



Home Insurance & Landlord Insurance

What are the Canstar Home Insurance & Landlord Insurance Cover Ratings?

Canstar's Home Insurance & Landlord Insurance Cover Ratings use a tailored methodology that assesses the comprehensiveness of cover offered by insurance policies. Rather than comparing price, Cover Ratings focus solely on evaluating the strength and depth of the cover provided by an insurance policy. Canstar's Cover Ratings represent a shortlist of products, enabling consumers to narrow their search to products that have been assessed and ranked.

While saving money is always an important consideration, not all Star Ratings include price – especially when a price guide is already displayed alongside products on our website. Instead, they're designed to provide additional context – highlighting other aspects of the product that you might want to consider when making a purchase decision. This could help you identify products that not only fit your budget, but also stand out for their quality and features.

Cover Ratings range from five to one star, and are distributed based on each policy's relative comprehensiveness of cover, as determined by the calculation method outlined in this methodology. Five star policies are the policies which offer the most extensive level of cover out of the home and landlord insurance policies assessed by Canstar. The assessment is based on data held in Canstar's database at the time the ratings are produced. This data is sourced from information provided by insurance providers and/or collected through analysis of publicly available documents such as Product Disclosure Statements (PDS). Insurance providers are given the opportunity to review and verify this data periodically and upon request. Ratings are reviewed and recalculated daily to ensure accuracy.

It's important to understand that our Cover Ratings represent the informed assessment of Canstar's Research Committee and are not product recommendations. Canstar provides general advice based on our comprehensive criteria, we do not recommend that any particular product is suitable for anyone's individual circumstances. Our Star Ratings are crafted to be as informative and helpful as possible, evolving with the market and continuing to serve as a trusted guide for consumers navigating complex product landscapes.

What types of products are evaluated?

To be eligible for a Cover Rating, a home insurance or landlord insurance product must be available for purchase in Australia at the time of assessment and be issued by an insurance provider authorised or licensed to offer insurance in Australia. Eligibility for Canstar's Home Insurance & Landlord Insurance Cover Ratings are overseen by the Research Committee. To be eligible for a Cover Rating, sufficient product information required to complete the review must be made available to Canstar to allow for meaningful assessment.

To reflect the different types of cover property owners and investors might require, we calculate separate Cover Ratings for each of the following home insurance and landlord insurance profiles.

The **Home Insurance** Cover Ratings consider policies specifically designed for homeowners and owner-occupiers. These policies are intended for properties used primarily for domestic and residential purposes, and are not designed to cover commercial properties, short-term holiday rentals, or business premises. These products generally consist of two primary cover types (which can be evaluated separately or as a combined package).

Policy Type	Product Type	Description
Home Insurance	Building (or Home)	Evaluated based on the level of protection provided for physical structures, including the house, garages, and permanently attached fixtures.
	Contents	Evaluated based on the cover provided for personal belongings; this profile is typically used to assess policies for strata-titled properties.
	Packaged Building & Contents	Evaluated based on the combined protection of both the home's structure and the possessions within it.

The **Landlord Insurance** Cover Ratings consider policies specifically designed for investment properties. These products generally consist of two primary cover types: Contents cover and packaged Building & Contents cover.

Policy Type	Product Type	Description
Landlord Insurance	Contents	For landlords owning strata-titled units (like apartments), where the building structure is already covered by a body corporate.
	Packaged Building & Contents	Assessed based on the combined protection of the structure and internal fixtures. This profile reflects the coverage typically required for freehold properties to ensure comprehensive protection for both the building and non-structural items (e.g., carpets and blinds).

How are the Cover Ratings calculated?

Each eligible insurance policy is assessed across a range of cover categories. For each category, the policy with the highest level of cover within the relevant profile is used as the benchmark. All other policies are then scored out of 5 for that category, based on their relative performance against this benchmark.

Each category is assigned a specific weighting to reflect its relative importance within the overall methodology. The weightings applied to each category differ by profile to reflect the varying priorities and risks faced by consumers in different property ownership scenarios. For example, landlord-specific protections such as Loss of Rent & Tenant Default and Tenant Damage & Theft hold much greater importance in property investment contexts. Conversely, standard Events Cover (such as storm, fire, and flood) and Building Cover carry more weight for standard owner-occupier home insurance. These tailored weightings ensure the methodology remains relevant and meaningful across each profile.

To determine the final Cover Rating:

1. A score out of 5 is calculated for each cover category, based on how the policy compares to the benchmark for that category.
2. The weighted average of these category scores is then calculated, using the assigned category weights.
3. The resulting average is rounded to the nearest whole number to determine the overall Cover Rating, on a scale from 1 to 5 stars.

The categories and subcategories, along with their assigned weights for the **Home Insurance** Cover Ratings are outlined in the table below.

