



## FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

August is a very busy time of year for AICLA, with Division AGMs taking place across Australia, New Zealand and Asia. Congratulations to all Division Chairs who have been re-elected and a warm welcome to Dylan Maguire, the newly elected Division Chair for South Australia. Our thanks go to the departing Division Chair, Richard Jones, who has been an active participant in many Directors' meetings and provided great stability and support to AICLA and for the members in South Australia. Welcome to all newly elected Division Councillors, and I express our appreciation to those retiring Councillors for their hard work over the years.

Despite the restrictive times due to the ongoing pandemic, popular face-to-face events are still taking place, with strong participation by members. The Queensland Trivia Event held at The Warehouse attracted a maximum allowable number of 110. The event was a great success and well received by all participants. In Western Australia, a breakfast seminar with a remarkable number of 80 attendees also took place on the topic Mould Contamination and Remediation. The event received excellent feedback on this very thoughtful and insightful presentation. Unfortunately, a members' seminar planned for South Australia will be rescheduled for a future date.

The International Division is scheduling virtual meetings, with presentations from the President, CEO and International Division Chair. Due to lack of travel, these virtual meetings will provide members a great opportunity to ask questions of the President and CEO about upcoming changes to the Diploma of Loss Adjusting course and Division developments, including webinars and JVs with other institutes. Any questions would be gratefully received and can be sent to [adminoffice@aicla.org](mailto:adminoffice@aicla.org) prior to the meetings taking place, dates and times to follow.

Entries for the prestigious Carey Bird Scholarship are open, and further information can be found [here](#)... This scholarship is an opportunity for loss adjusters to demonstrate their analytical and report writing skills, and the prize is a significant monetary amount or attendance at a major convention, with the winner able to choose. Obviously, education is always at the forefront and guidelines are currently being developed by the Education

Committee for Board approval for the pathways for members to achieve membership levels. These changes will also see the realignment of the Diploma of Loss Adjusting study course offered by ANZIIF and AICLA membership pathways. The changes also coincide with the conversion of the current Diploma course to new skills-based units. The Diploma of Loss Adjusting has been remodelled in accordance with recommendations by AICLA and ANZIIF to reinstate the elective subjects as part of the Diploma pathway. This new training package, FNS20, has received government approval and will commence from February 2022. The Diploma of Loss Adjusting will remain a recognised study course under the Australian Qualification Framework. We hope that in the future, with increasing financial services regulation, that the Diploma of Loss Adjusting studies will become the benchmark in Australia for all involved in the handling and settlement of claims.

The AICLA logo, which was originally designed by former President and current Life member, Leo Fluitsma, has served the Institute well, and is a powerful and widely recognised symbol. The Board has decided to develop a more simplified logo for use by members on their letterheads and business cards, so that they too can show their support for AICLA. This new logo will not replace the existing logo, which will continue to appear on member certificates and official Institute correspondence.

The world is still in the grip of the Covid-19 pandemic, with new cases on the rise in NSW and Victoria, and also now New Zealand. Asia continues to be ravaged by the pandemic, which severely hampers face-to-face meetings and events taking place. The 2021 Claims Convention has been rescheduled to 8 December, and we are in communication with the Four Seasons Hotel to ensure that a safe and successful convention can be held. We have excellent support from all speakers, sponsors and delegates, and numbers are close to capacity, with a sell-out for CC21 expected imminently. My thanks to the Claims Convention Committee for their continued support and efforts.

As part of our ongoing commitment to engage with other membership associations, AICLA held a successful and informative meeting with the Loss Adjusting Association of Japan (LAAJ). Our thanks to Makoto Uchiyama, who has been re-elected in his capacity as President for the eighth year, and his colleagues Koji Nagashima and Yasuharu Nagai for their participation and active involvement in discussing loss adjusting matters of mutual concern. It is pleasing to see how other associations are striving for higher standards of professionalism and training for members in their countries.

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

## QUEENSLAND

The Queensland Division trivia networking event on 13 August at The Warehouse Fortitude Valley was a great success, with 110 attendees. We would like to thank members and guests for their participation, and sponsors KMA Consulting Engineers and Envista Forensics for their support.



The AICLA Charity Race Day is scheduled for 6 October at Doomben Racecourse, with strong support and over 230 tickets already sold. This event is expected to sell-out early, and members wishing to attend are urged to book as soon as possible to avoid disappointment – [click here...](#)

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.

At the recent Queensland Division AGM, the following Office Bearers and Councillors were elected for 2021/22:

Chair	Elouise Cave
Secretary	Tony Libke
Treasurer	Tim Guy
Councillor	Melanie Richardson
Councillor	Michael Brock
Councillor	Emily Pohnan
Councillor	Mark Mellor
Councillor	Luke Stuart
Councillor	Sandie Collins

The Chair moved a vote of thanks for retiring Council members Phil Marshall and Tom Murphy.

## NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

### NEW MEMBERS

Name	Class	Division
Gabriel Wong	Provisional	Int. Singapore
Alisa Simmons	Provisional	Queensland
Darrell Broadwell	Provisional	Queensland
Chris Ewens	Affiliate	New Zealand
Paul Strangwick	Affiliate	New Zealand
Adam Burns	Affiliate	New Zealand

### ELEVATIONS

Name	Class	Division
Neil Ackerman	Associate	Queensland
Ernest Khong	Associate	Int. Singapore
Carlos Kempster	Associate	Victoria
Ravi Nayyar	Associate	Victoria

## 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
6 October	Charity Race Day	Brisbane
12 November	Luncheon	Brisbane
8 December	Claims Convention	Sydney

## SOUTH AUSTRALIA

The following committee was elected for SA for 2021/22, with the newly appointed Chair moving a vote of thanks to the retiring Chair, Richard Jones, for his efforts on behalf of members over recent years.

Chair	Dylan Maguire
Secretary	Samantha Sharp
Treasurer	Benjamin Wilson
Councillor	Steve Flight
Councillor	Samantha Smith

## TASMANIA

At the Tasmania AGM, the following committee was elected for 2021/22:

Chair	Nick Ackers
Secretary/Treasurer	Peter Norton
Councillor	Andrew Knight
Councillor	Peter Pearce
Councillor	David Farmer
Councillor	Justin Liang
Councillor	George Rosevears
Councillor	Kayson Wong

## WESTERN AUSTRALIA

A highly successful seminar presentation by Sarah Bailey from QED Environmental on mould contamination and remediation was attended by 80 members and guests.



At the recent Division AGM, the following persons were elected for 2021/22:

Chair	Gary Sewell
Secretary/Treasurer	Mike Pagels
Councillor	Jaye Kumar
Councillor	Darrell Stops
Councillor	Nigel Lukies
Councillor	Shaun Owen
Councillor	Ian Clendenning

## NEW SOUTH WALES

Congratulations to the following Committee members elected at the NSW AGM:

Chair	Joanna Lacorcica
Secretary/Treasurer	Geoffrey Tir
Councillor	Anthony Brown
Councillor	Andrew Bull
Councillor	Colin McEnery

## VICTORIA

The annual Victoria Awards are scheduled to be held at Crown Melbourne on 16 December, and further information and ticketing will be available shortly.

At the Vic Division AGM, the following Office Bearers and Councillors were elected:

Chair	Narelle Handley
Secretary	Alan Gilmour
Treasurer	Nish Chandra
Councillor	Tulay Tuzun
Councillor	Torben Bell
Councillor	John van Wetering
Councillor	Christopher Cox
Councillor	Anika Thomasson
Councillor	Robert Dang

## INTERNATIONAL

The International Division AGM was held by MS Teams and the following Office Bearers and Councillors were elected for 2021/22:

Chairman	Andrew Khoo
Secretary	Tony Libke
Councillor	Dominic Tran
Councillor	Parinya Kaewduangtien
Councillor	Dolawat Wanichwatphibun
Councillor	Harold Lim
Councillor	Jakkrit Khaosaard
Councillor	Budi Maharesi
Councillor	Pooba Mahalingam

## NEW ZEALAND

The following committee was elected for NZ for 2021/22:

Chair	Greig Halpin
Secretary/Treasurer	Anne White
Councillor	Dave Merritt
Councillor	Trina Far
Councillor	Paul Rae
Councillor	Nick Dench

## ONLINE CPD

As we all know, loss adjusters have tended to enter the profession 'by accident', often after many years working in other disciplines. The resulting dual or multiple qualifications can make for very effective loss adjusting, especially in technical cases and/or those that run into dispute. However, there is a growing band who train from the outset, usually with large firms who have training programs and a mentorship system, as well as standard procedures, forms and templates.

In either case, adjusters have to start somewhere, and our paper featured this month addresses some basic rules and procedures needed to carry out our work for the public in a satisfactory manner.

What does 'satisfactory' mean in the context of our industry? We are all familiar with the common layperson's expectation that we must be perfect in every regard. Immaculately presented, on time for every appointment, yet able to linger to appreciate the impact of the loss and show empathy, though never in a wooden or rehearsed manner. And in the growing need for telephone appointments, possessing a well-modulated voice at perfect volume whether the claimant is in a heavy stamping workshop or a monastery. And never with any delay, able to respond rapidly to dozens of householders and businesses dispossessed by fire or flood.

But is that enough? According to a minority of journalists and politicians in times of crisis, no it is not. We must be more than fair to the claimant, notwithstanding the letter of the policy!

However, we know that we are not facilitating distribution of mysteriously available and limitless funds. That settlement money is not ours; it belongs to other people, via their premiums. We have to be fair to all concerned. It is certainly true that we should aim higher than just satisfactory and aspire to Best Practice.

This month's paper is primarily for the new adjusters among us, and summarises the necessities for effective loss adjusting, truly satisfactory in terms of compliance with all relevant laws and regulations, as well as adhering to the principles in successive Codes of Practice and our own Charter of Objects and Professional Conduct both in letter and in spirit, not forgetting the contract between the individual adjuster or firm with the instructing insurer, as well as compliance with the firm's own rules and procedures.

So much for the framework. Now for the action on the front line. The necessary skills are not just procedural — they are also a matter of effective and empathetic human contact, whether it be with the claimant, the broker, the repairer or the third party. There are often adjustments to be made and negotiated, which can tax our human skills — after all, it is not usually difficult to agree to give someone exactly what they want! Sadly some claims will not stand up to validation, when they will ultimately be denied — although formal denial is rarely our prerogative. Hopefully, at CPD148 new adjusters will find some useful guidance.



### 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.