



Listings Report

National Dental Listings

November 2023

Who we are

Cleanbill is a healthcare directory with one simple aim: to increase healthcare accessibility.

We believe that healthcare is at its most accessible when you can see all your options and their costs before making a booking.

So, Cleanbill shows you just that.

What we do

We collect basic background, pricing, location and contact information for every single healthcare practice of a given speciality nationwide.

Then we put it all on cleanbill.com.au.

Australians can then search Cleanbill to find every single healthcare practitioner around them and filter those results by the price of their basic services. In one simple, free search, Australians can see every healthcare practitioner around them and find one that meets all their affordability and accessibility criteria.

What this report is

On 16 April 2023, Cleanbill released the 2023 Health of the Nation Report. The Report outlined the aggregate pricing and availability data we gathered from finding, calling and listing every GP clinic in Australia.

But we were only getting started.

We'd heard a lot about how difficult it was to get accurate pricing data for dentists and how many Australians were avoiding seeing the dentist because of concerns surrounding cost. We had to list dentists next. And that's exactly what we've done.

Between July and October, Cleanbill gathered and listed full information, including pricing and availability information, for every dental clinic across we could find across Australia.

All 6,268 of them.

This represents the first ever comprehensive survey of dental clinic availabilities and billing practices in Australian history. And, just like with GPs, we couldn't just sit on that data.

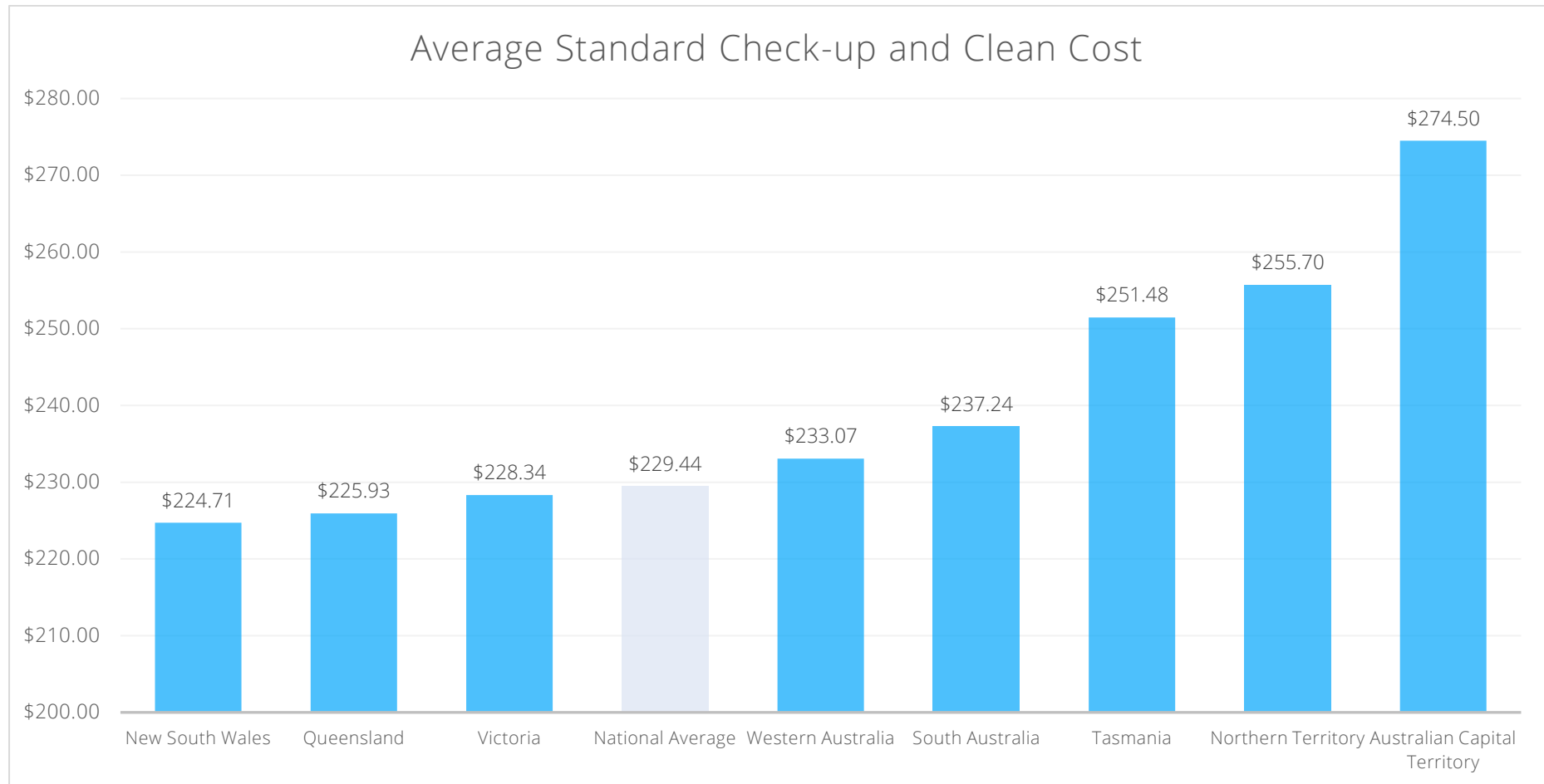
So, this Report outlines the aggregate national billing and availability data we collected, before breaking that data down by State and Territory, and Commonwealth Electoral Division.

