



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

I hope you are staying warm, as many of you have been, and continue to enjoy a taste of my home state Tassie winter weather, as a recent low-pressure system brings an Antarctic polar blast and drops temperatures across much of southeast Australia.

On the AICLA front, we are in the midst of our most active time of the year. This month, the Australian and International divisions will be holding their AGMs along with associated networking and educational events.

I was recently honoured to attend the NSW annual lunch at the Four Points Hotel in Sydney with our CEO Adrian Libke. The event was a great success, drawing a capacity crowd that enjoyed networking, a fabulous lunch, and an engaging presentation from lead homicide detective turned media personality, Gary Jubelin. Gary gave revealing insights into some high-profile cases he has worked on, and also shared



the challenges and rewards of his career to date.

Congratulations to Colin and the NSW organising committee for arranging such a fantastic event.

Last month, the SA/NT and WA divisions continued their streak of successful education seminars and networking events. Well done to Sam, Darrell, and their respective committees for their outstanding commitment and contributions to division members.

The Queensland division is gearing up to host the sold-out annual trivia night at the historic Customs House following



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

their AGM and the upcoming Victorian iAdjust seminar remains a highlight for the division, generating strong interest in the claims industry.

The Claims Convention program is nearly complete, featuring a stellar lineup of guest presenters. Highlights include a presentation by Dr. Daniel Mulino, Chair of the Inquiry into Insurers' Responses to 2022 Major Floods Claims. Following last year's sold-out convention, CC24 has already secured record sponsor support, and ticket sales indicate another full-capacity event. The Convention, on Thursday 26th of September at the Sofitel Wentworth Sydney Hotel, will be the 17th held in partnership with ANZIIF, and AICLA members can benefit from discounted early-bird ticket prices. I encourage anyone wishing to attend to take advantage of this promotion, which ends on August 31.

Member subscription notices for the 2024/25 financial year have been sent out. I invite you all to renew your membership now to benefit from the numerous activities planned in the upcoming months.

At this time of year, we see many members leave the institute as they move on to the next chapter of their lives as retirees.

Many of you may not be aware that we offer retiree membership packages at minimal costs to enable non practising members to remain engaged with the loss adjusting community. Further detail on retiree memberships is included in the newsletter.

I have recently heard that several of our adjusting colleagues are currently facing health challenges, both physical and mental. During these difficult times, it's crucial that we support one another. Please take a moment to reach out to those who are struggling, offering your encouragement and letting them know they are in your thoughts. A simple message or a kind gesture can make a significant difference.

As always, I feel fortunate to be part of such a great and supportive community. I'm excited to lead AICLA in the direction it is heading and look forward to the rewarding and exciting developments the remainder of the year will bring.

Warm regards,

Nicholas Ackers,
President – AICLA

RETIREE MEMBERSHIPS

Keep up to date with AICLA division events, news and continue to receive AICLA member discounts by transferring to a retiree member when you leave the Loss Adjusting Industry. Annual membership fees are only \$77 (inc. GST) and will give the following benefits:

- Invitations to all of your division education and networking events
- Access to AICLA password protected member only ticketing
- Access to AICLA member discounts
- Subscription to LA news
- A copy of the institute's annual diary delivered
- Recognition in the institute diary as a retired member.

If you would like to take up this opportunity, please email head office at adminoffice@aicla.org

INTERNATIONAL

The international division is thrilled to see the positive impact of the recent President's tour of Asia. Membership applications and queries have been pouring in, demonstrating the success of having the AICLA President and CEO dedicate time each year to tour Asia. This month, we welcomed ten new members to the Institute, with all but two residing in the countries where member meetings were held.

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...](#)

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 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
12 Dec	Vic Division Awards Night	Melbourne

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Teresa Mackie	Affiliate	New Zealand
Hongxiang Sun	Affiliate	Int. China
Cheng Yiu Hang	Affiliate	Int. Hong Kong
Shinsuke Gushima	Affiliate	Int. Japan
Mark Lee	Affiliate	Int. Singapore
Daniel Evans	Affiliate	New South Wales
Tim Capper	Affiliate	Queensland
Kin Ming Cheung	Provisional	Int. Hong Kong
Wai Tong Leung	Provisional	Int. Hong Kong
Kai Him Kwan	Provisional	Int. Hong Kong
Choedchai Wichian	Provisional	Int. Thailand
Thanadet Kaewurai	Provisional	Int. Thailand
Peerawit Khamsamut	Provisional	Int. Thailand
Kelly-Marie Caroline	Provisional	Queensland
Zoey Mason	Provisional	Queensland
Sheridan Henry-Hopkins	Provisional	Queensland
Keith Barnes	Provisional	Queensland
Marcus Kinsella	Provisional	Victoria
Darren Witherdin	Provisional	Victoria

ELEVATIONS

NAME	CLASS	DIVISION
Nguyen Tien Thu (Tom)	Associate	Int. Hong Kong
Simon Falvey	Associate	New South Wales
Micheal De Bruyn	Associate	Queensland
Melissa Cooper	Associate	Victoria
Christie Lappin	Associate	Victoria
Travis Kulinicz	Associate	Victoria
Sandy Carrera	Associate	Western Australia
Nicholas Carter	Affiliate	Queensland
Zoey Mason	Affiliate	Queensland
Kelly-Marie Caroline	Affiliate	Queensland
Julian Atterton	Affiliate	Western Australia

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 SOUTH WALES



The NSW/ACT division held our Annual Luncheon on Friday, 19 July which was a great success. Feedback has been overwhelmingly positive, and we are delighted that those who attended enjoyed the afternoon catching up with friends and colleagues from the Insurance industry.

