



News release

Insurance Council
of Australia

Friday, 18 July 2025

Insurers returning to North Queensland for further consultations

The Insurance Council of Australia (ICA) and its members will again visit parts of North Queensland later this month to meet with insurance customers affected by the rain and flooding event that impacted parts of the region 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 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:

Cardwell:

Dates: Tuesday 29 July 2025

Location: Cardwell Community Hall - Brasenose St, Cardwell

Time: 10:00am to 4:00pm

Ingham:

Dates: Wednesday 30 July 2025

Location: Hinchinbrook Shire Hall - 25 Lannercost St, Ingham

Time: 9:00am to 5:00pm

Townsville:

Dates: Thursday 31 July 2025

Location: Townsville Stadium – 40-48 Murray Lyons Crescent, Annandale

Time: 9:00am to 5:00pm

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

Quotes attributable to ICA Director of Mitigation and Extreme Weather Response, Liam Walter:

The floods of February were widespread and several of these communities will be recovery mode for some time yet.

These consultations will be our third round since the event. Being on the ground again shows our ongoing commitment to face-to-face collaboration with everyone involved to resolve any remaining issues.

We encourage anyone who feels they may benefit to come along and meet directly with their insurer for one-on-one support.