

Smile Solutions Video and Audio Archive: Transcripts and Summaries

Canonical: <https://directory.smilesolutions.com.au/media-press/smile-solutions-video-and-audio-archive-transcripts-and-summaries/>

Description:

YouTube Transcripts — Smile Solutions / Dr Kia Pajouhesh *Compiled: 2026-03-27* --- ## MUB Audio Guided Tour (Manchester Unity Building) - URL: <https://www.youtube.com/watch?v=IGcvX8Vxsgo> - Durati...

Details:

YouTube Transcripts - Smile Solutions / Dr Kia Pajouhesh *Compiled: 2026-03-27*

MUB audio guided tour (Manchester Unity Building) - URL: [\[https://www.youtube.com/watch?v=IGcvX8Vxsgo\]](https://www.youtube.com/watch?v=IGcvX8Vxsgo)(<https://www.youtube.com/watch?v=IGcvX8Vxsgo>) - Duration: 1h 13m 40s - Summary: A comprehensive audio guided tour of the Manchester Unity Building, narrated by Smile Solutions' Dr Kia Pajouhesh alongside a young visitor named Tom. The tour covers the building's history from its construction during the Great Depression in 1932, its Art Deco architecture, and Smile Solutions' restoration work across Level 1, Level 12 (rooftop and tower), and Level 11 (boardroom and grand secretary's office). Dr Kia shares stories of heritage restoration, the Oddfellows' founding vision, celebrated occupants, historical crimes, and the connection between business prosperity and building preservation. - Key Quotes: - "When a city has a precious cultural asset like the Manchester Unity building it is our responsibility not only to honour its past, its history and the people who gave us this asset but also to think of tomorrow." - "We are 25 surgery strong within one glorious location with 45 clinicians and over 60 ancillary staff. So we are indebted to this building for having given us that opportunity." - "The combination of exceptional care and inspirational surroundings is a potent mix attracting more than 600 new patients to our practice each month, at least half of them by word of mouth." - "I remember my mother walking down the corridor which at the time was an absolute mess. She actually cried and left saying my son has made a big mistake." - "It is always through the most difficult times that the bravest, the most inspired and the biggest visionaries can truly blossom." - "All in all a profile that doesn't exactly match most people's idea of a dental clinic - that's for sure." - "The boardroom you've seen today is indisputably considered to be the most intact Art Deco boardroom in the world and the building one of the most intact Art Deco buildings in the world." - Full Transcript (if available): Dr Kia introduces himself as your guide for Smile Solutions, beginning the tour at Level 1, home of Smile Solutions' general dental practice. The building opened on 1 September 1932, welcoming 60,000 visitors on opening day who rode the celebrated "magic stairway" escalator. The first floor had been significantly gutted before Smile Solutions acquired it; the team undertook a painstaking restoration of 12 shop fronts, transforming them into dental suites. Marble was sourced from Italy, specifically the only quarry producing the right plum colour, and copper leaf signage was commissioned from an artisan in southern NSW (the previous artisan having passed away in 2008). All metalwork throughout is solid bronze or solid copper.

Work began on 1 January 2003 and the practice opened on 1 September 2003, exactly eight months, the same timeframe as the original 1932 construction.

The tour proceeds to the rooftop (Level 12): once a tropical restaurant complete with exotic birds, palm trees, and a dance floor. Later converted to a luxury apartment in the early 1990s, this space now houses Smile Solutions' specialist centre, home to orthodontists, root canal specialists, and oral surgeons. Dr Kia relit the tower's LED lighting in 2012 to mark the building's 80th anniversary; the relighting ceremony was held on AFL Grand Final Eve with Premier Ted Baillieu in attendance.

Historical stories woven through the tour include the triple murder of three jewellers in 1978, the Pyjama Girl mystery of 1934, and two crocodiles discovered loose in the sub-basement from the South Seas Restaurant. The building's original superintendent, Hayden Prime, lived on-site from 1932 to 1962.

The tower stands 24 metres above the building (total height 64 m) and was originally illuminated as a beacon of hope during the Depression. Built as a clever workaround past council height limits, the tower's orthodontic centre now houses five panoramic chairs with views across Melbourne.

Level 11 was the most challenging restoration, a labour of love that took 15 months. 1990s developers had converted the boardroom and offices into white-box apartments; Smile Solutions carefully reversed this. The original 5.9m Queensland Maple boardroom table, with a 320 kg glass top custom-made in the UK, has never left the room. The fireplace is decorative (there is no chimney), and Dr Kia has added an ethanol flame to the space. Barry Humphries was named patron of the building.

