

THE 2022 PAINT & PANEL BODYSHOP AWARDS (2022)

280-Country Repairer Best Country Repairer



zVqNXpaj

Entry details

Entry contact first name

Entry contact surname

Company

Street address

5 Asset Way

Suburb

State

Postcode

Shop web address

Entry contact email address

Entry contact phone

List the social media platforms that your business is on

Facebook, Instagram, LinkedIn, Google

How many staff members are currently employed at the business?

List the current roles you have in employment

3 Estimators, 1 Parts Manager, 3 x admin, 4 x paint techs, 2 x paint apprentices, 6 x panel beaters, 2 x panel apprentices

What kind of training do you and your team take part in?

PPG, I-Car, Tesla, Holden

Do you have more than one site?

What type of repairs do you do?

Do you offer other services other than autobody repairs?

On average how many cars to you repair each week? | 40

State the approximate shop size in square metres | 1300

Which OH&S system do you use?

| MTA

Which paint company/s do you use?

| PPG since

Are you manufacturer approved? | Yes

If yes, please supply OEMs details:

| Tesla, GM Holden Certified

Who is your main consumables supplier?

| PPG

Provide the contact for your main parts supplier/s

| Clancy Ford Dubbo - Simon Quinn 02 6884 9755, Dubbo City Toyota - Kiel McFarlane 02 6882 1511 , Auto Parts Group Sydney, Suttons Parts Sydney

Are you involved in any community initiatives that we should be aware of? | Yes

Outline any community initiatives you're involved in

| In conjunction with Western Student Connections, Geoff Richards Panel Beating host employer for students wanting to participate in the work placement program for the Higher School Certificate course in Automotive - Paint & Panel. Our contact is Kylie Ryan 0447 536 672

*We enjoy hosting our nearby preschoolers from Dubbo Early Learning Centre, BlueRidge Business Park who love seeing all the broken cars and learning about colours & shapes ! Always sooo cute !

Annual sponsor of the Marty Gordon Memorial NAIDOC Golf Day, organised by our local Mission Australia office, in raising money for the Dubbo Western Cancer Centre Foundation

Dubbo Football Club Bulls Womens Sponsor

Dubbo Dirt Bike Sponsor

Dubbo Golf Club Sponsor

Dubbo City Bowling club Sponsor

Ignite Gymnastics Club, Dubbo Sponsor

DCFM Dubbo's local radio Sponsor

2WEB outback community radio sponsor

Is there anything else about your shop and / or culture that you think we should be aware of?

| We pride ourselves on being industry leaders in innovation. We believe we can give our customers a better product with less inconvenience to them. But more importantly our technicians know we value them and we are happy to invest in substantial training programs in conjunction with PPG, I-Car & Tesla.

Our technicians are can hold their heads up high and know within them selves they are the highest trained I-Car platinum painters & repairers in the western region, as we are the only I-Car Gold Class & I-Class Welding accredited repair shop west of Sydney (that I know of anyway)

I absolutely love implementing new processes & procedures that not only reduce repair turnaround times - but also create efficiencies for our administration team also who are at the face of our business.

However in saying this I will never implement anything at the expense of quality, regardless of how profitable it may seem initially. We offer a personal lifetime warranty on all our work.... so that's a lot of cars since we opened in 1974 - we only ever want to do complete that job once ! ha ha

Proud proud proud beyond belief to be Green Stamp Environmentally Accredited which is a joint initiative of the Motor Traders Association of NSW and NSW Government through its Environmental Trust. We based the build & design of the new premises on the criteria required so we were set from the get go.

Im also always reading, learning & thinking about where the industry will be in 10 years and working towards the future. Small steps everyday = giant leaps in the future !

Gee I can waffle on !!

Demonstrate the vision for the business (40%)

GRPB continues to streamline processes, produce the same or increased repair quality at a rate that exceeds current standards. We aim to make work life simpler, more pleasant and be more productive at the same time. Our business model allows every staff member the opportunity to grow, evidenced by our continued investment in the latest technology & I-Car training in addition to mentoring.

The above vision & continued measured expansion appeals to all, this has allowed GRPB the opportunity to be a recommended repairer to ALL insurers and government agencies. In addition to this, we have a large portfolio of private work which originates from Geoff Richard's himself down to customers great great grandchildren ! Therefore our marketing strategy never strays from the "we offer a personal lifetime warranty, we do the job once & we do it right" sometimes we make a mistake, but we always go out of our way to correct our error & ensure repeat business.

Customers receive SMS or email link to complete a satisfaction survey which measures 5 categories and collates the feedback

Continued engagement with Apprentices is the way of future, there is simply no other. GRPB are still Green Stamped Environmentally NSW accredited.

How does your internal network operate (40%)

As business owner we actually work within the business alongside our staff completing day-to-day activities. This not only provides opportunity to build or improve relationships, it allows healthy free speech, brainstorming and the suggestion of ideas on improving processes from the staff themselves! We have found this internal communication structure creates a sense of ownership, nurtures the problem solving mentality which ultimately leads to a strong take up of new ideas or process ! From this we see team members step up into new positions with more responsibly, increase wage, higher job satisfactions and staff retention rates. Depending on the position we have agreed incentive agreements that offer a range of incentives such as, fuel cards, \$ bonus, access to trade accounts, gift cards. All staff (including admin staff) are required to complete WHS induction training, in addition to continued MTA Traineeships, Apprenticeships & I-Car Training. All our training & WHS policys are available to be viewed online portal at anytime.

Outline your involvement in the communities in which you operate (20%)

We have close partnerships among the regions schools, family and community groups, as well as the individual students themselves. Our newest paint apprentice Blayne came to us via Dubbo Senior Campus wanting to complete a 2 week work experience in conjunction with Western Student Connections, he has never left !

Geoff Richards Panel Beating are also the main host employer for students wanting to participate in the work placement program for the Higher School Certificate course in Automotive - Paint & Panel. Our contact is Kylie Ryan 0447 536 672

We also engage with Dubbo Clontarf Academy, (Bruce 0418 758 098) who exist to improve the education, discipline, life skills, self-esteem and employment prospects of young Aboriginal and Torres Strait Islander men and by doing so equips them to participate meaningfully in society. On-site visits with groups from Dubbo and western regions aim to increase the awareness of opportunities available to all regardless of their struggles.

Attach Team Photo



Log in to thebodyshop.awardsplatform.com to see complete entry attachments.

[GRP visit 4.jpg](#) 1.2 MiB

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[FW Dubbo Sout...](#) 284 KiB

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