AUSTRALIAN BUILDING & ROOFING SERVICES

abrs

2025 / 2026
Company profile

www.abrs.com.au
office@abrs.com.au
1800 369 147

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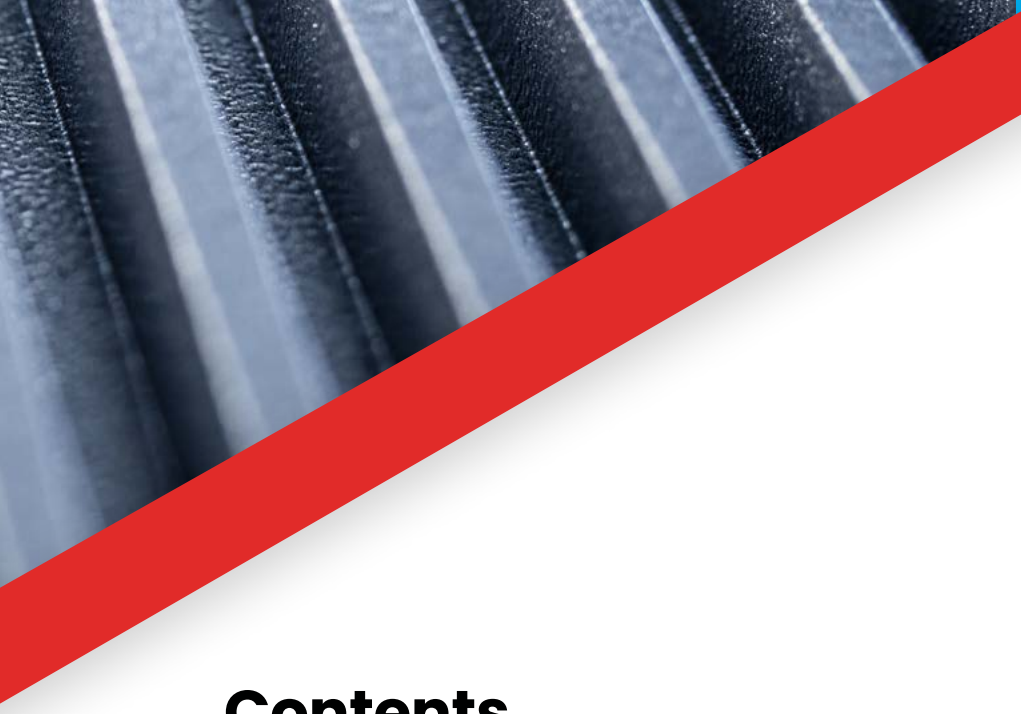

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Our company

HISTORY

Australian Building Services (AUS) Pty Ltd was originally formed as Lismore Building Services back in 2002, carrying out small to medium insurance repairs and private building renovations within the local area.

From 2005 Lismore Building Services' reputation grew due to their high-level focus and delivery of service levels, customer satisfaction and repair quality. This led to the company's expansion into Queensland in 2014 and need for a separate roofing division - Lismore & Queensland Roofing Services. The two new companies specialised in residential and commercial roofing reinstatement works after major storm events in Northern New South Wales and Queensland.

Lismore Building Services and other entities gained a deeper understanding and knowledge of the insurance repair sector which led to multiple clients seeking their services. These included but were not limited to; 24/7 emergency call outs, detailed building causation of damage reports, specialist reports and accurate scope of works/quotations.

From 2014, our companies continued to service the insurance repair sector nationally after major storm events in Western Australia, South Australia and Australian Capital Territory. During this time our capabilities exceeded the limitations of our trading name, and in 2017 Australian Building Services (AUS) Pty Ltd was established. As our business continued to grow and service multiple states and territories across Australia, the company merged the two separate brands of the building and roofing divisions to establish Australian Building & Roofing Services.

AUSTRALIAN BUILDING abrs & ROOFING SERVICES

abs AUSTRALIAN BUILDING SERVICES

ars AUSTRALIAN ROOFING SERVICES

LISMORE BUILDING SERVICES

LISMORE ROOFING SERVICES

Who we are

Australian Building & Roofing Services (ABRS) is a privately-owned company with over 20 years industry experience across a wide range of building types in the residential and commercial construction sectors. Over 15 of these years have been heavily been focused on servicing the insurance market, in which we provide a fast and efficient service for our insurance clients and customers.

