sedgwick



AUSTRALIA

Global solutions. Local expertise.

Australia services

As the world's leading risk, loss adjusting and claims management partner, Sedgwick offers a comprehensive range of services designed to help organisations enhance efficiency, improve outcomes and navigate the unexpected.

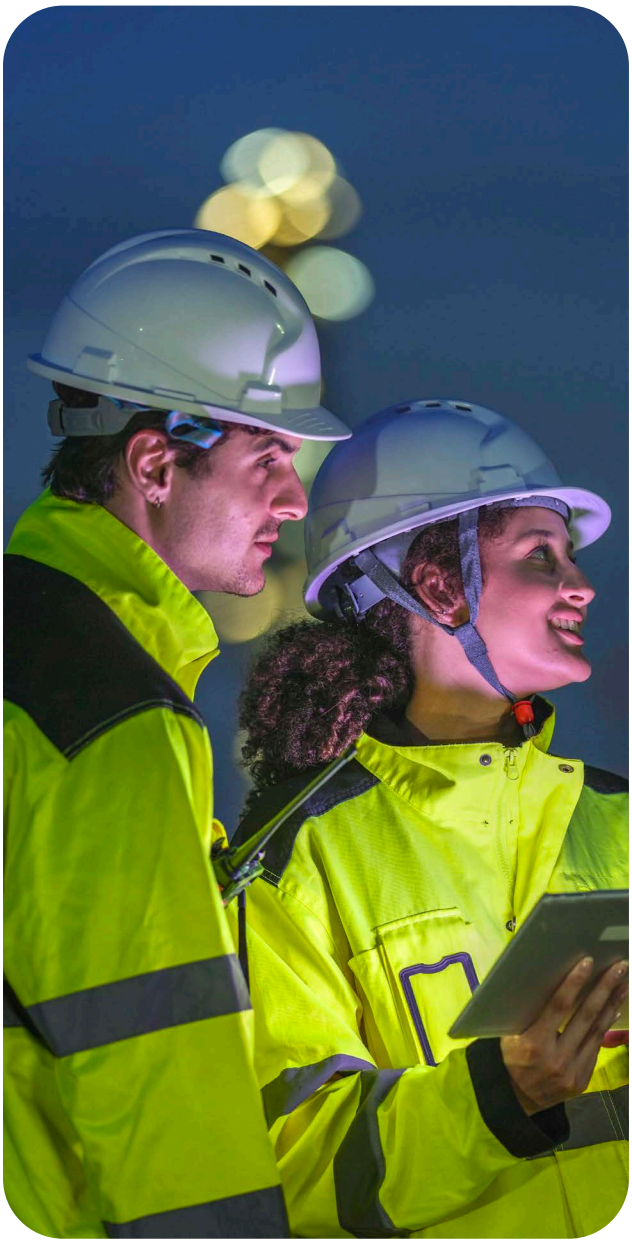
Across Australia, Sedgwick works closely with insurers and brokers, as well as property managers, corporate entities and government agencies, to support people experiencing a loss. Our diverse service offerings include:

Major and complex loss and specialty

Major and complex losses can have widespread effects. Our experience in the skilful management of these events can greatly limit this impact. Through early identification, resolution of critical issues and regular communication, we mitigate loss and return businesses across Australia to normal operations as soon as possible. Our major and complex loss services include:

Aviation

Our team has unparalleled technical expertise and experience providing liability claims adjusting and hull surveying services for aviation businesses around the world. Over the past three decades, our experts have handled many of the world's highest-profile accidents and incidents, often involving complex recoveries and hull repairs. We offer a combination of technology-supported loss adjusting and specialty services — all under one roof.



Construction, engineering, power and natural resources

From small building developments, oil refineries, bridges, tunnels, railways and other critical infrastructure projects through to the construction of iconic buildings, our expert team has the strength and stability to become your independent expert on construction and engineering claims.

Class action services

We have the resources, technology and specialist expertise to cost-effectively handle the administration and distribution of class actions settlements of any size. We can offer a full solution or manage various stages of the process — from group member registration and eligibility verifications, quantification and assessment of damages and economic losses, to the collection of supporting documentation and payment.

Forensic accounting services

Our highly qualified team of accountants, valuation specialists and fraud examiners specialises in business interruption and financial losses. We develop expert claim resolution strategies that avoid disputes and reduce settlement times and costs.

