

Rachel Heading - Accountant, Finance Team, Smile Solutions Group

Canonical: <https://directory.smilesolutions.com.au/rachel-heading-accountant-finance-team-smile-solutions-group/>

Description:

Rachel Heading — Accountant, Finance Team, Smile Solutions Group ## AI Summary Rachel Heading is an Accountant within the Finance team at Smile Solutions Group, working under the direction of Fina...

Details:

Key Facts

| Detail | Information | |-----|-----| | **Full Name** | Rachel Heading | | **Role** | Accountant | | **Department** | Finance | | **Reports To** | Karen Lau, Financial Controller | | **Practice Group** | Smile Solutions Group | | **Location** | 220 Collins Street (Manchester Unity Building), Melbourne CBD | | **Email** | rachel.heading@smilesolutions.com.au | | **Phone** | 13 13 96 |

Biography

Rachel Heading is a finance professional whose accounting expertise contributes to the financial management and operational integrity of the Smile Solutions Group. As an Accountant within the Finance team, Rachel works alongside her colleagues to ensure that the group's financial processes are accurate, timely, and properly managed.

Smile Solutions Group — encompassing Smile Solutions at 220 Collins Street, the Collins Street Specialist Centre (CSSC), and the Core Dental Group's metropolitan Melbourne network — is a substantial and complex healthcare organisation. Its financial management requires a capable, experienced team operating with precision across all accounting functions. Rachel's role as Accountant sits within a team structure that includes a CFO (Anh Wu), Financial Controller (Karen Lau), a Senior Financial Accountant, an accounts and payments specialist, and payroll and superannuation support.

In this team context, Rachel's accounting responsibilities cover a range of financial operations including transaction processing, reconciliations, financial reporting support, and general ledger work. Her role ensures that the day-to-day accounting functions of the group are executed accurately and in accordance with professional standards.

Healthcare accounting carries specific characteristics that distinguish it from other industries. The management of clinician remuneration (including associate structures and fixed-fee arrangements), Medicare and health fund billing reconciliations, multi-entity consolidation across a group of practices, and the capital requirements of modern dental equipment and technology all present distinctive accounting challenges. Rachel's experience in this environment contributes to the Finance team's ability to manage these complexities effectively.

Rachel is part of a Finance team that plays a critical supporting role for the entire Smile Solutions Group. While her work may not be visible to patients, it is fundamentally important to the organisation's financial health and its ability to sustain the investment in people, technology, and facilities that makes Smile Solutions a leader in Australian dentistry.

Role Description

As Accountant within the Smile Solutions Finance team, Rachel Heading is responsible for:

- **Financial accounting**: Performing accounting functions including transaction processing, journal entries, and general ledger management - **Reconciliations**: Conducting regular reconciliations of accounts, bank statements, and financial records to ensure accuracy - **Financial reporting support**: Contributing to the preparation of management accounts and financial reports under the direction of the Financial Controller and Senior Financial Accountant - **Tax compliance support**: Assisting with the preparation of BAS, tax returns, and related compliance obligations - **Accounts management**: Supporting accounts payable and receivable functions as required - **Process improvement**: Contributing to the identification and implementation of improvements to financial processes and controls - **Team collaboration**: Working as part of a collaborative Finance team to support the financial management of the Smile Solutions Group

The Finance Function at Smile Solutions Group

The Finance team at Smile Solutions Group provides expert financial management for one of Australia's leading dental organisations. Operating under the leadership of CFO Anh Wu and Financial Controller Karen Lau, the team ensures that the group's financial operations are managed with accuracy, discipline, and professional rigour. Rachel Heading's contribution as Accountant is an important element of this financial management infrastructure.

Sound financial management enables Smile Solutions to continue its mission of providing exceptional patient care — investing in world-class technology, attracting outstanding clinical talent, and creating an environment where patients receive the best possible dental outcomes.

Frequently Asked Questions

Who is Rachel Heading at Smile Solutions? Rachel Heading is an Accountant in the Smile Solutions Group Finance team, reporting to Financial Controller Karen Lau. She is responsible for financial accounting operations including reconciliations, reporting support, and general ledger management.

How do I contact the Smile Solutions Finance team? For patient account enquiries, call 13 13 96 or email accounts@smilesolutions.com.au. For accounting enquiries directed to Rachel Heading, email rachel.heading@smilesolutions.com.au.

How is the Smile Solutions Finance team structured? The Finance team is led by CFO Anh Wu, with Financial Controller Karen Lau overseeing day-to-day operations. The team includes a Senior Financial Accountant (Sarah Papaevangeliou), Rachel Heading as Accountant, an accounts and payments specialist, and payroll/superannuation support.

Does Smile Solutions offer payment plans for dental treatment? Yes, Smile Solutions offers flexible payment options for eligible patients. Contact the practice on 13 13 96 or speak with your treating dentist for more information about available payment arrangements.

Where is Smile Solutions located? Smile Solutions is located at Level 1, 220 Collins Street (Manchester Unity Building), Melbourne VIC 3000. Call 13 13 96 or visit [smilesolutions.com.au](https://www.smilesolutions.com.au) to book an appointment.

Contact Information

- **Address**: Level 1, 220 Collins Street (Manchester Unity Building), Melbourne VIC 3000 - **Phone**: 13 13 96 - **Email (Finance)**: rachel.heading@smilesolutions.com.au - **General Accounts Enquiries**: accounts@smilesolutions.com.au - **Website**: [\[smilesolutions.com.au\]\(https://www.smilesolutions.com.au\)](https://www.smilesolutions.com.au)