



L.A. NEWS

NEWSLETTER #225, JANUARY 2024



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear member,

Welcome to the year 2024 where AICLA is poised to deliver a range of enriching educational and training opportunities, along with engaging networking events. As 2024 unfolds our focus is to foster professional development and growth both within our membership and for the industry at large.

Last year AICLA conducted a record number of events and Divisions are to be congratulated on their efforts. Be sure to check the events tab on our website for details on upcoming seminars, webinars, conferences, and networking events organised by various divisions. These gatherings provide an excellent platform for members to connect, share insights, and stay abreast of the latest industry developments.

Reflecting on the successful events that marked the end of 2023, the NSW/ACT charity race day reported another stellar event with a sizable donation to their worthwhile charity Tribal Warrior. Congratulations to the WA division who hosted their annual Christmas lunch, tickets for this highly sought after event were sold out in just a few weeks. I also had the pleasure of attending the 2023 Victorian Awards night which witnessed an outstanding turnout with over 700 attendees, well done to the Victorian Council for such a wonderful event. The event also featured a special tribute to former AICLA CEO Tony Libke, adding a poignant touch to the evening. To access the full event photo gallery please [click here...](#)

Looking ahead, much of our focus is on the eagerly anticipated 2024 Asian Claims Convention scheduled from the 8th to the 10th of May at the Berjaya Times Square hotel in Kuala Lumpur, Malaysia. The continued support from sponsors has been remarkable, and I extend our gratitude to the organising committee for their dedicated work. Registrations are now open, and tickets can be booked through our website. Additionally, I am pleased to announce the venue for ACC25 will be Osaka, Japan which promises to be another popular event and a highlight for 2025. Mark 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
1 February	Breakfast Seminar	Perth
20 February	Education Seminar	NSW/ACT (online)
23 February	Time Management Workshop	Adelaide
29 February	Networking Drinks	Brisbane
8 March	International Women's Day	Perth
8-10 May	Asian Claims Convention 2024	Kuala Lumpur, Malaysia

dates 13-15 May in your diaries with the venue to be the Hilton Osaka.

The International Division continues to make strides with educational seminars, including a recent online lithium battery webinar, and further presentations planned throughout the year. We extend our warmest wishes to all members celebrating the lunar new year, hoping this year brings prosperity and success.

The date for our upcoming board meeting will be the 11th of April in Auckland. I am pleased to announce that a members networking event will also be scheduled on the evening of the 10th, and I, along with all AICLA directors, look forward to meeting as many of our New Zealand members as possible. A formal invite will be forwarded in the near future.

In partnership with ANZIIF, planning for the 2024 Claims Convention is underway, as we look to build on the success of last year's event. The organising committee is working to provide a program of engaging topics and further information will be released as it becomes available. Mark your calendars for Thursday, 26th September, at the Sofitel Sydney Wentworth for what promises to be a day filled with learning and networking opportunities.

Wishing each of you the very best for the year ahead. I look forward to seeing you at our upcoming events.

Warm regards,
Nicholas Ackers,
President – AICLA



AICLA

ACC24

TECHNOLOGIES DRIVING GLOBALISATION IN CLAIMS

8-9-10 MAY 2024
KUALA LUMPUR, MALAYSIA

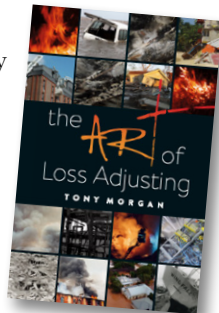
Planning is well underway for the Asian Claims Convention to be held at Berjaya Times Square, Kuala Lumpur on 8-10 May 2024. Ticket sales and the convention brochure are now available on the [event website...](#)

Support from sponsors is at a record high and the registration brochure showcases the range of topical presentations on offer supporting 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.

As mentioned by AICLA President, Nicholas Ackers, The Asian Claims Convention organising committee have secured the prestigious Hilton Osaka, Japan for ACC25. We look forward to working with our members and colleagues in Japan to bring in ACC25 to fruition.

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...](#)

MEMBERS ADMINISTRATION TIPS

To access Member forms please use password: *aicla2018*

CHANGE OF DETAILS

Keeping your information up to date ensures you receive the latest information, invitations to events and any physical mailouts including a copy of the annual AICLA diary.

Where possible, it assists us if we have multiple avenues of contact so that we can follow up should our emails bounce or if we are advised of a change in employment. The best way to do this is to ensure you have sent through:

- Your current postal address (Business postal address is preferred)
- A secondary personal email address (not for publication)
- A personal mobile number if different to your business one (not for publication).

Please use the online form [available here](#) or alternatively, send through an email outlining any changes to: adminoffice@aicla.org.

ELEVATIONS

The *Qualifications and Rights for Classes of Membership (QRCM)* outlines the admission and elevation criteria and the rights for classes of membership of AICLA. If you believe you are eligible for an elevation in class of membership please complete the online form [available here...](#)

In order to streamline elevation applications, please ensure you include the following with your submission:

- A completed CPD form demonstrating 30 CPD points achieved for the year
- A copy of any relevant qualifications including full academic transcripts for the Diploma of Loss Adjusting with exam level results if seeking elevation to Associate level.

If you are unsure whether you meet the criteria or would like any clarifications please email adminoffice@aicla.org

CONTINUING PROFESSIONAL DEVELOPMENT

All practising members of the institute are expected to comply with the requirements of continuing professional development.

To demonstrate compliance with continuing professional development, members must undertake an appropriate continuing education program.

