



**Insuraplex**

RESTORING THE PAST, BUILDING THE FUTURE

# CAPABILITY STATEMENT







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BUILDING THE FUTURE**

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# WELCOME TO INSURAPLEX



## Who are we?

Insuraplex have developed a reputation for the management of Large and complex Insurance reinstatements with the focus of the business being commercial repairs. Our company has grown from strength to strength and prides itself on innovative practices and software. With a business model based on repeat customers, we build longstanding, mutually respectful partnerships. Our team are highly qualified industry leaders that guide our clients through every step of the claims process with integrity and professionalism. Insuraplex have a strong focus on positive outcomes to ensure client expectations are exceeded with every claim.

**Insuraplex is a registered construction supplier  
for the Victorian Government**

[www.insuraplex.com.au](http://www.insuraplex.com.au)





# OUR HISTORY

Insuraplex was formed in August 2017, by way of long-debated discussions between Ruvin and David about the decline of values being delivered across industry builders.

After many meetings to establish processes and systems with an overarching focus on client engagement, Ruvin and David created Insuraplex by acquiring the services of other key players who shared the strong belief our customers were progressively being forgotten.

As a company, we are committed to providing a quality service to our clients and customers. In order to remain true to our focus, turning down an opportunity to avoid sacrificing quality will allow for continuous improvement on excellence.

We continue to focus on being a boutique specialist contractor and not take on work that doesn't suit our strategy or represent our company values.





# OUR CAPABILITIES

We have the capacity to deliver quality work on your project, every time.

Building a business and keeping customers is to exceed expectations by maintaining professional pride in the work being delivered. Our bespoke software ensures consistent quality with the ability to see potential problems before they arise, prompting human intervention to minimise delays for our clients.

As a company we endeavor to be better than our competitors by ensuring we meet the needs of our customers every time.

In order to produce exceptional outcomes for our clients, we utilize our expertise in handling challenging projects into four main lines of reinstatement works, each with its own area of strength and strategies, inspiring us to work across all areas to continue developing our portfolio of projects ranging from \$1-5 million.



## EDUCATION REINSTATEMENT

Displacing students from their everyday learning environment can be disruptive for children, parents, staff and the local community. We have undertaken numerous projects in educational institutions, often staging the works around school holidays and providing temporary accommodation solutions. Insuraplex staff have worked with many various schools through multiple claims including Latrobe University, VUT, RMIT and St Josephs.

## RESIDENTIAL REINSTATEMENT

A family home is a special place. We know the emotional distress that occurs when disaster strikes, followed by the invasion of privacy when restoration begins. We understand that you really don't want us in your home at all, however at Insuraplex we have strategically vetted all our staff and contractors, who must adhere to our code of conduct.

## COMMERCIAL FACTORY REINSTATEMENT

Insuraplex have over 25 years' experience rebuilding commercial property, from small to large, basic to extremely complex. From dry cleaning facilities to chemical processing plants, recycling facilities, warehouses and factories. Insuraplex have the ability to not only deliver a quality product but to provide alternative engineering solutions to add value for all parties.

## RETAIL & ENTERTAINMENT REINSTATEMENT

We appreciate that disaster strikes unannounced, and the priority for retail tenants, landlords, venue owners and patrons is to ensure ongoing business operations. We understand that customer retention is crucial during any reinstatement process and requires the premises to operate at minimum capacity to maintain clientele. The directors of Insuraplex have personally been involved in many entertainment venue reinstatements over the years, including the MCG scoreboard fire (1999), Moama Bowling Club fire (a \$17 million project, and numerous hotels and gaming venues.



# OUR EXPERTISE

## Customer Focus

Aligning our knowledge of construction and delivering complex projects across large commercial claims through to small residential projects, we represent insurers in respect of contract work enabling Insuraplex to quickly deliver the outcome required to maintain, strengthen, and build relationships with our customers.

*Competitive pricing and quality workmanship are a given, but time is often the defining factor.*

## Network Maximisation

Insuraplex is built on a vast network of trades, consultants, professionals, and suppliers. These collective elements give Insuraplex the ability to deliver projects by capitalising on our network to achieve superior results.

## Management Approach

We want you to enjoy the process of working with Insuraplex. To do this our directors and managers are the point of contact for all stakeholders, with demonstrated experience in commercial and residential, high-rise, health, education, retail and more, and will see the project through to the end.

