

Business Awards & Dentistry Awards | Smile Solutions

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Our Awards With over 30 years of award-winning service, our portfolio of awards has cemented our dental practice as a pioneer and leader in Australia's health industry. Australian Business Awards 2025 ABA Winner: Service Excellence The Australian Business Award for Service Excellence celebrates organisations that have achieved exceptional results through initiatives demonstrating leadership and dedication to outstanding service. We are honoured to be recognised with the Australian Business Award for Service Excellence once again in 2025. As a family-owned business with over 30 years of care and service to our community, our philosophy has always been clear: to strive for excellence in the quality of care, break down communication barriers, and understand our patients' needs and expectations from your perspective, not just our own. Our mission remains the same: to provide dental care to the highest standard, delivered by highly skilled clinicians and support staff, using the latest technology, in an exceptional environment. 2024 ABA Winner: Service Excellence The Australian Business Award for Service Excellence celebrates organisations that have achieved exceptional results through initiatives demonstrating leadership and dedication to outstanding service. We are incredibly proud and honoured to be named the 2024 recipient of the Australian Business Award for Service Excellence once again. As a family-owned business with over 30 years of care and service to our community, our philosophy has always been clear: to strive for excellence in the quality of care, break down communication barriers, and understand your needs and expectations from your perspective, not just our own. Our mission remains the same: to provide the best dental care, delivered by the most skilled clinicians and support staff, using the latest technology, in an exceptional environment. 2024 ABA Winner: Business Innovation The Australian Business Award for Business Innovation recognises organisations that have successfully implemented initiatives that demonstrate leadership and commitment to business innovation. We are thrilled and honoured to be named the 2024 recipient of the Australian Business Award for Business Innovation for our worldwide first Same Day Porcelain Veneers, in recognition of our world-first Same Day Porcelain Veneers™. This innovation eliminates the need for uncomfortable plastic temporary veneers and the typical 2-4 week wait between preparation and insertion, completing the entire process in just one visit. Smile Solutions has developed the intellectual property surrounding Same Day Porcelain Veneers™, drawing upon three decades of expertise as the largest dental practice in Australia. Dr Kia Pajouhesh, a cosmetic dentist, and Mr Greg Karabasis, a master ceramist, each with more than 30 years in their respective fields, collaborated over

several years to develop a unique series of systems and processes that ensure predictable flawless delivery of the Same Day Porcelain Veneers™, every time. The introduction of Same Day Porcelain Veneers™ represents a ground-breaking service that eliminates the challenges of temporary veneers. Traditionally, temporary veneers can be time-consuming for patients and lead to social isolation. Opting for Same Day Porcelain Veneers™ instead of traditional veneers with temporaries allows patients to avoid unnecessary discomfort caused by temporary teeth falling out or breaking. Furthermore, it minimises the need for multiple local anaesthetic injections, saves time, and reduces additional travel expenses. The service matches the quality of traditional veneers within the practice, with no compromise in the final result and no additional costs. The process has successfully removed all the drawbacks of traditional veneers without any disadvantage to the patient. 2023 ABA Winner: Service Excellence The Australian Business Award for Service Excellence recognises organisations that have achieved outstanding results through initiatives that demonstrate leadership and commitment to service excellence. We are thrilled and honoured to once again be the awarded the 2023 Australia Business Award for Service Excellent. As a family-owned business built over 30 years of care and service to our community, our philosophy has always remained the same; striving for excellence in quality of care; overcoming communication barriers and attempting to view your needs and expectations through your eyes, not our own. Our purpose will continue to be providing the best dental service, delivered by the best dental clinicians and support staff, using the best technology, in the best environment. 2022 ABA Winner: Service Excellence The Australian Business Award for Service Excellence recognises organisations that have achieved outstanding results through initiatives that demonstrate leadership and commitment to service excellence. We are thrilled and honoured to once again be the awarded the 2022 Australia Business Award for Service Excellent. As a family-owned business built over 30 years of care and service to our community, our philosophy has always remained the same; striving for excellence in quality of care; overcoming communication barriers and attempting to view your needs and expectations through your eyes, not our own. Our purpose will continue to be providing the best dental service, delivered by the best dental clinicians and support staff, using the best technology, in the best environment. 