



L.A. NEWS

NEWSLETTER #212, OCTOBER 2022



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

This year an initiative was introduced, the AICLA Lifetime Achievement Award, to recognise the contribution of longstanding loss adjusters who have given back to the profession over an extended period of time. The award is also designed to recognise those who had mentored, trained, educated and developed young talent in a range of loss adjusting and claims skills. It was pleasing to note that there was a high level of interest for this very prestigious award.

Voted by the AICLA Board of Directors, it gives me great pleasure to announce the decision that there be two recipients of the inaugural Lifetime Achievement Award, Chan Hwee Seng, Crawford & Company Singapore and Tony Morgan, Sedgwick Australia. My personal congratulations to these fine upstanding adjusters, the entire AICLA membership congratulates you and thanks you for your contribution to the loss adjusting profession over an extended period of time. Official awards will be presented at upcoming events whereby their achievements can be duly acknowledged. An honourable mention goes to all submissions, with many worthy candidates.



A meeting between Directors and Victorian members took place on Wednesday 19 October. It was a pleasure to meet Victoria Division Councillors and others including Life members Bob Richards and Leo Fluitsma.

The Board met on the 20th of October in Melbourne, and all apart from one Director were

present in person. The Board discussed a wide range of issues and my thanks to Directors for their excellent participation and sharing of opinions. Special mentions to Darrell Stops, Western Australia, and Nish Chandra, Victoria, who attended their first Board Meeting as Directors.

Congratulations to the Office Bearers for 2022/23, elected by Directors prior to the AGM. Those elected were Vice President, Nick Ackers Tasmania, Executive Member Andrew Khoo, International Division, Education Director evergreen Michael



Davies, and Treasurer and Secretary Tony Libke. You will realise that I am giving the President's report, as for the first time a President will be serving a third term. It was an honour and a privilege to be unanimously voted by the Board for this prestigious role.

At the Institute AGM, I reported as outlined in the Annual Report that 2021/22 had been a very solid year for AICLA. The year featured a record number of members, which currently stands at 1051, a strong level of Division activities supported by excellent sponsorship from our industry colleagues, and a sound financial performance. My thanks to all Divisions for their continued efforts to ensure that educational and networking functions take place.

AICLA continues as a relevant force in the insurance industry and this is reflected in the conversations and meetings that we have with other industry associations in Australia, New Zealand and overseas. Thank you to our industry colleagues who take the time to meet with representatives of AICLA to discuss topics of mutual interest.

As reported previously, Tony Libke will continue in his role as CEO with a transition period to secure a successor already underway. In this regard, I announce that Adrian Libke will be trained and mentored by Tony over the next 12 months, with

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
17 November	Panel Discussion	Melbourne
18 November	Luncheon	Brisbane
2 December	Christmas Function	Perth
2 December	Charity Race Day	Sydney
15 December	Vic Awards	Melbourne
10-12 May 2023	ACC23	Bangkok

the Board having a final decision at that time as to whether Adrian is the candidate to fill the substantial shoes of his father. A wide range of Division events have recently been held and others planned for the rest of the year, please see the AICLA website for further details. Recent events include a stress management webinar run by the NSW Division in conjunction with Dale Carnegie. There were over 100 registrations for the event, which has received positive feedback on a very relevant topic, as we all recognise the stress that adjusters and other insurance professionals are under due to the increased volumes of work. The Victoria Division held their Inspiring Women High Tea at The Hotel Windsor with 120 attendees, and the feedback received has been exceptional. The Victorian Division will also be hosting their annual Awards on 15 December at Crown Casino. Western Australia conducted a breakfast training seminar on must-have soft skills with 45 attendees. Congratulations to the WA Division, who continue to conduct seminars with excellent content for the benefit of adjusters and industry colleagues. I was fortunate to attend the South Australia Luncheon in Adelaide, a huge success with 190 attendees. Entertainment was provided by ex Australian cricketer Wayne Phillips as the MC, and the project's Claire Hooper as the comedian. The day raised money for the CFS



Foundation and it was of interest to hear the story from Shane Leahy of the devastation during the Kangaroo Island bushfires in 2019/20. Special mention to Chris Green of Crawford & Co Adelaide, who provided excellent entertainment at the after party, showing a wide range of magic tricks.

