



L.A. NEWS

NEWSLETTER #237, FEBRUARY 2025



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

I begin this month's edition on a sombre note as we mourn the passing of two highly respected and long-serving members of the adjusting profession. Acclaimed AICLA Life Member and former CILA Australasia President, Paul O'Sullivan, and the esteemed John Jolliffe, have both recently left us. Their contributions to the industry were profound, and their legacy as mentors, colleagues, and friends will endure. On behalf of AICLA, I extend our deepest condolences to their families, friends, and all who had the privilege of knowing them.

As we move into the year, several divisions have already commenced activities, with many more planned in the months ahead. I encourage you to stay informed by regularly visiting the AICLA website, monitoring emails, and reviewing the division reports below to ensure you don't miss these valuable events.

Looking ahead, preparations for the Asian Claims Convention are in their final stages, with an updated program set for release shortly. This year's event in Osaka promises to be one of our most diverse yet, featuring industry experts from across Australia and Asia. A key focus will be the growing influence of artificial intelligence in the claims process, from risk mitigation to final remediation. We are grateful to our sponsors and early registrants for their support and strongly encourage those planning to attend to secure their bookings early, as accommodation is expected to be in high demand with an influx of tourism and the upcoming World Expo adding to the locale appeal.

Following the convention, a series of member meetings will take place across Asia, including in Hong Kong, Thailand, Malaysia, Singapore, Vietnam, and Indonesia. These gatherings will offer valuable opportunities for networking and professional development. This year, I am honoured to personally present member certificates as President, adding a special touch to these events.

In the second half of 2025, one of our most significant annual events, the AICLA/ANZIIF Sydney Claims Convention, is scheduled for 17 September at the Hilton Hotel. With an

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
7 March	WA IWD Luncheon	Perth
13 March	VIC Networking Event	Melbourne
19 March	QLD Breakfast Seminar I	Brisbane
25 March	Tasmania Seminar	Hobart
27 March	NSW/ACT Division Webinar	Online
27 March	NSW/ACT Networking Event	Sydney
9 April	Member Networking Drinks	Cairns
16 April	QLD Breakfast Seminar II	Brisbane
13-15 May	ACC25 – Asian Claims Convention 2025	Osaka, Japan
15 May	WA Breakfast Seminar	Perth
11 June	QLD Claims Conference	Brisbane
4 July	NSW/ACT Annual Luncheon	Sydney
17 Sept	AICLA/ANZIIF CC25	Sydney
14 Nov	QLD End of Year Luncheon	Brisbane
5 Dec	WA Christmas Lunch	Perth

exciting program being developed by the planning committee, we sincerely appreciate the support of our sponsors in making this event possible. Looking further ahead, 2025 is shaping up to be a milestone year, with expanded networking and education opportunities in the pipeline. AICLA remains committed to enhancing member access to industry-leading insights and professional development.

Our first board meeting for 2025 is fast approaching, scheduled for April in Cairns, Queensland. I encourage both current and prospective members to register for the networking function on 9 April at the Cairns Hilton. This will be a fantastic opportunity to connect with the board and engage in meaningful discussions about the profession and our future direction.

In regulatory news, the Insurance Council of Australia's Independent Review final report was released in December, with an update to the 2020 General Insurance Code of Practice expected in the latter half of this year. We will continue to monitor these developments and keep members informed on the progress sought to improve standards for those involved in the claims process.

I would also like to congratulate James Lee from YDR, this year's Carey Bird Scholarship recipient. His submission stood out among a highly competitive field, and we are delighted that he has chosen to attend ACC25 in Osaka, Japan, as part of his award. We look forward to presenting his certificate at the event. Our sincere thanks go to Ian McWalter from YDR for his dedication in developing the scholarship scenario.

Additionally, I want to acknowledge the invaluable work of loss adjusters assisting communities affected by the severe flooding in Far North Queensland. These events serve as a stark reminder of the critical role loss adjusters play in coordinating and facilitating recovery efforts for individuals and businesses alike.

Finally, we have reached out to Diploma students currently enrolled in loss adjusting units to encourage AICLA membership. As an incentive, the membership application fee is waived until the end of March, with membership extending through to the end of June. I strongly encourage all eligible students to take advantage of this opportunity and submit their applications promptly.

I look forward to an eventful and productive year ahead and hope to see many of you at our upcoming events.

