



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

August has seen the President's first visit to the International Division since 2019. There were five members' meetings in Singapore, Kuala Lumpur, Ho Chi Minh City, Bangkok and Jakarta, with presentations from myself, Tony Libke CEO, and Andrew Khoo International Division Chair. The meetings attracted over 200 members and guests interested to learn about AICLA, with excellent feedback. The meetings also provided an opportunity for Associates and Fellows to be presented a Chartered Loss Adjuster badge with the new simplified logo.

In Asia, meetings were organised with regulators, training organisations and other industry bodies. It was clear that the AICLA membership pathway and the Diploma of Loss Adjusting are held in high regard and set the benchmark for loss adjusters in many countries. Further collaboration between AICLA and these organisations is helping to establish minimum standards to ensure that the profile of loss adjusters across the region is raised, and the value of a true claims professional can be seen by all.

The **Sydney Claims Convention (CC22)** is less than a month away, and 280 delegates including sponsors and speakers have now registered. The excellent program will ensure that this will be an outstanding educational claims conference, with many claims professionals looking forward to the convention and networking opportunities. For those wishing to attend, please register at the AICLA website as soon as possible, as the event is likely to be a sell-out.

Entries for the **Carey Bird Scholarship** are due to close on 30 September. This scholarship allows a loss adjuster to prepare a report on a claims scenario based on a Fire Backburn Out of Control. Members are reminded to refer to legislation in their country when preparing a submission. The prize of a framed certificate and either AUD\$3,000 or an expenses-paid trip to the Sydney or Asian Claims Convention is certainly well worth winning.

Details of the Lifetime Achievement Award were circulated recently, and we have already received worthy nominations. Please see the **AICLA website** for further details, and I encourage members to make a submission for anyone you

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
8 September	Panel Discussion	Melbourne
16 September	Educational Seminar	Adelaide
29 September	Claims Convention	Sydney
13 October	Inspiring Women	Melbourne
21 October	Luncheon	Adelaide
26 October	Charity Race Day	Brisbane
17 November	Panel Discussion	Melbourne
18 November	Luncheon	Brisbane
15 December	Vic Awards	Melbourne

believe would be a deserving recipient of this award.

Division AGMs have now taken place, and I would like to pass on my congratulations to the new Councillors in these Divisions and thanks to retiring Councillors. We have two new Directors, Nish Chandra in Victoria and Darrell Stops in Western Australia and I look forward to their participation in Institute Board matters.

The President and CEO attended the New Zealand AGM on 26 August, and it was pleasing to see that a full committee was elected. There was also an excellent half-day conference with presentations from industry experts covering asbestos related issues and policy coverage matters from recent cases affecting contractors all-risk policies, a legal update and challenges faced following the Tonga volcanic eruption in January 2022. There were also presentations from myself and CEO outlining the benefits of AICLA, the transition to the new Diploma of Loss Adjusting, and membership pathways. Thanks to Greig Halpin and the committee for organising such a great conference.

Division activities to the end of this year are outlined on the AICLA website, please see above. Victoria held their annual iAdjust conference on 19 August, with seven presentations and networking opportunities for the 150 participants. Feedback has been well received, congratulations to Nish Chandra and the Victoria Division Council. In Queensland, the AGM and Trivia Event took place at Tattersall's Club on 19 August with over

150 present and Field Engineers, Platinum sponsor, taking away first prize at the Trivia.

The Asian Claims Convention 2023 has now been confirmed at the JW Marriott Hotel in Bangkok on 10-12 May. As has been the format in the past, the convention will start with a cocktail function (10th), followed by a two-day conference (11th and 12th) with the gala dinner and locally themed entertainment on the Thursday evening. We have already received strong expressions of interest during our travels in Asia. The ACC23 committee is planning the program around the theme Claims in a Post-Pandemic World. Further information will follow.

At a meeting with ICA in July, we were alerted to the Federal Government's planned Jobs Summit in the first week of September to address the shortage of skilled workers in Australia. AICLA was encouraged to make a submission relating to the challenges that loss adjusters face, particularly during times of catastrophes, which are occurring on a more frequent basis due to climate change. In our submission, we asked that the Short Term Temporary Work Visa available during times of catastrophe be extended from the current three-month period to a minimum of six months for overseas loss adjusters. We also asked that the Government consider loss adjusters be added to the Medium and Long-Term Strategic Skills List.

