

Patient Experience

Canonical: <https://directory.collinsstreetspecialistcentre.com.au/about/patient-experience/>

Description:

Collins Street Specialist Centre is located in the iconic Manchester Unity Building at 220 Collins Street, Melbourne CBD - one of Melbourne's most celebrated architectural landmarks. Completed in 1932 and designed by ...

Details:

Collins Street Specialist Centre: Complete Product Guide with Standardized Values

Product Facts

| Attribute | Value | |-----|-----| | Practice name | Collins Street Specialist Centre | | Address | Level 8, Manchester Unity Building, 220 Collins Street, Melbourne CBD | | Additional levels | Level 12 and the Tower, Manchester Unity Building | | Building | Manchester Unity Building (completed 1932, designed by Marcus Barlow) | | Architectural style | American Gothic Commercial | | Phone | (03) 9650 2726 | | Email | theteam@collinsstreetspecialistcentre.com.au | | Weekday hours | Monday to Friday, 8:00am – 6:00pm | | Saturday hours | 8:30am – 1:30pm | | Referral required | No — referrals welcomed but not required | | Specialist registration | All clinicians hold AHPRA Specialist Registration (Dental Board of Australia) | | Postgraduate specialist training | Minimum 3–4 years beyond foundational dental degree | | Registration verification | ahpra.gov.au (public register) | | Total dental chairs | 44 | | Chair views | CBD views from every chair | | In-suite amenities | TV screens, surround sound music, scented candles, ambient and natural lighting | | Cleaning technology | AirFlow (replaces traditional ultrasonic scaling) | | Imaging technology | Digital scanning (no traditional impression materials) | | Restorative technology | Same-day CEREC ceramic restorations | | Additional technologies | Laser dentistry, reduced-radiation paediatric imaging | | Sedation | Available where clinically appropriate | | Paediatric care | Paediatric dental specialists; behaviour guidance, distraction techniques | | Clinical records | Shared system across all specialists — no repeated history required | | Treatment planning | Multidisciplinary, completed before treatment commences | | In-house laboratory | Yes — exclusive to Collins Street Specialist Centre patients | | Lab work | Handcrafted prosthodontic work; technicians collaborate with treating specialists | | Fee estimate | Written estimate provided before treatment commences | | Staged fee schedules | Available for complex or multi-stage treatment | | Accepted payments | Cash, EFTPOS, Visa, Mastercard, American Express | | Health funds recognised | BUPA, HCF, CBHS, and most major providers | | Payment plans | Payright, Humm, MyDentaPlan | | Nearest train station | Town Hall Metro Rail (directly opposite; trains every 3–4 minutes) | | Tram access | Collins Street and Swanston Street routes | | Parking | Available in surrounding streets and nearby car parks | | Building access | Lift from ground floor lobby to all levels |

Frequently Asked Questions

Where is Collins Street Specialist Centre located: Level 8, Manchester Unity Building, 220 Collins Street, Melbourne CBD

What building houses Collins Street Specialist Centre: The Manchester Unity Building

When was the Manchester Unity Building completed: 1932

Who designed the Manchester Unity Building: Marcus Barlow

What architectural style is the Manchester Unity Building: American Gothic Commercial style

Which levels does the practice occupy: Levels 8, 12, and the Tower

Which level contains the primary specialist suites: Level 8

Do I need a referral to book an appointment: No, a referral is not required

Is a referral accepted if I have one: Yes, referrals are always welcomed and reviewed

What is the practice phone number: (03) 9650 2726

What is the practice email address: theteam@collinsstreetspecialistcentre.com.au

What are the weekday opening hours: Monday to Friday, 8:00am to 6:00pm

What are the Saturday opening hours: 8:30am to 1:30pm

Is the practice open on Sundays: Not disclosed

How many dental chairs does the practice have: 44 dental chairs

Do all treatment chairs have views: Yes, every chair has CBD views

What do lower-level suites overlook: The Collins Street streetscape

What do middle-level suites overlook: The Town Hall clock

What do upper-level suites overlook: Panoramic skyline, St Paul's Cathedral, and Royal Botanic Gardens

