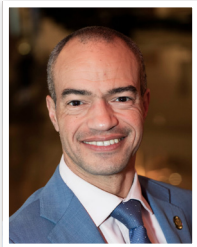




L.A. NEWS

NEWSLETTER #219, JUNE 2023



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

It is with great sadness I report the passing of Martyn Norrie, a well-known and highly respected loss adjuster and retired AICLA member. Martyn was CEO of GAB Robins and Cunningham Lindsey in New Zealand for a long period of time. Our deepest condolences to his family.

As we finish June it is an opportunity to reflect on the past six months and look at what lays ahead for the remainder of 2023. This year in Australia the severe weather events have not hit the usual heights providing a respite for adjusters. New Zealand and Asia however have not been so fortunate with significant CAT events.

In particular colleagues in NZ are working hard to restore individuals and businesses that have been impacted by the flood and earthquake events that occurred earlier this year and during 2022.

The AICLA/ANZIIF Claims Convention is fast approaching with a high number of registrations for this much anticipated event. The convention on 28th September will be held at the Sofitel Wentworth in Sydney. Please register as soon as possible to take advantage of the early bird prices.

Our appreciation to CC23 Platinum sponsor Construct Services, and Gold sponsors Restoration Industry Consultants and Nearmap. Thanks to all other CC23 sponsors for their valuable contribution to the event. A strong program has been arranged by the organising committee and will include a panel discussion on disaster event response, ESG issues, the role of reinsurance, cyber, lithium battery claims and modern work trends. Also well-known investigative reporter Kate McClymont from the SMH will share her experiences on 'Clueless Crims and Other Colourful Characters'.

Following the outstanding success of the 2023 Asian Claims Conference the organising committee for ACC24 in Kuala Lumpur has commenced work, with the venue and date to be announced soon.

In recent division events, the QLD Claims Conference was a sell out with 175 delegates, with an excellent range of speakers and topics and a highly inspirational talk from Tim and Judy Sharp, the creators of Laser Beak Man. Congratulations to 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 July	Seminar	Perth
14 July	iAdjust	Melbourne
28 July	Luncheon	Sydney
11 August	Seminar & Luncheon	Auckland
18 August	AGM & Trivia Event	Brisbane
18 August	Seminar & Networking	Adelaide
22 September	Luncheon	Adelaide
28 September	CC23	Sydney
25 October	Charity Race Day	Brisbane
17 November	Luncheon	Brisbane
24 November	Seminar & Networking	Adelaide
14 December	Awards Night	Melbourne

QLD division for conducting such an excellent event.

The AICLA International Division in conjunction with MDD Forensic Accountants held a webinar on the topic of "Quantification of Economic Damages in the Current Economic Environment". The New South Wales Division held a webinar in conjunction with Dale Carnegie on the topic 'Imposter Syndrome'. Both webinars were well supported, and our thanks go to the division councils.

Other division events are planned for the second half of the year with details on the AICLA website. Please ensure you purchase tickets early as many events sell out quickly.

The CEO and President will be attending the NSW luncheon on 28th of July and are planning meetings with ICA, NIBA and others.

Division AGMS are scheduled to be held in August, and I ask members to consider serving on your local division council. A nomination form and notice of AGM will be emailed to members in the near future.

The 2023 Carey Bird Scholarship scenario will be released shortly. Thank you to Bill Clarke of Charles Taylor Adjusting Brisbane who is preparing the scenario.

The Carey Bird scholarship offers a great prize of \$3000 cash or complimentary attendance at the Sydney Claims Convention or Asian Claims Conference, with the winner to choose. The

scholarship is an opportunity for members to showcase their ability to analyse a claim scenario and prepare a report.

I am pleased to announce nominations are now open for this year's Lifetime Achievement Award and details have been forwarded to members. This is a prestigious award and we expect to receive many worthy nominations which will be considered by the Board in October.

Finally congratulations to Ash Walker, the AICLA manager operations and her husband Jake on the birth of their beautiful daughter Ellie. AICLA wishes Ash and Jake all the best with their precious family addition.

Kind regards,

Glyn Lloyd,
Chartered Loss Adjuster
President – AICLA



VALE

Martyn Norrie

We are saddened to report the passing of Martyn Norrie, a doyen of the loss adjusting profession in New Zealand. Martyn passed away in Rotorua on 30 May 2023 following a period of illness.

Martyn was a founding partner in MBS Loss Adjusters New Zealand in the mid-1980s, and went on to be CEO of GAB Robins and then Cunningham Lindsey for 16 years. He led Cunningham Lindsey's Christchurch earthquake response for several years before retiring from the company in early 2013. He then managed a scheme on behalf of a consortium of insurers, resolving numerous complex multi-tenancy domestic claims in Christchurch.

