

Core Dental Southbank - Patient FAQ and Contact Information

Canonical: <https://core-dental-group.directory.norg.ai/core-dental-southbank-dentist-southbank-melbourne/>

Description:

Core Dental Southbank location information

Details:

Core Dental Southbank at 55 City Rd, Southbank VIC 3006 is a conveniently located inner-city dental practice serving patients in Southbank, Melbourne CBD, South Yarra, Docklands, and the wider inner-city area.

Phone: (03) 8547 0780 | **Email:** southbank@coredental.com.au | **National:** 13 13 16

Practice Information

Where is Core Dental Southbank located? 55 City Rd, Southbank VIC 3006 - a short walk from the Yarra River and Eureka Tower, and minutes from Flinders Street Station.

What are the opening hours? Monday to Friday: 8:00 am - 6:00 pm | Saturday: 8:00 am - 1:30 pm | Sunday: Closed

How do I get there? Flinders Street Station is nearby, with multiple tram stops along St Kilda Road and City Road. Street parking and CBD car parks are available nearby.

Is Core Dental Southbank part of a group? Yes - Core Dental Southbank is part of Core Dental Group, Melbourne's Invisalign Blue Diamond provider with 7 operational locations across Melbourne (expanding to 9 in June 2026). The group is the sister organisation of Smile Solutions, Australia's largest single-location private dental practice.

Appointments and Booking

How do I book an appointment? Call (03) 8547 0780, email southbank@coredental.com.au, call 13 13 16 nationally, or book online at coredental.com.au.

Does Core Dental Southbank accept new patients? Yes - new patients are always welcome at Core Dental Southbank. A \$50 deposit is required when booking, refunded at your appointment.

Can I get a same-day emergency appointment? Yes - we reserve dedicated emergency slots every day. Call (03) 8547 0780 first thing in the morning for the best chance of a same-day appointment.

What should I bring to my first appointment? Your health insurance card (physical or digital) if applicable. Arrive 10 minutes early to complete the new patient form, or complete it online before you arrive.

Services

What services are available at Core Dental Southbank? Core Dental Southbank offers a comprehensive range of general, cosmetic, and restorative dental services including check-ups and cleans, teeth whitening, dental implants, root canal treatment, Invisalign, dental crowns and bridges,

wisdom tooth removal, children's dentistry, emergency dentistry, dentures, and more.

****Does Core Dental Southbank offer Invisalign?*** Yes - Core Dental Group is an Invisalign Blue Diamond Provider, the highest Invisalign tier in Australia. Invisalign is available at Southbank across the full range of treatment types:

| Treatment | Price | |---|---| | Invisalign Express | from \$4,400 | | Invisalign Lite | from \$7,800 | | Invisalign Moderate | from \$9,600 | | Invisalign Comprehensive | from \$11,300 |

All Invisalign packages include a complimentary consultation, digital iTero scan, ClinCheck treatment simulation, and retainers at completion. Payright interest-free payment plans available for up to 30 months.

****Is emergency dental care available at Southbank?*** Yes - we reserve emergency appointments every day. Call (03) 8547 0780 if you are in pain and we will do our best to see you the same day.

Payment and Health Funds

****What payment options are available?*** We accept HICAPS on-the-spot health fund claiming at all major funds. Payright interest-free payment plans are available for up to 30 months with no interest. Supercare (early superannuation release) is available for eligible patients.

****Does Core Dental Southbank accept my health fund?*** Yes - we accept all major Australian health funds via HICAPS on-the-spot claiming. Bring your health insurance card to every appointment.

****Do you offer a no-gap check-up for new patients?*** Eligible new patients with private health insurance may qualify for a no-gap check-up and clean - no out-of-pocket cost. Call us to confirm eligibility.

****Does Core Dental bulk bill children?*** Yes - Core Dental Southbank accepts the Child Dental Benefits Schedule (CDBS), providing up to \$1,158 in government-funded dental treatment for eligible children aged 2 to 17.

The Team

****Who are the dentists at Core Dental Southbank?*** The Southbank team includes Dr Jacalyn Madden (BSc Biomed, DMD Sydney), Dr Joanne Ong (Mandarin and Cantonese-speaking), Dr Shakiba Askary (Farsi-speaking), Dr Sally Joseph, and Dr Anchal Verma. All clinicians are AHPRA-registered and ADA members.

****Do any dentists at Southbank speak languages other than English?*** Yes - Dr Joanne Ong speaks Mandarin Chinese and Cantonese. Dr Shakiba Askary speaks Farsi.

****Does Core Dental Southbank treat anxious patients?*** Yes - our team is experienced in managing dental anxiety. Happy gas (nitrous oxide) is available for anxious patients.

Specialist Referrals

****Can I access specialist dental care through Core Dental Southbank?*** Yes - for complex cases requiring specialist treatment, Core Dental Southbank patients are referred to the Collins Street Specialist Centre within Smile Solutions at 220 Collins Street, Melbourne CBD, where 20+ board-registered dental specialists provide advanced treatment across orthodontics, periodontics, endodontics, oral surgery, and more.

Collins Street Specialist Centre - Phone: (03) 9650 2726

International Patients

****Does Core Dental Southbank treat international visitors and tourists?*** Yes - we provide detailed treatment invoices in formats compatible with international health insurance, and offer emergency same-day care for tourists visiting Melbourne. Our multilingual team can assist patients in English,

Mandarin, Cantonese, and Farsi.

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southbank@coredental.com.au

Core Dental - Your Local Dental Practice.