



# L.A. NEWS

NEWSLETTER #223, OCTOBER 2023



## FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Member,

Let me start by introducing myself, Nicholas Ackers the newly elected president of AICLA. I commenced loss adjusting with Robins MBS at Hobart in 1990, am a Fellow of AICLA and currently work and reside in Launceston, Tasmania. During my loss adjusting career I have worked for corporate loss adjusting firms in Tasmania, Queensland and New South Wales. I am a passionate supporter of AICLA and what it represents, and I very much look forward to serving AICLA. I invite members to contact me at [president@aicla.org](mailto:president@aicla.org) with any matters they would like me to consider in guiding the Institute forward.

The recently held Directors' Meeting and Annual General Meeting in Brisbane witnessed the largest change in AICLA personnel in the Institute's history. I would like to express my personal thanks to the trio of Glyn Lloyd, Michael Davies and Tony Libke whose combined service to AICLA and the wider profession of loss adjusting has been outstanding.

Glyn was President for three years and during his tenure achieved a stunning growth in membership and activities. He was deeply involved in the regulatory changes in claims in Australia, revamped our constitution, updated policies, and developed new corporate governance measures. Glyn also oversaw the revision of the Institute logo and provision of Chartered badges for members.

Michael Davies has for 15 years been at the forefront of our education system and played a crucial role in ensuring the ANZIIF Diploma of Loss Adjusting remains highly regarded. Michael operates away from the spotlight but his has been a magnificent contribution to the profession. Tony's efforts are often described, and I believe appropriately, as the glue that holds us together. He has been involved in all decisions and initiatives and he has guided us with distinction to where we are today. The legacy of Glyn, Michael and Tony is enormous, and they have moved on knowing AICLA is a strong, stable and respected organisation. I am pleased to advise that Glyn Lloyd has taken up the position as Education Director whilst Michael Davies will continue as a member of the Education

## 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  |
|-------------|----------------------|-----------|
| 3 November  | End of year catch up | Adelaide  |
| 17 November | Luncheon             | Brisbane  |
| 1 December  | Charity Race Day     | Sydney    |
| 1 December  | WA Christmas lunch   | Perth     |
| 14 December | Awards Night         | Melbourne |



Committee and Tony Libke will remain involved with organising the Sydney and Asian Claims Conventions and as the Institute's complaints and whistle-blower officer.

As President supported by the new leadership team of CEO Adrian Libke, Deputy President Colin McEnery (NSW), and Executive Member Greig Halpin (NZ), along with other directors and members, I believe we are well placed to take

AICLA forward. Adrian Libke, who has been mentored by Tony for many years, was unanimously endorsed as the CEO and is known to many members. He holds a degree in business and is a Certified Practising Accountant. We wish Adrian all the best in his role as our CEO.

At the recent Directors Meeting, from a field of highly regarded members, Barry Simpson of Charles Taylor (Sydney) was recognised for his contribution to the profession with the Lifetime Achievement Award. Barry epitomises the great qualities of a truly professional loss adjuster and his giving back to the profession by mentoring loss adjusters new to industry was acknowledged. Congratulations Barry.

Divisions have been very active in October, and I congratulate them on the range of social and education programs they conduct, and I thank all members and supporters for their engagement with AICLA activities.

The Sydney Claims Convention for 2024 has been locked in at the Sofitel Wentworth on Thursday 26 September and the organising committee is starting work on developing a quality program. At the recent Directors meeting Osaka Japan was endorsed as the site for the Asian Claims Convention in 2025, exciting news with more details to follow soon. ACC24 is in Kuala Lumpur and the registration brochure will be available in the near future. The theme for ACC24 is Technologies Driving Globalisation in Claims and the event will be held on 8-10 May 2024.

I look forward to developing new initiatives in the years ahead and continuing to promote the wonderful profession of loss adjusting.

