



Global
solutions.
**Local
expertise.**

Australia

[SEDGWICK.COM](https://www.sedgwick.com)

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 and improve outcomes.

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 specialist practice groups

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 are:



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 and engineering

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.



Cyber

Our expert incident response team bring together a network of services to manage all elements of cyber claims. Speed of response is crucial, and we have cyber teams who can quickly identify cause, deploy mitigation strategies and bring in specialist IT and legal experts, including our forensic accountants when necessary.



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 provide 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.

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.

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 specialise in business interruption and financial losses. We develop expert claim resolution strategies that avoid disputes and reduce settlement times and costs.

Health solutions

We partner with businesses across Australia to provide early intervention absence management, injury management, and preventative health solutions. Our programs reach more than half a million employees each year, improving their working lives. Results are delivered through our 24/7 nurse contact centre, which provides immediate medical triage, management advice and referrals to Australia's largest preferred network of medical, specialist and allied health providers.

Building consultancy services

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).

Home services

Our home services and areas of expertise include loss adjusting, desktop claims, repair solutions, building consultancy, cost validation, and catastrophe response related to property damage and loss for homeowners. When it comes to claims management — from assessment to evaluation to processing — our goal is to get policyholders timely and fair compensation. We streamline the claims process by expediting resolutions, and we help homeowners navigate the complexities of insurance claims, from initial reporting through to final settlement.

Strata solutions

We handle all aspects of insurance claims, property and asset management for strata and community associations, with services including loss adjusting, forensic building consultancy, audit quality and defect assessment. Our forensic engineering experts cover the following: environmental and fire origin and cause investigations, construction management, quantity surveying, catastrophe response, forensic accounting and advisory, combustible cladding remediation, repair, restoration and mitigation, asset management, building surveys, valuations and tailored pre-insurance inspection.

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.


Workers compensation

We work with employers to answer the challenges of administering workers compensation claims and our claims specialists deliver the expertise that employers need to meet complex jurisdictional requirements.

Contacts

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Taking care of people is at the
heart of everything we do

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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.

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