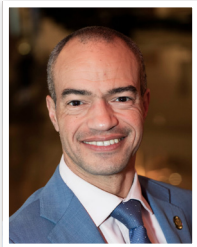




L.A. NEWS

NEWSLETTER #208, JUNE 2022



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

After almost 32 years of being involved in the stewardship of AICLA and a predecessor body, AILA, it is with regret that unfortunately Tony Libke, the CEO, has announced his retirement from the Institute. Tony was instrumental in bringing AICLA to its current state from very humble beginnings. The history of the Institute is well documented in “What Killed the Tiger” and Tony’s part in the merging of three organisations, together with the efforts of others at the time, to form the current institute in 1997 was an achievement of great significance. Tony has been at the helm in the development of the Institute, and has actively and tirelessly worked for the benefit of the Institute, and has helped to shape the landscape of AICLA. He retires with membership at a record number in excess of 1,000 and financial reserves at the highest level in the history of the institute. Tony will continue to work with the new CEO for a number of months in a transition arrangement.

The highly successful conventions run by AICLA, both here and in Asia, have been organised by Tony, and their popularity continues to grow. We have managed to secure Tony’s services so that his wealth of knowledge is not lost, and he will continue to assist in the running of the Asian Claims Conventions until 2024.

With Tony’s impending departure, the AICLA Board has been heavily involved in finding a replacement. It is with great delight that I announce the new CEO of AICLA as Brad Dean. Brad is a CPA and is skilled in the areas of negotiation and advocacy. His career has spanned a range of industries including retail, hospitality, property development, manufacturing, distribution and not for profit organisations. One of the key criteria for the Board is longevity, and Brad has provided a firm commitment to be involved in AICLA for at least 10 years. This is an extremely significant change, and the Board are fully committed to work with Brad and ensure his success and that of AICLA for many years to come.

The Carey Bird Scholarship scenario for 2022 will be published next week on the AICLA website, and we encourage all members to consider making a submission in this claims-based scenario. An excellent prize is on offer for the winner, which

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
13 July	Breakfast Seminar	Brisbane
14 July	Breakfast Training Session	Perth
29 July	Luncheon	Sydney
19 August	Trivia & QLD AGM	Brisbane
26 August	Conference, NZ AGM & Luncheon	Auckland
15 September	Panel Discussion	Melbourne
29 September	Claims Convention	Sydney
13 October	Inspiring Women	Melbourne
26 October	Charity Race Day	Brisbane
19 November	Luncheon	Brisbane
15 December	Vic Awards	Melbourne

includes \$3,000 or attendance at the Sydney or Asian Claims Convention. Last year’s winner was Natasha Blanch from Suncorp.

AICLA is introducing a new award, the Lifetime Achievement Award. Information regarding the award is [available here...](#) There will be a limit of one Lifetime Achievement Award each year, with determination of the award winner at the Board Meeting in October annually. Nominations can be made to adminoffice@aicla.org.

New member badges for Associate and Fellow members will be supplied in the coming months, featuring the AICLA logo and providing an instant recognition for Chartered Loss Adjusters. One badge will be provided to each Associate or Fellow free of charge, with distribution details to follow.

Diploma of Loss Adjusting prize winners for this year are shown below. Congratulations to all those who have won prizes for their excellent academic achievement.

Behind the scenes at AICLA head office, all members records have now been stored electronically, with the need for paper files becoming less relevant in an almost exclusively digital world. Member details will be kept very secure, with AICLA staff having quick access to be able to answer member queries if required.

Tony Libke, Andrew Khoo (International Division Chair) and I will be visiting Asia and attending members meetings, visiting regulatory bodies and fellow loss adjusting and insurance associations in Singapore, Bangkok, Ho Chi Minh City, Kuala Lumpur and Jakarta during the first two weeks of August. This is a long-overdue trip, postponed by the global pandemic.

Diary and website advertising continues to be important, with all Divisions working hard to ensure that no suppliers to the insurance industry miss out on an opportunity to be able to promote their services on these popular forums. My thanks to all sponsors, who assist AICLA to continue to run educational and social events, as without their support the cost to members for these activities, would be dramatically increased.

The Queensland Division held their annual claims conference at the Pullman Hotel in Brisbane on 2 June. There were 120 registered attendees who were treated to an excellent range of speakers, with a wide and varied topic range. The event was very well received by all involved, congratulations to the QLD Division.

