



# L.A. NEWS

NEWSLETTER #238, MARCH 2025



## FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

As we move into the second quarter of the year, I am pleased to share several key updates and upcoming events with you.

Our first Board Meeting of 2025 will take place in April in Cairns, marking a significant milestone as it will be the first time a Board Meeting is held outside a major city. This decision reflects our commitment to engaging more closely with members across different regions.

To make the most of this occasion, we warmly invite local members to join us for a special meet and greet with the AICLA Board at the Hilton Cairns. This gathering presents a fantastic opportunity to connect with industry peers, gain insights into key developments, and share perspectives on the challenges and opportunities shaping our profession. We look forward to meeting you in person and fostering stronger connections within the AICLA community.

Preparations for ACC25 at the Hilton Osaka are well underway, with strong registration numbers to date. The early bird discount closes soon on 18 April, so I encourage you to take advantage of the savings while available. A big thank you to our event sponsors—your support is greatly appreciated. There are still sponsorship opportunities available, to register your interest, please reach out to head office via email at [adminoffice@aicla.org](mailto:adminoffice@aicla.org) or contact Adrian Libke directly.

Following ACC25, I look forward to meeting many of you at our international member meetings, with details soon to be finalised. Keep an eye on your emails for registration information.

On a more immediate front, we are currently seeing a high volume of claims following ex-Tropical Cyclone Alfred. While the system thankfully weakened before landfall, it still brought significant flooding and rainfall. I am reassured to hear that teams of loss adjusters have been mobilised, playing a crucial role in helping affected communities and businesses recover swiftly. Your work remains critical in these challenging times.

The Sydney AICLA ANZIIF Conference is in its final planning stages. I am pleased to announce Andrew Hall from the ICA as

## 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
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
5 June	Claims & Canaps	Melbourne
11 June	QLD Claims Conference	Brisbane
4 July	NSW/ACT Annual Luncheon	Sydney
17 July	iAdjust	Melbourne
17 Sept	AICLA/ANZIIF CC25	Sydney
2 Oct	Inspiring Women	Melbourne
14 Nov	QLD End of Year Luncheon	Brisbane
5 Dec	WA Christmas Lunch	Perth
11 Dec	VIC Division Awards night	Melbourne

our keynote opening speaker, alongside an excellent lineup of guest presenters covering many contemporary claims topics. The initial brochure will be available soon. Special thanks to our sponsors, including Platinum Sponsor Ambrose Construct Group and Gold Sponsors Bentino and RIC Solutions, for their continued support. This highly anticipated event will take place at the Hilton Hotel Sydney on 17 September.

Finally, as March comes to an end and we move into April, we acknowledge several significant occasions, including Easter, ANZAC Day, and the end of Ramadan. I extend my best wishes to all who are celebrating or commemorating during this time—may it be a time of reflection, gratitude, and togetherness.

I look forward to seeing many of you in the coming months.

Warm regards,

Nicholas Ackers

President – AICLA



## NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

### NEW MEMBERS

NAME	CLASS	DIVISION
Ryan Antidormi	Affiliate	Victoria
Conor Kavanagh	Affiliate	Queensland
Megan Hamilton	Affiliate	Queensland
Shane Bradley	Affiliate	Queensland
Ashleigh Passos	Affiliate	New Zealand
Tom Vouden	Affiliate	New South Wales
Aaron Sutcliffe	Affiliate	New South Wales
Francis Maina Wabita	Affiliate	Int. Uganda
Praboda Chulasiri	Affiliate	Int. Sri Lanka
Brandon Novangelo	Affiliate	Int. Indonesia
A U Sumith Magamage	Affiliate	Int. Hong Kong
Vicki Sparkes	Provisional	Victoria
Andrew James	Provisional	South Australia
Bridie O'Leary	Provisional	South Australia
Andy Hill	Provisional	New South Wales
Peerapong Makbua	Provisional	Int. Thailand
Panisa Sittitavong	Provisional	Int. Thailand
Teo Cheng Kim	Provisional	Int. Malaysia
Dwiana Kelanawati	Provisional	Int. Indonesia
Sally Keung	Provisional	Int. Hong Kong

### ELEVATIONS

NAME	CLASS	DIVISION
Scott MacGregor	Fellow	Queensland
James Lee	Associate	New South Wales
Peerapong Makbua	Affiliate	Int. Thailand
Jennifer Blackwell	Affiliate	New South Wales
Nikki Monaghan	Affiliate	New South Wales
Peerawit Khamsamut	Affiliate	Int. Thailand
Choedchai Wichian	Affiliate	Int. Thailand
Thanadet Kaewurai	Affiliate	Int. Thailand

## 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

## JOIN US FOR ACC25 IN OSAKA!

Get Ready for the Asian Claims Convention 2025 (ACC25)!

