

L.A. NEWS



FROM THE INSTITUTE PRESIDENT, DARRELL STOPS

Dear Members,

I write this edition having returned from the Anzac Day Dawn Service at the State War Memorial in Kings Park, Perth. 25 April is such a special day for all New Zealanders and Australians, commemorating the sacrifice, endurance, mateship, courage and resilience of not just our Anzacs in World War 1 but all our service personnel over the past 111 years in war, natural disasters and peacekeeping operations.



The Directors' Meeting was held in Perth in mid-April and the day was busy discussing membership, meetings with ICA, ANZIIF and loss adjusting houses, past and planned division activities, education, future conventions in Asia and Sydney, and the completed members survey, combined with the integral networking of the directors over dinner. The meetings achieved a great deal and the feedback from Directors was very positive in terms of the growth and direction of AICLA. I will talk more on this later in this article.

A big shout out to International Chair, Budi Maharesi, who has been terrific in promoting AICLA in Asia, with membership in the International Division increasing from 294 in September 2025 to 321 in March 2026. The growth is across all levels, with 10 new Associate level members, 11 Affiliates, 5 provisional and 1 fellow. There are also an increasing number of students enrolled in the loss adjusting course, and education in these countries will be a continued focus driven by Budi and supported by the Directors and CEO.

I am excited about the Asian Claims Convention (ACC) in Phuket, with a record number of delegates from 13 countries attending the event. Each year the ACC continues to grow and we did think after last year in Osaka this would be an ask, but we have surpassed the number from last year attending, some weeks out. Again, Budi Maharesi and the Organising Committee deserve credit and recognition for achieving this.

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
8 May	SA/NT Seminar & Networking	Adelaide
12 May	ACC26 – Asia-Pacific Claims Convention	Phuket, Thailand
18 May	Vietnam Members' Meeting	Ho Chi Minh
22 May	Hong Kong Members' Meeting	Hong Kong
25 May	Malaysian Members' Meeting	Kuala Lumpur
26 May	TAS Seminar & Networking	Hobart
26 May	Singapore Members' Meeting	Singapore
28 May	WA Breakfast Seminar	Perth
29 May	Indonesia Members' Meeting	Jakarta
4 June	Tas Seminar & Networking	Hobart
Early June	SA/NT Seminar & Demonstration	Adelaide
10 June	QLD Claims Convention	Brisbane
11 June	VIC Inspiring Women	Melbourne
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
28 Aug	QLD Trivia Event	Brisbane
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

The ACC is followed by visits from Budi Maharesi, CEO Adrian Libke and I to Ho Chi Minh, Hong Kong, Kuala Lumpur, Singapore and Jakarta. Details of these events are on the AICLA website and we encourage members from each country to attend these events, if at all possible. Registrations are open. I look forward to meeting as many members as possible at these events. Congratulations to Krishal Mishra of McLarens (Fiji) for winning the Diploma Prize and Syd McDonald Award for high

achievement in completing the Diploma of Loss Adjusting. This is a noteworthy achievement and deserving of recognition.

In our recent survey, 93 members responded, which I am told is an exceptionally high number compared to past surveys and what is seen as a positive response to any survey. The summary of feedback is that the greatest value of being a member of AICLA is professional recognition and the credibility associated with membership, followed by opportunities for networking and professional connection, education and professional development.

Regarding education, there is a strong desire for expanded technical training, face-to-face sessions with adjusters and insurers presenting, as well as flexibility for online webinars or seminars. Members see AICLA as an important professional body but believe there is an opportunity to strengthen technical leadership, industry influence and support for the next generation of loss adjusters.

What is very pleasing to the Directors is the relatively small volume of negative comments. The responses were generally positive, indicating high levels of satisfaction with AICLA's current activities and direction. We are certainly listening regarding the points made about education sessions, more presentations by adjusters and insurers, and lifting the profile, recognition and value placed on the difference a loss adjuster can make.

A summary of findings from the survey, as requested, will be provided to the loss adjusting houses and we again thank the people we spoke with for their time and candid input. The comments made in the meetings are consistent with the detail provided in the survey. We again encourage all members to be involved in their Institute and any loss adjusters reading this to seriously consider joining if they are not a member and being a part of what we are trying to achieve together as a profession.

