

L.A. NEWS

NEWSLETTER #245, OCTOBER 2025



FROM THE INSTITUTE PRESIDENT, DARRELL STOPS

Dear Members,

I'm humbled and excited to be the AICLA President having been elected at the AGM in Adelaide on Thursday 30 October 2025.

At the outset I would like to acknowledge the outgoing President Nicholas Ackers for his efforts in the past two years. He has been a constant guiding and steadying influence in what has been a transitional period. Mr Ackers had the unenviable job of following one of our most successful and passionate presidents Mr Glyn Lloyd who was in the role for an unprecedented three years. During the tenure of Mr Ackers there was also the change of CEO to Adrian Libke.

The two worked very well together and diligently in acting in the best interests of AICLA. They both deserve credit and recognition in what continues to be very challenging and rapidly evolving times for our profession. Mr Ackers is also one of our longest serving directors and a notable past Chair in Tasmania. A massive thank you from the board and I to the two of you for your hard work and efforts. Well done. Adrian

continues to be our CEO and has gained experience, contacts and increased knowledge in the role. I look forward to working with him.

Before I acknowledge the new board and office bearers, I would also like to thank Mr Andrew Khoo as International Director for his work and involvement over six years. The role of international Director has its unique challenges with the Division having members from a number of countries predominantly in South East Asia being Malaysia, Indonesia, Hong Kong, Thailand, Singapore, Vietnam and the Philippines. Andrew Khoo has worked hard in the role and deserves credit for this with membership continuing to grow and the Asian Claims Conventions increasingly a stand out and not to be missed event on the industry calendar.

The new office bearers for 2025/2026 are:

PRESIDENT	Darrell Stops
DEPUTY PRESIDENT	Colin McEnergy
EXECUTIVE MEMBER	Trina Far
EDUCATION DIRECTOR	Glyn Lloyd
SECRETARY / TREASURER	Adrian Libke
DIRECTORS	Michael Brock Nish Chandra John Pereira Samantha Sharp Budi Maharesi

There was a very positive directors meeting either side of the AGM on the 30 October 2025 and a clear understanding on the part of everyone to be committed to growing and developing the institute for the benefit of members.

A massive shout out to the SA / NT committee for their luncheon at the Adelaide Oval on Friday 31 October. They kindly invited the Directors to the lunch. What a privilege with the event being an outstanding success. The Adelaide Oval is stunning with the function room having views across the oval, the recognition of the sponsors in signage leading into the room, the decoration of the tables, the quality of the food and the service all well above average.

There was then Wayne Phillips as the MC (was trying to bring this reference to him at 159 words but couldn't manage it) and Shayna Jack as the key-note speaker. Wayne scored 159 runs on debut for Australia and people do not have a chance not to be reminded of this when he is speaking.

Shayna Jack is a presence in every sense. She had the room captivated with her story of strength, courage and resilience

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
14 Nov	QLD End of Year Luncheon	Brisbane
27 Nov	Christmas Breakfast	Wellington
27 Nov	Christmas Breakfast	Auckland
4 Dec	Christmas Breakfast	Christchurch
5 Dec	WA Christmas Lunch	Perth
5 Dec	NSW/ACT Charity Race Day	Sydney
11 Dec	VIC Division Awards night	Melbourne

presented with open emotion and honesty. She is very impressive mentally, physically and emotionally and one could not help being caught up in her story and the emotion behind it.

The SA/NT Chair Ms Sam Sharp supported by her committee did a sterling job and this showed in how the event played out. A massive well done for the effort made in holding the event with over 230 guests present. Finally, a big thank you to sponsors which enabled the event to be presented in the style and format it was. Cannot finish this reference without birthday wishes (again) to Sam Sharp who celebrated her birthday on the day of the event.

Life membership was bestowed on Michael Davies at the directors meeting and announced at the lunch. Michael has been heavily involved in AICLA for many years at different capacities and particularly in the education space. He has been integral in the drafting of papers, modules and loss adjusting courses. Many people working as loss adjusters have benefited from his knowledge and expertise and his willingness to pass this on to others. There is not a more worthy recipient of life membership of AICLA. Looking at Michael's reaction to the news on the day shows what life membership means to him.

In concluding I commit to making myself available to members and being involved in division events as well as speaking to other associated organisations and loss adjusting companies to promote the benefits of the Institute, being a member and critically a member who is involved in the Institute. More and more the human involvement in all relationships is the point of difference.

