



## Federal insurance industry inquiry holds hearings in Queensland

As part of its inquiry into the operation of the insurance industry during disaster events, the House of Representatives Social Policy and Legal Affairs Committee will hold public hearings in Brisbane, Ipswich, Toowoomba and Innisfail from 27-29 September.

The Committee is meeting with local government representatives, legal aid organisations, and people who have had difficulties with insurance claims following the floods and cyclones that have hit the state in the last few years.

The inquiry is examining how well insurance companies respond to claims arising from extreme weather events. In particular the Committee is investigating:

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

The full terms of reference and published submissions for the House of Representatives inquiry are at: [www.aph.gov.au/insurance](http://www.aph.gov.au/insurance).

Committee Chair Graham Perrett MP said, “we cannot investigate or rule on particular insurance claims, but we are examining the state of claims processing in the aftermath of natural disasters and consumers’ awareness of dispute resolution processes.’ He said the Committee wanted an accurate picture to inform its recommendations for Parliament to consider.

### Public Hearing Dates

<i>Date and Time</i>	<i>Location</i>	<i>Address</i>
Tuesday 27 September 10am-1pm	Brisbane	Graceville State School, 23 Acacia Avenue, Graceville
Tuesday 27 September 2pm-5pm	Ipswich	Ipswich Civic Centre (Cunningham Room), Limestone Street
Wednesday 28 September 9am-1pm	Toowoomba	Laurel Bank Park Hall, 50 Hill Street
Thursday 29 September 1pm-4.30pm	Innisfail	Innisfail Community Support Centre, 13-17 Donald Street

### Online survey

The Committee is conducting an online survey (at [www.aph.gov.au/insurance](http://www.aph.gov.au/insurance)) for individuals and business-owners who have made insurance claims related to natural disasters in the last five years. This survey will be open throughout the course of the inquiry.

**Queensland Floods Commission of Inquiry.** The Commission is holding public hearings in Brisbane during the same week. This separate, state investigation into the 2010-11 Queensland flood events is unrelated to the Australian Parliament’s House of Representatives Committee on Social Policy and Legal Affairs inquiry into all disaster events across Australia. Further information on the Queensland Floods Commission is available on their website at: <http://www.floodcommission.qld.gov.au/>.

**For media comment**, please contact the Committee Chair, Mr Graham Perrett MP, on (07) 3344 2622 or 0408 883 312.  
**For background information**, please contact the **Secretariat of the Committee on Social Policy and Legal Affairs**:

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