



News release

Insurance Council
of Australia

Wednesday, 27 May 2026

Insurers to visit Clifton for consultations

Insurers will return to Clifton in coming weeks to meet with policyholders impacted by the severe weather and hailstorm that impacted the region in early November 2025.

Hosted by the Insurance Council of Australia (ICA), the two-day consultation gives insurance customers the chance to meet face-to-face with representatives from a number of insurers, providing locals with an additional avenue to discuss their claim.

Attendees will also be able to access general information to help with claims and recovery, covering the claims process, dispute resolution, and other useful insurance matters.

Details of the consultations are below:

- **Date:** Monday 8 and Tuesday 9 June
- **Location:** Clifton Senior Citizens Centre - 8 Meara PI, Clifton QLD 4361
- **Hours:** 10:00am to 4:00pm

No bookings are required, and customers may attend at their convenience.

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

Early November's severe hailstorm left widespread damage in Clifton, and we understand that, for some, the recovery isn't over yet.

Hail is one of those events that can have a long tail, with the full extent of damage sometimes taking time to surface.

Insurers are committed to progressing claims from this event, and I encourage anyone with damage or questions about their claim to come along and talk to their insurer.