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Suncorp urges Far North Queensland to seek shelter as Cyclone Narelle bears down on coast

Insurer Suncorp, whose brands include AAMI, Apia, Shannons, GIO and Vero, is urging Far North Queensland communities to seek shelter and follow emergency services, as Tropical Cyclone Narelle approaches the coast.

The insurer is closely monitoring the system from its Brisbane Disaster Management Centre and proactively contacting customers via SMS, offering advice and welfare check-ins to those likely to be affected.

Suncorp Severe Weather Meteorologist Andrew Bufalino said Severe Tropical Cyclone Narelle was expected to cross the Queensland coast between Lockhart River and Cape Flattery on Friday morning, most likely near Coen, as a severe Category 4 or potentially Category 5 system with wind gusts exceeding 250 km/h.

“Communities in the warning zone, which stretches from Lockhart River south to Cape Tribulation Douglas, should expect damaging to destructive winds, heavy to intense rainfall, dangerous storm surge, and significant flooding,” Mr Bufalino said.

“This region has already been saturated by multiple weather events in recent weeks, which will only amplify the flood risk.”

Suncorp Executive General Manager of Home Claims Alli Smith said the insurer is preparing its response to ensure customers receive timely support following the event.

We are doing everything we can right now to prepare for the impacts of this event,” Ms Smith said. “When the threat passes and it is safe to do so, we will move quickly to reach affected customers and help them through the recovery process.

“Right now, though, we urge all residents in affected areas to follow the directions of Queensland Police and emergency services, and to take shelter before conditions deteriorate. Families are encouraged not wait until the last moment to act.”

Customers are encouraged to take photos or videos of any damage where it is safe to do so, and to keep records of any emergency repairs or accommodation costs.

For the latest cyclone warnings and safety advice, residents should monitor the Bureau of Meteorology at bom.gov.au and follow Queensland Police and emergency services on official channels.

Customers who need to make a claim or require emergency assistance can contact Suncorp 24/7 on 13 11 55.

What to do if your home has been impacted:

- Visit [Support After Severe Weather Events | Suncorp](#) for how to lodge a claim.
- You don't need to be at home or have a copy of your policy to lodge your claim – we will have your details.
- Visit one of our Mobile Disaster Response Hubs and speak with a team member face to face, visit: [Customer Support Team Locations | Suncorp](#)
- Ensure there are no safety risks before entering your property. Only return once emergency services have given the all-clear. If water has entered your property, do not turn on electricity until inspected by a licensed electrician.

- You don't need to wait for an insurance assessor to come to begin cleaning up. Make a list and take photos of damaged items, including model numbers, to help us replace them.
- To help prevent mould, remove wet carpets, rugs and furniture as soon as possible. Increase airflow using air conditioners (set to dry mode), dehumidifiers, or open windows where safe. Moisture absorbers can assist in smaller areas. Click here for more information: [How To Minimise Mould | Suncorp Insurance](#).

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Media contact: Kate Davies | 0408 519 136 | media@suncorp.com.au