



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

Due to the Covid pandemic, unfortunately we were not able to host the planned Asian Claims Convention in Kyoto, Japan in 2020. We are pleased with the response to the long-overdue ACC23, taking place on 10-11-12 May at the JW Marriott Hotel Sukhumvit Bangkok. ACC23, as is tradition, opens with a cocktail function on the evening of the 10th, followed by a two-day convention, and gala dinner with entertainment on the evening of the 11th. One of the many highlights of the incredible program featuring outstanding speakers from a wide variety of countries is a panel discussion with prominent loss adjusters Tony Morgan, Chan Hwee Seng and Maria Widiyasantry, who will provide their insights on a lifetime of loss adjusting. The ACC23 committee, consisting of Andrew Khoo, Parinya Kaewduangtien, Dominic Tran, Budi Maharesi, Tony Libke and myself, have worked hard over many months to compile a high-quality program, with all speakers and topics outlined in the ***convention registration brochure***. Our thanks also go to Ash Walker from head office who has worked with her usual diligence behind the scenes. Registrations for the event have been strong, and it is anticipated that there will be 150+ delegates. Early bird registrations close 1 April, so for those that haven't yet booked, please take advantage of the reduced prices up until that date. We look forward to seeing members and guests in Bangkok.

Following ACC, I and other representatives of AICLA will be conducting information meetings for members and others interested in AICLA in Ho Chi Minh, Kuala Lumpur, Hong Kong, Singapore and Jakarta. Information and bookings for these meetings can be made via upcoming events.

The catastrophic events in New Zealand have had a significant impact on our colleagues and friends in that part of the world, who are working tirelessly to cope with the large volume of claims. Widespread devastating floods were followed by an earthquake. Due to the magnitude of the events, it was necessary for a significant number of overseas adjusters, including from Australia, to assist in the recovery. I have had 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 |
|--------------|----------------------|------------------|
| 19 April | Networking Drinks | Adelaide |
| 27 April | Breakfast Seminar | Brisbane |
| 5 May | Webinar | Online |
| 10 May | Claims & Canapes | Melbourne |
| 10–12 May | ACC23 | Bangkok |
| 11 May | Breakfast Seminar | Perth |
| 15 May | Members' Meeting | Ho Chi Minh City |
| 16 May | Members' Meeting | Kuala Lumpur |
| 19 May | Members' Meeting | Hong Kong |
| 22 May | Members' Meeting | Singapore |
| 24 May | Members' Meeting | Jakarta |
| 2 June | Seminar & Networking | Adelaide |
| 7 June | Claims Conference | Brisbane |
| 28 July | Luncheon | Sydney |
| 11 August | AGM & Trivia Event | Brisbane |
| 18 August | Seminar & Networking | Adelaide |
| 28 September | CC23 | Sydney |
| 24 November | Seminar & Networking | Adelaide |
| 14 December | Awards Night | Melbourne |

opportunity to speak with adjusters who provided assistance in New Zealand, and they reported on the significant devastation and the issues faced with shortage of labour and materials in order to commence the rebuilding of properties and the important role of restoring communities. It seems that New Zealand has suffered more than its fair share of significant catastrophes in recent years. Adjusters and other service providers are working diligently to bring New Zealand back to an operational level. It has been said often before, but it is at

times like these that loss adjusters show their true value as insurance claims professionals.

A Board meeting will take place on 19 and 20 April in Adelaide. As always, there are many items to be discussed, and it is pleasing to note that most Directors will be in attendance. An Education Committee meeting and members networking drinks will also coincide with the Directors' meeting. South Australian members would have received an email invitation, and it would be great to see members attend to meet with myself and other Directors. To register please see upcoming events.

The Institute is experiencing a high level of activity thanks to the hard work and effort of Directors and Division Councillors. We are seeing membership increases, strong financial reserves, and a significant increase in Division activities, both educational and networking, for the benefit of members and industry colleagues. The range of upcoming events is shown on the AICLA website. Please ensure that you book early for these events as they are selling fast and we would not want anyone to be disappointed.

Recent Division events include the Sundowner in Western Australia – huge congratulations to Darrell Stops and the WA Committee for hosting such an excellent event at Fraser's Kings Park. Unfortunately, the weather was not as we would have hoped, but I did have an opportunity to host a Q&A session with Justin Longmuir, head coach of the Fremantle Dockers. Our thanks to Platinum Sponsor, Construct Services, and other sponsors for their loyal support.

