

L.A. NEWS

NEWSLETTER #244, SEPTEMBER 2025



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

This year has once again reminded us of the unpredictable nature of our world, with natural disasters and civil unrest leading to significant claims events. Most recently, Super Typhoon Ragasa impacted Hong Kong and China, while devastating earthquakes struck the Philippines. Our thoughts are with all those affected by these tragedies. These global challenges remind us of the scale of our responsibilities as loss adjusters along with all professionals in the claims process, whose expertise and commitment help communities recover, rebuild, and restore a sense of stability in times of great need.

Held on 17th of September at the Hilton Hotel in Sydney the joint AICLA/ANZIIF Claims Convention once again proved to be a highlight of our calendar. My sincere thanks go to the organisers, speakers, sponsors, and attendees for making the convention a resounding success. Each year, the event unites leaders in claims to exchange insights, provide valuable updates, and build networks that support the resilience of our industry.

Our Annual Report will soon be distributed electronically, reflecting another strong and successful year for AICLA. The Institute Annual general meeting will be held on 30th of October with details provided in the annual report. To date, 38 events have been held across our Institute, many of which have become “must attend” occasions for professionals across the industry. As we approach the final months of the year, many divisions are preparing end-of-year celebrations, and I encourage members to register early to secure their place at these increasingly popular gatherings.

I also take this opportunity to advise members that submissions for the prestigious AICLA Lifetime Achievement Award will now close on 24 October. This award honours members who have made an enduring contribution to the Institute, the profession, and their colleagues. I encourage you to consider nominating someone who embodies these values and has left a lasting impact.

Thank you to those who have updated their details ahead of the production of our widely distributed AICLA diary.

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
15 Oct	QLD Charity Race Day	Brisbane
16 Oct	WA Sundowner	Perth
31 Oct	SA/NT Annual Lunch	Adelaide
14 Nov	QLD End of Year Luncheon	Brisbane
5 Dec	WA Christmas Lunch	Perth
5 Dec	NSW/ACT Charity Race Day	Sydney
11 Dec	VIC Division Awards night	Melbourne

Produced using sustainable practices, the diary continues to be a valued resource for members and insurers alike. I also extend my thanks to those who have advertised in the Supplier Directory, which is also available through our website and can be updated online at any time.

Looking ahead, the AICLA Board will convene on 30 October, coinciding with the SA/NT Division Annual Lunch the following day. This gathering is always a highlight of the SA/NT division calendar, and I, together with my fellow Directors, look forward to connecting with members at what is sure to be another sold-out event.

Planning is also well underway for the 2026 Asia-Pacific Claims Convention (ACC26). The organising committee has begun preparing what is shaping to be an outstanding event at the Four Points by Sheraton, Patong Beach, Phuket, from 12-14 May. With the theme “*Shaping the Future of Claims in the Asia-Pacific Region*”, this convention will offer both an inspiring program and a fantastic location, ensuring a memorable experience for all who attend.

As always, I look forward to sharing more updates and initiatives with 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
Ian Woolley	Provisional	Western Australia

ELEVATIONS

NAME	CLASS	DIVISION
Tom Murphy	Fellow	Queensland
Kyle Mayfield	Associate	New Zealand
Stephen Stafford	Associate	Queensland
Varun Sharma	Affiliate	New Zealand
Matthew Cunningham	Affiliate	Western Australia

CURRENT AWARDS

Please note Friday, 24th of October is the deadline to nominate candidates for this year's **AICLA Lifetime Achievement Award**. This is a prestigious award, and we expect to receive many worthy nominations which will be considered by the Board in October.

ELEVATIONS AND POST NOMINALS

The criteria for the various classes of membership are set out in the Qualifications and Rights for Classes of Membership. If you meet the elevation criteria, please complete an **Application for Elevation** and ensure you complete a **CPD record sheet**. The password is **aicla2018**.

The following are guidelines for members regarding the use of AICLA post-nominals. Full details of the use of postnominals and the requirements for the different classes of membership are outlined in the **Qualifications and Rights for Classes of Membership**.

Affiliate: AICLA (Aff)

Associate: ACLA

Fellow: FCLA

Provisional members and Ordinary members (legacy membership class) are not eligible to use post-nominals but may state they are Provisional members of AICLA or Ordinary members of AICLA.

Associates and Fellows who maintain CPD accreditation are also eligible to use the term "Chartered Loss Adjuster". Details of CPD requirements are outlined in the **CPD Information Sheet**.

NON-MEMBER MAILING LIST

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

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.

CLAIMS CONVENTION 2025 (CC25)



CC25 was held on 17 September at the prestigious Hilton Sydney, marking the first time the convention was hosted at this venue and it proved to be the perfect setting. The event attracted over 350 delegates and featured an outstanding lineup of presenters, with overwhelmingly positive feedback received from attendees.

Our sincere thanks go to the organising committee, sponsors, delegates, and the Hilton Sydney staff for their invaluable contributions to making CC25 such a success. A special acknowledgement to our Platinum Sponsor, Ambrose Construct Group, and Gold Sponsors, Bentino and RIC Solutions, for their generous support.

Given the success of this year's event, we're excited to share that discussions are already underway to return to the Hilton Sydney for CC26.

Stay tuned for updates – we look forward to welcoming you next year! To access the full photo gallery from CC25 **click here...**

SOUTH AUSTRALIA / NORTHERN TERRITORY



The energy in the room said it all – our inaugural ‘Back to Basics’ conference was an overwhelming success. With more than 110 attendees, it wasn’t just another get-together, but a landmark moment: the first event of its type ever held in our state.

