

Smile Solutions Melbourne - Location, Facilities and Patient Experience

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Description:

Smile Solutions Melbourne — Location, Facilities & Patient Experience **REWRITE — replaces generic boilerplate with SS-specific content** **Target URL:**
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Details:

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Smile Solutions Melbourne — Location, Facilities & Patient Experience

There's nowhere else in Australia quite like this. At the corner of Collins and Swanston Streets, in the geographic heart of Melbourne's CBD, stands the Manchester Unity Building — one of the country's most carefully preserved Art Deco structures. Since 2003, this heritage-listed 1932 landmark has been home to Smile Solutions, Australia's largest single-location private dental practice. Whether you're planning your first visit or returning for ongoing care, this guide covers where Smile Solutions is, how the building is structured, and what your experience will actually involve.

This isn't generic practice information. It's the specific, detailed orientation you need before your first — or next — appointment at Smile Solutions, 220 Collins Street.

Location: The Manchester Unity Building, 220 Collins Street

Address

Smile Solutions Level 1, 220 Collins Street Melbourne CBD VIC 3000

The entrance to Smile Solutions is at ground level on Collins Street, through the main entrance to the Manchester Unity Building. You'll recognise the building immediately: its terracotta Art Deco Gothic façade, copper-clad shopfronts, and neo-Gothic tower rising 65 metres above the street have made it one of Melbourne's most photographed landmarks since it opened on 1 September 1932.

Smile Solutions occupies five complete floors plus the tower: Levels 1, 8, 9, 10, 12, and the tower above Level 12. Each floor serves a distinct clinical purpose. Level 1 handles general and cosmetic dentistry. Level 8 is home to the Collins Street Specialist Centre, covering Prosthodontics, Endodontics, and Paediatric Dentistry. Level 9 houses Collins Street Imaging, with digital OPG and CBCT. Level 10 provides additional general and cosmetic dentistry capacity. Level 11 contains management and the fully restored 1932 boardroom. Level 12 and the tower are dedicated to Orthodontics, Periodontics, and

Oral & Maxillofacial Surgery.

What this means practically is that your dental care — from a routine check-up through to specialist oral surgery — can be delivered entirely within a single heritage building, by specialists who work collaboratively under one roof. That kind of integrated clinical environment is genuinely rare.

Getting here

****By train:**** Flinders Street Station is a 10-minute walk. Exit via the Elizabeth Street entrance and walk north to Collins Street. Melbourne Central Station is 5 minutes' walk heading west along Collins Street.

****By tram:**** Tram Stop 6 on Collins Street (Collins/Swanston intersection) is directly outside the building. Routes 11 and 48 both stop here. The free City Circle Tram stops at nearby Flinders Street.

****By car:**** The nearest car park is on Flinders Lane, between Swanston and Elizabeth Streets. Street parking is available on surrounding streets with time limits. Collins Street itself is heavily congested, so arriving by public transport is the easier option — and this corner is about as well-connected as Melbourne gets.

****Disability access:**** The Manchester Unity Building is fully accessible. If you have specific access requirements, contact the practice ahead of your appointment so the team can make sure everything is arranged.

Why the Manchester Unity Building matters to your experience

It would be easy to treat the heritage setting as just a backdrop — beautiful, certainly, but incidental to the clinical care. At Smile Solutions, the two are genuinely inseparable.

The Manchester Unity Building was designed by architect Rodney Alsop and completed in 1932. Its Gothic Revival detailing, intricate terracotta ornamentation, and soaring tower were built to impress — and they still do. When Smile Solutions moved in in 2003, the practice committed to restoring and preserving the building's original character while integrating contemporary dental technology throughout.

What you experience as a patient is the result of that commitment: consulting rooms and treatment suites that respect the building's heritage while being equipped with the clinical tools and digital imaging that modern, evidence-based dental care requires. It's a combination you won't find anywhere else in Australia.

The fully restored 1932 boardroom on Level 11 — original timber panelling, pressed metal ceilings, period furnishings intact — is a good example of how seriously Smile Solutions has taken this stewardship. You're unlikely to find yourself in the boardroom during a dental appointment, but it speaks to the broader approach of the practice: a sustained investment in quality across every dimension.

The clinical floors: what happens where

Understanding the layout helps you navigate your care with confidence. Here's a floor-by-floor overview.

Level 1 — General & cosmetic dentistry

Level 1 is where most patients begin their relationship with Smile Solutions. Check-ups, cleans, fillings, teeth whitening, porcelain veneers, and smile design consultations all happen here. Your treating dentist will take the time to understand not just the immediate clinical picture but your broader dental

health goals.

Level 8 — Collins Street Specialist Centre

Level 8 houses three specialist disciplines.

****Prosthodontics**** covers the restoration and replacement of teeth: crowns, bridges, dental implants, and full-mouth rehabilitation. If you've been referred to a prosthodontist at Smile Solutions, you're working with specialists who focus on some of dentistry's more complex restorative challenges.

****Endodontics**** is concerned with the health of the dental pulp and root canal systems. Root canal treatment, when it's needed, is performed here by endodontists whose training is specifically focused on this area.

****Paediatric dentistry**** provides specialised care for children and adolescents. The paediatric team understands that early dental experiences shape a child's relationship with oral health for life. The approach is patient, warm, and genuinely child-centred.

