



News release

Insurance Council
of Australia

Monday, 31 August 2026

Insurers to host suite of consultations for Victorian Bushfires

Insurers will again travel to parts of regional Victoria in coming weeks to meet with policyholders impacted by the severe bushfires that swept across the state in January this year.

Hosted by the Insurance Council of Australia (ICA), the consultations will provide a dedicated opportunity for locals to meet face-to-face with representatives from multiple insurers to discuss existing claims or lodge new ones.

Representatives from the Insurance Council and the Australian Financial Complaints Authority (AFCA) will also be available to answer questions about the claims process, dispute resolution pathways and provide practical insurance information to support impacted policyholders.

Details of the consultations are below:

- **Harcourt**
 - **Date:** Tuesday 15 September 2026
 - **Location:** Harcourt Leisure Centre, Recreation Reserve, Bingham Rd, Harcourt
 - **Time:** 10:00am to 4:00pm
 - *Anglicare Victoria Financial Counselling and Rural Financial Counselling Victoria West will also be present*
- **Alexandra**
 - **Date:** Wednesday 16 September 2026
 - **Location:** Alexandra Shire Hall, 55 Grant Street, Alexandra
 - **Time:** 10:00am to 4:00pm
 - *Primary Care Connect/Financial Counselling will also be present*
- **Euroa**
 - **Date:** Thursday 17 September 2026
 - **Location:** Euroa Recovery Hub, 34 Railway Street, Euroa
 - **Time:** 9:00am to 3:00pm
 - *Primary Care Connect/Financial Counselling will also be present*

Insurers' return to these regions remains a core part of our ongoing commitment to supporting communities impacted by extreme weather through the recovery process.

Registrations are strongly recommended. Bookings can be made via the ICA website [here](#).

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

Insurers have received more than 4,860 claims as a result of the Victorian Bushfires, totalling almost \$600 million.

This is not insurers first time visiting these communities for consultations of this nature and it will likely not be our last. While policyholders can speak to their insurer anytime via phone or email, talking face-to-face remains an important element of supporting impacted policyholders through the recovery process.

I encourage impacted policyholders to make an appointment to speak with their insurer.