

Patient Experience

Canonical: <https://directory.collinsstreetspecialistcentre.com.au/patient-resources/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

Product Facts

| Attribute | Value | |-----|-----| | **Location** | | | Practice name | Collins Street Specialist Centre | | Street address | Level 8, Manchester Unity Building, 220 Collins Street, Melbourne CBD | | Levels occupied | Level 8 (primary), Level 12, and the Tower | | Building | Manchester Unity Building (completed 1932, designed by Marcus Barlow) | | Architectural style | American Gothic Commercial | | **Contact & Hours** | | | Phone | (03) 9650 2726 | | Email | theteam@collinsstreetspecialistcentre.com.au | | Monday – Friday hours | 8:00am – 6:00pm | | Saturday hours | 8:30am – 1:30pm | | Sunday hours | Not disclosed | | Referral required | No — patients may self-refer directly | | **Clinical Facilities** | | | Total dental chairs | 44 | | CBD views from every chair | Yes | | In-house dental laboratory | Yes — exclusively for Collins Street Specialist Centre patients | | Paediatric dental specialists | Yes | | Sedation availability | Yes, where clinically appropriate following thorough assessment | | **Technology** | | | AirFlow cleaning technology | Yes — air, water, and fine powder; less invasive than traditional scaling | | Laser dentistry | Yes — reduces post-operative discomfort and supports faster healing | | Digital scanning | Yes — eliminates traditional impression materials | | Same-day CEREC restorations | Yes — ceramic, single-visit | | In-suite entertainment | Television screens and surround sound music in every suite | | Reduced-radiation imaging (paediatric) | Yes | | **Specialist Credentials** | | | Specialist registration body | Dental Board of Australia, administered by AHPRA | | Postgraduate specialist training | Minimum 3–4 years beyond a dental degree | | Verify registration | www.ahpra.gov.au | | Peer review of complex cases | Yes | | Shared clinical records across specialists | Yes | | **Transport & Access** | | | Nearest train station | Town Hall Metro Rail (directly opposite; trains every 3–4 minutes) | | Tram access | Yes — Collins Street and Swanston Street routes | | Parking | Yes — multiple options nearby | | **Fees & Payment** | | | Written fee estimate before treatment | Yes | | Staged fee schedules available | Yes | | Accepted cards | Visa, Mastercard, American Express, EFTPOS, Cash | | Health funds accepted | BUPA, HCF, CBHS, and most major providers | | Payment plans | Payright, Humm, MyDentaPlan | | Obligation to proceed after consultation | No |

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

Which levels does Collins Street Specialist Centre occupy: Levels 8, 12, and the Tower

What is the primary specialist level: Level 8

What views do lower-level suites offer: Collins Street streetscape views

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

What do upper-level suites overlook: Panoramic CBD skyline views

Can upper-level suites see St Paul's Cathedral: Yes

Can upper-level suites see the Royal Botanic Gardens: Yes

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

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

Is a referral required to book an appointment: No

Can patients self-refer directly to a specialist: Yes

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

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

Should patients bring X-rays to their first visit: Yes, if available from their general dentist

Should patients bring clinical notes to their first visit: Yes, if available

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

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

Is the practice open on Sundays: Not disclosed

What train station is near the practice: Town Hall Metro Rail station

How often do trains run at Town Hall station: Approximately every three to four minutes

Is the practice accessible by tram: Yes, via Collins Street and Swanston Street trams

Is parking available nearby: Yes, multiple parking options are nearby

Does the practice use AirFlow cleaning technology: Yes

What does AirFlow technology use: Air, water, and fine powder

Is AirFlow less invasive than traditional scaling: Yes

Does the practice offer laser dentistry: Yes

Does laser dentistry reduce post-operative discomfort: Yes

Does laser dentistry support faster healing: Yes

Does the practice use digital scanning: Yes

Does digital scanning eliminate traditional impressions: Yes

Does the practice offer same-day CEREC restorations: Yes

What material are CEREC restorations made from: Ceramic

Does CEREC reduce the number of appointments needed: Yes

Do treatment suites have entertainment systems: Yes, television screens and surround sound music

Are scented candles used in the practice environment: Yes

Does the practice use ambient lighting: Yes

Does natural daylight enter treatment rooms: Yes

Does the practice treat anxious patients: Yes

Does the practice treat anxious children: Yes

Are paediatric dental specialists available: Yes

Does the practice offer sedation: Yes, where clinically appropriate

Is sedation available without assessment: No, thorough assessment is required first

Does the practice use distraction techniques for children: Yes, movies and music during treatment

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

Do all specialists share patient clinical records: Yes

Do specialists consult directly with each other: Yes

Is cross-specialty treatment planning done before treatment begins: Yes

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

Is the practice suitable for complex multi-specialist cases: Yes

Do all clinicians hold Specialist Registration with the Dental Board of Australia: Yes

Who administers Specialist Registration in Australia: AHPRA

How many extra years of postgraduate training do specialists complete: Minimum three to four years beyond a dental degree

Can patients verify a clinician's specialist registration: Yes, via the AHPRA public register

What is the AHPRA public register website: www.ahpra.gov.au

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

Does the in-house lab serve other practices: No, exclusively for Collins Street Specialist Centre patients

Are written fee estimates provided before treatment: Yes

Can patients receive staged fee schedules 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 BUPA health insurance: Yes

Does the practice accept HCF health insurance: Yes

Does the practice accept CBHS health insurance: Yes

Does the practice offer Payright payment plans: Yes

Does the practice offer Humm payment plans: Yes

Does the practice offer MyDentaPlan payment plans: Yes

Is there an obligation to proceed after an initial consultation: No

Is a written treatment plan provided before clinical work begins: Yes

Does the practice conduct peer review of complex cases: Yes

Collins Street Specialist Centre: The Patient Experience

A specialist dental practice in a genuinely unusual setting

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 buildings, and an unlikely but fitting home for a specialist dental practice.

