NDRA ELECTRICAL

INSURANCE SECTOR
CAPABILITY STATEMENT

Your partner in

insurance electrical services.



BUILT AROUND INSURANCE BUILDERS

Backed by 15 years of insurance industry experience, NDRA Electrical specialises in delivering reliable, efficient and comprehensive electrical services to insurance builders throughout South East Queensland and Northern NSW.

15
YEARS OF EXPERIENCE

We understand the importance of meeting KPIs, maintaining proactive communication and delivering accurate documentation to keep claims progressing.

Our insurance capabilities

01 / 04

MAKE-SAFES AND EMERGENCY RESPONSE

Responsive electrical make-safes and emergency call-outs, identifying hazards, isolating damaged installations and ensuring properties are left electrically safe.

NDRA / 01

02 / 04

SPECIALIST REPORTING AND ASSESSMENTS

Make-safe, solar system, electrical and air-conditioning reports, each with definitive findings, clear photographic evidence and practical rectification recommendations, minimising unnecessary questions and delays.

Every report automatically generates a matching quotation, ready for office review and prompt submission.

NDRA / 02

03 / 04

SMALL CLAIMS TO LARGE LOSS

From minor disconnects and reconnects through to major rectification and reinstatement projects, we have experience across escape-of-liquid claims, house fires, storm and hail events.

Our team manages both straightforward repairs and complex, multi-stage works, and can arrange Energex Electrical Service Agreements (ESAs).

NDRA / 03

04 / 04

SAFETY MANAGEMENT

As part of our commitment to industry-leading safety practices, NDRA works with the Master Electricians safety program, implementing structured safety procedures, risk assessments and compliance documentation across our operations.

NDRA / 04

02 / SERVICE DELIVERY

KPI performance and communication

Our performance directly impacts our builders' KPIs, and we take that responsibility seriously.

24-hour contact.
Insureds contacted within 24 hours of work order receipt.

Clear scopes.
Work order discrepancies and scope questions raised promptly for clarification.

Booking confirmations.
Appointment details communicated as soon as they are confirmed.

Fast reporting.
Specialist reports completed after site attendance and reviewed by our office.

Rapid quoting.
Quotations reviewed and submitted without unnecessary delays.

Proactive updates.
Clear communication through scheduling, attendance, rectification and completion.

ADDITIONAL ELECTRICAL CAPABILITIES



SOLAR AND BATTERIES

Damage assessments, removal and reinstatement, repairs, system replacements, installations and upgrades.



COMMERCIAL AND RESIDENTIAL

Switchboards, lighting, power, fault finding, rewiring, maintenance and complete electrical installations.



AIR CONDITIONING

Damage assessments, fault diagnosis, split-system installations, replacements and associated electrical works.

03 / OUR SYSTEMS

OPERATOR

Purpose-built insurance software

After the 2025 Queensland storm event, we built NDRA Operator in-house, designed specifically for managing insurance works on behalf of insurance builders, so we can take on big volumes of work in the busiest times without anything slipping.

It brings job management, specialist reporting, quotation generation, safety documentation and administration into one place. Advanced automation reduces repetitive processing, supporting faster reporting, quoting and consistent documentation with greater visibility throughout every claim.

Built for insurance. Designed for efficiency. Focused on builder KPIs.

04 / WHERE WE WORK

Coverage area

We cover South East Queensland and Northern NSW, from North Brisbane down through the Gold Coast to the Northern Rivers, and west out to Ipswich and Beaudesert.



Service area

Head office, Molendinar

05 / DIRECT CONTACTS

Contacts

Reliable Service. Clear Communication. Consistent Delivery.

Nick D'Elton

Managing Director

0433 594 036

nick@ndraelectrical.com.au

Rhett Armstrong

Managing Director

0425 840 864

rhett@ndraelectrical.com.au

Office

Enquiries & scheduling

0468 000 022

admin@ndraelectrical.com.au

TECHNOLOGY & INDUSTRY

Networks, tools and industry organisations

FLIR

energex

MASTER ELECTRICIANS MEMBER

OPERATOR

Solar Accreditation Australia

CLEAN ENERGY COUNCIL