**Nicholas Ackers,**  
President – AICLA

## ACC24 AND 25

Planning is well under-way for the Asian Claims Convention to be held at Berjaya Times Square, Kuala Lumpur on 8-10 May 2024. Support from sponsors has been strong and we expect an excellent range of speakers with the convention theme: Technologies Driving Globalisation in Claims.

The convention attracts members and others involved in the claims profession from Asia, Australia, New Zealand and numerous other countries and is a valuable source of professional development and networking opportunities. The convention is run over two days and includes an arrival Cocktail Function, Day 1 Convention, Gala Dinner and 2nd Day Convention. We hope to see many members in Kuala Lumpur following the record attendance at ACC23 in Bangkok earlier this year.

In other exciting news the AICLA board has agreed to host ACC25 in Osaka Japan in May 2025. Contract negotiations are being conducted and should be finalised in the near future.

## NEW AND ELEVATED MEMBERS

**Congratulations to the following new and recently elevated members:**

### NEW MEMBERS

| NAME           | CLASS       | DIVISION        |
|----------------|-------------|-----------------|
| Avery Cheung   | Affiliate   | Int. Hong Kong  |
| Cat Rondon     | Affiliate   | New Zealand     |
| Melissa Bucke  | Provisional | New South Wales |
| Matthew Hinks  | Provisional | New South Wales |
| Paul van Diest | Provisional | New Zealand     |

### ELEVATIONS

| NAME              | CLASS     | DIVISION        |
|-------------------|-----------|-----------------|
| Nathan Baran      | Associate | New South Wales |
| Bobby Gregory     | Associate | New South Wales |
| Courtney Wright   | Associate | Queensland      |
| Peter McCormack   | Affiliate | Queensland      |
| Pradyot Ganapathy | Affiliate | Victoria        |
| Jacqueline Howard | Affiliate | Victoria        |

## 2023 ANNUAL REPORT

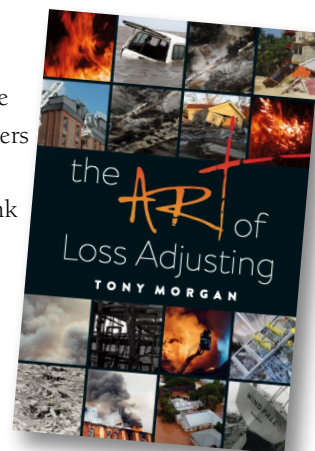
The 2022/23 Annual Report was distributed to members ahead of the AGM held recently. The document included comprehensive reports by the then president Glyn Lloyd summarising the year 2022/23. It also included the report from Tony Libke the now former CEO which showed the changes achieved over a period of time. For a copy of the reports and audited financial accounts [click here...](#)

## 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...](#)





## LIFETIME ACHIEVEMENT AWARD BARRY SIMPSON



As reported by the President, Nicholas Ackers member Barry Simpson from Charles Taylor Sydney was recognised with the Lifetime Achievement Award (LAA) recently. The submission nominating Barry highlighted his demonstrated commitment to the promotion of the profession of loss adjusting through personal achievement, and the education, training, mentoring and overall personal development of other

loss adjusters. Barry is a loss adjuster of high standing who has made an outstanding contribution to the profession and to the training and development of other loss adjusters.

The nomination for Barry was underpinned by Barry's lifetime of work in the profession evidenced by:

- **Long career** - For the for past 60 years, Barry has been actively working as a loss adjuster across the UK and Australia.
- **Professional mentor** – As a mentor, Barry has had a significant influence on the professional development of hundreds of loss adjusters and claims professionals.
- **Shares knowledge** – Barry has been involved in educational activities that promote loss adjusting, as he regularly presents to brokers and insurers at seminars on various claims related topics.
- **Industry advocate** – Through Barry's dealings with insurers, he has always striven to positively promote the benefits of working with professional adjusters who are members of the Australasian Institute of Chartered Loss Adjusters.
- **Highly qualified** – Continuous improvement has been the personal motto that has defined Barry's long and successful career.

