



company profile



Dawtek Risin Pty Ltd

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About Us

Dawtek is a boutique business and technical writing company centrally located in the Docklands precinct of Melbourne. Offering a personalised approach, Dawtek is dedicated to providing an unparalleled, value-added service. Integrity, timeliness and quality are the essential elements of our documentation. Our services provide a high level of customer intimacy and emphasise a solution that is strategically aligned to your business.

Our commitment to quality is reflected in everything we do: our attitude to business, our understanding of our clients' needs and the results we achieve.

High standards, professionalism and respect are our key focus. At Dawtek, we set the highest standards in corporate communications to ensure excellence, clarity and usability of information.

Our documentation services encompass a wide variety of business-focused communications as well as structured technical documents. We design, write and deliver end-user, business, technical and training documentation for print, online, and the Web.

Our team will handle all of your corporate writing needs, from business plans and annual reports to tenders and proposals, from website content to technical documents and online help.

Services

Business Services:

- Policies and Procedures
- Annual Reports
- Form and Template Design
- OH&S Documentation
- Copy Writing
- Newsletters and Brochures
- Sales and Marketing Documents

Technical Documentation Services:

- Instruction Manuals
- System Administrator Guides
- User Guides
- Online Help Systems
- Instructional Guides / Brochures / Quick Reference Guides
- Training Manuals
- Process Charts

Editing Services:

- Copy Editing
- Structural Editing
- Proofreading

Tenders and Proposals

- Tender Writing
- Editing and Review
- Preparation of Supporting Documentation
- RFTs, Grants and Proposals

“At Dawtek, we recognise that communication is an essential element of success. Let us be an extension of your business. Contact us today to discuss your requirements and determine the solution that best suits the needs of your organisation.”

Tenders and Proposals

Dawtek understands that most organisations are proficient at their core business but the preparation of tenders, grants and proposals is a complex and daunting process for many businesses.

Common mistakes in tender preparation can be: leaving it too late, lack of preparation, misunderstanding the requirements, assuming tender consultancy is expensive, or simply lack of experience.

Tender periods are often quite short, so we will work with you to ensure a fast turnaround. Our staff are able to work directly with your project team, to win new business and pursue growth opportunities.

Dawtek's tender consultancy and grant writing is not expensive; tender preparation can be just a few days work.

Dawtek's Tender and Proposal services include:

- Prepare your tender submission and the information to support your tender
- Review, edit and critique your submission
- Package and deliver the submission
- Prepare the Request for Information (RFI) submission
- Prepare the Request for Proposal (RFP) submission

- Prepare the Request for Quotation (RFQ) submission
- Expressions of Interest
- Government Grants
- Government Grants for small business

Our tender experience is extensive. We have delivered Tenders and Proposals across these sectors:

- Job Network services—DEEWR
- Information Technology—software and hardware
- State and Local Government
- Debt Collection
- Graphic Design
- Not-for-Profit Organisations
- Event Management
- Recruitment and Staffing Solutions
- Transportation and Logistics
- Tertiary Education
- Interpreting Services
- Cleaning Services
- Medical and Rehabilitation Equipment
- Security Services / Personnel
- Construction
- Accounting and Audit Services

“Dawtek's tender writing experience is extensive. We can steer you through the complexities to create a clear and successful tender response giving your company the best possible chance of acquiring new contracts.”

Business and Corporate Documentation

Dawtek assists organisations in meeting their goals and objectives by improving their business processes and better structuring their documentation.

Our documentation is designed in accordance with your business structures and processes, thus enabling your business to deliver its objectives.

Dawtek's Business Documentation services include:

- Proposals
- Annual Reports
- Policies and Procedures
- Business Plans
- Strategic Plans
- Business Process Re-design
- Form and Template Design
- PDF e-Forms
- Compliance Documentation i.e. ISO 9000 and Occupational Health & Safety
- Operating Procedures
- Presentations

Effective corporate communication promotes a strong business culture and a consistent identity. Dawtek assists businesses by creating and delivering strategic information, both internally and externally, across the entire organisation.

We work with your communication teams to maintain the flow of timely and relevant information, and we provide the strategies and documents that service the requirements of your organisation.

Dawtek's Communication services include:

- Web Design
- Website Review
- Copy Writing
- Newsletters and Brochures
- Communication Strategies and Plans

“By developing standard formats and templates for your business, Dawtek will help your organisation to present a unified, professional image to clients and stakeholders.”

Technical Documentation

Dawtek can translate complex ideas and processes into a form that's understandable by audiences with varying levels of educations and comprehension, including employees, customers, end-users, developers and evaluators.

We write all technical documents, from test cases to user guides. We will work with your software development teams in designing and developing functional and technical specifications. To any project we bring a focus on the needs of the audience and the tasks they perform.

Dawtek also works with your organisation to develop documentation which meets your training outcomes. Users rely on training materials to give them the information they need to reliably get the most out of your technical investment.

Dawtek's Technical Writing services include:

- Functional Specifications
- Technical Specifications
- Configuration management policies and procedures
- Internal / External Specifications
- System Test Plans / Test Cases
- Reference and Training Manuals
- Quick Reference Guides / Brochures
- System Administrator Guides
- User Guides
- Installation / Configuration Manuals
- Online Help

“Well-written technical documentation portrays a professional, consistent image to your customers, clients and staff.”

