



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

Welcome to this edition of LA News, we are well into 2022 and already the Asia-Pacific region has seen significant catastrophic events causing widespread damage to both domestic and commercial properties. Damage to agricultural areas and the loss of livestock cannot be understated, as the meteorologist-predicted La Nina cycle is in full swing.

It is interesting to note that the ICA reports in their 2021 Insurance Catastrophe Summary that \$2.78b worth of claims were incurred across Australia from 6 catastrophe events, and over 212,000 reported claims. So far for the first quarter of 2022, estimates from the devastating floods from southeast Queensland and northern New South Wales, together with the excessive rainfall causing widespread flooding across other areas of New South Wales, the estimate for claims incurred is already expected to surpass \$2b and potentially go even higher than the total catastrophe events in 2021.

As a result of these significant weather events, seminars arranged in Queensland and South Australia were unfortunately postponed due to staff engagement with flood/storm claims. The entire loss adjusting industry is currently fully utilised and working in excess of 100% of their normal capacity.

It was pleasing to note that the WA Division was able to hold a successful breakfast seminar. Guy Tomlinson from National Forensic Investigation Consulting presented on the topic Fire Investigation from an Electrical Perspective. Well done to our WA colleagues for holding the first seminar of the year in Australia.

A board meeting is scheduled for 12 May, taking place in Brisbane, with an EGM taking place on the same day for members to consider changes to the Constitution. Further details of the proposed changes will be forwarded to members in the near future. The changes have been developed following detailed consultation with DLA Piper lawyers and the Board.

We are also finalising a review of disciplinary procedures again after consultation with DLA Piper to bring AICLA in line with legislation and current practises.

Despite 2021 being a very busy and difficult year for a number of reasons, Covid-19 included, there was a record level of 620 enrolments in the Diploma of Loss Adjusting delivered by ANZIIF. This record was driven in part by the desire for members to complete their qualifications under the FNS15 training package before the transition to the skills-units based FNS20 education regime.

AICLA continues to work with ANZIIF to finalise all elective skills units for the Diploma of Loss Adjusting, and our thanks go to AICLA Subject Matter Experts who are taking part in this program and working with ANZIIF design experts to ensure that the new education program fits within the Australian Qualifications Framework and continues to represent the benchmark course for those entering the profession of loss adjusting.

I would like to acknowledge the hard work of Divisions, who are preparing a program of face-to-face events for 2022. AICLA is committed to providing Continuing Professional Development via seminars and workshops so that adjusters remain a valued, well-trained and important part of the insurance industry. It is imperative that we continue to be at the forefront of insurers' minds as qualified professional service providers. Details of events can be found on our website.

A special save the date for the 2022 AICLA/ANZIIF Claims Convention, a flagship AICLA event, which will again be held at the Four Seasons Hotel Sydney on 29 September. My thanks to the organising committee for their continued support, ideas, and passion to ensure that CC22 will be a huge success. Sponsorship for this event is available – please contact adminoffice@aicla.org for a copy of the sponsorship prospectus.

To finish with, it is at times like these that adjusters come to the forefront of the insurance industry. Their hard work, dedication and long hours ensure that those in need receive high quality service from qualified adjusters. I commend the continued resilience of loss adjusters for their commitment and selflessness in what are difficult times.

Kind regards
Glyn Lloyd, Chartered Loss Adjuster
President – AICLA

CLAIMS CONVENTION 2022

29 SEPTEMBER 2022

FOUR SEASONS HOTEL SYDNEY

The planning committee for CC22 is preparing the basis of what should be an outstanding program of speakers and topics. We would like to acknowledge the following sponsors for the event: Nearmap Australia, Johns Lyng Group, Bay Building Group, Insurance Claim Rentals, GKA Investigations Group, JB HiFi Insurance, ASTA Group and Paynter Dixon.

NEW SOUTH WALES

On the 28th of February, the ICA declared the NSW floods an Insurance Catastrophe. For the first time in two years, international adjusters have begun to arrive in NSW to assist in this event. Many of these internationals are now on the ground in Sydney Lismore and Ballina. As of the 24th of March, in NSW alone over 72,000 claims were lodged as a result of this event.

Breakdown:

- Property: 55,700
- Motor: 12,958
- Commercial: 3,366

An early estimate for repairs has been calculated at \$1,080,360,000.