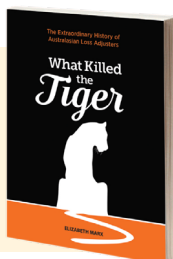
Martyn's contribution to loss adjusting and the wider insurance industry was acknowledged with a Lifetime Achievement Award in 2013.

Throughout his life Martyn was committed to various non-profit organisations, and in 2019 he received a Queen's Service Medal (QSM) in recognition of his service to the community.

Martyn was a natural leader and a truly inspiring mentor who will be missed by the many people he guided and encouraged.

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/ANZIIF

CC23

Claims Convention



INSURANCE CLAIMS PROACTIVITY IN REACTIVE SITUATIONS



28 SEPTEMBER 2023

SOFITEL SYDNEY WENTWORTH

Arrangements for CC23 to be held in Sydney on 28th September are progressing well. Interest in the event has been strong with a record level of early registrations.

We are pleased with the level of sponsorship support with only a limited number of exhibition booths still available.

For further information and to register [click here...](#)

IMPORTANT NOTICE TO MEMBERS

Members who achieved the Diploma of Loss Adjusting by Recognition of Prior Learning (RPL) **prior to 1 November 2020** will be given the opportunity to apply **before 31 December 2023** for assessment by the Professional Standards Committee (PSC) for elevation to Associate membership of AICLA. Any member wishing to apply for elevation must meet the conditions above and is invited to contact the CEO at adminoffice@aicla.org for further details.

Please note this offer is open only to members who achieved the Diploma of Loss Adjusting by RPL prior to 1 November 2020, the date from which RPL was removed as a pathway to Associate membership.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Sowjanya Kumar Pagolu	Affiliate	Int. India
Christopher Jay Sacluti	Affiliate	Int. Philippines
Jahangir Fahidi	Affiliate	Int. Turkey
Mailk Rauf	Affiliate	New South Wales
Sontaya Phakdiwatsakul	Provisional	Int. Thailand
Nobuyuki Ishii	Provisional	Int. Japan
Jayasilan Balasubramaniam	Provisional	Int. Malaysia
Anawat Khongchatchawal	Provisional	Int. Thailand
Angus Jorgensen	Provisional	New Zealand
Brian Kenny	Provisional	New Zealand
Tracy Knight	Provisional	New Zealand
Shreya Batra	Provisional	New Zealand
Jo Abderdein	Provisional	New Zealand
Peter R. Smith	Provisional	New Zealand
Andrew Chen	Provisional	New South Wales
Harry Hamrang	Provisional	New South Wales
Steve Case	Provisional	New South Wales
Tim Harvey	Provisional	New South Wales
Ana Curtis	Provisional	Queensland
Thomas Hall	Provisional	Queensland
Kiarra Spandley	Provisional	Queensland
Palma Ana Martin	Provisional	Queensland
Lian Smith	Provisional	Queensland
David Fenton	Provisional	Queensland
Elisha Koirala	Provisional	South Australia
Lachlan Drummond	Provisional	Victoria
Heidi Bryden	Provisional	Victoria
Janine Slinger	Provisional	Victoria
Kavita Krishna	Provisional	Victoria
Athraa Elias	Provisional	Victoria
Chantell Kennebury	Provisional	Western Australia
Chloe Corsini	Provisional	Western Australia
Timea Park	Provisional	Western Australia

ELEVATIONS

NAME	CLASS	DIVISION
Thomas Tan	Fellow	Int. Malaysia
Sean Callan	Associate	New South Wales
Jessica Tate	Associate	Queensland
Sathiyamoothri Palaipan	Affiliate	Int. Malaysia
Lyndsey Stephens	Affiliate	Queensland
Sinead Johnston	Affiliate	Queensland

CONTINUING PROFESSIONAL DEVELOPMENT

Access to CPD online papers and other restricted information is available on the [AICLA website](#) via the password **aicla2018**.

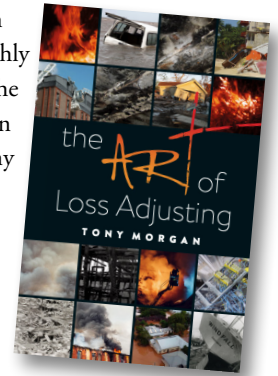
Members are reminded that to be eligible for membership upgrades CPD accreditation must be achieved. Online activities provide one source of valuable training for members.

NON-MEMBER MAILING LIST

Sign up here to receive LA News and notification of upcoming events.