Liability

Our team provides solutions to a variety of customer and third-party issues. Our services range from brief factual enquiries and task assignments to full adjustments involving all types of liability claims, including complex professional indemnity or product liability matters.

Marine

Our marine team provides specialist services in all marine-related fields. By engaging only qualified and experienced seafarers and surveyors with years of professional experience, we aim to offer the most capable marine claims and risk services through our national network of specialists.

Property

Strategically located throughout Australia, our major and complex loss experts provide a rapid response, assist in loss mitigation, identify critical issues and drive the recovery process to get your business up and running as quickly as possible.



Environmental services

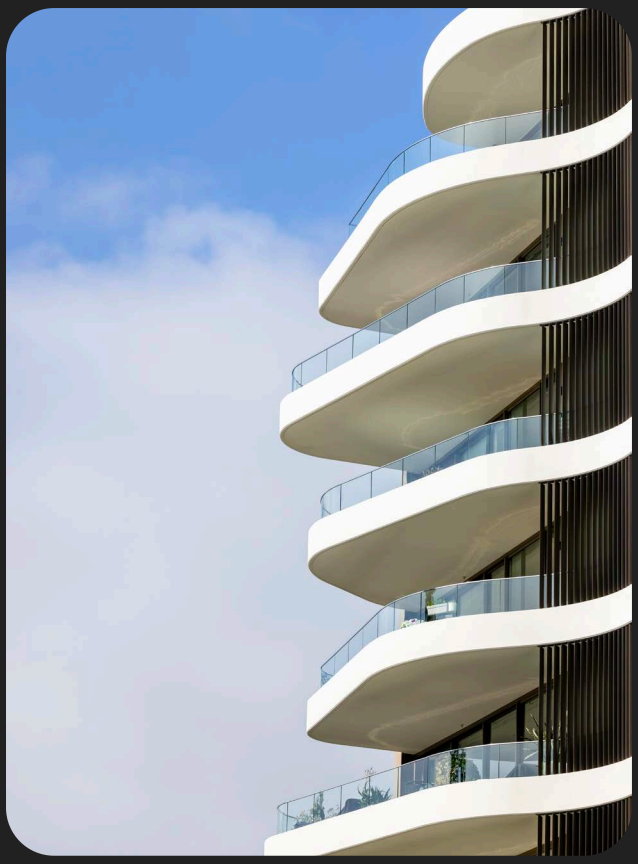
Our environmental services team provides specialist environmental consulting and claims support to help insurers and businesses manage environmental incidents, complex losses and regulatory obligations. With expertise spanning environmental assessments, remediation oversight, waste management and resource recovery, the team delivers practical, compliant and sustainable solutions that reduce environmental impact, minimise risk and support efficient claims outcomes.

Property claims

Whether supporting homeowners, commercial property owners or strata and community associations, Sedgwick provides comprehensive property claims and risk solutions that help clients respond quickly, minimise disruption and recover with confidence. From loss adjusting and technical building expertise to repair management, catastrophe response and end-to-end claims management, our specialists deliver tailored solutions backed by national coverage, leading technology and deep industry expertise.

Commercial

We provide specialist commercial loss adjusting services, delivering rapid response, expert assessment and end-to-end claims management to minimise business disruption and support timely recovery. Working closely with insurers, brokers and policyholders, our experienced adjusters manage claims of all sizes to deliver fair and efficient outcomes.





Home

We provide specialist home loss adjusting services, delivering prompt assessment and end-to-end claims management for residential property damage and loss. From initial notification and assessment through to settlement, our goal is to achieve timely, fair outcomes for policyholders. We streamline the claims process, expedite resolutions and help homeowners navigate every stage of their claim with confidence and care.

Strata

We provide specialist loss adjusting services for strata and community title properties, helping insurers, brokers, body corporates and property managers navigate complex claims with confidence. Our experienced adjusters manage the claims process from first notification through to settlement, delivering timely assessments, clear communication and practical solutions that minimise disruption for owners and residents.

Building consultancy and repair solutions

From technical building advice and repair management to specialist strata expertise, Sedgwick delivers integrated property solutions that support insurers and property owners throughout the lifecycle of a claim.

Building consultancy

For the past 20 years we have provided expert building consultancy services. As the largest home warranty consultancy specialist team in Australia, Sedgwick has extensive capability in forensic building consultancy, Technical Inspection Service (TIS), policy assessments, preparation of scopes of work, tender validation processes and construction management. Our specialty is the management of remediation work within the residential, multi-storey residential and mixed-use strata complex landscapes.