An AICLA NSW social event will be held on 5 May, with more information to follow shortly.

WESTERN AUSTRALIA



The WA Division held a Breakfast Training Session at the RPGC on 17 March. Guy Tomlinson from National Forensic Investigation Consulting presented on the topic *Fire Investigation from an Electrical Perspective*.

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.

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 |
|--------------|-------------------|-------------------|
| 28 April | Breakfast Seminar | Brisbane |
| 5 May | Networking Drinks | Sydney |
| 11 May | Networking Drinks | Brisbane |
| 12 May | EGM | Brisbane/MS Teams |
| 2 June | Claims Conference | Brisbane |
| 19 August | Trivia & QLD AGM | Brisbane |
| 29 September | Claims Convention | Sydney |
| 19 November | Luncheon | Brisbane |

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

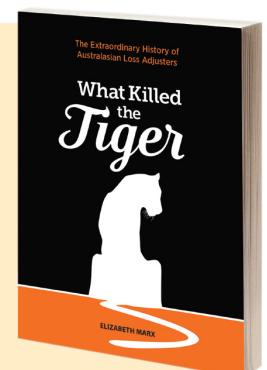
| Name | Class | Division |
|-------------------|-------------|---------------|
| Amber Goodwin | Provisional | QLD |
| Ruarai O Luanaigh | Provisional | QLD |
| Dean Sintonen | Provisional | SA/NT |
| Natee Thongpakdee | Provisional | Int. Thailand |
| Fairooz Khadiwala | Affiliate | VIC |
| John Hennegan | Affiliate | QLD |

ELEVATIONS

| Name | Class | Division |
|-------------------|-----------|----------------|
| Christopher Green | Affiliate | SA/NT |
| Dandi Irwansyah | Affiliate | Int. Indonesia |
| Linh Nguyen | Associate | NSW/ACT |
| Fatony Manullang | Associate | Int. Indonesia |
| Win Prayitno | Associate | Int. Indonesia |
| Andrew Brooke | Fellow | NZ |
| Maria Widiyasanty | Fellow | Int. Indonesia |

WHAT KILLED THE TIGER

Copies of the book *What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters* are available, and if you would like to order a copy please [click here...](#)



SIMPLIFIED LOGO



Members are eligible to use the AICLA logo in a prescribed format in emails and other correspondence. 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...](#)

ONLINE CONTINUING PROFESSIONAL DEVELOPMENT

In this month's on-line CPD paper, we discuss revolution. You can immediately put aside the images that are no doubt forming in your mind, because fortunately we do not discuss severe social upheaval or worse. Hopefully that is a welcome change from the current broadcast news — much of it repeated ad infinitum, or from posts on social media, complete with commentaries from experts (and some not...).

This month's paper is one of those designed to take us back from time to time from our busy front line — just as necessary as is concentrated application when tackling an adjustment assignment. In our paper, we take a much calmer and broader view of 'revolution' than the word first suggests, and consider what has been the most life-changing invention or development in humankind's entire history.

Entire history? A wide scope indeed... In 2015, Dr Elizabeth Howell of Canada summarised

While our ancestors have been around for about six million years, the modern form of humans only evolved about 200,000 years ago. Civilization as we know it is only about 6,000 years old...

To most, the third number is probably readily manageable, the second capable of absorption but the first somewhat beyond the boundaries of our imagination. With such a wide

timespan and so many choices for 'the most revolutionary development of all time' there is plenty of scope for differing opinions for the candidate. Many such opinions would no doubt start with 'Obviously...'

You might say that the most far-reaching development or discovery of all time has obviously been fire... or cooking, tools, clothing, speech, language, alchemy, medicine... The list goes on. For those with a more modern view, perhaps obviously the winner must be motor vehicles, flight, machine tools, broadcasting, telegraphy, the telephone, radio, television, the internet, browsers, email, smartphones, space travel, satellites, drones...

In arriving at a single suggestion one approach is to consider which discoveries or developments depend upon others and so discount those as literally non-starters. In our paper we have made this idea a partial cornerstone of our reasoning, which is nonetheless personal, as will be the reaction of each of you to it.

So what's your opinion? No spoiler! You can read about one approach — with what we hope will be some useful background information — at CPD155. If it generates dissent (undoubtedly it will) nevertheless that will be all the more useful a thinking exercise...



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.