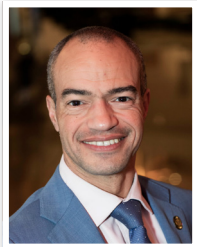




L.A. NEWS

NEWSLETTER #217, APRIL 2023



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

ACC23, being held at the JW Marriott Hotel in Bangkok, is almost upon us, and we are delighted to have received a record number of 180 registrations. This is a fantastic effort for the ever-popular Asian Claims Convention since the postponement of our 2020 convention in Kyoto, Japan due to Covid. The organising committee has assembled an incredible program with speakers from the UK, Australia and throughout Asia. The event is sure to be one of the highlights of the year for AICLA, and I look forward to welcoming one and all to ACC23 between 10-12 May 2023.

Following the Asian Claims Convention, the President and CEO will be undertaking a series of meetings with members, training institutes and Regulators in Bangkok, Kuala Lumpur, Ho Chi Minh City, Hong Kong, Singapore and Jakarta. It is hoped that as many members as possible will attend these meetings, which will coincide with my last year as President of AICLA.

Our valued education partner ANZIIF is in the process of introducing a claims course aimed at insurance claims officers and others involved in the insurance claims industry. This course will fill a gap in the market following new regulations in Australia in response to recommendations from the Hayne Royal Commission. There has been great support for the training program from many insurers, endorsed by AICLA, which will ensure that insurance claims officers are trained and educated to standards compliant with the new regulations in claims handling and settlement.

On the 19th and 20th of April the Education Committee and Board held meetings in Adelaide, South Australia. The Education Committee meeting, held with our education partner ANZIIF, was productive, and discussions are taking place to extend the Diploma Delivery Agreement for a further seven years. As always, it was a pleasure to catch up with fellow Directors at the Board meeting, with attendance in person or via Teams.

The Board meeting produced robust discussions on a wide range of topics to ensure the continued success and growth of

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
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	Seminar & Luncheon	Auckland
18 August	AGM & Trivia Event	Brisbane
18 August	Seminar & Networking	Adelaide
28 September	CC23	Sydney
17 November	Luncheon	Brisbane
24 November	Seminar & Networking	Adelaide
14 December	Awards Night	Melbourne

the Institute. I am pleased that for the fourth year member subscription rates for 2023/24 remain unchanged. LA News continues to be popular with members, with the latest statistical information showing a high level of readership and excellent feedback about the content. The Board has expanded the role of the Education Committee to be responsible for liaising with overseas loss adjusting associations in recommending standards for loss adjusting education and training in Asia. A series of meetings are due to take place in order to see how we can work with and assist other loss adjusting associations to promote and advance the loss adjusting profession. In other education news, the skills units for the Diploma of Loss Adjusting will be

finalised by August 2023, with only two units remaining to be completed. There will also be an additional section in the Theft, Money & Fidelity Loss Adjustment skills unit, with cyber being added to the learning material.

Congratulations to the winner of the Diploma of Loss Adjusting Prize and the Syd McDonald Young Adjuster Prize, Claire Lees of McLaren's Brisbane. The hard work and dedication shown by Claire as an adjuster, and completing the Diploma during 2022 and achieving the highest mark, makes her a very worthy recipient of these awards.

Membership of AICLA is now at record levels. As of March 2023, reported to the Board, we have 1,072 members, which continues the growth of the Institute over the past three years. Female membership is also on the increase at 16%, and we are aware that the number of females undertaking the Diploma of Loss Adjusting skills units is at 46%, which indicates that there will be an increase in female membership over the coming years.

This year, accompanying the Institute diaries to members in December, the Board agreed to provide a high quality notepad with similar branding to the AICLA diary. These will be issued free of charge and provide instant recognition of AICLA membership.

Arrangements for CC23 are well advanced, with the event to be held at the Sofitel Wentworth Sydney on 28 September. The committee has largely finalised the program and registration details will be available in the near future. Last year a record number of delegates and sponsors attended the event, and early indications point to another highly successful convention.

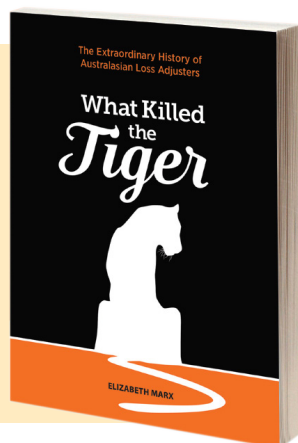
A significant number of seminars, workshops, webinars, and networking events are being planned and conducted by Divisions, and my thanks go to Councillors for their continued help and support. Upcoming events include the NSW Luncheon on 28 July at the Four Seasons Sydney, and it is also pleasing that New Zealand will be holding their annual seminar and luncheon on 11 August, which was postponed due to a number of recent natural disasters. As always, please check the AICLA website for upcoming events.

