

L.A. NEWS

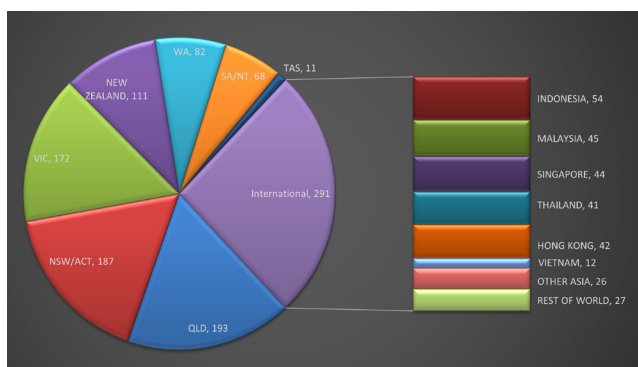
NEWSLETTER #235, NOVEMBER 2024



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

As the year draws to a close, I am filled with pride as I reflect on the achievements of AICLA over the past 12 months. This year has been a testament to the vitality of our organisation, with membership currently standing at an impressive 1,115. This reflects the continued importance of AICLA's mission and the dedication of our members in advancing the profession of loss adjusting. The chart below illustrates our global membership base, which is particularly strong throughout Australia, New Zealand and Asia.



By the end of 2024, we will have hosted a record-breaking 40 education and networking events, an incredible accomplishment that speaks to the active engagement and support of our members, sponsors, and guests. My thanks go out to everyone involved in these events, particularly the division councils, whose hard work and dedication have made this milestone possible. Your efforts have not only strengthened our community but also enhanced the reputation of AICLA as a leader in the industry.



I was honoured to attend the recent Queensland division End of Year Lunch, a fantastic event held at the newly opened Star Casino. The occasion featured an energetic presentation by guest speaker Sean Choolburra and provided an opportunity to network and celebrate with

Best Wishes from the AICLA Office

Adrian, Tony, Bec, Ash
Clare and Christina wish all
members and their families a
safe and peaceful Christmas
and Happy New Year.

many in our industry. It was my privilege to present the 2023 Diploma Prize certificate to Dorothy Cheung of McLaren's. For more details and photos of this memorable event, please refer to the division report below.

A special acknowledgment must go to Chair of the Tasmania Division, John Pereira, and his team, for their outstanding work in launching their education series. The inaugural event, which was well-supported by sponsors and participants, showcased the unique ability of loss adjusters to bring together key players in the claims process. I look forward to seeing more of their initiatives in the future.

The Victorian Awards Night continues to reach unprecedented heights and has achieved record-breaking attendance again this year. It has firmly established itself as the premier claims event in Australia, a testament to the dedication and energy of the Victorian Division and the enthusiasm of our broader claims community.

Looking ahead, 2025 is shaping to be another exciting year. The international conference in Osaka, Japan, scheduled for 13–15 May, promises to be an exceptional opportunity for global collaboration and knowledge-sharing. I am also thrilled to announce that the 2025 AICLA ANZIIF Claims Convention will take place at the luxurious 5-star Hilton Sydney Hotel on Wednesday, 17 September. Both events will undoubtedly build on our tradition of excellence in professional development and networking.

As we enter Australia's cyclone season, which runs from November to March, I encourage everyone to remain vigilant

and take all necessary precautions. Severe weather events serve as a reminder of the vital role loss adjusters play in helping communities recover and rebuild.

Finally, as this is the last edition of LA News for the year, I want to thank each of you for your contributions to making 2024 a year to remember. Your unwavering commitment, whether through participation in events, support for your divisions, or individual professional development, is what makes AICLA such a dynamic and respected organisation.

I wish all our members and their families a safe, joyful, and restful holiday season. Let us celebrate the achievements of this year and embrace the opportunities that 2025 will bring.

