



News release

Insurance Council
of Australia

Friday, 17 January 2025

ICA attends community forum to support Grampians community following bushfires

The Insurance Council of Australia (ICA) attended a community forum on Wednesday hosted in Halls Gap, Victoria following bushfires that burned through national park and farmland in the Grampians in December.

Hosted by Federal Member for Mallee, Dr Anne Webster MP, the forum provided information and support for customers impacted by the bushfires and allowed community members to share their experiences.

The forum also provided an opportunity for attendees to ask questions of the insurance industry representatives in attendance, which included the ICA, the National Insurance Brokers Association (NIBA) and the Rural Financial Counselling Service.

Abbie Wilson, Director of National Insurance Brokers at NIBA said, "NIBA is proud to stand with the Grampians community, advocating passionately for brokers, their clients, and the critical need for accessible and affordable insurance to protect what matters most."

The ICA recognises the importance of community forums to answer questions from residents face-to-face and is committed to supporting insurance customers through this difficult time.

Quotes attributable to Liam Walter, ICA Director Mitigation & Extreme Weather Response:

The Grampians is unfortunately no stranger to natural disasters of this scale, with the most recent bushfires being the second time in 12 months that community members have been impacted by significant fires causing direct and indirect damage to businesses, property and community assets.

As a result of the bushfires that burned from 17 December 2024 to 6 January 2025, insurers have received approximately 134 claims, many of which relate to business interruption impacts.

The ICA and insurers are committed to supporting their customers who are recovering from these most recent devastating events, which again highlight how vulnerable many local communities are to natural disasters linked to Australia's harsh climate.

These community forums offer a valuable opportunity for policyholders to connect directly with their insurer, learn about the claims process, and access resources to navigate their recovery.