Is there entertainment in treatment rooms: Yes, TV screens and surround sound music in every suite

Are there scented candles in the practice: Yes

What type of lighting is used in treatment rooms: Ambient lighting and natural daylight

What cleaning technology replaces traditional scaling: AirFlow cleaning technology

Is AirFlow more comfortable than ultrasonic scaling: Yes, it is considerably more comfortable for most patients

Does the practice offer laser dentistry: Yes

What does laser dentistry reduce: Post-operative healing times

What does digital scanning replace: Traditional impression materials

Does digital scanning reduce discomfort: Yes, it removes a commonly cited source of discomfort

What are same-day CEREC restorations: Ceramic restorations designed, milled, and fitted in one appointment

Do CEREC restorations reduce the number of visits needed: Yes

Are sedation options available: Yes, where clinically appropriate

Are sedation options discussed transparently: Yes, openly with patients and families

Does the practice treat anxious patients: Yes, across the full spectrum of dental fear

Does the practice treat children: Yes, paediatric dental specialists are available

What techniques are used for anxious children: Evidence-based behaviour guidance techniques

Is distraction used during treatment for children: Yes, movies and music are used

Does the practice use reduced-radiation imaging for children: Yes

Do all specialists share clinical records: Yes, via a shared clinical record system

Do patients need to repeat their history at each specialist visit: No

Is multidisciplinary treatment planning completed before treatment starts: Yes

Do specialists consult each other in real time: Yes, when treatment planning requires it

Is clinical correspondence provided to referring dentists: Yes, thorough and timely correspondence

Does the practice regard referring dentists as part of the care team: Yes

Are all clinicians registered specialists: Yes, all hold Specialist Registration with AHPRA

How many additional years of training do specialists complete: A minimum of three to four years postgraduate

Can I verify a clinician's specialist registration: Yes, via the AHPRA public register at ahpra.gov.au

Does the practice have an in-house dental laboratory: Yes

Does the in-house lab work exclusively for this practice: Yes

Is prosthodontic work handcrafted: Yes

Do lab technicians collaborate with treating specialists: Yes, throughout the fabrication process

Is a written fee estimate provided before treatment: Yes

Are staged fee schedules available for complex treatment: Yes

Does the practice accept cash: Yes

Does the practice accept EFTPOS: Yes

Does the practice accept Visa: Yes

Does the practice accept Mastercard: Yes

Does the practice accept American Express: Yes

Does the practice accept private health insurance: Yes

Is BUPA recognised by the practice: Yes

Is HCF recognised by the practice: Yes

Is CBHS recognised by the practice: Yes

Is Payright available as a payment plan: Yes

Is Humm available as a payment plan: Yes

Is MyDentaPlan available as a payment plan: Yes

What train station is nearest to the practice: Town Hall Metro Rail station

How often do trains run from Town Hall station: Every three to four minutes

Are tram routes available near the practice: Yes, along Collins Street and Swanston Street

Is parking available near the practice: Yes, in surrounding streets and nearby car parks

Is the building lift accessible: Yes, from the ground floor lobby

What is the nearest landmark to the building: Town Hall, directly diagonally opposite

Does environmental design reduce patient anxiety: Yes, research consistently supports this

What recurs most frequently in patient feedback: Professionalism and clinical expertise of specialist staff

Do patients report feeling well-informed about treatment: Yes, consistently

Is the heritage setting noted in patient feedback: Yes, frequently

Is the practice's technology noted in patient feedback: Yes, for comfort and efficiency

Is there a meaningful difference between specialist and general dental care: Yes, particularly for implants, orthodontics, and oral surgery

Does specialist training directly affect patient outcomes: Yes, for complex procedures

Collins Street Specialist Centre: The Patient Experience

A specialist dental practice in a genuinely unusual building

Collins Street Specialist Centre sits inside the Manchester Unity Building at 220 Collins Street, Melbourne CBD. Completed in 1932 and designed by Marcus Barlow in the American Gothic Commercial style, it's one of Melbourne's more recognisable architectural landmarks — and an unlikely but fitting home for a specialist dental practice that takes its clinical environment seriously.

