

23 January 2023

RACQ Insurance teams on the ground in flood-hit Mackay

RACQ Insurance claims management support teams have been deployed to Mackay to help members impacted by the last week's severe weather event.

Chief Executive Insurance Trent Sayers said the claims experts are on the ground at RACQ's Canelands Central Store to provide face-to-face support for members whose homes and vehicles have been damaged by the recent downpour and flooding.

"RACQ members are automatically covered for flood and storm damage with our home insurance*, and we encourage impacted members to lodge their claim as soon as possible whether that's [online](#), with our team on the ground or on the phone," Mr Sayers said.

"Our teams can assist with your claim, organise emergency make safe work to be completed and arrange emergency cash payments."

As of 23 January, RACQ had received 46 claims in Mackay for damage to homes and vehicles.

Mr Sayers encouraged affected residents to start the clean-up process as soon as it was safe to do so.

"You don't need to wait for an assessor to come to your home to begin cleaning," he said.

"If you have damaged goods or contents, please take a photo of them. If your carpet is flood damaged, rip it up and take it outside, but keep a sample and make sure you keep a record of model numbers or serial numbers of items you are throwing away to help us replace them."

As the clean-up continues, Mr Sayers also warned homeowners to be wary of storm chasers looking to take advantage of people in their time of need.

"After severe weather events, we sadly hear stories of scammers who door-knock owners of damaged homes or provide letterbox leaflets offering services for repair work and promising the homeowner's insurer would pay," he said.

"When it comes to making a claim, we urge people to only deal with their insurance company and not engage with unsolicited third parties. We will never send a tradesperson or builder to your home without notifying you, and if you're ever in doubt, ask the builder or repairer for their ID and ring your insurer to check."

Local community groups, sporting clubs and charities impacted by the floods and storm activity can apply for financial support through [RACQ's Foundation](#) program.

RACQ is Queensland's largest club and peak independent motoring organisation. We were formed in 1905 to represent the interests of the State's first motorists and today campaign for safer drivers, vehicles and roads on behalf of more than 1.7 million members who own the Club. We offer those members a vast range of motoring, insurance, banking, entertainment and travel services and benefits, and each year respond to more than a million calls for roadside assistance.

The available grants range from \$1,000 to \$50,000 and can be put toward covering repairs and replacement costs as well as mitigation works.

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