Excitement is building as we gear up for the highly anticipated 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 dive into the evolving intersection of established practices and cutting-edge technology.

The registration brochure, including updated presenters and topics, is **now available!**

Thanks to our valued sponsors and industry partners, ACC25 will feature a stellar lineup of expert speakers, thought-provoking discussions, and unmatched networking opportunities for claims professionals from across Asia, Australia, New Zealand, and beyond.

### Event Highlights

- **Cocktail Function:** Kick off the event with a warm welcome and networking opportunity.
- **Convention Sessions:** Engaging presentations and panel discussions.
- **Gala Dinner:** A formal celebration of excellence in the industry.

Building on the record-breaking success of ACC24 in Kuala Lumpur, ACC25 in Osaka is set to be an unmissable event for those navigating the rapidly changing claims landscape.

**Don't miss out – Secure your spot now and we'll see you in Osaka!**

## 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.

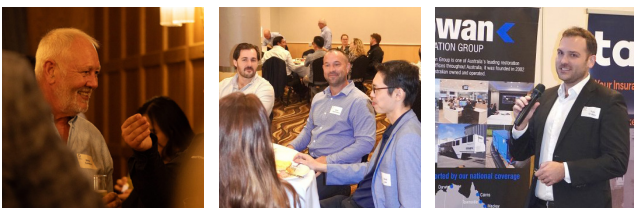
This guide serves as a resource to ensure alignment between AICLA's objectives and sponsor contributions, fostering partnerships that support professional development and industry growth.

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.

## QUEENSLAND



The Queensland division has had an eventful start to the year, with our networking drinks and breakfast seminar already behind us. You can now view the full gallery of photos from the networking event [here](#) and breakfast seminar [here](#).

On 19 March, we kicked off our education series with a seminar at the Broncos Leagues Club. Guest speaker Tom O'Hara, Director at Charles Taylor Adjusting, delivered an insightful presentation on Business Interruption. A heartfelt thank you to all who attended, especially given the added demands following Cyclone Alfred.

Our next breakfast seminar, *Emerging Methods in Restoration & Cleaning*, will be held at the Broncos Club on 16 April. [Click here](#) to secure your ticket!

For the latest updates and ticket information, 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!

## TASMANIA



The Tasmanian Division's second seminar, *Managing Third-Party Property Damage Claims & the role of an Insurance Broker*, was a wonderful success with 30 registrations! A huge thank you to everyone who participated.

A special thanks to our speakers, Alison Hay, Principal Barry Nilsson Law, and Mark West, Director, PSC Insurance Group Tasmania, for their valuable time, insightful contributions, and expertise.

We welcomed new attendees and look forward to your continuing participation in our activities. Special mention to one of our retired members Peter Pearce a past Division Chair & National President.

We extend our gratitude to our sponsors for their support in making this event possible.

- Platinum - Johns Lyng Group
- Gold - Construct Services & Steamatic
- Silver - Fairbrother

Stay tuned for our next seminar in July 2025. The focus will be on The Strata Titles Act in Tasmania, the Building Act 2016 and building compliance.

## SOUTH AUSTRALIA/ NORTHERN TERRITORY

What is usually known as Mad-March in Radelaide was very quiet on the AICLA front, although lots of wheels are in motion in the background preparing for a new event to our division calendar that we're excited to announce – the inaugural SA Claims Convention!

This full-day Convention will be held on Thursday 3 July at the Adelaide Convention Centre and will provide an invaluable platform for claims industry professionals to gain insights from a diverse range of speakers and demonstrations. Designed for loss adjusters, insurers and brokers, attendees

will have the opportunity to explore the claims process from multiple perspectives, gain an in depth understanding of necessary codes and regulations, and appreciate the importance of context in the claims landscape.

The event will include a series of expert speakers and panel discussions, practical demonstrations outlining best practices and great networking opportunities with claims professionals.

The committee have been working hard to put together what we hope will be an informative and beneficial day for all claims professionals and we look forward to releasing further details shortly.

