



## FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

The Institute AGM was held virtually on 28 October 2021, along with a Board Meeting to which we welcomed Colin McEnery, NSW Division Chair, and Dylan Maguire, SA Division Chair to their first meetings. The Board Meeting was preceded by the Education Meeting, held virtually on 27 October, and produced healthy debate amongst all attendees on how to deliver positive outcomes for members moving forward. The **Annual Report**, which was distributed to members in early October, contained the President's and CEO's summary of activities for 2020/21 and the audited financial accounts. Despite Covid and limitations on activities conducted, AICLA operated effectively during the year and remains in a sound financial position.

During the previous 12 months, my first as AICLA President, much has occurred, including the production of guidelines in conjunction with DLA Piper regarding licensing and regulation in light of legislative changes in Australia. The production of the Code of Practise education guide and quiz was very well received by members, and thanks goes to Alan Ford for his tireless work in producing training resources as well as the CPD online quizzes. Currently there are 146 online quizzes, and for members seeking to gain CPD points in line with membership protocols. With Covid restrictions, members are eligible to meet their annual 30 hour CPD commitment via the online study papers.

Membership of the Institute is at an all-time high, as we grow towards one thousand members. Queensland currently has 159 members, making it the largest Division in Australia, however the International Division still leads the way with 278 members. Thank you to all Division Chairs and Councillors for their continued efforts in arranging education and networking events, which is reflected in the increase in members over the past few years.

My congratulations to Narelle Handley, re-elected as Deputy President, Andrew Khoo as Executive Member, Michael Davies as Education Director and Jaye Kumar as International Development Director. Many thanks and congratulations go to Tony Libke, re-elected as Treasurer and Secretary of AICLA, who has also provided invaluable support and guidance during my first 12 months as President. During the past year, I have

received sage advice from previous Presidents and would like to also acknowledge their assistance.

As we close in on the end of 2021, it is pleasing to note that CC21 will be taking place at the Four Seasons Hotel in Sydney on 8 December. The event is almost sold out, with over 200 delegates now registered and sponsorship for the event at high levels. My appreciation to all sponsors for their patience and ongoing support after postponing the event from September. Fortunately, with the borders reopening across most of Australia, we have received very few cancellations except for those interstate delegates who may face quarantining restrictions.

Other matters discussed at the Board Meeting included the Constitution and disciplinary guidelines review. The Constitution review will focus on modernising the wording in line with best practise and allow meetings to take place virtually as well as face-to-face. Further information regarding these changes will be distributed to members and will have to be voted on by both the Board and thereafter members. These changes are planned to be completed by May 2022.

Discussions with our Education provider, ANZIIF, continue on a regular basis, as we draw closer to implementing the new Diploma of Loss Adjusting training package in line with the Australian Qualification Framework. Further information will be provided to members who are partway through their Diploma of Loss Adjusting studies on transition arrangements. ANZIIF confirmed they are committed to making the transition as smooth as possible and will be providing students with support and advice over the coming months, with the new Diploma course to be operating by March 2022.

As the vaccination rollout in the Asia-Pacific region continues, it is hoped that the next Board and other meetings scheduled for 2022 will be able to be held face-to-face. The Asian Claims Convention is not planned for 2022, but we are keen for this popular event to proceed in 2023, with the country and venue yet to be decided.

Division Councils are working hard to enable a return to normality and are planning for a 2022 packed with educational and networking events. We would ask that you continue to support your Division by attending such events, which are advertised in LA News and on the AICLA website.

After reaching the historic milestone of 200, LA News continues to be very popular and analytical information shows that we have an exceptional readership level. Thanks to members and industry partners for taking the time to read about AICLA activities and events.

The 2022 AICLA diary is on track to be distributed in early December, and I would like to acknowledge the importance of sponsors in making this resource available to members and others in the claims industry.

In the coming months, Tony Libke, Andrew Khoo (International Division Chair) and myself will be presenting to International Division members via webinars on current AICLA matters, the Diploma of Loss Adjusting, and an educational seminar. Further details will be provided. It is unfortunate that the Presidential visit to Asia was unable to take place in 2020 and 2021, however it is hoped that these meetings will be back in 2022 when the Covid pandemic has transformed to endemic and can be controlled by vaccination.

Congratulations to Natasha Blanch from Suncorp Brisbane, who is the winner of the prestigious 2021 Carey Bird Scholarship. This scholarship recognises the report writing skill of an adjuster in the respect of a specific claim scenario. As the winner, Natasha is eligible for a framed certificate, and \$3,000 cash or attendance at CC21 with airfares, accommodation and other costs paid. We would like to acknowledge the support of Marsh FACS for their co-sponsorship of this prize, and Michael Davies (AICLA Education Director) who assisted in the judging of the submissions.

