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ProAct. Is a registered private building surveyor and inspector in Victoria, Australia. Also conducts town planning and building consultantancy in Mitcham it is personified as One Stop Permit Shop.

Contents

- History

One Stop Permit Shop was founded in 1992. This logo was exclusive to Mitcham Australia.

<http://www.proact.com.au>

Brand: Frog

A frog only jumps forward

History of company:

From its humble beginnings in Mitcham, the One Stop Permit Shop (OSPS) commenced business in January 1992. The creation of the business was in response to the Government's deregulation of the building surveying industry. The staff in the beginning consisted mostly of family members.

As the business grew and more space was required, the One Stop Permit Shop moved to its current location at 365 Mitcham Road, Mitcham (near the Mitcham Rd railway crossing).

Type: **Building & Planning Consultant**

Industry **Building**

Founded 1993

Headquarters: Mitcham, Victoria
Australia

Number of Locations: 1. Mitcham
2. Post box Hawthorn Vic
Australia
3. Agencies

Key People Drew Wadsworth

Revenue -

Operating Income: -

Total assets -

Employees 8

Parent: Wadsworth Family
Trust

Website: (<http://www.proact.com.au>)

Facebook:
www.facebook.com/proactsurveyors

Twitter:
<https://twitter.com/DrewWadsworth>

The doors opened for Building Permits in May 1993 and they issued their first building permit on 1st July 1993.

Staffing consisted of the resident Building Surveyor, Drew Wadsworth, Fran Wadsworth – Office Manager and Feona Wadsworth – receptionist. Over the last 18 years, the business has grown in size and output and is now a successful private building consultancy in the heart of Mitcham.

Over the years, the OSPS has provided employment, training and mentoring for many employees. The OSPS currently employs 3 full time staff and 5 part time staff who job share.

Outline of innovations or success:

The OSPS is a small family business offering its clients a high level of service. They pride themselves on a friendly, professional service and operate to a high level of expertise. The office is open 5 days per week, and the telephone and inspection services are available 6 days per week.

The OSPS frequently employs local residents returning to the work force because of its family friendly attitudes and it offers flexibility and part time hours. They also offer work experience in administration to the staff and neighbours children.

The door is always open to assist people with their project enquiries and offer unbiased advice. They also offer names of other professionals within the industry and are happy to share their knowledge and expertise with those who seek it.

The OSPS is well known and well regarded within the local community, as a result of its financial and administrative support to local fundraisers, sporting groups, schools and community associations.

Success attributed to

- Experienced, reliable and friendly staff who are committed to the overall success of the business.
- Clients/builders who work to a high standard and expectations.
- The street frontage – the office is situated at one of the busiest intersections in the East. From dawn until dusk they have commuters viewing the staff inside at work.
- The window display is regularly changed to reflect changing seasons, special events and variety of interests which are a “must look at” for passers by.
- The welcoming, friendly & professional office atmosphere.
- The business mission statement is “Above & Beyond”.

“Above and Beyond” is the Mission:

For clients: They go above and beyond what is normally expected of a report, permit, or inspection, and ensuring that everyone feels welcome, and at ease upon entering the shop.

To potential clients: They boast that they perform above and beyond the duties imposed by the Building Commission, which licenses them.

For the owners: who are assisted by the clients builders, they go above and beyond in explaining, reassuring, protecting and exercising their duty of care.

The staff: give service and friendship above and beyond normal client minimums, including availability after 5pm.

They bring: skills over and beyond other Building Surveyors – 40 plus years experience, town planning, knowledge of health surveying, historic, building legislation.

SO WELCOME TO OUR NEW ERA

For them, our Mission Statement calls for greater commitment, firstly to its clients, then secondly to the success of the business. Like the grocery chain whose motto is “What can we do for you?” They are there for their clients.

BUSINESS ON LINE

2011 saw the commencement of the business on line service comprising:

DATA OUT TO CLIENTS

Application Kits, Information and fee proposals.

FEEDBACK, SOCIAL NETWORK

- Linked IN
- Facebook
- Twitter
- True Local

CIRCULATION TO INSPECTORS, CLIENTS, LEGISLATORS

6 WEEKLY

Also parallel version to Australian Society of Building Consultants and its contacts.