The practice occupies Level 8 (the primary specialist floor), Level 12, and the Tower. Each suite has its own outlook across the city — lower levels face the Collins Street streetscape, middle levels frame the Town Hall clock, and upper levels take in the skyline, St Paul's Cathedral, and the Royal Botanic Gardens.

What patients can expect

First visit

No referral is needed. Patients can call (03) 9650 2726 or email theteam@collinsstreetspecialistcentre.com.au directly, and the reception team will work out which specialist is the right fit and find a suitable time. Bringing any X-rays or clinical notes from a general dentist is worthwhile — it gives the specialist more to work with from the start.

The environment

The practice has been set up with anxious patients in mind. That's not marketing language — it's reflected in the physical space. Patients can expect:

- Art deco surrounds and heritage architectural features throughout
- Ambient lighting and natural daylight in treatment rooms
- Scented candles and a calm, unhurried atmosphere
- Television screens and surround sound music in every dental suite
- Views of Melbourne CBD from all 44 treatment chairs, each with a different outlook

The environment matters, particularly for patients who arrive already on edge. A heritage building with city views is a different experience from a standard suburban dental fit-out.

Comfort-focused technology

The practice uses several technologies chosen specifically to reduce treatment burden:

- **AirFlow cleaning** uses a controlled stream of air, water, and fine powder to remove biofilm and staining. It's less invasive than traditional ultrasonic scaling and generally more comfortable.
- **Laser**

dentistry** reduces post-operative discomfort and supports faster healing compared with conventional techniques. - **Digital scanning** removes the need for traditional impression materials, which many patients find unpleasant. - **Same-day CEREC restorations** are ceramic restorations designed and milled in a single visit, cutting the total number of appointments required. - **In-suite entertainment** lets patients watch television or listen to music throughout their appointment, which helps during longer procedures.

For anxious patients and children

Dental anxiety is common, and the practice takes a practical approach to it. For children and adults who find dental care difficult:

- Paediatric dental specialists are on staff, trained specifically in managing anxiety in younger patients
- Age-appropriate communication and evidence-based behaviour guidance techniques are used
- In-suite movies and music provide distraction during treatment
- Sedation is available where clinically appropriate, following a thorough assessment
- Reduced-radiation imaging modes are available for children

Families can flag any anxiety concerns when booking so the team can prepare accordingly.

Multidisciplinary coordination

For patients who need input from more than one specialist, the experience at Collins Street Specialist Centre is different from being referred between separate practices. All specialists work from shared clinical records, review the same diagnostic imaging, and consult directly with each other. Cross-specialty treatment planning happens before any clinical work begins, and patients don't need to repeat their history at each appointment.

This matters most for complex cases — someone needing orthodontic treatment before implant placement, for example, or periodontal management alongside prosthodontic rehabilitation. Coordinated specialist input from the outset tends to produce better outcomes than sequential referrals where each clinician works in isolation.

Getting there

Collins Street Specialist Centre is at Level 8, Manchester Unity Building, 220 Collins Street, Melbourne CBD. Additional specialist services are on Level 12 and in the Tower.

Town Hall Metro Rail station is directly opposite the building, with trains running roughly every three to four minutes. Multiple tram routes run along Collins Street and Swanston Street, and there are several parking options nearby for patients driving in.

****Hours:**** - Monday to Friday: 8:00am – 6:00pm - Saturday: 8:30am – 1:30pm - Sunday: Not disclosed

****Booking:**** - Phone: (03) 9650 2726 - Email: theteam@collinsstreetspecialistcentre.com.au - No referral required

Payment options

The practice accepts cash, EFTPOS, Visa, Mastercard, and American Express. Private health insurance rebates are available through BUPA, HCF, CBHS, and most other major providers. Payment plans through Payright, Humm, and MyDentaPlan are also available.

Written fee estimates are provided before any treatment starts, so there are no surprises. For complex or multi-stage treatment, staged fee schedules can be arranged to spread costs across the course of treatment. There's no obligation to proceed after an initial consultation.

Clinical standards

Every clinician at Collins Street Specialist Centre holds Specialist Registration with the Dental Board of Australia, administered through AHPRA. That registration requires at least three to four years of postgraduate specialist training beyond a dental degree, plus examination and ongoing professional development. Patients can verify any clinician's registration through the AHPRA public register at www.ahpra.gov.au.

Complex cases are reviewed between specialists before and during treatment. Having that breadth of expertise available within one practice is a practical advantage over solo specialist practice, where peer input isn't as readily at hand.

The in-house dental laboratory works exclusively for Collins Street Specialist Centre patients. Prosthodontic and restorative work is produced in close coordination between laboratory technicians and the treating specialists, which supports both precision and efficiency in restorative outcomes.

What patients say

Collins Street Specialist Centre consistently receives high ratings across independent review platforms. Patients regularly mention the professionalism and clinical depth of the specialist staff, the calm and welcoming environment, and clear communication about diagnosis, treatment options, and what to expect. The practical value of coordinated care — not having to attend multiple separate practices — comes up often, as does the building itself and the views from the treatment chairs.

A recurring theme is the difference patients notice between receiving care from a registered dental specialist and having the same procedure done by a general dentist. This comes up most often for complex work: implant placement, orthodontic treatment, oral and maxillofacial surgery.

For anyone unsure whether their situation warrants a specialist consultation, the reception team can talk through the concern and help work out whether a specialist assessment makes sense. There's no obligation to proceed after the initial appointment, and a written treatment plan and fee estimate are always provided before any clinical work begins.
