



AUSTRALIA

Personal injury
loss adjusting
services

Personal injury loss adjusting services

Personal injury claims are complex — they present a different set of challenges than other types of liability claims and require specialist skills and experience to resolve.

At Sedgwick, our goal is to make the personal injury space easier for our clients to navigate. We do this by delivering thorough, timely and cost-effective reports, and providing practical evidence so you can better assess and defend personal injury claims.

Why Sedgwick

Our dedicated personal injury claim team offers:

- A personal injury adjusting practice embedded within our liability team.
- A significant national adjusting footprint, with access to remote parts of Australia where and when necessary to bolster your geographic coverage.
- In-house expertise in forensic accounting, engineering, construction, building consulting and quantity surveying, along with strong relationships with external suppliers to provide extra depth and insight to investigations when required.
- Rigorous and detailed investigations, undertaken by experts who deliver timely and evidence-based reports to facilitate early decision-making.
- Adherence to the principle of procedural fairness in the conduct of all investigations.
- Detailed reports covering the material facts at hand, factors relating to the insured's liability, timely reporting of possible contributors and any factors relevant to contributory negligence.
- A commitment to building relationships with our clients and establishing clear protocols and methodologies to ensure consistency of service.

- A dedicated personal injury practice leader to focus on your claim.
- Tailored services, ranging from brief factual inquiries and task assignments to cradle-to-grave handling of claims.

Added benefits of working with Sedgwick

Forensic accounting services

When injury claims inhibit a claimant's capacity for work, or require complex care need or long-term financial assistance, you'll want expert forensic accountants. Sedgwick's forensic accounting services team aids the personal injury claims process by assisting with financial modelling for injury claims and regularly providing assistance with legal matters.

Expert consultants and engineers

When allegations are made that a building defect or structural issue resulted in an injury, Sedgwick's team of building consultants and engineers provide expert advice, evidence and opinions based on the information at hand. Our building team is appointed in all state jurisdictions and specialise in defect identification in accordance with the relevant building codes.

Broad access

With more than 40 branch locations across Australia, our liability team has access to regional property adjusting teams should they require assistance with urgent site attendance or guided interviews. Through remote and secure video streaming technology, they also have the ability to provide our clients with national coverage using Sedgwick's combined specialist network.

OUR TEAM

Personal injury leadership



Talei Morgan

ANZIIF (Fellow) B.Com AICLA (Aff)

Head of liability Executive liability adjuster

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Talei has over 25 years of loss adjusting experience investigating and managing claims. She specialises in public and product liability, professional indemnity, state and local government claims and contract works liability. Talei's personal injury experience ranges from minor slip-and-trip incidents to major investigations involving catastrophic injuries and fatalities.



Yolanda Suarez

BA (Anthrop) Cert IV (Gov Investigations)

Personal injury practice leader

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Yolanda has worked as an investigator in the insurance industry for more than 20 years. She has investigated a wide variety of personal injury claims including public liability, workers' compensation and compulsory third-party matters. Yolanda has undertaken complex investigations working alongside major insurers, both nationally and internationally, providing reports and evidence specific to the matter at hand. She has also spent several years investigating allegations of wrongdoing providing findings and recommendations to various local government authorities, councils and private enterprises.

ADJUSTERS

Queensland



Chris Parkes

AICLA (Aff) LLB ACLA FIFAA

Executive adjuster

M. 0448 050 564

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Chris is a recognised expert in the analysis, adjustment and settlement of liability claims and a sessional lecturer in law. He has extensive expertise in representing insurers at compulsory conferences and civil and administrative tribunals.



Julie Dunsmore

BA (Hons) AICLA (Aff) CertCII (claims)

Senior adjuster

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Julie has over 19 years' experience in the insurance industry, spanning the UK, London and Australian markets. Julie is experienced in the investigation and resolution of liability claims across a wide variety of industry sectors, including complex multi-party property damage claims and high value injury investigations.



Amber Goodwin

Adjuster

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Amber recently completed her liability trainee program with Sedgwick. She has joined the personal injury team with a focus on PIPA matters.

