



ADMIN & PROJECT SUPPORT

Business Admin Concierge Services Form

We offer business administration and workflow processes which are professional, flexible and tailored to your needs.

Our expert advice is based on 17 years of experience in administration and operational roles.

FINALIST 2019 IMB Illawarra Business Chamber Start Up Superstar category.

FINALIST 2020 Illawarra Women in Business Best New Business category.

Affiliate Partner: OneLogin, Microsoft Member, Agile CRM.

Member Illawarra Business Chamber, NSW Business Chamber, Illawarra Women in Business, BX Networking, The Consortium Lounge.

Ambassador for BBX Network.

Sponsor of What's On in Wollongong

CONTACT

ANDRIANA EPISTITHIOU

INFO@PROADMIN SOLUTIONS.COM.AU

+61 410 442 023

THANK FOR YOUR INTEREST IN PROADMIN SOLUTIONS



Introducing the Business Admin Concierge Subscription

Is business admin giving you a headache?
Would you like more time to focus on the key elements of running your business?
Are you feeling overwhelmed by your to-do list, and looking for new systems to streamline your work?

Our Business Admin Concierge Subscription gives you back the time you need to focus on what you do best: running your business.

Whether you need temporary admin support during a busy period, a refresh of systems and processes to make sure your business is running efficiently, or assistance with the admin required to run events, set-up new projects or grow your business, we're here to help.

At ProAdmin Solutions, we take the headache out of business admin, and give you back the hours you're wasting on admin, to spend on the things that matter to you.

We have created a service to save you time, money and stress, with packages designed for short-term or long-term needs. Our approach is:

- Tailored to your needs
- Flexible to fit in with your business
- Available onsite or remotely
- Effective, efficient, and affordable

Stop wasting time on business admin. Let us create a personalised admin concierge service to help your business thrive.

When you are running a business, admin tasks can feel overwhelming. Overdue filing, maintaining a database, managing projects, event management and general day-to-day admin tasks can be time consuming, especially when you are not using the most efficient systems and processes.

ProAdmin Solutions helps businesses lessen their burden by alleviating stress, saving time, and saving money. We help you sift through the operational clutter, so that you can focus on important business decisions.

ProAdmin Solutions will become your operational saviour. We will help streamline all your operational needs, including general administration, project administration, workflow processes and event coordination.

At ProAdmin Solutions, we help you reclaim your most valuable resource: time. What could you achieve with, say, 20 extra hours each month to help your business flourish?

Get in touch today to book your complimentary Admin Health Check and find out how we can help your business to boom.

CONTACT INFO

+61 410 442 023 | INFO@PROADMIN SOLUTIONS.COM.AU | WWW.PROADMIN SOLUTIONS.COM.AU

OUR PACKAGE

ADMIN & PROJECT SUPPORT

Do you need someone to help with ad-hoc tasks to fill in the workflow gaps in your business? This package gives you back the time to concentrate on what you do best.

Filing | Enquiries - Customer service calls | Financial Management -Reporting, - Accounts Admin (Payable/ Receivable/ Reconciliation) | Records & Document Management | Personal Assistant | Data Entry | Reception Relief | And more!

Additional Information/ Inclusions / Add-ons

- Admin health check items are included.
- Options with Pricing Packages to select from Day Rates/ Month to Month / Monthly and Annual Packages.
- Save two-months in costs by choosing an annual package.
- Prices include three onsite visits (with exception of day rates). Additional onsite prices available.
- No hour limits.
- See below for Terms & Conditions.

ESSENTIAL TERMS & CONDITIONS

- Service Agreement to be signed or approved via quotation before the commencement of work.
- Business Admin concierge onboarding form will be required to be filled out.
- Agreed Monthly /Annual Packages cannot be cancelled before the 12-month period.
- Month to Month Cancellations, please advise minimum 5 working days if you do not have a direct debit setup.
- Daily rates negotiable, dependent on your required tasks.
- No sales will be conducted on our website.
- Month to Month Packages can downgrade or upgrade at any time.
- Annual locked in monthly fees cannot downgrade, however, can add-on an extra fee as listed above.
- All prices subject to change due to any CPI Increases.
- No timesheets will be provided.
- All prices exclude GST.

PAYMENT TERMS

- 14 Days Payment Terms from the commencement date on packages.
- Invoiced Monthly from the approved quotations.
- Payments can be made via Bank Transfer, Direct Debit or Credit Card.
- You will not be invoiced for the complimentary health check and Initial Consultation unless you agree for any additional work not included which will be agreed upon in the quote.

Important Note:

Anything with (*) will be quoted under a customised agreement or other costs, add-ons or inclusions. As part of our service agreement, we will include confidential agreement clause & intellectual properties to protect both parties. We are fully insured.

