



L.A. NEWS

NEWSLETTER #249, MARCH 2026



**FROM THE
INSTITUTE PRESIDENT,
DARRELL STOPS**

Dear Members,

What an exciting and busy month it has been since the last edition of LA News. It is hard to believe that when you are reading this, it is halfway through my first AICLA term in office.

These four weeks have been described by some as a listening tour and by others as a period when feedback has been requested through meetings, conversations and a survey. Firstly, regarding the survey of members, which closed on 20 March 2026, we thank everyone who participated. The number of members who responded is very encouraging and we are now considering the information and opinions provided. This will be disseminated to directors for discussion and agreement with the divisions for change and/or reinforcement of how we do things. Results and feedback will be provided through LA News in the next couple of months following discussions with directors and divisions. The survey has been enhanced with feedback gained from meetings with McLaren, Sedgwick, Technical Assessing and Crawford.

By the time you are reading this, we will have met with Mark Thompson of Charles Taylor Adjusting. The CEO of AICLA, Adrian Libke, and I met with Marty Wicht of McLaren, Simon Kay of Sedgwick, David Cambridge of Technical Assessing and Jonathan Hubbard of Crawford, and we sincerely thank them for their time and candour. The genuine feedback received in terms of how we are seen, what we do well and what we can improve is appreciated and will be considered. The common response was positive and all want AICLA to continue to grow and play a critical role in the loss adjusting profession, particularly regarding education, experience, training and networking. All made comments about education sessions and greater involvement from loss adjusters and insurers in presenting the sessions.

What was also reinforced by all was the ongoing need for human involvement, and this being a significant point of difference, starting with the initial site visit, through to further meetings and telephone calls, rather than pro forma emails or reports which add nothing other than checking off time frame requirements. This is acknowledged as a GICOP requirement, but our communication needs to be more than simply ticking



a box. That is another point of difference.

One interesting story which resonated with me was the difference attitude and enthusiasm can make when considering an individual for a position. I do believe this would apply to all jobs, but certainly the position of a loss adjuster. It appeared that a person had fallen on hard times and was working as a bus driver in Glasgow, Scotland, with some of his routes covering, shall we say, some of the more interesting parts of the city. The person was university educated but had stopped working in their profession for undisclosed reasons. They applied for the position of entry-level loss adjuster in the UK and there was reluctance on the part of some to employ the person. However, the person was given the opportunity and they are now thriving. This largely is believed to be as a result of attitude and enthusiasm, as well as their desire to succeed. Applying the skills of being a bus driver in Glasgow to minimise disruption, prevent escalation, defuse situations and deal with the myriad personalities of people has helped this person immensely in developing into a sought-after loss adjuster handling all types of claims, scenarios and personality types. It does raise an interesting question: can attitude and enthusiasm be taught and/or developed?

Adrian Libke and I met with Andrew Hall of the ICA and he reinforced that the current focus of ICA is delivery on the General Insurance Code of Practice and insurance coverage for flood zones and weather-prone areas. The ICA has little direct contact with loss adjusters but is very conscious of complaints and the increasing customer awareness and advocacy. He reiterated that his clients (insurers) are always looking to improve performance, responsiveness, coordination and outcomes, and this relates to all service providers.

In addition, we met with AiBEC in Brisbane and the meeting was informative and positive. Present at the meeting were Tony Libke, Deniz Bekir and James McIntosh of AiBEC, and Adrian Libke, Glyn Lloyd and myself from AICLA. AiBEC's focus is the quality of reporting by an appropriately qualified and experienced person. AiBEC was formed in May 2024 out of concern about reliance on experts' reports which were not of a sufficient standard and were found wanting when challenged through IDR and, more critically, AFCA. They see value in working with AICLA where the loss adjuster is working with the "right" expert for that claim. AiBEC is a very vocal advocate for change in how experts are appointed and then relied upon. They are strong supporters of the view that loss adjusters have a key role to play in these types of claims in ensuring the right and correct outcome is achieved.

A big shout out to Division Chair Michael Brock and his Queensland Division for the very successful networking sundowner at the Pig N Whistle in Fortitude Valley on Thursday 26 February 2026, which I had the pleasure of attending. The night was well supported by members and sponsors and I enjoyed meeting people for the first time and catching up with others from years ago. Numerous positive comments were made about the Queensland Division and how they conduct events, and the variety of events with a good focus on education.

