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Suncorp welcomes shared commitment to improve resilience and insurance affordability

Insurer Suncorp today welcomes the release of the Guiding Principles for resilient investment, aimed at improving insurance affordability for Australian families.

The Guiding Principles form part of the Hazards Insurance Partnership with insurers and the federal government and set a benchmark for investing in risk reduction and disaster funding, guiding investments into upgrades and infrastructure such as flood levees, that reduce risk and moderate insurance costs.

Suncorp Chief Executive Consumer Insurance Lisa Harrison said this commitment would improve industry alignment on providing greater recognition to Australian families who invest in the resilience of their homes.

“As a collective, we’re pushing for stronger, practical resilience measures that better protect communities, help families maintain their lifestyle, and ensure access to adequate and affordable home insurance,” Ms Harrison said.

Suncorp has always prioritised risk reduction and recognises its importance for households in reducing insurance costs.

In 2024, the insurer supported the Resilient Building Council and the federal government to launch a world-first [bushfire resilience rating app](#), which assesses a property’s ability to withstand bushfire-related damage and offers premium reductions to eligible customers.

Suncorp is advancing its digital transformation to automate customer experiences and modernise policy systems to better measure and track household resilience.

“We’re now working to improve the digital experience for our customers and investing in updating our policy system so it can recognise resilience at scale,” Ms Harrison said.

Suncorp is making significant strides in educating homeowners about the risks associated with extreme weather through the launch of [Haven](#). Launched in April 2025, Haven helps all Australian homeowners identify their properties’ unique risks and learn how to make them more resilient.

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