Our city - Kia and the Manchester Unity Building (National Trust) - URL: [https://www.youtube.com/watch?v=fmF_8U8XOrw](https://www.youtube.com/watch?v=fmF_8U8XOrw) - Duration: - Summary: This video covers Smile Solutions' Dr Kia Pajouhesh and the Manchester Unity Building, produced in association with the National Trust. Transcript unavailable - video may have no captions. - Key Quotes: Not applicable to this product - Full Transcript (if available): Transcript unavailable - video may have no captions.

Award recognition - Telstra Victorian Business of the Year 2014 - URL: <https://www.youtube.com/watch?v=J3f9Jy4YYml> - Duration: 3m 55s - Summary: A Sky News interview with Smile Solutions' Dr Kia Pajouhesh at the Telstra Business Awards, following Smile Solutions' win of the Victorian Business of the Year award. Dr Kia discusses the social impact of the practice, the Manchester Unity Building location, how offering specialist care reduces dental anxiety, and what drives business success through adversity. - Key Quotes: - "It's a recognition for the social impact that Smile Solutions has had on Melbourne and Melburnians - 65,000 patients - and the social impact we have had on the Manchester Unity Building, the architectural icon that it is." - "The building feeds the business and the business feeds the building." - "Offering specialist care is very very important - when you can offer the highest level of care in each field and each faculty of dentistry, I think that can calm a lot of nerves." - "Our point of difference has been to provide multiple specialists in each field and therefore allows a patient to be seen by as many as four, five or six registered specialists in one field under the one roof - sometimes in the one day." - "I find that a business that is truly set apart from others can prosper through adversity." - "We've enjoyed growth of between twenty-three and thirty-five percent over the last five years through both GFCs." - Full Transcript (if available): Sky News reporter Harry Foss interviews Dr Kia following the award. Dr Kia explains that the practice began approximately 20 years ago from humble beginnings, growing to provide comprehensive dental care and specialist expertise across all dental fields. He describes how the building is iconic for Melburnians and how the single-location model, serving 65,000 patients, creates a genuinely symbiotic relationship between the practice and the building. On navigating difficult times: growth of 23-35% through both Global Financial Crises reflects the strength of a genuinely differentiated offering. Dr Kia also discusses branch practices across Victoria, whilst affirming that the Manchester Unity Building remains the priority and the heart of everything Smile Solutions does.

Dental Rescue Program - URL: <https://www.youtube.com/watch?v=IPSWOnnCTwo> - Duration: 3m 41s - Summary: A documentary-style video about Smile Solutions' Dental Rescue Program, which provides free dental care to asylum seekers and refugees, people who had been detained on Nauru and Manus Island with little or no access to dental care for years. The program features interviews with Dr Peter Henderson (a Smile Solutions dentist of 15 years), a case worker from the Asylum Seeker Resource Centre, and asylum seekers themselves. - Key Quotes: - "The nine years that we were in detention, we haven't got any dental care at all. If you've got tooth pain or something happens, all they offered was Panadol and the only other solution was to pull it out." - Ismail Hussein (asylum seeker, Somali) - "I see that helping out asylum seekers here at Smile Solutions in dentistry is the least that we can do. Helping them with their dental health is something to help put them back on the road to recovery and being dignified human citizens of the world." - Dr Peter Henderson - "It allows them to feel like themselves again. It allows them to be able to use their teeth again, to be able to be confident in their smile." - "It was like the most generous thing I've received so far. So I'm really grateful, it makes me very happy." - Full Transcript (if available): Dr Peter Henderson (dentist, 15 years at Smile Solutions) introduces the program. Case worker Nina Field from the Asylum Seeker Resource Centre explains that the principal dental treatment offered in offshore detention was tooth extraction. Asylum seeker Ijaz Ahmed (from Pakistan) describes receiving only temporary fillings that were repeatedly removed. Ismail Hussein (from Somalia, nine years detained) recounts total neglect. Multiple Smile Solutions clinicians reflect on giving back through their expertise. Asylum seekers describe feeling "overwhelmed" and profoundly grateful.