I also acknowledge the success of the NSW Division in raising over \$30k for Indigenous charities in NSW and the ACT from their Charity Race Day in early December 2025. Division Chair of NSW and Deputy President, Colin McEnery, is to be congratulated for his time and energy in promoting this event. From numerous discussions with Colin recently, the focus of the NSW Lunch in July will be raising money for education sessions, with part proceeds to be donated to agreed and worthy charities. I hope to meet with Colin and some of the charities when next in Sydney.

Another very successful event was the third IWD (International Women's Day) Lunch in Perth on Friday 6 March 2026. Some 150 guests attended and people I spoke to were already looking to attend and/or sponsor the lunch next year. Kendall Whyte of Blue Tree Project is a ripper and still speaks with genuine emotion about the suicide of her brother, how the painting of blue trees started, the formation of the charity and the work they do to prevent suicide, which predominantly affects males. If you have the opportunity, please attend one of her presentations; if not, look at her website and/or donate to her charity. A great initiative from the organisers of the lunch, Mel Turley and Aaron Mooney, was the inaugural WA AICLA IWD Award recognising the role of women in the insurance industry and associated industries. The four finalists were Alison Jobson of AON, Kirsten Swinburne of MLB, Rhiarne Honeybun of Bay Building and Kate Thompson of Restorx. All were worthy finalists and humbled to be nominated. Kirsten Swinburne also spoke at the start of the lunch about what it meant to her and for Major Loss Builders (MLB) to be the major sponsor of the event. Despite her reference to being nervous, she spoke beautifully and with sincerity about the day and the involvement of MLB. In a very close-run contest, Kate Thompson won the Award and it was clear to all what the

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
16 Apr	WA Member-Only Dinner	Perth
22 Apr	QLD Breakfast Seminar	Brisbane
12 May	ACC26 – Asia-Pacific Claims Convention	Phuket, Thailand
26 May	TAS Seminar & Networking	Hobart
Early June	SA/NT Seminar & Demonstration	Adelaide
10 June	QLD Claims Convention	Brisbane
14 July	TAS Seminar & Networking	Hobart
29 July	QLD Breakfast Seminar	Brisbane
7 Aug	SA/NT Claims Convention	Adelaide
11 Aug	TAS Seminar & Networking	Hobart
9 Sept	CC26	Sydney
Mid Sept	SA/NT Recovery Seminar	Adelaide
13 Nov	QLD End of Year Luncheon	Brisbane
Nov	SA/NT Annual Luncheon	Adelaide

award meant to her. In her acceptance speech, she was humble, emotional and genuine in thanking the people who had supported her and the opportunities the industry had given her over the past 20-plus years.

The programme for the Asian Claims Conference in Phuket from 12–14 May 2026 is finalised and early bird registration closes on 10 April 2026. I encourage all to consider attending what should be a quality conference, with great networking as well as an opportunity to stay at the Four Points by Sheraton in a world-class resort location.

Invitations to members in Vietnam, Hong Kong, Malaysia, Singapore and Indonesia will be sent out shortly advising of meetings when Adrian Libke and I will be attending in May 2026. As previously mentioned, I'm excited about the opportunity to meet, listen and present to members at these events.

The next LA News will talk at length about the Directors' Meeting in Perth on Thursday 16 April 2026 and the further planning for the Claims Convention in Sydney on Wednesday 9 September 2026 - please save the date for the Claims Conference.

Finally, we encourage you to keep an eye on the events page of the AICLA website, as all divisions are busy with planned events where tickets can be purchased, and planning further events with several "Save the Dates" noted.

Yours in loss adjusting,

Darrell Stops
President – AICLA

APRIL BOARD MEETING

The next AICLA Board of Directors meeting will be held in the beautiful city of Perth, coinciding with a special WA Members' Dinner at the iconic ANZAC House.

This exclusive member event provides WA members with a valuable opportunity to meet the Board of Directors, connect with fellow AICLA members, and enjoy an evening of conversation and networking. Guests will be treated to a four-course dinner with paired wines at ANZAC House on Thursday, 16 April 2026.

The evening will begin with a presentation from Insurance News Managing Director, Andrew Silcox, who will speak on the Wellbeing Survey: "I Work in Insurance - Don't Hate Me!"

This will be followed by dinner and the opportunity to meet the AICLA Directors and CEO, ask questions, and engage in discussion in a relaxed and collegial setting.

