



L.A. NEWS

NEWSLETTER #224, NOVEMBER 2023



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Member,

As I reflect on my first month as President, I am pleased to share that the transition in leadership since our October board meeting has been seamless. Thank you to the many members who have contacted CEO Adrian Libke and myself with messages of support. The Institute continues to function well, a testament to the dedication and professionalism of our volunteer members and staff.

As we approach the end of 2023, I would like to highlight some of the significant achievements that have marked this year to date. There has been a record level of engagement from members, sponsors and industry supporters at events at both division and Institute levels. Membership to the end of November stands at a record 1,136 and I encourage loss adjusters who are not yet members to visit our website to read about membership eligibility and benefits. The combined success of ACC23, Bangkok and CC23 Sydney stand out as the most successful and well attended educational events in our history. Both venues and speakers received widespread acclaim. I'm also pleased to announce that we have secured the Sofitel Wentworth Sydney again for CC24 on Thursday, 26 September.

Looking ahead to 2024, preparations for ACC24 in Kuala Lumpur on 8th to 10th of May are well underway. The organising committee is hard at work crafting an engaging program centred around the theme of 'Technologies Driving Globalisation in Claims', and we anticipate releasing the registration brochure soon.

Many divisions have been incredibly active over the past month, hosting or finalising plans for their end-of-year events. The Queensland division's end-of-year luncheon at the Sofitel Brisbane drew almost 300 attendees with legendary rugby league coach Wayne Bennett as a guest speaker, sharing his insights on successful coaching, leadership, and motivation. The SA division held its final function for the year with networking drinks for members and guests on the 3rd of November.

Best Wishes from the AICLA Office

Adrian, Tony, Bec, Ash and
Clare wish all members and
their families a safe and
peaceful Christmas and
happy new year

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
1 December	Charity Race Day	Sydney
1 December	WA Christmas lunch	Perth
14 December	Awards Night	Melbourne

Upcoming events include the NSW Charity Race Day and the WA End-of-Year Luncheon, both scheduled for Friday, December 1. The WA event has already sold out, indicating strong support from members, sponsors and others in WA. The Vic Division Awards Night on December 14 is set to be a record-breaking event with over 700 registrants, making it the largest claims event ever held in Australia. The venue for the event will be the Crown Palladium with the host well known Australian comedian Dave Hughes.

A thank you to division councils for their hard work in organising both educational and networking events. Your dedication is fundamental to the success of our Institute.

I am pleased to announce that the 2023 Carey Bird Scholarship winner is Nick Tay from Sedgwick (NSW). Congratulations, Nick! He presented a well-written and

analytical response to the scenario, standing out in a tough field of competitors. I'd also like to give my thanks to Bill Clarke from Charles Taylor Adjusting who took the lead this year in setting the scenario.

Distribution of the 2024 diary and member notepad is set for early December and we are pleased to present such high quality products to members and acknowledge the strong support we receive from sponsors by way of advertising.

Below is information on the professional indemnity scheme for AICLA members. Please consider obtaining a quotation when you are next looking at renewing your PI cover as AICLA via our broker Marsh offer a highly competitive scheme.

2023 has been a difficult year for many overseas members, particularly those in New Zealand with extreme weather events and a high level of claims activity. As we enter what can be a dangerous period for storm activity in Australia I ask all members to remain vigilant and stay safe.

Best wishes for the festive season and may 2024 be a safe and prosperous year for you all.

Nicholas Ackers,
President – AICLA

ACC24

Plans are progressing well for the Asian Claims Convention to be held at Berjaya Times Square, Kuala Lumpur on 8-10 May 2024 with the registration brochure due to be released shortly.

Support from sponsors has been exceptional and the program promises to be full of excellent speakers and topics aligned 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.

CONTINUING PROFESSIONAL DEVELOPMENT

Access to CPD online papers and other member 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...**



NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Timothy Tew	Affiliate	New South Wales
Todd Fraser	Affiliate	New South Wales
Kylie Eliis	Provisional	Victoria

ELEVATIONS

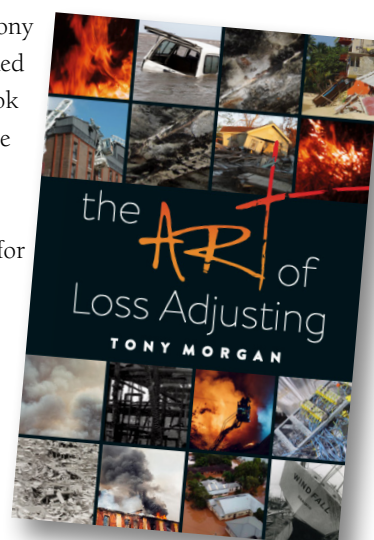
NAME	CLASS	DIVISION
Thatchawun Chaychayanon	Fellow	Int. Thailand
Hoang Thuong Nguyen	Fellow	Int. Vietnam
Tarcisius Maune	Associate	Int. Papua New Guinea
Kraipop Kesjarenrkul	Associate	Int. Thailand
Robert White	Associate	New South Wales
Daniel Cole	Associate	New South Wales
Katrina Far	Associate	New Zealand
Dan Palmer	Associate	New Zealand
Tom O'Hara	Associate	Queensland
Amy Murphy	Associate	Victoria
Jade McCleave	Affiliate	Queensland
Atefeh Karb	Affiliate	South Australia
Elisha Koirala	Affiliate	South Australia
Dylan McCarthy	Affiliate	South Australia

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...**



LOSS ADJUSTERS AND ASSESSORS INSURANCE PROGRAM

As the appointed Brokers to the Australasian Institute of Chartered Loss Adjusters (AICLA), Marsh have undertaken a review of the existing insurance program to ensure it remains competitive and maximises benefits to AICLA's members. As a result, they have worked together with AIG Insurance to formulate an extensive Insurance Program tailored specifically for loss adjusters.

