



## FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

As my final words before the holidays I will keep things short.

It is one of the unfortunate facets of being a Loss Adjuster that we invariably meet people because some misfortune has befallen them. However, we also assist them in recovering from that misfortune.

It should be a matter of pride that, as a profession, our fundamental role is to help people in times of adversity. Especially after a disaster, millions or billions of dollars of recovery flow as a result of Loss Adjusters' reports – from earthquakes in New Zealand, to cyclones in Australia or the Pacific, flooding in Asia or a tsunami in Japan – communities rely on the money that loss adjusters allow to flow. There is no rule that Loss Adjusters must be the people that insurers rely on, but they do. The service we offer is clearly one that is valued, even if it misses out on the media credit.

As we go into the holiday season, we can reflect on the good that we achieve on a daily basis – both individually and collectively. Hopefully we will come through the holidays refreshed and looking forward to helping our communities next year.

If this is a religious time of year for you, then God bless you. If not, then happy holidays. Either way I hope that you have a chance to relax and spend time with family and friends.

Kind regards

Leon Briggs, Chartered Loss Adjuster  
President - AICLA

## Best Wishes from the AICLA Office

Tony, Jenna, Adrian,  
Claire and Gemma wish all  
members and their families an  
enjoyable and peaceful Christmas  
and New Year.

## NEW AND ELEVATED MEMBERS

**Congratulations to the following recently  
admitted and elevated members:**

### NEW MEMBERS

Name	Class	Division
Swandhana Andriyanta	Associate	Int (Indonesia)
Wahyu Sumantri	Affiliate	Int (Indonesia)
Blythe Ball	Affiliate	New Zealand
Catherine Rowe	Provisional	New South Wales
Brendan Breen	Provisional	New South Wales
Timothy Graham	Provisional	Northern Territory
Jason Khor Kok Pin	Provisional	Int (Singapore)
Cliff Tan Meng Hwa	Provisional	Int (Singapore)
Rikardo Pontoan	Provisional	Int (Indonesia)
Barbara Khabuyu	Affiliate	Int (Uganda)



# ASIAN CLAIMS CONVENTION 19-20-21 APRIL 2017



## HO CHI MINH CITY VIETNAM

The convention brochure and registration form for the Asian Claims Convention on 19-20-21 April 2017 in Ho Chi Minh City, Vietnam is **available here...**

There has been strong early interest in the convention as it is the week following Easter and a number of attendees are looking to use the opportunity for a holiday.

The venue for the convention will be the historic Caravelle Saigon Hotel in the heart of Ho Chi Minh City.

## CLAIMS CONVENTION 2017

The joint AICLA/ANZIIF Claims Convention is set for **Thursday 21 September 2017** at the Sofitel Wentworth Sydney.

A Trainee Loss Adjusters workshop will be held in Sydney on **Wednesday 20 September 2017**.

## HISTORY BOOK ORDERS

The book "What Killed the Tiger – The Extraordinary History of Australasian Loss Adjusters" has been widely praised and is a great read about how the profession was established and its subsequent growth in Australasia.

**The book can be purchased and an order form is available here...**

## VICTORIA

**WOW! What a way to end the Year!**

Outdoing 2015, the 2016 AICLA (Vic) Gala Awards was an amazing night with close to 300 attendees. This night has become one of the biggest nights of the industry. A great night of entertainment with Dianne Pender of Cunningham Lindsey singing a beautiful song, inspirational words from Tristian Miller of Run Like Crazy and dancing and great music from Ciaran Gribbin Band. Not to forget Elizabeth Marx presenting and launching "What Killed the Tiger" to Victoria. There was also a presentation to Bob Richards, the inaugural president of AICLA to mark the 20th anniversary of the establishment of the Institute.

Congratulations to our 2016 AICLA (Vic) Award Winners;

Loss Adjuster of the Year	Grant Day, SUU
Trainee Loss Adjuster of the Year	Glen Crawford, Cunningham Lindsey
Claims Support Person of the Year	Hang Pham, EBM Insurance Brokers
Builder of the Year	Bay Building Group
Service Provider of the Year	FMG Engineers

A special thank you to our Premier Sponsor – Johns Lyng Group, Gold Sponsors – JP Flynn and Perco Cleaning and Restoration and to our Silver Sponsors – Bay Building Group, Gracedale Constructions, FMG Engineering, Jena Dyco, JB Hifi, Power Partners, Pierce Building Services and Pattersons.

**SAVE THE DATE: 2017 AICLA (Vic) Gala Awards is planned for Thursday 7th December 2017!**

**More photos of the Awards can be seen here...**



## WESTERN AUSTRALIA

On Friday 2 December WA division held their combined Diary Sponsor and Christmas Function which also included retired members and industry guests.

The function was held at the Royal Perth Golf Club and was attended by over 60 people.

Rather than a comedian entertainer, the WA Committee provided the entertainment by way of building Lego models without plans, a 20 question quiz and building the tallest free standing structure from paper and sellotape.

The Lego competition was won by Cunningham Lindsay, Quiz by Bradbury Sewell/Pattersons/QBE/SGIO and free standing structure by ANA.

Beverly Hymers won the iPad door prize.



## ON-LINE CPD

### CHANGE — A GOOD THING OR NOT?

Our industry is founded on ancient principles. It developed to meet various perils (such as early sea voyages) and as a result of events (such as the Great Fire of London) as they arose. But it is subject to great change, together with everything else. For example, at a management level we have on-line teleconferencing, a constant pressure on financial performance much increased by rapid dissemination of such things as share prices and exchange rate movements. And at the nuts and bolts end we have on-line cover placement and even claims settlement of small claims, as well as social media for rapid broadcast of dissatisfaction (whether justified or not) of all services, including ours.

But it is sometimes useful to step back from what normally is necessarily a very focussed approach, with its risk of becoming blinkered. Christmas is one of the times when it is traditional to take a look at the wider world, even though it is one of the perils of our industry that at Christmas time — when we would dearly like to take a break — claims do not. Indeed our climate in this part of the world means that Christmas is very likely to be a time of various major claim events.

Nevertheless, taking a wider look is what most of us manage to do at this time of the year, if only briefly, and change is invariably the topic.

Previous generations — sometimes only a little previous — knew nothing of such things as commonplace as digital TV, smartphones, the Internet, even Penicillin, antibiotics, anaesthetics, jet aircraft, the list goes on...

And previous generations knew nothing of overseas call centres. They were not in fear of getting struck by a delivery drone or involved in an accident with a wayward self-driving car. And perhaps most of all they did not hear those dulcet tones 'This call will be recorded for coaching purposes. Press one if your call is not urgent...'

One retired adjuster recently took the opportunity (excuse?) of a Christmas gathering in Sydney to give us the benefits of his ruminations on the subject of change. For a little relaxation for a change (no quiz for this paper!), we invite you to eavesdrop on his delivery via the link 'Professional Development' on our website.

Members should use the **User Name: cpduser** and the **Password: aiclapd**. Your browser may offer the opportunity to 'Remember this password'.

We look forward to seeing you there!

**Go to on-line CPD now...**



**AICLA offers members the opportunity to advertise positions vacant in LA News.**

The cost is 200.00 (+ GST) and the advertisement will be run for one month.

The advertisements also appear on the AICLA website [www.aicla.org](http://www.aicla.org).

If you wish to advertise, please send information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

Advertisers can remain anonymous with job applicants responding direct to AICLA.