The QLD Division held a breakfast seminar on 22 March at the Broncos Club, with guest speaker and former QLD Division Chair, Bill Clarke of Charles Taylor Adjusting, presenting to a record 110 people, on the topic *House That! How a House Goes Together*. We have received positive responses, and our thanks go to Bill for such a worthwhile and valuable presentation.

Finally, I wish to express my sincere thanks and appreciation on behalf of all members to Alan Ford. Many of you will have heard the name but may not have ever met the man himself. Having previously been a practising loss adjuster, Alan has made significant contributions to AICLA over many years to the benefit of members and the Institute. Alan is responsible for penning 168 Continuing Professional Development online papers covering virtually every type of insurance scenario. These papers certainly help members gain valuable CPD training. Alan has provided unwavering support to AICLA over the past 17 years and worked on other special projects when requested. Alan has decided that it is now time for him to pursue new endeavours, and we wish him all the best in whatever challenge he decides to seek next.

Kind regards,

Glyn Lloyd,
Chartered Loss Adjuster
President – AICLA



AICLA

ACC23

**CLAIMS IN A
POST-PANDEMIC
WORLD**

BANGKOK – THAILAND
10-11-12 MAY 2023

We are delighted with the strong interest from members and others wishing to attend ACC23 in Bangkok on 10-12 May with the theme ***Claims in a Post-Pandemic World***.

The final convention brochure listing all speakers and topics is now available.

To register ***click here...***

INTERNATIONAL

The International Division will be hosting meetings attended by the President, Glyn Lloyd, CEO, Tony Libke, and CEO elect, Adrian Libke, in Ho Chi Minh City, Kuala Lumpur, Hong Kong, Singapore and Jakarta. The International Division Chairman, Mr Andrew Khoo, will be attending the meetings in Kuala Lumpur and Jakarta.

This will be the second visit by the President, and the first visit since Covid-19 to include Hong Kong.

At the meeting 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 presentations will be for approximately 1.5 hours, with lunch or dinner provided depending on the venue.

There is no cost for members or guests interested in learning about AICLA to attend the meetings.

To register for a meeting please see upcoming events.

| | | |
|--------------|-------------|------------------|
| Ho Chi Minh | 15 May 2023 | 5.30pm – 8.30pm |
| Kuala Lumpur | 16 May 2023 | 5pm – 8pm |
| Hong Kong | 19 May 2023 | 12.30pm – 2.30pm |
| Singapore | 22 May 2023 | 12pm – 2pm |
| Jakarta | 24 May 2023 | 10am – 12.30pm |

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

| Name | Class | Division |
|--------------|-------------|----------|
| Ezra Green | Provisional | QLD |
| Ashley Mayne | Provisional | VIC |
| Kial Stanley | Provisional | VIC |
| Jodi Meyer | Provisional | VIC |
| Ross Wales | Provisional | NSW/ACT |

ELEVATIONS

| Name | Class | Division |
|-----------------------|-----------|--------------|
| Colin McEney | Associate | NSW/ACT |
| Nathan Baran | Affiliate | NSW/ACT |
| Andrew Knight | Affiliate | TAS |
| Nguyen Tien Thu (Tom) | Affiliate | Int. Vietnam |



WESTERN AUSTRALIA

The WA Division held a networking function to coordinate the visit of President Glyn Lloyd and CEO Tony Libke to the most remote division in Australia. The event was held at Frasers Restaurant in Kings Park on Thursday 16 March 2023. Luckily, the weather brought over by the guests from Queensland cleared up for the event.



Some 110 members, sponsors, and guests attended enjoying quality cocktail food and beverages for the three hours whilst catching up with people in a convivial atmosphere with stunning views of the Perth CBD at sunset.

Glyn Lloyd on being introduced, spoke about the progress of and developments within AICLA and his tenure. After an opportunity to network, Glyn held a question-and-answer session with Fremantle Dockers coach, Justin Longmuir. Justin was a true professional, giving up his time on the opening night of the AFL season, putting up with some noise from the back of the room (obviously non-believers in the purple haze), and tolerating Glyn's Mancunian roots and knowledge of AFL.



The night was the first event to be sponsored in WA and we are greatly encouraged by the growing and continuing support of our events. It is something the Committee is looking to continue.

