

**FROM THE
INSTITUTE PRESIDENT,
NICHOLAS ACKERS**

Dear Member,

I hope this message finds you well as we navigate the new year. It's hard to believe we're already at the end of February. Time seems to have flown by, but there's much to look forward to.

I'm pleased to announce that an updated brochure for ACC24 will soon be released. We have assembled an outstanding line-up of guest presenters, received generous support from sponsors, and the early registrations received have been highly encouraging. The convention will be held 8 – 10 May in Kuala Lumpur, Malaysia at the Berjaya Times Square Hotel and includes a cocktail reception, two-day conference with 18 presentations and a gala dinner. Members and guests can still take advantage of early bird registration discounts until April 1st.

Following the convention CEO, Adrian Libke, Education Director, Glyn Lloyd and I will be holding meetings with members and other organisations in Singapore, Vietnam, Thailand, Hong Kong and Indonesia. The International Division Chair Andrew Khoo will also participate in the meetings in Thailand and Indonesia. I am very much looking forward to meeting as many members as possible. Further information with dates, venues and times will be released shortly.

As mentioned in LA News last month our first board meeting for 2024 will take place on April 11 in Auckland. This marks the first directors' meeting held in New Zealand in almost a decade. I urge current and prospective members to register for the networking function on April 10th at the BODA bar, Movenpick Hotel. It's a fantastic opportunity to meet with the board and myself.

Our calendar is brimming with division events, with many already underway. International Women's Day is coming up on the 8th of March and I'm proud to see the Western Australia division hosting an all-female panel discussion to support the event and its theme: *Count her in!*. To stay

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
8 March	International Women's Day	Perth
20 March	Breakfast Seminar	Brisbane
10 April	Member Networking Drinks	Auckland
8-10 May	Asian Claims Convention 2024	Kuala Lumpur, Malaysia
26 Sept	CC24	Sydney

informed about upcoming events, please visit the AICLA website frequently.

Please mark in your calendar 26th September as the date for the Sydney Claims Convention to be held at the Sofitel Wentworth. The organising committee has begun work to ensure a high quality program is delivered again this year.

Looking ahead, education and training remain at the forefront of AICLA's priorities. We are committed to providing opportunities for professional development to our loss adjusters. I encourage all members to reach out to your division councillors or head office with suggestions for events and learning opportunities.

In breaking news I would like to congratulate Justin Liang from Charles Taylor Adjusting on his recent appointment as Tasmania division chair, a role I am very familiar with. I wish you all the best with the new role and with promoting the Institute in the great state of Tasmania.

Before I conclude, I want to take a moment to extend our warmest wishes to Trevor Sinclair on his retirement. Trevor is not just a colleague; he's an AICLA life member who has dedicated an incredible 60 years to our industry. We wish him all the best on his chosen path ahead.

Thank you to our members, sponsors, and guests for your continued support and dedication to AICLA. Together, let's make 2024 a year of growth, learning, and success.

