

RESPONSIVE
RELIABLE
READY WHEN
IT MATTERS



CAPABILITY STATEMENT

Operational support and field services
for insurers, government, commercial
and property sectors.



INSURANCE
SUPPORT



EMERGENCY
RESPONSE



CONTRACTOR
MANAGEMENT



FIELD
OPERATIONS



COMMERCIAL &
GOVERNMENT



CM3
CERTIFIED
CONTRACTOR



QBCC
REGISTERED
LICENSED CONTRACTOR

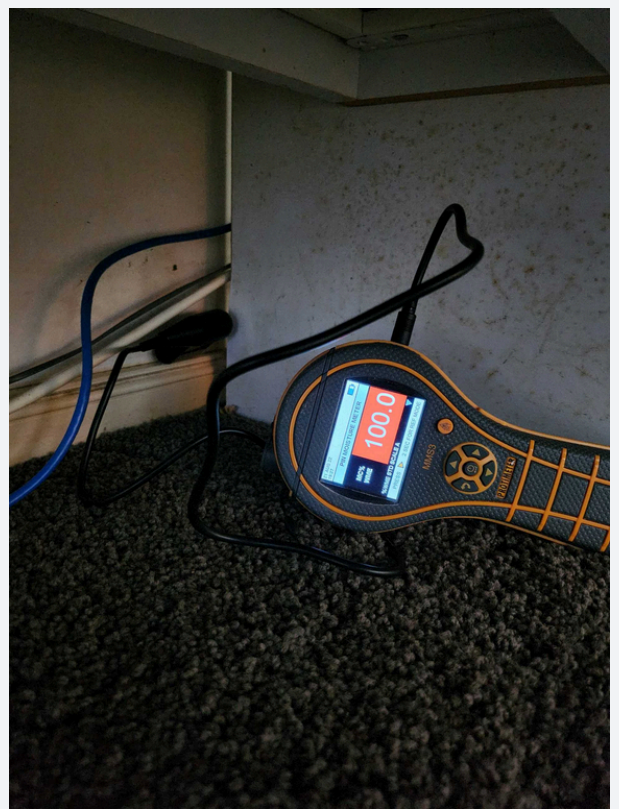
SOUTH EAST QUEENSLAND
OPERATIONAL COVERAGE



About the Blue Heeler Group

The Blue Heeler Group (BHG) is a Queensland-based operational services company specialising in insurance repairs, emergency response, contractor management, and commercial property support.

We deliver responsive field operations across residential, commercial, government, and NDIS sectors throughout South East Queensland, with a focus on reliability, communication, and practical delivery capability.

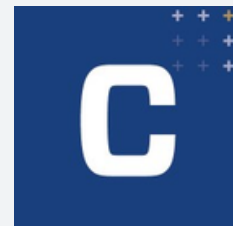
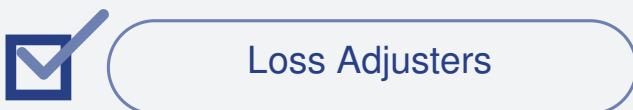
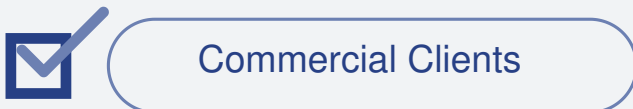
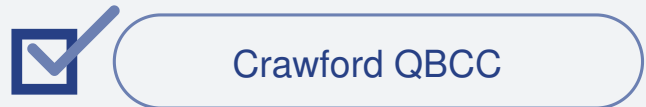


Industry Credentials & Memberships



Who we work for

BHG provides operational support and professional services to a diverse range of clients across insurance, government, commercial, and property sectors.



Core Service Capabilities

- ✓ Restoration & Repair
- ✓ Emergency Make Safe
- ✓ Commercial Service
- ✓ Complex claims management
- ✓ Large Loss & Event Response
- ✓ Make Safe Specialists
- ✓ End-to-End Project Delivery
- ✓ Family-Owned Service Model



Why BHG

- ✓ **Responsive** operational delivery with defined SLA's
- ✓ **Insurance-aligned** workflows and reporting
- ✓ **Strong communication** standards and client updates
- ✓ **Structured contractor** coordination and oversight
- ✓ **Scalable field** capability for surge events
- ✓ **Compliance-focused** operational systems

Insurance Support Services

BHG provides insurers and loss adjusters with reliable, scalable operational support across the full claim lifecycle – reducing cycle times and maintaining panel compliance.

- ✔ Make-safe and emergency temporary repairs within agreed SLA timeframes
- ✔ Detailed scoping, documentation, and photographic reporting for loss adjusters
- ✔ Full property reinstatement coordination – residential and commercial
- ✔ Contents handling, storage coordination, and restoration support
- ✔ Policyholder communication and customer experience management

Emergency Response & Field Operations

BHG maintains deployment-ready field teams capable of rapid mobilisation during catastrophe and weather events.

- ⚡ 24/7 emergency response and triage coordination
- ⚡ Storm, flood, and fire make-safe deployment teams
- ⚡ CAT event surge capacity with scalable workforce models
- ⚡ Field supervisor oversight and real-time progress reporting
- ⚡ Logistics coordination including equipment, materials, and temporary accommodation



Operational Delivery & Contractor Management

BHG manages end-to-end operational delivery through structured contractor networks, quality assurance frameworks, and transparent reporting.