AICLA WA

MEMBERS & DIRECTORS DINNER



Thursday 16 April ANZAC House

Members are invited to a special function including an educational talk, dinner with paired wines, and networking

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Michael Chen	Affiliate	Int. Malaysia
Goh Beng Soon	Affiliate	Int. Malaysia
Jim Yew Wai Mun	Affiliate	Int. Malaysia
Ong Beng How	Affiliate	Int. Malaysia
Ken Wong Kien Cheong	Affiliate	Int. Malaysia
Arne Eisfeld	Affiliate	Int. Singapore
Chelsea Hodder	Affiliate	Queensland
Sarah Dawes	Affiliate	New Zealand
Braden Moselen	Affiliate	New Zealand
Dondo Gautama	Affiliate	Int. Indonesia
Kazuyoshi Nagamatsu	Affiliate	Int. Japan
Adam Fruewirth	Provisional	Victoria
Meg Moorcroft	Provisional	South Australia
Earl Danielle Ong	Provisional	Int. Philippines
Shavisa Shavanapanya	Provisional	Int. Thailand

ELEVATIONS

NAME	CLASS	DIVISION
Nicholas Dench	Fellow	NSW/ACT
Nguyen Ngoc Thanh	Fellow	Int. Vietnam
Damon Roberts	Associate	Tasmania
Marvin Chia Song Bai	Associate	Int. Singapore
Joe Kwok	Associate	Int. Hong Kong
Romy Abbott	Associate	Queensland
Peach Ratanamaneephan	Affiliate	Int. Thailand
Tom Dixon	Affiliate	New Zealand
Athra'a Elias	Affiliate	Victoria



ACC26

SHAPING THE FUTURE OF CLAIMS IN THE ASIA PACIFIC REGION

PHUKET, THAILAND | 12-13-14 MAY 2026

The final touches in preparing for the Asia-Pacific Claims Convention 2026 are now underway as we look forward to gathering at the Four Points by Sheraton, Phuket, Thailand, from 12-14 May 2026. We are delighted by the strong early support from our sponsors, whose backing is helping to shape what promises to be another outstanding event.

We are also pleased to confirm that the Convention program is now finalised. The Organising Committee has developed a dynamic and forward-looking agenda centred on this year's theme, "Shaping the Future of Claims in the Asia-Pacific Region." Delegates can expect engaging discussions, expert insights and practical perspectives on the evolving claims landscape across our region.

Building on the record-breaking success of ACC25 in Osaka, the Convention will once again bring together claims professionals from throughout Asia, Australia, New Zealand and beyond. It continues to strengthen its reputation as one of the region's leading platforms for professional development, knowledge exchange and meaningful cross-border collaboration.

The two-day program will feature a vibrant Welcome Cocktail Function, comprehensive Convention sessions across Days 1 and 2, and the much-anticipated Gala Dinner, always a highlight of the event calendar.

With anticipation continuing to build, we look forward to welcoming delegates to beautiful Phuket for what is shaping up to be another memorable Convention experience.

Secure your place soon via the **AICLA website**. Early Bird Registrations close on 10 April.

NEW SOUTH WALES/ACT



The first networking event of the year was held on Thursday, 26th of March at the Grace Hotel and was a strong success. The event sold out ahead of time and saw one of the strongest adjuster firm turnouts in recent memory.

Thank you to all who attended and to our sponsors for their continued support. Events like these thrive because of your involvement.

With thanks to our sponsors:

- Abril Building Solutions & Restorations
- Ezy Projects
- Construct Services
- C+M Build Group
- Riverwall Constructions
- Cowan Restoration Group
- Loop Logics

SAVE THE DATE – ANNUAL LUNCHEON

For those who missed the recent event, more opportunities are on the way. Please save the date for our Annual Luncheon on Friday, 3 July 2026. Further details will follow. Sponsors interested in supporting the luncheon are invited to register their interest with the division secretary.

A key focus for the committee this year is investing in the development of our industry colleagues and supporting community initiatives within NSW/ACT. We are pleased to announce that a portion of luncheon ticket proceeds will be directed toward new initiatives:

- Future educational events and training seminars for members.
- A Members-only event.
- Australian Sports Foundation– First Nations Youth Development & Cultural Camp in the ACT.

EDUCATIONAL OFFERINGS

This month marked the start of our education and event program for the year, beginning with our webinar on proximate cause presented by Jonathan Liberis and Jacob Cooney of Wotton + Kearney. We thank Jonathan and Jacob for delivering an informative session supported by relevant

case studies and clear, practical examples. The presentation drew strong engagement, with approximately 280 attendees contributing to a lively discussion. A recording will be issued to members shortly for those who were unable to attend or wish to revisit the session.

The NSW/ACT council, together with industry experts from several adjusting firms, met on the 26th of March to plan a series of adjuster led presentations that will commence shortly.