Life at Smile Solutions - URL: <https://www.youtube.com/watch?v=ODZSS494AZQ> - Duration: 3m 10s - Summary: A staff culture and recruitment video featuring Smile Solutions dentists and team members describing what it is like to work at the practice. They talk about collaborative mentorship, state-of-the-art technology, social events, the Manchester Unity Building setting, and the sense of community that makes Smile Solutions unlike any other practice in Australia. - Key Quotes: - "Anytime I've had a question I've been able to just have those questions answered quite readily." - "We all kind of mentor each other and we're very collaborative and I think that actually makes dentistry so much more fun and so much more exciting." - "Oh, the technology is incredible. We've got everything you can think of. We have wonderful state-of-the-art materials and equipment. It really makes our job so much easier." - "I commonly joke with my patients and say - it's Hogwarts - because it's just so magical." - "Everybody is so inclusive and we really value that idea that you're happy at your work." - "I would almost challenge you to find a practice where you could be better supported by your team." - "I feel I've arrived at Dentist Nirvana and I wouldn't want to work anywhere else." - Full Transcript (if available): Smile Solutions team members discuss the supportive learning environment, the collaborative culture, and the quality of technology available to every clinician. They describe the Manchester Unity Building as beautiful, central, and historically significant. Social outings include end-of-financial-year celebrations and Christmas parties. The practice attracts city patients and their wider networks, a natural outcome of a committed team working in an extraordinary environment.

Welcome to Smile Solutions - URL: <https://www.youtube.com/watch?v=Z3c1mFwQ7u0> - Duration: - Summary: A welcome and overview video for Smile Solutions. Based on available metadata: Smile Solutions is Australia's largest private dental practice, located in the Manchester Unity Building in Melbourne's CBD. The practice offers the full range of dental services, general, cosmetic, orthodontic, and all registered specialties, all under one roof. Open six days a week with extended weekday hours. The committee of management has been under the chairmanship of Dr Kia Pajouhesh since 2003, with an active programme of staged renovations that continues to honour and restore this heritage building. - Key Quotes: Not applicable to this product - Full Transcript (if available): Transcript unavailable.

Smile Solutions 2019 - Invisalign explainer - URL:

<https://www.youtube.com/watch?v=FtbAFoitR-g> -

Duration: 2m 1s - Summary: An educational video featuring Dr David Austin, orthodontist at Smile Solutions, explaining how Invisalign works. The video covers aligner movement, comfort, hygiene, wear time, dietary considerations, cost range (\$4,400-\$11,300), and the free consultation offer. Smile Solutions is positioned as Australia's largest dental clinic and a leading Invisalign provider, with a price-match guarantee included. - Key Quotes: - "Invisalign is the clear way to move your teeth. Most people will choose Invisalign because it's clear, more aesthetic, a lot more comfortable because it's removable and it's a lot easier to maintain good hygiene." - "Orthodontic treatment ranges from around \$3,500 to \$8,500 AUD and the cost is largely determined by the complexity of the treatment." [Note: Current Smile Solutions Invisalign pricing: Express \$4,400 | Lite \$7,800 | Moderate \$9,600 | Comprehensive \$11,300] - "Smile Solutions will price match any orthodontic quote from another registered specialist orthodontist." - Full Transcript (if available): Dr David Austin, Smile Solutions orthodontist, explains the process clearly. Aligners are custom-designed by the orthodontist; patients typically feel gentle pressure for the first few days with each new aligner, which settles as the aligner becomes passive. Aligners are worn for 22 hours per day and removed when eating. Hot or coloured drinks should be avoided while aligners are in place. A free consultation is offered before the appointment with the specialist orthodontist, and flexible payment plans are available.

MUB Open House tour - Part 1 (welcome, Level 1 overview) - URL:

<https://www.youtube.com/watch?v=tuvtnJT5yGQ> -

Duration: 1m 55s - Summary: Dr Kia's introduction to the Melbourne Open House tour series. He shares his journey with the Manchester Unity Building, relocating Smile Solutions there in 2003, undertaking the restoration of Level 1, acquiring the tower for a specialist centre, and restoring Level 11 (the boardroom and grand secretary's office). He also reflects on the annual excitement of thousands of Melburnians applying for access to these spaces. - Key Quotes: - "In 2003 my dental practice Smile Solutions relocated to Manchester building. At the time none of my team of support staff really envisaged the journey that was before us." - "The boardroom of the MUB, for so long neglected and not utilised by its true purpose, is now a meeting place and conference centre for clinicians." - "As part of Melbourne Open House I am honoured in year to see the thousands of the online applications we receive from people to view these spaces." - Full Transcript (if available): See summary above - a short introductory video that sets the scene for the full Open House tour series.

MUB Open House tour - Part 2 (building description) - URL: <https://www.youtube.com/watch?v=5B1t6nPvWko> -

Duration: - Summary: Part 2 of the Melbourne Open House tour of the Manchester Unity Building. The video description notes: "The Manchester Unity Building, on the prominent Collins Street-Swanston Street corner, represents a rare blend of art, science, culture and commerce. It has a special place in the history of Melbourne and the hearts of its citizens." The committee of management has been under the chairmanship of Smile Solutions' Dr Kia Pajouhesh since 2003, actively engaged in a programme of staged renovations. - Key Quotes: Not applicable to this product - Full Transcript (if available): Transcript unavailable.

