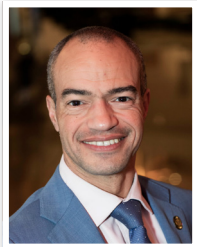




# L.A. NEWS

NEWSLETTER #206, APRIL 2022



## FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

It is a busy time for AICLA, with the Education and Directors' meetings being held next month. It is pleasing to note that the majority of Directors will be attending in person, with the remainder participating electronically. The past two years have limited our ability to travel on a regular basis and I am sure Directors are looking forward to face-to-face engagement at the Brisbane meeting.

The Directors' meeting, taking place in Brisbane on 12 May, coincides with an Extraordinary General Meeting (EGM) to consider changes to the Constitution that have been recommended due to legislative changes and evolving business practises brought about by the global pandemic, such as meetings being conducted virtually. The Notice of Meeting and information memorandum covering the proposed Constitution changes have been distributed to members. I request that members who are unable to attend or participate in this EGM forward a proxy in favour of adopting the proposed changes, which have been unanimously recommended by the Board.

A significant portion of the Directors' meeting will be taken up on policy review – not only the Constitution, revised disciplinary procedures and whistleblowing policy, which have been developed in consultation with DLA Piper, but also a range of other institute policies. The review of policies has been comprehensive and provided an opportunity for continuous improvement to ensure that we are working in line with legislation and best practice guidelines. Tony Libke, CEO, has been heavily involved in reviewing policies and liaison with DLA Piper, and my personal thanks go to Tony for his continued support to ensure AICLA remains contemporary in these important areas.

The weather activity in eastern Australia has caused mass devastation in parts of Queensland and New South Wales, with record levels of claims keeping loss adjusters fully engaged. This catastrophe is predicted to be one of the largest in recent times, and whilst loss adjusters are putting their best foot forward to proactively assist in these claims, a significant issue that is now being faced surrounds the supply chain of builders, restorers and

## 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
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
13 October	Inspiring Women	Melbourne
19 November	Luncheon	Brisbane

other trades who are also being stretched beyond their normal capacity. At times like these, the insurance industry comes together as one to work collaboratively and assist those in need and demonstrates the benefits of dealing with qualified and accredited loss adjusters. My thanks go to all of those going above and beyond and, in the process, promoting the importance of the loss adjusting profession.

In other news, the Claims Convention, CC22, to be held at the Four Seasons Hotel Sydney on 29 September, has had a hard-working and active committee preparing the program which is now largely finalised. A great line up of speakers is planned for the event, covering an interesting range of topics. No doubt, one of the significant topics will focus on the catastrophe events in eastern Australia during this year.

Other recent and upcoming events include a breakfast seminar held by the Queensland Division on 28 April on the topic *New Regulations in the Claims Industry and How They Apply to Loss Adjusters*. There were 65 attendees, who were captivated by the brilliant presentation from Sophie Devitt of DLA Piper covering this ever-evolving landscape. A networking event has been planned by the QLD Division for 11 May at Valley Hops, with over 200 registrations from members, colleagues and others in the claims profession. Also in attendance at the function will be Directors visiting from various Divisions, providing a wonderful opportunity for members and others to meet with Directors of AICLA.

The NSW Division is holding a Meet & Greet for members and guests at P.J. O'Brien's in Sydney on 5 May, with ticket sales exceeding expectations. This is the first such event to take place in NSW for a considerable time and we encourage all members who have not registered to join in this social and networking event.

The Victorian Division held the annual Claims & Canapes event at Melbourne Park in conjunction with the Formula 1 Grand Prix, with almost 100 attendees. The Division is busy working on a full program of events for 2022 now that the restrictions that have hampered Victoria due to the global pandemic have been removed. We look forward to supporting them in their upcoming endeavours.

Other events are currently being planned in all Divisions. Check out the AICLA website for details and remember to purchase tickets early as they sell out fast.

The International Division is looking to resume the ever-popular Asian Claims Convention in 2023, with possible destinations and venues being sourced. A committee has been established with the first meeting planned in the early part of May. Due to the Covid issues, the last planned Asian Claims Convention to be held in Kyoto, Japan was cancelled. ACC23 is planned to be held in SE Asia. Our thanks to LAAJ and Makoto Uchiyama, President, and we look forward to working with LAAJ in the future.

Across to the northern hemisphere, it has been announced that Malcolm Hyde, CEO of CILA, is resigning from his position after many years. We would like to express our gratitude for the close working relationship between AICLA and CILA during his tenure, and for providing assistance and guidance in issues and topics of mutual benefit. We wish Malcolm all the best in his future endeavours.

