



Donny's ideal work space

Doctor Donny Mandrawa is an experienced and well-travelled general dentist who has a newly fit-out practice located at Belmore Road, Balwyn, in Melbourne's eastern suburbs. The site was previously a small grocery and spice shop and Donny engaged fit-out and installation specialists, Dentequip to make his ideal practice a reality.

Doctor Mandrawa graduated from The University of Melbourne Dental School in 1998 and undertook further education and training overseas, including a few weeks in India in 2002, where he volunteered to treat orphaned Tibetan children. Donny initially heard about Dentequip through an industry contact and personal friend who regularly used Dentequip and recommended Cale as dedicated, young and keen and his work was neat.

Dentequip is a growing service, supply and installation specialist. It provides dental equipment, maintenance and installation services to general dental practitioners and specialists across Victoria.

Donny provided the design and layout for the practice and the team at Dentequip used those designs to successfully create a formal design plan to submit to local council.

"We had limited space here, but I always wanted two surgeries and Cale was able to stick to that, minus a few dimension changes to conform to [Building Code of Australia and the Disability Discrimination Act] regulations. Dentequip were even able to provide the right colours and materials that match the brief."

Donny says of the process from design to installation that, "The initial concept is pretty much as it appears in the practice. The only issue with the design was getting the dimensions right to comply with the regulations, for example: the width of the corridor had to be enough to accommodate a wheelchair. Alex [the

designer who has an exclusive contract with Dentequip] was able to work out the dimensions and together we were able to create a space that I was happy with and that conforms to Australian building standards and codes.

Dentequip has been built from a service perspective and the company's Director, Cale Ziola, is dedicated to maintaining a reputation of excellence.

"We've always been a service company and we will remain a service company," says Cale, who has a background in electro-technology and has been servicing the dental industry for 13 years.

Donny adds, "The floor-plan and cabinetry was designed by myself and Dentequip made sure that my vision was realised and that the dimensions were such that the space maintains a constant and comfortable work-flow."

When asked about working with Dentequip, Donny says, "I also get along really well with [business director] Cale and his whole team. Another thing I like about Cale is that he pays close attention to detail, which is very important to a dentist!"

Dentequip had to submit a building permit to council as a part of the project and calculated a fixed price for the equipment and fit-out and initially quoted six weeks, however, this was increased due to a council error on the submission request.

Donny had previously used independent companies to fit out his first practice with a business partner, which he is still operating in Point Cook. "The big difference with Dentequip was that they had one project manager who was able to coordinate all these little things and keep the whole project on track. Whereas previously, we were using another company and even for the building design we had to find independent companies who would do each part. It's more of a one-stop-shop with Dentequip. For the Point Cook



practice we had to find a contractor who then project managed but we had to get someone independent for the building design and also to go through council for permits, and we had to go back to the contractor with all that information. The process differed this time in that Dentequip work as one whole team, as in, they have Alex who is the building designer and Victor, who is the builder, who is associated with them.

“Cale organised council permits and dealt with the council issues. It was good because I didn’t have to go out of my way. We did have a bit of a problem with the permit – the council worded the public advertisement incorrectly and there was a misunderstanding throughout the area that the Balwyn practice was going to incorporate the public parking – which was not the case.

“The council sanctioned dedicated parking for Donny – which led to many objections and delayed the project by a few months. However, construction was completed within the initial time-frame (once the council and air-conditioning issues were resolved). Like any building project there are things that are unexpected, but Dentequip was able to ensure that one of two rooms was operational by the time I wanted to open.

“I also had specific ideas in mind for what equipment I wanted and Cale recommended the ones that suited the practice. He said to me from the start that he would only sell and supply equipment that he believes in, which is also why he doesn’t have a big range and everything that I’ve got in the practice is from him – the camera, X-ray – and everything has been working really smoothly.

The team at Dentequip is dedicated to providing products of the highest quality and to delivering an ongoing standard of service excellence, including maintenance for all major brands of dental equipment. For the Balwyn site, Dentequip gutted the whole space and started from scratch – including an air-conditioning issue that they identified. The team cleared out existing partition walls, re-did floors and joinery – the space was initially a concrete floor that needed to be diamond-ground, levelled, and new commercial grade vinyl was laid across the space.

Dentequip also partitioned, plastered, painted, ran electrical and new lighting, all new plumbing, joinery, signage, installed a brand new ‘Hepa’ filtered air-conditioning system, and added a bathroom and kitchenette.

Director of Dentequip, Cale, says, “This was Donny’s ideal work space, he designed it himself and it is his own practice – we were sensitive to that and endeavoured to fulfil the brief as per Donny’s requests, which I think we did successfully.”

Donny says, “What sets Dentequip apart is that they are up-front with the quoting. Cale made sure I knew exactly how much it cost before he went ahead with installations. We did not go over the initial quote even by one cent! Whereas previously, the builders would always come up with new prices for unexpected

costs and the final price was always more than the initial price. Cale was very good and was able to break down the quote into everything that was included and that was it. There were no surprises at all. His knowledge within the industry was able to create a realistic expectation and he was able to stick to that and deliver. He knows the industry very well because he’s a trained dental equipment technician and he understands how a practice works with reference to where to put the plumbing, where to put the air pumps and how the equipment works.

“He worked very well with me, simply because of the knowledge that he has. Although this surgery had to comply with more regulations than the first practice, which meant there were more things to do, this job went as expected. Everything was discussed with Cale up-front, so I had very real expectations of how the project would unfold so it went as expected. Cale was able to ensure that everything was up to standard before he signed off on the job.

“I am currently in discussion with Cale about a new practice that needs to be built from scratch – on vacant land. The only concern I have about Cale is that he tends to care too much about everyone, but he’s very good at what he does – he’s a perfectionist. I would recommend him to others. I’ve been very happy with the outcome and I’m looking forward to the next project with Dentequip.”

Dentequip has showcased products and services in all Melbourne dental exhibitions since 2008 and has maintained strong ties to the ADIA since it was accepted as a member in 2008. This membership allows the team to keep up to date with current standards, products and regulations within the industry and to add value to the service that they provide and to the industry as a whole.

Dentequip’s office and showrooms are located in Laverton, in Melbourne, where the company provides free consultations by appointment. ◆

Visit Dentequip’s website www.dentequip.com.au for more information about the products and services Dentequip provides. Alternatively, call 1800 336 837 between 9am and 5pm, Monday to Friday, to speak to one of their service delivery team members.