MUB Open House tour - Part 3 (Level 1, centre of Melbourne, heritage details) - URL:

<https://www.youtube.com/watch?v=fm-Q4Clz4DM> -

Duration: 6m 48s - Summary: Dr Kia discusses Smile Solutions' connection to the MUB, the significance of the Collins and Swanston Street corner as "the centre of Melbourne," the heritage restoration work on Level 1, and the skilled artisans sourced for copper leaf signage and Italian marble.

He explains how the business and building are genuinely symbiotic - the business restored the space, and the building supported the business's growth. - Key Quotes: - "This building was a marvel. There were people literally coming here on a week by week basis out from the suburbs making sure they caught the train in, to come here to see how far this building has grown." - "Smile Solutions is a dental practice. It is the largest dental practice in the country. It sits quietly in this building and houses across three floors in this building." - "I am a dentist who owns Smile Solutions and am also the owner of all these spaces that I am about to show you. So in effect the two go hand in hand." - "When I moved into this building someone came to me and said 'Kia, it's the centre of Melbourne, it will always be the centre of Melbourne'." - "Copper leaf and gold leaf artistry is a very, very redundant profession. Because nowadays the vinyl leaf guys come in and do a very reasonable job with vinyl. But it will never have the lustre of copper leaf, never." - "When I bought this space I started work on 1 January 2003, and unbeknown to me at the time I opened the space as a dental surgery for the first day of opening on 1 September the same year. So we actually took the exact 8 months, to the day, that it took this building to be constructed." - "Now we are 19 surgeries strong, 40 clinicians. So we are indebted to this building to give us that opportunity." - Full Transcript (if available): See key quotes and summary - covers Level 1 restoration, the Collins and Swanston corner, the Italian marble sourced from the only quarry producing the right plum colour, and the copper leaf artisan whose craft died with him in 2008.

MUB Open House tour - Part 4 (rooftop introduction) - URL:
<https://www.youtube.com/watch?v=FobjZa19qTw> - Duration: 1m 51s - Summary: Dr Kia introduces the rooftop level of the MUB, explaining that the original rooftop restaurant (active from 1932 through to the 1940s) is now home to Smile Solutions' specialist centre. He sets the scene for the neo-Gothic tower, one of Melbourne's most spectacular and least-known architectural moments. - Key Quotes: - "Three lifts, all beautifully restored and they brought us all the way to the rooftop. Now it's not a rooftop anymore." - "Back in the early 90s someone had a bright idea that this whole rooftop area is never going to do well as a restaurant as it did in 1932. All the things that it had up here - the exotic animals, beautiful greenery, flowers and trees, exotic birds, an aviary - it's no longer demanded for people of the 90s." - "So we basically made this space into a commercial space which has all our specialists - the orthodontists, root canal specialists, oral surgeons - that basically work out of these rooms here." - Full Transcript (if available): See summary - a short segment bridging the journey from the restored lifts to the rooftop terrace and the specialist centre.

MUB Open House tour - Part 5 (rooftop and tower) - URL:
[https://www.youtube.com/watch?v=ax_F-Wr5OI8](https://www.youtube.com/watch?v=ax_F-Wr5OI8) - Duration: 8m 33s - Summary: Dr Kia speaks from the rooftop terrace, covering the neo-Gothic tower's history, the building's ownership journey (Manchester Unity Oddfellows → Jack Chia → Liberman brothers → individual lot holders), the triple murder of 1978, the Pyjama Girl mystery, the two crocodiles discovered in the sub-basement, and the views from the rooftop in 1932 compared to today. He also describes how Levels 10 and 11 became white-box apartments in the 1990s and how Smile Solutions reversed that. - Key Quotes: - "This amazing structure was put there, not as a functional structure as such - it was pretty much internally void. It was put there as a gesture, as a beacon of light, that would light up the city at night." - "They said 'OK, we will build up to this height and then will build a steeple or tower past that height so we can make it the tallest building in Melbourne'." - "Who can forget the triple murders that occurred of three jewellers back in 1978. A brazen attacker parked his car at the front, walked up the stairs, got these three people to lie down, shot them all in the back of the head, took their diamonds and walked away - never to be found." - "The Pyjama Girl mystery - a girl who worked in the MUB was found and no one knew who she was, where she was from and what her name was." - "They can't buy a single corner shop, a single 50m² shop now for that amount of money [£5.25 million], and that is only 25 years ago - what hindsight can tell you." - "Let's come along and make apartments out of these and paint everything white and do the 1990s white boxes that people were buying in their

droves.'" - Full Transcript (if available): See summary - includes historical stories, a description of the rooftop view across Melbourne, and the building's ownership history.