# OUR POINTS OF DIFFERENCE

Effective project management involves balancing three key factors: cost, quality, and time.



## COST

We know that reducing issues and problems for our clients will result in consistent work. Ultimately, Insuraplex strives to reduce costs through proactively solving problems before they arise.

## QUALITY

At Insuraplex we see our contractors as an extension of our staff, we only have contractors that have a proven personal track record in restoring the past and building the future.

## TIME

At every stage, we are aggressively and transparently working towards the completion date, ensuring all key players are informed and on board.





## OUR PROCESS

We have applied razor-sharp analysis to every stage of the insurance reinstatement process, using these insights to develop our own step-by-step approach. Automation is employed wherever possible, to allow our staff to concentrate on critical human-led elements and ensure the client's needs are met every time, on every project.

*Turning down an opportunity to avoid sacrificing quality will allow for continuous improvement on excellence.*

### Price

Our estimator will prepare the quote for your review, and will include a full schedule of lease rates, terms and conditions, allowances, schedule of finishes and provisional cost sums, with our quote 100% itemised to provide full transparency.

### Consultation

Meet with our construction manager, and from this day forward will remain your point of contact. During the initial meeting we will take the time to explain the process in detail and provide you with information on timelines throughout the construction process.

### Preliminary Design and Plan

We will provide a preliminary site plan of your project, whilst incorporating the scope and budget to meet your objectives. We will prepare all necessary paperwork and lodge your application with the local Authority. Once building approval is received the construction process can commence.

### Customization

Our team at Insuraplex will keep you up to date with every aspect of the build, including the review of colours, styles, and finishes with the localised showroom offering an array of fixtures and fittings.

### Construction

Once the construction process has commenced, we remain flexible in preparation for anything to unfold. Any variations in the standard construction process will be explained and documented in full.

### Handover

When nearing practical completion, we will walk through the near-finalised project with the customer and point out any items you feel still need attention. We ensure the customer is completely satisfied before handing the keys back to their owner.



# OUR PEOPLE

## Meet the Team

Below are key people behind our projects and empowering our people to deliver results.

At Insuraplex, our people represent our beliefs and values by bringing out collaborative environment and defining our high standards.

*Our people are professional, honest and collaborative.*



**David Cameron**  
Director

David started working in the insurance industry in 1988. He quickly progressed into supervision and construction management roles, before becoming group director for one of Melbourne's top reinstatement firms.

David has a degree in Project Management and Construction and is a registered builder in Victoria and has had previous registration in all other states. He has received multiple building awards in Victoria, NSW and internationally including the Phoenix Award (Columbia USA).