AICLA member Linh Nguyen from Sedgwick Sydney recently won the ANZIIF Young Insurance Professional of the Year Award, well done Linh.

My first year as President has been rewarding, fulfilling and has certainly been a great opportunity to reach out to so many members. I look forward to continuing in my role for the next 12 months and hope to meet many of you face-to-face.

**Kind regards**

**Glyn Lloyd, Chartered Loss Adjuster  
President – AICLA**

## NEW AND ELEVATED MEMBERS

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

### NEW MEMBERS

Name	Class	Division
Jamie Bedford	Provisional	NSW/ACT
Anthony O'Connor	Affiliate	NSW/ACT
Winnie Tang	Provisional	NSW/ACT
Capt Arvinder Pal Singh	Affiliate	NSW/ACT
Shane Rosich	Affiliate	WA
Sean Callan	Provisional	NSW/ACT
Margot de Villiers	Affiliate	VIC
Tamara Daniels	Provisional	VIC
Luke Crawford	Affiliate	VIC
Diipali Balinski	Affiliate	WA

### ELEVATIONS

Name	Class	Division
Shiralee Jayasuriya	Affiliate	VIC
Dennis Whittall	Associate	NSW/ACT
Geoffrey Tir	Associate	NSW/ACT

## 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 November	Luncheon	Brisbane
3 December	Christmas Function	Perth
8 December	Claims Convention	Sydney
16 December	Awards	Melbourne

## AICLA AGM

The Directors' Meeting and Annual General Meeting for AICLA were conducted on Thursday 28 October. Both meetings were held electronically, with AGM attendees from Australia, New Zealand and Asia.

At the AGM the following office bearers and appointments were confirmed for 2021/22:

President	Glyn Lloyd	QLD
Deputy President	Narelle Handley	VIC
Executive Member	Andrew Khoo	Malaysia
Education Director	Michael Davies	SA
Treasurer/Secretary	Tony Libke	QLD
Int'l Development Director	Jaye Kumar	WA

## UNSOLICITED OFFERS

Recently a number of members and suppliers have reported receiving an unsolicited email offering to sell to them AICLA membership information and the CC21 attendee list. AICLA has not provided this organisation or any other group information. The vast majority of members have elected to have their contact and company details listed on the AICLA website, which is publicly accessible. You should simply ignore or delete emails purporting to sell AICLA information.

## INTERNATIONAL

The International Division organised a webinar titled Damage Assessment & Disaster Restoration on 18 October 2021, presented by Mr Kirit Kumar of Approved Group International. The delegates comprised members from various Asian countries, and included some insurance providers. Positive feedback was received from delegates, and we wish to record a note of thanks to Mr Kirit Kumar.

## 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.



## WESTERN AUSTRALIA



Over 45 members, sponsors and guests attended the recent WA Division breakfast training session on the topic *Remote and Virtual Adjusting*. The event was very successful, with Chris Bennet, head of Virtual Adjusting and National Fusion Manager at Crawford & Company, delivering an entertaining address.

The 2021 Division Diary Sponsor and Christmas Function will be held at the Marmion Angling and Aquatic Club on Friday 3 December. The event will be a seated function with Christmas fare and speaker Neryl Joyce, who was a Military Police Officer in the Australian Army. The Christmas Function is a great opportunity to catch up with associates and diary sponsors. We ask members to support the event and our sponsors. Industry guests are also welcome at a special price when accompanied by a member. For more information or to register follow the link under *Upcoming Events*.

## VICTORIA

AICLA (Vic) is extremely excited to announce the AICLA (Vic) Awards at Crown Palladium IS ON! After a crazy year in our industry this is the event Victoria needs!

Being held Thursday 16th December 2021, the loss adjusting industry will come together again for celebration of excellence, professionalism, and community with a hint of winter wonderland!

We know the 2020 Awards Night was a little stifled due to Covid however, our 2021 event is being planned to be bigger and better than ever! There is amazing entertainment lined up for the night. Coupled with good food, good wine and good people, who wouldn't be excited.

Attended by the industry's leaders and executives, the Australasian Institute of Chartered Loss Adjusters (Vic) Annual Awards Night recognizes six award categories:

- AICLA (Vic) Loss Adjuster of the Year
- AICLA (Vic) Young Loss Adjuster of the Year
- AICLA (Vic) Loss Adjusting Support Person of the Year
- Bob Richards Award
- AICLA (Vic) Builder of the Year
- AICLA (Vic) Service Provider of the Year

Don't miss out on your tickets! Bookings can be made by following the link under Upcoming Events

We certainly look forward to seeing you all.

