

Tuesday 20 May, 2025

Suncorp Insurance unveils Haven to give every Australian home a voice on extreme weather risks and how to protect it

Imagine if your home could talk? Would it tell you how concerned it was about the recent ex-Tropical Cyclone Alfred? Would it want better resilience protection? Today, insurer Suncorp launches an innovative digital tool designed to help homeowners understand their property's vulnerability to extreme weather and how to protect it.

Haven uses property, location, weather, and natural peril risk data, allowing any homeowner in Australia to enter their address and understand their home's weather risks in a tailored, dynamic video and downloadable resilience report for their home.

The report details the estimated risk levels for storms, cyclones, floods, and bushfires for each property, along with tailored recommendations on how to strengthen homes against future weather events.

The launch coincides with the release of alarming new Suncorp data showing that more than 2.7 million Australian addresses are high-risk of at least one extreme weather peril, such as bushfires, floods, cyclones, and storms.

The data shows around 1.3 million addresses are high-risk of bushfire, almost 40,000 are high-risk to flood, more than 1.5 million are at high-risk of storm damage, and almost 38,000 are high-risk of cyclone.

Suncorp Chief Executive Consumer Insurance Lisa Harrison said to help encourage home resilience across the country, Suncorp included extreme weather risk data in the Haven experience, therefore making resilience tips more tailored to each property.

"As extreme weather becomes more frequent and severe, we're using our 100 years of experience, alongside the latest technology and data, to help all Australians make their homes more resilient," Ms Harrison said.

"With more than 2.7 million Australian homes identified as high-risk of at least one extreme weather peril, Haven enables all homeowners to understand their risk and the proactive steps they can take to safeguard their homes from future danger. Ultimately this is about improving household resilience and looking to reduce property damage.

"Recent weather events such as ex-Tropical Cyclone Alfred are a stark reminder of our vulnerability and underscore the importance of our commitment to building a more resilient Australia."

Haven builds upon Suncorp's commitment to raise awareness and education about home resilience through initiatives such as One House, a Suncorp partnership with experts from James Cook University's Cyclone Testing Station, CSIRO, and Room11 Architects to design and test one of Australia's most natural disaster-resilient homes.

Suncorp Haven uses live data APIs to incorporate publicly available property and weather data, such as Google, CoreLogic and Willy Weather.

Accessible nationwide, Haven is free and available for everyone to use at haven.suncorp.com.au

Brisbane Press Conference

Date: Tuesday, 20 May
Time: 9.15am
Location: 43 Gray Street, Carina, Queensland
About: Suncorp will hold a press conference at the home of Brisbane homeowner, Shane McNamara to launch its new digital tool Haven and discuss its purpose in protecting what matters.

Suncorp's Josh Kelland will be on hand to explain Haven's features and why this new, free digital tool will help all Australian homeowners to better understand their risk of extreme weather and what they can do about it.

Homeowner Shane will share his story of resilience in the face of Queensland's unpredictable weather. His home has withstood two major flooding events, including the 2022 floods and ex-Tropical Cyclone Alfred.

Shane has made his home stronger through resilience measures such as elevating the power outlets and air conditioning units, swapping absorbent floorboards for durable epoxy, and opening the internal stairwell - all tips featured in Haven.

Media talent:

- Josh Kelland, Suncorp Head of Home Product and Portfolio
- Shane McNamara, Brisbane homeowner with firsthand experience of the benefits of resilience

See here for media assets listed below

- Video explainer
- Fact sheet
- Photos
- Press conference footage (to be added at 10am)
- VNRs and b-roll:
 - Suncorp EGM Home Prevention and Protection Portfolio, Anna Cartwright
 - Suncorp EGM Brand and Consumer Experience, Mim Haysom
 - Haven b-roll

ENDS

Media contact:

Media Relations Manager, Kate Davies – 0419 723 196 | media@suncorp.com.au