Finally, it would be remiss of me not to send personal thanks to a group of people who were instrumental in ensuring the smooth running and organisation of meetings during the recent trip to Asia. These include Pooba Mahalingam in Singapore, Andrew Khoo in Malaysia, Dominic Tran in Vietnam, Jakkrit Khaosaard, Dolawat Wanichwatphibun and Parinya Kaewduangtien in Thailand, and Budi Maharesi in Indonesia.

Kind regards,

Glyn Lloyd, Chartered Loss Adjuster

President – AICLA

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CTC

The Institute of Claims Technicians, a subsidiary of AICLA, has developed a fully automated online training course for claims technicians. This course represents a significant step forward in the development of training resources for those engaged in the important role as claims technicians. The attached article outlines features of the online course and also benefits of membership of ICT – [click here...](#)

ASIA VISIT

As reported by the President, five Members' Meetings were recently held in Asia, with a high level of interest shown by those attending. For a copy of the PowerPoint presentations [click here...](#)

For photos from the visit [click here...](#)



ACC23
CLAIMS IN A POST-PANDEMIC WORLD

BANGKOK – THAILAND
10-11-12 MAY 2023

ACC23 will be held at JW Marriott Bangkok, Thailand on 10-11-12 May with the theme *Claims in a Post-Pandemic World*.

If members have any suggestions on topics or speakers they are asked to contact the CEO at adminoffice@aicla.org.

Sponsorships are available for this event and enquiries can be directed to the CEO.

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.

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...](#)



NSW



On Friday 29 July 2022, the NSW & ACT AICLA division hosted their annual luncheon event.

The sold-out event catered for 240 guests across 24 tables in the prestigious Ballroom of The Ivy in Sydney's CBD.

Two guest speakers, former detective Gary Jubelin and world-famous boxing and sporting trainer Johnny Lewis, were invited to talk at the event about teamwork and the management of high-pressure situations. Our guest speakers have requested to donate proceeds from this event to the charity: Tribal Warrior in Redfern, NSW. In addition, the NSW & ACT AICLA Division will also be donating to this charity, a well worth cause as elaborated further below.

In 1998, a group of Redfern, NSW residents came together with the vision of revitalising Aboriginal culture through economic and social stability. Their founders began with maritime training as a way of offering local men the dual opportunity of engaging in culture and finding employment. It was at this time Tribal Warrior was established.

From the original vision, Tribal Warrior has expanded into the social enterprise it is today. The core of Tribal Warrior's work revolves around:

- Mentoring younger members of the community and their families.
- Sharing and practicing culture.
- Providing employment pathway opportunities.
- Facilitating greater economic participation.

The outcome of this work is the creation of diverse employment and income generation streams. This diversity places the Redfern, NSW community in an ideal position to adapt to and meet evolving challenges as well as grasp opportunities as they arise.

The positive feedback received from attendees regarding this event was phenomenal, highlighting the importance of coming together annually to celebrate another spectacular year in insurance.

Furthermore, we again wish to acknowledge the support of our sponsors from this event:

Platinum Sponsor:

- Advanced Buildings

Gold Sponsors:

- | | |
|----------------------|----------------------------|
| – Bay Building Group | – Abril |
| – Steamatic | – Johns Lyng Group |
| – ARC Projects | – Sydney Builders Group |
| – Envista Forensics | – GKA Investigations Group |

Finally, we would like to thank our guests for attending this year's NSW & ACT AICLA Luncheon, it is always a pleasure to see familiar faces networking. On behalf of the NSW & ACT AICLA committee, *"Coming together is a beginning. Keeping together is progress. Working together is success."* – Henry Ford.

To view photos from the event [click here...](#)



VICTORIA

iAdjust Wrap up – 2022



On 19 August 2022, AICLA (VIC) held their annual iAdjust Conference, at Showtime Events Centre, Melbourne.

The event was well attended by 150 industry professionals, including Loss Adjusters, Claims Personnel and Service Providers.

