

FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

As 2021 draws to an end, though the world is still gripped by the Covid-19 pandemic, it is pleasing to see that vaccinations are now increasing. Hopefully this will assist in returning to some level of normality, including international travel which is now occurring between some countries in the Asia-Pacific region. Whilst Omicron is the latest Covid strain, those who have been vaccinated do not seem to report significant illness as previously experienced with other strains.

Despite Covid, 2021 has been an incredibly successful year for AICLA. Last week we were able to announce our 1,000th member of AICLA. Congratulations to Tarcisius Maune, an adjuster in Papua New Guinea. AICLA remains in a very strong financial position, and there has been a wide range of Division seminars, webinars and networking events where permitted. My thanks go to the Directors of AICLA and to Division Councillors, whose efforts in organising activities certainly do not go unnoticed and are appreciated by members.

This year, AICLA produced guidelines for members in Australia regarding licensing regulations following the Hayne Royal Commission and also information regarding the Code of Practice, with both documents available on the AICLA website. CPD resources have also been produced, and our thanks go to Alan Ford for his continued work in publishing online papers and quizzes so that members are able to achieve CPD accreditation, particularly when they are unable to physically attend seminars or conferences. There has been a high level of Diploma module enrolments this year, approximately 600, which is encouraging and a sign of members striving to attain appropriate qualifications on their journey to becoming Chartered Loss Adjusters.

Unfortunately, international countries have severely been impacted by Covid, although it was pleasing to note that at the most recent International Division Council meeting, Vietnam and Hong Kong reported a return to business as usual.

Our congratulations go to Joey Dalanon, country representative for AICLA in the Philippines, where he has just been elected

Best Wishes from the AICLA Office

Tony, Ash, Clare and Adrian
wish all members and their
families a safe and peaceful
Christmas, and we hope that
the new year is a far better
one for everyone.

President of the Association of Philippine Adjustment Companies (APAC). Whilst this is great news for Joey and well-deserved recognition, unfortunately the Philippines is currently being ravaged by Typhoon Rai, with 375 deaths reported. Our thoughts and prayers go to all those in the Philippines during this devastating time. A large number of natural disasters have also impacted Australia, and it is this time of year when the weather is at its devastating worst, causing destruction and significant damage to properties.

CC21 proved an overwhelming success based on feedback from attendees. The new cocktail function, rather than the formal dinner, worked very well with delegates preferring this new format. Our thanks go to all the speakers on the day, who provided valuable insight in relation to insurance and loss adjusting, with excellent technical contributions on a variety of topics. Unfortunately, due to travel restrictions, the influx of interstate visitors was limited, however there was still 233 attendees. As always, we thank the sponsors for their excellent support of this premium educational event, and to the volunteers who gave up their time to ensure the smooth running of the convention.

The Victoria Awards at the Crown Casino in Melbourne attracted over 560 attendees and as always a spectacular show was held, well done to the AICLA Victorian Division and congratulations to all award winners on the evening.

The WA Christmas Function at the Marmion Angling and Aquatic Club was attended by over 100 people, and a thoroughly pleasurable time was had by attendees. Despite the Covid restrictions in and out of Western Australia, the level of activities for this Division over the past twelve months has been very encouraging.

The new AICLA simplified logo is now available and has received favourable comment from many members. Details for the usage of the simplified logo are outlined below.

2022 diaries have been distributed to members, sponsors, and others. Again, thanks to sponsors who continue to support the diary and AICLA website.

The new training package for the Diploma of Loss Adjusting will commence in March 2022 in conjunction with our education partner, ANZIIF. The development of the new skills units for the Diploma are well underway and further information will be available early in 2022.

We continue to have further liaison with ASIC on the regulatory framework for loss adjusters and other service providers. Further information will be published following our next meeting with ASIC.

The AICLA Constitution, which has served well for the previous 25 years, is in the final stages of being “modernised” to bring it in line with contemporary business procedures and requirements under the Corporations Act. In conjunction with these changes to the Constitution, our disciplinary and whistle blower procedures are also being reviewed, with these documents to be circulated to members in 2022.

A record level of division activities is anticipated for the coming year, and it is hoped that the majority will be able to be conducted on a face-to-face basis rather than webinars or by other electronic means.

As AICLA signs off 2021, it is hoped that the next year brings a return to a steadier way of life, hopefully post Covid-19 pandemic. This year as President has been challenging but also extremely rewarding, and despite the difficulties the world is experiencing, we have still managed to achieve so much for the benefit of members.