Overview – States and Territories

Area	Clinics Listed ⁱ	Quoted and Available Clinics ⁱⁱ	Standard Check-up and Clean ⁱⁱⁱ	New Patient Visit ^{iv}
National	6,268	94.5%	\$229.44	\$297.15
New South Wales	2,221	93.4%	\$224.71	\$289.46
Victoria	1,652	92.9%	\$228.34	\$302.04
Queensland	1,121	97.2%	\$225.93	\$278.57
Western Australia	645	95.8%	\$233.07	\$313.30
South Australia	418	95.5%	\$237.24	\$315.91
Tasmania	86	94.2%	\$251.48	\$339.04
Australian Capital Territory	100	99%	\$274.50	\$363.60
Northern Territory	25	96%	\$255.70	\$348.83

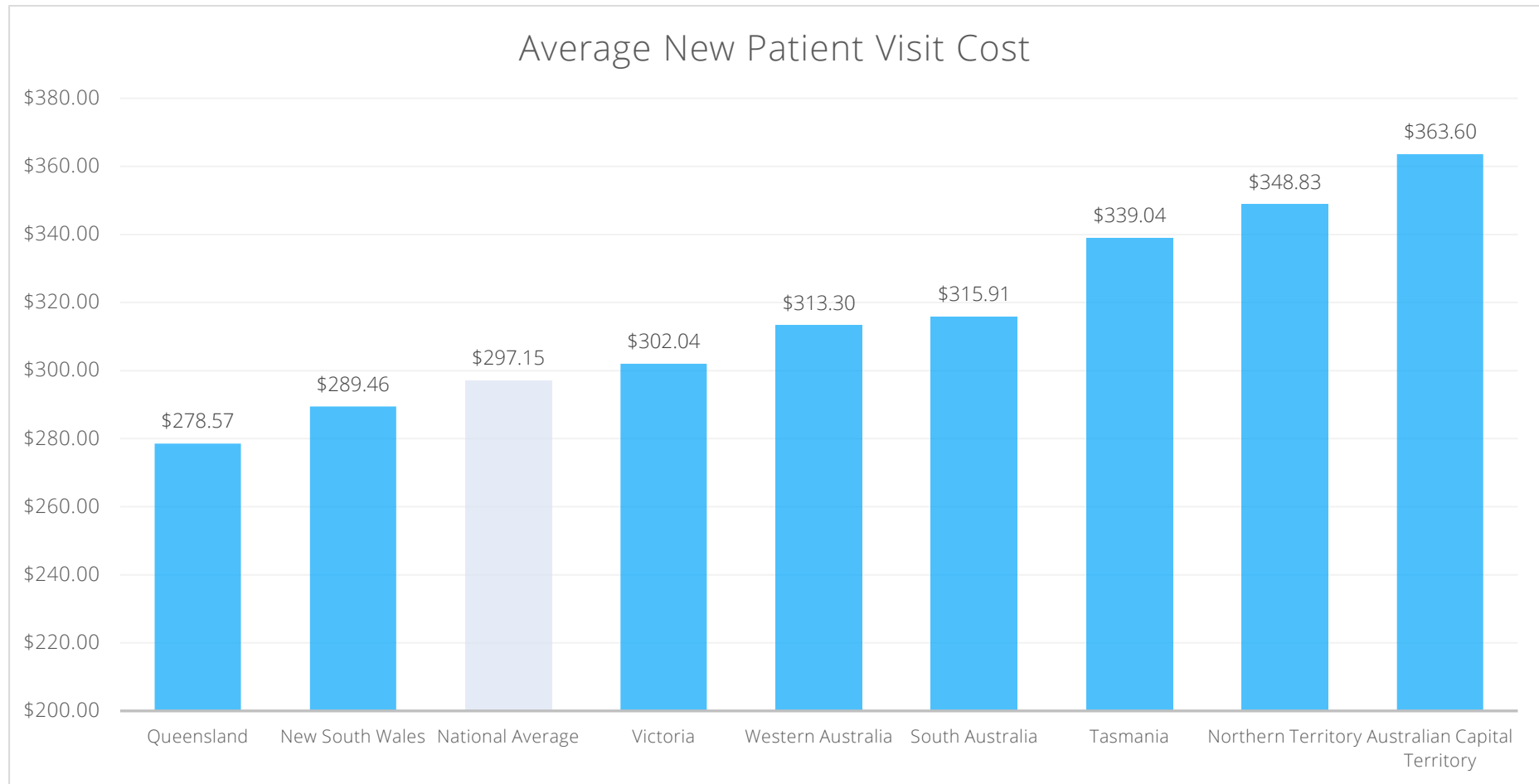
Breakdown – States and Territories