Tailored wording, fit for purpose, coupled with broad coverage philosophy across Professional Indemnity, Employment Practices Liability and Public and Products Liability.

Marsh focus on servicing through rapid response times to Claims, referrals, market competitive pricing, experienced scheme management, thorough product advice as well as the provision of general market knowledge.

If you would like to obtain a quotation please contact:

Leanne Hodgins

Email: Leanne.hodgins@marsh.com

Ph: (07) 3115 4584

SOUTH AUSTRALIA & NORTHERN TERRITORY

The SA / NT Branch met for the final time in 2023 at the End of Year networking event. Those in attendance agreed that the venue was a great choice. Thanks to M&S Mackie, Adelaide Insurance Builders and Adelaide All Trades for their continued sponsorship.

A survey has been issued to all members seeking feedback as to what members want to see during 2024. We encourage all members to complete the survey and the feedback will assist in planning events for the new year.

NEW SOUTH WALES & ACT

NSW held a well-attended online seminar on the new General Insurance Code of Practice with the team from Wotton Kearney. Over one hundred Adjusters and Insurance claims staff took part.

Details for our 2024 training program will be announced at the start of next year as we increase our educational offering to members.

NSW/ACT has also experienced a steady increase in the number of new members to the Institute over the past twelve months, the chapter has grown to 195 members with 101 of those members Chartered.

Our Annual Charity Race Day takes place on the 1st of December, and we have seen an increase in interest which will lead to a generous donation to the kids and families supported by our charity this year, Tribal Warrior.

VICTORIA

Crown Melbourne's magnificent event space, Crown Aviary, was the venue for **Inspiring Women 2023** on Thursday 26 October 2023. And for the first time the AICLA Victoria Division event was held in partnership with Women In Insurance (Victoria).

The fourth annual Inspiring Women event was a resounding success and was enjoyed by 200 industry professionals. All tickets for the event were sold within 72 hours of release. The event lived up to expectations with a delectable high tea and an inspiring keynote presentation by Jade Hameister OAM.

Jade's polar hat-trick experiences gave attendees insight into the determination and dedication that goes into achieving such feats and what can be gained by accepting that growth and success occur outside our comfort zones. Surrounding yourself with the right people, enjoying the little things, and trudging through the not so enjoyable things, are key lessons we can all take note of and implement in our personal and professional lives.

We extend a big thank you again to the event sponsors: Skyline Building Group, Advanced Building and Restorations, Silver Wolf Projects, Flood Restoration Melbourne, Paynters, Elements Group, Ethos Building and Restoration and Johns Lyng Group.

We look forward to seeing you at the next AICLA event – AICLA Victoria Award Night 2023.

CAREY BIRD SCHOLARSHIP – NICK TAY

As reported by the President, Nick Tay from Sedgwick (NSW) was announced as the 2023 recipient of the Carey Bird Scholarship. This annual scholarship was established in 2013 in honour of Carey Bird, an AICLA member who was tragically killed in the Christchurch earthquake on 22 February 2011.



As winner of this year's scholarship, Nick will receive a framed certificate and his choice of one of the below:

1. Attendance at the Claims Convention (Sydney) plus airfares (economy), accommodation, meals and out of pocket expenses associated with attendance at the convention;
2. Attendance at the Asian Claims Convention, plus airfares (economy), accommodation, meals and out of pocket expenses associated with attendance at the convention, or
3. a cash payment of AUD\$3,000.

Our sincere thanks go to Bill Clarke, Executive Loss Adjuster, Charles Taylor Adjusting for preparing the Carey Bird Scholarship scenario.

Congratulations to Nick Tay!

QUEENSLAND

Queensland AICLA division has been extremely busy and recently hosted its End of Year luncheon with the stoic and entertaining Wayne Bennett. Often misunderstood and at odds with the media, Wayne's speech gave the audience an inside look at the man behind the persona. Inspiring and motivational, he shared his leadership philosophies to show how he has become one of the greatest coaches of all time. We would like to thank our Platinum Sponsor Construct Services, along with Gold Sponsors Steamatic, Bay Building Services, Pircsa, BMR Building Solutions, Total Disaster Recovery, Halliwell,

Advanced Buildings & Restorations, and Restoration Industry Consultants for your significant contribution to the event. The Sofitel Brisbane Central was a fabulous venue with great service and exceptional food. The Queensland Division hopes to secure the venue again for next year.

The photo gallery from the Queensland Charity Race Day held at Eagle Farm on 25 October has now been published.

Please see the full gallery 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.