## NEW SOUTH WALES & ACT



On March 27, 2025, AICLA NSW/ACT organized our First Marine Adjusting training session - The General Average Webinar, featuring Naraya Lamart and Joseph Nicholls from Wotton + Kearney. The online seminar delved into the intricacies of declarations of General Average in the realm of marine casualties. We are pleased to report that the event garnered significant interest and was very well attended.

Also on March 27, 2025, AICLA NSW/ACT hosted a vibrant Networking Event at the Grace Hotel in Sydney. The event was met with overwhelming enthusiasm and sold out very quickly.

This gathering provided a fantastic opportunity for Adjusters from different firms to connect with each other in a relaxed setting with quality food and beverages supplied.

Thank you to everyone who participated and contributed to the success of these events. Special thanks to our Networking Drinks sponsors: Abril, Advanced Buildings, Construct Services, Johns Lyng Group and Ezy Projects.

We will share details of our next training session for members very shortly – the NSW/ACT council are working on the next topic - if there are any subjects that members are interested in, please reach out to the divisional secretary.

Our annual luncheon will take place on the 4th of July at the Four Seasons Hotel, and we have secured a highly sought after keynote speaker for the event. Sponsorship opportunities will become available very shortly.

Please keep an eye out for the next training session invite and further details for our Annual Lunch.

## NEW ZEALAND

We're thrilled to announce that the NZ Division now has its very own LinkedIn page! Stay connected and up to date with the latest news, events, and updates by following us [here](#).

### SAVE THE DATE!

The NZ Division Conference is scheduled for 8th August 2025. More details will be shared in due course, so stay tuned!

## VICTORIA

AICLA Victorian Division are planning unmissable events for the year ahead. Sprinkled in between will be technical sessions and other learning and development opportunities. Save the date, follow the AICLA – Victorian Division LinkedIn page and register for the AICLA mailing list so you don't miss out.

### VIC CLAIMS & CANAPES (5 JUNE 2025)

AICLA VIC members and their guests, including brokers, claims staff, insurers, solicitors, and corporate clients, are invited to an exclusive networking event. Following the success of AICLA Claims & Canapes 2024 at Strato Melbourne, the event will return in June. Further details will be announced in the coming weeks. This is an AICLA member event only, so if you are thinking about membership, now is the time to get on it. Tickets will be extremely limited.

### IADJUST (17 JULY 2025)

This all-day learning and development conference is expected to be the best yet, attracting over 200 attendees from the wider insurance claims industry. We will feature thought-provoking learning and networking opportunities for loss adjusters and claims industry professionals. Attendees will hear from industry experts on contemporary topics affecting the current claims environment and engage in discussions. This year's theme will be "Collaboration".

### INSPIRING WOMEN (2 OCTOBER 2025)

AICLA and Women in Insurance (WII) will host our fifth annual Inspiring Women event at Crown Aviary. This event celebrates amazing women in our industry, featuring insightful entertainment and networking opportunities in an exquisite venue. Inclusive of all gender identities, it will be an uplifting experience.

### AICLA AWARDS NIGHT (11 DECEMBER 2025)

We are thrilled to host an unforgettable evening, bringing together the entire insurance claims industry for our most anticipated event of the year at Crown Palladium. Attended by industry leaders and executives, the AICLA annual gala recognizes finalists in five award categories, honoring both individuals and companies across the loss adjusting field. This event has grown exponentially since 2015 to over 900 Insurance Claims Industry guests from all over Australia! This year, expect something special as we celebrate the 10th year of the AICLA (Vic) Awards Night.

## WESTERN AUSTRALIA

The second annual International Women's Day Luncheon was hosted by the WA Division on Friday, 7 March 2025 and was a resounding success.

The division welcomed an outstanding panel of all female speakers including Chelsey Harris (Regional Director for EBM Insurance & Risk, 2024 NIBA WA Broker of the Year), Michelle Fry (Head of Commercial Underwriting for QBE Insurance) and Lotana Robati (National Claims Manager for Construct Services) to share their experiences and insights into equality in the insurance industry. The panel discussion was facilitated by television presenter and author Casey Beros and was enjoyed along with a beautiful three course lunch in the Grand Ballroom of the Duxton Hotel in Perth CBD.

This event was kindly sponsored by our Platinum Sponsor, Ambrose Construct Group, and our two Gold Sponsors, Kennedys and Steamatic who we heartily thank for their support.



## 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.



**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.