



News release

Insurance Council
of Australia

Tuesday, 28 October 2025

Significant Event declared for Brisbane hailstorm

The Insurance Council of Australia (ICA) has declared a Significant Event for the hailstorm that impacted the wider Brisbane region on Sunday 26 October 2025, with insurers having received 11,000 claims to date.

The ICA's preliminary catastrophe processes have been activated, assisting the ICA and insurers to assess the insurance impact the hail, heavy rain and strong winds have caused.

Under a Significant Event declaration:

- The ICA commences its claims data collection, analysis, and reporting processes in consultation with members.
- ICA representatives will work with government and agencies to understand impacts on the community and ensure affected residents receive assistance if the need arises.

The ICA has declared this event — to be known as SE 254 — ahead of what is expected to be a challenging few weeks of severe storm activity along the east coast, and as such, encourages residents to prepare now.

Sunday's event may be escalated to an Insurance Catastrophe if there is a significant increase in claim numbers or complexity, if the geographical spread of this event is extended or in consultation with insurers.

If property has been impacted, insurance customers are advised to contact their insurer as soon as it is practical to commence the claims process, even if they do not know the full extent of the damage.

The ICA is also warning those impacted to be wary of 'disaster chasers' who profit from home owners insurance claims.

Some disaster chasers pressure homeowners to sign a contract on the spot for future repair work and may promise their insurer will pay. This can leave the homeowner liable to pay a commission or inflated repair bills not covered by their insurance policy, as insurers will only pay for approved work that is covered by a policy.

Residents who believe they may have been approached by or signed with a disaster chaser should seek guidance from their insurer.

Quotes attributable to ICA CEO Andrew Hall:

Sunday's hailstorm brought intense rainfall, hail and was widespread across parts of the Brisbane and Ipswich region.

Insurers understand the impact these extreme weather events have and will be moving quickly to ensure communities receive the assistance they need.

While it's too early to determine the complete insurance impact on homes and businesses, claims lodged to date include damage to motor vehicles, food spoilage due to power outages, smashed windows, and fallen trees.

With more severe storms expected along the east coast over the coming few weeks, it's important for homeowners to be prepared and take steps to protect themselves and their property.

We encourage anyone who has damage or suspects damage to get in touch with their insurer as soon as possible.