Category	Description	Building (Home)	Contents	Packaged Building & Contents
Building Cover	Features relating to the protection of the physical structures that make up the residential property, such as the house itself, garages, and fences	25%	-	20%
Building Inclusions	Cover for protected structures, including garages, fences, and fixed landscaping.	80%	-	80%
Motor Burnout	Cover for hard-wired motors like pool pumps and fixed air conditioning units.	10%	-	10%
Accidental Breakage	Cover for replacement of fixed glass, ceramics, and sanitary fixtures (e.g., toilets, cooktops).	10%	-	10%
Rebuild & Repair Options	Settlement flexibility, including "new for old" replacement, temporary accommodation limits, and underinsurance "safety net" buffers.	25%	-	20%
Underinsurance Protection	Availability of "safety net" buffers above the nominated sum insured.	35%	-	35%
Temporary Accommodation	The duration and payout limits for alternative housing and pet boarding if the home becomes unliveable.	30%	-	30%
Settlement Options	Evaluates insurer flexibility in settling claims via repair, rebuild, or cash equivalent.	15%	-	15%
Rebuild Inclusions	Cover for demolition, debris removal, and architectural or statutory fees.	20%	-	20%
Contents Cover	Protection provided for non-permanent household items and personal belongings	-	50%	20%
Contents Inclusions	Range of covered belongings, including furniture, electronics, and fixed items like carpets and blinds.	-	50%	50%
Contents Inclusions Limits	Dollar caps on high-value items (e.g., jewellery and art) and the threshold for listing specified valuables.	-	20%	20%
Motor Burnout	Cover for repair of motors within domestic appliances like fridges or washing machines.	-	20%	20%
Portable Items Cover	The availability of optional cover for personal items (e.g., phones and laptops) taken outside the home	-	10%	10%
Accidental Damage	Protection for sudden, unintended mishaps like liquid spills or dropped electronics, beyond standard defined events.	25%	25%	20%
Events Cover	Features relating to the protection of the property against standard natural disasters, weather events, and external third-party risks	20%	20%	15%
Storm	Cover for loss or damage caused by severe weather events, such as violent winds, cyclones, thunderstorms, rainwater run-off, and hail.	45%	45%	45%
Defined Events	Cover for fire, bushfire, explosion, earthquake, and sudden liquid escape.	30%	30%	30%
Theft	Cover for theft by third parties involving forcible entry.	25%	25%	25%
Flood Cover	Cover for loss or damage caused by flooding, such as natural watercourses, lakes, or dams.	5%	5%	5%

The categories and subcategories, along with their assigned weights for the **Landlord Insurance** Cover Ratings are outlined in the table below.

Category	Description	Contents	Packaged Building & Contents
Loss of Rent & Tenant Default	Features relating to the protection of a landlord's rental income against tenant-related risks and eviction scenarios	25%	25%
Tenant Default	Limits and weeks of cover for unpaid rent, absconding, or legal eviction.	80%	80%
Additional	Extra benefits like legal expenses or re-letting costs following a default.	20%	20%
Tenant Damage & Theft	Features relating to the financial protection against physical destruction or theft caused by the occupants of the rental property	25%	25%
Damage	Cover for malicious acts, vandalism, or accidental damage by tenants and guests.	60%	60%
Tenant Theft	Cover for protection against theft or burglary committed by the tenant.	40%	40%
Building Cover	Features relating to the protection of the physical structures that make up the residential property, such as the house itself, garages, and fences	-	20%
Building Inclusions	Cover for protected structures, including garages, fences, and fixed landscaping.	-	20%
Motor Burnout	Cover for hard-wired motors like pool pumps and fixed air conditioning units.	-	10%
Accidental Breakage	Cover for replacement of fixed glass, ceramics, and sanitary fixtures (e.g., toilets, cooktops).	-	10%
Settlement Options	Evaluates insurer flexibility in settling claims via repair, rebuild, or cash equivalent.	-	20%
Rebuild Inclusions	Cover for demolition, debris removal, and architectural or statutory fees.	-	20%
Underinsurance Protection	Availability of "safety net" buffers above the nominated sum insured.	-	20%
Landlord's Contents	Features relating to the protection of household items, appliances, and furnishings owned by the landlord	25%	20%
Contents Inclusions	Cover for landlord-owned items, specifically carpets, blinds, and white goods.	70%	70%
Motor Burnout	Cover for repair of motors within domestic appliances like fridges or washing machines.	30%	30%
Events Cover	Features relating to the protection of the property against standard natural disasters, weather events, and external third-party risks	25%	10%
Flood	Cover for loss or damage caused by flooding, such as natural watercourses, lakes, or dams.	35%	35%
Storm	Cover for loss or damage caused by severe weather events, such as violent winds, cyclones, thunderstorms, rainwater run-off, and hail.	30%	30%
Defined Events	Cover for fire, bushfire, explosion, earthquake, and sudden liquid escape.	20%	20%
Theft	Cover for theft by third parties involving forcible entry (excludes tenant-related theft).	15%	15%

How often are products reviewed for Cover Ratings?

Cover Ratings are recalculated daily using the most up-to-date product information held in Canstar's database. Canstar continuously monitors policy updates and market changes, ensuring ratings remain current and reflective of the latest information available.

Does Canstar rate all products available in the market?

Canstar endeavours to include the majority of home & landlord insurance providers available in the market and to assess the cover features most relevant to consumers. However, inclusion is subject to product eligibility, data availability, and the ability to conduct a meaningful assessment. As a result, not every product in the market may be included in the Cover Rating, and not every feature that may be relevant to you is necessarily captured in the methodology.

Does Canstar rate other product areas?

Canstar researches, compares, and rates a wide range of banking, wealth, and insurance products. Star Ratings are based on consistent research principles, supporting quality, transparency, and comparability. While each product area may use a tailored methodology—such as a Cover Rating for home & landlord insurance or a Value Rating for others—all ratings aim to help consumers identify high-performing options.

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