MUB Open House tour - Part 6 (management offices, Level 11) - URL:

<https://www.youtube.com/watch?v=ttPYYicnQWQ>

- Duration: 2m 34s - Summary: Dr Kia walks through the Level 11 management offices, the restored former grand secretary's suite, now used by Smile Solutions. He describes how 1990s apartments were converted back to their original office-era purpose. Copper leaf lettering on glass doors labels each room with 1932 terminology: "Inspector" (IT), "Typing Room" (printers), "Tearoom" (kitchen). - Key Quotes: - "Level 11 took us 15 months and was absolutely a labour of love." - "What they had done to make the apartments feel of the 1990s is they had removed the timber panel pieces that they saw - because timber was ugly - or they had painted over them." - "Our IT man is called Inspector. Our 4 printers are in the typing room. And when we go into the kitchen we go into the tearoom. These words we know are from the original spaces that were up on this level." - Full Transcript (if available): See summary - a brief walkthrough noting the restoration of the grand secretary's office and the way modern functions have been relabelled in 1932 terms.

MUB Open House tour - Part 7 (boardroom, Level 11) - URL:

<https://www.youtube.com/watch?v=KztrhxIUTFg>

- Duration: 5m 49s - Summary: A tour of the Art Deco boardroom, widely regarded as "the most intact Art Deco boardroom in the world." Dr Kia describes the original 5.9m Queensland Maple table (built on-site by master craftsmen and never moved), the 320 kg glass top imported from the UK or France, the decorative fireplace now fitted with an ethanol flame, the deliberate asymmetries of the room, and the IWF Shield emblem on the ceiling. - Key Quotes: - "The table is original and was built by master craftsmen on-site at the time. When they built it they built it far too big... no manufacturer in Australia could make a piece of glass that big. So this 320 kg piece of glass was imported from, we are not sure, either UK or France." - "This piece of glass saved the room in the late 80s and 90s - the developers wanted to remove the table to restore this area as apartment space. But they realised they cannot move it out of the building, and asked to chop it up, and someone nice must have said no." - "In my symbolism, this depicts the furnace of hell where man fights beasts on a day-by-day basis, eternally. And up through the layers of rock of the earth we then have heaven above." - "This is considered to be the most intact art deco building in the world. It has been a privilege to be in this building and to work in this building." - "It is unbelievable to think someone had the foresight to do something so amazing 80 years ago and for us to have the opportunity to come in and enjoy it." - Full Transcript (if available): See summary and key quotes. The IWF Shield inscription is read verbatim: "The shield is quartered by the Christian cross in token that our order is founded upon the principles of the gospel... upon the shield I have depicted the hourglass as typifying time. The cross keys as emblematical of knowledge and security. The beehive illustrative of industry, thrift and frugality. And the lamb and flag symbolizing Christianity and innocence..."

Unknown video 15 - URL:

<https://www.youtube.com/watch?v=MLjY-cCR6oI>

- Duration: - Summary: Video metadata not available - transcript unavailable - video may be private, deleted, or have no captions. - Key Quotes: Not applicable to this product - Full Transcript (if available): Transcript unavailable.

Unknown video 16 - URL:

[https://www.youtube.com/watch?v=Xgrue8_SzXw](https://www.youtube.com/watch?v=Xgrue8_SzXw)

- Duration: - Summary: Video metadata not available - transcript unavailable - video may be private, deleted, or have no captions. - Key Quotes: Not applicable to this product - Full Transcript (if available): Transcript unavailable.

Facial prosthetics / skin cancer patient story - URL: <https://www.youtube.com/watch?v=aSCLmwsKqhQ> - Duration: 9m 2s - Summary: A news or documentary segment about Steve Sparks, a patient who had his nose removed due to skin cancer and subsequently received a prosthetic nose through Smile Solutions' maxillofacial services. Features commentary from a prosthetist about the need for facial prosthetics rehabilitation alongside first-world cancer treatment. - Key Quotes: - "They explained it to me and I was absolutely devastated. All I had was visions of having this huge hole in my face and the first reaction was: I'm gonna have to just lock myself away in a room for the rest of my life." - "That's going to be a wonderful feeling - putting my head under the shower and just having the water on my face." - "If there's first world cancer treatment there should be a first world facial prosthetics rehabilitation to back that up. If they're going to take parts of the face off, the restoration through prosthetic rehabilitation is the way to go." - Full Transcript (if available): The full story of Steve Sparks (from Darwin), who underwent more than a dozen medical procedures following a skin cancer diagnosis. He is receiving a "snap-on, snap-off" nose prosthetic through Smile Solutions' maxillofacial services. The segment also covers the challenges of lobbying for support to travel to Melbourne for the prosthesis, and the advocacy role that specialists at Smile Solutions are willing to play for their patients.

