



News release

Insurance Council
of Australia

Thursday, 6 February 2025

Clean up begins in parts of NQ as claims numbers rise

The Insurance Council of Australia (ICA) is continuing to monitor the severe weather and flooding in north Queensland, which was declared a Significant Event by the ICA on Sunday 2 February.

Insurers have received more than 3,950 storm and flood related claims over the last seven days.

However, it is still too early to estimate the total damage bill as many communities remain isolated and an ongoing and active event for many.

While the threat is not over for some regions, others are starting the clean-up process.

In the immediate aftermath of a flooding event, it's important that safety remains the number one priority.

For those ready to commence the clean-up process, the Insurance Council has some tips to assist:

- Take photos before removing any water damaged or soaked items that may pose a health risk
- Make a list of damaged items, including the brand, model and serial number if you can
- Don't throw away items that could be repaired unless they pose a health risk
- Speak to your insurer before you authorise any building work

Insurers are supporting impacted customers via the Insurance Hub activated yesterday in Townsville. Representatives from the ICA, Suncorp, RACQ, IAG, Hollard, Allianz, QBE and Youi will be present at Townsville Stadium daily.

The ICA encourages policyholders to make a claim as soon as possible, even if the full extent of the damage isn't yet known.

Quotes attributable to Andrew Hall, CEO, Insurance Council of Australia:

While the true impact of this event on property, business and infrastructure remains to be seen, we know the road to recovery can be difficult.

As expected, claims continue to grow from this widespread event and insurers are committed to supporting policyholders through the claims process, both in person at the Insurance Hub and via usual communication methods.

Safety is always top priority so we encourage residents to only return home and begin the clean-up process when it's safe to do so.