



News release

Insurance Council
of Australia

Wednesday, 22 October 2025

Further consultations for North Queensland

The Insurance Council of Australia (ICA) and its members will again visit Ingham in North Queensland in coming weeks 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 consultation session is as follows:

Date: Tuesday 4 November 2025

Location: Hinchinbrook Shire Hall - 25 Lannercost St, Ingham

Time: 9:30am 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:

This will be our fourth time in North Queensland since the February flood event.

Insurers are committed to supporting those in Ingham and surrounds who may be facing challenges in their recovery and look forward to this further face-to-face collaboration.

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