



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

It gives me great pleasure to open this edition with the exciting news that our upcoming Asian Claims Convention (ACC25), to be held in Osaka, has officially become our largest ever, with over 240 registrations already confirmed. This is more than a record-breaking milestone—it is a strong reflection of the growing influence, relevance, and strength of the loss adjusting profession throughout the Asia-Pacific region. The enthusiastic response from professionals across multiple countries highlights a rising demand for cross-border collaboration, professional development, and industry leadership. It also reaffirms the ACC's position as a flagship event on the industry calendar—one that continues to evolve and expand, attracting both established experts and the next generation of adjusters who are shaping the future of our profession.

My heartfelt thanks go to the members, guests, and supporting partners who are contributing to what promises to be an outstanding convention. In particular, I wish to extend our sincere appreciation to the Loss Adjusting Association of Japan for their generous support, warm hospitality, and close collaboration in helping us deliver such a highly anticipated and well-supported event.

Building on this momentum, I'm pleased to share that member meetings will follow ACC25 in Hong Kong, Vietnam, Singapore, Malaysia, Indonesia, and Thailand. These gatherings offer invaluable opportunities to exchange insights, foster regional relationships, and strengthen our professional networks. I look forward to meeting many of you in person at these events, and I encourage those who have not yet registered to do so—we look forward to welcoming you.

I'm also pleased to highlight an outstanding personal achievement. James Lee of YDR has made history by becoming the first individual to receive three of AICLA's prestigious academic honours in the same year: the Diploma Prize, the Syd McDonald Young Adjuster Award, and the Carey Bird Scholarship. This remarkable feat reflects both technical excellence and a deep commitment to our profession. James has elected to receive the Carey Bird

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
13-15 May	ACC25 – Asian Claims Convention 2025	Osaka, Japan
15 May	WA Breakfast Seminar	Perth
5 June	Claims & Canapes	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

Scholarship at ACC25, and I look forward to presenting it to him before our esteemed colleagues—an inspiring occasion for us all.

Across our regions, AICLA division councils remain active and committed, with a robust schedule of upcoming events planned for the months ahead. I commend each division for their high-quality seminars and professional development activities already delivered this year. Your contributions continue to elevate standards and foster a culture of learning and leadership in our industry.

Looking ahead, excitement is building for the 2025 AICLA ANZIIF Sydney Claims Convention, and I am pleased to announce that the initial event brochure will be released next week. Scheduled to take place at the Hilton Hotel in Sydney on September 17, the Convention is already shaping up to be one of our most significant gatherings yet. With strong early interest, we are expecting record attendance, and I encourage you to plan early to be part of what promises to be another standout event. A special thank you to the organising committee for their tireless work in preparing what is sure to be a compelling and valuable program.

I would also like to extend my sincere thanks to our Board of Directors for their thoughtful contributions at the April board

meeting. It was especially rewarding to connect with members from Far North Queensland, sharing the experience and diversity of our national community.

In keeping with our commitment to professional growth, AICLA is undertaking a comprehensive review and update of our CPD online offerings. We plan to engage with dedicated, passionate and experienced members to lead this initiative, ensuring our continuing education resources remain relevant, practical, and of the highest quality. More details on this important project are included later in this newsletter.

Finally, I am delighted to share that our membership has reached 1,150. The continued support, dedication, and enthusiasm for the profession from our members is helping to shape a strong and dynamic future for loss adjusting across all of our regions.

Warm regards,
Nicholas Ackers, President – AICLA

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
David Rumble	Affiliate	New South Wales
Amy Borton	Affiliate	New South Wales
John Chan	Provisional	Int. Hong Kong
Shiaan Mohamed	Provisional	Int. Maldives
Darren Wright	Provisional	New South Wales
Ryan Golub	Provisional	New South Wales
Michael Ford	Provisional	New South Wales
Ned Hole	Provisional	New South Wales
Yuliya Mykhaylova	Provisional	New Zealand

ELEVATIONS

NAME	CLASS	DIVISION
Dwiana Kelanawati	Affiliate	Int. Indonesia
Kyle Mayfield	Affiliate	New Zealand
Kendrick Koa	Associate	Victoria
Tim Harvey	Associate	New South Wales
Carly Gray	Associate	New South Wales
Ana Curtis	Associate	Queensland
Devendran Murugasu	Associate	Int. Singapore
Sandie Collins	Fellow	Queensland
Jon Stagg	Fellow	Victoria
Maddie Stubbins	Fellow	New Zealand

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...](#)



PRESIDENT'S ASIA MEMBER MEETINGS

We're pleased to announce a series of upcoming International Division meetings across key cities in the region. AICLA President Nicholas Ackers and CEO Adrian Libke will be visiting Singapore, Ho Chi Minh City, Hong Kong, Bangkok, and Jakarta. Joining them in Kuala Lumpur, Ho Chi Minh City, and Jakarta will be International Division Chairman, Andrew Khoo.