The McLarens Asian business requested a meeting between their employees and Andrew Khoo, International Division Chair, Tony Libke, CEO and myself to provide an overview of the education pathway with ANZIIF and the benefits of AICLA membership. The meeting was well-received by McLarens Asia employees and our thanks go to Stephen Parsons, Tim Wong and Paul Fair from McLarens who arranged the meeting. AICLA are more than happy to attend any group meetings, for further information please feel free to contact AICLA head office or myself at president@aicla.org

The AICLA website contains listings of upcoming events, which include the QLD Breakfast Seminar, WA Seminar, NSW

Luncheon (this year being held at the Ivy complex), and a NZ Seminar and Luncheon in Auckland. There is a record number of functions taking place throughout the remainder of 2022, and we encourage all members and industry colleagues to attend these great value for money events.

The 2022 Claims Convention held jointly by AICLA and ANZIIF now has a full program, with speakers locked in and a record number of sponsors and sponsor booths having been confirmed. Tickets are available at the early bird price until the end of August, and it is anticipated this will be a sell-out event. We would recommend securing your tickets early to avoid disappointment.

Division AGMs will be held during August, and we would encourage any member who wishes to be part of a Division Council to have their nomination form completed and returned at the earliest opportunity. My sincere thanks to all Division Councillors who work tirelessly to arrange the vast number of educational and social activities that are always welcomed by all attendees.

Finally, out with the old and in with the new. Tony's efforts during his 32-year reign will never be forgotten, and I am sure that I speak for all members in thanking Tony for his incredible contribution to our marvellous institute. On a personal level, Tony has been a wonderful support, mentor and friend during my term as President, and has greatly assisted myself and other Board members in ensuring the smooth running of the Institute. Enjoy your well-earned retirement and thanks for all your work, Mr Libke.

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
Tennille O'Brien	Affiliate	NSW
Avikash Ram	Provisional	Int. Fiji
Boonyakit Suwanchaisakul	Affiliate	Int. Thai
Rina Tsuzuki	Provisional	VIC
Garrick Pahl	Provisional	NSW
Dylan McCarthy	Provisional	SA
Danial Powell	Affiliate	WA
Deborah Gordon	Provisional	WA
Naveen Pagolu	Affiliate	Int. Singapore
Matthew Lim	Affiliate	Int. Singapore

ELEVATIONS

Name	Class	Division
Fionnuala Mullen	Associate	NSW
Zack Mun	Fellow	VIC
Romy Abbott	Affiliate	QLD
Benjamin Tan	Associate	Int. Singapore
Caroline Moore	Associate	VIC
Abraham Rajadurai	Associate	Int. Singapore
Romeo Zoghbi	Affiliate	WA

ASIA VISIT

The President will be visiting Asia with the International Development Director and current CEO to meet with members, Regulators, CEOs and other insurance institutes in early August. This will be the first visit since 2019, and at the meetings with members and prospective members we will provide an update on AICLA activities, information on the Diploma of Loss Adjusting, membership pathways, and our plans moving forward. The members' meeting will be for 1.5 hours and will also include short 15-minute professional development presentations by the President and International Division Chair. There will be no cost for members or guests to attend.

Information on the members meetings will be circulated in the near future.

ASIAN CLAIMS CONVENTION 2023

ACC22 is planned to be held in Bangkok, Thailand on 10-11-12 May 2023. Venues are currently being considered for the event, and the planning committee has started consideration for speakers and topics. If any member would like to suggest a topic or speaker, they are asked to contact adminoffice@aicla.org.



AICLA/ANZIIF
CC22
Claims Convention

AICLA aicla.org ANZIIF anziif.com

NEW THINKING FOR THE CLAIMS LANDSCAPE

29 SEPTEMBER 2022
FOUR SEASONS HOTEL, 199 GEORGE STREET SYDNEY

We are pleased that the 2022 program is almost finalised and will include a range of highly accredited presenters.

The convention will be headed by a panel discussion on the topic **QLD & NSW Flood Disaster - Resilience: Who Plays a Role? Pivot to Technology, Social Challenges & Scarcity of Resources (Materials and Labour)**. Confirmed panel members include Andrew Hall (ICA), Clare Cordingly (Sedgwick), Belinda Speirs (Suncorp) and Darren Trott (Construct Services).

CC22 will be held at the Four Seasons Hotel Sydney on 29 September, and the format will be a full-day conference followed by three-hour cocktail function.

Attractive discounts are available for early bird registrations and group bookings of five or more.