As we continue shaping this year's educational program, members are invited to submit topics of interest for future seminars by contacting nswdiv@aicla.org. Member input is highly valued and directly informs our planning.

SOUTH AUSTRALIA/ NORTHERN TERRITORY

We're excited to share the success of our inaugural Women in Insurance event, in collaboration with Johns Lyng Group, and what a way to introduce the event to our annual calendar! The event sold out quickly, highlighting strong industry support to shine the light on the amazing women in our world, and the energy on the day delivered. There were great conversations, empowering stories shared by our guest of honour, Bree Brock, and a real sense of pride and honour for how far women have come.

The feedback has been overwhelmingly positive, with many attendees already looking forward to next year's event!

A big thank you to our collaborating partner, Johns Lyng Group, and our guest speaker Bree Brock (Brisbane Lions AFLW Head of Football) for helping make the event such a success.

Now we look ahead to what's next, and final details for our first seminar on Privacy & AI will be released shortly (we've had to reschedule from the previously advertised date of 2 April 2026) and we're pleased to confirm the our second ever Claims Convention will be held on Friday 7 August 2026 at the Adelaide Convention Centre, one to keep firmly on the calendar.

Your SA/NT Division Committee is motivated and passionate to elevate the profile of loss adjusting and reinforcing its value across the industry as our role is essential to maintain integrity of the claims process. Through leadership, advocacy and engagement, the Committee is focused on ensuring the profession is recognised for the expertise, independence and critical thinking it brings, particularly as the landscape continues to evolve.

We strongly encourage the support and input of our members in driving this forward. If you have any suggestions, initiatives or simply want to get involved, please reach out to the Committee.

Together, our impact will be stronger to elevate the profession's visibility and importance, rather than being considered irrelevant.

QUEENSLAND



Queensland's first educational event of the year was highly anticipated and very well attended. We were pleased to welcome Dr Adrian Grosvenor of ATTAR, who delivered an engaging presentation on Corrosion Failures at the beautiful Victoria Park venue.

We extend our sincere thanks to our valued sponsors for their generous support of the entire Breakfast Seminar Series:

- **Silver Wolf Projects**
- **ARC Projects**
- **RCC National**
- **Tallan Group**
- **NLR Restoration**

Our next breakfast seminar will, sadly, be our final event held at the iconic Victoria Park venue before it closes permanently to make way for Olympic Games infrastructure. On 22 April, David Low of Sedgwick will present "Equipment and Machines – Tales of Engineering Claims." We hope many members will join us to mark the end of an era at this much-loved venue.

Excitement is also building for the Queensland Claims Convention (QCC), to be held at the Pullman Brisbane King George Square on 10 June. Your registration will include access to the half-day conference, morning tea, and a networking lunch—making it an unmissable event on the industry calendar.

Keep an eye on our website for ticket releases, and be sure to follow AICLA QLD on LinkedIn for the latest updates and announcements.

We look forward to welcoming you to our upcoming events.

WESTERN AUSTRALIA

The third annual International Women's Day Luncheon was hosted by the WA Division and was held at the Duxton Hotel, St Georges Tce, Perth.

We wish to thank Kendall Whyte, Founder & CEO of the mental health charity, Blue Tree Project, as our keynote speaker. She provided an insightful and pertinent presentation on the importance of mental health awareness for ourselves and those around us, especially in the current times. The story of triumph over tragedy and her vulnerability in sharing her story is testament to the topic she was presenting.

The attendees enjoyed a beautiful three course lunch in the Grand Ballroom and the event was thoroughly enjoyed by the attendees.

We also would like to hugely congratulate Kate Thompson of Restorx on her well-deserved win of the International Women's Day Award and acknowledge the other nominees for their tremendous contribution and impact in the insurance industry.

The WA Division values the support and acknowledges our sponsors:

Platinum: MLB

Gold: WA Insurance Builders, Kennedys, McLarens, and Silver Wolf Projects.

To Access the full photo gallery please [click here...](#)



NON-MEMBER MAILING LIST

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

MEMBERS ADMIN REMINDERS

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 is helpful to have multiple avenues of contact so we can follow up if 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:

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

Please use the online form on our website, *available here*, or alternatively, send us an email outlining any changes to adminoffice@aicla.org.

MEMBER 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 showing 30 CPD points 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.

CPD

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.



**SHAPING THE
FUTURE
OF CLAIMS
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PACIFIC REGION**

12-13-14 MAY 2026

REGISTER NOW

FOUR POINTS BY SHERATON PHUKET PATONG BEACH RESORT, THAILAND



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.