

## Media release

26 May 2025



# Avant Mutual offers financial relief for members impacted by NSW floods

Avant Mutual – Australia's largest doctor-owned organisation – will provide financial relief to support members impacted by flooding in the Hunter and Mid North Coast regions of NSW.

Avant Group CEO and Managing Director, Natasha Fenech, announced premium waivers of up to three months for affected members across its medical indemnity and Doctors' Health Fund businesses.

"We are deeply concerned for our members and the communities affected by these devastating floods in NSW," Ms Fenech said.

"Recognising the challenges our members are facing, we're offering premium waivers of up to three months for members who have been significantly affected by the flooding as we have done in past crises."

Ms Fenech acknowledged the profound challenges confronting healthcare professionals working in flood-affected communities.

"We recognise that many of our members are working under extraordinarily difficult conditions, caring for patients while themselves dealing with the personal impact of these floods," Ms Fenech said.

"The dedication shown by healthcare professionals during crisis situations is truly remarkable, often delivering care without access to their usual resources and facilities.

"To support their vital work, Avant's Medico-Legal Advisory Service remains available 24/7, providing personalised guidance and reassurance to members delivering care in these challenging circumstances.

"We sincerely encourage any member needing assistance to reach out to us. While our members consistently prioritise the wellbeing of others, we urge them to also look after their own health and safety during this difficult time.

"Our heartfelt gratitude extends to the emergency service workers demonstrating exceptional courage throughout the flood-affected regions."

### Important information for members:

- For Avant Insurance, please email us at [memberservices@avant.org.au](mailto:memberservices@avant.org.au) to find out how we can assist. Information on eligibility for assistance is available [here](#).
- Any Avant [business insurance](#) customers affected by NSW floods can make a claim by calling Allianz Claims on **13 10 13**.
- For Doctors' Health Fund, please contact us by email at [info@doctorshealthfund.com.au](mailto:info@doctorshealthfund.com.au) or by calling **1800 226 126** (Monday to Friday from 8:30am to 6pm AEST). Information on eligibility for assistance is available [here](#).
- For any medico-legal questions, please contact Avant's medico-legal advice line on **1800 128 268**. Additional support services are also available on our [website](#).

## About Avant

Avant Mutual is a member-owned doctors' organisation and Australia's largest medical indemnity insurer, committed to supporting a sustainable health system that provides quality care to the Australian community. Our 90,000 members (more than half of Australia's doctors) are from all medical specialties and career stages and from every state and territory. Our products and services in the areas of insurance, lending, health and legal and practice management are all designed to support doctors in their professional and personal lives. For further information, please visit [www.avant.org.au](http://www.avant.org.au)

### Media

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