Thank you to Platinum sponsor **Construct Services** and Gold sponsors **Johns Lyng Group** and **Nearmap Australia**.

For further details [click here...](#)

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...](#)



PRIZE WINNERS 2022

Congratulations to the following prize winners for outstanding results in the ANZIIF Diploma of Loss Adjusting:

- **Loss Adjusting Diploma Prize:** Robert Dang, Sedgwick VIC
- **Charles Buchanan Prize:** Robert Dang, Sedgwick VIC
- **Syd McDonald Young Adjuster Prize:** Robert Dang, Sedgwick VIC
- **Ted Cooper Prize (WA):** Carl Coldham, ASTA Group WA
- **Brian Geraghty Prize (QLD):** Alistair Stevenson, Crawford & Company QLD
- **New Zealand Division Council Prize:** Dallas Telford, Star Insurance Specialists
- **Bob Richards Award (Vic):** Winner will be announced at the AICLA (Vic) Awards Dinner

DIARY & SUPPLIERS DIRECTORY

The diary and website remain popular with advertisers and represent an important source of revenue for Divisions. The closing date for advertising is 29 July and if you are aware of any prospective advertiser, please contact your Division Secretary with details.

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.

NEW ZEALAND

The New Zealand Division will be holding a half-day conference, AGM and luncheon on Friday 26 August 2022 in the Maritime Room at Princes Wharf, Auckland. Further details will be forwarded to members in the near future.

ICA

According to ICA, the claims cost to insurers for the late-February floods in QLD and NSW has increased to a staggering \$4.8b and continues to climb, making the event the third-largest disaster claims event in Australian history. Other recent ICA reported CAT events claims data:

Code	Description	Origin Date	Claims (Count)	Incurred
213	Cyclone Seroja	11-Apr-21	9,596	\$364,687,074
214	Extreme Weather and Flooding	12-Jun-21	34,283	\$307,835,383
216	SA Severe Storms	28-Oct-21	109,144	\$832,345,866
221	SE Queensland and NSW Flooding	21-Feb-22	224,609	\$4,827,440,647
SE215	Mansfield Earthquake (Vic)	22-Sep-21	11,720	\$116,627,116
Total			395,352	\$6,448,936,086

NEW SOUTH WALES

The industry continues to deal with the unprecedented volume of event claims as the industry adjusts to the current state of the building landscape. The event has driven changes in how certain claims will be managed in the future. At the start of June, insured losses are estimated at \$4.3 billion from over 215,000 claims across both states. The cost is almost double that of the 2011 Brisbane flood, which saw \$2.3 billion in insured losses.

Locally this year's NSW Luncheon has outgrown previous venues and will be held this year in the Ivy Ballroom. For this year's entertainment News Corp/The Sunday Telegraph investigative journalist, 60 minutes contributor, and Best-Selling Author, Gary Jubelin, will be sharing some stories and interviewing one of Australia's greatest sporting Icons. They will be talking about teamwork and the management of high-pressure situations. First release tickets have been opened to members and supporting sponsors, and the event is expected to sell out quickly.

QUEENSLAND



The QLD Claims Conference, held at the Pullman Hotel on 2 June, was well supported with 120 attendees. The quality of speakers was outstanding, and the event attracted positive feedback from members and other delegates.

The QLD Division AGM and popular trivia event will be held at Tattersall's club on 19 August. The event this year will also include live music, and ticket sales will open in the near future.

VICTORIA



AICLA (Vic) organised an exclusive opportunity for Loss Adjusters to network in an intimate setting with insurers, brokers and solicitors at an exclusive venue above pit lane at the Australian Formula One Grand Prix. We had a healthy turnout of 84 with the split very close to 50/50 loss adjusters to clients. Those that were lucky enough to get away from work early, enjoyed some of the days' activities with general admission included in the ticket. Those that were on time also enjoyed the wrap up of the racing from the day with some exciting action below.

Overall feedback was excellent from both loss adjusters and guests in that the event provided the opportunity for strengthening the relationship between the two.

