



News release

Insurance Council
of Australia

Tuesday, 11 February 2025

Insurers expand in-person support across NQ

The Insurance Council of Australia (ICA) and its members are expanding their support across North Queensland with ICA representatives supporting impacted residents in Ingham, Cardwell, Mission Beach, Tully and Innisfail.

Two insurers have established their presence in Ingham at the Community Recovery Hub from today, with other insurers to join them in the coming days once road access becomes consistent and safe. Policyholders from across the region can seek this in-person support at Ingham's TAFE on Townsville Road daily.

Insurers have received more than 5,690 storm and flood related claims since the storm and flooding event began on 29 January.

The ICA is closely monitoring other parts of the region which remain cut off due to flood waters and infrastructure damage. Extended insurer presence in other parts of North Queensland will become a priority as soon as it is safe to do so.

Support is also continuing at the Insurance Hub in Townsville with dozens of customers receiving personalised advice from Suncorp, RACQ, IAG, Hollard, Allianz, QBE and Youi. The ICA has also welcomed Red Cross, Lifeline, Salvation Army, Small Business and Financial Councillors and the Department of Communities to the Insurance Hub at Townsville Stadium which will remain open until Saturday 15 February.

For residents and businesses beginning the clean-up process, the ICA's tips include:

- Lodge a claim with your insurer as soon as you can, even if the full extent of the damage isn't yet known
- 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

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

While the clean-up is beginning for some parts of North Queensland, for others this very much remains an active weather event. Ongoing rain is seeing opened roads re-close and causing further inundation to already saturated communities.

The ICA and its members are committed to providing on the ground support but is prioritising safety of both the local community and its own team members.

As soon as it is safe to do so across broader parts of the region, insurers will ensure their availability to speak with policyholders about making a claim and answer any questions about the claims process.