Standard Check-up and Clean



Breakdown – States and Territories

New Patient Visit Cost



Breakdown – Commonwealth Electoral Divisions

In 2020-21, patients spent, on average, [\\$253 total for dental services](#), not including premiums paid for private health insurance.

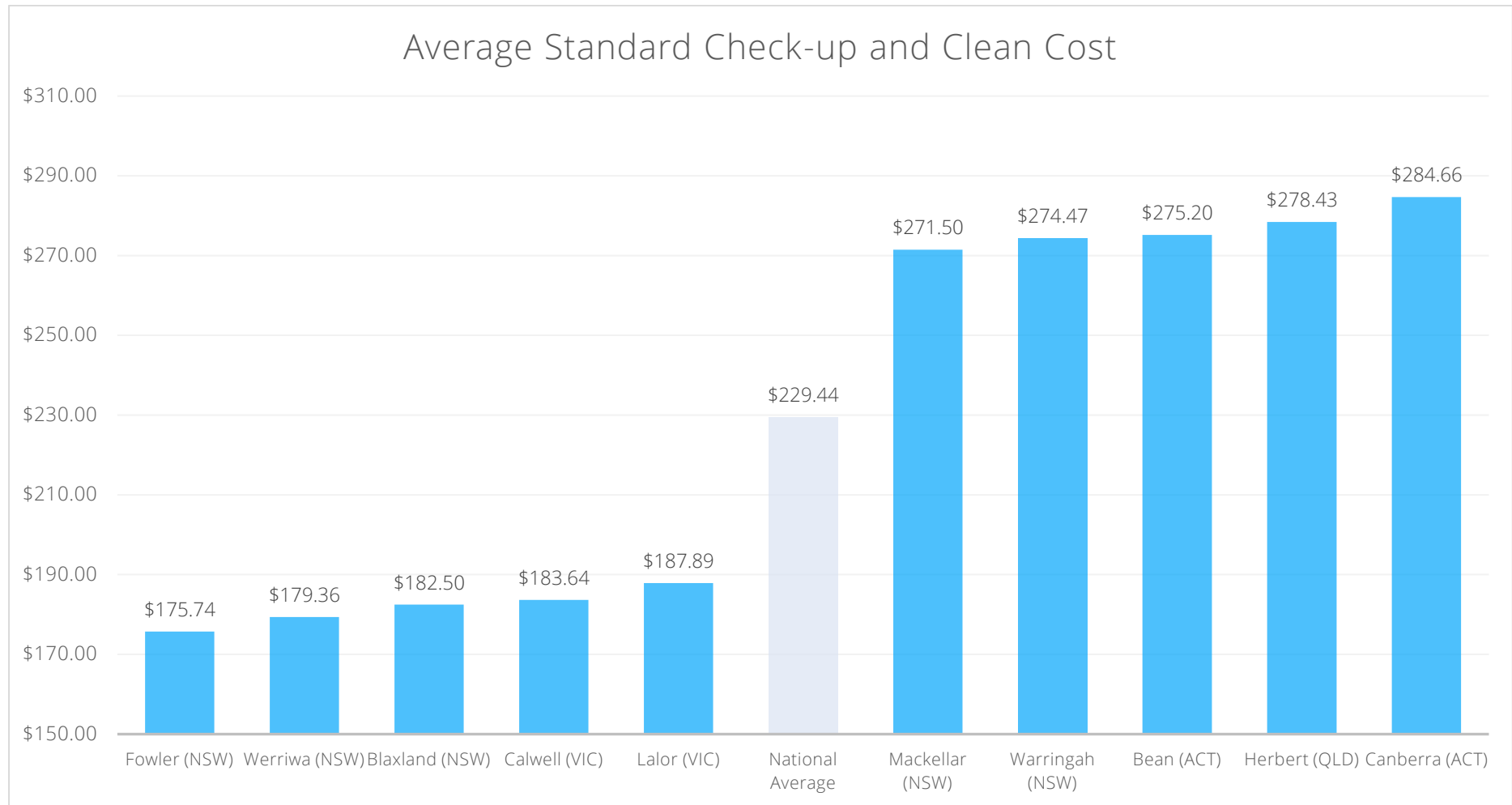
Commonwealth Electoral Divisions (Electoralates)	151
>\$253 Standard Check-up and Clean Electoralates ^v	17
>\$253 New Patient Visit Electoralates ^{vi}	138 (91.4%)
Most Expensive Electorate Surveyed ^{vii}	Canberra (ACT)
Least Expensive Electorate Surveyed ^{viii}	Fowler (NSW)