Trade Network Management

Vetted, insured, and compliance-verified contractor panels across all building trades.

Scheduling & Dispatch

Centralised job allocation, scheduling optimisation, and real-time status tracking.

Quality Assurance


Site inspections, defect management, photographic evidence, and completion sign-off.


Reporting & Transparency

Regular client reporting, KPI dashboards, and audit-ready documentation.


Safety, Compliance & Governance

BHG maintains structured safety, compliance, and operational procedures aligned with industry expectations and contractor management requirements across insurance, commercial, government, and property service environments.


 CM3 Contractor Management Compliance

 Contractor Compliance Verification

 QBCC Licensed Contractor

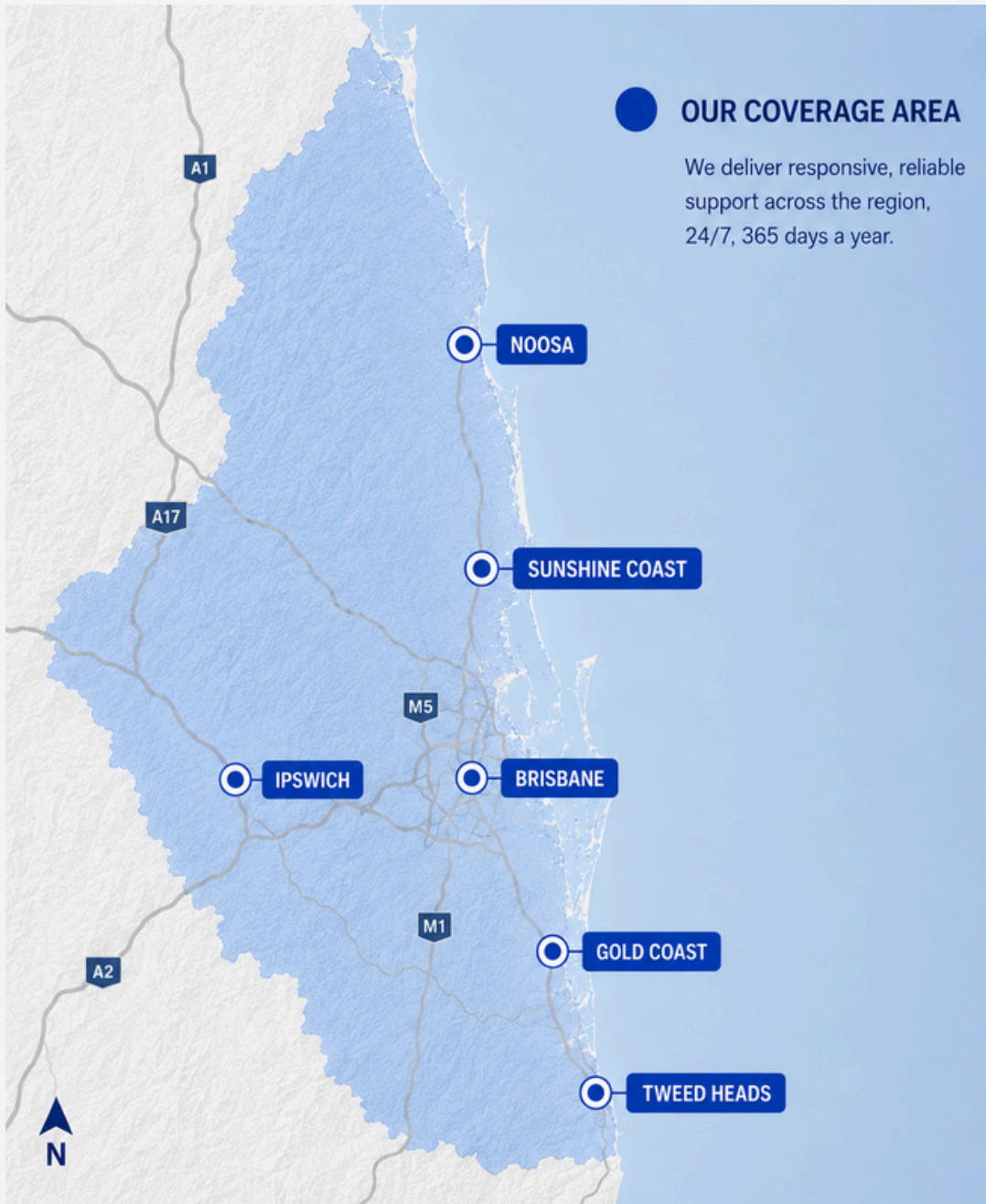
 Incident Reporting & Corrective Action Procedures

 Safe Work Method Statements (SWMS)

 Public Liability Insurance

Service Areas

South East Queensland operational coverage with responsive field delivery capability across insurance, commercial, government, and property service environments.



Brisbane Gold Coast Sunshine Coast Ipswich

Logan Ipswich CAT Event Support



Scalable Operational Growth Capability

Recent Projects



Commercial Warehouse Fit-Out



Residential Under-House Restumping







Bathroom Renovation & Reinstatement



Deck & Structure Framing

Technology & Mobile Operations

BHG leverages mobile technology to deliver real-time field visibility, streamlined communication, and data-driven operational oversight.

-  Mobile app for field teams — job updates, photo capture, and GPS tracking
-  Real-time photographic documentation and progress reporting
-  Automated scheduling, dispatch notifications, and SLA tracking
-  Client portal access for live project status and reporting dashboards



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