



Federal parliamentary committee to visit 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 Carnarvon on Wednesday, 3 August 2011.

The public hearings will give the Committee a chance to meet with people who have encountered difficulties related to their insurance policies after the Gascoyne River flooding.

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 and accurate information,
- claims processing and assessments, and
- internal and external dispute resolution processes.

Carnarvon Public Hearing – Wednesday 3 August 2011 – all welcome

Civic Centre Woolshed, Robinson Street

11.30am – 1.00pm

2.00pm – 3.00pm

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 many affected areas of Australia and bring together all the experiences we hear about to support our final 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.

As part of the inquiry, the Committee invites submissions from interested organisations and individuals, relating to the terms of reference, and encourages insurance policy-holders to participate in our online survey about their experiences with insurance claims arising out of extreme weather events.

In addition, the Committee holds public hearings around Australia to hear from affected communities and businesses and from various bodies related to insurance, such as insurance institutions, legal aid organisations, and financial advocacy groups. The evidence received at public hearings, the submissions to the inquiry, and the findings of the online survey will go towards the Committee’s final report on the inquiry. The report will contain a number of 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 to complete the online survey.

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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