New South Wales / Australian Capital Territory (ACT)



Darrin Baldwin

Dip Bus (Loss Adj) ANZIIF (Assoc)

Executive adjuster

M. 0431 366 693

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Darrin has spent nearly 30 years specialising in the investigation of personal injury claims, including attendance at country courts to assist in litigated matters. He has investigated all types of personal injury claims, ranging from minor slip and falls to complex incidents involving serious injuries, and was a nominated adjuster for below deductible injury claims involving a large fruit and vegetable retailer and a fruit market authority. Darrin routinely provides factual reports to both insurers and lawyers.



En-Lai Chan

BSc. LLB Grad Dip E-Bus

Executive adjuster

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En-Lai has spent the last 30 years specialising in the handling of a broad range of complex construction and liability claims, including general liability, ISR, business interruption, contract works, product liability, professional indemnity and personal injury claims. En-Lai has appeared as an expert witness in a large loss in the High Court of Malaya.



Fionnuala Mullen

BA(Hons) ACLA CERT CILA

Senior adjuster

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Fionnuala has more than 20 years' experience specialising in a diverse range of liability claims including those involving retail stores, pubs and clubs, construction sites, local authorities and schools. She has a wealth of knowledge and expertise handling complex matters and bodily injury claims.

Tasmania / Victoria



Werner Gibson

LLB AIC

Senior adjuster

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Prior to joining the insurance industry in 2015, Werner worked in a legal fraternity as a financial crimes prosecutor for the national prosecuting authority in South Africa. Werner has experience in complex property claims and legal liability claims, including personal injury matters.



Peter Fox

ANZIIF (Assoc) CIP AICLA (Aff)

Senior adjuster

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A former police officer, Peter has been adjusting liability claims since 1986 and has extensive experience in personal injury and sensitive investigations.



Katerina Theodoratos

BA LLB

Adjuster

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Katerina spent nine years working for a large insurer across major loss claims with a focus on fraud investigation files within their internal dispute resolution department. Katerina's law studies and claims knowledge provide her with a solid background into personal injury investigations.

South Australia / Northern Territory



Michael Lub

AICLA ANZIIF (Aff)

Executive adjuster

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Since starting in the insurance industry as a workers' compensation claims officer, Michael has worked as a loss adjuster for more than 30 years. He has investigated countless personal injury claims and was the key loss adjuster responsible for investigating personal injury claims for a major Australian supermarket chain for over 15 years.

Western Australia



Andrew Buchanan

BA (Hons) ACII ANZIIF (Snr Assoc) CIP AICLA (Aff)

Executive adjuster Head of construction liability

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Andrew has more than 25 years' claims experience, including periods spent specialising in the investigation and cradle-to-grave handling of personal injury claims. He has significant exposure to personal injury actions, including fatal accidents, catastrophic injury, public liability, products liability, employers' liability, motor liability, and industrial disease both in the UK and Australia. With an honours degree in risk management, Andrew has a solid understanding of occupational health and safety practices and requirements. His particular expertise is in claims arising from construction sites, offshore oil and gas, and related sectors.



Ray Hammond

ANZIIF (Senior Assoc) CIP Dip CII

Executive adjuster

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Ray has worked in the insurance industry for more than 25 years. Originally from the UK where he worked for both insurers and loss adjusting firms, Ray has an extensive background in investigating and handling complex and catastrophic personal injury matters, including fatalities.

To learn more about how our personal injury claims specialists can help, please reach out directly to an adjuster.

Value add services



Nathan Mangelsdorf

B.Bus CA

Senior manager forensic accounting services

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Nathan has 15 years of professional accounting experience, a decade of which spent as a forensic account. Nathan prepares expert forensic reports for plaintiffs, defendants or single expert appointments, and has experience in personal injury actions, including motor vehicle accidents, medical negligence, historic abuse, dust disease and loss of dependency claims. His forensic accounting experience includes preparing expert witness reports in the areas of economic loss and damages, business interruption, solvency assessments, business valuations and class actions.



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