



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

Another month passes and we are still in the midst of a pandemic, which is creating havoc throughout the world, with a humanitarian crisis and business disruptions due to border controls and lockdowns preventing people from going about their daily lives. The International Division Chairman, Andrew Khoo, reports that the situation in Indonesia, Malaysia, Thailand, Myanmar and Vietnam is worsening every week, with increased new cases of the highly contagious Delta strain taking a firm grip. This impact obviously effects loss adjusters in their ability to undertake work for their insurance clients. Except for a number of weather-related events that have occurred in the Asian region, business as usual claims are slowing down due to the inability for organisations to conduct their usual business activities.

The situation is also mirrored in Australia, as snap lockdowns have severely hampered Queensland, New South Wales and South Australia, although it is pleasing to note that Victoria seems to have a much better control of the pandemic than in previous months.

In spite of these issues, it was encouraging to hear that the Victoria Division ran their hugely successful iAdjust convention on 14 July with over 100 attendees. Our thanks go to the hardworking Victorian Division Council and to the sponsors who generously contributed towards this event.

It is planned that Division AGMs be held in August as is traditionally the case. Some of these may have to take place electronically due to local restrictions, although others may be able to have face-to-face meetings and social gatherings thereafter. The success of AICLA is largely dependent on the Divisions and I would personally encourage members who wish to contribute to AICLA to put yourselves forward for any vacancies as a Division Councillor and give back to this amazing industry.

The 2022 diary is currently being finalised, and if your information has changed, please ensure you contact the Secretariat with updated details. Advertising for the diary and AICLA website has again been very strong. Many thanks and our gratitude go to all of the sponsors for supporting AICLA, as it is

widely acknowledged and appreciated that your assistance enables the local Divisions to provide excellent educational forums and seminars and, when permitted, popular social gatherings and networking events. For further information on upcoming events please see the information below.

The 2021 Claims Convention, which was scheduled for 9 September at the Four Seasons Hotel in Sydney, is more than likely to be rescheduled for a date in late November or early December. This is due to the current Covid-19 situation with local restrictions preventing events of this nature from taking place. The CC21 Organising Committee is working tirelessly to ensure that this much anticipated event will still take place. Currently there have been 175 registrations, with all looking forward to exceptional speakers, a varied range of topics, and the ability to finally have a face-to-face gathering. The revamped format this year includes a three-hour networking event immediately following the conclusion of the Convention. Further information on CC21 will be advised shortly.

Members in the next day or so will receive details of the Carey Bird Scholarship for 2021, and are encouraged to apply for this prestigious award, which honours Carey Bird who died in the New Zealand earthquake in 2011.

Those members undertaking studies in the Diploma of Loss Adjusting will be aware from communications from ANZIIF that the Diploma is transitioning to a skills-based course under a new Government-approved training package from February 2022. AICLA supports the new training package, which will see the Diploma studies and AICLA membership pathways once again aligned. The AICLA Education Committee is working with ANZIIF to ensure there is little disruption for students partway through their Diploma studies. The objective with the changes is to provide loss adjusters a high-quality training course and clear pathway to AICLA membership and elevations.

My thanks to all those who have contributed to AICLA during these troubled times. Take care and stay safe.

Kind regards

Glyn Lloyd, Chartered Loss Adjuster

President – AICLA

DIARY AND DATABASE DETAILS

We are currently finalising the 2022 AICLA diary, and members with changed details are asked to complete the online *Database Change of Information* no later than **15 August 2021**.

UPCOMING EVENTS

Members and guests are invited to attend the following events. For further information and to register, please click on the event.

DATE	EVENT	LOCATION
12 August	Training Session	Perth
13 August	Trivia & AGM	Brisbane
25 August	Seminar	Adelaide
9 September	Claims Convention	Sydney
6 October	Charity Race Day	Brisbane
12 November	Luncheon	Brisbane

GUIDELINES FOR REGULATION

Claims handing and settling is now a financial service in Australia following recent legislative changes. AICLA in conjunction with lawyers DLA Piper have developed *guidelines for six scenarios where members may be engaged in a claim.*

The guidelines are intended to provide a high-level overview of claims as a financial service. Members should understand how the reforms apply to their business, and may need to seek specific professional legal advice for their circumstances.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Khansa Aulia	Provisional	Int. Indonesia
Adhi Buana Putra	Provisional	Int. Indonesia
Tracy Peterson	Affiliate	New Zealand
Shane Penhall	Affiliate	New Zealand
Tim Dove	Affiliate	New Zealand
Dane Bottrriell	Provisional	Victoria
Nicolas Sellem	Affiliate	New Zealand
Firmansyah	Provisional	Int. Indonesia
Tulus Nugroho	Provisional	Int. Indonesia
Dandi Irwansyah	Provisional	Int. Indonesia
Fionnuala Mullen	Affiliate	New South Wales
Bobby Gregory	Affiliate	New South Wales
Taylor Kerr	Provisional	Victoria
Chil Lit Ching	Affiliate	Int. Malaysia
Tan Khai Loon	Affiliate	Int. Malaysia

ELEVATIONS

Name	Class	Division
Kenneth McCormack	Affiliate	Victoria
Ewen Stephens	Associate	New Zealand
Craig Miller	Associate	Queensland
Kurt Taylor	Associate	New Zealand
Barbara Raso	Fellow	New South Wales
Dan Holmes	Associate	Victoria
Andrei Mayer	Associate	New South Wales



VALE

*Stan
Wetherall*

Stanley Thomas Gerard Wetherall, the youngest of three boys was born in 1950, but orphaned at an early age.