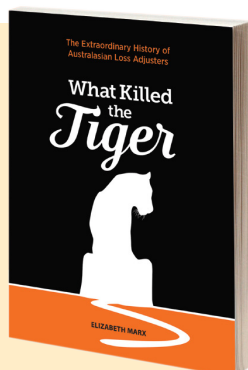
Lastly, digital records are now becoming the norm, and AICLA head office is in the process of digitising all member records, with the project expected to be finalised before the end of June. This will provide assistance for AICLA head office moving into the future, with information being available at the touch of a button rather than sifting through paper files. AICLA is committed to look at future sustainability of the planet and this is the first step along a progressive journey.

**Kind regards**

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

## 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...](#)



## NEW AND ELEVATED MEMBERS

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

### NEW MEMBERS

Name	Class	Division
Oliver See Choong Leong	Provisional	Int. Singapore
Gavin Northmore	Affiliate	WA

### ELEVATIONS

Name	Class	Division
Adam Stockdale	Affiliate	WA
Anthony Brown	Associate	WA

## CLAIMS CONVENTION 2022

**29 September**

**Four Seasons Hotel Sydney**

The planning committee for CC22 is finalising an outstanding program of speakers and topics, and we look forward to the support of members and guests for the event in September.

We would like to acknowledge the following sponsors for the event:

**PLATINUM:** Construct Services

**GOLD:** Nearnmap Australia and Johns Lyng Group

**OTHER SPONSORS:**

Bay Building Group, Insurance Claim Rentals, GKA Investigations Group, JB HiFi Insurance, ASTA Group, Paynter Dixon, Envista Forensics and Abril Building Solutions.

## EGM

Members should have received advice of the Extraordinary General Meeting to be held on 12 May to consider recommended changes to the AICLA Constitution. The proposed changes follow an extensive review of the Constitution, and members are encouraged to exercise their vote by participating in the meeting or lodging a proxy form. If any member requires further information, they are asked to contact [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

## 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



Despite members being extremely busy with a record level of claims, the recent QLD Division breakfast meeting was an outstanding success. No doubt in large part to the quality of the speaker, Sophie Devitt (DLA Piper), and topic *New Regulations in the Claims Industry and How They Apply to Loss Adjusters*. Our appreciation goes to sponsors Intebuild and FRA.

The half-day **Queensland Claims Conference** will be held on 2 June,

and registrations are now open for this popular event. As numbers are limited, members and guests are encouraged to register early.

We thank the following sponsors for their support:

**PLATINUM:** Pircsa

**GOLD:** Steamatic, ARC Projects, Intebuild and GKA Investigations Group

## ONLINE CONTINUING PROFESSIONAL DEVELOPMENT

Apart from overseas events, in the past weeks the daily news has been dominated by the disastrous floods along the East Coast of Australia. In some places — notably Lismore, NSW — repetitive ‘freak’ events have been suffered, with both residents and business owners wearily turning out ruined goods to the cluttered roadside and trying to mop up, only to be inundated again. Devastating to say the least, even for normally resilient country folk. There is much talk of ‘one in a hundred (five hundred, a thousand...) year’ events, labels which are now meaningless, having always been at least misleading. The obvious truth is that these severe rainstorms and subsequent floods and landslips are not freak at all — they are becoming normal, as they are all around the globe. Aside from a few deniers (this writer is not aware of any in our industry) climatologists and other experts are saying that the obvious cause is climate change, and that we are reaping what in effect we have failed to sow by not planning to reduce carbon emission.

Meanwhile, the insurance industry is groaning, both literally at the pressure and bottom line of claims drawdown and metaphorically at the outcry that more should be done for less. The media is playing its usual part, sometimes thoughtfully, although a generally respected TV show host spoke of ‘fine print’ and advised flood sufferers to ‘...inform your insurance company and wait. Don’t try to clean up yourself’. There are reports that some are claiming even when flood cover is not selected or is not available at all, and are shrilly vocal when there can be no insurance response. Other TV interviewees are asking the camera ‘Why is flood

insurance so expensive’, when right behind them is the obvious answer...

These events have placed a huge burden on the industry. At least one major insurer is desperately recruiting people to work in their emergency flood response team, among other things to liaise with assessors. But the necessarily short training course may not fully equip such people to carry out the perfect work that the traumatised public will demand, although in the face of the overwhelming volume of claims many insurers will have judged that any delay in handling them would be a worse outcome.

For those of our members that are engaged in claims involving the floods, as we know even more than the usual degree of empathy will be needed, while attending to other less popular necessities like being alert for undue claims leakage, or unfortunately even outright fraud — the latter usually but not always being condemned by genuine sufferers. In such times, the insurance industry is often labelled with adjectives perhaps better aimed at the visiting politicians whose lack of action in the past arguably contributed both to this problem and the chance of future disasters of the kind being lessened.

See CPD117 published in February 2019, where we address the issue in some detail. Of course, now three years later than that paper, the problem will have only worsened!

There was adequate warning — by Svante Arrhenius in 1896! And many times since then. Al Gore warned us again in 2006...



**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.