Repair solutions

Our experts have longstanding relationships with more than 300 certified, professional and quality contractors across Australia. As part of our repair solutions portfolio, we provide the insurance industry with an alternative, competitive restoration model, and can offer environmental solutions as well. Our waste and environmental experts specialise in environmental services, claims support, incident assessments, environmental management of large losses, waste consultation and waste beneficiation (resource recovery).

Combining deep technical knowledge, extensive contractor networks and practical project management, our specialists help assess damage, manage complex repairs, mitigate risk and restore properties efficiently, safely and to the highest quality standards.

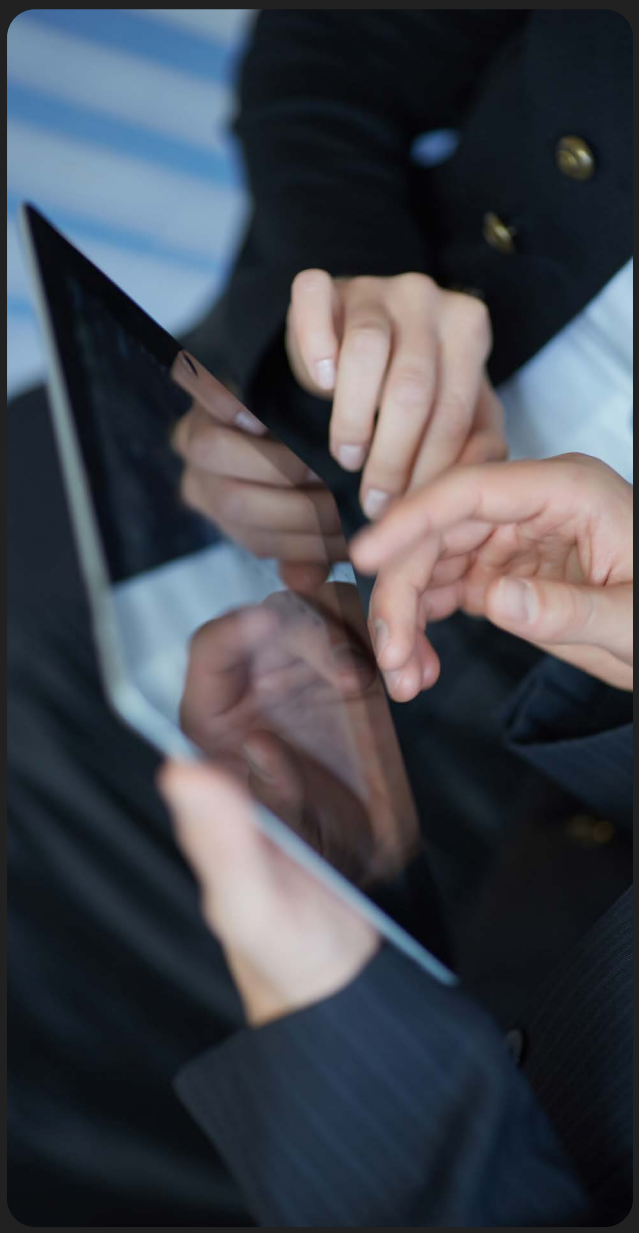


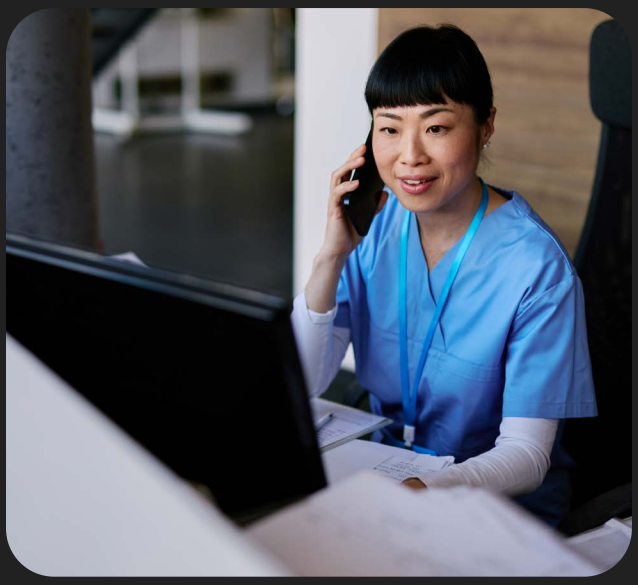
Strata

Our building consultancy and repair specialists provide expert technical advice and project support throughout the lifecycle of a strata claim. Services include forensic building investigations, defect assessments, environmental and fire origin and cause investigations, quantity surveying, building surveys, valuations, construction management, repair scope development, cost validation and repair oversight. We also provide specialist expertise in catastrophe response, combustible cladding remediation, restoration and mitigation, asset management and tailored pre-insurance inspections, helping clients make informed decisions, manage risk and restore properties safely and efficiently.

