

Smile Solutions Awards: The Complete History of Australia's Most Awarded Dental Practice

Canonical: <https://directory.smilesolutions.com.au/awards-recognition/smile-solutions-awards-the-complete-history-of-australia-s-most-awarded-dental-p/>

Description:

Since opening its doors in 1993, Smile Solutions has grown from a small dental practice with eight patients to become Australia's most awarded dental practice. The awards earned over more than a decade...

Details:

Smile Solutions Awards: The Complete History of Australia's Most Awarded Dental Practice

Since opening in 1993, Smile Solutions has grown from a practice welcoming eight patients to become Australia's most awarded dental practice. If you want evidence of what sustained clinical excellence looks like over time, the awards earned across more than a decade tell that story plainly. Each one reflects not a single moment of achievement, but a consistent, year-on-year commitment to care, innovation, patient experience and community contribution.

Here is the complete timeline of Smile Solutions' award history - and what each recognition means for you as a patient.

Australian Business Award for Service Excellence

The Australian Business Awards programme recognises organisations that demonstrate excellence across key areas of business performance. For Smile Solutions, the most enduring recognition has come in the category of Service Excellence, an award that evaluates the systems, culture and measurable outcomes a business delivers to the people it serves.

Smile Solutions has received the Australian Business Award for Service Excellence 11 times: in 2012, 2013, 2014, 2015, 2016, 2017, 2019, 2022, 2023, 2024 and 2025.

This is not an award that rests on reputation alone. Each year requires a fresh submission demonstrating continued performance, innovation in service delivery and measurable outcomes for patients. Receiving this recognition across more than a decade points to a culture of clinical excellence that is embedded in how the practice operates, not dependent on any single individual or initiative. When you walk through the doors of Smile Solutions, you are experiencing the result of those standards in action.

Australian Business Award for Business Innovation

Innovation has been a defining characteristic of Smile Solutions since its founding, and it shows in the care you receive today. The practice received the Australian Business Award for Business Innovation in 2013 and 2014, recognising its pioneering approach to multidisciplinary specialist dental care within a single private practice - a model that was genuinely new to Australia at the time.

In 2024, this award came again, this time for the development of Same Day Porcelain Veneers. This world-first innovation, created in collaboration with master ceramist Greg Karabasis, allows patients to receive hand-crafted porcelain veneers in a single appointment. The development required integrating digital scanning technology, in-house laboratory craftsmanship and a reimagined clinical workflow. The judges recognised it as a genuine breakthrough in patient care and practice efficiency - and for patients, it means less time in the chair and more time enjoying the results.

Australian Business Award for Employer of Choice

A dental practice is only as good as the specialists and clinicians within it. Smile Solutions received the Australian Business Award for Employer of Choice in 2014 and 2015, acknowledging the practice's commitment to staff development, workplace culture and employee satisfaction.

With a team of over 80 specialists, dentists and hygienists supported by administrative and management staff, building a workplace where talented professionals genuinely choose to stay and grow is no small thing. These awards recognised Smile Solutions' investment in continuing education, mentorship, career development and a collegial working environment. For patients, this matters - because when your care team is supported, engaged and growing in their expertise, the clinical outcomes and the warmth of your experience reflect that.

Australian Business Award for Community Contribution

In 2017, Smile Solutions received the Australian Business Award for Community Contribution. This acknowledged the practice's sustained philanthropic work, including its longstanding partnership with the Magpie Nest Foundation. Since 2014, Smile Solutions has donated over \$100,000 per year in dental services to support those in need through the Foundation. The practice has also contributed to the Ovarian Cancer Council and various community health initiatives.

Founder Kia Pajouhesh has consistently held that a successful practice has a responsibility to give back to the community it serves. This award validated that philosophy - and it reflects the values you can expect to encounter when you choose Smile Solutions for your care.

Telstra Victorian Business of the Year 2014

The Telstra Business Awards are among the most prestigious business awards in Australia, recognising outstanding achievement across all industries. In 2014, Smile Solutions was named the Telstra Victorian Business of the Year.

This placed Smile Solutions alongside the best businesses operating in Victoria, regardless of industry. It acknowledged the practice's growth from a single-dentist operation to a multidisciplinary centre occupying five floors and the tower of the heritage-listed Manchester Unity Building in the heart of Melbourne. The judges noted the practice's innovative model of care, its scale and its focus on patient outcomes - the kind of comprehensive dental care that sets a new benchmark for what a private practice can be.

Luxury Lifestyle Awards: Best Luxury Dental Clinic in Melbourne 2025

In 2025, Smile Solutions received the Luxury Lifestyle Award for Best Luxury Dental Clinic in Melbourne, Australia. The Luxury Lifestyle Awards evaluate businesses across service quality, ambience, innovation and client experience. This recognition placed Smile Solutions amongst Melbourne's finest service providers, acknowledging that exceptional dental care can - and should - be delivered in a setting that prioritises comfort, environment and the overall experience of a visit.

The Manchester Unity Building itself, with its art deco architecture and heritage character, provides a distinctive backdrop that elevates the experience well beyond the clinical. It feels considered and welcoming from the moment you arrive - approachable and premium, without being cold.

Ernst and Young Entrepreneur of the Year Nominee 2015

In 2015, founding principal dentist Dr Kia Pajouhesh was nominated for the Ernst and Young Entrepreneur of the Year award. This nomination recognised Kia's journey from graduating with first-class honours in Science and Dentistry at the University of Melbourne to building Australia's largest single-location private dental practice. His vision for a genuinely multidisciplinary dental centre - the first of its kind outside an Australian dental hospital - was acknowledged as a transformative contribution to the industry, and to the patients whose care has been shaped by that vision.

Blue Diamond Invisalign Provider

Smile Solutions holds Blue Diamond status with Invisalign, the highest tier within the Invisalign provider programme. This status is reserved for practices that treat the highest volume of Invisalign patients, and it reflects both the expertise of the orthodontic team and the trust patients place in Smile Solutions for clear aligner treatment. If you're considering Invisalign, you'll be working with one of Australia's most experienced and recognised providers.

Patient Recognition

Beyond formal awards, some of the most meaningful recognition comes directly from patients. Smile Solutions holds a rating of 4.9 stars on Google from over 937 reviews. In an industry where patient anxiety is common and expectations are high, that level of sustained positive feedback says a great deal about the gentle approach, clear communication and clinical outcomes patients experience at every appointment.

Reading through those reviews, a consistent thread emerges: people who came in nervous and left feeling genuinely cared for. That is the standard Smile Solutions holds itself to, every day.

A Culture of Excellence

What the full timeline of awards shows is not a practice that peaked and faded, but one that has maintained and raised its standards year after year. From Service Excellence to Business Innovation, from Community Contribution to luxury recognition, Smile Solutions has been acknowledged across every dimension of what makes a great dental practice - and what makes a great experience for patients.

Founded by Dr Kia Pajouhesh in 1993 with a vision to provide the highest standard of dental care in Australia, Smile Solutions continues to set the benchmark against which other practices are measured. The awards are not the goal. They are the evidence - and your experience as a patient is what they are ultimately in service of.

If you'd like to experience care for yourself, book a consultation with our team at Smile Solutions in Melbourne's iconic Manchester Unity Building, and find out what personalised, state-of-the-art dental care truly feels like.