



# News release

Insurance Council  
of Australia

Thursday, 13 March 2025

## Insurers to host community townhall in Ingham following NQ floods

The Insurance Council of Australia (ICA) is hosting a rescheduled community information evening in Ingham next week for insurance customers impacted by the severe weather and flooding across North Queensland.

The townhall style information session will provide policyholders with general information on the claims process, complaints avenues and offer useful insurance-related information to assist with insurance claims and the recovery process.

Details of the townhall are as follows:

- **Date:** Thursday 20 March 2025
- **Time:** 5:00pm – 8:00pm
- **Location:** Hinchinbrook Shire Hall - 25 Lannercost St, Ingham QLD 4850

Representatives from the ICA, Legal Aid, Financial Counselling Australia, the Australian Financial Complaints Authority (AFCA) and the Queensland Building and Construction Commission (QBCC) will be available to answer policyholder questions, as well as to discuss:

- The nature of the NQ floods and provide an overview of the event
- The claims process and next steps insurance customers should take
- The kinds of support available to affected residents
- Common insurance terminology
- Questions from attendees are encouraged throughout

Representatives from a range of insurers will also be present at the Hall from 10am – 4pm to speak one-on-one with policyholders, giving locals an opportunity to discuss their individual claim and seek any additional advice. Walk-ins will be accepted during the day.

Registration for the evening townhall is essential. Attendees are encouraged to book [via our website](#).

Quote attributable to ICA Director Mitigation and Extreme Weather Response Liam Walter:

The storms and flooding that impacted parts of North Queensland earlier this month caused widespread damage to properties, businesses and infrastructure.

Insurers have received more than 7,600 claims estimated to cost more than \$164 million across Townsville, Ingham, Innisfail, Mission Beach and Cardwell.

While insurers are already assisting impacted customers in their recovery, we understand that having the opportunity to hear from representatives in person and ask questions can be invaluable in understanding the claims process and helping people get back on their feet.

The ICA, our members and representatives from supporting organisations are looking forward to the townhall and ensuring everyone receives the support they need.