Health solutions

We partner with businesses across Australia to provide early intervention absence management, injury management, preventative health solutions, workers compensation injury claims management and return-to-work programs. Our programs positively impact more than half a million employees each year. Driven by our innovative software system/custom-built platform, we deliver results through a 24/7 nurse contact centre offering rapid medical triage, management guidance and referrals to Australia's most extensive network of medical, specialist and allied health providers. Additionally, we support organisations with accident and health (A&H) claims, personal injury claims and injured third parties.





Third party administration

Our third party administration (TPA) services cater to organisations seeking expert management of various aspects of insurance claims and risk. We offer comprehensive TPA solutions across multiple industries, including workers compensation, liability and healthcare management. Our approach combines advanced technology with specialised knowledge to handle claims efficiently, ensuring compliance with regulations and optimising outcomes for clients. Our services encompass claims processing, risk assessment, cost containment and client support, aiming to reduce administrative burdens and enhance overall claims management effectiveness. Our TPA services are designed to deliver tailored solutions that meet the specific needs and objectives of each client, fostering trust and long-term partnerships.

Digital first

Our loss adjusters work within fully integrated, multiline systems for multiple insurers, each with individual requirements for measuring client and customer satisfaction. Our operating system collects extensive service data — from first response to settlement — which enables us to identify and define all digital touchpoints. Throughout the process, we're focused on improving the journey and overall experience for both our clients and their customers.

Contacts

Major and complex loss and specialty



Jonathon Vaisey
Head of Major and Complex Loss
+61 438 731 193
jonathon.vaisey@sedgwick.com

Property



Michael Guy
Head of Major and Complex Loss Property
+61 428 510 062
michael.guy@sedgwick.com

Construction and engineering



Andre Mataia
Head of Construction and Engineering
+61 484 624 454
andre.mataia@sedgwick.com

Liability



Talei Morgan
Head of Liability
+61 407 667 831
talei.morgan@sedgwick.com

Aviation services



Mark Leadbeatter
Regional Director, Aviation
+61 408 228 791
mark.leadbeatter@asedgwick.com

Marine



Margot De Villiers
Head of Marine and Executive
MCL Surveyor
+61 449 902 088
margot.devilliers@sedgwick.com

Forensic accounting services, class action administration



Amanda Hillier
Partner and Head of Forensic
Accounting Services
+61 423 397 577
amanda.hillier@sedgwick.com

Environmental services



Duane Pretorius
Environmental Manager,
Restoration Consultancy
+61 477 953 264
duane.pretorius@sedgwick.com

Contacts

Property claims



Jason Wyer
General Manager, Property
+61 417 668 375
jason.wyer@sedgwick.com

Home claims



Rebecca Johnson
National Manager, Property Performance and Service Delivery
+61 427 115 718
rebecca.johnson1@sedgwick.com

Strata services



Michael Duckmanton
Senior Manager, Strata Adjusting
+61 457 216 062
michael.duckmanton@sedgwick.com

Building consultancy and repair solutions



James McIntosh
Head of Building Consultancy Division
+61 420 959 938
james.mcintosh@sedgwick.com



Desiree Nicholls
Business Development Manager
+61 477 049 141
desiree.nicholls@sedgwick.com

Third party administration



Debra Flynn
Client Director
+61 436 327 629
debra.flynn@sedgwick.com

Health solutions



Christina Wunder
Head of Health Solutions
+61 415 811 402
christina.wunder@sedgwick.com

Business development



Claire Ohannessian
Chief Client Officer
+61 405 386 497
claire.ohannessian@sedgwick.com

With offices and experts from coast to coast, you can rest easy knowing that no matter the situation, you'll have the support you need — when and where you need it most.

For 24-hour support within Australia, contact:

1800 811 285

sedgwick

TOGETHER WE *THRIVE*

SEDGWICK.COM