CONTACT INFO

+61 410 442 023 | INFO@PROADMIN SOLUTIONS.COM.AU | WWW.PROADMIN SOLUTIONS.COM.AU

BUSINESS ADMIN CONCIERGE FORM

Please fill out the form below and send via email to info@proadminsolutions.com.au with
Subject: Business Admin Concierge Package Enquiry form:

DATE	
SALUATION	
FULL NAME	
COMPANY / BUSINESS NAME	
POSITION	

Company / Business Details

ABN/ ACN	
INDUSTRY	
COMPANY EMAIL	
DIRECT EMAIL	
WEBSITE	
TYPE: (Sole trader/ company, etc)	
SIZE:	

CONTACT NUMBERS:

MAIN PHONE	
DIRECT PHONE	
MOBILE PHONE	

FOLLOW-UP PREFERRED METHOD AFTER PRICING TABLE SENT:

☐

EMAIL

☐

TELEPHONE

☐

OTHER

PREFERRED DAYS/ TIMES TO CONTACT IF VIA TELEPHONE / ONLINE CONFERENCING	
---	--

CONTACT INFO

+61 410 442 023 | INFO@PROADMIN SOLUTIONS.COM.AU | WWW.PROADMIN SOLUTIONS.COM.AU

ADDRESS: (IF STREET IS THE SAME AS POSTAL JUST TYPE "AS ABOVE")

POST ADDRESS

POSTAL ADDRESS LINE1	
POSTAL ADDRESS LINE 2	
SUBURB	
STATE	
POST CODE	

STREET ADDRESS

STREET ADDRESS LINE1	
STREET ADDRESS LINE 2	
SUBURB	
STATE	
POST CODE	

IN A FEW WORDS PLEASE TELL US ABOUT YOUR BUSINESS/ ORGANISATION:

--

CONTACT INFO

+61 410 442 023 | INFO@PROADMIN SOLUTIONS.COM.AU | WWW.PROADMIN SOLUTIONS.COM.AU



WHAT BROUGHT YOU TO OUR SERVICES OR HOW CAN WE HELP OR IS THERE SOMETHING

SPECIFIC YOU ARE AFTER?

(We ask this question to ensure our services are the right fit for your business. However, if we are unable to help you, we are well-connected and with your permission we can connect you to the right business or person, please advise us in writing)

HOW DID YOU HEAR ABOUT US?

CONTACT INFO

+61 410 442 023 | INFO@PROADMIN SOLUTIONS.COM.AU | WWW.PROADMIN SOLUTIONS.COM.AU

BUSINESS ADMIN CONCIERGE PACKAGES

Please select if you would like information on any of our other packages

☐	Admin Health Check
☐	Administration package
☐	Business Workflow plus Administration
☐	Corporate Event Management plus Administration
☐	Platinum package
☐	Create my own: Please enter more information below
☐	Other/ Not sure: I would like more information please contact me as per above preferred contact method

☐

I would like ProAdmin Solution to email me a price list only on the above ticked items.

Any further questions comments or notes

CONTACT INFO

+61 410 442 023 | INFO@PROADMIN SOLUTIONS.COM.AU | WWW.PROADMIN SOLUTIONS.COM.AU

☐

I would like to opt-in to any further marketing materials/ promotional material via my direct email address in the future

☐

I/We understand ProAdmin Solutions Terms & Conditions listed on the website; however, I/We understand they will not be enforced until I/We sign a contract to the conditions we agree too.

☐

I/We have read the below privacy policy which is also listed on ProAdmin Solutions website

The information I have provided is true. I am not a competitor or direct sales/ marketer company seeking information about ProAdmin Solutions. This is purely an enquiry to ProAdmin Solutions about their package or services for them to give us the best feedback and response.

Signature	
Full Name	
Date	

NEXT STEPS

To make things easy, we have outlined the steps to follow and the timelines to expect - if you have any questions at all, please don't hesitate to get in touch.

- Fill out this form with your details. Please ensure you mark your preferred method of contact - either email or telephone.
- Email the completed and signed form to info@proadminsolutions.com.au with the Subject: Web Enquiry | Business Concierge Package - Admin & Project Support
- We will respond to your email within 48 hours. If you need a response earlier, please do not hesitate to contact us over the phone on 0410 442 023.
- In the form, please ensure you have marked how you would prefer to be contacted. Please be advised we can only contact clients registered in Australia. We are not able to have international clients.
- Please make sure you fill out the selection in the form on your preferred method of contact and preferred times and dates.
- If you wish to have a meeting, please advise the best dates and times, so we can make arrangements.
- If you are only after pricing, please make sure you have ticked the relevant box above.

Thanks for taking the time to fill out our enquiry form. We look forward to hearing from you soon.

PRIVACY POLICY

1. We respect your privacy

1.1. ProAdmin Solutions respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.

1.2. "Personal information" is information we hold which is identifiable as being about you.

2. Collection of personal information

2.1. ProAdmin Solutions will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.

2.2. You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

2.3. Additionally, we may also collect any other information you provide while interacting with us.

3. How we collect your personal information

3.1. ProAdmin Solutions collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

4. Use of your personal information

4.1. ProAdmin Solutions may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

4.2. ProAdmin Solutions may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.

5. Disclosure of your personal information

5.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

5.2. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

5.3. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of ProAdmin Solutions, www.proadminsolutions.com.au, its customers or third parties.

5.4. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.

5.5. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

5.6. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

6. Security of your personal information

6.1. ProAdmin Solutions is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

6.2. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

Access to your personal information

6.3. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at info@proadminsolutions.com.au.

6.4. We reserve the right to refuse to provide you with information that we hold about Approved by you, in certain circumstances set out in the Privacy Act.

7. Complaints about privacy

7.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to Suite 7 Crown Street, Wollongong, New South Wales, 2500. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

8. Changes to Privacy Policy

8.1. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

9. Website

9.1. When you visit our website When you come to our website (www.proadminsolutions.com.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

9.2. Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

9.3. Third party sites

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that ProAdmin Solutions is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

Agreed by: *Andriana Epistitihou*

Andriana Epistithiou Date: 1st January 2020

ProAdmin Solutions – Owner