Kind regards,

Glyn Lloyd,
Chartered Loss Adjuster
President – AICLA

WHAT KILLED THE TIGER

To order your copy of the book *What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters* [click here...](#)



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 available [here...](#)

INTERNATIONAL

PRESIDENT'S VISIT

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

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 meetings 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 RSVP for a meeting please click below:

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

ASSOCIATION OF MALAYSIAN LOSS ADJUSTERS

AICLA have engaged with the Association of Malaysian Loss Adjusters (AMLA) to explore the possibility of partnership in the training and CPD projects in Malaysia. AMLA have also initiated a quarterly newsletter and invited AICLA to contribute material. A copy of the AMLA newsletter is [available here...](#)

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Syed Mustafa Haider	Affiliate	Int. Oman
Rachata Thephabuttra	Affiliate	Int. Thailand
Kraivuth Hemkraivuth	Provisional	Int. Thailand
Natthaporn Kamphaengkham	Provisional	Int. Thailand
Puchakorn Plianchoaw	Provisional	Int. Thailand
Haritas Suttisarn	Provisional	Int. Thailand

ELEVATIONS

NAME	CLASS	DIVISION
Amos Tan	Fellow	Int. Singapore
Oliver See Choong Leong	Associate	Int. Singapore
Harrison Davies	Affiliate	South Australia

NEW SOUTH WALES

WEBINAR – HANDLING DIFFICULT CONVERSATIONS

Both individual contributors and leaders continue to be under considerable pressure, navigating a fast-moving, changing environment. Anything from communication breakdown and unclear expectations to increasing workloads can create conflict in the workplace. Often, people lack the skills and confidence to address it, leaving a troublesome gap between voice and action that when left unresolved can disengage workers, increase turnover, and hinder business performance. But managing conflict is an essential aspect of leadership, ensuring teams work together to achieve common goals.

The NSW & ACT Division is excited to announce our first educational webinar, in partnership with Dale Carnegie Training. The webinar will be held on Friday 5th May at 9am.

Whether it's discussing a sensitive issue, resolving a conflict, or delivering tough feedback, this webinar will provide you with the tools you need to communicate with confidence and professionalism.

Registration is essential – [click here...](#)

NETWORKING EVENT

The NSW & ACT Division held their first networking event in late March. It was fantastic opportunity for our members and industry partners to network and catch up.

Thank you to our Platinum Sponsor SHBR Group for their support for the evening, and to our Gold Sponsors who contributed to this great event Restoration Industry Consultants, Steamatic Australia, ARC Projects, Johns Lyng Group, Abril Building Solutions and Restorations, Advanced Buildings and Restorations & National Leak Detection Pty Ltd.

The photo gallery from the event can be [viewed here...](#)

CONTINUING PROFESSIONAL DEVELOPMENT

Access to CPD online papers and other restricted information is available on the [AICLA website](#) 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 for members.

NON-MEMBER MAILING LIST

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



QUEENSLAND

The second QLD breakfast seminar was held on 27 April with over 100 registrations. Stephen Grandidge of McLarens presented on 'Investigative Interviewing and Statement Taking', and was assisted by his Wife, retired Detective, Lee Grandidge. We would like to thank sponsors for the event, Platinum Sponsor KMA Consulting Engineers, and Gold Sponsors Realm Building Solutions, Intebuild, and Soko Construction & Roofing.

The next event for the QLD Division will be the QLD Claims Conference, to be held at Tattersall's Club Brisbane on 7 June 2023.



VICTORIA



AICLA VIC Claims & Canapes

AICLA VIC members are invited to an exclusive networking event. For the purchase of a single ticket Members can invite one industry guest, an insurer, broker, lawyer or a corporate client.

Wednesday 10 May 2023

6.00 PM - 9.00 PM

The LUME at Melbourne Convention & Exhibition Centre
(MCEC Door 18)



MONET & FRIENDS

Ticket price \$275.00
(includes AICLA Member plus guest client)

Limited tickets available

<https://aicla.org/event/vic-claims-canapes-2/>



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.