

What I love about running Australia's largest dental practice - Smile Solutions

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What I love about running Australia's largest dental practice I started working at Smile Solutions when I was 18 years old, having been hired as a trainee dental nurse. Not having any previous nursing experience, I remember it being an incredibly challenging time – it was sink or swim! Fortunately the team of specialists, dentists, nurses and receptionists working alongside me were all very supportive, and although it was an incredibly steep learning curve, it wasn't long before I got into a good (if exhausting!) routine. It hasn't all been smooth sailing; I remember as a junior dental nurse it was my responsibility to refill the fish tank. I also believed that I could multi-task and subsequently forgot that the tap was still running and therefore flooded one of our rooms. I was shy and scared to own up to the problem, however I still confessed that it was me. Our boss was surprisingly calm and he worked with me to fix the problem and implement systems to avoid it happening again. That has been a common theme at Smile Solutions; creative problem solving is encouraged, and this in turn results in rapid personal development. It wasn't long before I moved from nursing to reception, and eventually in 2010 I accepted the role of practice manager. The role of practice manager doesn't always have a clear job description. It involves being both good cop and bad cop when the situation demands it. I'm always thinking what's best for the patient, always trying to see things through their eyes. At the same time, I'm responsible for a team of over 100 clinicians and support staff, each with their own personalities and communication styles. Then there's the practice to consider, which is always in the back of my mind. Contrary to John Lydgate's opinion that "you can't please all the people all the time" – the practice manager's job is to try! But I'm not alone. I'm blessed to be surrounded by a team of managers, who have come up through the ranks as the practice has grown over the past 10 years. Together, we take a very proactive approach to ensuring that every aspect of a patient's experience is carefully orchestrated. Many people are apprehensive about dental care, and the fact that I have helped create an environment where patients are treated with respect, and given every possible comfort, is something that I'm really proud of. We offer the full range of dentistry, from general care and hygiene to our large team of registered dental specialists, so when a patient joins our Smile Solutions family alongside some 80,000 others, they're cared for in one location. What do I love about running Australia's largest dental practice? In a word: Everything. There are so many days where everything runs like clockwork, and I can just focus on working with my amazing team, and growing the practice. Yet, there are enough challenges to keep it interesting. Perhaps best of all, I still get to work closely

with patients everyday, and change lives – that's something that never gets old. Uncover more from Smile Solutions View Blogs Specialist Care Smile Solutions 18 Aug 2026 Endodontist vs Dentist for Root Canal: Why It Makes a Difference Read More Specialist Care Dr Kia Pajouhesh 18 Aug 2026 Complex Dental Cases: What Happens When Multiple Specialists Need to Collaborate Read More General Smile Solutions 10 Aug 2026 Mouth Breathing: The Silent Habit That's Changing Your Face and Your Health Read More Specialist Care Smile Solutions 18 Aug 2026 Endodontist vs Dentist for Root Canal: Why It Makes a Difference Read More Specialist Care Dr Kia Pajouhesh 18 Aug 2026 Complex Dental Cases: What Happens When Multiple Specialists Need to Collaborate Read More General Smile Solutions 10 Aug 2026 Mouth Breathing: The Silent Habit That's Changing Your Face and Your Health Read More View Blog 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