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
6 Dec	WA Christmas Lunch	Perth
6 Dec	NSW/ACT Charity Race Day	Sydney
12 Dec	VIC Division Awards Night	Melbourne
13-15 May 25	ACC25 – Asian Claims Convention 2025	Osaka, Japan

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

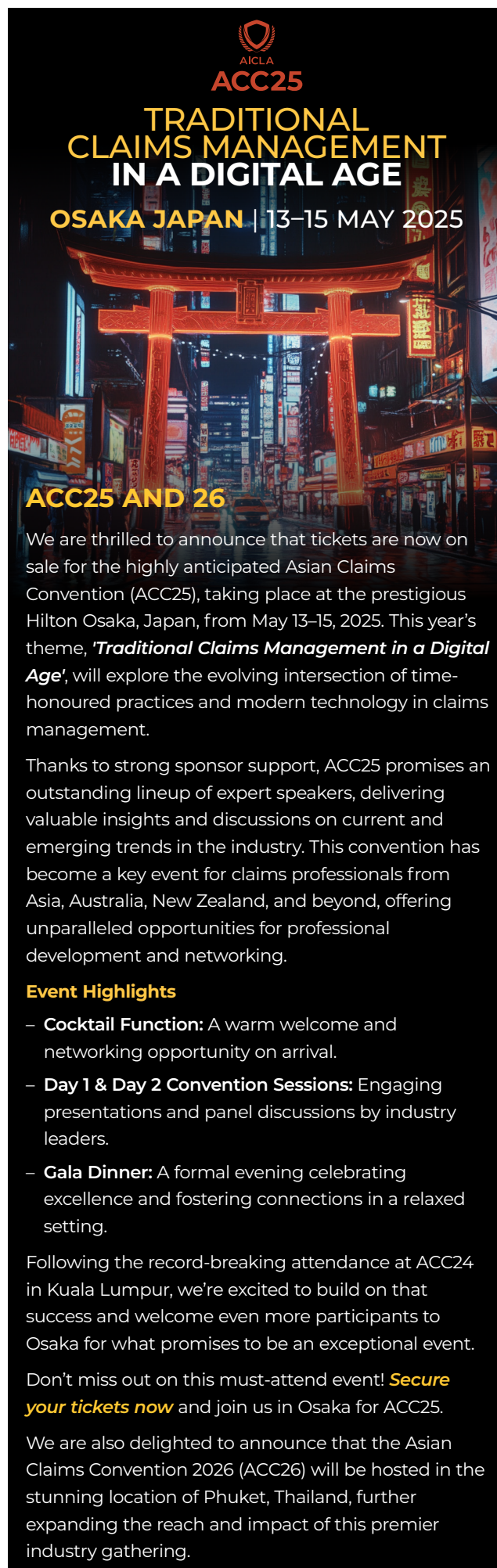
NAME	CLASS	DIVISION
Ethan Quek	Affiliate	Int. Malaysia
Peach Ratanamaneephan	Provisional	Int. Thailand
Muhammad Ismail		
bin Ab Samad	Provisional	Int. Malaysia
Alex Curran	Provisional	New South Wales
Ashley Mupariwa	Provisional	New Zealand
Lance Cook	Provisional	New Zealand

ELEVATIONS

NAME	CLASS	DIVISION
Kenneth Kee	Fellow	Int. Singapore
Nicholas Mok	Associate	Int. Malaysia
Luke Stuart	Associate	Queensland
Lachlan Drummond	Affiliate	Victoria

NON-MEMBER MAILING LIST

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



ACC25
TRADITIONAL CLAIMS MANAGEMENT IN A DIGITAL AGE
OSAKA JAPAN | 13-15 MAY 2025

ACC25 AND 26

We are thrilled to announce that tickets are now on sale for the highly anticipated Asian Claims Convention (ACC25), taking place at the prestigious Hilton Osaka, Japan, from May 13-15, 2025. This year's theme, *'Traditional Claims Management in a Digital Age'*, will explore the evolving intersection of time-honoured practices and modern technology in claims management.

Thanks to strong sponsor support, ACC25 promises an outstanding lineup of expert speakers, delivering valuable insights and discussions on current and emerging trends in the industry. This convention has become a key event for claims professionals from Asia, Australia, New Zealand, and beyond, offering unparalleled opportunities for professional development and networking.