Finally, the QLD Charity Race Day occurred on Wednesday 26 October at Eagle Farm with 330 attendees. This was a record number for the QLD Race Day, and raised for the Children's Hospital Foundation over \$16,000. The total amount raised by the QLD Division over the years for the Children's Hospital Foundation now exceeds \$140k.

At recent events Chartered Loss Adjuster badges were handed out. If you have reached Associate or Fellow status and have not yet received your badge, please reach out to your Division who will be able to arrange a badge for you. This initiative gives recognition to Chartered Loss Adjusters who can now display their qualification.

Development of the ACC23 program is well advanced, with a strong level of sponsorship support. ACC will be held in Bangkok on 10-12 May 2023 at the JW Marriott, and a registration brochure will be available in the near future.

My personal thanks to the AICLA Board and Office Bearers for their continued support during my tenure as President. This is certainly a humbling position to be in and is a role I could not fulfil without their assistance, dedication, and support.

Kind regards,

Glyn Lloyd,
Chartered Loss Adjuster
President – AICLA

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.

CONTINUING PROFESSIONAL DEVELOPMENT

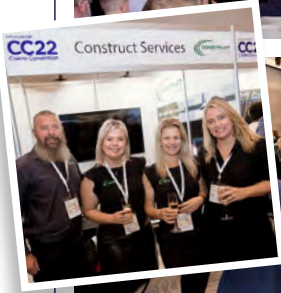
Access to CPD online papers and other restricted information is available on the AICLA website 'member section' via the password *aicla2018*. Members are reminded that to be eligible for membership upgrades CPD accreditation must be achieved. Online activities provide one source of valuable training 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.

NON-MEMBER MAILING LIST

Sign up here to receive LA News and notifications of upcoming events

CC22

The photo gallery from CC22 is now available [here...](#)



INTERNATIONAL

Congratulations to the following International Division Office Bearers and Councillors elected for 2022/23:

Andrew Khoo	Chairman (Malaysia)
Tony Libke	Secretary (Australia)
Parinya Kaewduangtien	Councillor (Thailand)
Dolawat Wanichwatphibun	Councillor (Thailand)
Harold Lim	Councillor (Myanmar)
Budi Maharesi	Councillor (Indonesia)
Suwadji Warsito	Councillor (Indonesia)
Nguyen Xuan Son	Councillor (Vietnam)
Timothy Wong	Councillor (Hong Kong)
Eddie Walsh	Councillor (UAE)
Thangarajah Thangamany	Councillor (Singapore)

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Julian Atterton	Provisional	WA
Andrew Milne	Provisional	NSW/ACT
Anil Bakrania	Provisional	QLD
Nguyen Tien Thu	Provisional	Int. Vietnam
Bryan Chin	Provisional	Int. Malaysia
Aidan Fitzgerald	Affiliate	NZ

ELEVATIONS

Name	Class	Division
Ben Wilson	Associate	SA/NT
Rina Tsuzuki	Affiliate	VIC
Devon Hunchak	Affiliate	NSW/ACT
Christina Johnston	Affiliate	QLD
Claire Lees	Affiliate	QLD

DIRECTOR ID

If you are a director of a company, it is your responsibility to apply for a director ID before 30 November. Director ID will help prevent the use of false and fraudulent director identities.

Apply now at abrs.gov.au/directorID.

QUEENSLAND



The AICLA Charity Race day was held on Wednesday 26 October, and was an outstanding success with a sell-out crowd of 326. Through the generosity of sponsors (Morse Building Consultancy, Johns Lyng Group, ARC Projects, GKA Investigations Group, Bay Building Group, Steamatic and Pattersons Build Group) and attendees, a donation of \$16,640 was made to the Children's Hospital Foundation.

[Click here for the photo gallery...](#)

The Annual Luncheon will be held at the W Brisbane on Friday 18 November, with a record number of attendees already registered. This is always a great occasion for members, retired members, sponsors, insurers and others associated with the industry to come together for a social event. The luncheon speaker this year will be Paralympic medallist Dr Jessica Gallagher. Thanks to sponsors Morse Building Consultancy, Construct Services, GKA Investigations Group, Paynters, BMR Building Group, Steamatic and Bay Building Group.

