



# News release

Insurance Council  
of Australia

Tuesday, 30 September 2025

## Insurers returning to Casterton for further consultations

The Insurance Council of Australia (ICA) and its members are returning to Casterton in coming weeks to meet with insurance customers affected by the storm and hail that impacted the town in October 2024.

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:** Tuesday 14 October – Wednesday 15 October

**Location:** Casterton Town Hall, 67-71 Henty St, Casterton

**Time:** Tuesday 9:30am to 5:00pm. Wednesday 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:

As we approach the one-year anniversary of the Casterton hailstorm the recovery remains ongoing for some members of the community.

Our prior consultations in April and July gave impacted policyholders an opportunity to speak directly with their insurer, and we look forward to revisiting Casterton in October.

The Insurance Council recommends that anyone with an unresolved claim schedule an in-person consultation with their insurer.