Innovation / EY Entrepreneur of the Year award speech - URL: [https://www.youtube.com/watch?v=tr_c-WRs1LE](https://www.youtube.com/watch?v=tr_c-WRs1LE) - Duration: 4m 44s - Summary: Dr Kia delivers a speech (likely at an EY Entrepreneur of the Year or similar innovation awards event) defining innovation as simplifying complex societal issues for the individual. He describes Smile Solutions as genuinely disruptive: housing 50 clinicians and registered specialists under one roof, restoring a heritage building that others called impossible, and actively researching cutting-edge dental technology. - Key Quotes: - "I see innovation as an obligation on our free thinkers and our entrepreneurs. Not a choice." - "Those businesses that have converted complex society issues into simple solutions for the individual are deemed the most disruptive." - "We reinvented the dental service model by housing under one roof 50 clinicians including general dentists and board registered specialists in every field of dentistry." - "We took on the challenges of an almost derelict building with a Heritage listing. People said 'You're crazy, Kia!' And over a period of 11 years provided 80,000 patients with the most serene ambiance for dental and surgical space." - "Smile Solutions is innovative and disruptive to its core foundations and therefore incredibly simple in its offerings." - Individual pixels live astonishingly simple lives, yet our businesses don't interact with society in a simple way - this analogy opens the speech. - Full Transcript (if available): The full speech covers: complex images composed of simple pixels as a metaphor for how businesses should absorb complexity to deliver clear, simple products; and Smile Solutions specifically - the multi-specialist model, the heritage building restoration, and the implementation of state-of-the-art technology.

Unknown video 19 - URL: <https://www.youtube.com/watch?v=9m5gKqbbq4k> - Duration: - Summary: Video metadata not available - transcript unavailable - video may be private, deleted, or have no captions. - Key Quotes: Not applicable to this product - Full Transcript (if available): Transcript unavailable.

ADAVB panel - commercialism vs professionalism in dentistry - URL:

<https://www.youtube.com/watch?v=KrASN5lbyes> - Duration: 10m 33s - Summary: Smile Solutions' Dr Kia Pajouhesh speaks at an August 2014 ADAVB (Australian Dental Association Victorian Branch) Panel Discussion on whether professionalism and commercialism can be genuinely reconciled. He argues against corporate dentistry, drawing a clear distinction between clinician-led models and non-dentist-owned corporate models. The discussion covers managed care as a threat to the profession, the preferred provider scheme causing fee stagnation and over-servicing, dental tourism and insurance-driven overseas dental programmes, and proposed solutions including a National Register of dental tourism complications. - Key Quotes: - "It is our reality that dentists are coming out in their hundreds. It is a reality that government policy is not driven by quality of dentistry - it's driven by very strong lobby groups such as the health fund lobby group." - "More dentists means lower fees and a better ability for health funds to get to where they want, which is a concept known as managed care. Managed care is the absolute evil that we have to fight." - "John [Carson] and I are the furthest things from corporate dentists. We are clinicians. We don't have lawyers and accountants running our businesses through KPIs. We run clinical practices geared towards making clinicians happy." - "The preferred provider scheme has forced those willing to become preferred providers to do what is known as over-servicing." - "We need a National Register so we can tell one common source the problems occurring with dental tourism - that will give foundation and statistics behind the problems." - "The Dental Board of Australia must make health funds accountable. They cannot say they are providing 'specialist care' on Australian websites because they are not Australian registered specialists." - Full Transcript (if available): An extensive discussion covering: the overcrowding of the dental profession, the managed care threat, the distinction between clinical and corporate models (Dr Kia holds up a photo of a non-dentist corporate figure as a pointed contrast), the preferred provider scheme and its consequences (closed books, fee schedules that have not kept pace with overheads now reaching 70%), dental tourism (offshore insurance programmes that undermine the profession's advocacy efforts), and a two-phase strategy for protecting the integrity of dental practice in Australia.

ADAVB panel - professionalism vs commercialism (description only) - URL:

<https://www.youtube.com/watch?v=w8tsivNpTsg> - Duration: - Summary: Listed as "Smile Solutions Managing Director and General and Cosmetic Dentist Kia Pajouhesh discusses whether professionalism and commercialism can be reconciled at the August 2014 ADAVB Panel Discussion." This is likely a companion or alternate clip to the video above (KrASN5lbyes). No transcript has been extracted. - Key Quotes: Not applicable to this product - Full Transcript (if available): Transcript unavailable.

