

2 March 2022

RACQ on route to flood affected communities

RACQ teams will be on the ground in the flood-ravaged Gympie region from today as the Mobile Member Centre arrives to provide additional support to members.

RACQ Group CEO David Carter said as at 1pm today, RACQ had received more than 7,800 insurance claims including 6,231 for homes and 1,579 for vehicles.

“We are expecting claims will continue to increase as more people return to their homes and vehicles and have the opportunity to assess the damage the recent flooding has caused,” Mr Carter said.

“Our teams have been working hard on the ground and on the phones to support our members, and we will continue to be there in the days, weeks and months ahead until the recovery is complete.

“More than 1,600 makesafe repairs are also well underway so we can help people get back into their homes safely, as quickly as possible.

“For a quick and easy process, you can lodge your claim [online](#) and upload photos of damage via the online portal, alternatively you can call us on 13 72 02.

“We know many people will also need immediate assistance. RACQ can provide emergency payments for food spoilage and temporary accommodation.

“If you need to purchase household essentials because your home is not liveable and your possessions have been damaged, keep receipts as we can also arrange payments.”

Mr Carter said it was vital for Queenslanders to take extra caution as the clean-up continued.

“Remember safety is the priority – don’t attempt to clean up or dispose of anything that might put you, or anyone else, at risk,” he said.

“Wear rubber boots and gloves, open windows and doors, take photos of damage and keep receipts. If you have wet carpet in your home, keep a sample and rip it up now to help prevent it from becoming a health hazard.”

Mr Carter also reminded drivers to be on alert as floodwaters receded.

“There is widespread damage, including potholes, across the road network and closures could be in place for some time,” he said.

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.

“As floodwaters have receded, our Roadside Assistance crews have been busy helping our members. By the end of the day, we expect to have towed more than 500 flood-impacted cars to our assessment centres.

“As our crews continue to navigate flooded areas and closures, we appreciate your patience. Please be assured we are working hard to respond as quickly as possible.

“If you do need to travel, please check your route before you leave and obey road closure signage – it’s there for a reason.”

If you are experiencing an emergency, please call 000 immediately.

What to do when you return to your property after a flood:

- **Safety is the priority** - don't do anything that puts anyone at risk.
- If water has entered the property, **don't turn on your electricity** until it has been inspected by an electrician.
- You can **start cleaning up, but first take pictures or videos** of damage to the property and possessions as evidence for your claim.
- **Keep samples** of materials and fabrics to **show the assessor**.
- **Remove water or mud-damaged goods** from your property that might pose a **health risk**, such as saturated carpets and soft furnishings. Store in a safe place.
- **Make a list** of each item damaged and include a detailed description, such as brand, model, and serial number if possible.
- **Do not throw away goods that could be salvaged** or repaired.
- **Do not drive your vehicle** if it has had **water damage**.

Media inquiries: RACQ Manager Corporate Affairs Graham Metcalf 0419 434 101.

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