



# L.A. NEWS

NEWSLETTER #230, JUNE 2024



## FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

As we find ourselves half-way through the year, it is an opportune moment to reflect on the past six months and look ahead to what the remainder of 2024 has in store for us.

With twenty five events conducted in the first half year, division councils and members are to be congratulated for actively engaging in institute activities. I have had the privilege to attend and even present at a number of these events and it is wonderful to see these events continue to provide members with learning and networking opportunities.

The AICLA/ANZIIF Claims Convention is fast approaching and there has been a high number of early bird registrations for this much-anticipated event. The convention will be held on September 26th at the Sofitel Sydney Wentworth hotel. Our appreciation goes to CC24 Platinum sponsor Ambrose Construct Services, and Gold sponsors Bentino and Nearmap. Thanks also to all other CC24 sponsors for their valuable contribution to the event. The organising committee has arranged a strong program, highlighted by a presentation from Dr. Daniel Mulino - MP, chair of the parliamentary inquiry into insurers' response to the 2022 floods. Other proposed topics include: Lithium Batteries and the Increase in Fire Risk, Environmental Claims – Oil Contamination, Climate Change – Marine Issues, AI Use in the Settlement of Claims, Heavy Motor Vehicle Claims and a panel discussion on the insurance industry response to the 2022 floods.

Following the outstanding 2024 Asian Claims Convention, the organising committee for ACC25 in Osaka, Japan, has commenced work, with the Hilton Osaka Hotel and dates from 13 – 15 May 2025 already confirmed. We look forward to working with our partners and supporters to build on this year's success.

In recent division events, the QLD Claims Conference was the largest to date, with over 215 delegates. Congratulations to the QLD division for conducting such an excellent event. Please check the AICLA website for details of forthcoming events and I encourage members to purchase your tickets early, as many events sell out.

AICLA/ANZIIF  
**CC24**  
Claims Convention

AICLA  
ANZIIF

**Claims Under  
the Microscope**

DRIVING BETTER  
OUTCOMES

**26 September 2024**

**SOFITEL SYDNEY WENTWORTH**  
61 101 PHILLIP ST SYDNEY

The NSW division will host their annual luncheon on July 19th, welcoming various stakeholders for what promises to be an entertaining and popular gathering. The CEO and I plan to attend and look forward to meeting members and industry colleagues during this visit.

Division AGMs are scheduled for August. I encourage members who are passionate about loss adjusting to consider serving on your local division council. A nomination form and notice of AGM will be emailed to members in the near future. I also ask that you ensure your **membership details** and subscriptions are up to date, as notices have been sent out recently.

The 2024 Carey Bird Scholarship scenario will be released shortly. This scholarship offers a great prize of \$3000 cash or complimentary attendance at the Sydney Claims Convention or Asian Claims Conference, with the winner choosing. It is an excellent opportunity for members to showcase their ability to analyse a claim scenario and prepare a report.

Nominations for this year's Lifetime Achievement Award will be opening shortly. Candidates will be considered based on

their overall contribution to the profession and to the training and development of loss adjusters. The successful nominee will join the exclusive list of Tony Morgan, Chan Hwee Seng and Barry Simpson as prior recipients.

Last but not least, this month I would like to share a link to my recent interview with Mark Silveira on his **Business Made Personal** podcast. In the interview I discuss my wide range of interests, influential figures in my life and the challenges and substantial rewards of my career as a loss adjuster. I hope you enjoy.

Warm regards,

Nicholas Ackers,  
President – AICLA

## 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
5 July	Seminar and EOFY Celebration	Adelaide
18 July	WA Breakfast Seminar	Perth
19 July	NSW/ACT Annual Luncheon	Sydney
8 Aug	iAdjust 2024	Melbourne
23 Aug	QLD Trivia Event	Brisbane
13 Sept	SA/NT AICLA Luncheon	Adelaide
26 Sept	CC24	Sydney
8 Nov	QLD End of Year Luncheon	Brisbane

## NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

### NEW MEMBERS

NAME	CLASS	DIVISION
Danielle Chalmers	Provisional	New South Wales
Stephen Williams	Provisional	New South Wales
Hazel Hales	Provisional	New Zealand
Bradley Musch	Provisional	Queensland
Shaun Badenhorst	Provisional	Queensland
Luis Perez Firman	Provisional	Victoria

### ELEVATIONS

NAME	CLASS	DIVISION
Khansa Aulia	Associate	Int. Indonesia
Darrell Rajcharan	Associate	New Zealand
Oliver Kreis	Associate	New Zealand
Ashley Mayne	Associate	Victoria
Danielle Chalmers	Affiliate	New South Wales

## 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](mailto: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](mailto: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.

## VICTORIA



*Unveiling the Secrets of Materials Failures: A Day of Discovery. [Click here to see the full gallery.](#)*

Loss Adjusters and their staff recently convened for an enlightening technical information session, focusing on unravelling the mysteries behind materials failures and understanding their critical role in insurance claims.

Attendees delved into case studies involving plumbing mishaps, machinery breakdowns, and structural defects—some of them well-known. Importantly, we realised that by taking failures at face value, we might miss recovery opportunities and fail to recommend just outcomes regarding indemnity and liability decisions.

The intimate group enjoyed captivating hands-on demonstrations, exploring what to look for, various testing methods, and the intricacies of failure modes. “Oohs” and “aahs” echoed through the room as experts showcased their skills and knowledge.