Warm regards,
Nicholas Ackers
 President – AICLA

NEW AND ELEVATED MEMBERS

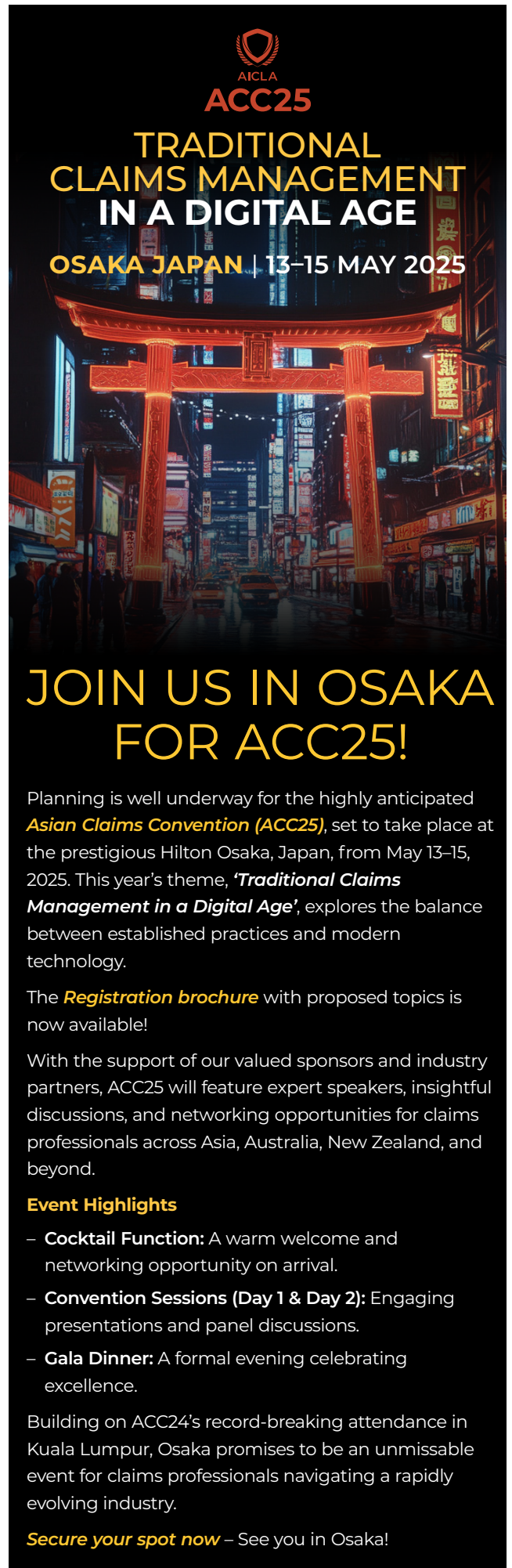
Congratulations to the following new and recently elevated members:


NEW MEMBERS

NAME	CLASS	DIVISION
Erika Cox	Affiliate	New Zealand
V Bertly Hari Sulisty	Affiliate	Int. Indonesia
Leonardo Nursalim	Provisional	Int. Indonesia
Nikki Monaghan	Provisional	New South Wales

ELEVATIONS

NAME	CLASS	DIVISION
Sally Ballard	Fellow	South Australia
Sonya Bullock	Fellow	New Zealand
Clive Byrne	Associate	New Zealand
Rina Tsuzuki	Associate	Victoria
Yuuki Asada	Associate	Int. Japan
Leonardo Nursalim	Affiliate	Int. Indonesia
Thomas Thai	Affiliate	New South Wales
Yuuki Asada	Affiliate	Int. Japan




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

JOIN US IN OSAKA FOR 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'**, explores the balance between established practices and modern technology.

The **Registration brochure** with proposed topics is now available!

With the support of our valued sponsors and industry partners, ACC25 will feature expert speakers, insightful discussions, and networking opportunities for claims professionals across Asia, Australia, New Zealand, and beyond.

Event Highlights

- **Cocktail Function:** A warm welcome and networking opportunity on arrival.
- **Convention Sessions (Day 1 & Day 2):** Engaging presentations and panel discussions.
- **Gala Dinner:** A formal evening celebrating excellence.

Building on ACC24's record-breaking attendance in Kuala Lumpur, Osaka promises to be an unmissable event for claims professionals navigating a rapidly evolving industry.

Secure your spot now – See you in Osaka!

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.

NON-MEMBER MAILING LIST

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

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.

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...](#)

SOUTH AUSTRALIA



February is over, and what a month it's been! We kicked off the year with our first seminar focusing on Under Insurance, led by Luke Davies, Senior Chartered Loss Adjuster. By all accounts it was a huge success, with feedback indicating a strong demand for more sessions like this. A big thank you to Luke for providing a great informative presentation, and to our event sponsor, AAT Group, for their invaluable support. Some pics below of the event.