*Congratulations to Barry, the third AICLA LAA winner alongside Chan Hwee Seng and Tony Morgan in 2022.*

## CLAIMS CONVENTION SYDNEY PHOTO GALLERY



As reported last month CC23 held in Sydney on 28th September was a major success. The written feedback from over 100 delegates was overwhelmingly positive with 98% stating that they were likely to attend the event in 2024.

The venue Sofitel Wentworth Sydney has been booked for the AICLA/ANZIIF CC24 on Thursday 26th September and we again expect strong attendance by members and others at what is the premier claims conference in Australia. To see the full photo gallery [click here...](#)



## CONTINUING PROFESSIONAL DEVELOPMENT

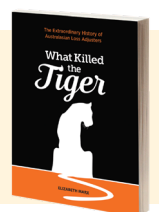
Access to CPD online papers and other restricted information is available on the [AICLA website](#) via the password **aicla2018**. Members are reminded that to be eligible for membership upgrades CPD accreditation must be achieved. Online activities provide one source of valuable training for members.

## NON-MEMBER MAILING LIST

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

## WHAT KILLED THE TIGER

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



## WESTERN AUSTRALIA



The WA Division held a Sundowner event on Thursday 5 October 2023 at Royal Perth Golf Club, South Perth. Some 100 members, sponsors and guests attended the event to listen to 2nd Lieutenant (retired)

John Patrick O'Halloran, platoon commander 5 Platoon B Company 6RAR. John led the most decorated platoon in the Australian Army in the Vietnam War. He provided a very entertaining address about his time in the army as well as working as a loss adjuster in Perth in the 1990's for the practice WA Assessing for some 20 years and then as a manager at Midcity Group for 10 years.

Rosie Pratarelli of Midcity Group introduced John reminiscing about her early career as a loss adjuster working for WA Assessing. Midcity Group were one of four sponsors for the event with Steamatic, Ambrose Construct Services and Johns Lyng Group being the other sponsors. We do thank them for their involvement.

Following his address there was an opportunity to socialise enjoying a drink and canapes watching the sun set over the 18th hole in the very beautiful setting of the Golf Club. All in all, a lovely event and gave everyone time to ponder over loss adjusting some 30 years ago as well as how fortunate we were to be able to listen to a person who is described as a national treasure due to his service in Vietnam.

The WA Division held a very successful educational breakfast seminar on 1 November 2023 at Royal Perth Golf Club. The presenter was Jason Sanderson of Burgoyne's who provided a compelling and informative session on lithium batteries with focus on causes of fires, common misconceptions, things to do and not do in trying to minimise the risk and some points to consider. There were certainly some confronting footage particularly of a fire ball in an EV driving at some 100kms per hour on a motorway in Moscow. Everyone left the session being more informed and aware of storage, faults, what to consider and further questions to be asked. A very well received session with some 90 members and guests attending.

Our next event will be the sold out Christmas Lunch at the MAAC Club on West Coast Drive Marmion with special guest Sam Kekovich and a single malt whiskey tasting to conclude the lunch.



## SOUTH AUSTRALIA & NORTHERN TERRITORY

The SA/NT Division AGM was held on Thursday 24 August with 12 attendees, and our congratulations to the following elected Committee Members for 2024:

**Chair:** Samantha Sharp

**Secretary:** Nick Mann

**Treasurer:** Ben Wilson

**Councillors:** Steve Flight  
Samantha Smith  
Atefeh Karb

The Committee thanks outgoing Chair, Dylan Maguire, for his input and contributions over the past two years and wish him all the very best for his future endeavours.

Friday 22 September was another cracking day for the SA/NT Luncheon, held at the superb Adelaide Oval and featuring Jelena Dokic, retired tennis superstar who recently released her second book 'Fearless', outlining the shocking and unthinkable abuse she suffered at the hands of her father throughout her tennis career. The audience was captivated by her powerful speech, with Jelena ultimately imploring our attendees to simply, be kind. Our charity for the event was Catherine House, supporting women fleeing domestic violence in providing safe housing, and our raffle proceeds were an all-time high of over \$4,000.

