



CIVIL | WATER | ENVIRONMENT

Consider it done

# INSURANCE WORKS

## COMPANY OVERVIEW

WMS is a specialist engineering consultancy firm providing high-quality solutions to hydraulic design, water resources and floodplain management problems, with offices in Brisbane, Sydney, Melbourne and Cairns. At WMS, we are dedicated to providing comprehensive insurance hydrologist reports that our clients can depend on.

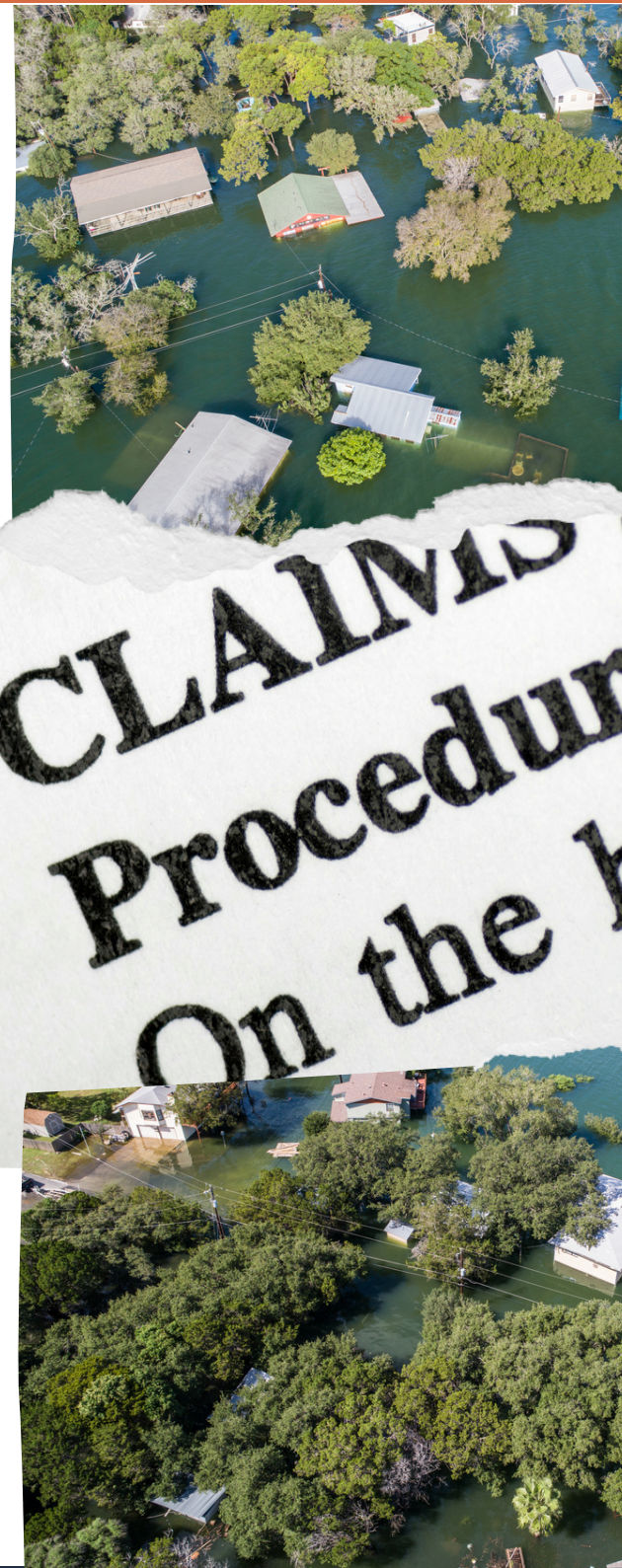
## WITH US YOU CAN CONSIDER IT DONE

At WMS, we are dedicated to providing comprehensive insurance hydrologist reports that our clients can depend on. Our hydrologists have extensive experience in:

- Conducting site visits
- Analyzing rainfall and stream gauges
- Topographic analysis
- Reviewing available flood information
- Identifying the cause of damage (flooding or stormwater)

We are committed to providing clear and concise reports with firm conclusions. What's more, we offer responsive follow-up support at no extra charge. Adapting to the needs of our clients is key to delivering effective solutions, which is why we offer a range of service options. Clients can opt for a standard hydrologist report, a no-site-visit option, desktop assessments, and site inspections. Additionally, we have the capability to conduct phone interviews if necessary and the flexibility to expedite assessments for residents who are vulnerable or distressed.

