



# News release

Insurance Council  
of Australia

Wednesday, 26 March 2025

## Insurance consultations and townhall scheduled for Casterton

The Insurance Council of Australia (ICA) is hosting community information and insurers engagement sessions in Casterton on Wednesday 2 April for insurance customers affected by the storm and hail that impacted the town in October last year.

During the day, representatives from a number of insurers will be present at the Casterton Town Hall for one-on-one consultations with customers, giving locals an opportunity to discuss their individual claim and seek any additional advice.

In the evening, a townhall-style information session will provide locals with the opportunity to gain general information on the claims process, complaints avenues and other useful insurance-related information to assist with insurance claims and the recovery process.

### Details of the event

- Date: Wednesday 2 April 2025
- Time:
  - 10am – 4pm for one-on-one consultations with your insurer
  - 5pm – 8pm (arrive at 5pm for a 5:30pm start) for townhall information session.
- Location: Casterton Townhall (Main Hall), 67-71 Henty Street, Casterton VIC 3311

Representatives from the ICA and insurers will be available to answer policyholder questions, as well as to discuss:

- 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

### Bookings details below

*Registration for the evening townhall and bookings for insurer consultations can be found on the ICA's website: [www.insurancecouncil.com.au/Bookings](http://www.insurancecouncil.com.au/Bookings)*

Quote attributable to ICA's Director of Mitigation and Extreme Weather Response, Liam Walter:

The Insurance Council met with local Federal MP Dan Tehan and local community members in Casterton last Friday to hear firsthand about the impact of the storm and hail that struck the town last October.

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 important in understanding the claims process and helping people get back on their feet.