2019 ABA Winner: Service Excellence The Australian Business Award for Service Excellence recognises organisations that have achieved outstanding results through initiatives that demonstrate leadership and commitment to service excellence. We are thrilled and honoured to once again be the awarded the 2019 Australia Business Award for Service Excellent. As a family-owned business built over 30 years of care and service to our community, our philosophy has always remained the same; striving for excellence in quality of care; overcoming communication barriers and attempting to view your needs and expectations through your eyes, not our own. Our purpose will continue to be providing the best dental service, delivered by the best dental clinicians and support staff, using the best technology, in the best environment. 2017 ABA Winner: Community Contribution The Australian Business Award for Community Contribution recognises organisations that implement initiatives that have a positive impact on the community and generate outcomes that have a long-term benefit. Smile Solutions, acting on its commitment to give back to the community, proudly donates up to \$100,000 in dental services annually to Magpie Nest – a contribution it has offered each year since 2014. In doing so, we strive to improve recipients' dental health and thus boost their self-esteem, ultimately raising their chances of gaining employment and creating positive long term effects for these individuals and the community. 2017 ABA Winner: Service Excellence The Australian Business Award for Service Excellence recognises organisations that have achieved outstanding results through initiatives that demonstrate leadership and commitment to service excellence. Ever since Smile Solutions moved to the Manchester Unity Building in 2002, it has been our mission to provide our clients with the full range of dental services – of a high standard, at a competitive price and without requiring them to leave the building. Driven by this goal of providing our patients with outstanding service, we expanded our already extensive operation to include an onsite laboratory and an imaging center, thereby streamlining patient care and removing the need for patients to go elsewhere for behind-the-scenes services. 2016 ABA Winner: Service Excellence The Australian Business Award for Service Excellence recognises organisations that have achieved outstanding results through initiatives that demonstrate leadership and commitment to service excellence. 2015 ABA Winner: Service Excellence The Australian Business Award for Service Excellence recognises

organisations that have achieved outstanding results through initiatives that demonstrate leadership and commitment to service excellence. 2015 ABA Winner: Employer Of Choice The Australian Business Award for Employer of Choice recognises organisations which have developed leading workplaces that maximise the full potential of their workforce through practices that demonstrate effective employee recruitment, engagement and retention. 2014 ABA Winner: Employer Of Choice The Australian Business Award for Employer of Choice [EOC] recognises organisations which have developed leading workplaces that maximise the full potential of their workforce through practices that demonstrate effective employee recruitment, engagement and retention. What the judges said... "Smile Solutions is Australia's largest private dental practice in a single location. A private company, the business has grown from a one-dentist operation in 1993 to become a large-scale outfit employing over 90 people with a patient base of over 65,000. Their goal is to offer dental patients the best and most appropriate service possible in terms of technical excellence, comfort and convenience for the patient, clinical outcome and cost. "The core of Smile Solution's business culture is collaboration combined with delegation. A unique organisational structure means that that specialists, general dentists and hygienists form part of the leadership team along with management, reception and nursing staff, enabling Smile Solutions to offer diverse career opportunities and growth. "Founder and managing director of Smile Solutions, Dr Kia Pajouhesh, is in constant face-to-face, telephone and email contact with his team in addition to holding weekly and monthly staff meetings. Training and mentoring along with peer and manager reviews encourages staff to be proactive in discussing their needs. A high degree of autonomy, peer recruitment, and morale building activities such as business funded snow trips, evening charity functions, annual celebrations and corporate box seats at AFL games, bring a fun element into the workplace and encourages strong interpersonal bonds that transcend roles and foster voluntary collaboration. "The Australian Business Awards congratulate Smile Solutions for its success in the category of Employer of Choice in 2014." 2014 ABA Winner: Service Excellence The Australian Business Award for Service Excellence [SXA] recognises organisations that have achieved outstanding results through initiatives that demonstrate leadership and commitment to service excellence. What the judges said... "Smile Solutions is Australia's largest private dental practice in a single location. A private company, the business has grown from a one-dentist operation in 1993 to become a large-scale outfit employing over 90 people with a patient base of over 65,000. "Smile Solutions is the only dental practice in Australia providing the service of Dental Board registered specialists in all fields of dentistry under the one roof in tandem with general dentistry. In addition to their core business in Melbourne's CBD, in just one year Smile Solutions have expanded their network to include branches in six Melbourne metro and Greater Melbourne localities as part of the Core Dental Group initiative. The goal of this initiative is to offer dental patients the best and most appropriate service possible in terms of technical excellence, comfort and convenience for the patient, clinical outcomes and cost. "Smile Solutions strives to give patients access to world-class practitioners across the entire spectrum of general dentistry and specialisations, working with premium equipment and materials, in an architecturally beautiful setting. Core Dental Group takes these benefits and expands their geographic reach, making them accessible to more people in the community. "The Australian Business Awards congratulate Smile Solutions for its success in the category of Service Excellence in 2014." 