Our flexible approach also extends to unforeseen circumstances. We know that report turnaround times can vary during major events, and we are committed to keeping our clients informed throughout the process. For bulk assignments we provide a bespoke Claims dashboard to give loss adjusters and insurers access to real-time status updates.



## CONTACT US

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## PROJECT EXPERIENCE:

Following the 2022 flood events in South-east Queensland, New South Wales and Victoria, WMS provided site-specific hydrologic advice to the insurance industry and have prepared reports on stormwater and flood behaviour at more than **1,000** individual properties.



### Auto & General Insurance

Leadership response and communication has been outstanding. Blake & Catherine have been assets to Auto & General throughout a trying time." - Stephen Taylor, Auto & General



### Crawford & Company

Having had the privilege of collaborating with Water Modelling Solutions Engineering for the past two years, specifically in the realm of flood claims assessment for Crawford & Company, I can confidently attest to their exemplary performance and unwavering dedication to delivering exceptional outcomes" - ." – Tonia Camporeale, Crawford & Company



### Technical Assessing Loss Adjusters

"Reports were very easy to read/understand from a layman perspective." - Meredith Cooper, Technical Assessing



### Allianz Australia Insurance Ltd

"Blake, your team did a fantastic job supporting us through a huge catastrophe season. Catherine was instrumental in setting up your team to ensure all stakeholders were engaged and knew what the status was." – Darleen Ashworth, Allianz Australia Insurance Ltd



### Allianz, Suncorp, ASTA, ANA, McLarens, Crawford & Co, Sedgwick, Auto & General

WMS completed over 1300 hydrologist reports across Southeast Queensland, New South Wales Northern Rivers, Hunter Valley, Central Coast, Hawkesbury-Nepean, Sydney, South Coast, and metropolitan and regional Victoria and northern Tasmania.

## Available Services

- Receiving and logging requests for hydrologist reports through bespoke inboxes and Google Sheets system;
- Completing site visits including all travel arrangements, scheduling and liaison with the insured;
- Rainfall and stream gauge analysis, topographic analysis and review of available flood information including aerial and satellite imagery;
- Preparation of report clearly identifying cause and extent of damages;
- Maintenance of live update portal to keep stakeholders informed of site visit and report status;
- Fortnightly meetings with key Insurers and Loss Adjuster stakeholders to continuously manage timelines as more and more claims were raised;
- Ad-hoc response to requests for clarification and further information, including from the Australian Financial Complaints Authority (AFCA).



## Public and Private Clients across New South Wales, Queensland, and Victoria] :

WMS has extensive experience in a variety of Floodplain Risk Management services. Our capabilities include:

- Hydrologic assessments and 1D, 2D and 3D hydraulic modelling;
- Flood Studies, Floodplain Risk Management Studies and Plans, Flood Impact Assessments, Levee and Retarding Basin Feasibility Studies;
- Community Consultation
- Climate Change Assessments
- GIS analysis
- Flood Damages Assessments
- Definition of flood planning area (FPA) and flood planning levels (FPL);
- Advice on land-use planning considering flooding; and
- Provision of information to support emergency management and community education activities.

## Victorian LGA Area Reports, McLaren, 2022

WMS was engaged by McLaren to assist in resolving insurance claims for Council-owned assets across 10 LGAs. WMS prepared Area Reports for all ten Council Areas, including Bendigo, Echuca, Rochester, Newbridge, Maribyrnong, Shepparton, Euroa, Nagambie, Geelong and Avoca. Each area report included the following components:

- Provide a broad overview of the storm and/or flood event at a 'town' level, including key timings, consequences and photographs;
- Summary of available rainfall and stream gauge data;
- Aerial imagery and indicative extents of flooding (where available);
- Provide Area Mapping (in preferred GIS format) for high level delineation of "Probable Flood Impact Zone" plus a buffer zone identifying "Possible Impact Zone"
- This project demonstrates WMS' proven ability to analyse all available information to provide a comprehensive understanding of the key flood mechanisms, areas impacted and extent of damage following flood events findings of the report were provided as usable GIS layers in addition to plain English, concise reporting.