[*Click here to view the Sundowner photo gallery...*](#)

Our next event is a breakfast educational seminar on Thursday 11 May 2023 at Royal Perth Golf Club with ATTAR presenting on a potential recovery scenario from a fire in plant and equipment in leased premises with questions to be considered from the tenant's Insurers and the landlord's Insurers perspective. It should be a very informative event and one not to be missed.

QUEENSLAND

The Division's first education seminar of the year saw a record turnout of 110 attendees for Bill Clarke of Charles Taylor's presentation on common housing construction methods used in Queensland. Our thanks go to all who contributed to the event's success, especially our attendees, sponsors, Council and of course Bill himself.

Our next breakfast seminar will be held on Thursday 27 April from 7.30am at the Broncos Leagues Club. The seminar, focusing on interview techniques and statement

taking, will be presented by Stephen Grandidge of McLarens. Tickets are now available on the website. Our thanks go to Platinum sponsor KMA Consulting Engineers, along with gold sponsors Soko Construction & Roofing, Intebuild and Realm Building Solutions for their continued support.

Further details about upcoming Division activities will be added to the AICLA website as they become available.



VICTORIA

Calendar of Events for 2023

The Victorian Division is organizing a wide range of top quality educational and social events in 2023. As in 2023 AICLA will collaborate with other professional associations including AILA, NIBA and Women in Insurance, in delivering educational sessions. Below is an update:

| | | |
|------------------|--|---|
| 10 May 2023 | Claims & Canapes | AICLA will again hold a Claims & Canapes event for adjusters. This year's event will be held at The LUME Melbourne, South Wharf. |
| June 2023 | Technical session | Further details to follow |
| July 2023 | iAdjust Education Seminar | Hear from the industry on topical, thought provoking, issues and be part of the discussion and networking opportunities presented by this our eighth educational seminar. iAdjust will include a mini trade show for the event sponsors. Further details to follow. |
| September 2023 | AICLA / AILA Panel Discussion | Following the success of the 2022 joint event, AICLA and AILA will again hold a joint panel discussion on an issue topical to property and liability adjusters. Further details to follow. |
| October 2023 | Inspiring Women High Tea | An important networking opportunity where attendees will hear from key women in business. The event will be an AICLA & Women in Insurance collaboration. |
| 14 December 2023 | AICLA VIC Division Annual Awards Night | This is the pinnacle of the year for the VIC Division. The success of the 2022 event ensures the 2023 Awards Night will be one of the hottest events on the Insurance Calendar in Melbourne, so save the date! |

Council 'Portfolios'

To improve efficiency and ensure the quality of events is of the highest calibre VIC Division council members have assumed the following responsibilities in 2023:

- Sponsorship Coordinator – Aneta Chlond
- Social Media – John van Wetering
- Awards Night Superintendent – Tulay Tuzun
- Event Sub-committees – various as required

Any queries in relation to the VIC Division should come through vicdiv@aicla.org or our [Linkedin page](#), but expect to hear further from VIC Division Council on the above matters.

AICLA VIC Division Survey

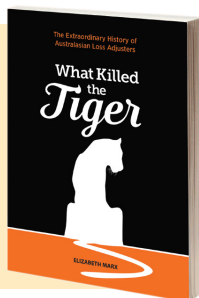
In February the VIC Division launched a survey asking members to provide feedback on the previous year's events and seeking ideas on what members would like to see in 2023. The survey is still open and suggestions from members are welcome – [click here...](#)

SOUTH AUSTRALIA

Following the recent seminar conducted by Dr Mark Giancaspro from Adelaide University (Law) on the topic proximate cause, a recording of the presentation is available in the AICLA website members section under downloads.

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...](#)



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 and we acknowledge the tremendous contribution by retired member Alan Ford.

NON-MEMBER MAILING LIST

[Sign up here](#) to receive LA News and notification of upcoming events.

ONLINE CPD

'This coat looks attractive. I think we'll stock five of them. I like orange and I'm sure the customers will too'. Such might be the method of buying and maintaining of stock once applied by the small town or village clothing shopkeeper. The customer would buy what was available and much was determined by the retailer's taste. Or it may have been just slightly more scientific, based on the shopkeeper's observation of newspaper advertising (no TV then). On the other hand, the grocer or other retailer of foodstuffs was forced to use a more formal method, ordering and maintaining stock based on customer demand and the need to minimise wastage of perishable goods — particularly if cooling was via bulk ice instead of refrigeration. The essential element of First in First out — FIFO — was then as crude as remembering to place the new stock behind the old.