To check out the photos [click here...](#)

ONLINE CPD

In our on-line CPD papers we often discuss the avoidable perils that we encounter as the inevitable result of a lack of forethought. Floods and other extreme weather events come to mind. In contrast — though still human-made — the currently obscure peril of being struck by a space-borne object — which may not remain remote if humans continue to hurl more and more orbital objects into space — is beyond the resources of the person 'on the Clapham omnibus' to remove or reduce. And one peril is currently completely beyond the resources of humankind to control, and that is earthquake and volcano activity — and the often resultant tsunami. A glance at any map showing the aptly labelled Pacific Ring (or Rim) of Fire — which we show in our paper CPD158 — illustrates how some of our region is in heightened danger. The entire West Coast of South and North America is at risk, as well as such countries as Japan, the Philippines and Indonesia. Australia escapes almost unscathed, being outside a hook shaped part of the 'ring', but New Zealand and the South Sea Islands are firmly in the firing line.

In our paper we discuss the impact on the whole Tongan archipelago of the undersea volcano and consequent tsunami of late 2021 and early 2022. In the well-resourced areas that most of us live in it is difficult to imagine the difficulties of a nation spread across numerous small islands and with just six fire stations in all to form the backbone of emergency rescue services. It is lucky that a combination of a low population and the fairly widespread use of some primitive lightweight building structures kept loss of life to a minimum in this event.

Tonga was said to be entirely cut off by the quake from the ubiquitous Internet as well as other communication channels. That concept is difficult for us to grasp after the years of instant communication that most of us take for granted. But, as it happens, the allegations of being 'cut off', while they have substance in origin, were not actually accurate. Read the paper to find out why not.

So is damage from earthquake, volcano and tsunami impossible to avoid? While their happening is beyond our control, resultant damage itself is not entirely inevitable. At the most basic level, people could avoid living and working altogether in regions such as the Pacific Ring of Fire, where 90% of the world's earthquakes and 75% of volcanoes occur. This would mean no building or habitation activity in such places as Los Angeles or San Francisco, or much less spectacularly in Tonga. Since population centres grew slowly from random early habitation and became established long before the development of earthquake science, this is not a practical 'solution', although there are indeed individuals who make the decision to move out of risk areas, usually following dramatic events. Generally, people who live in earthquake prone regions simply accept the risk.

Other more practical steps can be taken to minimise damage, ranging from traditionally built Japanese homes with lightweight internal walls to US skyscrapers with pendulum counterweights to counteract lateral movement.

Read our paper CPD158 for more information and some musing...

THE FUTURE OF TRADITIONAL LOSS ADJUSTING

Our clients rely on us to be solutionists to matters that require innovation, passion, and integrity. We love manageable caseloads to allow ourselves to shine and ultimately be recognised. This position is open to full-time employment or a sub-contractor arrangement. We are a proud network member of ASTA Group giving you exposure to over 15 insurers to further your stance in the industry. You will be rewarded with truly flexible working conditions with the ability to set up your own home office, work from our Carlton head office or a combination, whilst being supported by a great team.

IN THIS ROLE YOU WILL:

- Manage a portfolio of files from insurer instruction to final report;
- Have the ability to apply policy wordings from different insurers;
- Attend site utilising your own vehicle with an allowance, interview parties and prepare photographic schedules;
- Maintain reserves and complete the highest quality succinct reports;
- Use your experience in commercial, strata and specialist property claims across building, contents and basic business interruption;
- Enjoy being the go-to in the insurance claims ecosystem between the insurer, broker, insured and liaise with builders and suppliers;
- Utilise your investigative skills through online tools, continually think outside of the box and challenge the norm;

WHAT IT'S LIKE TO WORK FOR US:

- We believe that giving individuals support and freedom to be their best self will only impact the organisation positively;
- We are encouraged to enjoy our weekends and pursue hobbies and interests outside of work;
- We are constantly seeking feedback from you to evolve and improve;

- We like to be active through industry bodies such as AICLA, AILA, ANZIIF and various claims discussion forums;
- We are a multifaceted professional solutions company that delves in all matters of loss adjusting, investigation and training with endless opportunity.

OUR RECRUITMENT PROCESS:

- Please apply by telling us how you meet the criteria set out above via careers@lkagroup.com.au
- We will shortlist applications and conduct a phone interview with good candidates to assess your communication style.
- We'll ask those candidates to complete a short case study.
- Then, successful candidates will attend an interview with our Loss Adjusting Manager where you'll be asked to demonstrate your experience, discuss your career path and make sure we are a good cultural fit.
- We are an Equal Employment Opportunity (EEO) employer and are committed to diversity and inclusion in our organisation. We welcome diversity in all its forms; applications from under-represented communities and groups are strongly encouraged.

For further information, don't hesitate to get in touch with Nish Chandra on 0432 406 843.



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.