## SOUTH AUSTRALIA

The 2021 South Australian Annual Luncheon was a huge success this year, with limited capacity due to COVID hardly being felt. Even in current times, the luncheon continues to remain a flagship event on the South Australian insurance calendar.

The Intercontinental Adelaide was a fantastic location for the event with ex-Australian Cricketer, Mr Wayne Phillips, as MC and 2019 Australian of the Year Dr Richard Harris providing a riveting speech on his crucial role in the Tham Luang cave rescue in Thailand 2018.

Attendees gathered at the 'After Party' held at The Strathmore and continued the festivities well into the night, enjoying face to face networking once more.



## QUEENSLAND

The AICLA Charity Race Day was held on Wednesday 6 October, and was an outstanding success with a sell-out crowd of 292. Through the generosity of sponsors (Morse Building Consultancy, Johns Lyng Group, Advanced Buildings, Bay Building Services, Steamatic, Paynters and Pattersons Build Group) and attendees, a donation of \$13,000 was made to the Children's Hospital Foundation. The raffle on the day raised a record of \$6,300.

In a recent email to AICLA, the CHF advised the following:

*"I've just done the sum of lifetime giving from AICLA and the total is \$124,433.49 since 1999. This is an absolutely incredible amount of support to the Children's Hospital Foundation over the last 22 years. It's support such as this that enables us to work wonders for sick kids and their families. Thank you so much for your ongoing fundraising, we couldn't do what we do best, without you."*



[Click here for more photos...](#)

The **Annual Luncheon** will be held at Tattersall's Club Brisbane on Friday 12 November, and is a sell-out with over 190 attendees registered. This is always a great occasion for members, retired members, sponsors, insurers and others associated with the industry to come together for a social event. The luncheon speaker this year will be poet Rupert McCall. Thanks to sponsors KMA Consulting Engineers, Advanced Buildings, Steamatic, BMR Building Solutions and Envista Forensics.

## ONLINE CPD

Far too often there are building collapses around the world, not just due to earthquakes, but apparently to any combination of faulty design, construction methods and inadequate materials. This has happened all through recorded history, even as far back as 27 BC, when a Roman amphitheatre consisting of 'cheaply constructed' wood gave way with the loss of a staggering 20,000 of the 50,000 spectators who were gathered for the ghoulis 'entertainment'.

But they are not absent in these enlightened times. Fast forward to 2021, where one of the latest collapses at the time of writing is a block of units where the developer is alleged to have added on a further storey after the design was approved.

There are numerous ways in which a building can be constructed that has serious shortcomings, including inadequate engineering design — particularly in relation to loading, allowance for climatic conditions and stresses, as well as materials of poor quality. In relation to the latter, it seems that the specification of supplied concrete has often been the culprit, and in one particular major infrastructure collapse corruption was suspected in that concrete was supplied that was cheaper and less strong than was specified. Corruption has also been suspected where there is allegedly too close an association between a builder/developer and the inspecting or certifying body. The collapses often seem to happen in less advanced countries, and sometimes the comment is 'It couldn't happen here', which is not always appropriate...

One of the most regulated industries — apart of course from

our own — is the building industry. And one of the most advanced countries in the world for building techniques is the USA. It was therefore not to be expected that a 'high rise' block of residential units built only 40 years ago in Florida would spectacularly collapse in 2021... It was even more surprising to hear that major water leaks to the structure had been identified some years ago — and yet not actioned despite numerous reminders. One of the contributing factors to the leaks was said to be the incorrect configuration of a swimming pool deck.

Although classed as high rise the Champlain South building was of very modest height at a mere 12 storeys and a penthouse floor. The collapse was of the classic pancake type, with floors rapidly cascading onto each other, much in the manner of the Twin Towers collapse in September 2001 following the notorious terrorist attack, but this time onto a relatively small footprint, much like a controlled demolition.

The incident occurred at 1:20 am when most residents would have been asleep, and was largely over in just 13 seconds, giving no time for them to escape, even having been awoken by loud cracking. One person who did escape simply ran out in her pyjamas (clutching the inevitable smartphone!).

Another who lingered to ring her husband and report cracking did not survive. In all, about 100 people were killed.

You can read all about this incident at CPD150 in our ever growing on-line CPD facility, accessed via the members' section of our website.



**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](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.