

Media Release

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ANZIIF Urges Insurers to Strengthen Catastrophe Preparedness Ahead of Summer

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF) is urging the industry to boost their preparedness for the heightened risk of natural disasters expected this summer.

The Bureau of Meteorology (BoM) has forecasted an increased likelihood of natural catastrophes this summer, driven by ongoing high ocean temperatures around Australia.

These conditions are expected to result in increased fire risk for parts of Victoria and South Australia, as well as a heightened risk of flash flooding along the east coast due to the warmer seas causing higher atmospheric moisture levels.

Additionally, BoM has predicted a very active cyclone season in Australia's northern regions, with 11 named storms anticipated.

With a surge in natural catastrophes, many individuals will face property damage and significant loss. Insurance professionals will need to be prepared for spikes in call centres and increases in claims. It is crucial that insurers approach these customers with empathy, care and compassion during this time.

"The role of insurance professionals has never been more important in helping customers regain financial stability after a catastrophe", says ANZIIF CEO, Katrina Shanks.

To support insurance professionals in navigating these interactions, ANZIIF offers the [Empathetic Claims Management](#) short course. This program equips claims agents and managers with the skills needed to deliver empathetic, trauma-informed customer service.

Additionally, ANZIIF offers the recently released [Creating Good Outcomes for Customers Experiencing Vulnerabilities](#) short course. This course provides insurance professionals with the skills to identify signs of vulnerability and communicate effectively and sensitively to better support at-risk customers.

"In light of the recent recommendations put forward in the 2024 Flood Inquiry Report, it is critical that insurance professionals take proactive measures to ensure they are able to deliver the best possible outcomes to customer facing these vulnerable circumstances", adds Katrina Shanks.

To learn more about BoM's summer forecasts, [click here](#). To read the 2024 Flood Inquiry Report, [click here](#), or visit the ANZIIF website at anziif.com.



For more information, please contact:

Georgina Bartlett | Corporate Communications Coordinator | ANZIIF | E: media@anziif.com

Alternatively, for comments or interview requests please contact:

Katrina Shanks | ANZIIF Chief Executive Officer | M: +61 437 862 391