Event Highlights

- **Cocktail Function:** A warm welcome and networking opportunity on arrival.
- **Day 1 & Day 2 Convention Sessions:** Engaging presentations and panel discussions by industry leaders.
- **Gala Dinner:** A formal evening celebrating excellence and fostering connections in a relaxed setting.

Following the record-breaking attendance at ACC24 in Kuala Lumpur, we're excited to build on that success and welcome even more participants to Osaka for what promises to be an exceptional event.

Don't miss out on this must-attend event! **Secure your tickets now** and join us in Osaka for ACC25.

We are also delighted to announce that the Asian Claims Convention 2026 (ACC26) will be hosted in the stunning location of Phuket, Thailand, further expanding the reach and impact of this premier industry gathering.

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...*

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 SPONSORSHIP GUIDE

AICLA values the support of community and corporate sponsors in delivering impactful programs, training, and events. To facilitate collaboration, we have developed a Sponsorship Guide designed to provide potential sponsors with a clear understanding of the criteria we consider when evaluating sponsorship proposals.

This guide serves as a resource to ensure alignment between AICLA's objectives and sponsor contributions, fostering partnerships that support professional development and industry growth.

At AICLA, our sponsorship decisions are guided by core values that shape our partnerships and contributions to the community: Integrity, Innovation, Diversity and Inclusion, Quality, and Respect. We seek sponsors who align with these principles and share our commitment to ethical and professional excellence.

Our sponsorship approach ensures partnerships that enhance our programs and uphold our commitment to professionalism and industry leadership.

For more information or to explore sponsorship opportunities, please refer to the *Sponsorship Guide* or contact us directly.

NEW SOUTH WALES/ACT

After a busy year with a record number of networking events and free training sessions provided to local members, NSW hosts its final event of 2024.

The NSW & ACT Division will be hosting its final networking event at the exclusive Stables, at Randwick Racecourse, on the 6th of December. Our charity race day is proud to support Tribal Warrior, a non-profit community organization that supports its members through connections to culture and family.

There will be great representation from local AICLA members, and this event, in only its third year, is establishing itself on the NSW calendar.

It's a great opportunity for NSW and ACT members to get together and catch up before the end of the year while supporting a worthy cause before the Christmas and New Year period.

We thank all of our generous sponsors for this event:

PLATINUM

- Bentino

FASHIONS ON THE FIELD

- Abril Building Solutions and Restorations
- Riverwall

GOLD

- EZY Projects
- Imparta Engineers
- Steamatic
- Advanced Buildings and Restorations

QUEENSLAND



Our End-of-Year Lunch was the perfect way to celebrate another successful and productive year for the Queensland Division. Held at the stunning, newly opened Star Brisbane hotel, the event drew an impressive crowd of over 320 attendees. Guests enjoyed five hours of exceptional food, drinks, networking, and a lively performance by our special guest, the "godfather" of Indigenous comedy, Sean Choolburra. For those who attended, you were also treated to a one-of-a-kind (and NEVER to be repeated) breakdancing 'display' from yours truly — if you know, you know!

A highlight of the afternoon was the presentation of the **2023 Diploma Prize** to Dorothy Cheung. We were delighted to have Nicholas Ackers join us for this special moment to recognize Dorothy's outstanding achievement. To access the full photo gallery from the event, please [click here...](#)

As we look ahead, planning is already underway for next year's events. Keep an eye on the AICLA website and your inbox for details about our upcoming Networking Drinks, scheduled for February 2025.

On behalf of the Queensland Division, thank you to our members, guests, and sponsors for contributing to such a fantastic year. We wish you and your families a safe and joyful holiday season and look forward to seeing you in the new year!

SOUTH AUSTRALIA/NT

Rounding out 2024 we had our last educational seminar on Construction Insurance presented by Samantha Hocking of Gilchrist Connell with a brief panel discussion supported by Luke Davies of YDR and Jaclyn Fitzgerald of HIA Insurance Services.

Thanks again to our generous sponsors:

- AAT Group
- Adelaide Insurance Builders
- Johns Lyng Group
- M & S Mackie

Our End of Year Celebration on Friday 22 November was well supported by our members, colleagues and suppliers to see out 2024 and let the excitement build for 2025.