During an abundant hot lunch and sweet treats, colleagues and experts engaged in discussions about potential recoveries, liability scenarios, and policy conditions and limits.

Our heartfelt thanks to ATTAR for providing the venue and invaluable expertise.

In its triumphant tenth year: AICLA (Vic) proudly presents iAdjust 2024, a premier industry event that promises a day

of learning, development, and networking.

Mark your calendars for Thursday, August 8, 2024 as we gather on Narm in the Melbourne Convention and Exhibition Centre (Clarendon Room).

We are excited to announce for the first time ever – our Premier sponsor: Ambrose Construct Group.

Open to all loss adjusters, insurers, brokers, lawyers, suppliers, and experts, we will be treated to exciting presentations on topics affecting the current claims environment, a hot lunch, extensive trade show and marvellous post-event networking function.

More than ever, Communication is Key. And this years' topics will involve commercial claims, modern-day fraud and scams, construction claims, effects of events on business and many others.

AICLA (Vic) are excited to be moving to a much larger venue this year with an expectation of 200+ delegates, so get your colleagues together, share amongst your connections and we'll see you there!! Tickets are now **on sale here...**

Sponsorship opportunities Gold (Including exhibition table) and Silver are still available, please **click here** to secure your sponsorship.

## NEW SOUTH WALES & ACT

The NSW/ACT division is pleased to announce that the support for the upcoming Annual AICLA Luncheon has been very strong.

The Luncheon will be held on Friday, 19 July at Four Seasons Hotel, Sydney CBD. We urge members to purchase their tickets as soon as possible as there are an extremely limited amount left. The event is always an enjoyable day out and allows members to catch up with their colleagues and friends across all firms.

Our guest speaker for the event is Gary Jubelin, celebrated Detective, Author, Reporter and Media Personality. We would also like to acknowledge and thank our generous sponsors for their support of this event. Thanks to the

sponsors there is a substantial discount for young members to attend this event.

Watch your inboxes for details of the next training session which will be of no cost for AICLA members that will be announced shortly. This training session will be conducted by Dale Carnegie. Further details will be provided soon!

A reminder that Members' feedback regarding educational and training topics are very important. If you have any suggestions, please contact the NSW secretary.

The AGM for NSW/ACT Chapter will take place on the 8th of August and a save the date will go out to all members very shortly.

## SOUTH AUSTRALIA

Your committee is excited to reveal the details of our upcoming annual luncheon:

**When:** 12:30pm, Friday, 13 September 2024

**Where:** Ian McLachlan Room, Adelaide Oval.

**Featuring:** Cirque Nocturne! Be swept away by glamour, fantasy and astounding skills!

### *After party to follow.*

Tickets will be released very shortly, with priority release for Members and general sale available thereafter. Sincere thanks to our sponsors for this exciting event:

- **Platinum:** AAT Group; Adelaide Insurance Builders; Johns Lyng Group and M & S Mackie
- **Gold:** BE Building Services; HPG Insurance & Maintenance Works; IMPARTA Engineers and Murray Maintenance Services
- **Silver:** Bay Building Group and Steamatic

Luxurious raffle prizes will be up for grabs, raising funds for HeartKids SA – the only Australian not-for-profit organisation dedicated to supporting and advocating for families impacted by childhood-onset heart disease (CoHD).

We look forward to seeing you there!

Our upcoming Conflict Resolution Seminar on Friday, 5 July, is shaped to be another successful educational event provided by ASC Training and Development, followed by our EOFY Celebration and networking evening.

Special thanks to our sponsors, AAT Group, Bay Building Group and BE Building Services.

Very limited tickets are available, and we strongly encourage our Members to come along and bring your industry guest to what will be another great event!

Lastly, it is an honour to welcome new committee Members, Craig Larkin, Mark Green and Kym Barnett. We are very much looking forward to your input and the wealth of knowledge you bring to our committee.

### LOSS ADJUSTING BOOKS

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

To order a copy of *The Art of Loss Adjusting* by Tony Morgan, [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](http://www.aicla.org).

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

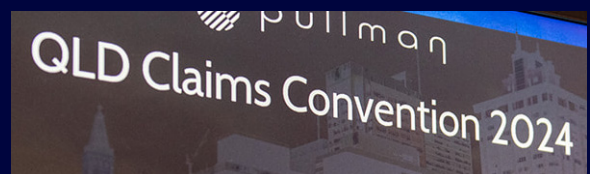
Advertisers can remain anonymous with job applicants responding direct to AICLA.

## QUEENSLAND

In June, the Queensland division hosted the sixth annual Queensland Claims Conference held at the Pullman Hotel. An incredible 215 attendees witnessed a variety of expert presentations ending with the inspirational Brooke Hanson sharing her incredible story and challenging us to maximise our potential. We thank all the event sponsors, speakers and everyone in attendance for making the day a success. Don't take my word for it, see the pictures from the event [here...](#)

The division AGM will precede the annual trivia event on Friday 23rd of August. This year's trivia will be held at the iconic Customs House Brisbane and tickets are now available. Tables are selling fast so please **secure your tickets** early.

The Qld charity race date is almost finalised (pencil in Wednesday 16th of October) and The Star Brisbane will host our end of year lunch on Friday 8th of November. Further details about these events will be provided next month.



### NON-MEMBER MAILING LIST

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