Editing

Dawtek offers experienced editors who can improve written communication by making documents clear, logical, well-organised and appropriate for the readership.

Dawtek's editing services will assist your organisation in producing quality documentation, for print or the web, by targeting your documentation to the intended audience and structuring your content in the most effective way.

Dawtek's editors will also check documents for factual accuracy, correct spelling and grammar, appropriate language and tone and consistent formatting.

Editors ensure that your documentation reaches the highest standard and quality possible. To ensure quality and consistency, a document may need to undergo all three types of editing, and Dawtek can provide these as a stand-alone service or in conjunction with one of our writing services.

We recommend that all documents for publication be proofread at least once (and preferably more than once), to achieve consistency and to ensure quality.

Dawtek's Editing services include:

Copy Editing

We review the document looking at accuracy, grammar, spelling and punctuation. We check that the meaning and expression is clear and that terminology is consistent. We ensure the writing is precise, succinct, and in Plain English.

Structural Editing

We will tailor the content, language, presentation and style so that the intended reader will find the document attractive and easy to read. We will re-organise the information so that it flows logically and is clear, interesting, memorable and most importantly, easy to understand.

Proofreading

We will ensure that all amendments have been made and that there are no spelling or typographical errors which will diminish your message. We also verify that the document is print-ready, ensuring that there are no costly mistakes or errors in layout.

“Editing ensures that your documents are of the highest quality, and maximises their potential and readability.”

Portfolio and testimonials

Dawtek has completed work for a variety of organisations across dozens of industries, ranging from small to large businesses and government departments, comprising small to large scale projects.

Department of Primary Industries

Project Dawtek assisted DPI staff in the design, editing and layout of the User Manual and associated training Workbook for a new software system which will be made available to the farming community of Victoria.

“Thank you for your dedication and commitment to help us fulfil our project requirements. Your technical expertise and attention to our needs have led to the AgriGater User Manual and AgriGater Workbook to become outstanding professional documents, of which the Development Team is exceptionally proud to author. We also wish to thank you for your promptness with each draft turn-around, your recommendations and your editing skills during the copy write phases for each document.”

—Amity Dunstan, AgriGater Project Assistant
www.dpi.vic.gov.au

The Salvation Army Employment Plus

Project Dawtek has been co-ordinating a range of tender processes with The Salvation Army Employment Plus since 2005.

“The Salvation Army Employment Plus have utilised the business writing services of Dawtek over the past five years to assist with the preparation of various tender submissions and development of strategic plans. The team at Dawtek have provided assistance with the preparation, critiquing and editing of tender documentation for submission, as well as the development of strategic planning workshops. Working closely with our own team, they have been able to establish a greater level of understanding of both the requirements of the tendering body and our organisation as the tenderers. This knowledge and understanding translated into the preparation and finalisation of the tender submission. At all times Dawtek have provided a high standard of professionalism and support that goes beyond the 9 to 5 working week. They delivered documentation that provides a high level of clarity and usability, as well as ensuring a timely turnaround where deadlines are critical.”

—Kyleeann Patrick,
National Tenders & Projects Coordinator
www.employmentplus.com.au

Dawtek's customers include:

13CABS; Accuteque; ACEO; AIT; Ambulance Victoria; Auslan Services; Australia Post; AV 24-7; Billi; BP Australia; CA Inc.; City of Melbourne; Collexus; Colliers International; Court Transcript Services; Department of Justice VIC; Department of Lands NSW; Department of Primary Industries VIC; Department of Prime Minister and Cabinet; E-Credit Management; Endeavour Industries; ESRI Australia; Fisher Lane Medical; GOTech Security; Gryffin; Happenings Australia; iBAHN; Integrity Sampling QLD; Intelomatics Australia; JAB Solutions; Job Futures; Johanna Villani Design; Knight Frank Australia;

Johanna Villani Design

Project Dawtek has worked with Johanna Villani Design on a range of writing and editing services, complementing the professional design of annual reports, tender documents and website content.

“*Kristine and her team are a valuable asset to any business. In my line of work we are required to produce high quality communication material on a daily basis. With the help of Dawtek we are able to achieve this. Kristine and I have worked on many projects together and have produced awesome results every time. I would not hesitate to recommend Dawtek for any future business. I look forward to continuing our working relationship.*”

—**Johanna Villani**, Graphic Designer
www.johannavillanidesign.com.au

Job Futures

Project Dawtek worked with Job Futures on the preparation, editing, copy writing and submission of over 70 tender documents for Disability Employment Network services. Job Futures were successful in winning 5 times more service areas than expected.

