



# Small Business Victoria

## workshops and seminars

Warrnambool

### Bizibuild **The business that keeps on growing**



#### Challenges I faced

A key challenge for John is the constant changes his industry experiences.

*"Enormous changes have occurred across the industry over the last decade and running a business is now more complex. The way that houses are built has also changed and new products are constantly coming onto the market."*

*"We need to keep up with all that and make sure the business remains competitive and then we deliver a quality job no matter how big or small."*

John Dwyer built a thriving construction business from scratch. He considers the Victorian Government's Small Business Victoria workshops as part of his business plan.

#### How I started

John Dwyer started his business in Warrnambool with a single employee 27 years ago.

*"I learned a building trade and later started a building business, then decided to employ someone. It all started from there and has*

*just kept on growing."*

Today, John's business Bizibuild (John Dwyer Construction) employs 30 people and works on a diverse range of construction projects up to 300 km from Warrnambool.

An industry workshop John took early in the business enormously influenced his approach.

*"I was a little shocked when the presenter said most of us wouldn't survive in business. I suddenly realised how important training and continually learning was going to be."*

#### Assistance I sought

John considers the *Small Business Victoria* workshops as part of his business plan. John and his staff regularly attend them through the City of Warrnambool.

*"We get knowledge and experience from every workshop we do, which improves the professional skills of our employees as well as the business."*

*"The presenters are successful business people in their own right which is important to me. They're not wannabes. They've lived what I'm doing and they always give me a sense of urgency to make my business better."*

#### What I learned

The *Small Business Victoria* workshops benefit John's business in numerous ways.

*"We learn a lot in the workshops which motivates us to increase our sales, develop our marketing strategies, turn our managers into leaders and coach our employees to improve performance."*

*"One workshop resulted in us improving our filing system. I talked to the council after the workshop and they helped us find someone to organise everything into a database management system. It has revolutionised the office and how we run the business."*

#### My business today

John still enjoys each day working with his staff and clients. Seeing a project completed, watching his staff grow their skills and providing value for customers are his greatest satisfactions.

*"The business is performing really well which has delivered amazing benefits and bonuses for our booming list of satisfied customers. I've never thought about business in terms of being the biggest guy in the industry. We just like to keep moving forward and to know we've done a fantastic job for people."*

John's efforts were formally recognised in the 2006 Great South Coast Regional Business Awards which cover the Colac Otway, Corangamite, Glenelg, Moyne, Southern Grampians and Warrnambool Shires. His business won the overall Regional Business Achiever Award as well as the Best Trade Services Award.

#### Where to from here

John is confident about the future and plans to keep the business growing.

*"We are currently rebranding the business name from Dwyer Building Services to Bizibuild to offer customers a new quality building deal at reduced costs. Our slogan is We Build on Time For YOU."*

Austrade recently approached him about possible international work contracts.

*"Overseas construction is an exciting opportunity which has positive advantages to grow Bizibuild and open up new international market growth. Our Australian company has experts to offer the world our secrets that quickly solve complex building problems."*

*"Overseas construction is a whole new ball game for us and there's a long way to go before we start doing that, but we're exploring it. You never know what the future holds in business."*