Members are required to accumulate thirty (30) points over the year from 1 January to 31 December. One point equals one hour of qualifying professional activities.

The accumulation of points is on a self-assessment basis which is subject to random audits by AICLA. There is no need to send through completed *CPD forms* to head office unless you are applying for an elevation or are asked (due to a random audit). Instead, we ask that you complete these annually and keep them saved locally.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Leanne Johnson	Associate	Northern Territory
Dorothy Cheung	Affiliate	Int. Hong Kong
Danny Lai Weng Keong	Affiliate	Int. Malaysia
Marvin Chia Song Bai	Affiliate	Int. Singapore
Merinda Mason	Affiliate	New South Wales
Christopher Baron	Affiliate	New Zealand
Clive Byrne	Affiliate	New Zealand
Linda Ewen	Affiliate	Queensland
Natalie McWaters	Affiliate	South Australia
Sean Leary	Affiliate	South Australia
Attaburur Phuwitsawat	Provisional	Int. Thailand
Alyce Thomson	Provisional	New South Wales
Jeshta Divya Gungaram	Provisional	New South Wales
Sarah Roddom	Provisional	New South Wales
Ellia Madadi	Provisional	New South Wales
Ana Tresidder	Provisional	Victoria
Blair Sist	Provisional	Victoria
Mike Carroll	Provisional	Western Australia

ELEVATIONS

NAME	CLASS	DIVISION
Vivienne English	Fellow	Queensland
Mark Mellor	Fellow	Queensland
Fajar Ramadhan	Associate	Int. Indonesia
Christmas Isa Benny de Lima	Associate	Int. Indonesia
Loo Kin Way	Associate	Int. Malaysia
Calvin Lee	Associate	Int. Malaysia
Carl Stanmore	Associate	New South Wales
Devon Hunchak	Associate	New South Wales
Roscoe Hollings	Associate	Queensland
Nigel Lukies	Associate	Western Australia
Willy Wee	Affiliate	Int. Singapore
Nguyen Thanh Tung	Affiliate	Int. Vietnam
James Lee	Affiliate	New South Wales
Tim Harvey	Affiliate	New South Wales
Kenzi Jones	Affiliate	Queensland
Govin Poduval Jaya Kumar	Affiliate	Victoria

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 very successful Christmas Lunch at Marmion Angling Aquatic Club in West Coast Drive Marmion on Friday 1 December 2023. There was a record 143 guests in attendance and we have now outgrown the venue. This is a double-edged sword with the venue hosting our past five functions very successfully at a location cherished by people attending. However, we had to turn some 30 people away as literally not another chair could be placed in the room. The challenge is to find a suitable replacement venue.

Speaking of changes we would like to again thank Robert Dipierdomenico for stepping in as our keynote speaker on the Monday before the lunch on the Friday due to Sam Kekovich having an accident on the weekend before the event. We were blessed and Dipper had the room in the palm of his hand. He is a true personality and had everyone hanging on every word with his stories about working in the media and his playing days at Hawthorn.

The food and service were of the usual standard and the five whiskeys supplied by Whipper Snapper Distillery for whiskey tasting adding a different dimension to the afternoon. The wheatbelt series single malt is a stand out but the other four available for tasting would not disappoint even the most discerning palate.

Our next event is an educational breakfast session at Royal Perth Golf Club on Thursday 1 February 2024 with the presenter Mike Sander of CRD. Mike is presenting on causation v causality with reference to separating multiple perils, differentiating events, commentary on proximate cause and how to brief experts.

QUEENSLAND

Queensland AICLA division has been busy planning for the year ahead. First up will be networking drinks to be held in the Atrium at Sound Garden, Fortitude Valley on Thursday, 29 February.

The division sincerely thanks its Platinum sponsor Construct Services and Gold Sponsor Johns Lyng Group for their support. Our education breakfast seminars will begin in March. Keep an eye on the events tab and our linked-in page for updates.

NEW SOUTH WALES & ACT

We are currently planning our upcoming educational seminars for members for this year. These educational presentations will be hosted by Wotton Kearney and will cover various insurance topics. Be sure to keep an eye on your emails and the AICLA NSW/ACT Division LinkedIn page as they are announced. Our first seminar is scheduled for 20 February 2024. More information and invitations will be coming soon!

SOUTH AUSTRALIA & NORTHERN TERRITORY

They say time flies when you're having fun, and here we are at the end of January 2024 already!

The response to our Member survey was very pleasing, and we sincerely thank all those who responded for your time and feedback to help us plan for the year ahead.

We welcome new Members Sean Leary, Natalie McWaters and Leanne Johnson to our Division and we hope you find your membership with AICLA rewarding and beneficial.

Kicking off for 2024 events we have a 'Time Management Workshop' on Friday 23 February at the Coopers Alehouse. We invite all Members and guests to attend, although tickets (to be released shortly) are limited so get in quick!

We have also pencilled in the following workshops and seminars for 2024:

- Liability 101
- Conflict Resolution and Effective Negotiations
- Construction 101

Our annual luncheon is also in full planning and we are excited to share details very soon, as well as an end of year networking event because, before we know it it'll be here!

As always, if you have any feedback or suggestions for our Division, please feel free to reach out to any one of your Committee Members.

VICTORIA

The 2023 Victorian Awards night, held on 14 December, witnessed an outstanding turnout with over 700 attendees. The wonderful event also featured a special tribute to former AICLA CEO Tony Libke, adding a poignant touch to the evening.

To access the full event photo gallery please [click 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.