Warm regards,
Nicholas Ackers,
President – AICLA

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

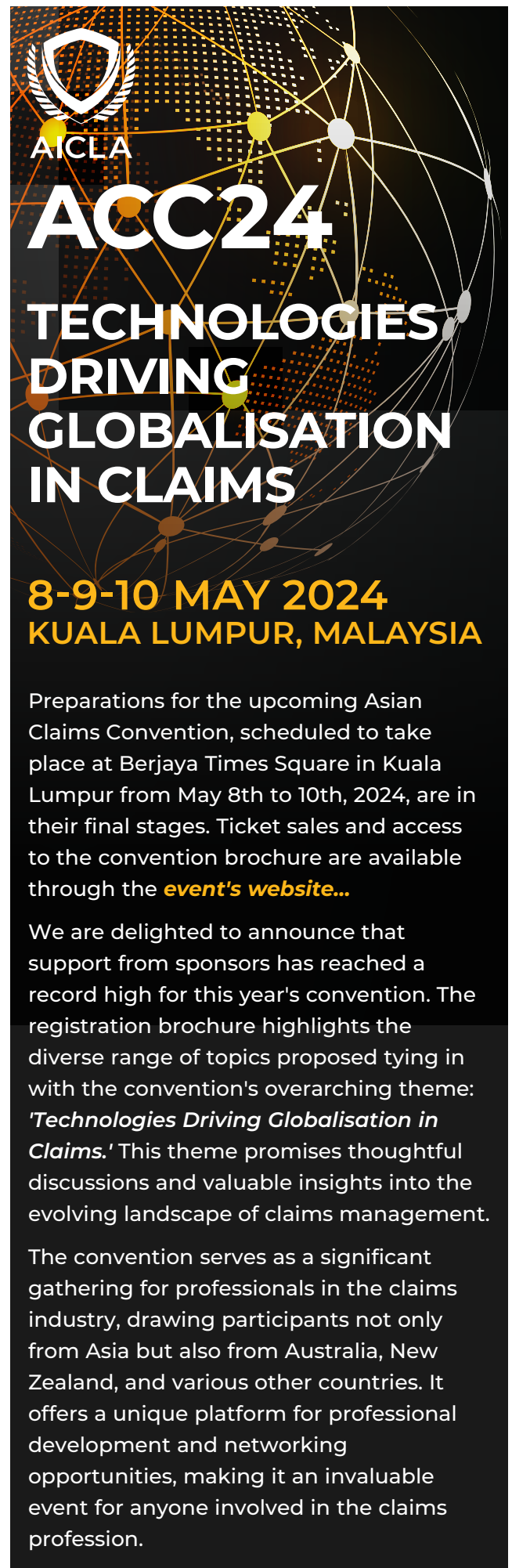
CONTINUING PROFESSIONAL DEVELOPMENT

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.



The image is a promotional graphic for the AICLA ACC24 convention. It features a dark background with a network of white and yellow lines and dots, resembling a globe or a complex web. At the top left is the AICLA logo, which consists of a shield with a laurel wreath. Below the logo, the text 'AICLA' is written in white. The main title 'ACC24' is in large, bold, white letters. Below that, 'TECHNOLOGIES DRIVING GLOBALISATION IN CLAIMS' is written in white, with 'TECHNOLOGIES' and 'DRIVING' on separate lines. At the bottom, the dates '8-9-10 MAY 2024' and the location 'KUALA LUMPUR, MALAYSIA' are written in yellow. The text is arranged in a vertical stack, with the dates and location at the bottom.

8-9-10 MAY 2024
KUALA LUMPUR, MALAYSIA

Preparations for the upcoming Asian Claims Convention, scheduled to take place at Berjaya Times Square in Kuala Lumpur from May 8th to 10th, 2024, are in their final stages. Ticket sales and access to the convention brochure are available through the *event's website...*

We are delighted to announce that support from sponsors has reached a record high for this year's convention. The registration brochure highlights the diverse range of topics proposed tying in with the convention's overarching theme: *'Technologies Driving Globalisation in Claims.'* This theme promises thoughtful discussions and valuable insights into the evolving landscape of claims management.

The convention serves as a significant gathering for professionals in the claims industry, drawing participants not only from Asia but also from Australia, New Zealand, and various other countries. It offers a unique platform for professional development and networking opportunities, making it an invaluable event for anyone involved in the claims profession.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Patrick Byrne	Affiliate	New South Wales
Rhieannah Willis	Provisional	Queensland
Nicholas Carter	Provisional	Queensland
Callum Sharp	Provisional	South Australia
Peter Tonkin	Provisional	Victoria
Yuuki Asada	Provisional	Int. Japan

ELEVATIONS

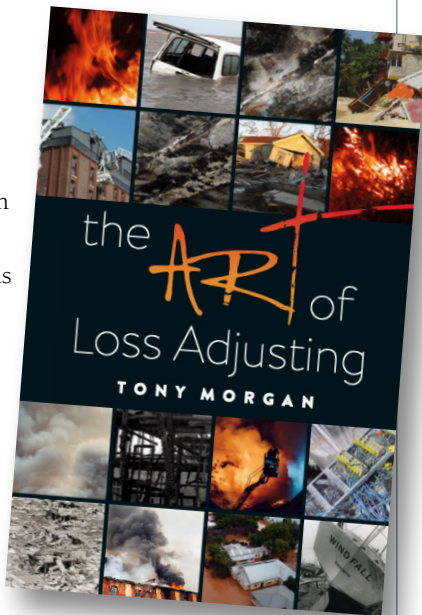
NAME	CLASS	DIVISION
Kenneth McCormack	Associate	Victoria
Shaun Owen	Associate	Western Australia
Alan Page	Associate	Queensland
Sathiyamoothri Palaipan	Associate	Int. Malaysia
Amanda Harley	Affiliate	Queensland

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...](#)



INTERNATIONAL

The International division of AICLA continues to support its geographically diverse members by hosting a number of educational online sessions throughout the year. 2024 kicked off with the very well attended Education Seminar on Lithium-ion batteries presented by Hawkins & Associates Singapore regional Director, Dr David Rose held on 29 January. The division also promotes many learning opportunities and events hosted by our esteemed colleagues overseas where AICLA members are eligible for discounted tickets, next up is an in-person seminar in Singapore on 29 February, hosted by the Singapore Insurance Institute.

