


Cyclone Damage Claims

We're here to help

We recommend you take the following steps:

-  Get to safety.
-  If practicable and safe, secure all motor vehicles and assets. Remove any property than can be taken down in strong winds such as shade sails.
-  Actively monitor and follow emergency services in a timely manner.
-  Secure property and assets to prevent potential theft and looting.
-  Do not return to evacuated areas until you have been told it is safe to do so.
-  Before entering buildings, seek the advice of emergency services and building authorities. Prior to entering a cyclone affected premises, the exterior of the property should be inspected for loose power cables, gas leaks, hazardous materials/substances (i.e. asbestos building products), structural damage and unfamiliar debris that may have been uncovered or deposited in the area.
-  Where necessary undertake any make-safe repairs.
-  Clean-up crew should wear appropriate Personal Protective Equipment to minimise skin and eye exposure to harmful substances. This includes enclosed footwear, gloves, long sleeves, long pants or coveralls, eye protection and respiratory protective equipment.
-  Make antibacterial wipes and sanitizer available to everyone involved in the clean-up, so they can clean themselves without water. Clean-up crew should also be immunised for tetanus (within the past 10 years).
-  Take reasonable steps to preserve property and if possible, store for later inspection before disposal and take photos.
-  Appoint a co-ordinator to be the key contact for the claims process.
-  Record damage. Collect reports, drawings, photographs as appropriate to adequately establish the nature and extent of all loss and damage sustained. Fully document (video or "still" photograph) the damaged property, plant and equipment.
-  Ensure records of costs and decisions are maintained in writing with appropriate documentation such as invoices
-  Document loss and cost estimates as soon as feasible so they can be provided to the Scheme to assist with your claim.
-  Keep records of expenses and set up a cost code.

Contact us



Contact the LGIS Claims Team as soon as possible. We will do everything we can to assist you following a cyclone. As well as managing your claim, we will also connect you with any relevant LGIS services to support your organisation and people.

For more information contact generalclaims@lgisw.com.au

If you need urgent assistance please contact one of the following:

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