Yours in loss adjusting,

Darrell Stops, President – AICLA

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

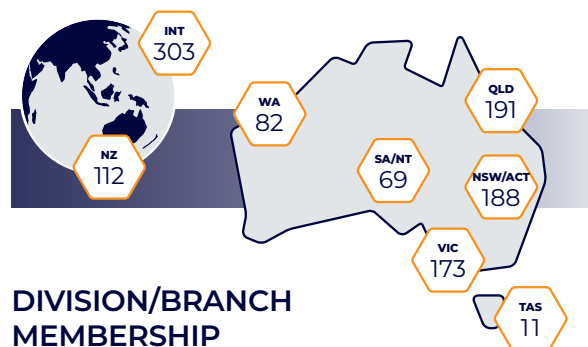
NAME	CLASS	DIVISION
Clarance Chong Chin An	Affiliate	Int. Malaysia
Garth Kotze	Affiliate	New Zealand
Matt Donnelly	Affiliate	Victoria
Scott McNeill	Affiliate	Western Australia
Cameron Barratt	Provisional	New South Wales

ELEVATIONS

NAME	CLASS	DIVISION
York Tian (Harold) Lim	Fellow	Int. Thailand
David Cook	Fellow	Queensland
Ivan Li	Associate	Int. Hong Kong
Thanadet Kaewurai	Associate	Int. Thailand
Dorothy Cheung	Associate	Queensland
Laura Hart	Associate	Queensland
Chloe Hughes	Affiliate	Western Australia

ANNUAL REPORT

Our 2024/25 Annual Report is now live on the AICLA website. The report showcases another fantastic year for the institute. A few highlights include a steady membership of 1,129 with 108 new members joining, record enrolments in the Diploma of Loss Adjusting, a record number of events held across the institute and a strong financial result to close out the year. ***Click on the Annual Report cover*** to explore the full report and what we achieved together in 2024-25.



ANNUAL GENERAL MEETING

The AICLA annual general meeting was held in Adelaide on the 30th October 2025 at the Hilton Hotel Adelaide. The following positions were confirmed at the meeting:

PRESIDENT	Darrell Stops
DEPUTY PRESIDENT	Colin McEnery
EXECUTIVE MEMBER	Trina Far
EDUCATION DIRECTOR	Glyn Lloyd
SECRETARY / TREASURER	Adrian Libke

CURRENT AWARDS

The candidates for this year's AICLA Lifetime Achievement Award were reviewed by the Board last week, and the winner will be announced shortly. As always, there was a fantastic group of worthy contenders for this prestigious award and we look forward to announcing the truly deserving honouree in next month's LA News.

The Carey Bird Scholarship scenario has also recently been distributed to members, with submissions closing on 20 November 2025. I'd like to extend my sincere thanks to the legendary Tony Morgan of Sedgwick for preparing this year's scholarship scenario.

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**.

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.

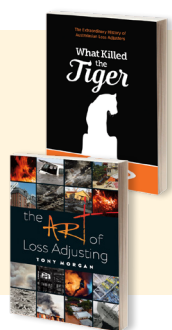
NON-MEMBER MAILING LIST

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

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...**



ASIAN CLAIMS CONVENTION 2026 – ACC26

Preparations are well underway for the Asian Claims Convention 2026, to be held at the Four Points by Sheraton, Phuket, Thailand, from 12–14 May 2026.

We're delighted by the strong sponsor support already secured and are looking forward to an outstanding lineup of speakers exploring the theme '**Shaping the Future of Claims in the Asia-Pacific Region**'.

The convention brings together claims professionals from across Asia, Australia, New Zealand, and beyond, offering a premier platform for professional development, knowledge sharing, and networking.

Spanning two full days, the program will include a welcome cocktail function, Day 1 Convention sessions, a Gala Dinner, and Day 2 Convention sessions. Following the record attendance at ACC25 in Osaka, Japan, we're excited to welcome even more members to join us in beautiful Phuket for what promises to be an exceptional event.

SOUTH AUSTRALIA / NORTHERN TERRITORY

Editor's note: This article was written ahead of the SA/NT Annual Lunch and Board meeting by our ever-efficient Division Chair, whose proactive planning ensures everything runs seamlessly, even before the celebrations begin!

As we go to print we're in the final stages of putting together our Annual Lunch at the prestigious Adelaide Oval, marking the final event on this year's busy calendar.

The room will no doubt be filled with great conversation and a shared sense of pride in what our profession has achieved over the past twelve months, and particularly for our Division which has enjoyed one of its biggest and most successful years yet!

The Board of Directors will also be meeting in Adelaide to coincide with the annual lunch, and it will be an honour to have the Board attend our event. A fantastic opportunity to showcase the strength and professionalism of our local members and introduce them to the sponsors who so generously support our institute.

We're also looking forward to hearing from our keynote speaker, Shayna Jack, whose story of resilience and determination is sure to resonate with us all. Shayna's message will serve as a timely reminder of the persistence, adaptability, and teamwork that sit at the heart of what we do as loss adjusters, all qualities that help us navigate complex claims and support our clients when it matters most.

