



News release

Insurance Council
of Australia

Friday, 30 May 2025

Insurance Hubs continue into the weekend to support policyholders

The Insurance Council of Australia (ICA) says insurers have now received more than 7,300 claims following recent flooding across the Mid North Coast and Hunter regions in New South Wales.

With roads open across the region and power now fully restored, claims are continuing to roll in and are being prioritised by insurers.

The ICA acknowledges that for some, the clean-up process is only just beginning. For those residents and business owners, the ICA has some tips:

- **Document any damage as best you can.** This includes taking photos and videos.
- **Dispose of any items that can't be repaired.** This is particularly important for soft material items.
- **Don't authorise any work by anyone who isn't your insurer.** 'Disaster chasers' may be about, looking to target vulnerable community members and capitalise on this event. If you're ever unsure, speak with your insurer directly.
- **Visit our Insurance Hubs if you have any questions.** Insurers are on the ground across the Mid North Coast in Taree, Port Macquarie, Kempsey and Maitland. The Insurance Hubs in Taree and Port Macquarie will remain open over the weekend.

Details of the Insurance Hubs can be found at the back of this release.

Quotes attributable to ICA CEO Andrew Hall:

Since opening on Tuesday, insurers have reported that the in person hub has helped in a number of cases find answers and solutions for customer quickly, and we are committed to remaining available in Taree across the weekend.

We know the clean-up process and road to recovery will be a long one for many. Insurers have already fast tracked some claims, issuing emergency payments and funds for temporary accommodation.

Insurer's presence will continue across the region, so I encourage those yet to make a claim to head down and speak with their insurer.

Future claims number updates will be posted to the ICA's social media accounts as they become available.

A list of FAQs can be found at the back of this release.

LGA	Home	Motor	Commercial	Total
Mid-Coast	1,145	551	181	1,877
Central Coast	751	97	23	871
Lake Macquarie	706	85	14	805
Newcastle	670	91	35	796
Port Macquarie-Hastings	445	131	20	596
Port Stephens	319	39	9	367
Northern Beaches	192	23	4	219
Coffs Harbour	167	39	7	213
Cessnock	133	14	7	154
Blacktown	65	34	14	113
The Hills	108	2	-	110
Kempsey	99	1	-	100
Liverpool	90	6	5	101
Parramatta	89	8	1	98
Maitland	63	18	9	90
Sutherland	71	11	3	85
Other	667	90	31	788
Grand Total	5,780	1,240	363	7,383

Frequently Asked Questions

Lines below can be used by media and attributed to a spokesperson from the ICA:

Where are the Insurance Hubs / how can people find their insurer?

Insurance Hubs are operating in Taree and Port Macquarie, enabling impacted policyholders to meet directly with their insurer. Details are as follows:

Port Macquarie

Location: Corner Gore St and Gordan St

Dates: 29 May to 1 June

Opening hours: 10am to 4pm (Friday), 10am to 3pm (weekends)

Taree

Location: Taree Leagues Sports Centre

Dates: 27 May to 13 June

Opening hours: 10am to 5pm

Insurers also have a presence at Recovery Centres across the region. Impacted policyholders can also contact their insurer directly via phone or website anytime.

What does an Insurance Catastrophe declaration mean?

The ICA's Catastrophe declaration serves to escalate and prioritise the insurance industry's response for affected policyholders.

Under the Catastrophe declaration:

- Claims from affected policyholders are given priority by insurers
- Claims are triaged to direct urgent assistance to the worst-impacted property owners
- ICA representatives are mobilised to work with local agencies and services and affected policyholders
- Insurers mobilise disaster response specialists to assist affected customers with claims and assessments
- An industry taskforce is established to identify and address issues arising from this catastrophe.
- The ICA's disaster hotline is activated 1800 734 621 offering assistance to policyholders if they have general enquiries about the claims process.

What's the ICA's advice for impacted policyholders?

