

L.A. NEWS

NEWSLETTER #211, SEPTEMBER 2022



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

After months of negotiation and deliberations, it has been unanimously agreed by the AICLA Board that the current CEO, Tony Libke, continue in his role for a period up to 18 months. We wish to thank Mr Libke for deferring retirement and continuing in the role that he has served in an outstanding manner for the previous 32 years. During these next 18 months, the Board will look for a successor and continue to work closely with Tony in this regard. The Board would like to thank Brad Dean for putting himself forward for the role and wish him all the best in his future business endeavours.

The Annual Report has now been circulated to all members and provides an excellent overview of achievements in what was a successful year for AICLA. Membership is at an all-time high, we have significant financial reserves, and Division activities and conferences are rebounding and trending towards a record level. My thanks to Tony Libke, Adrian Libke and Ash Walker for producing such a comprehensive Annual Report.

Last week, CC22 took place in Sydney with 340 attendees. Feedback received has been excellent, with comments indicating how successful they believed the convention was, in particular the diverse and topical range of speaker sessions. The address by Gary Jubelin on resilience and tenacity certainly struck a chord with the audience, who could relate to having those qualities to achieve their goals in their working lives. There was a record number of sponsors for the event, and they were delighted with the networking opportunities. Many months of planning and effort go into organising this event, and my personal thanks go to the organising committee Sara Cheong (ANZIIF), Tony Libke (AICLA), David Gow (CHU Underwriting Agencies), Bob Leach (Suncorp), Sara Malins (Sedgwick NZ), Colin McEnery (Sedgwick), and Sherrie Morton (AXA XL). The

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	Breakfast Seminar	Perth
13 October	Inspiring Women	Melbourne
19 October	Member Networking Drinks	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
10-12 May 2023	ACC23	Bangkok

support of sponsors was incredible, and without them we certainly wouldn't be able to hold events of this nature at such excellent value for money.

The Lifetime Achievement Award, which was introduced by the Board this year, received a substantial number of nominations with exceptional candidates proposed. It is a privilege to be able to view these nominations as they show the strength of the loss adjusting industry and the level of dedication by individuals to improve the loss adjusting profession. The winner will be decided at the upcoming Directors' Meeting in Melbourne on 20 October.

Preparations for ACC23 are now well underway, with the organising committee in the process of vetting and deciding on speakers and topics. Themed Claims in a Post-Pandemic World, there has already been strong interest from sponsors and delegates. The JW Marriott in Bangkok, Thailand will host ACC23 between 10 and 12 May 2023. The event starts with a cocktail function followed by two days of conference, with the conference dinner taking place on the evening of 11 May. Further information and registrations for this highly anticipated conference will be available shortly.

It is a busy period for events across Divisions. Western Australia



is hosting a breakfast seminar on 6 October. Members in Victoria will get to meet the President and Directors of AICLA on 19 October, the day prior to the Directors' Meeting and AGM. The day after the AGM is the South Australia Annual Luncheon, which is always well attended and is being held at the Intercontinental Adelaide with guest speaker Claire Hooper. The Queensland Charity Race Day is planned for 26 October at Doomben, and the Queensland End of Year Luncheon takes place at the W Hotel on 18 November, with the guest speaker being Jessica Gallagher. Victoria is hosting their Inspiring Women High Tea on 13 October and a joint panel discussion with AILA on 17 November. The Victoria Division Awards are locked in at the Crown Palladium on 15 December. This is a very well attended event, and when tickets are available it would be advisable to book as early as possible. My thanks go to all AICLA Division Councillors for their continued service to the Institute in order to give great benefit to members through the conduct of educational and networking events.

The AICLA AGM takes place on Thursday 20 October at 2pm AEDT. Members are invited to join in person at the Pullman Melbourne on Swanston or virtually via MS Teams, and we look forward to seeing as many of you as possible at the AGM.

As I come to the end of two years as President, I would like to say it has been a great honour to serve the institute, and that I could not have performed the role without the support and assistance of many others including my wife, Natalie.