These events will offer valuable updates on AICLA activities, including a case study presentation, details on the Diploma of Loss Adjusting, membership pathways, and future plans for the organisation. Meetings will run for approximately 1.5 hours and include either lunch or dinner, depending on the location.

Attendance is free for members and guests interested in learning more about AICLA.

To RSVP for a meeting please click below:

Hong Kong

19 May 25 12:30pm – 2:30pm Novotel Century Hong Kong

Ho Chi Minh City

21 May 25 5:30pm – 8:30pm Sofitel Saigon Plaza

Singapore

23 May 25 12:00pm – 2:00pm Amara Singapore

Jakarta

26 May 25 10am-1:30pm Hotel Fairmont

Kuala Lumpur

29 May 25 5:00pm – 8:00pm Berjaya Times Square

Bangkok

2 June 25 5:30-8:00pm Sofitel Bangkok Sukhumvit

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.

WESTERN AUSTRALIA

The WA Division are pleased to provide details of our next two education breakfast seminars at Royal Perth Golf Club in Labouchere Rd South Perth being:

THURSDAY 15 MAY 2025

Steve Cratchley of Suncorp will talk on developments and trends in Automation with particular reference to vehicles, wineries, manufacturing and uber and Robotics with reference to cyber, liability and AI. Steve is a specialist in emerging risks with a strong focus on advanced automotive technologies, with extensive experience in researching and presenting on these topics. Globally connected in various emerging risk domains, Steve is passionate about understanding and mitigating new threats to the insurance industry and sharing his valuable insights. AICLA would like to thank Steve and Suncorp for making his time available. The early response in registrations is pleasing.

THURSDAY 24 JULY 2025

Aaron Mooney and Paul Boylan of McLarens in WA will present on underinsurance and the possible/likely impacts on a claim outcome. The topic will be in two parts with the first being the 24 July 2025 from the two loss adjusters and the second from an Insurer on how they look at underinsurance and the implications on their policy holder once it has been raised by the loss adjuster (s). The second presentation will be in early September with details to be confirmed and advised.

Aaron and Paul will provide valuable insights into their knowledge and vast experience in dealing with underinsurance particularly as it is more and more pertinent with escalating building costs combined with increases in premium and an understandable reluctance on the part of policy holders to increase the sum insured, as a result of the already increased premium cost on the existing sum insured. Even if the business interruption insurance (BI) is adequate underinsurance on the material damage (MD) component could very well impact on the BI due to the reduced settlement on the MD.

The joint presentation on both building and contents will also cover what is involved in verifying the adequacy and how this is communicated with the policy holder and explaining the possible ramifications on the clause, if applied. In addition, the differences in verification and the approach between building and contents conscious quantity surveyors are usually reluctant to be involved in contents calculations for a realistic value at risk. The appointment and use of other experts such as valuers and auctioneers in the process will also be covered. Similarly on the BI how this is verified and then discussed including the involvement of the Insured's own accountant and /or claims preparer. Finally, the reporting to the Insurer.

We as a Division are very excited about this presentation and the second part from an Insurers giving insight as to how an Insurers deals with the issue once identified.

INTERNATIONAL DIVISION

Thank You for Joining Our Recent Webinar!

A sincere thank you to everyone who attended our recent webinar. We were proud to feature expert analysis from Hawkins Singapore Associate Yang Dang, for a fascinating insight into structural failures. This will kick start a series of webinars planned in the upcoming months. Please keep an eye on our website and your emails for further details.

The global reach of AICLA's work was underscored by a special visit from Mr Pratik Karki with CEO Adrian Libke, which included a message from the Nepal Insurance Surveyors Association. During the meeting we agreed to explore collaboration to foster knowledge sharing, best practices and training opportunities. This further reinforces our commitment to international collaboration and partnerships with global organisations in our mission to promote excellence in claims handling. We're excited about the opportunities the future holds.

More webinars and international education initiatives are on the horizon — stay tuned!