1. Prioritise safety. If you have evacuated your home or business, only return when it is safe to do so. If your home has water damage, don't turn on your electricity until it has been inspected by an electrician. Do not drive your vehicle if it has suffered water damage.
2. Contact your insurer as soon as you can. You can lodge a claim without knowing the full extent of the damage. Your insurer will also have all of your policy information on hand.
3. Take photos and make a list of damaged items, including the brand, model and serial number if you can, and keep material samples.

What about advice for farmers?

Farm insurance is typically provided through specialised brokers due to varying requirements and needs for each type of property. The ICA's advice is for those with farm insurance to speak to your broker to understand what you're covered for as each policy is different.

How much will the total damage bill for these floods amount to?

It is currently too early to tell the impact that the Mid North Coast and Hunter floods will have and what the total damage bill will be.

The floods of early 2022 remain the costliest insured event in Australia's history with \$6.4 billion in insured losses across more than 245,000 claims.

While we don't expect this weather event to be as large or costly as the events of 2022, insurers stand ready to respond and assist customers.

Is flood and storm damage typically covered under standard home and contents policies?

Most standard home and contents policies in Australia will cover damage caused by storms but this is something customers should clarify with their own insurer or by reading their product disclosure statement. However, some customers may have opted out of flood cover. Customers are encouraged to contact their insurer if they want to better understand what they are covered for.

How many homes/businesses are at risk of flood?

Floods pose a critical threat to Australia. Around 1.36 million properties across the country face some risk of flooding, and it is estimated that half of these properties fall short of the flood resilience measures of modern planning and building standards. Around 298,000 of these properties – approximately 225,000 homes and 73,000 businesses – face a severe or extreme risk of flooding – that is, respectively a two or five per cent chance of flooding each year. 171,000 of these properties are in New South Wales.

Analysis of the 2024 National Flood Information Database (NFID) indicates that approximately 70 per cent of households exposed to the highest flood risk are in areas where the median income is below the national median (\$92,000), and around 35 per cent of these households are in areas where the median income is below the poverty line (\$58,000).

Of the estimated 225,000 homes in the highest flood risk locations across the country, only around 23 per cent have flood cover, compared to an estimated 60 per cent nationwide.

What can we do to better protect our communities against flood?

The Insurance Council is calling for the establishment of a \$30 billion, ten-year [Flood Defence Fund](#), shared by the Federal Government and the state governments of Queensland, New South Wales and Victoria, which would:

- Deliver new critical flood defence infrastructure (\$15 billion)
- Strengthen properties in harm's way (\$5 billion)
- Managed relocation (buy-backs) (\$10 billion)
- Future-proof existing flood mitigation infrastructure (\$150 million)

Is it normal for insurers to activate embargoes ahead of natural disasters?

It is normal and longstanding practice for insurers to place what are known as 'embargoes' on issuing new insurance policies or changes to existing policies when a disaster is imminent. This is to prevent people buying insurance opportunistically, which would be unfair to existing customers, and to avoid the need to price the policy for the heightened risk.

If an insured risk is imminent, the probability of that risk occurring and therefore a claim being lodged is high. Insurers would need to calculate a premium that reflects this elevated risk, rather than averaging the risk over an entire year.

Embargoes can apply to new policies, as well as changes to existing policies. They are not applied when a customer is renewing during the embargo period.

Insurers have currently placed embargoes on insurance products for customers in many parts of New South Wales.

However, some insurers do offer options to take out a policy with a waiting period for pending risks. This means the policyholder would be covered for claims that aren't related to the pending risk (i.e. theft, accidental fire).

Will insurance premiums increase as a result of the Mid North Coast and Hunter floods?

It is too early to predict what impact this event may have on premiums. But more broadly we know that the increasing frequency and severity of extreme weather events is contributing to higher premiums across the country.

Insurers have been calling on governments to invest more in resilience and mitigation to protect the many Australians who are living in harm's way and improve insurance affordability and availability – as outlined by our call for a Flood Defence Fund in our [Federal Election Platform](#) released in February.