On a personal level, I would like to thank Tony Libke, our CEO, for his guidance and counsel during the past 12 months, and special thanks to Ash Walker for all the incredible hard work that she completes behind the scenes.

From the President, may I wish you all a very merry Christmas, a prosperous and happy new year, and to stay safe, relaxed and recharge your batteries during the festive period.

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
Sean Kiddey	Affiliate	NSW/ACT
Chin Tao Ren	Affiliate	Int. Singapore
Francesco Cottonaro	Provisional	QLD
John Houston	Provisional	NSW/ACT
Torkorn Thanaporn	Affiliate	Int. Thailand
Tarcisius Maune	Affiliate	Int. PNG
Corrine Dagwell	Provisional	NSW/ACT
Gabriella Stevenson	Provisional	Queensland

ELEVATIONS

Name	Class	Division
Kate Gibbs	Associate	Victoria
Adam Stark	Fellow	SA/NT
Agata Damayanti	Associate	Int. Indonesia
Tim Guy	Fellow	Queensland
Steven Owens	Fellow	SA/NT
Dale Sweeney	Associate	Victoria
Angus Kench	Affiliate	NSW/ACT
Khansa Aulia	Affiliate	Int.Indonesia
Maharesi Herulakso	Associate	Int.Indonesia



AICLA



AUSTRALASIAN
INSTITUTE OF CHARTERED
LOSS ADJUSTERS

SIMPLIFIED LOGO

Members are eligible to use the AICLA logo in a prescribed format in emails and other correspondence. You will be aware from the President’s report that AICLA has developed a simplified logo, which is easier to reproduce and it is hoped will become well recognised with members and others over time.

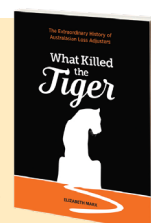
The conditions for use by members of the traditional and simplified logo are as follows:

Members may display the name of the Institute and its logo on the Member’s letterhead and business cards, providing the Member displays that they are a Member of the “Australasian Institute of Chartered Loss Adjusters Limited” and so long as they abide by the Charter of Objects and Professional Conduct. Such display shall be no larger than 50% of the font size of the name of the Member’s firm as printed on the letterhead or business cards.

To download a copy visit the [member downloads page...](#)

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.



CLAIMS CONVENTION 2021

The Sydney Claims Convention CC21 was held on 8 December and represented the first major face-to-face conference for the year, with almost 240 attendees and a strong program featuring contemporary topics such as climate change, business interruption and environmental impacts. There were also presentations by Shane Fitzsimmons, who was the face for the Australian bushfires in 2019/20, Emma Curtis, the new Lead Ombudsman Insurance from AFCA, and Andrew Hall, the ICA CEO. Feedback from attendees was very positive.

For photos of the event click here...

ELEVATIONS AND POST NOMINALS

The criteria for the various classes of membership are set out in the *Qualifications and Rights for Classes of Membership*.

If you meet the elevation criteria, please complete an *Application for Elevation* and ensure you complete a *CPD record sheet*. The password is ***aicla2018***.

The following are guidelines for members regarding the use of AICLA post-nominals. Full details of the use of post-nominals and the requirements for the different classes of membership are outlined in the *Qualifications and Rights for Classes of Membership*.

- **Affiliate:** AICLA (Aff)
- **Associate:** ACLA
- **Fellow:** FCLA

Provisional members and Ordinary members (legacy membership class) are not eligible to use post-nominals but may state they are Provisional members of AICLA or Ordinary members of AICLA. Also, Associates and Fellows who maintain CPD accreditation are eligible to use the term “Chartered Loss Adjuster”. Details of CPD requirements are outlined in the *CPD Information Sheet*.

CONTINUING PROFESSIONAL DEVELOPMENT

Access to CPD online papers and other restricted information is available on the AICLA website ‘member section’ via the password ***aicla2018***. Members are reminded that to be eligible for membership upgrades CPD accreditation must be achieved. Online activities provide one source of valuable training during Covid, when face to face training/seminars are limited. During this period there is no limit on the number of CPD points that can be gained via webinars and other distant learning arrangements.

QUEENSLAND

The QLD Division is well advanced with plans for events in 2022. The first activity will be a networking drinks function to be held in the newly opened rooftop bar at Cloudland, Valley Hops, on 3 March. Invitations for this and planned breakfast seminars will be circulated in the near future.

INTERNATIONAL

The International Division conducted a webinar on Wednesday 15 December, with presentations by the Institute President Glyn Lloyd, International Division Chairman Andrew Khoo, and CEO Tony Libke. There was also a short presentation from the President – *A General Perspective on Environmental Claims*. Feedback from members participating in the webinar was very positive.