2014 ABA Winner: Innovation The Australian Business Award for Innovation [INA] recognises leadership through the practical application of innovative solutions for new and existing market needs resulting in a commercial, environmental and/or social benefit. What the judges said... "Smile Solutions is Australia's largest private dental practice in a single location. A private company, the business has grown from a one-dentist operation in 1993 to become a large-scale outfit employing over 90 people with a patient base of over 65,000. "Founder Kia Pajouhesh wanted to build a dental practice that was a magnet not only for the best clinicians and other staff but also for patients. This was achieved by underpinning the "One Team, One Place" business model with breathtaking architecture and interior design combined with the best available dental technologies in the world. "In 2014, Smile Solutions opened the Invisalign Shop, a uniquely dedicated Invisalign hub conveniently located in Melbourne's central business district. Invisalign is a revolutionary orthodontic solution that is a near invisible alternative to unpopular metal braces. The design of the shop involves three zones including exterior, shopfront and back-of-shop. The shopfront zone is an informal reception area supported by three iPads that run the app-style,

user-driven Invisalign website. The interface used is friendly and accessible, that most preliminary questions can be answered. In the rear zone, patients can receive a free assessment of their underlying general and dental health as well as their clinical suitability for teeth straightening. "The underlying innovation of Smile Solution's practices is its ability to accommodate the clientele derived from three main areas: the acquisition of new patients seeking Invisalign treatment; the acquisition of new patients needing other general and/or specialised dental treatments and referrals from external dentists. "The Australian Business Awards congratulate Smile Solutions for its success in the category of Innovation in 2014." 2013 ABA Winner: Service Excellence The Australian Business Award for Service Excellence 2013 recognises organisations that have achieved outstanding results through initiatives that demonstrate leadership and commitment to service excellence. What the judges said... "The Australian Business Awards is delighted to recognise Smile Solutions as recipient of The Australian Business Award for Service Excellence in its industry classification for 2013. "Smile Solutions is Australia's largest private dental practice in a single location. A private company, the business has grown from a one-dentist operation in 1993 to become a large-scale outfit engaging 90 people. "Smile Solutions is the only dental practice in Australia providing the services of Dental Board-registered specialists in multiple fields of dentistry under the one roof in tandem with general dentistry. The goal is to offer dental patients the best and most appropriate service possible – in terms of technical excellence, comfort and convenience for the patient, clinical outcome and cost. It really does offer 'One Team, One Place', which is attractive not only to patients but also to the best clinicians. "The Australian Business Awards congratulate Smile Solutions for its success in the category of Service Excellence in 2013. "For more information on Smile Solutions go to www.smilesolutions.com.au." 2013 ABA Winner: Innovation The Australian Business Award for Innovation recognises organisations that have made significant contributions to their industry through differentiated or more effective products, processes, services, technologies or ideas resulting in a commercial, environmental and/or social benefit. What the judges said... "The Australian Business Awards is delighted to recognise Smile Solutions as recipient of The Australian Business Award for Innovation in its industry classification for 2013. "Smile Solutions is Australia's largest private dental practice in a single location. A private company, the business has grown from a one-dentist operation in 1993 to become a large scale outfit engaging 90 people. "Smile Solutions has broken new ground in Australian commerce by matchmaking an unlikely pair: an historic architectural icon, the Manchester Unity Building, with 21st century technological sophistication. The goal was to build a dental practice that married form with function, and to offer dental patients the best and most appealing service possible – in terms of comfort and convenience for the patient, technical excellence, clinical outcome and cost. "The Australian Business Awards congratulate Smile Solutions for its success in the category of Innovation in 2013. 