Sincere thanks to our event sponsors:

DELUXE

- Halliwell

PREMIUM

- AAT Group
- HPG Building Services
- M & S Mackie

The committee are excited to share our upcoming calendar for 2025 soon with some new events to be added and intriguing seminar topics to be delivered.

We look forward to an exciting and educational 2025!

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...](#)

VICTORIA

AICLA Vic Awards Night 2024: The Must-Attend Event of the Year!

The buzz is electric, and the excitement is through the roof as the countdown to the AICLA Vic Awards Night 2024 begins! On 12 December, the Crown Palladium will transform into a spectacular celebration of excellence, honouring the trailblazers of the loss adjusting profession. This sold-out event has attracted nearly 900 attendees—yes, you read that right, and if you didn't snag a ticket, you've truly missed out on the hottest night in the industry calendar!

This year, we'll shine a spotlight on the incredible nominees across four prestigious categories: Support Person of the Year, Emerging Loss Adjuster of the Year, Service Provider of the Year, and Chartered Loss Adjuster of the Year. The competition has been fierce, and we can't wait to celebrate the achievements of these remarkable individuals who exemplify professionalism, dedication, and innovation.

Adding to the night's glamour and entertainment, we are beyond thrilled to announce that the fabulous Melanie Bracewell will be our MC! Known for her quick wit and magnetic stage presence, Melanie will ensure the evening is as fun as it is memorable.

For those lucky enough to have secured a seat, the night promises to be an unforgettable mix of celebration, laughter, and camaraderie. Don't forget to thank our generous sponsors whose support has made this incredible evening possible.

To those who missed out—ouch. This is the event of the year, and with tickets now completely sold out, you'll just have to catch the highlights from the sidelines. Don't make the same mistake next year—mark your calendars and act fast when the time comes!

For now, we'll see the rest of you glamorous attendees on 12 December at Crown Palladium for a night to remember!



Join Hello Claims: Drive Innovation and Excellence in Claims Assessment

At Hello Claims, we provide a market-leading, purpose-built assess and repair solution for a wide range of industries. Our diverse client portfolio spans passenger vehicles, trucks, machinery, caravans, motorcycles, marine, and motor vehicle liability claims. With offices in Sydney, Coffs Harbour, Sunshine Coast, Cairns, and numerous regional areas, we offer a comprehensive nationwide footprint.

Recognized as one of the most innovative businesses in the industry, we are on the lookout for a Liability or Complex/Heavy Vehicle Claims Assessor to join our dynamic, high-performing team. This role is open to candidates based anywhere in Australia.

What You'll Do:

As a Liability Claims Assessor at Hello Claims, you will take full ownership of managing insurance claims from start to finish. Your key responsibilities will include:

End-to-End Claims Management : Conduct thorough assessments, prepare detailed reports, define scope of work, and estimate repair costs.

Timely Execution : Handle allocated assessments and ensure all activities are completed within set deadlines.

Stakeholder Collaboration : Work closely with customers, clients, trades, and internal teams to resolve queries and ensure seamless claims resolution.

Problem Resolution : Escalate any technical or customer service issues to management as needed.

Who We're Looking For:

We want someone with the skills, experience, and drive to make an impact at Hello Claims. You will bring:

Trade Qualification : You are a qualified Panel Beater or Mechanic with at least 2 years' experience in a liability/complex claims assessment role in Australia.

Customer-Centric Approach : You enjoy collaborating with high-performing teams and are committed to delivering exceptional customer outcomes.

Self-Starter : You can work autonomously, prioritize tasks effectively, and maintain a high level of accountability.

Tech-Savvy : You are knowledgeable about the latest repair methodologies and are quick to adapt to new technologies, systems, and processes.

Diversity, Inclusion & Equality:

At Hello Claims, we are committed to creating a diverse, inclusive, and equal opportunity workplace. We welcome applicants from all backgrounds, regardless of ethnicity, faith, sexual orientation, or gender identity.

Ready to Join Us?

If you're ready to take your career to the next level with an innovative and growing company, we'd love to hear from you! Apply today and become part of the Hello Claims team.

Please email recruitment@aubgroup.com.au to apply



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.