We're excited to announce our annual luncheon is scheduled for Friday 31st October and will be returning to the Ian McLachlan Room at Adelaide Oval – well outside sports season so no chance of another relocation*. More details to follow soon.

And we're gearing up to introduce a brand-new event to our calendar this year, so stay tuned for that!

As always, we welcome any feedback on how your committee can better help you.

**100% guarantee cannot be provided*

WESTERN AUSTRALIA



Thursday 13 February 2025 – Royal Perth Golf Club

Our most recent education breakfast seminar was trends, causes, and effects on cost pressures on construction costs with a particular focus on WA. The presenter was Mario Snyman, state director of WT Consulting who has over 30 years' experience working in various sectors such as aviation, health and aged care, hospitality, retail, and leisure in South Africa and Australia. Mario is a member of the Australasian Institute of Quantity Surveyors and accredited as a certified QS. Some 74 members and guests were in attendance for our first event of 2025. A thank you to Bradley Verreyne of CTA for organising the speaker.

Friday 7 March 2025 – Duxton Hotel

International Women's Day Lunch Duxton Hotel, St Georges Tce Perth. A four person panel comprising Chelsey Harris, Regional Director of EBM Insurance Brokers, Michelle Fry, Head of Commercial Underwriting at QBE, Nadine Van Wyk, Business Development Manager at Crawford & Co and Lotana Robati, National Claims Leader at Construct Services to speak on their experiences over a lunch from 11.30am – 2.30pm. The theme for IWD 2025 is march forward, time to turn promises into progress.

The WA Division would again like to thank and acknowledge sponsors Construct Services (Major Sponsor) and gold sponsors Steamatic and Kennedys Legal.

VICTORIA

AICLA Victoria will be hosting our premier networking event, *Let the Games Begin!*, on 13 March 2025. This exciting event offers a fantastic opportunity for loss adjusters and industry professionals to connect in a relaxed and engaging setting.

We have planned an evening of interactive games, including darts, shuffleboard, and virtual golf, alongside premium food and drinks.

Stepping away from the boardroom, we aim to foster stronger industry relationships while having fun in a dynamic atmosphere.

We also take this opportunity to share that our council is excited to unveil the 2025 AICLA Victoria event calendar soon. With new events being added and intriguing seminar topics to be delivered, we look forward to bringing even more opportunities for professional development and networking in the coming year.

NEW SOUTH WALES

The NSW/ACT Division Council met on 17 February to discuss various topics, including the networking and educational events being developed for our members throughout this year.

Our first educational seminar will be on Marine risks hosted by Wotton Kearney scheduled for 27th of March. Please add this date to your diary (further details to follow).

We are also in the process of finalising our first NSW Networking Event at the Grace Hotel in Sydney CBD. We have scheduled in the date of 27th of March. Member tickets for this event will be available soon. Tickets and sponsorship opportunities for this event will be limited. We expect this event to sell out in the first release as per the last two years.

This event is a fantastic opportunity for members to connect and network, and we anticipate it will sell out quickly. Please keep an eye on LinkedIn and your inbox for more information regarding this event.

Tickets and sponsorship opportunities for our annual luncheon on the 4th of July at the Four Seasons will be available after the networking event in March.

QUEENSLAND

Queensland Division Kicks Off 2025 with a Packed Networking Event!

The Queensland division launched this year's events in style with a vibrant networking function at Cloudland, Fortitude Valley. The room buzzed with 160 members and guests, who enjoyed three hours of great food, drinks, and conversation. A huge thank you to our Platinum Sponsor – *Pircsa*, and Gold Sponsors – *Johns Lyng Group*, *Opti-Restore*, and *Building Response Australia* for making this event a success!

2025 Breakfast Series Begins!

We're excited to kick off our Breakfast Series with Charles Taylor Director Tom O'Hara, who will present on Business Interruption (including additional benefits and loss of access) on 19 March. Stay tuned for details on our second session, set for 16 April.

More updates coming soon – Stay connected!

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!

Preparing for Cyclone Alfred – Stay Safe and Plan Ahead

With Cyclone Alfred threatening South East Queensland and Northern NSW, we urge affected members to take proactive measures to stay safe and prepared. Stay informed by checking updates from local emergency services and the Bureau of Meteorology. Prioritise safety and take necessary precautions.

STAY SAFE!



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.