Despite the countrywide prevalence of [new patient offers](#) from dentists, Australians in [over 90% of Electoralates](#) will, on average, pay [more than their yearly spend on dental services](#) for an initial appointment. The remaining 13 Electoralates are all in New South Wales, Victoria and Queensland. So, [every single Electorate](#) outside of these three states has an average [New Patient Visit cost above Australians' yearly dental services spend](#).

These numbers improve when patients [visit regularly for a Standard Check-up and Clean](#), but Standard Check-up and Cleans still cost more than the yearly average dental spend in [three of Tasmania's five Electoralates](#) (Braddon, Franklin, Lyons) and [all of the Australian Capital Territory's Electoralates](#).

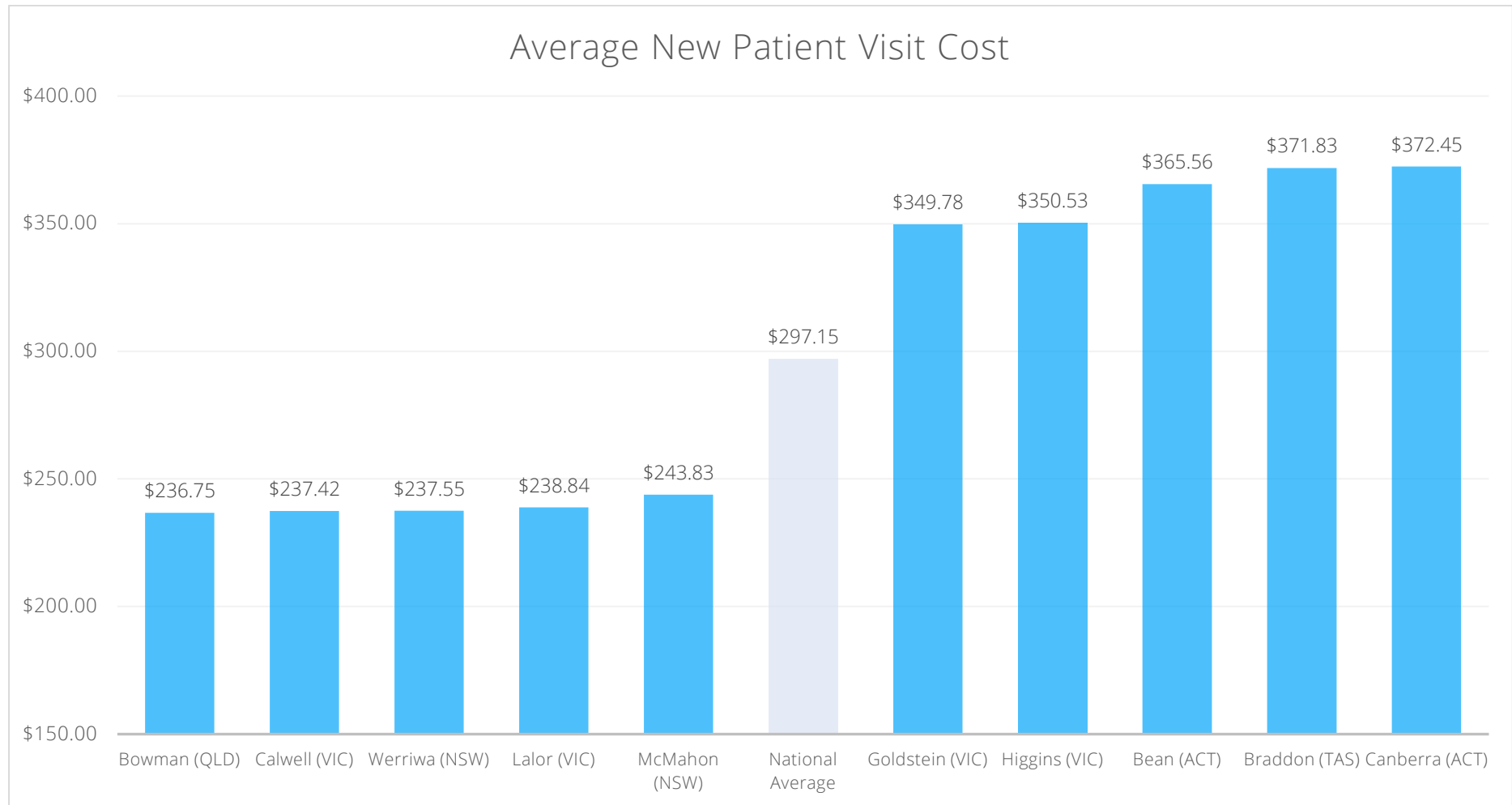
Breakdown – Electorates

Standard Check-up and Clean^{ix}



Breakdown – Electorates

New Patient Visit Cost^x



Conclusion

Our listing of every dental clinic we could find across Australia represents the only comprehensive survey of dentist availabilities and billing practices ever conducted, and provides important insights into the [state of dental care accessibility](#) in Australia.

The outcome is [worrying](#).

[In over 90% of Electorates](#), the average cost of a new patient visit with a dentist exceeds [\\$253](#). Standard check-up and cleans for regular patients generally cost less, but in Tasmania, the Northern Territory and the Australia Capital Territory, they still average prices [above \\$250](#). And these costs aren't being defrayed by private extras cover either, as almost half (46.9%) of Australians over 15 [don't have access to it](#).