Our head office is currently located in Lismore, New South Wales, where our office and building teams manage our business as usual (BAU) and major construction claims across Northern New South Wales and South East Queensland.

Over the past five years ABRS have successfully mobilised our building teams to assist our clients nationally during catastrophe (CAT) events in Western Australia, South Australia, Australian Capital Territory & Queensland whilst still effectively managing BAU and CAT claims in our home state of New South Wales. We have a proven track record of proactively delivering and managing claims across multiple states and territories whilst maintaining high service levels for our clients and customers.

Our mission

ABRS is built on the core values of honesty and integrity. We are committed to continually providing excellence in service and quality of work to exceed client and customer expectations. Our pledge to our clients is to deliver high quality service levels, including:

- Communication
- Transparency
- Reporting and scope of works
- Competitive industry rates
- Project management
- Repair quality
- Customer satisfaction

Our vision

ABRS IS PASSIONATE ABOUT THE INSURANCE BUILDING INDUSTRY.

Our vision is to build on our success in partnership with our clients. We believe it's important to not only expand our own reputation for excellence, but to help grow and reflect positively on our client's brand too.

Our goal is to further expand our current service coverage areas, and continue to embrace technology and innovation, streamline the claim process, and stay at the forefront of the insurance building industry.

Capability statement

INSURANCE BUILDING SPECIALISTS

ABRS carries out reinstatement works to residential and commercial damaged buildings caused by insurable events.

From small to large and complex loss, we have the capabilities and skilled project staff to manage and deliver any size claim. We only use highly skilled and qualified staff, whilst ensuring competitive industry rates are passed onto our clients.

ABRS understands the urgency in commencing insurance reinstatement works, which is why we can mobilise our teams with immediate effect to mitigate any further loss.

We also recognise there can be a great deal of emotion that we can be faced with from our customers. Our staff are well versed in providing a high-level of customer service, communication, and empathy during the claim process. Our customers can be confident that the claim will be handled with the upmost professionalism, from claim inception to completion.

Our project teams work in conjunction with the customer and any other stakeholders to ensure the insurable reinstatement works commence at the earliest opportunity. They also review different approaches of reinstatement to mitigate the loss of any business interruption costs attached to the policy.

We have an outstanding reputation for the consistent delivery of high quality and cost effective repair works. We take Quality Assurance Audits (QAs) extremely seriously.

ABRS have long standing relationships with quality contractors who know and share our expectations and service level standards. Our senior management have a wealth of experience in managing and delivering positive insurance provider scorecards and KPIs.

Where we specialise

24/7 – 365 DAYS A YEAR EMERGENCY CALLOUT & RESTORATION SERVICE

We have skilled, licenced technicians & tradespeople with access to state of the art equipment to mitigate further loss to affected buildings caused by insurable events.

REPORTING

We provide comprehensive causation of damage building reports, highlighting pre-existing damage and maintenance related areas where applicable.

SPECIALIST REPORTING

We provide comprehensive roof, electrical, plumbing, mechanical and fire services specialist reports.

QUALIFIED AND LICENCED STAFF

We only employ qualified and licenced staff for each role within our organisation to ensure the we have the correct skillsets in place for every aspect of the claim process.

NATIONAL CAT ASSISTANCE

We can mobilise our building teams to service our clients during catastrophes.

RESTORATION & MITIGATION SERVICES

Including water restoration, structural drying, mould remediation, fire & flood damage restoration. ABRS are a IICRC certified firm.

ACCURATE SCOPE OF WORKS

Our building staff are licenced builders or supervisors who have an extensive understanding and knowledge of building construction and techniques.

COST EFFECTIVE AND TRANSPARENT QUOTATIONS

Our building staff have access to our up to date cost matrix to ensure cost effective industry rates are factored into our quotations and are broken down line by line for transparency.

BUILDING AND ROOFING DIVISIONS

Our teams carry out all aspects of building and roofing repairs. We have separate building and roofing divisions to proactively manage high volume repeat CAT claims, which can also work in conjunction when required.

COMMUNICATION

We have a high-level focus on communication to ensure all insurance clients, customers and stakeholders are provided with regular project updates.