The guest speaker for the event was Gary Jubelin, a celebrated Detective, Author, Reporter, and Media Personality. Gary provided some great insights into the world of policing and how it is interconnected with loss adjusting.

Gary provided examples of how making the transition from Senior Adjuster to Executive Adjuster correlates to transitioning from a Constable to an Inspector. He did this by sharing stories of how he approached some of the most high-profile complex and confronting crime scenes and broke the challenge down by using his training and his team in a step-by-step approach.

We would like to thank our generous sponsors for their support of this event:

- **Platinum Sponsor** – Johns Lyng Group
- **Gold Sponsors** – Abril Building Solutions Pty Ltd, Advanced Buildings, Ambrose Construct Group, Bay Building Group, Beacon Building Services, Bentino, D&M Built Pty Ltd, EZY Projects, FMG Engineering, Halliwell, Imparta Engineers, KASE Group, Paynters, Savil Projects, Silver Wolf Projects Pty Ltd, and Steamatic.

Chairman Colin McEnery reminded guests and members of the charity race day that will be held in the exclusive Stables at Royal Randwick Racecourse on Friday, 6 December 2024.

All proceeds generated at this event will go to Charity to ensure that a better Christmas and holiday season is experienced by the kids and families that Tribal Warrior supports in the local community. More details about this event will be published soon!

NON-MEMBER MAILING LIST

Sign up here to receive LA News and notification of upcoming events.

VICTORIA

iAJUST 2024 – Hear from the industry on contemporary thought-provoking topics affecting the current claims environment and be part of the discussions. For Junior-Intermediate Loss Adjuster, Claims Staff and the greater claims industry.

AICLA VIC Division will be holding its annual one-day educational seminar, iAdjust 2024, on Thursday 8 August 2024 in the Clarendon Room at Melbourne Conference & Exhibition Centre. The event will include a trade show and post-seminar sponsored drinks event. Division Chair, Nish Chandra says he has no doubt, “iAdjust 2024 will be AICLA VIC Division’s biggest and best educational seminar yet and is expected to attract over 200 attendees drawn from the wider insurance market. Add to that we have 17 sponsors for the event, a record number for iAdjust!”

Presentations and presenters will include newly appointed ICA CEO of Counter Fraud and Scams, Andrew Gill; Victorian Chartered Loss Adjuster of the Year 2023, Scott Triton, “From Surviving to Thriving in Loss Adjusting”; an insightful presentation by Simon Perrein and Iona Sjahadi of HBA Legal on “The Role of the Expert Witness: and loss adjuster presentations on Construction and Business Interruption claims. The seminar will finish with a sponsored networking drinks session.

Tickets for iAdjust 2024 are still available, [click here...](#)



SOUTH AUSTRALIA



Our Conflict Resolution Seminar held on Friday 5 July was another successful educational event provided by ASC Training and Development. With over 60 Members and Guests in attendance, we learned about conflict and how best to approach and resolve it, whilst also identifying if they’re a competing shark, avoiding turtle or compromising fox.

The seminar was followed by our EOFY Celebration and networking evening to see out another successful financial year and get excited for the year ahead.

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

Your committee are now preparing for our final educational seminar of the year to be held in October and details will be released as soon as they are finalised.

Our SA/NT Division AGM has been re-scheduled from Thursday 8 August 2024 to Thursday 15 August 2024 at the Goody, followed by drinks and nibbles. Nominations for Council are open and will close Tuesday 30 July 2024.

Please feel free to reach out to your committee with any feedback and suggestions.

QUEENSLAND

We are looking forward to the upcoming AGM and trivia night to be held at the iconic Customs House in Brisbane. The event was sold out in just a few weeks and teams have been carefully chosen to battle it out for the title of 2024 champions. In other exciting news the much loved Charity race day has been confirmed for Wednesday 16th of October. This year we return to Doomben racecourse for what has come to be our best attended annual event. All proceeds from the day go to our nominated charity. The division committee is also finalising details for the end of year lunch to be held at the Star Brisbane. The venue, which is nearing completion, was recently inspected by AICLA reps who were more than impressed with the venue and its offerings. We anticipate our most successful lunch yet at our final event of the year on Friday 8th of November.



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.