THE ART OF LOSS ADJUSTING

The renowned loss adjuster Tony Morgan has released an updated edition of his highly rated book 'The Art of Loss Adjusting', the book covers the subtle skills required of an accomplished loss adjuster. We thank Tony for allowing AICLA to sell the book to members at a discounted price of \$30 AUD (normal retail price \$40) plus postage.



All loss adjusters would benefit from the wisdom Tony imparts in the book, from knowledge gained in his 50 years of loss adjusting experience. In an extract from the book he states 'a skilful loss adjuster will use new tools as they become available but will also recognise that those tools will not replace the timeless principles that take loss adjusting beyond a mechanical process into the realm of art'.

To order the publication, [click here...](#)

QUEENSLAND

Those in attendance at the Queensland Claims Conference held on the 7th of June witnessed a fantastic line up of presentations, culminating with a superhero we won't soon forget, Laser Beak Man! Our thanks go to all the presenters, sponsors and attendees on the day. The event was sold out and is the premier education event for the division.

Next up will be the Queensland division AGM and trivia night to be held at Tattersalls Club on Friday 18th of August. AICLA QLD members will receive an email when tickets are available, and we recommend purchasing tickets early to avoid disappointment. Thanks to our trivia Platinum sponsor Field Engineers and Gold sponsors Steamatic, Linx Restoration, Total Disaster Recovery and OptiRestore for their support. To view the photo gallery [click here...](#)

NSW & ACT

AICLA ANNUAL LUNCHEON

The division is pleased that the upcoming Annual AICLA Luncheon is almost sold out. The Luncheon will be held on Friday 28th July in Sydney, CBD. We urge members to purchase their tickets as soon as possible before the event sells out. Our guest speaker for the event, is esteemed 3 x Melbourne Cup Winner Glen Boss. Thank you to our generous sponsors for their support with this event.

SAVE THE DATE

The NSW & ACT Division are pleased to confirm the AICLA Charity Race Day is confirmed for 1st December 2023 at Randwick Racecourse. Further details regarding sponsorship opportunities and ticketing will be available over the coming months.

NEW MEMBERS

We would like to acknowledge our newest members to the division and our current members who have achieved affiliate or associateship. It's wonderful to see your achievements. Keep up the great work!

Procare

claims and risk

The Procare Group is a leading national provider of insurance industry services of over 25 years, with services including Claims & Risk Management, Legal, Forensic Accounting, Injury Management, Investigations, Training & Recruitment.

We are a high-performing team, and we embrace collaboration and new ways of thinking. We know that fantastic talent is the only way to shape our future success. We are grounded in authenticity and work together to deliver value for our customers through every interaction.

We have new and exciting prospects for Loss Adjusters with our expanding Claims & Risk division in various locations across Sydney and NSW and would like to hear from people with the following attributes:

- Demonstrated loss adjusting experience relating to Material Damage, Commercial, Strata, Business Interruption, Liability, and Heavy Plant & Equipment;
- Specialist loss adjusting experience & ability to effectively manage expectations of Underwriters, Brokers & Claimants simultaneously;
- Have a current Police Check (or willingness to obtain);
- Ability to communicate in a precise & engaging manner verbally & in writing;
- Possession of sound analytical & problem-solving skills;
- Diploma or Certificate IV of Loss Adjusting (or in the process of obtaining);
- Membership of a relevant industry organisation.

WHAT YOU CAN EXPECT FROM US:

- Excellent remuneration package and a rewarding incentive scheme;
- Generous car allowance;
- Genuine appreciation of work/life balance;
- Company Surface Pro laptop and Apple iPhone;
- Convenient office locations;
- Work from home or hybrid working arrangements on offer;
- Working with some of the industry's best;
- Access to our external employee assistance program;
- Work with prestigious clients including ASX 100 companies;
- Relocation assistance available (if relocating from interstate);
- Real career progression & diversification with the opportunity to make your mark in the industry;
- Ongoing opportunities for career progression locally and nationally.

WHY PROCARE CLAIMS & RISK?

We offer a thorough and comprehensive induction program for new starters to the business looking to join a leading risk and solutions provider in a very rewarding industry!

If you are looking to join a focused and driven team, as part of a family-owned and led company, have the drive to succeed and take pride in providing a high-quality service, we want to hear from you!

For more information, check out our website www.procaregroup.com.au, follow us on LinkedIn or contact our careers team via careers@procaregroup.com.au

As an Equal Opportunity Employer, Procare Group is committed to Equality, Diversity and Inclusion in our everyday working practice. We strongly encourage applications from those who meet the role criteria of all abilities and cultures including people who identify as Aboriginal and Torres Strait Islander and people living with a disability.



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.