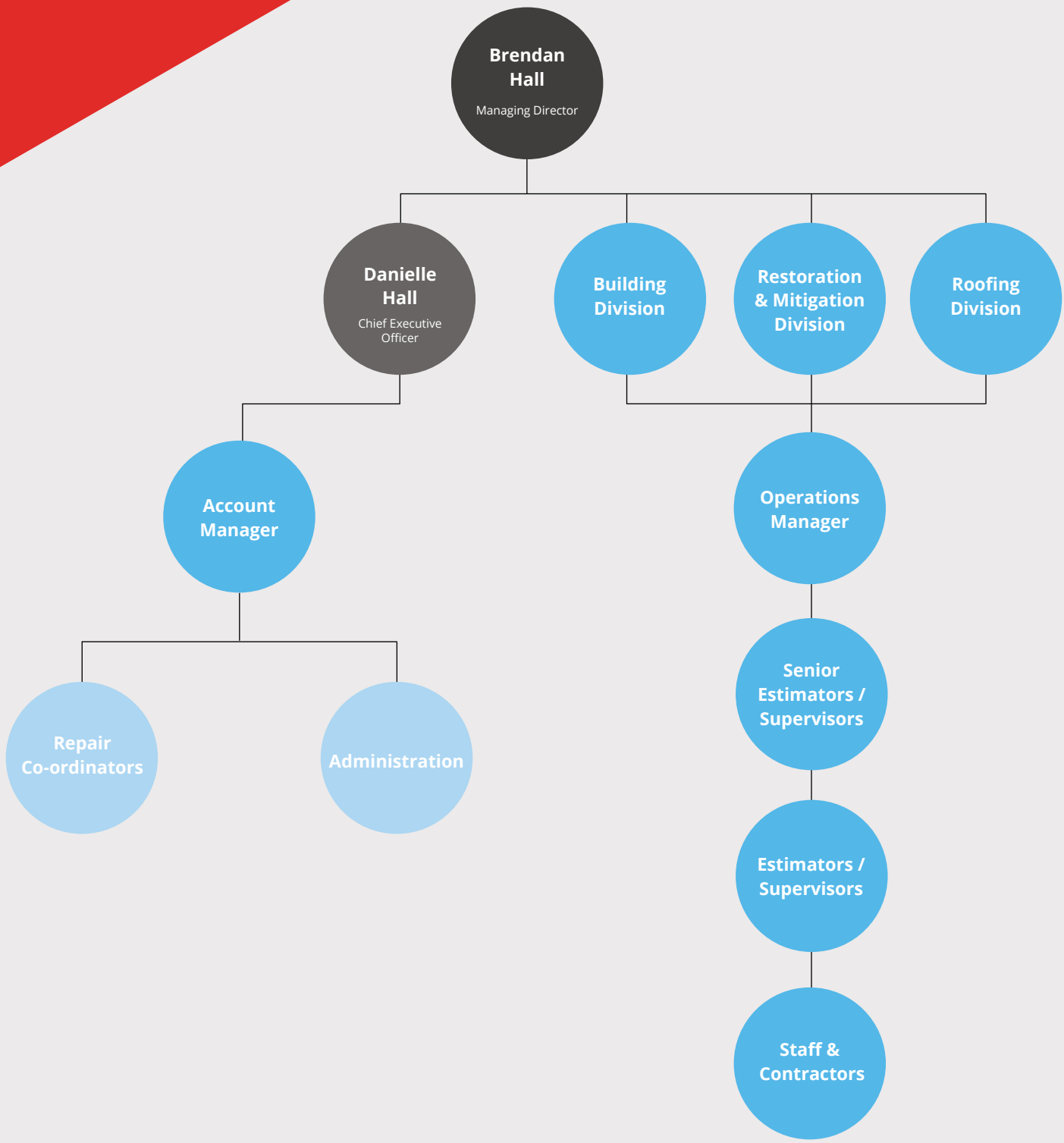
DRONE SERVICES

We provide drone services for roof inspections which are not accessible due to height restrictions and for a cost-effective alternative.

WORKFLOW MANAGEMENT ECO-SYSTEM

Custom Built Workflow Management Platform Powered by Prime Eco-System. A cloud based platform specifically designed and built to service the insurance, construction and maintenance industries.