“*Dawtek provided us with guidance on response coverage; response document layout; and response document readability. Dawtek interviewed subject matter experts, drafted tender responses and edited final documents. I am very happy to recommend Dawtek's services to organisations seeking assistance in developing competitive responses to Requests for Tender. Kristine Daw and her staff worked with Job Futures staff and our members. She was able to accommodate our proposed approach and to recommend improvements. Dawtek's capacity to deliver high volume of quality material under extreme time pressure was exceptional. Project management skills were also excellent. Dawtek's work with us on the DES tender was excellent and contributed to a good outcome. Kristine and her team's flexibility and commitment meant that Dawtek's services were exceptional value for money.*”

—**Lisa Fowkes**, Chief Executive
www.jobfutures.com.au

Komodo Constructions; LabMark; Lioness Personnel; Lionheart Security Services; Moonee Valley City Council; New Horizons; OBS; Quark & Associates; Ray White; RMIT; The Salvation Army Employment Plus; Savills Australia; Secure Pay Group; Shining Knight Cleaning Services; Simplot Australia; Sophisticated Transport Logistics; Sphere Agency; SportingBet Australia; Steeldrill; Toll Group; Training Experts; University of New South Wales; VCAT (Victorian Civil and Administrative Tribunal); VETASSESS (Vocational Education Training and Assessment Services); Western Suburbs Badminton Association; Western Suburbs Indigenous Gathering Place; John Wiley & Sons; Williamstown Podiatry.



Terms and Conditions

How we work with you

After you provide your requirements, Dawtek will then prepare a detailed proposal (including time frame and quotation) that addresses your key criteria. This will be fully discussed with you and adjusted if necessary, before any work is commenced. Once all details have been confirmed we will ask you to sign and date the finalised proposal so both parties are completely clear on all aspects. Alterations requested by the client that require significant writing time will attract an additional fee. Quotations are valid for 30 days from the date listed on the proposal.

Fees & Rates

We understand that it is important to feel comfortable before entering a working relationship and therefore we are happy to offer the first consultation, initial proposal and estimates at no charge and free of obligation. Subsequent consultations, advice, meetings, documentation and work associated with altering and/or implementing the proposal will attract a further fee at an hourly rate. Dawtek offers flexible quotations, at either a fixed price or a time-and-materials basis. Due to the complex nature of our work, please contact Dawtek for further information regarding rates. You will find our rates are highly competitive.

Author's Corrections

A reasonable level of author's corrections is acceptable within the estimate at no extra cost. This may include minor changes to original text, and/or changes to the layout and document structure. Original estimates include one set of corrections, unless otherwise stated. Work in excess of this will attract a fee for additional time required.

Dawtek shall make every effort to ensure the final product is free of any grammatical and spelling errors, before giving the final product to the client. It is agreed that it is the client's responsibility to ensure that there are no spelling or grammatical errors contained in the final product. It is agreed that Dawtek is not responsible or held liable for any errors contained in the final approved product after the final product has been committed to print or posted in view of the public.

Invoicing & Payment

All initial projects are strictly COD on invoice. Subsequent standard projects are payable 7 days net from date of invoice. Larger projects may require upfront and/or COD Payment.

A "progressive invoice" may be issued for any projects placed on hold for more than 30 days, subject to standard trading terms. The final invoice will be issued at the completion of the project, with credit for any amount previously paid. Any fees incurred in the process of debt recovery will be added to the monies payable. Interest will also be charged on any outstanding debt, in accordance with guidelines of the Local Court.

Cancellation

In the event of cancellation of the project, ownership of all copyrights and the original documents shall be returned and retained by Dawtek; and a fee for work completed thus far, based on the contract price and expenses already incurred, shall be paid by the client. Should the project recommence, any payments received by the client will be credited at the completion of the project.

Management of Files

All documentation solutions are developed using the latest technology and associated products. A comprehensive on- and off-site backup system is implemented for all projects. Additionally, we have in place a business continuity plan which allows us to continue servicing our clients in the face of a disruptive event.

Dawtek will archive all files and associated documents at the completion of project work as a free service for our clients, for a period of two years. You may request free electronic copies of your work. Printed copies of all files can be expensive and time consuming and therefore will attract an hourly fee.

Please note that in some unforeseen circumstances, archived files may not be accessible, due to incompatibility with current computer software and/or storage media deterioration or corruption. Dawtek will take every care to preserve all files, however we cannot be held responsible for re-producing work free of charge in the event that files cannot be recovered.

Confidentiality

All correspondence and documents between Dawtek and the client will be treated as confidential, unless consent has been granted by both parties involved.

Copyright

Until full payment has been made, Dawtek retains ownership of all original documentation or parts contained therein, whether preliminary or final. Upon full payment, the client shall obtain ownership of the documentation to use for the purposes for which it was commissioned. Should the client require the original working files, they can be supplied on CD and the client will be invoiced a nominal fee.

Dawtek retains the right to use the completed project and any preliminary designs for the purpose of design competitions, future publications on design, educational purposes, marketing materials, and portfolio. Where applicable the client will be given any necessary credit for usage of the project elements.

The client agrees that any text, images, graphics, photographs and other material provided to Dawtek does not infringe upon the rights of any third party or copyright legislation.

Disclaimer

Writing, design, strategy, photography and marketing are all highly variable and subjective creative processes. As such, Dawtek takes every possible care that all professional advice offered, along with suggested concepts and their implementation, follows the proposal agreed by both parties; however, we cannot be held responsible for variations between expectation and outcome.



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