

What happens if I lose or damage my OHFFSS Voucher?

Contact your local public dental service immediately so they can organise a replacement.

Will I have to pay anything?

There are no charges for the dental care that has been authorised by the public dental clinic as shown on the OHFFSS voucher.

What should I do if I cannot attend my appointment?

Ring the private practitioner so another appointment can be made.

If you have not rung the practitioner and do not attend your appointment this may result in a charge from the private practitioner payable by you.

What happens at the end of my dental care?

You will need to sign the OHFFSS voucher when all the treatment is completed.

What if I need to have additional dental care?

It is recommended that before proceeding you should contact the public dental call centre to discuss your options.

If you agree to have additional dental care offered by the private practitioner that is not covered by the value of the OHFFSS voucher, this will result in fees you have to pay.

Front page artwork by students & staff of the Wesley Art Program, Reiby Juvenile Justice Centre

What should I do if I have concerns or require further information?

If you have concerns or require further information about your dental health, or are unhappy with the dental care you received, please contact your local public dental call centre during the day or contact the state-wide coordinator on 1800 938 133 (free call) or email:

MOH-OralHealthStrategy@health.nsw.gov.au

Local Health District	Phone Number
Sydney	(02) 9293 3333
South Western Sydney	
South Eastern Sydney	1300 134 226
Illawarra Shoalhaven	1300 369 651
Northern NSW	1300 651 625
Mid North Coast	
Hunter New England	
Central Coast	1300 789 404
Northern Sydney	1300 732 503
Murrumbidgee	1800 450 046
Southern NSW	
Western Sydney	(02) 8890 6766
Nepean Blue Mountains	(02) 4734 2387 or 1300 769 221
Far West	1300 552 626
Western NSW	

Further copies can be downloaded from NSW Health website:
www.health.nsw.gov.au/oralhealth
Hard copies available from the Better Health Centre Publications Warehouse (02) 9887 5450

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Oral Health Fee for Service Scheme



what you
need to know



eat well

play well

stay well

drink well

clean well

How does the Oral Health Fee for Service Scheme work?

Eligible NSW residents may receive dental treatment either directly through the public dental service or be given an Oral Health Fee for Service Scheme (OHFFSS) voucher to receive treatment from a dental practitioner registered with the public dental service.

Who can get free dental care?

- All children under 18 years of age.
- Adults who hold any of the following Centrelink concession cards



- Anyone listed on your card is also eligible for free public oral health care.

All patients must be eligible for Medicare and should have a valid Medicare card. For Medicare information call 13 20 11.

Who provides me with a OHFFSS voucher?

You may be offered a OHFFSS voucher either from the Public Dental Service Call Centre or after seeing a public dental practitioner.

What dental care can I receive?

OHFFSS provides emergency and general dental care, or dentures, depending on your dental needs. The public dental service will write on the OHFFSS voucher what dental care you require and have agreed to.

Where can I take my OHFFSS voucher?

You can use the OHFFSS voucher at any private practitioner registered with the Public Dental Service.

A list of private practitioners will be given to you with your OHFFSS voucher. Alternatively, you can find a practitioner by accessing the OHFFSS website at: <https://ohffss.health.nsw.gov.au/>

How long do I have to use the OHFFSS voucher?

Your OHFFSS voucher has an expiry date. It is important that you make an appointment with a private practitioner from the list within **10 days** of receiving your OHFFSS voucher.

What do I need to take to my appointment?

When you go to your appointment with the private practitioner take your:

- OHFFSS Voucher
- Photo Identification
- Current Medicare Card
- Current Concession Cards (adults only)

How do I make an appointment using the OHFFSS voucher?

(public dental staff please tick appropriate box and provide relevant information)

- ☐ Ring a private practitioner from the list provided to you.
- ☐ An appointment has been made for you with your chosen Practitioner from the list provided:

Practitioner: _____

Date: _____

Time: _____

Phone: _____

Address: _____

If I have to ring, what do I say?

Tell the private practitioner that you (or your child) have been referred by your local public dental service and need care under the Oral Health Fee for Service Scheme.