From start to finish, the conference brought together claims professionals from the wide-ranging variety that is insurance. The high level of engagement confirmed what we already knew: the appetite for collaboration, professional growth, and forward-looking discussion in our industry is stronger than ever.

None of this would have been possible without the generosity of our sponsors, whose support ensured the event’s success and impact. A heartfelt thank you also goes to all the attendees who actively participated; your presence and contribution turned a vision into a reality.

But above all, the biggest and most sincere thanks belong to the Division Committee. It was their blood, sweat, and tears, along with the countless hours, determination, and commitment, that transformed an ambitious idea into a truly exceptional event.

This conference belongs to all of us; we’d love your help to

shape the next one together. Got feedback? A brilliant idea? A dream speaker? Send it through! Your suggestions will help us design an even bigger and better event in 2026.

Still buzzing from the success of our conference, we’re already gearing up for the next highlight of the year – our Annual Lunch! This year’s event is extra special as we welcome the AICLA Directors, with the lunch aligning perfectly with the Board of Directors Meeting.

Tickets are officially on sale; the members-only pre-sale has wrapped up, and now it’s open to all – but be quick! Once tickets are gone, they’re gone for good!

You don’t want to miss out on this event – this year’s keynote speaker, Shayna Jack OAM OLY, will take us on an extraordinary journey of motivation and resilience. A story of being knocked down, rising stronger, and ultimately succeeding on the world stage. Shayna’s experience is more than just a tale of personal triumph; it’s a powerful reminder that setbacks are not the end, but often the beginning of something greater. Attendees can expect to walk away energised, challenged, and ready to face their own hurdles with fresh determination.

We can’t wait to see you there!

NEW SOUTH WALES / ACT

The newly elected NSW Committee recently held their first council meeting, end of year events planning was in full swing, with the council already brainstorming some great educational offerings for 2026. We do welcome any suggestions you may have on topics that you would like to see covered in upcoming educational sessions. Please email the Secretary via nswdiv@aicla.org with your suggestions.

Another very successful educational seminar presented by Jonathan Liberis and Joshua Black of Wotton + Kearney was held on the 25th September 2025. The much requested topic of ‘Basis of Settlement’ was extremely interesting and informative with around 200 attendees joining the session on line.

Keep an eye out for upcoming announcements for our next educational seminar.

Tickets are now on sale for this year’s Annual End of Year Charity Race Day which will be held on Friday, 5 December 2025, a big thank you to our sponsors:

Platinum: Abril

Fashions On The Field: Statewide Building & Restorations Group, Riverwall, Johns Lyng Group

Gold: Midcity, Steamatic, Beacon Building Services, Arc Projects

The event will be held at The Exclusive Area of Randwick Racecourse known as the Stables – this area is not open to the public and is exclusive to AICLA on the day. This area has fantastic views from the Moët and Chandon Champagne Bar and the Stables views of the city skyline. All monies from this event will be donated to Tribal Warrior, a very worthwhile charity helping local kids and families. Numbers for the event this year will be limited, so buy your tickets now to avoid disappointment. There will be prizes on the day for fashions on the field so please dress to impress. This race day has proven to be a great end of year event for Adjusters and Industry colleagues, we can’t wait to see you there to celebrate the year that was.

QUEENSLAND

The highly anticipated Annual Charity Race Day is almost here and we're excited to announce that tickets are now Sold Out!

This year, proceeds will be equally shared between two incredible causes: Share the Dignity and Men's Shed. As always, there will be fantastic raffle prizes up for grabs, with 100% of profits going directly to charity.

A special thank you to our generous event sponsors, their support will be recognised nationally during their sponsored race on the day.

We're also pleased to announce that tickets for our End of Year Lunch are now available to members. Join us once again at The Star Brisbane on Friday, 14 November, for a memorable celebration to close out the year.

For full event details and the latest updates, visit the Events

tab on our website and follow AICLA QLD on LinkedIn. We look forward to seeing you at one of our 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...](#)



MEMBERS ADMINISTRATION REMINDERS

To access Member forms please use password **aicla2018**.

CHANGE OF DETAILS

Keeping your contact information up to date ensures you continue to receive important updates, event invitations, and physical mailings, including the annual AICLA Diary.

To assist us in maintaining accurate records and to allow follow-up if needed (e.g. bounced emails or job changes), we encourage members to provide:

- Current postal address (Business preferred)
- Secondary/personal email address (not for publication)
- Personal mobile number, if different from work (not for publication).

You can update your details via the online form on our website, [available here](#), or simply email any changes to adminoffice@aicla.org.

MEMBER ELEVATIONS

Interested in elevating your membership class? *The Qualifications and Rights for Classes of Membership (QRCM)* outlines the criteria and entitlements for each level.

If you're ready to apply for elevation, please complete the online elevation form [available here](#), and ensure your

submission includes:

- A completed CPD form showing 30 CPD points for the year
- Copies of relevant qualifications, including full academic transcripts (particularly for those applying for Associate level)

If you're unsure about your eligibility or need clarification, feel free to contact us at adminoffice@aicla.org.

CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

All practising members are required to undertake continuing professional development and accumulate 30 CPD points annually (1 January – 31 December). One hour of qualifying activity equals one point.

CPD is self-assessed and may be subject to random audits. You do not need to submit **CPD forms** unless applying for elevation or requested during an audit. We recommend completing your CPD form each year and saving a copy locally for your records.

Staying current with your details and CPD helps you get the most out of your AICLA membership and supports the professional standards of our industry.



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.