HUMOUR – FRIDAY

Friday Froggy Funny/Foto/Frase/Filosopfy

Corporate Social Responsibility & Awareness Statement

Past:

- Business is designed for family friendly working arrangements for staff comprising job share, flexible hours and opportunities to attend special family/school/community occasions.
- Provided successful private building surveying mentoring training to Government building surveyors.
- Employed local mothers returning to the workforce following parenting leave.
- Provided work experience in the “modern office environment” to locals for self confidence purposes.
- Employed and trained 4 cadet/interns in building surveying profession.
- Write, publish and distribute regular industry newsletters to builders and industry colleagues.
- Recycling and environment support under the “frog goes green” umbrella.
- Employ a person with a disability to allow them to gain administrative experience.
- Provide pro bono and/or heavily discounted professional fees to local groups such as Nadrasca Nunawading, Mitcham Business Association.

ProAct. and its One Stop Permit Shop is a regular contributor to local events, fundraisers and community groups, not only in financial terms but staff resources and office equipment as well. The following have benefited from such support in the last few years:

- 2012 - Primary School Neighbourhood Safe House signs
- 2011 – St John’s Primary School(PS) concert
- 2011 – Nicole Chorley Fundraiser
- 2010 – Mitcham Primary School Trivia Night
- 2010 – St John’s PS Comedy Night
- 2010 – Whitehorse Community Chest
- 2010 – Australian Red Cross
- 2010 – National Breast Cancer Foundation
- 2010 – Lions Club
- 2010 – Neighbourhood Watch
- 2009 – St John’s PA Christmas Raffle
- 2009 – Community Safety House Program
- 2009 – St Johns’s, St James & Antonia Park junior Football Club

Former Specialities

- Swimming pool and child safety barriers, building permits (discontinued 2002 including for PI insurance requirements).
- Pre purchase house inspections (discontinued 2002 including for PI insurance requirements).
- Building and planning permits for insurance industry fires, impact (tree) wind and flooding (discontinued 2009).

QUALIFICATIONS HELD BY DREW WADSWORTH

- Academic**
- Diploma of Building Surveying 1987 & Part Diploma of Building.
 - Graduate Diploma of Engineering (Urban Systems) 1981.
 - Graduate Certificate - Construction Management - Performance Build Surveying 1998.
 - Continuous Professional Development Award (Building Commission, AIBS, ASBC).

FORMER SIGNIFICANT ROLES HELD BY DREW WADSWORTH

- 2000** Hon. Secretary Eastern Group of Building Surveyors and Inspectors (6-year term New Senior Executive member).
- 2000** 6 year term - World Governor, World Organisation of Building Officials.
- 1998** Publicity Director - WOBO Pac Rim Conf. on Performance Based Codes & Fire Safety Design, Hawaii.
- 1996** 15 year term - World Organisation of Building Officials Regional Director South West Pacific

CURRENT MEMBERSHIP OF PROFESSIONAL ORGANIZATIONS.

- 2000** Hon. Secretary of Inner Group of Building Surveyors (1 year).
- 1998** Elected as Executive member of Eastern Group of Building Surveyors & Inspectors.
- 1998** WOBO Pac Rim Conf. on Performance Based Codes & Fire Safety Design, Hawaii.
- 1993** Public advocacy of building controls: Building and Owner seminars.
Member Australian Society of Building Consultants.
Hon. Secretary Eastern Group of Building Surveyors and Inspectors (6-year term).
- 1987** Found. Member: World Organisation of Building Officials, World Governor & Regional Director, S.W. Pacific Advisory Council.
- 1978** National Editor/Tech. Author of "THE BUILDING SURVEYOR" Journal (22yrs).

1977 Associate Member: Royal Australian Institute of Planners. Now Planning Inst. Aust

1967 Fellow: Australian Institute of Building Surveyors. Awarded Life Fellow 1998.

EXTERNAL LINKS

LinkedIn: <http://au.linkedin.com/pub/drew-wadsworth/12/30/a76>

Facebook: www.facebook.com/proactsurveyors

Twitter: <https://twitter.com/DrewWadsworth>