



News release

Insurance Council
of Australia

Wednesday, 18 June 2025

Insurers returning to Casterton for further consultations

The Insurance Council of Australia (ICA) and its members will again visit Casterton next month to meet with insurance customers affected by the storm and hail that impacted the town in October last 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, dispute resolution, and other useful insurance-related information to assist with insurance claims and the recovery process.

Details of the consultations are as follows:

Dates: Thursday 3 July – Friday 4 July

Location: Casterton Town Hall, 71 Henty St, Casterton

Time: Thursday 10:00am to 7:00pm. Friday 8:00am to 4:00pm

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

Quote attributable to ICA CEO Andrew Hall:

We acknowledge that despite quite some time passing since this event, recovery is still very much ongoing for this community.

While the Insurance Council hosted community consultations in April earlier this year, our return to the region signifies our commitment to working closely with policyholders and all those along the supply chain – including builders, suppliers and assessors – on finalising outstanding claims.

I encourage anyone with an outstanding claim to come see your insurer in-person for tailored advice.