Kind regards

Glyn Lloyd, Chartered Loss Adjuster

President – AICLA

ANNUAL REPORT

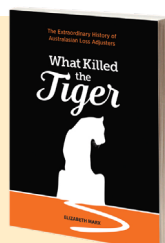
The Institute Annual Report for 2021/22, which includes the President's Report, CEO's Operations Report, audited financial accounts and Notice of AGM, was recently forwarded to members. In what was a year with significant highlights, [click here](#) for a copy of the report.

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](#)...



ACC23

CLAIMS IN A POST-PANDEMIC WORLD



BANGKOK – THAILAND

10-11-12 MAY 2023

ACC23, to be held at JW Marriott Bangkok, Thailand on 10-11-12 May with the theme **Claims in a Post-Pandemic World** has received strong support from sponsors and supporting organisations.

The initial registration brochure is being prepared and should be available within one month. Members and others interested in the event are asked to mark their calendars for what is expected to be a record for an Asian Claims Convention.

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

WESTERN AUSTRALIA

Breakfast Meeting – Dr Paula Smith assertive negotiating/ speaking – Thursday 6 October 2022 – Royal Perth Golf Club

Christmas Lunch – Guest speaker AFLW Coach Michelle Cowan - Friday 2 December 2022 – Marmion Angling and Aquatic Club

QUEENSLAND

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 on the W Hotel on 18 November, for which registrations will open shortly.

SOUTH AUSTRALIA

Did you know that the 'epicentre' is located on the first layer of the earth's crust, and not the point underground where the earthquake originates from? That point is known as the 'hypocentre' (or 'focus'), and the focus of our seminar on Friday 16 September was 'Exploring Earthquakes', presented by our sponsors IMPARTA Engineers.

The SA/NT Committee joined forces with the SA YIPS Committee to host our members and guests in exploring a range of factors of earthquakes, such as what is an earthquake, explaining the Richter Scale v Mercalli Intensity as well as the different responses of different buildings and structures. Of particular interest was the fault lines in Adelaide, where they are, what they are, and do they matter?

The seminar was another great success, and we look forward to sharing details of our next seminar, Proximate Cause, shortly.

The SA Luncheon will be held on Friday 21 October at the InterContinental Adelaide from 12 noon, followed by an after party at the Strathmore Hotel. Entertainment for the event will be well-known comedian Claire Hooper. Thank you to all sponsors for the event, particularly the Platinum Sponsors AAT Building, Adelaide Insurance Builders & M&S Mackie, and Gold Sponsors Imparta Engineers & Murray Maintenance Services.

NEW SOUTH WALES

The NSW Division in conjunction with Dale Carnegie conducted a webinar which was open to all members of AICLA at no charge on the important topic of *Putting Stress into Perspective*. Work-related stress is a major health and safety issue in all organisations, and we sincerely thank Dale Carnegie for hosting the webinar.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Matthew Horan	Provisional	New Zealand
Tiffany Murray	Provisional	NSW/ACT
Jennifer Blackwell	Provisional	NSW/ACT
Oliver Greenhouse	Provisional	WA
Govin Poduval	Provisional	VIC
Muhammad Adnan Naem	Provisional	Int. UAE
Ujjwal Balachandran	Affiliate	Int. UAE
Stephen Hope	Associate	Int. Vietnam
Thangarajah Thangamany	Associate	Int. Singapore

ELEVATIONS

Name	Class	Division
Mark Capes	Affiliate	WA
Ghea Prasetyo	Affiliate	Int. Indonesia
Adhi Yulisman	Affiliate	Int. Indonesia
Maytavee Suthanupapwat	Associate	Int. Thailand
Jillian Pancott	Associate	NSW/ACT

ONLINE CPD

We are analogue beings in an increasingly digital world.

Fighting to stay visible amongst the veritable heap of today's buzzwords is 'digital', and indeed — unless you have printed this piece out to be solemnly framed for posterity — you are seeing it digitally now. Often accused of deliberately obfuscating meaning in order to make laypersons feel inferior, it is claimed that buzzwords — like most jargon — simply save time. Whilst other negative epithets are sometimes applied to loss adjusters, rarely are we accused of being laypersons, except perhaps when on the site of a nuclear power station or an antivirus laboratory. (Truly, loss adjusters must have at least a little useful knowledge of practically everything.) But when there's time to ponder, some might wonder just how everything seems to be reduced to mere digits. The opposite word — analogue — scarcely satisfies the curious...