During the day, attendees were presented to by various parties on a wide selection of topics, including:

- Howden Insurance Broking – the effects of COVID on mental and physical health, with a heavy focus on working from home
- VA Sciences – they provided an update on the recent QLD/ NSW CAT event and provided a fascinating presentation on mould, effective remediation and potential pitfalls when dealing with mould, particularly during Flood events
- Crawford & Co. – presented on Business Interruption and how COVID has changed the way these claims are handled and how Insurers have adapted policy changes, in particular the 'infectious diseases' clause
- LKA Group provided an insightful view into the 'Future of Traditional Loss Adjusting' – with a focus on how the role of an adjuster has evolved and will continue to do so, however, firmly in the belief that the face-to-face/human approach to adjusting will always be at the forefront of what we do
- ATTAR provided an interesting look at causation and recovery relating to their work in forensically testing materials. Several case studies were showcased, which gave attendees an insight into the world of forensic testing
- Finally, Flabbergast rounded off the day with a presentation on Self Branding, providing key points in building, promoting and maintain your own personal brand and role each social media platform can play in building your own brand.

Sandwiched between the presentations and during the lunch break, the sponsors for the day held a mini-trade fair, offering attendees the chance to catch-up with the service providers and of course to grab some branded stationary and reusable coffee cups!

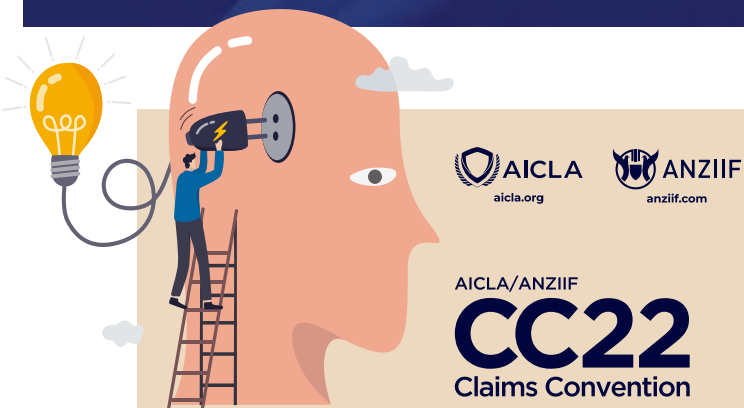
Finally, networking drinks were hosted by Bay Building at the Public Bar, Melbourne, for all attendees.

We would like to thank all the iAdjust 2022 sponsors:

- Gold Sponsors – Insuraplex, Elements, Johns Lyng Group, Steamatic, Bay Building Group, Marshall Restorations, Ethos Building
- Silver Sponsors – EHS Assess, Imparta Engineers, FRA, National Leak Detection, Silver Wolf Projects, FRM

For more photos [click here...](#)

AICLA (VIC) are looking forward to hosting further events in the coming months, culminating with our AICLA (VIC) awards night in December 2022.



AICLA/ANZIIF CC22 Claims Convention

NEW THINKING FOR THE CLAIMS LANDSCAPE

29 SEPTEMBER 2022

FOUR SEASONS HOTEL, 199 GEORGE STREET SYDNEY

The CC22 program has been finalised and includes a wide range of contemporary topics and leading presenters. For a copy of the full program and registrations [click here...](#)

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 group bookings of five or more.

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

NEW ZEALAND



The New Zealand Division hosted a seminar, AGM and luncheon on 26 August, with the following outstanding presentations:

- Asbestos Awareness and Obligations of Adjusters During Site Visits – Chemcare plus Illenberger & Associates
- Legal Update – Wotton + Kearney
- Tonga Volcanic Eruption – Ali Wilkinson (Tower Insurance)
- Luncheon speaker – Jazz Thornton (mental health activist, author & filmmaker)

[Click here for photos...](#)

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Atefeh Karb	Provisional	SA
Ridi Reaz	Provisional	NSW
Christina Johnston	Provisional	QLD
Jordan Clewes	Provisional	QLD
Jacob Reynolds	Provisional	QLD
Monty Hartigan	Provisional	QLD
Damon Roberts	Provisional	QLD
Luis Perez	Provisional	QLD
Dan Palmer	Provisional	New Zealand
Yanika Tantiphanwadee	Provisional	Int. Thailand
Frederick Chen	Affiliate	Int. Singapore

ELEVATIONS

Name	Class	Division
Peter Bellini-Williams	Affiliate	WA
David Low	Affiliate	QLD
Owen Chandler	Affiliate	QLD
Peter Zuiderwyk	Associate	VIC
Naruenart Chaityata	Associate	Int. Thailand
Chin Lit Ching	Associate	Int. Malaysia
Nguyen Xuan Son	Fellow	Int. Vietnam
Seng Cheng Saw	Fellow	Int. Singapore
Deven Raniga	Fellow	NSW

QUEENSLAND

Despite moving to a larger venue for this year's Trivia Event, the function was a sell-out with over 150 attendees. We would like to acknowledge the support of sponsors: Field Engineers (Platinum), Gold: Steamatic, Linx Restoration Services, Total Disaster Recovery and Pircsa.

