

# L.A. NEWS



## FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

I hope you all had a wonderful Christmas and a well-earned break. As we step into 2025, I would like to extend my best wishes to you all for a successful and fulfilling year ahead.

The end of 2024 saw a series of highly successful and record-setting events across our divisions. The NSW/ACT Charity Race Day once again proved to be a standout event, raising a significant donation for Tribal Warrior, a charity dedicated to empowering Indigenous communities – thank you to everyone who contributed to this meaningful cause. The WA Division Christmas Lunch continued to grow in popularity, selling out within weeks despite moving to a larger venue. I had the pleasure of attending and was delighted by the fantastic atmosphere and strong member engagement. Meanwhile, the Victorian Division Awards Night set a new milestone as Australia's largest claims industry gathering, with an impressive 900 attendees. This remarkable achievement is a testament to the dedication and hard work of the Victorian Division. The



evening also featured a special highlight – the presentation of the prestigious AICLA Lifetime Achievement Award to Bob Richards. Congratulations, Bob, on this well-deserved recognition of your outstanding contributions to the industry!

A huge thank you to our members, sponsors, and guests for your continued support. Your participation allows us to expand our education and networking programs, and we look forward to delivering even more opportunities throughout 2025. Please visit the Events tab on our website for details on upcoming seminars, webinars, conferences, and networking events organised by your divisions.

AICLA will hold its Board Meeting in a regional location – Cairns on April 10th. To mark this occasion, a Director Meet and Greet will take place on April 9th, offering members the opportunity to engage with AICLA leadership. Further details will be provided in the next issue. This initiative reflects our



commitment to ensuring greater accessibility and engagement with members outside of major metropolitan areas. We welcome suggestions for future locations where a members' meeting would be beneficial.

Our divisions have planned a full calendar of events for the year ahead, so stay tuned for ticket releases and save-the-date announcements on our website. Additionally, the International Division Council is actively working on expanding and improving education offerings for members. We welcome your input – please feel free to share ideas or feedback with your local council, chairperson, or [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

As we welcome the Lunar New Year 2025, I extend my warmest wishes to all members celebrating this special occasion. The Year of the Snake is a time of wisdom, adaptability, and transformation, symbolising strategy, resilience, and perseverance – qualities that align with the ever-evolving role of loss adjusters. This festive season offers an opportunity to reflect on past achievements, embrace new beginnings, and prepare for the year ahead. May this year bring growth, success, and prosperity, along with good health and happiness for you and your loved ones.

Preparations for the Asian Claims Convention (ACC) 2025 in Osaka Japan 13-15 May, are well underway. Themed "Traditional Claims in a Digital Age", this year's event will feature notable industry presenters and insightful discussions on how technology is shaping the future of claims handling while maintaining core industry principles. Following the

convention, I will embark on international member meetings throughout May. This will be a fantastic opportunity to engage with members across different regions, and I look forward to meeting as many of you as possible.

As we begin 2025, I encourage all members to take advantage of the many opportunities AICLA offers – whether through education, networking, or contributing ideas to help shape the future of our profession. Your involvement is what makes AICLA such a strong and thriving Institute.

Once again, I wish you all the very best for the year ahead, and I look forward to another successful and rewarding year together.

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
13 Feb	WA Breakfast Seminar	Perth
14 Feb	SANT Seminar & Networking	Adelaide
27 Feb	QLD Networking Event	Brisbane
7 March	WA IWD Luncheon	Perth
19 March	QLD Breakfast Seminar I	Brisbane
16 April	QLD Breakfast Seminar II	Brisbane
13-15 May	ACC25 – Asian Claims Convention 2025	Osaka, Japan
11 June	QLD Claims Conference	Brisbane
4 July	NSW/ACT Annual Luncheon	Sydney
17 Sept	AICLA/ANZIIF CC25	Sydney

## NON-MEMBER MAILING LIST


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

### LOSS ADJUSTING BOOKS

To order your copy of *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...](#)





# TRADITIONAL CLAIMS MANAGEMENT IN A DIGITAL AGE

## OSAKA JAPAN | 13-15 MAY 2025

**ACC25**

Planning is well underway for the highly anticipated **Asian Claims Convention (ACC25)**, set to take 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 balance between time-honoured practices and modern technology in claims management.