A further webinar is planned for 14 February, and information will be circulated early in 2022.

VICTORIA



For more photos click here...

Once again, the AICLA Awards brought a large crowd to celebrate the wonderful industry we have!

Solidifying its mark on the event calendar, this event is THE event of the year, with 560+ guests in attendance at the stunningly decorated Crown Palladium, including a beautiful 12 ft Christmas tree and snow falling from the roof!

MC for the night was none other than Richard Reid, entertainment reporter who wowed the Crowd with his enthusiasm and of course his elaborate fashion style!

The event started with an amazing performance by CircaNICA, on the Cyr Wheel. After an introduction by the Victorian Chair, Narelle Handley, the famous raffle gave prizes including a bottle of Penfolds Grange, Crown Vouchers, Nike Vouchers, a very elaborate (and heavy) gift basket, Japanese Scotch and many more took place, with a number of guests walking away very happy!

With 2020 and 2021 being such a hard time for the industry it was great to see so much interest and a record-breaking number of nominations. Congratulations to the following award winners:

- **Service Provider of the Year** – Marshall Restoration
- **Builder of the Year** – Professional Building Group
- **Loss Adjusting Support Person of the Year**
– Monique Freund – Sedgwick
- **Bob Richards Academic Award** – Robert Dang – Sedgwick
- **Young Loss Adjuster of the Year**
– Kenneth McCormack – McLarens
- **Loss Adjuster of the Year** – Andrew Walsh – Sedgwick

AICLA Victoria would like to wish everyone a very happy, healthy and safe festive season and cannot wait to do it all again in 2022!

WESTERN AUSTRALIA

The 2021 WA Division Diary Sponsor and Christmas Function was held on 3 December. The guest speaker was Neryl Joyce, who was a Military Police Officer, worked for a

private security contractor in Iraq, and is author of *Mercenary Mum*. The event was popular with members and guests, with over 100 attendees.



ONLINE CONTINUING PROFESSIONAL DEVELOPMENT

Highly addictive, loved by many and hated by others, it is responsible for anxiety and misery but it has also saved lives. People have bruised heads or worse through using it. We worry about whether our children use it too much and whether they are being led into danger by it. It has given birth to a whole new set of abbreviations and buzzwords. Of course, we are referring to the totally inescapable smartphone, either that wondrous slim box you carry around with you that enables you to control your world — and to influence those of others — or that cursed thing your Christmas dinner companion is engrossed with instead of listening to your dulcet tones.

The 'phone' part of the word is now almost a misnomer, since using the device for telephone calls is one of its least used functions. You can check the news, the weather, your exact location and height — above sea level that is, the stock market or digicoin gambling prices, a translation of that foreign menu placed in front of you (a little more shichimencho please), your bank and credit card balances, the time, what others are saying about you... And so much more. It also enables you to check in to the restaurant, to show your vaccination certificate, pay your bill, and even to send a message to your enthralled — but not by you — companion to ask him or her to pass the salt. Should you briefly consider actually speaking to someone, you are quite likely to choose text instead. After all, you don't have to wait for the person to be free. You can get it off your chest right now. A few well-chosen words can convey your annoyance at his dog that bays at the moon all night while you are trying to post vital

wisdom on 'social'. And the bruised head I mentioned? On your way home from the restaurant, you did that when texting on the high street with your head down. You thought the pavement was empty when you looked up briefly five minutes ago... What a silly place to put a lamp post.

When texting your teenage nephew or niece you have to be careful! Any word that you thought had a simple meaning might have totally unintended consequences, as it will have been endowed with a special nuance unknown to us ancient people — those over 20...

Surely that wondrous invention has not taken over our lives? Yet you must look at the thing — and frequently — or you may miss out. What is the world saying about you? What a worry! Myself, to avoid that I do not belong to any platform except perhaps number 4 at Central sometimes. But I still wonder what might people be saying about me if I was on. To comfort myself I look at the trees. I find that so relaxing and there are many right here on the screen.

But it's Christmas Holiday time once again. I'll be putting the cursed thing down at last. Might even loiter under the mistletoe. Actually I need to put it down because I've been given a newer one. Bigger screen to look at decorations, better camera to shoot my own effort — perhaps in a selfie, clearer loudspeaker to hear carols on and a longer lasting battery.

Happy Christmas or Happy Holidays, loss adjusters everywhere... If you are desperate to study, *Miracle in your Pocket* (the way we were right back in 2016) is at CPD082.



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.