Concrete examples usually assist in analysing meaning. In the memories of many of our members will be the preparation of reports using a typewriter. (Those who used pen may take a well-earned retirement.) Contrast that with the ubiquitous word processor, infinitely more convenient, with its ability to re-arrange, duplicate and especially spell check. How did we ever do without it? But in printed form the output looks much the same. It still consists of a large variety of shapes — in effect story pictures. Producing them is different. Computers, of course. But computers are electrical devices and these work best using pulses of two distinct types which we might simplify as on or off. In CPD160 we analyse the need to represent every element of language into choices of two states which we transmit from keyboard to circuitry and from circuitry to visible or printed output, using only two-state representation.

Two-state representation requires a peculiar digital form — that is binary numbers. Here many accomplished and learned people are puzzled by those little critters. Certainly it requires a different way of thinking about our 'normal' denary number system, so if by chance as a child you have never seen the headings 'Hundreds, tens and units' and had the significance of columns explained then the distinction will probably escape you. We briefly try to alleviate that in CPD160, where we examine the application of digital technology to the insurance world.

Consider how much our — or their, if you are a newbie to our art — professional lives have changed! As mentioned we used to type our reports — or perhaps dictate them to a typist. We used to handwrite file notes. Now we can speak both into our smartphones or enter them on a keyboard to be edited at will. We used to open the post to find bundles of papers signalling new claims. Fee cheques too, which had to be person handled into the local bank to be entered into our accounts. By and by we would receive bank statements — also in the post — which would require manual reconciliation. Now we just key into our emails for new instructions or deal with our invoices and banking on line. All these essential day-to-day functions are of course now computerised. Similarly with all-pervading search engines — the purveyors of information and sometimes disinformation. As for social media, apply your own adjective(s)...

Meanwhile, claimants — and adjusters — are still analogue beings.



Senior Property Loss Adjuster

- Challenging and rewarding role in Sydney, Melbourne and Brisbane
- Great corporate culture with attractive salary and work-life balance

YDR Pty Ltd provides chartered loss adjusting services across Australia and we are growing. In order to service our wide and loyal client base we are looking for experienced Loss Adjusters to join our existing teams in Sydney, Melbourne and Brisbane.

About us

With offices in all Australian mainland capitals, YDR are well established having serviced the insurance claims market for 30 years (since 1992).

Recognised for our experience and ability to manage large and complex claims, we place strong emphasis on providing prompt, professional and technically accurate reports as well as an exceptional customer experience.

More information about YDR can be found by visiting www.ydr.net.au

About you

You are an experienced Property Loss Adjuster who thrives in an environment where effort is both recognised and rewarded.

You have outstanding report writing skills, an ability to liaise with all stakeholders involved in the claim process, you are an effective communicator, negotiator and have the maturity to work autonomously with considerable freedom.

If you hold AICLA, ANZIIF or tertiary qualifications in the fields of building, insurance, business, accounting or engineering, we want to hear from you!

The successful candidate will need to obtain a satisfactory national police check.

About the role

You will take ownership of and manage a portfolio of Commercial Property Claims, across multiple insurers. We are regularly appointed to claims involving Commercial and Industrial Property, Contract Works, Engineering, ISR and Major Loss, so there is considerable variety in the work on offer.

Travel is naturally part of the role, and is not limited to the metropolitan area, but extends throughout the state and interstate as required.

There is considerable scope and opportunity to advance yourself within the organisation.

Benefits

We love bringing out the best in our people by providing a supportive work environment, with a focus on quality, whilst still maintaining a work-life balance.

We're proud of the outstanding work culture we've built. We have a loyal and dedicated team in every office. Join us and be a part of it.

An attractive salary package and bonus structure will be offered to the successful candidate.

**Applications should be forwarded by email to Anthony Bill, Administration Manager,
YDR Chartered Loss Adjusters at abill@ydr.net.au**

Initial telephone enquiries are welcome on (08) 8201 8444.



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.