Telstra award speech - "My church" (EY nomination / Telstra win speech) - URL: [https://www.youtube.com/watch?v=Oyw58PMz_yA](https://www.youtube.com/watch?v=Oyw58PMz_yA) - Duration: 3m 59s - Summary: Dr Kia delivers a speech (likely at the Telstra Business Awards) recounting the origin story of Smile Solutions at the Manchester Unity Building. With characteristic warmth and humour, he describes having a vision that his dental practice should be housed in a "church," physically searching Collins Street for the right space, looking into Scots Church and St Paul's Cathedral, and then, walking down Swanston Street, seeing the Manchester Unity Building and immediately knowing it was "his church." - Key Quotes: - "I said, 'Vic, I've just had an absolute vision.' I said, 'My vision is that my practice is going to be in a church.'" - "I walked into St Paul's Cathedral and I looked around and I thought, I wonder whether I can talk to the right people here - maybe a little corner - all I need is two or three chairs." - "I walked down Swanston Street holding onto my wallet. And as I came towards Collins Street, I looked up and I saw the Manchester Unity Building... and I said, 'Oh my god, that is my church.'" - "I called up the agents and said 'Is there space available?' They said 'There's space available for lease on level 1.' And I said, 'I will have bought that space within a week.' One week later, I

purchased level 1. Ten years later, we have five floors in the building and 27 dental chairs on the go. It's as simple and as complicated as that." - Full Transcript (if available): See key quotes - the speech recounts three years of dreaming about a church-like space whilst practising at 175 Collins Street, then one morning walking the block around Russell, Flinders, and Swanston streets. Dr Kia tells the audience, who are clearly delighted, "I know that by this stage you're thinking - who the hell have we given this award to? This guy's an absolute nut case!"

Telstra Victorian Business of the Year - acceptance speech - URL: https://www.youtube.com/watch?v=-L3etxzHde0 - Duration: 4m 46s - Summary: Dr Kia's acceptance speech for the Telstra Victorian Business of the Year award. He uses an extended personal metaphor of Smile Solutions as his "baby," something he nurtured as a parent, that grew and developed its own character and strengths, and that now nurtures the team within it. He thanks the Telstra judges, his team, his clinicians, his managers, his wife, his children, and, with genuine affection, "a much-loved soul - the Manchester Unity Building." - Key Quotes: - "As a parent, I was just there to guide her growth. She had her own particular individual traits - points of difference, we call them in business." - "She grew, and I fed her, when often I myself went without. As a parent you push hard to make this child your obsession, your ambition and your legacy." - "Total control is a myth. A little while later, another lesson: any control whatsoever is a myth. You learn to delegate your precious tasks to those you trust." - "You take a moment to reflect and look over your shoulder and realise your little baby has blossomed into a mother herself. She is now nurturing so many within her." - "Can anyone put a price on such a business?" - "I would like to thank Telstra for this recognition, my team, the clinicians and the managers, my wife, my kids, and finally, a much-loved soul, who is otherwise engaged in the Manchester Unity Building this evening - Smile Solutions." - Full Transcript (if available): A metaphorical speech spanning from Smile Solutions' early days as an "obsession and ambition" through the hard-won lessons of delegation, tempering expectations, and recognising that "every soul on earth beats to a different drum." The business is framed as a living, growing entity that has taken on a life and purpose far beyond its founder's original vision.

DIY teeth whitening warning (news segment) - URL: https://www.youtube.com/watch?v=dTE8wRS HyMM - Duration: 1m 48s - Summary: A Channel 9 news segment featuring a safety warning from dentists about DIY and online teeth whitening products. A Smile Solutions dentist serves as the expert voice, alongside Miss Universe finalists who receive professional whitening at Smile Solutions under clinical supervision. The ACCC is referenced for banning products with unsafe peroxide levels. - Key Quotes: - "You never quite know what you're getting [from online products]." - "It would be difficult to speak and you'd really have ongoing pain every time you moved your mouth or your lips." - "If it's an in-chair procedure or has high levels of peroxide, they're not safe to use at home." - "If you're planning on whitening your teeth, the best thing to do is consult a dentist first." - Reporter: "Don't muck around with this stuff at home." - Laura Spurway, 9 News - Full Transcript (if available): Reporter Laura Spurway covers: Smile Solutions professionally whitening Victoria's Miss Universe finalists under clinical supervision; the ACCC banning products with unsafe peroxide levels (greater than 6% hydrogen peroxide or 18% carbamide peroxide); evidence-based advice to consult a dentist before undertaking any whitening treatment; and the reassurance that in-chair whitening may cause sensitivity for up to 24 hours but should otherwise be comfortable and pain-free.