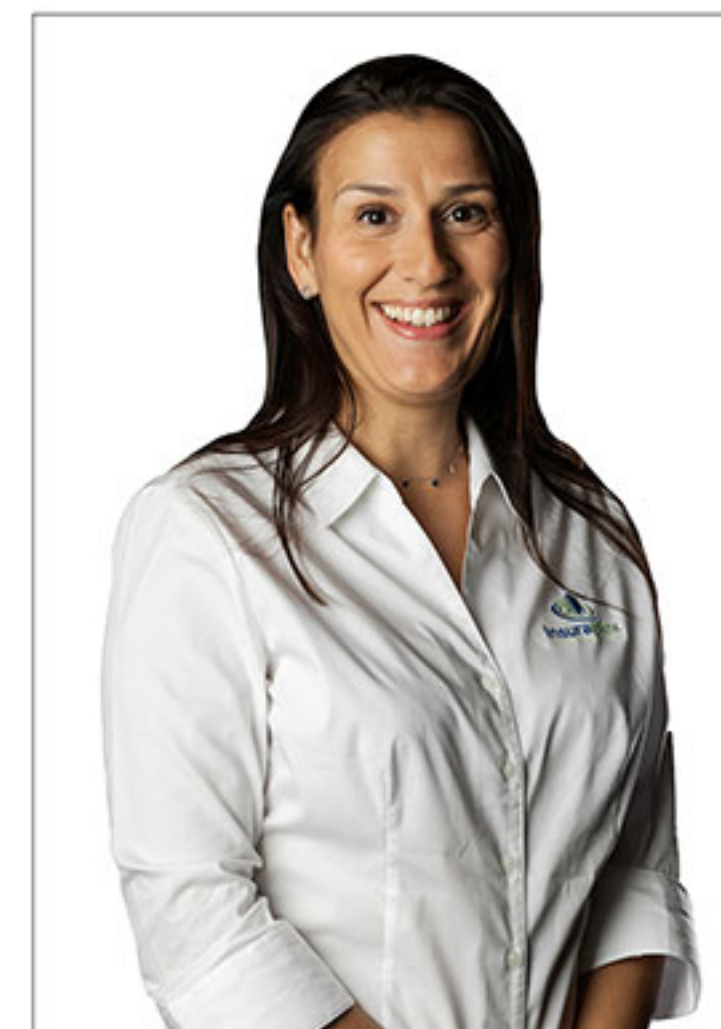


**Ruven Ivenskis**  
Director

Since 2002, Ruven has worked for Melbourne's top reinstatement contractors, managing complicated large loss claims.

Ruven has extensive experience in estimating, supervision, key account management and direct line management of supervisors, estimators and administration staff.

Since meeting in 2002, Ruven and David have maintained a long and rewarding working relationship.



**Carly Sharp**  
Business Development Manager

With over 12 years Construction Industry experience, Carly has undertaken previous role as Client Relationship Manager, Account Manager and now Business Development Manager.

Carly graduated from Swinburne University with a Bachelor in Teaching. Carly has proven skills in Contract Negotiation, Operations Management, Customer Relationship Management and facilitates maintenance.

Whilst not at work, Carly enjoys travelling, eating delicious meals and spending time with her family.



# PROJECT SHOWCASE

## SMEATON

Budget	\$1.6 million
Client	Suncorp
Size	1000m <sup>2</sup>

A granary in Smeaton, a rural town located 132km North West of Melbourne suffered an explosion to one of the boilers used to produce steam and process grain. This site had restricted access for dedicated machinery, requiring strategic thinking to allow specialists to access the damaged silo and carryout internal works via crane to abseil trades. Works were undertaken in various stages by moving grain through adjoining silos to ensure the granary maintained operation during the project.