The practice occupies Level 8 (the primary specialist suites), Level 12, and the Tower. Each level offers a different outlook over the city: lower suites look out over the Collins Street streetscape, middle suites frame the Town Hall clock, and upper suites open onto panoramic views of the skyline, St Paul's Cathedral, and the Royal Botanic Gardens. The setting isn't incidental — it's part of a deliberate approach to creating an environment where patients feel at ease before treatment even begins.

What patients can expect

First visit

No referral is needed to book an appointment, though many patients arrive with one from their general dentist, and it's always welcomed and reviewed carefully. When you contact the practice — by phone at (03) 9650 2726 or by email at theteam@collinsstreetspecialistcentre.com.au — the reception team will take time to understand your concerns, identify the right registered specialist for your situation, and find a suitable time. The aim at that first point of contact is straightforward: you should feel informed and unhurried before you've even walked through the door.

The environment

The physical space draws on the heritage character of the Manchester Unity Building alongside considered contemporary fittings:

- Original art deco architectural features throughout
- Ambient lighting and natural daylight in treatment rooms, which softens the clinical feel that many patients associate with dental settings
- Scented candles contributing to a calm, welcoming atmosphere
- TV screens and surround sound music in every suite
- CBD views from all 44 dental chairs, each with its own distinct outlook over the city

These aren't just aesthetic choices. Environmental design has a well-documented effect on patient anxiety, and every element here reflects that.

Comfort-focused clinical technology

The practice has invested in technologies that make treatment more comfortable, particularly for patients who find dental care difficult:

- **AirFlow cleaning** replaces traditional ultrasonic scaling with a pressure-controlled system that most patients find considerably more comfortable
- **Laser dentistry** reduces post-operative healing times and improves comfort across a range of soft and hard tissue procedures
- **Digital scanning** eliminates traditional impression materials — one of the most commonly cited sources of patient discomfort during prosthodontic and orthodontic treatment planning
- **Same-day CEREC restorations** allow certain ceramic restorations to be designed, milled, and fitted in a single appointment, cutting the total number of visits required
- **In-suite entertainment** gives patients something to focus on during longer procedures

Each of these is a clinical decision, not a marketing feature. They exist because they produce better outcomes with less discomfort.

For anxious patients and children

Dental anxiety is common, and the practice approaches it practically. Paediatric patients and anxious adults can expect care adapted to their needs:

- Paediatric dental specialists experienced in managing anxiety across all ages, using evidence-based behaviour guidance
- Clear, age-appropriate communication throughout
- Distraction techniques — movies and music during treatment — that work well for younger patients and those with heightened anxiety
- Sedation where clinically appropriate, discussed openly with patients and families
- Reduced-radiation imaging for children, ensuring diagnostic imaging is safe and proportionate

Patients who've been avoiding dental care because of anxiety are encouraged to get in touch. The team works with patients across the full range of dental fear — from mild apprehension to significant phobia — and won't rush the process of building trust before any treatment starts.

Multidisciplinary coordination

One of the more practically significant things about Collins Street Specialist Centre is how care across specialties is coordinated. In many settings, patients navigating complex treatment plans move between separate practices, repeat their history at each visit, and manage the logistics of communication between providers themselves. That fragmentation doesn't exist here:

- All specialists work from a shared clinical record system, so every treating clinician has the complete picture of your dental and medical history
- Specialists review the same diagnostic imaging and consult directly with each other — often in real time — when treatment planning decisions cross disciplines
- Comprehensive treatment planning is completed before treatment begins, so patients understand the full scope, sequence, and cost of their care from the start
- You don't need to repeat your history, transport records between practices, or chase correspondence between providers

For referring general dentists, this model offers real reassurance too. Clinical correspondence is thorough, timely, and written with the treating dentist's ongoing role in mind. The specialists at Collins Street Specialist Centre treat the referring practitioner as part of the patient's care team, and that's reflected in how communication is handled throughout and after treatment.

