housebound or has a medical condition that makes it extremely difficult or unsafe to be transported to a dental clinic, the following options are available:

Provider	Wait times	Cost	How to access
Dental Health Services Domiciliary Services	Yes	Subsidised if eligible for public care. Full fees apply if not eligible for public care. Rebates may be available from private health insurance.	A referral from a medical practitioner confirming the resident is totally housebound or has a medical condition that makes it extremely difficult or unsafe to be transported to a dental clinic is required. The resident must live within 55km of Perth CBD. Residential aged care home will be contacted to arrange an appointment. Email dhs.domiciliary@health.wa.gov.au (preferred) or call (08) 9313 0548 for further information including wait times and cost estimate.
Private dental provider	Possibly	Yes. Rebates may be available from private health insurance.	Contact the residents' choice of private provider to see if they provide domiciliary care. If not contact the Australian Dental Association WA on (08) 9211 5600 for information on dentists providing mobile dental services.

Resources – To assist aged care providers the Aged Care Quality and Safety Commission has established a dedicated resource centre, available at <https://www.agedcarequality.gov.au/quality-standards?query=dental&sort> This includes access to guidance materials, tools, and other resources relevant to oral health and aged care settings.

Screening – DHS offer a free annual dental screening for residents of residential aged care homes within 55km of Perth CBD. If further care is required referral will be made to the appropriate service. Information is available by contacting DHS Aged Care Unit at (08) 9313 0548.

This document can be made available in alternative formats on request for a person with disability.

© Department of Health 2026

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the Copyright Act 1968, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.

health.wa.gov.au