Of course, the science of inventory management has now much evolved into a major part of the running of all kinds of business, with such matters as capital tied up now taken into consideration as well as insurance. The Just in Time — JIT — principle is often experimented with but severely inclement weather such as recently seen has brought supply chain problems into focus as roads often became impassable.

The element of stock is both a major consideration in the running of manufacturing, wholesale and retail businesses, and in the assessment process following a claim. For example it is given special treatment in a Consequential Loss (business Interruption) claim.

In CPD165 we discuss the handling of the stock part of a property claim. We start by briefly looking at the various methods of stock control from a business owner's point of

view, evolving from those early methods to a fully-fledged science, much of it fully computerised or even automated. In passing we list the ATO requirements for carrying out the regular stocktake,

Then we consider the role of stock in the assessment of the claim, ranging from theft or total loss by fire, where the value has to be assessed of something no longer visible or measurable, to water damage where the amount may be much more easily measured. However in the latter case, where flood exclusion applies was it flood — as now defined — or inundation from above? And can any be salvaged?

For stock now missing or totally destroyed by say fire, how do we measure the extent of the loss? How far do we rely on the last stocktake coupled with sale and purchase records. And as ever, what does the policy wording and schedule say? In the applicable policy, how is stock defined and are there any limits, exclusions or extensions?

Like most things in life, nothing is as simple as it may first appear, and surely the new adjuster who says 'Stock? Piece of cake!' is due for a fall, even if the claim is for a baker...

As at the end of March 2023, there are one hundred and sixty-seven on-line CPD papers on our facility, which has been running for some years now, and they range from purely instructional, through technical, many designed to widen the adjuster's horizon, to regular forays into FOS/AFCA Determinations to show how claim adjustments sometimes end up as official disputes and how these are resolved. We invite you to delve into this collection. There should be examples to interest all members.



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.



STRUCTURAL/FORENSIC ENGINEER – KMA CONSULTING ENGINEERS

Brisbane QLD — Civil/Structural Engineering (Engineering) — Full time

A job where no two days will be the same.

We are looking for an enthusiastic and highly experienced individual to help our growing business meet our client's needs and expectations. This role has come about due to our company's phenomenal growth and is suitable for an experienced structural/forensic engineer who is willing to hit the ground running and to do what is required to provide excellence to our clients.

We are offering a full time role (flexible hours negotiable for the right candidate) at least initially working in your own, home based office environment.

As a structural/forensic engineer with our firm you will utilise your skills and experience in a wide range of areas including project management and forensic investigation as well as traditional structural engineering design and documentation.

You will also need to be multi skilled and able to operate in engineering and construction environments where you will need to liaise with other engineers, building consultants, building designers, architects and client representatives. Excellent interpersonal and self-management skills are essential.

ABOUT THE ROLE

This role requires someone who is multitalented and able to work in a variety of areas. Some of the examples of what would be required are:

- Inspect and determine the cause of damage to structures as well as reporting on your findings.
- Planning & preparation of new engineering design projects without direct supervision.
- Prepare all levels of documentation from concept to certification for engineering design.
- Provide guidance to other staff and consultants in the preparation and modification of reports, specifications, plans, and designs.
- Critically analyse and comment on reports and design documentation by others.

- Undertake quotation preparation.
- Undertake on site construction inspections
- Use computer assisted engineering and design to investigate and prepare engineering solutions.

ABOUT YOU

To perform the job successfully, you will be able to demonstrate the following competencies:

- Able to work effectively and efficiently both individually and in a group setting.
- Have excellent analytical and reporting skills.
- Demonstrate high attention to detail.
- The ability to contribute to a positive team spirit.
- Excellent written and verbal communication skills.
- Proficient in the use of Microsoft Office suite of programs and AutoCAD.
- The ability to design/draft detailed drawings of buildings and other structures would be an advantage
- Possess a Bachelor of Engineering or equivalent and have a minimum of 4 years related experience. Exceptional applicants with lesser experience may be considered depending upon their background.
- Be willing and able to undertake building inspections (including being able to access roof cavities, roof surfaces and sub floor areas).
- Be willing to travel interstate when required

If you are confident that you have the above skills and attributes and believe that this position would suit you, please send through your resume and cover letter to admin@kmace.com.au.

Please note only short-listed candidates will be contacted.