We're excited to announce that the **registration brochure**, including preliminary topics, is now available.

With the support of our valued sponsors and industry partners, ACC25 promises an outstanding lineup of expert speakers, offering valuable insights into current and emerging industry trends. This convention has become a premier event for claims professionals across Asia, Australia, New Zealand, and beyond, providing unparalleled opportunities for learning, networking, and professional development.

**Event Highlights**

- **Cocktail Function:** A warm welcome and networking opportunity on arrival.
- **Convention Sessions (Day 1 & Day 2):** 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 are excited to build on that success and welcome even more participants to Osaka for what promises to be must-attend event for claims professionals looking to stay ahead in a rapidly evolving industry!

**Secure your tickets now** and join us in Osaka for **ACC25** – an event not to be missed!

## NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

### NEW MEMBERS

NAME	CLASS	DIVISION
Herliska I Marpaung	Affiliate	Int. Indonesia
Jake Dorshorst	Affiliate	South Australia
Logan Poching	Affiliate	New Zealand
Michael Guy	Affiliate	Queensland
Sahib Maidh	Provisional	Queensland
Joe Kwok	Provisional	Int. Hong Kong
Jason Liddell	Provisional	Victoria
Susannah McIntosh	Provisional	New Zealand

### ELEVATIONS

NAME	CLASS	DIVISION
Benjamin Neat	Fellow	New South Wales
Frank Grez	Associate	South Australia
Dominic Campbell	Associate	New South Wales
Danny Lai Weng Keong	Associate	Int. Malaysia
Jason Tassone	Associate	Victoria
Linda Ewen	Associate	Queensland
Krishal Mishra	Associate	Int. Fiji
Megan Carter	Associate	New South Wales
Christopher Baron	Associate	New Zealand
Merinda Mason	Associate	New South Wales
Bradley Musch	Affiliate	Queensland
Brooke Thistleton	Affiliate	New South Wales
Holly de Lange	Affiliate	Victoria
Thomas Thai	Affiliate	New South Wales
Yuuki Asada	Affiliate	Int. Japan

## 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.

## 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](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.



## WESTERN AUSTRALIA

### 2024 CHRISTMAS LUNCH



Our Christmas Lunch was held at ANZAC House in St Georges Tce Perth with 180 guests in attendance. This was our first time at this venue and we sold the event out in less than two weeks. The feedback was tremendous from members, guests and critically sponsors. We were very pleased to have National President, Mr Nick Ackers in attendance who said a few words on his role as national president and life as a loss adjuster. The keynote speaker was veteran media personality Mr Liam Bartlett who was a ripper. Mr Bartlett could easily have spoken for another couple of hours regaling funny moments on location, interviewing high profile people and working with other media personalities without repeating himself.

The afternoon was memorable with great food, exceptional service, a wonderful keynote speaker and a stunning venue with views over Government House gardens towards the Swan River and east west down St Georges Tce. Another first was sponsored drinks in the members bar at the same venue after the lunch. We have booked the same venue for this Christmas and already received several expressions of interest for sponsorship. Please [click here](#) to access the full photo gallery.

### BREAKFAST SEMINAR

To be held on Thursday 13 February 2025 at Royal Perth Golf Club with Mario Snyman of WT Consulting speaking on trends on construction costs with specific reference to WA. This is pertinent to everyone working in insurance not only from a loss adjusting perspective but underwriting and claims. Please [click here](#) to secure your tickets...

### INTERNATIONAL WOMEN'S DAY LUNCH

Our second IWD lunch is being held on Friday 7 March 2025 with a panel of speakers, a professional MC and sponsorship arranged. Backing up from our inaugural lunch this should be another event not to be missed. ***Tickets are now available.***

## SOUTH AUSTRALIA

Happy New Year! Welcome to 2025 and what we hope will be the biggest year yet for the SA/NT Division.

