News release

Insurance Council of Australia

Saturday, 14 November 2026

Significant Event declared for Queensland storms

The Insurance Council of Australia has today declared a Significant Event, known as SE265, for communities across South East Queensland impacted by severe storms since Wednesday 11 November.

Thousands of households, businesses and communities have been affected by these storms, many of whom are cleaning up and assessing damage to their homes, cars and properties.

Insurers have so far received around 2,700 claims, with around 2,400 of these lodged in Queensland and around 300 relating to food spoilage following power outages.

Most claims relate to storm damage such as fallen trees and branches, damaged roofs and fences, and water entering homes, while severe damage has so far been confined to a small number of properties.

Insurers have teams on the ground in affected communities to assess damage and help policyholders begin their recovery.

A Significant Event declaration escalates and prioritises the insurance industry's response for affected policyholders. Under a declaration:

- Claims data collection, analysis and reporting processes are activated in consultation with insurers.
- Real-time tracking of claims volumes, estimated losses and emerging trends is established across the affected regions.
- Engagement takes place with federal, state and territory governments, emergency services and recovery agencies.
- Affected residents are connected with available support and assistance.

The Insurance Council and its members will continue to work closely with the Federal and State governments, emergency services and recovery agencies to monitor the impact on the community and ensure affected residents receive the assistance they need.

Comments attributable to Andrew Hall, CEO, Insurance Council of Australia:

> Whether a home has been badly damaged or a family has lost power and a fridge full of food, every household affected by these storms is dealing with real cost and stress.
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> We encourage anyone who has been impacted to contact their insurer as soon as it is safe to do so and lodge a claim, even if they are unsure of their coverage or the full extent of the damage.
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> The sooner a claim is lodged, the sooner insurers can start helping people get back on their feet.
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> Policyholders are encouraged to take photos or video of any damage, including spoiled food before it is thrown out, and to keep receipts for any emergency repairs or temporary accommodation, as this will help insurers assess and process their claims as quickly as possible.

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