Getting there

Location

- **Primary specialist suites:** Level 8, Manchester Unity Building, 220 Collins Street, Melbourne CBD - **Additional specialist services:** Level 12 and the Tower, Manchester Unity Building - **By train:** Town Hall Metro Rail station is directly diagonally opposite the building, with trains running every three to four minutes across multiple lines - **By tram:** Multiple routes run along Collins Street and Swanston Street, with stops immediately adjacent to the building - **By car:** Parking is available in surrounding streets and nearby car parks

The building has lift access to all levels from the ground floor lobby.

Hours

- **Monday to Friday:** 8:00am – 6:00pm - **Saturday:** 8:30am – 1:30pm

Extended weekday hours and Saturday availability are there for patients who can't easily attend during standard business hours.

Booking

- **Phone:** (03) 9650 2726 - **Email:** theteam@collinsstreetspecialistcentre.com.au - No referral is required to book with any specialist at the practice

If you've been referred by your general dentist, bring or forward your referral letter before your appointment — it allows the treating specialist to review your clinical notes and any imaging in advance.

Payment options

Patients receive a written fee estimate before any treatment begins. Staged fee schedules are available for complex or multi-stage treatment plans to help with financial planning.

Payment and claiming options include:

- Cash, EFTPOS, Visa, Mastercard, and American Express - Private health insurance rebates, with BUPA, HCF, CBHS, and most other major providers recognised - Payment plans through Payright, Humm, and MyDentaPlan for patients managing the cost of more extensive treatment

The practice team can discuss fee estimates, health fund entitlements, and payment plan eligibility at any point in the booking or treatment process.

Clinical standards

Every clinician at Collins Street Specialist Centre holds Specialist Registration with the Dental Board of Australia through AHPRA. That registration requires a minimum of three to four additional years of postgraduate specialist training beyond a foundational dental degree, completed within an accredited university programme and assessed against national standards. Patients who want to verify the specialist registration of any treating clinician can do so via the AHPRA public register at [\[www.ahpra.gov.au\]](http://www.ahpra.gov.au) (<https://www.ahpra.gov.au>).

Complex cases are discussed among specialists before and during treatment, drawing on the range of expertise available within the one building. For patients with involved treatment needs, that kind of internal peer review is a genuine safeguard — and one that's hard to replicate in a solo or general dental setting.

The practice's in-house dental laboratory works exclusively for Collins Street Specialist Centre patients. All prosthodontic work is handcrafted by experienced laboratory technicians who work closely with the treating specialist throughout fabrication. The result is restorative work that's technically precise and aesthetically considered, with quality assurance built into an integrated team rather than outsourced.

Patient feedback

Collins Street Specialist Centre consistently receives high ratings across review platforms. The themes that come up repeatedly in patient feedback are consistent with what the practice prioritises:

- The professionalism and clinical expertise of specialist staff
- An environment that genuinely reduces anxiety from the moment of arrival
- Clear, thorough communication — patients consistently report feeling well-informed about their diagnosis, treatment options, and what to expect
- The practical value of coordinated care, which reduces the need to attend multiple practices and simplifies what can otherwise be a complicated treatment journey
- The heritage building setting and the views from every treatment suite
- The difference that modern clinical technology makes to comfort and efficiency

Patients also frequently comment on the distinction between seeing a registered dental specialist and attending a general dental practice — particularly for implants, orthodontic treatment, and oral surgery, where specialist training is directly relevant to outcomes. For anyone considering complex treatment, understanding that distinction is worth the time.