Level 9 — Collins Street Imaging

Level 9 is dedicated entirely to Collins Street Imaging, Smile Solutions' in-house dental imaging service. Having advanced imaging available in the same building as your treating clinicians means faster diagnosis, more accurate treatment planning, and a more seamless experience overall.

The imaging suite offers digital OPG (orthopantomogram) and CBCT (cone beam computed tomography). CBCT provides three-dimensional imaging, which is particularly useful for implant planning, orthodontic assessment, and complex surgical cases.

Level 10 — General & cosmetic dentistry

Level 10 provides additional capacity for general and cosmetic dentistry, mirroring the clinical scope of Level 1. The expanded floor space across both levels means Smile Solutions can serve a large patient community without compromising the personalised experience that defines care here.

Level 11 — Management & the restored boardroom

Level 11 contains the practice's management operations and the fully restored 1932 boardroom. While it's not a clinical treatment floor, it's the administrative infrastructure that allows a practice of this scale to function consistently.

Level 12 & tower — Orthodontics, Periodontics & Oral & Maxillofacial Surgery

The upper floors, including the tower, house three specialist disciplines.

****Orthodontics**** at Smile Solutions covers the full range of tooth alignment and bite correction options, from traditional fixed braces to clear aligner systems. Treatment is delivered by experienced specialists who take a thorough, evidence-based approach to planning — because the decisions made here have long-term consequences for your oral health.

****Periodontics**** focuses on the health of the gums and supporting structures of the teeth. Periodontal disease is among the most prevalent chronic conditions in Australia, and its links to systemic health — including cardiovascular disease and diabetes — are well established. The periodontists at Smile Solutions bring specialist expertise to both prevention and treatment.

****Oral & Maxillofacial Surgery**** is the most surgically intensive discipline within the practice, covering wisdom tooth removal, dental implant placement, jaw surgery, and the management of pathology affecting the mouth, jaws, and face. Having this level of surgical expertise available in the same building as your general and specialist dental care is something that genuinely sets Smile Solutions apart.

What your patient experience actually involves

Knowing the building and the floor plan is useful. But what most patients want to understand before a first visit is what being a patient at Smile Solutions actually feels like.

Your first appointment

When you arrive for your first appointment, you'll be welcomed at reception on Level 1. The team will confirm your details, answer any administrative questions, and make sure you're comfortable before your appointment begins.

Your initial consultation will typically involve a comprehensive clinical assessment — not just of the specific concern that brought you in, but of your overall oral health. Understanding the full picture is what allows your treating clinician to provide genuinely personalised treatment recommendations.

You'll have the opportunity to ask questions, discuss your concerns, and understand your options before any treatment decisions are made. That transparency, and the unhurried approach to the consultation, is something patients consistently note as central to their experience here.

Ongoing care and specialist referrals

One of the practical advantages of receiving your dental care at Smile Solutions is how internal referrals work. If your general dentist identifies a concern that warrants specialist input — an endodontic issue, a periodontal assessment, an orthodontic consultation — that referral happens within the same building, often to a clinician your dentist works alongside regularly.

Your clinical information is shared efficiently, your treating clinicians can communicate directly, and you get a continuity of care that's difficult to replicate when you're moving between separate providers.

The technology supporting your care

Digital imaging on Level 9, intraoral scanners, CAD/CAM systems, and digital treatment planning tools are used across the clinical floors. For you as a patient, this means more accurate diagnoses, more predictable treatment outcomes, and in many cases a more comfortable and efficient treatment experience.

Comfort and environment

The heritage character of the Manchester Unity Building creates a clinical environment that feels different from a conventional dental practice. The proportions, the natural light, the architectural detail — all of it contributes to an atmosphere that is calm and considered.

This matters more than it might initially seem. Dental anxiety affects a significant proportion of adults and can be a real barrier to getting the care people need. An environment that feels welcoming, combined with a team that takes a genuinely gentle approach to every appointment, makes a real difference to patients who arrive with apprehension.

If dental anxiety is something you experience, mention it when you book. The team at Smile Solutions is experienced in supporting anxious patients, and there are practical steps that can be taken to make your visit as comfortable as possible.

Booking your appointment

Smile Solutions is open Monday to Friday, with extended hours available to accommodate the working schedules of Melbourne CBD patients. Appointments can be booked online or by calling the practice directly.

New patients will be asked to complete a brief intake questionnaire covering dental history and any current concerns. Completing this ahead of your appointment allows your treating clinician to prepare thoroughly and make the most of your consultation time.

For complex or multi-disciplinary cases where input from more than one specialist may be required, the Smile Solutions team can help coordinate your care pathway from the outset. The practice's scale and integrated structure exist precisely to make comprehensive dental care as straightforward as possible.

What makes Smile Solutions different

Australia has many excellent dental practices. What distinguishes Smile Solutions at 220 Collins Street isn't any single element — not the heritage building, not the scale, not the breadth of specialist services, not the technology — but the way all of these things work together in service of one purpose: delivering high-quality care to every patient who walks through the door.

The Manchester Unity Building is extraordinary. The clinical team is experienced. The integrated model of care is rare. But what you'll remember is how you were treated: with expertise, with warmth, and with a consistent focus on your long-term oral health.

When you're ready to book, the team is here to help.