NEW SOUTH WALES & ACT

NSW/ACT have agreed on a Venue for the 4th of July Annual Luncheon. The event will take place at the Four Seasons. Ticket packages are being finalised and Sponsorship opportunities are now open. The event has sold out the last Three years in a row so please book your tables and tickets early to avoid disappointment. The date of our next training session will be released very soon please keep an eye on LinkedIn and your inbox for details..

TASMANIA

The Division is working towards sourcing guest speakers and planning its next two seminars to be held on Tuesday 22 Jul 2025 and Tuesday 12 August 2025 with the AGM preceding the seminar. More detail to follow shortly.

The Division encourages members, other Divisions, Sponsors, Advertisers, like minded associations and supporters to follow the Divisions [LinkedIn page](#).

QUEENSLAND

The Queensland Division continues its strong calendar of events, recently hosting the second instalment of its popular breakfast seminar series at the Broncos Leagues Club on 16 April. Attendees enjoyed an engaging presentation by Derren Halprin, National Manager at Cowan Laser Cleaning and Media Blasting, who shared valuable insights on Emerging Methods in Restoration & Cleaning. We extend a sincere thank you to all who attended, especially given the recent surge in claims activity across Queensland.

To conclude the series, our final breakfast seminar is scheduled for 30 July—stay tuned for speaker details and registration information.

Looking ahead, our flagship education event, the Queensland Claims Convention, is fast approaching. Returning to the Pullman King George Square on 11 June, this highly anticipated convention will offer a full day of learning, discussion, and networking for professionals across the insurance claims industry. Tickets will be released shortly, so be sure to secure your place early.

For the latest event updates and ticket information, visit the Events tab on our website and follow us on LinkedIn. We look forward to welcoming you to our upcoming events!



SOUTH AUSTRALIA/NORTHERN TERRITORY

Another quiet month on the event-front in SA. At the time of reading, we would have co-hosted a well-attended networking event with our industry friends, AILA and NIBA at Electra House to maintain our ongoing connections.

Special thanks to event sponsors Johns Lyng Group and Silver Wolf Projects, your ongoing support is greatly appreciated.

Our next seminar is shaping up to be a good one! We've partnered with another industry friend, YIPS, for the 'Covered or Excluded: What Would Wayne Tank Do?' seminar to be held on Friday 30 May 2025. Tickets will be available shortly.

As announced in the March edition of LA News, the committee is thrilled to finally reveal the SA AICLA Claims Convention, to be held on Thursday 3 July 2025 at the Adelaide Convention Centre. Sponsors have mostly been locked in, and the committee is hard at work finalising the program for the day to feature the following:

- Loss Adjuster 101: What do they do? Who do they act for? Why do we need them? What do they need to know? How do I become one?
- The Claims Process: How Loss Adjusters, Brokers, Insurers and Suppliers work together.
- Back to Basics for Building: The National Construction Code; Waterproofing
- Fraud & Investigation: Red flags to look for and learn some tips and tricks from a Private Investigator
- The importance of context: Hear from keynote speaker, Brett Rutledge.

We invite all AICLA members and loss adjusting friends, and our valued broker and insurer colleagues to mark Thursday, 3 July in their calendars. We strongly encourage you to join us for what promises to be an outstanding event. Tickets and further details will be released soon — stay tuned!

NEW ZEALAND

We Want to Hear from You!

The New Zealand Division is looking to create a calendar of training opportunities and social events that truly reflect what our members want and need. But to do that, we need your input!

Do you have a particular skill you'd like to develop? A topic you'd love to learn more about? Maybe there's a guest speaker you'd like to hear from, or a workshop you think would benefit the group? We're all ears!

And it's not just about learning - we're also keen to hear your ideas for social events. Whether it's a casual get-together, a fun activity, maybe a little competition or two or something completely new, we want to make sure our social calendar is filled with events you'll enjoy.

Please take a few minutes to send us your suggestions. Big ideas, small ideas — all are welcome! Simply reach out to on our [Linkedin Page](#) or email Trina.Far@mclarens.co.nz

Let's make 2025 a year of connection, growth, and a lot of fun — together!

We can't wait to hear from you.

VICTORIA

The AICLA Victorian Division has an exciting year ahead, with a range of must-attend events planned for 2025. In addition to our headline functions, members can look forward to technical sessions and other valuable learning and development opportunities throughout the year. To ensure you don't miss out, be sure to follow the AICLA – Victorian Division [LinkedIn page](#) and subscribe to our mailing list.