A huge thank you to our sponsors for your continued support throughout the year, it has helped shape every event we've held into the big successes they were! And yes, we'll be knocking on your doors again soon as we start planning for an even bigger year ahead.

We can't wait to celebrate with you all at Adelaide Oval, a fitting way to wrap up an awesome year and set the tone for next – no pressure!

WESTERN AUSTRALIA

A Sundowner was held at The Aviary in Perth CBD on Thursday 16 October 2025. It was decided there was no key note presenter for this event unlike previous years and simply an opportunity to chew the fat and network. This was appreciated by the members and guests in attendance. A big thank you to the sponsor for the event Steamatic and in particular Jeff Linn and Jake Pantas. Steamatic and Jeff Linn as state manager continue to be great supporters of AICLA in WA.

Our annual Christmas lunch on Friday 5 December 2025 has again sold out. This year, for the second year, the event is to be held at Anzac House in St Georges Terrace Perth with views over the CBD and Government House gardens. It is a spectacular location.

It is a three course Christmas fare lunch with 4 hour premium beverage package in the fifth floor function room

followed by sponsored drinks in the first floor RSL Bar. The key note speaker is gold medal Olympian Steven Bradbury of “*Last Man Standing*” fame. We are told he is highly entertaining and happy to recount the story in detail.

Sponsors were keen to be involved and this year we have a record number of sponsors for an AICLA event in WA being:

- | | |
|-------------------------------|-------------------------|
| – MLB | – Johns Lyng Group |
| – WA Insurance Builders | – ATTAR |
| – Midcity Group | – Burgoynes |
| – Construct Services | – Steamatic |
| – Sequel Consulting Engineers | – Silver Wolf Engineers |
| – Western Building | – RIC Solutions |

A massive thank you to all 12 sponsors and for those who have been involved since events have been sponsored in WA and our new sponsors this year being Sequel Consulting Engineers and RIC Solutions. We would not be able to hold the type and quality of event without your support and involvement.

QUEENSLAND

Our Annual Charity Race Day was another incredible success! The event sold out well in advance and delivered a fantastic day of racing, networking, and generosity by all in support of two very worthy causes: *Share the Dignity* and *Qld Men's Shed*.

We're thrilled to share that, thanks to the generosity of our members, guests, and sponsors, over \$17,000 was raised for these two charities. A huge thank you to the Queensland council to ensure the day ran smoothly and to everyone who contributed, purchased raffle tickets, and helped make the day such a memorable occasion.

Our gratitude also goes to our event sponsors, whose

support was televised nationally during their sponsored race on the day. Your ongoing commitment helps make this event possible each year.

Next up, we turn our attention to our End of Year Lunch, returning to The Star Brisbane on Friday, 14 November. Tickets have officially sold out, and we can't wait to celebrate with everyone at what promises to be another fantastic event to close out the year. We also look forward to meeting our mystery international guest speaker!

For event highlights and updates, visit the Events tab on our website and follow AICLA QLD on LinkedIn. For the full photo gallery of the Race day [click here...](#)



NEW SOUTH WALES / ACT

It may be the end of the year, but the NSW/ACT Division council has been hard at work planning events to end the year on a high note.

First up we have our last educational offering of the year, Dale Carnegie will be running an online offering of their - The Future of Communications. If you were fortunate to attend this years AICLA/ANZIIF Claims Convention you would be able to attest to the value of this offering in building on one of the most important soft skills – communication. Dale Carnegie have updated the offering to be a practical and interactive session online, and we welcome everyone to join, even if you have participated before.

When: 11 November 2025,
3:00pm – 4:00pm

How To Register: Links will be emailed to members and advertised on our LinkedIn in coming weeks.

To round out the year we have our highly anticipated annual Charity Race Day on 5 December 2025 at Royal Randwick. Not only is this a great opportunity to celebrate the year that has been with our industry colleagues, but all proceeds will be donated to two very worthwhile charities, **Tribal Warrior Aboriginal Corporation** and the **NRL Indigenous Youth Teams**. We wanted to take a moment to share a small insight into the great work Tribal Warrior do, and how our donations help.



Tribal Warrior is a non- profit community organization dedicated to empowering Aboriginal and Torres Strait Islander communities in the Redfern and Sydney area and relies on the community for both practical and financial support. Whilst it original started with maritime training

as a way of offering local men dual opportunity of cultural engagement and finding employment, they have since expanded to offer programs that support youth, men, women, ex-offenders and families. Their various social, cultural and fitness programs focus on education, employment, crime prevention, and cultural preservation, which has helped Tribal Warrior strengthen Indigenous identity, reduce disadvantage, and create long-term opportunities for Aboriginal and Torres Strait Islander people in Sydney.

MEMBERS ADMIN 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.

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.

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.



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.