



News release

Insurance Council
of Australia

Friday, 5 September 2025

Insurers to hold suite of consultations following Mid North Coast floods

Insurers will visit New South Wales' Mid North Coast this month to meet with customers impacted by severe flooding in May 2025.

Hosted by the Insurance Council of Australia (ICA), the consultations will provide insurance customers the opportunity to meet one-on-one with representatives from several insurers, giving locals an additional avenue to discuss their claim.

General information on the claims process, dispute resolution, and other useful insurance-related information to assist with the claims and recovery process will also be available.

Details of the consultations are below:

Kempsey

- **Date:** Tuesday 16 September 2025
- **Location:** Oddfellows Hall, 22 Kemp Street, West Kempsey NSW 2440
- **Time:** 9:00am to 5:00pm

Taree

- **Date:** Wednesday 17 September 2025
- **Location:** Manning Uniting Church, 29-35 Albert St, Taree NSW 2430
- **Time:** 9:00am to 5:00pm

Port Macquarie

- **Date:** Thursday 18 September 2025
- **Location:** Panthers Port Macquarie, 1 Bay St, Port Macquarie NSW 2444
- **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 CEO Andrew Hall:

The Insurance Council and its members had presence across many impacted communities immediately following the Mid North Coast and Hunter floods, including at an Insurance Hub in Taree which was open for two weeks after the event.

However, as part of our ongoing commitment to regions impacted by extreme weather events and to support impacted policyholders get back on their feet, it's important for insurers to revisit affected regions to work through any questions, issues or concerns customers may have.

We encourage anyone with queries for their insurer to make a booking.