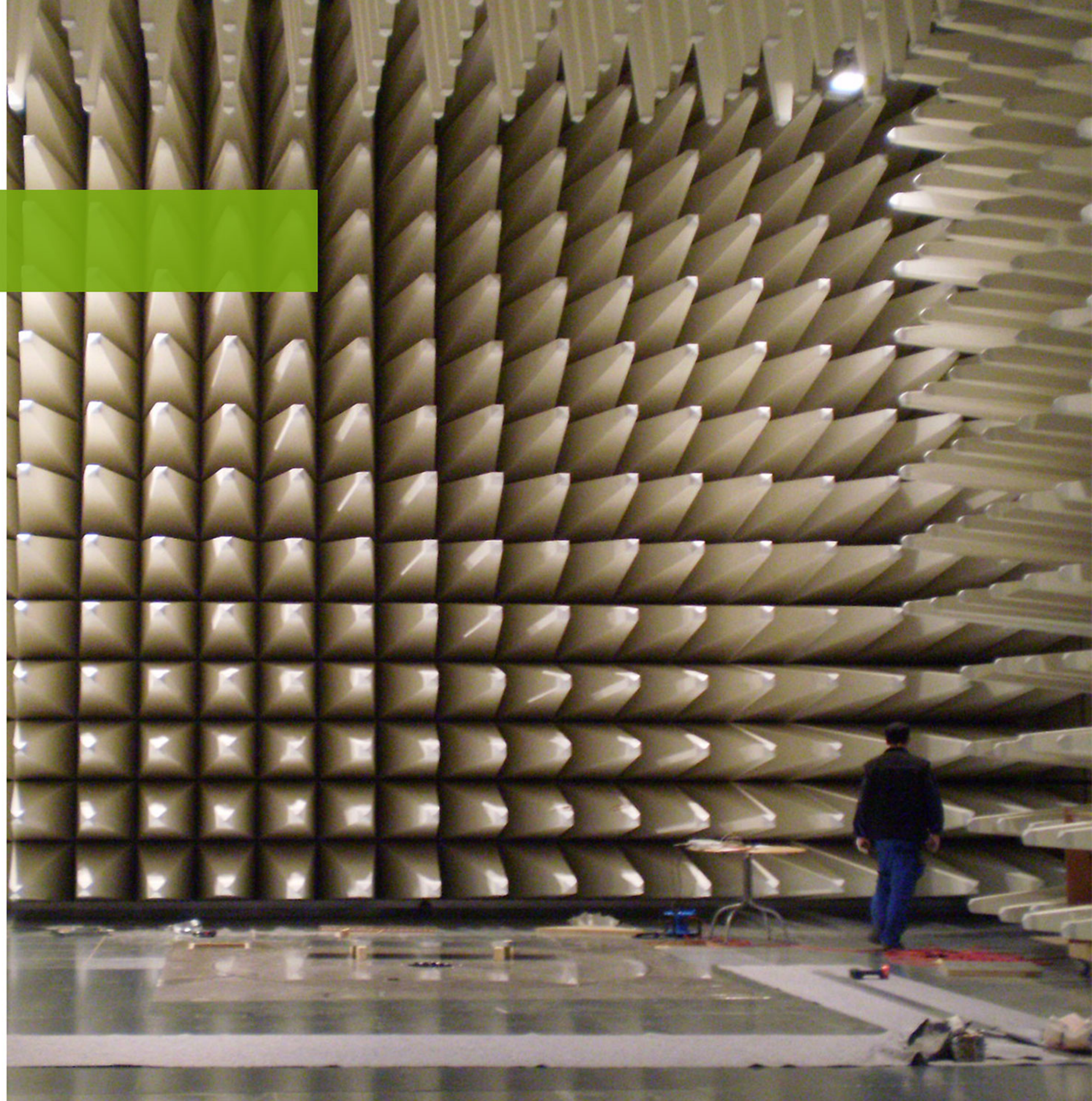


# PROJECT SHOWCASE

## EMC

Budget	\$400,000
Client	QBE
Size	1000m <sup>2</sup>

Comprehensive test facility located in Keilor Park 17 km north-west of Melbourne's central business district, had sustained flooding to the main testing room affecting the dynamics of the room when put under extreme pressure. Insuraplex removed the whole internal components of the testing room and rebuilt from the ground up to meet accreditation.





# PROJECT SHOWCASE

## LEVANSWELL

Budget	\$500,000
Client	Hollard Commercial
Size	550 m <sup>2</sup>

Moorabbin is a suburb located 15 km south-east of Melbourne's central business district. Most of the eastern side of Moorabbin has been an industrial area since the first development in the mid-1960s and is also well known locally for its residential area built after World War II.

The factory required structural steel replacement under urgent make safe before progressing to a full internal repairs.





# PROJECT SHOWCASE

## SKM RECYCLING PLANT

Budget	\$5 million
Client	SKM
Size	1800m <sup>2</sup>

David Cameron was a crucial element to this project, reinstating four factories that burnt down. The fire reinstatement cost approximately \$5 million dollars. The rebuild included all services and structural components, including removal and salvage of \$20 million worth of equipment.

This was David's second rebuild of the facility, after a similar fire whilst working for Johns Lyng Group.





# PROJECT SHOWCASE

## PAKENHAM

Budget	\$450,000
Client	Arch Underwriting at Lloyds
Size	700m <sup>2</sup>

In the heart of Pakenham a substantial fire put the local social mecca at risk. Destroying majority of the upstairs level, the fire tore through the business and left a myriad of restoration works.

Insuraplex restored the entire top level, room by room including bedrooms, kitchens, bathrooms, staircases - whilst ensuring the downstairs operations continued.





# PROJECT SHOWCASE

## THOMASTOWN

Budget	\$577,000
Client	Hollard Commercial
Size	600m <sup>2</sup>

Located in a busy industrial area, this factory suffered significant fire damage as a result of a careless tenant. The premises required full structural steel replacement followed by entire internal fitout. We were challenged with the removal of a large silo at the rear of the property which required a crane to remove it. Overall this project was completed in a smooth manner and exceptional time frame for a job of this size.







## Company Details

Company Name Insuraplex Pty Ltd  
ABN 44 620 846 344  
ACN 620 846 344  
Company Commercial Building Registration CCB-L 57394  
Company Domestic Building Registration CDB-U 16210

## Office Locations

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