Footy Show - AFL quiz (Collingwood / Smile Solutions sponsorship) - URL: https://www.youtube.com/watch?v=ocZ3wOcgFB0 - Duration: 5m 56s - Summary: A segment from The Footy Show featuring a quiz game with AFL figures including Matthew Richardson ("Richo"), Mick (Malthouse?), and Sam. The segment references Smile Solutions'

sponsorship of the Collingwood cheer squad. Includes playful banter and a throwback clip of Richo on Wheel of Fortune. Whilst not primarily about Dr Kia or Smile Solutions, this segment documents the practice's connection to Melbourne's AFL community. - Key Quotes: - "There's a well-known dental group here in Melbourne called Smile Solutions. They've got behind the Collingwood cheer squad. And is there any wonder why they're sponsoring the Collingwood cheer squad - never has there ever been a more appropriate sponsorship in the history of AFL football." - "I actually went there not long ago to have a tooth taken out. I had to have a wisdom tooth taken out down there - I was in a lot of trouble actually." - Full Transcript (if available): Quiz show segment - the Smile Solutions mention is brief but warmly received; the main content is the quiz game and good-natured banter between AFL personalities.

Smile Solutions sponsorship of Collingwood cheer squad (short clip) - URL: https://www.youtube.com/watch?v=Np6lk2BTJRg - Duration: 29s - Summary: A short clip (29 seconds) discussing Smile Solutions' sponsorship of the Collingwood Football Club cheer squad, featuring the same quote as above from The Footy Show or a similar AFL broadcast. - Key Quotes: - "There's a well-known dental group here in Melbourne called Smile Solutions. They've got behind the Collingwood cheer squad. And is there any wonder why they're sponsoring the Collingwood cheer squad - never has there ever been a more appropriate sponsorship in the history of AFL football." - Full Transcript (if available): Brief broadcast clip - 106 words. A fun and distinctly Melbourne moment.

Smile Solutions Tooth Fairy School Program (news segment) - URL: https://www.youtube.com/watch?v=58WKPzkmhaw - Duration: 1m 26s - Summary: A news segment (reporter Christy Cooper) about Smile Solutions' Tooth Fairy programme visiting Melbourne primary schools to address a rise in tooth decay amongst children. Clinicians link increased decay partly to children drinking unfluoridated bottled water. The segment features a mother who discovered her children needed fillings, and the pre-schoolers who received the dental hygiene message with enthusiasm. - Key Quotes: - "We are finding an increase in the amount of cavities, particularly in preschool children. Up to 20 percent of preschool children have experienced toothache." - "Gone are the days when dental hygiene was scarier than detention - today learning about teeth is a real treat." - "The Smile Solutions Tooth Fairy is doing the rounds of Melbourne primary schools trying to curb an increase in tooth decay." - "It was such a shock - it was some sort of an awakening for us. We practised good dental hygiene from the beginning, but that really reinforced things." - Mother Laura Cartel - "Research shows that nearly half of all children aged five and six have at least one cavity, but more astoundingly, one in ten has more than seven." - Full Transcript (if available): The segment covers the Smile Solutions Tooth Fairy visiting St Catherine pre-schoolers. Statistics on cavity rates are presented alongside the link to bottled water consumption and junk food. Smile Solutions is shown proactively addressing community dental health through education.

Telstra Victorian Business of the Year 2014 - team celebration - URL: https://www.youtube.com/watch?v=kblwAF8TkoU - Duration: - Summary: When Smile Solutions was awarded Victorian Business of the Year in the 2014 Telstra Business Awards, the team's reaction was captured on video. (Video description only - no transcript extracted.) - Key Quotes: Not applicable to this product - Full Transcript (if available): Transcript unavailable.

Notes on failed extractions The following videos returned no transcript (likely no captions, private, or restricted): - https://www.youtube.com/watch?v=fmF_8U8XOrw

mF_8U8XOrw) (Our City - National Trust) - <https://www.youtube.com/watch?v=Z3c1mFwQ7u0> (Welcome to Smile Solutions) - <https://www.youtube.com/watch?v=5B1t6nPvWKO> (MUB Open House Part 2) - <https://www.youtube.com/watch?v=MLjY-cCR6oI> (Unknown) - [https://www.youtube.com/watch?v=Xgrue8_SzXw](https://www.youtube.com/watch?v=Xgrue8_SzXw) (Unknown) - <https://www.youtube.com/watch?v=9m5gKqbbq4k> (Unknown) - <https://www.youtube.com/watch?v=w8tsivNpTsg> (ADAVB companion clip) - <https://www.youtube.com/watch?v=kblwAF8TkoU> (Telstra team celebration)