In these circumstances, it's easy to see why [over 3.4 million Australians](#) delayed or forewent care with a dentist because of [concerns surrounding cost](#) in 2021-22 alone. And, in 2020-21, [82,916 Australians](#) ended up in hospital with potentially preventable dental conditions, representing an increase of [14.4% over pre-COVID levels](#).

This [should not be happening](#).

If out-of-hospital healthcare is to be accessible for all Australians, a service that helps people find available practitioners who they can afford around them is no longer a luxury; [it's a necessity](#).

Without Cleanbill, no such service exists.

Notes

- ⁱ Reflects the total number of clinics listed for the area, including those that either refused to provide a quote, that could not be contacted during their listed business hours or that were not taking on new patients.
- ⁱⁱ Reflects the percentage of quoted clinics that were taking on new patients when called.
- ⁱⁱⁱ Reflects the average cost of a standard check-up (ADA Item 011), clean (ADA Item 114) and, where offered, fluoride treatment (ADA Item 121) for a patient without private health insurance, accessing these services on a weekday.
- ^{iv} Reflects the average cost of a new patient visit, which typically includes the same procedures as described in Endnote iii, as well as two bitewing x-rays (ADA Item 022), for a patient without private health insurance, accessing these services on a weekday.
- ^v Reflects the number of Electorates where the average total cost of procedures described in Endnote iii is higher than \$253.
- ^{vi} Reflects the number and percentage of Electorates where the average total cost of procedures described in Endnote iv is higher than \$253.
- ^{vii} Based on average cost of a Standard Check-up and Clean.
- ^{viii} Based on average cost of a Standard Check-up and Clean.
- ^{ix} Includes only Electorates with more than 10 clinics.
- ^x Includes only Electorates with more than 10 clinics.