Customer Story

Booming company outgrows its family business origins.

Fifteen years ago, husband and wife team Harold and Maureen Tracey started a building business in Broome, Western Australia, with a couple of employees.

Today, that company, H&M Tracey Construction Pty Ltd, has grown to employ up to 50 people. It has an impressive construction track record, including multi-residential, tourism, commercial and major industrial projects, and boasts an annual turnover in excess of $25 million.

In late 2015, H&M Tracey’s General Manager, Steven Thompson, sought assistance from the Entrepreneurs’ Programme Business Evaluation service to implement efficiencies that would allow the company to continue to grow and thrive.

Business Adviser Andrew Canion is assisting the management team to streamline its business processes, including introducing them to financial insight tools to enable them to quickly and easily monitor how the business is tracking.

The programme is also assisting H&M Tracey with its challenge of attracting professional staff, such as estimators, contract administrators and project managers, to live and work in the Kimberley.

Canion is providing advice on suitable training programs and courses for staff to assist the company to maximise the employees they do have.

“If I can improve the efficiency of the staff in those areas, that will give me more time to be a general manager, implement policies and procedures and further improve the business,” Thompson says.

Thompson has also applied to the Industry Skills Fund for a grant to help the company to introduce a Quality Assurance program.

“That will assist us in being more professional moving forward, and we believe it will be an asset for us when future potential clients are assessing our business.”

Canion applauded Thompson’s recognition of the need for H&M Tracey to grow its management capabilities and processes to better meet the needs of a company of its size.

“It’s still a relatively small family company and at times it doesn’t matter what your job title is, staff just have to get in and do what needs to be done.”

STEVEN THOMPSON, GENERAL MANAGER, H&M TRACEY CONSTRUCTION

Visit H&M Tracey.
The Entrepreneurs’ Programme

The Entrepreneurs’ Programme is the Australian Government’s flagship initiative driving growth and competitiveness for small and medium businesses.

The Business Management service offered by the Entrepreneurs’ Programme, provides tailored support and advice from expert Advisers and Facilitators with relevant private sector experience, to identify and maximise growth opportunities.

Funding through matched grants of up to $20,000 to implement recommended business capability improvement.

Check your eligibility by visiting business.gov.au or call 13 28 46.