For photos of the event [click here...](#)

The next event for the QLD Division will be the highly popular Charity Race Day, to be held at Doomben on 26 October. Members are also asked to mark their calendar for the End of Year Luncheon, to be held at the W Hotel on 18 November 2022.



ONLINE CPD

First, an update to the On-line CPD piece in last month's AICLA News. In that piece we considered the current thinking that volcano and earthquake are perils for which there is no precaution except to avoid living in a vulnerable region or to use building materials and methods that resist collapse, and that for once we do not blame the burning of fossil fuel. It is now apparent that in fact there is a small body of opinion that links our old enemy climate change to these 'unavoidable' perils. It is said that the re-distribution of weight on the earth's crust caused by glaciers melting can cause a weakness to the crust and thus provoke volcano and earthquake activity. If there is merit in that argument it is simply another reason for action, adding impetus to the general realisation after all these years that something must be done.

But as this is being written, just as the impetus was growing for climate action, political wrangling and sabre-rattling has seen the world's two largest polluters cease cooperative discussions — it is to be hoped only temporarily, since neither country — nor the rest of the world — will benefit from that decision.

Members might be tired of hearing those ubiquitous words, and to a few the personal danger may seem a little remote, but ask anyone in Lismore, NSW who has been flooded out three times in succession and you will find no boredom. Instead, confusion, frustration and desperation. That town — together with a wide swathe of Eastern Australia — figures in our paper at CPD159, where we provide considerable background to the series of events and the recovery efforts.

Apart from our overriding roles as human beings — many of us parents or grandparents — what do events like the East Coast floods mean for our vital part of the insurance industry? The industry is coming under immense pressure — both financial and organisational. The financial pressure is an obvious result of growing claims while premiums are set prior to the losses they are to cover, and as for organisational pressure the industry has been faced with the need to process large volumes of claims in a short time.

For many members there has been the relentless pressure of multiple claims, with heightened feelings on the part of insureds — frank hostility in some cases. Inevitably there has been some opportunistic fraud, and at the same time the majority of claimants are so traumatised that rational enquiry or discussion is hampered. There is the usual problem that covers differ — sometimes wildly — between neighbours, and comparisons of policy response are quickly made by the victims of the event. In some cases underinsurance is an issue. Access to the situations of loss is often hampered and there is a severe shortage of building trades and materials, with the added pressure here that the insurer is responsible for the quality of work done by its appointed trades.

And throughout it all in the minds of the public the adjuster is the insurer. *'Why are my premiums so high, and why weren't you here sooner?'* It does not seem to have ever been said that our job is an easy one. Yet still we do it, and the satisfaction of bringing each claim to a satisfactory close is unique. On to the next one...



ANA – Chartered Loss Adjusters are expanding and require additional Property Loss Adjusters to join our Sydney, Melbourne and Brisbane teams.

You will join a team of dedicated claims professionals who take pride in their work and offer a collaborative and supportive work environment.

THE ROLE:

You will be managing a case load of property claims, predominately Commercial, ISR and other complex claims.

You will take ownership of the claim from the initial attendance and assessment through to managing the claim to completion.

Claims assignments will require extensive travel throughout the metropolitan areas, as well as intrastate and interstate as required.

YOU WILL HAVE:

You will have at least 5 years' experience as a loss adjuster and will bring with you highly developed report writing skills, an ability to negotiate and liaise with all stakeholders as well as excellent time management skills.

Whilst you will be attached to our CBD offices, the role carries significant autonomy so you will need to be able to work unsupervised and from home.

Qualifications with AICLA and/or ANZIIF will be held in high regard, as well as any qualifications in Accounting, Building or Engineering.

WE OFFER:

The flexibility for you to work from either a home based office, from our CBD offices, or a combination of the two. Our web based IT system is well designed with this portability in mind.

A competitive remuneration package is available to attract the right candidates.

A bonus structure is also in place to recognise your contributions to the company.

General information about ANA can be found on our website www.ana.net.au

HOW TO APPLY:

Applications with your CV are to be submitted to our Manager - Technical by email to: luke.stuart@ana.net.au



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.