We finished 2024 with a very successful End of Year Networking Event at the Saracens Head, it was great to see many of our Members, industry colleagues and supporters networking and maintaining valuable relationships. Huge thanks to our event sponsors:

Deluxe: Halliwell

Premium: AAT Group

HPG Building Services

M & S Mackie

Your committee has been busily preparing our calendar of events and we're ready to kick it off with our first seminar to be held on Friday 14 February at the Historian Hotel, featuring Senior Chartered Loss Adjuster, Luke Davies, taking us through under insurance. A great presentation for those not familiar with under insurance or those who need a refresh.

Tickets are ***available here*** and 1 CPD point is up for grabs.

Our second seminar for the year is earmarked for May and details will be released soon. We'd love to hear from our Members and colleagues on what topics you'd like to hear about, please reach out to your committee.

We are in the final stages of confirming our annual luncheon this year and look forward to releasing those details very soon! And we are excited to share a new event on our calendar is on the verge of being confirmed, all will be revealed shortly.

Be sure to follow the ***AICLA – SA/NT Division LinkedIn*** page for more!

## QUEENSLAND

The Queensland Division Council has been hard at work planning an exciting year ahead, with four major events already confirmed!

First up is our Networking Drinks, set to take place in the Heritage Room, Cloudland, Fortitude Valley, on Thursday, 27 February. ***Tickets are now available*** and selling fast – don't miss this fantastic opportunity to connect with industry peers! We extend our sincere thanks to our Platinum Sponsor, ***Pircsa***, and Gold Sponsors, ***Building Response Australia*** and ***Johns Lyng Group***, for their generous support.

Our popular Education Breakfast Seminar Series kicks off on 19 March, with the second seminar already locked in for 16 April. Tickets for these sessions will be released soon – stay tuned!

In other exciting news, following the outstanding success of last year's event, we are thrilled to announce that the Pullman King George Square has been secured as the venue for the Queensland Claims Conference. This promises to be another must-attend event, bringing together industry leaders, expert speakers, and valuable networking opportunities.

For the latest updates and ticket releases, be sure to check the Events tab on our website and *follow us on LinkedIn*. We look forward to seeing you at our upcoming events!

## NEW SOUTH WALES

The NSW/ACT Council is pleased to announce the date and venue for our annual luncheon. The event will be held at the Four Seasons Hotel on July 4th. Please save the date – tickets will be available for purchase in the coming weeks.

Additionally, the NSW/ACT training series will resume shortly, with further details to follow.

## TASMANIA

Tasmania is excited to announce the success of our recent educational seminar, "Preparing for Litigation," which was held on 20 November 2024. The well-attended event featured a presentation by Steve Knight, OAM, Director with Dobson Mitchell Allport, who was introduced by Nicholas Ackers, AICLA National President.

We were delighted with the strong support from local loss adjusters and industry representatives. The seminar concluded with drinks and nibbles, providing a valuable networking opportunity for all attendees.

We hope this will be the first of many successful educational events hosted by the Tasmanian Division.



## VICTORIA

### 2024 AICLA (VIC) AWARDS

Excitement filled the air as, what seems to be, the entire claims industry gathered in December for the annual AICLA (Vic) Awards at Crown Palladium.



What started as a humble event has now become the largest claims-centric celebration in the nation with over 900 guests from loss adjusters, insurers, brokers, solicitors, and suppliers.

The evening was hosted by the hilarious Melanie Bracewell, who kept the crowd entertained while providing excellent networking opportunities.

Bob Richards OAM was presented the coveted AICLA Lifetime Achievement Award and special guests included Adrian Libke (AICLA CEO), Beth Russell (Women In Insurance), John Simpson (AILA), and Christie Lappin (YIPs) along with many interstate guests.

A special shout out to **RIC Solutions**, the Premium sponsor, and the Victorian Division Council for orchestrating such a grand event.

Check out the [photos here](#) and follow the [AICLA – Victorian Division LinkedIn](#) page to keep updated.

### 2024 AWARD RECIPIENTS

Chartered Loss Adjuster of the Year – **Anand Javaji**

Emerging Loss Adjuster of the Year – **Kylie Ellis**

Loss Adjusting Support Person of the Year – **Jasmine Peters**

Service Provider of the Year – **Marshall Restoration Pty Ltd**

Builder of the Year – **Paynters**

*Congratulations to all the deserving recipients.*

Crown Palladium is tentatively booked for 11 December 2025, so mark it on your diaries now.



**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.