Kicking off the calendar is VIC Claims & Canapés on 5 June 2025, an exclusive networking event for AICLA VIC members and their guests, including brokers, claims staff, insurers, solicitors, and corporate clients. After the overwhelming success of last year's event at Strato Melbourne, we're excited to bring it back. This is a member-only event, so if you've been considering joining AICLA, now is the perfect time. Please note that tickets will be extremely limited.

Next up is iAdjust, our all-day learning and development conference, returning on 17 July 2025. This flagship event continues to grow and is expected to attract over 200 professionals from across the insurance claims industry. With the 2025 theme of "Collaboration", attendees can look forward to a dynamic program featuring expert speakers, insightful sessions, and valuable networking opportunities. It's an ideal event for loss adjusters and claims professionals looking to stay ahead in a rapidly evolving field.

On 2 October 2025, AICLA and Women in Insurance (WII) will proudly host the fifth annual Inspiring Women event at the Crown Aviary. This uplifting celebration recognises the remarkable contributions of women in our industry and offers inclusive networking, thoughtful entertainment, and inspiring stories. Open to all gender identities, it's a highlight of the calendar and not to be missed.

We close out the year with the AICLA VIC Awards Night on 11 December 2025 at the Crown Palladium. This prestigious gala brings together over 900 guests from across Australia's insurance claims sector to celebrate excellence in loss adjusting. Now in its 10th year, the event honours outstanding individuals and organisations in five award categories. As always, guests can expect an unforgettable evening with industry leaders, special presentations, and a few surprises to mark this milestone anniversary.

With such a strong line-up of events, 2025 promises to be a memorable year for AICLA VIC. We look forward to connecting with our members and the broader industry throughout the year.

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.



A world of expertise,
a challenge like no other.



Senior Loss Adjuster - Central Otago, New Zealand

LOCATION: Central Otago, New Zealand, OTA, NZ

COMPANY NAME: McLarens Global

At McLarens, we're constantly striving for better. When people turn to their insurance in times of need, we often make the critical difference—offering calm, expert guidance exactly when it matters most. From disaster relief to marine, engineering to property damage, our work spans the globe. And, in an ever-changing world, we're constantly moving forward.

ABOUT YOU

If you are passionate about helping people, have an inquisitive mind and desire a challenging and rewarding role, this could be the opportunity you've been waiting for. If you have a track record for establishing and managing effective relationships with brokers, insurers and suppliers, superb written and verbal communication skills, and you are solutions focused, detail oriented and empathetic, then we want to hear from you!

YOUR NEW ROLE

We are looking for a Senior Loss Adjuster in Central Otago with the required knowledge, experience and attitude to manage a range of domestic and commercial insurance claims. In addition, we have growth ambitions in Central Otago, and helping us achieve this will be crucial element of the role.

The role includes:

- Delivering quality customer experiences
- Undertaking assessments based on site visits and/or documentary (including photographic/video) evidence
- Meeting with customers and suppliers; completing investigations
- Effective and timely written and verbal communication and reporting
- Management of the Insurance claim settlement process
- Establish and maintain effective relationships with brokers and insurers.

To excel in this role, you will be energetic, positive and keen to learn. It is essential that you have loss adjusting experience across different lines of business, and

advantageous that you are qualified through ANZIIF or with a similar trade/tertiary qualification; however, it will be your attitude that will make you truly successful in this role.

YOUR NEW COMPANY

Claims? Adjusting? Assessments? Sure, that's what we do, but really we are in the business of helping people. McLarens specialises in claims management and assessment services, with a key focus on customer outcomes. We care about our impact on each other and actively supporting people in their time of need. With over 2,000 employees globally, in New Zealand we have branches spanning the country, and more than 200 team members.

MCLARENS BENEFITS - IT'S ALL HERE!

- Competitive salary
- Incentive programme for staff
- Opportunity to work with cutting-edge technologies in a dynamic environment
- Supportive team culture that values collaboration
- Professional development
- Birthday leave
- Flexible working options
- Wellness benefit
- Group insurance programme
- Proactive EAP Services
- Staff tenure programme
- Access to experts and worldwide opportunities *as part of a 2000+ staff global company*

And more importantly, join an industry recognised award winning business.

If you believe you are the ideal candidate for this role and are eager to contribute to our dynamic team, don't hesitate in submitting your application today.

Apply now and join us in shaping the future of McLarens. It's all here.

Apply 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.

If you wish to advertise, please send information to adminoffice@aicla.org.

Advertisers can remain anonymous with job applicants responding direct to AICLA.