2012 ABA Winner: Service Excellence The Australian Business Award for Service Excellence 2012 recognises organisations that deliver outstanding customer service. What the judges said... "The Australian Business Awards are delighted to recognise Smile Solutions as recipient of The Australian Business Award for Service Excellence in its industry classification for 2012. "Smile Solutions is a prominent Australian private dental practice ... Occupying 1800 square metres of floor space across three floors and the tower of the iconic Manchester Unity Building, on Collins Street, Melbourne, the company's total revenue has increased at an average rate of at least 25 per cent per annum over 17 years. It runs 18 operatory suites, with plans to expand to 25; provides the equivalent of 108 days of clinical dentistry every week; and acquires approximately 600 new patients per month – 300 via word of mouth, 300 via marketing. "Using the resources, knowledge and experience of [multiple] general dentists, board-registered dental specialists, hygienists/therapists, dental assistants and administrative staff, Smile Solutions offers unparalleled dental services to the public. "Collectively, the team of registered specialists offers the full spectrum of dental care, from basic treatments through to specialised cosmetic and surgical dentistry, to meet the needs and expectations of their vast patient base. Registered specialists include orthodontists, an oral & maxillofacial surgeon, endodontists, prosthodontists and paediatric dentists. "The company's extended weekday and weekend operating hours offer flexibility to CBD workers and convenience to hotel guests in need of urgent, quality-assured, dental treatment during their travels. After-hours emergency services are also provided. "The Australian Business Awards congratulate Smile Solutions for its success in the category

of Service Excellence in 2012.” Telstra Business Awards 2014 TBA Winner: Victorian Business of the Year Smile Solutions was pitted against the state winners in all 5 categories (Start-up, Micro, Small, Medium, and Regional). We are proud to have been judged the overall winner for the state. What the judges said.... “Smile Solutions has created genuine points of difference – they became the dental practice that has multiple specialists under one roof in the heritage-listed Manchester Unity building. “The Telstra Awards Judges praised the business for its strong, year on year financial improvement over many years, its sustaining vision of growth and the founder’s staff retention mantra that leadership is about taking care of your clinicians and they in turn will take care of your customers.” 2014 TBA Winner: Victorian Medium Business Smile Solutions was selected from hundreds of Victorian entrants to become one of 7 finalists in the medium-sized business category, then the eventual winner of this category. The judging criteria for the 2014 Telstra awards fell into 8 main areas: Business achievements and vision: Profile, achievements and vision. Sales and marketing: Marketing and planning, public relations, distribution, products and services. Customers: Market research, customer service, segmentation and customer relationship management. Team: Management capabilities, human resources, internal communications, culture and work environment. Planning and performance: Strategic planning, risk management and business improvement. Financials: Financial ratios. Innovation: Operational and managerial processes, goods/services and marketing innovation. Social responsibility: Environment, people, community involvement and development, fair operating practices and consumer issues. Luxury Lifestyle Awards 2025 Winner Luxury Lifestyle Award: Best Luxury Dental Clinic in Melbourne, Australia Smile Solutions is proud to have been recognised by the Luxury Lifestyle Awards as the Best Luxury Dental Clinic in Melbourne, Australia for 2025. Following an extensive research and selection process, this award celebrates our ongoing commitment to excellence and the trust placed in us by our patients. Call Us 13 13 96 Location Level 1, 220 Collins Street Manchester Unity Building, Melbourne VIC 3000 Hours Of Service Monday – Friday: 8.00am – 6.00pm Saturday: 8.30am – 1.30pm Sunday: By Appointment Our Services General Dentistry Cosmetic Dentistry Orthodontics Specialist Care Dental Implants Children’s Dentistry Emergency Dentistry Why Choose Us Our Team Media Awards Careers Technology Location Holistic Dentistry Quick Links Contact Us Articles Packages & Offers Dental Payment Plans Understanding Your Treatment Sitemap Privacy Policy Copyright © Smile Solutions. All Rights Reserved. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. Close Our Services General Dentistry Dental Cleans and Hygienists Wisdom Teeth Emergency Dentistry Root Canal Tooth Fillings Chipped or Cracked Teeth Snoring & Sleep Apnoea TMD & Teeth Grinding Sport Mouthguards Dental Anxiety Cosmetic Dentistry Porcelain Veneers & Crowns Same Day Porcelain Veneers™ Composite Bonding Professional Teeth Whitening CEREC Restorations Invisalign® No Braces All-on-4® Dental Implants Gummy Smile Complimentary Cosmetic Consultation Orthodontics Invisalign No Braces Orthodontic Braces Children’s Braces and Invisalign Jaw Surgery Dental Implants All-on-4® Dental Implants Conventional & Immediate Implants Dental Bridges Bone Grafting For Implants Dentures Specialist Care Oral & Maxillofacial Surgeons Prosthodontists Orthodontists Periodontists Endodontists Paediatric Dentists Complex Dentistry Children’s Dentistry First Visit To The Dentist Children’s Dental Emergencies Children’s Braces and Invisalign Child Dental Benefit Schedule Kids Teeth Cleaning Tips Why Choose Us Our Team Our Location Technology Awards Holistic Dentistry Before After Gallery Payment Plans Packages & Offers Contact Us Call Us 13 13 96 Close Smile Solutions AI Assistant ■ Hello! I’m here to help you with questions about Smile Solutions. How can I assist you today? Popular questions: What services does Smile Solutions offer? How can I contact Smile Solutions What are your business hours? ■■ × 0 /1000 Contact Us Call Us 13 13 96 Location Level 1, 220 Collins Street Manchester Unity Building, Melbourne VIC 3000 Hours Of Service Monday – Friday: 8.00am – 6.00pm Saturday: 8.30am – 1.30pm Sunday: By Appointment Close Book Now