



Public hearings for natural disaster insurance inquiry in WA: Toodyay, Kelmscott, Carnarvon

The House of Representatives Social Policy and Legal Affairs Committee is visiting Western Australia as part of its inquiry into the operation of the insurance industry during disaster events. The Committee will hold public hearings in Toodyay and Kelmscott on Tuesday, 2 August, and in Carnarvon on Wednesday, 3 August.

The public hearings will give the Committee an opportunity to hear from people who have encountered difficulties related to their insurance policies after bushfires and storms in Toodyay, Northam and York, bushfires in the Perth Hills, and flooding in Carnarvon.

The inquiry is examining the responsiveness of insurance companies to insurance claims arising from extreme weather events. The public hearings will cover three themes relating to the inquiry:

- accessibility of appropriate insurance cover,
- claims processing and assessments, and
- internal and external dispute resolution processes.

Public hearings		
Tuesday 2 August 2011		Wednesday 3 August 2011
Toodyay	Kelmscott	Carnarvon
Toodyay Memorial Hall, 148 Stirling Terrace 10.30am – 12.30pm	Frye Park Pavilion, Frye Park, Clifton Street 3.00pm – 5.00pm	Civic Centre Woolshed, Robinson Street 11.30am – 1.00pm 2.00pm – 3.00 pm

The Committee Chair, Graham Perrett MP, said, “We encourage local residents who are interested in our inquiry to come along to the public hearings. We will travel to several affected areas of Australia and draw together all the experiences we hear about to support our recommendations.”

People who have made an insurance claim related to a natural disaster in the last five years are invited to participate in our online survey at our website: www.aph.gov.au/insurance. Information about the inquiry, the full terms of reference, and published submissions are also available on our website.

Information about the Committee:

The Social Policy and Legal Affairs Committee is one of a number of committees in the House of Representatives at Australian Parliament House. Committees run parliamentary inquiries into various topics, and this Committee is currently holding an inquiry into the operation of the insurance industry during disaster events.

The evidence received at public hearings, from the submissions to the inquiry, and from the findings of the online survey will go towards the Committee’s final report on the inquiry. The report will contain recommendations to the Federal Government aimed at improving the responsiveness of the insurance industry to disaster events.

Note: The Committee cannot investigate or make rulings on particular insurance claims, but invites submissions which address the processes of insurance claims and dispute resolution, and invites policy-holders who have made an insurance claim in the past 5 years to complete the online survey.