Our structure



Our management team

BRENDAN HALL

Managing Director

- Over 25 years of construction industry experience with the last 20 years servicing the insurance building sector.
- Individual contractor and company builder's licences in NSW, QLD, ACT & SA.
- Extensive understanding of building techniques and compliance.
- Competent in managing and overseeing high volume BAU and CAT claims.
- Experienced in high volume assessing, causation reporting and PDS interpretation.
- Skilled construction management capabilities including long tail claims, major loss projects and quality assurance.
- Proficient in management of budgets, targets, KPI's and repair quotations are within benchmark figures.
- Effective management and delegation skills.

Our management team

DANIELLE HALL

Chief Executive Officer

- Over 18 years experience in the construction industry with the last 12 years servicing the insurance building sector.
- Visionary leadership, management of staff and interpersonal skills.
- Efficient in processing and response of BAU and CAT claims within KPIs, ensuring repair time frames are adhered to.
- Experienced in client account management.
- Processing of CAT claims adhering to CAT management plans.
- Previous senior management roles in customer service and satisfaction to improve the customer experience.
- Strong financial acumen.
- Skilled construction management capabilities, including sub-contractor procurement and allocation.

Our team

GEOGRAPHIC SERVICE COVERAGE AREAS

- Northern NSW
- South East QLD

GEOGRAPHIC SERVICE COVERAGE AREAS - CAT EVENTS

- Mid North Coast NSW
- Newcastle NSW
- Sydney NSW
- Metro Brisbane QLD
- Sunshine Coast QLD
- Toowoomba QLD
- Canberra ACT
- Adelaide SA

Credentials

RISK MANAGEMENT SYSTEMS & CERTIFICATIONS

Safety is our highest priority. We continually refine our quality control processes to ensure a safe working environment for all involved. We are fully compliant with strict government and workplace safety regulations.

We have our own safety management policy and Safe Work Method Statement, hold weekly toolbox talks and daily pre-start meetings on large and complex loss claims to ensure everyone on our team complies with WHS/OHS requirements.

ABRS's robust OHSE policy is audited independently & annually by CM3 which assists in maintaining prequalification & transparency in a constant dynamic environment.

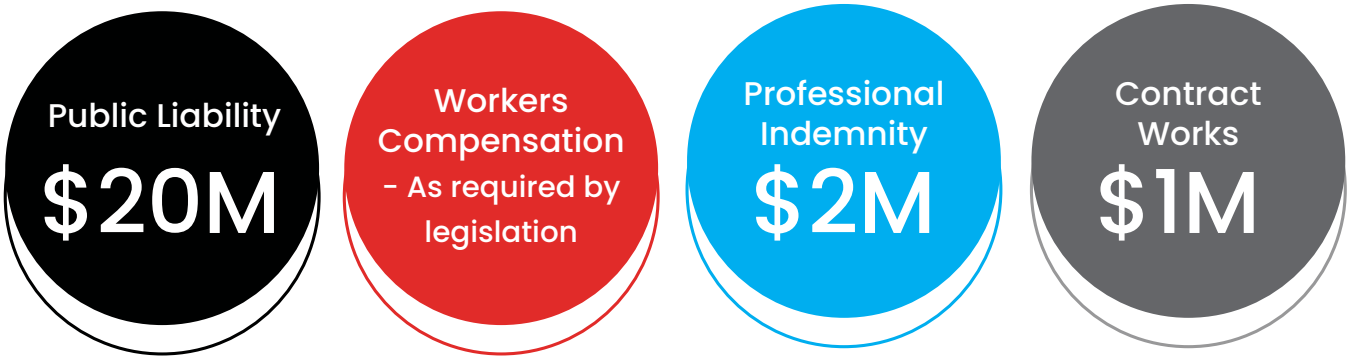
On every project, we inadvertently impact the environment and have a duty of care to mitigate these impacts through effective management of this risk.

ABRS also hold the following certifications from respected industry associations:

LICENCE DETAILS

- NSW Builders Licence: 307315C
- QLD Builders Licence: 15088781
- SA Builders Licence: BLD289178
- ACT Builders Licence: 2018854

INSURANCES - COVER



Company and contact details

COMPANY NAME

Australian Building Services (AUS) Pty Ltd T/A Australian Building & Roofing Services

ABN: 95 166 574 705 **ACN:** 166 574 705

OFFICE CONTACT DETAILS

ADDRESS: S1, L2, 103 – 105 MOLESWORTH STREET, LISMORE, NSW, 2480

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