SOUTH AUSTRALIA & NORTHERN TERRITORY

RETIREMENT

TREVOR SINCLAIR

1963 was a year of historic events – Martin Luther King Jr gave his famous, “I have a dream” speech; John F Kennedy was assassinated; the beginning of Beatlemania; and Trevor Sinclair started his career in loss adjusting in Adelaide. Fast forward to 1972, Trevor relocated to Whyalla where he continued his passion for loss adjusting, soon establishing TJ Sinclair & Associates, operating until 2012.

A decorated career – Life Member of AICLA and involved with CILA (Australasian Division) – serving as President in 1993 and 1994, establishing the South Australian division of AILA and becoming a Life Member in 2011, as well as the International Institute of Loss Adjusters, serving as President in 2000. Trevor was also awarded “Loss Adjuster of the Year” by ANZIIF in 2008.

Mentoring and development of loss adjusters was always important to Trevor, notably demonstrated through his involvement in a sub-committee that established the Diploma of Loss Adjusting, a qualification that is still relevant today.

Trevor's expertise spans many niche areas, namely commercial fire, business interruption, liability, agriculture, aquaculture and mining. His keen interest in fire cause and origin has even led to success in obtaining convictions for arson events, some of which at first appeared non-suspicious.

Recently, Trevor announced his retirement from loss adjusting after an extraordinary 60 YEARS in the industry. Fortunately for AICLA, Trevor has noted he will continue his interest and involvement with the institute, and we are forever grateful for his input throughout such an extraordinary career.

SOUTH AUSTRALIA & NORTHERN TERRITORY

In other news, our division held our first educational seminar for the year on Friday 23 February at the Coopers Alehouse, with ASC Training & Development giving us the rundown on time management. An informative and productive session that provided us with some new tools to assist in our everyday tasks of juggling many different priorities. Many thanks to our sponsors, IMPARTA Engineers and M&S Mackie, providing refreshments whilst networking after the seminar.

The committee are in the final stages of confirming our remaining seminars for the year and we look forward to sharing those dates and subjects shortly.

One date in particular we are very excited to announce is our annual luncheon – save the date for FRIDAY 13 SEPTEMBER! More details to follow soon.

As always, your committee welcomes any and all feedback! Please feel free to reach out to us.

NEW SOUTH WALES & ACT

The NSW/ACT Division met on 8 February to discuss a range of topics including the networking and educational events currently being developed to bring to our members throughout this year.

On the 20th of February, we held our first educational seminar for the year. Sam Barker and Ed Burrell of Wotton+Kearney were very generous with their time and expertise conducting a presentation on Recoveries. The event was well attended with great interaction and questions from the audience. Please look out for more information on our next technical seminar which will focus on Dual Insurance

Our partners at Dale Carnegie will also be providing a number of educational seminars throughout the year. We will keep you informed of upcoming dates for these events.

We are currently planning our first NSW Networking Event which will be held on 18 April 2024 at the Grace Hotel in Sydney CBD. Member tickets for this event will be available soon! The event is a wonderful way for members to get together and network, this event will sell out very quickly.

We are also pleased to confirm the NSW Luncheon for this year, to be held at the Four Seasons Hotel, Sydney. As has been tradition, the event will have a guest speaker and promises to be an extremely popular event again this year. Please watch LinkedIn and your mailboxes for more information on this event.

VICTORIA

The VIC Division has big plans for 2024! Starting with a Trivia Night tentatively scheduled for mid-March this will be followed by the classy Claims & Canapes. After the success of AICLA Claims & Canapes 2023 at The Lume we have sourced another unique venue for the 2024 event. The event will again be held in May, with further details to be announced in coming weeks.

iAdjust, the flagship annual education event of Vic Division will be held on Thursday 18 July at a larger venue, with details to come.

Other events on the 2024 Calendar include Inspiring Women, a collaboration between AICLA Vic Division and Women in Insurance; and the Panel Discussion, a collaboration with AILA, now in its third year.

2024 will finish with the Vic Division Awards Night which will again be held at Crown Palladium and is tentatively booked for 12 December 2024. Over 700 people attended the 2023 event and the goal is for the 2024 event to be bigger and better!

QUEENSLAND

The QLD division has been busy planning our annual calendar of events, with many dates now secured. Our first social gathering of the year will be a networking event on February 29th at The Sound Garden, Fortitude Valley. Mark your calendar for our first education events of 2024 with two breakfast seminars set for March 20th at Victoria Park and 17 April at the Broncos Leagues Club.

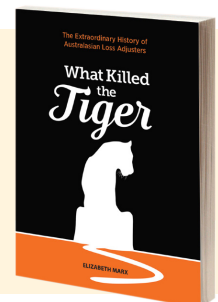
Planning for the Queensland half day claims convention is also underway with further details to be released soon. Keep an eye out for further announcements posted on the AICLA website, via email and Linked-In!

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...](#)



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.