



News release

Insurance Council
of Australia

Wednesday, 16 April 2025

Further insurer consultations scheduled for Ingham and Cardwell

The Insurance Council of Australia (ICA) is hosting insurer consultations in Ingham and Cardwell later this month for insurance customers affected by the North Queensland flooding in February this year.

Customers will have the opportunity to meet one-on-one with representatives from a number of insurers, giving locals an opportunity to discuss their individual claim and seek any additional advice.

Locals will also have 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 consultations are as follows:

Cardwell:

Date: Tuesday 29 April 2025

Location: Cardwell Community Hall, Brasenose St, Cardwell, QLD

Time: 10:00am to 4:00pm

Ingham:

Date: Wednesday 30 April 2025

Location: Hinchinbrook Shire Hall, 25 Lannercost St, Ingham, QLD

Time: 9:00am to 5:00pm

Registrations for the consultations are essential. Bookings can be made on the ICA website [here](#).

Quote attributable to ICA CEO Andrew Hall:

While the Insurance Council hosted community forums earlier this year providing immediate support and advice for community members in the aftermath of this severe flooding event, these additional forums will provide further support for these communities as they continue their recovery.

We expect assessments activities and scope of works discussions are well underway at this point in the claim process, but as both Ingham and Cardwell were heavily impacted so it is timely insurers return to work through any questions, issues or concerns.