Sincere thanks of appreciation to our very generous sponsors who without their support, we could not have enjoyed such an outstanding venue and guest speaker. The bar has been set high for next year's event!

Our Committee is busily preparing for the year ahead, so please keep an eye out on your emails and our LinkedIn page for upcoming events and news. If you have any questions or comments, please feel free to reach out to the Committee.

## NEW SOUTH WALES & ACT

The NSW & ACT Division will be hosting its final networking event at the exclusive Stables, at Randwick Racecourse on the 1st of December. Our charity race day is proud to be supporting Tribal Warrior, a non-profit community organisation who support members of their community through connection to culture and family.

First release ends on November 1st. We thank all of our sponsors for this event including:

**Platinum** – Abril Building Solutions and Restorations

**Fashions on the field** – Nexus Project Group, Riverwall Constructions, and Silver Wolf Projects

**Gold** – Imparta Engineers, Steamatic Australia, Advanced Buildings and Restorations and D&M Built

## QUEENSLAND

Queensland AICLA division recently hosted its annual Charity Race Day held at Eagle Farm on Wednesday 25th of October. This event sold out and again was a huge success with more than \$17,000 in proceeds going to the Children's Hospital Foundation (CHF). Now in its eighth year the Charity Race Day has contributed to AICLA QLD division donating over \$160,000 to the CHF.

The final Queensland event for 2023 is the much anticipated end of year lunch to be held at the Sofitel Hotel Brisbane. Locked in for Friday 17th of November, Queensland looks forward to presenting the legendary Wayne Bennett as guest speaker.

Tickets are selling fast so be sure to *secure yours here...*

## VICTORIA



AICLA VIC Division and AILA held their second collaborative seminar, a panel discussion on Strata Insurance. More than 80 people made up of loss adjusters, insurers, lawyers, brokers and other service providers attended the event at Le Meridian Melbourne on 5 October. Moderator, Fabienne Loncar, a partner at Moray & Agnew Lawyers, herself a lawyer specialising in Strata Law, led the panellists, Brendan Ames, National Operations Manager - Strata Claims, Crawford & Company; Vincent Norton-Scott, Technical Claims Manager, CHU Underwriting Agencies Pty Ltd; and Greg Carfoot, Partner, Minter Ellison, through a range of topics covering management of property and liability in Strata Schemes. The audience was invited to ask questions during the seminar, and this ensured lively and at times robust conversations. Feedback for the panel discussion was overwhelmingly positive and the event was followed by drinks and canapes.

This was a sponsored event, and we again thank the four sponsors – Johns Lyng Group; ARC Projects; Flood Restoration Melbourne; and Halliwell.

AICLA (Vic) Awards 2023 at Crown Palladium is once again promising to be the biggest Claims event of the calendar year in Victoria with interest surpassing years' past. Six hundred tickets have already been sold to this event being held on 14 December.

Nominations are open for the following categories:

- **Chartered Loss Adjuster of the Year**  
(Closing Friday 17th Nov)
- **Emerging Loss Adjuster of the Year**  
(Closing Friday 17th Nov)
- **Loss Adjusting Support Person of the Year**  
(Closing Friday 17th Nov)
- **Service Provider of the Year**  
(Closing Friday 24th Nov)
- **Builder of the Year**  
(Closing Friday 24th Nov)

We are also proud to announce the return of Dave Hughes who did a stella job last year with almost no notice.

A very special thankyou to our Sponsors to date;

- **Platinum:** Johns Lyng Group
- **Gold:** Ethos Building & Restoration; Elements Group; Advanced Buildings and Restorations; Steamatic; and Professional Building Group Pty Ltd
- **Silver:** FRM Flood Restoration Melbourne; HPG Insurance & Maintenance Works'; ATTAR; Bay Building Group; Silver Wolf Projects Pty Ltd; and Imparta Engineers

*Tickets are available through the website, see you there!!*



**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](http://www.aicla.org).

If you wish to advertise, please send information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

Advertisers can remain anonymous with job applicants responding direct to AICLA.