WESTERN AUSTRALIA

The WA Division held a breakfast seminar at the Royal Perth Golf Club on Thursday 6 October 2022. Some 45 members and guests attended to listen to Dr Paula Smith present on the art, science and practice of assertive and influential communication. It would be fair to say everyone in the room learnt a number of things of how one can improve communication in relationships both personally and professionally.



NEW SOUTH WALES

The NSW/ACT Division will be holding a Charity Race Day on Friday 2 December at Royal Randwick Racecourse. Members and supporting sponsors will have received a password-protected invitation to register for what is expected to be a highly popular and successful event. Registrations will be available for general sales after one week.

SOUTH AUSTRALIA

The SA/NT Division Luncheon was held at the Intercontinental Ballroom in Adelaide on Friday, 21 October 2022.

Approximately 180 guests, including AICLA President, Mr Glyn Lloyd, enjoyed a fun afternoon, with emcee duties carried out by Wayne Phillips (Australian Cricketer) and entertainment provided by Claire Hooper (Australian Comedian).

Our charity raffle was able to raise \$3,307 for the CFS Foundation who

provide assistance to CFS volunteer firefighters and their families to offset suffering and distress caused in the line of active duty. Mr Shane Leahy (CFS Volunteer) joined us to offer his story of loss resulting from the 2020 Kangaroo Island bushfires, and the assistance the CFS Foundation were able to offer him at that time.

All in all another successful event, and the Committee thanks our guests and sponsors for ensuring the AICLA SA/NT Division Luncheon was the highlight event of the year's social calendar (again).



ONLINE CPD

Despite the graphic efforts of the news media, it is not easy for people to fully appreciate the impact of hardships on others unless they have been personally experienced. That is why true empathy — an essential part of the loss adjuster's many victims of the ongoing floods cannot be fully appreciated except by other victims. The majority — though now seemingly less — of the population have simply never suffered from the domestic chaos and general business disruption that flooding brings.

A particularly inconvenient and often painful element of widespread flooding events is the loss of electricity supply. Here we are on more familiar ground. Most of us have suffered from power outages for various reasons — from the usually short inconvenience of the home's main circuit breaker tripping due to overload, through the larger disruption caused by a traffic collision with power poles, to widespread outages such as that suffered in Auckland in 1988, when main cables failed as a result of overload coupled with poor maintenance.

Of course, the reason why major flooding events are invariably accompanied by power outages is that power assets are themselves inundated — notably 'poles and wires' and particularly outdoor substations. Also power is often deliberately cut off to flooded areas for safety reasons. Without electric power almost nothing in the home or business works. So in the midst of an inundation it is not hard to imagine the scene: we can't boil a jug, warm some soup, find our way around the darkened house, watch the TV news, use the landline phone (thanks to the NBN methodology), charge the now less than smartphone, heat (or cool) the house, operate the remote door opener... The list goes

on. In a widespread and sustained power outage eventually sewage and water reticulation systems will also fail, as well as lifts, traffic and street lights. Even hospitals and other elements of our health system can be threatened if standby power systems fail.

For most people, there is simply no alternative to the public supply, apart from local generation such as by solar panels — which are not a complete solution owing to hours of darkness or cloudy conditions — despite the growing use of batteries, which themselves cannot supply energy for an indefinite period. Neither are noisy and polluting petrol/diesel generators an ideal substitute.

We have discussed electric power — both from a technical and social point of view — many times in our CPD program, including Basic technical aspects (CPD024 and CPD025), Power 'surge' (CPD041), the Auckland Power Failure (CPD055), the South Australian Power Failure (CPD095), the Lasermax Case (CPD142) and Power Outages (CPD143). And our reliance on it is briefly referred to in a number of other papers.

This very reliance is no doubt one of the reasons why a large part of the business community has hesitated to act earlier and in an effective manner to reduce our dependence on the burning of fossil fuel — a vicious circle adding to the risk of extreme weather events. And there is another discussion to be had about the desirability or not of utilising nuclear generation. Whichever way we go we will always need a secure electricity supply, including delivery systems.

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...](#)



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.