He went into the care of an uncle and attended Oakhill College in Sydney as a boarder from the age of 9.

When he was 16 he left Oakhill and moved to Adelaide where his long insurance career commenced joining the National Insurance Company of New Zealand. He was transferred to Newcastle and with his passion for claims he subsequently resigned and bought into a loss adjusting practice in Taree. Stan, by then had married and had a young family, a son and two daughters.

Stan's first marriage did not endure and after divorce he married Penny in 1991. They relocated to Grafton where he continued to enhance his reputation as an astute adjuster servicing all classes of non-motor losses.

In 2000 Stan moved to Brisbane briefly before relocating to Townville where he managed the McLarens operation before returning for a further brief stint in Brisbane.

In 2004 Stan accepted a position as Manager for Fiji at McLarens where he spent 6 very successful years.

In Fiji Stan was in his element where he was extremely highly respected relishing the environment of full service traditional loss adjusting.

All who knew Stan are aware of his exceptional qualities. Resourceful, resilient, tenacious, meticulous, committed, loyal - all describe this incredibly hardworking man. There was also a fun side to him and he journeyed through life with the most positive demeanour. Frustrated very occasionally, angry never. Foremost a gentleman, always.

Upon return to Australia in 2010, Stan took up an assessing position with Suncorp in Brisbane and then relocated to Pottsville NSW before recently retiring to live his dream of family, gardening, travel & exploring Australia by caravan.

Stan contributed immensely to the profession through his actions, outstanding quality of work and mentoring (including tutoring a young typist in Fiji to become firstly ANZIIF and then ACLA qualified). He was also a member of the Queensland Council for a period prior to relocating to Pottsville.

Stan passed away peacefully following illness surrounded by family at Tweed Hospital on 1st July 2021 aged 71. He was a loving caring man and will be sadly missed by his wife Penny, his children, grandchildren, two brothers and the many many friends, colleagues and claimants he touched over the years.

A very special man, loved by all.

QUEENSLAND

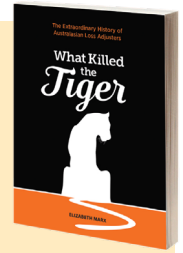
The Queensland Division will be holding its AGM, followed by a trivia networking event, on Friday 13 August at Cloudland Fortitude Valley. The event has proven very popular, with over 100 attendees, the maximum allowed with Covid restrictions. We would like to thank the Platinum Sponsor KMA Consulting Engineers and Gold Sponsor Envista Forensics for their support.

The AICLA Charity Race Day is scheduled for 6 October at Doomben Racecourse, with all sponsorships sold and a large number of pre-event enquiries. *Registrations for this popular event are now open.*

The End of Year Luncheon will be held on 12 November at Tattersall's Club. The guest speaker this year will be Rupert McCall, the famous Australian poet. Further information about this event will be available shortly.

WHAT KILLED THE TIGER

Copies of the book '*What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters*' are available, and if you have not already ordered a copy please [click here](#) for the order form.



ONLINE CPD – NSW FLOOD STORY

Those of our members who work in country areas are more than familiar with the appalling stress that country folk have been experiencing, what with drought, bushfire, the pandemic and floods, not to mention mice! When all is going well, the country life can be idyllic. Lots of space, healthy open air and an enviable community spirit. In the good times, probably the main disadvantage of country life is the lack of infrastructure, some welcome — such as the absence of busy roads and congested cities; some unwelcome like the paucity of nearby medical facilities. But on the whole most country folk would have no other life.

But recent events as well as the common periodical financial hardship that comes with farming have provoked an exodus from the country, not only of younger people seeking the bright city lights and metaphorical pavements of gold, but now previously established people such as farmers. Those remaining — thankfully still in the majority — have had an extremely bad run recently, mainly caused by extreme weather events.

The NSW storms and flooding of New South Wales in March 2021 pushed many to breaking point and a few past it. Over just a few days there was continuous rainfall over a very wide area of the East Coast and further inland, amounting to 400-500 mm. Although there were comparatively few direct casualties there was enormous damage and financial loss. Just one example reported is a farmer who lost 180 cows at a cost of \$360,000. The cost per cow may seem high at \$2,000, but that partly reflects the recent rapid rise of livestock values caused by many previous climactic and other problems. The NSW

Department of Primary Industries reported that it was aware of losses totalling nearly \$100 million. Insurance claims numbered 14,000 by June. The majority of these will have involved our members, with the usual problem of providing rapid assessment and settlement in the face of such a large number, with the added hazards of access, much as the widespread bushfires earlier caused, with added difficulties posed by COVID-19.

The rainfall and flooding was not just a country problem. Both the rain and the movement of water through our river system caused major rises in dams such as Sydney's Warragamba Dam, where daily spills of as much as 466 Gigalitres were required, thus unavoidably risking some flooding in the area. (Without the deliberate spills there would have been uncontrolled overtopping with results difficult to forecast or control.) The risk of flooding causing physical damage to premises and infrastructure has been very much heightened by the substantial building activity over the years in the low lying areas of the Sydney region such as around Richmond, arguably where building may never have been advisable.

Traditionally, flood has always posed particular difficulties in adjustment, despite some simplification of insurance law and procedure. A paper in the near future will look at the history of flood insurance in Australia.

Meanwhile, the March 2021 NSW flood story — with a personal lucky escape — can be found at CPD147.

We look forward to seeing you there.



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

The cost is \$300.00 (+ GST) and the advertisement will be run for one month. The advertisements also appear on the AICLA website www.aicla.org.

If you wish to advertise, please send information to adminoffice@aicla.org. Advertisers can remain anonymous with job applicants responding direct to AICLA.