Regarding the latter half of the year, events are being planned by all Divisions, and these will be appearing on the Events Page of the AICLA website over the coming weeks. We again point out this feature of the website as a source of detail about planned events.

Thanks are due to Adrian and Rebecca Libke for organising the logistics of the Directors' Meeting in the recently opened Hyde Hotel, the smooth coordination of the meetings and the dinner on the Wednesday night.

A highlight following the Director meeting was the WA Members Dinner on Thursday night at Anzac House, which opened with a presentation from Andrew Silcox, Managing Director of Insurance News, on their recent survey under the heading "I Work in Insurance – Don't Hate Me". Andrew is a very accomplished speaker and presented the topic while adding his own personal touches. Resilience, mental agility, attitude and enthusiasm in an ever-changing climate and increasing consumer awareness were the takeaways of the survey.

This set up the evening with input from a wine educator about the pairing of wines with the food being served on each course. Finally, the evening was capped off with the open-air balcony providing views of the Perth CBD, overlooking Government House gardens, the Swan River and St George's Terrace. Hopefully the evening gave everyone there, especially interstate and international guests, a lovely taste of Perth, a chance to speak to WA members, Directors and the CEO, and take home some lasting memories.

We look forward with enthusiasm and excitement to the ACC and the five meetings in Asia during May. Details will be provided in the next edition of LA News.

Finally, continue to make a difference in your work and be proud of what we are achieving.

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
Fred Meng	Provisional	Int. China
Sonia Liu	Provisional	Int. Hong Kong
Clement Choo Koh Chih	Provisional	Int. Malaysia
Mark Joseph R. Pabilonia	Provisional	Int. Philippines
Gilbert Cassion	Provisional	Int. Philippines
Loh Jia Shin	Provisional	Int. Singapore
Nattanon Kanjanawong	Provisional	Int. Thailand
Antoinette Dalton	Provisional	New Zealand
Mochammad Achsani	Affiliate	Int. Indonesia
Boby Prasetyo	Affiliate	Int. Indonesia
Teddy A Siahaan	Affiliate	Int. Indonesia
Octavianto Ekadinata	Affiliate	Int. Indonesia
Rezy Rizal Lutfi Waskito		
Nugroho	Affiliate	Int. Indonesia
Made Arcana	Affiliate	Int. Indonesia
Lestari Windiastuti	Affiliate	Int. Indonesia
Helmy Adam	Affiliate	Int. Indonesia
Dedy Irawan	Affiliate	Int. Indonesia
Kuswanto	Affiliate	Int. Indonesia
Leni Silvana	Affiliate	Int. Indonesia
Hamdy Muharir	Affiliate	Int. Indonesia
Nur Edy Baskoro Ariyanto	Affiliate	Int. Indonesia
Rizki Fajar Ramadhan	Affiliate	Int. Indonesia
Oscar Hariman	Affiliate	Int. Indonesia
Edy Rolan Napitupulu	Affiliate	Int. Indonesia
Rio Darante	Affiliate	Int. Indonesia
Fajar Santoso	Affiliate	Int. Indonesia
Riyadhi Anggono	Affiliate	Int. Indonesia
Ngatmin Harjo	Affiliate	Int. Indonesia
David Hotma Hamonangan	Affiliate	Int. Indonesia
Lim Chit Kee	Affiliate	Int. Malaysia
Mak Chien Yew	Affiliate	Int. Malaysia
Fernando Jessie James Lim	Affiliate	Int. Singapore
Jagjote Singh	Affiliate	Int. Singapore

ELEVATIONS

NAME	CLASS	DIVISION
Lisa Court	Associate	New South Wales
Cat Rondon	Associate	New Zealand
Shaun Badenhorst	Associate	Queensland
Romeo Zoghbi	Associate	Western Australia
Shavisa Shavanapanya	Affiliate	Int. Thailand
Charlie Thomson	Affiliate	Victoria
Adam Fruewirth	Affiliate	Victoria

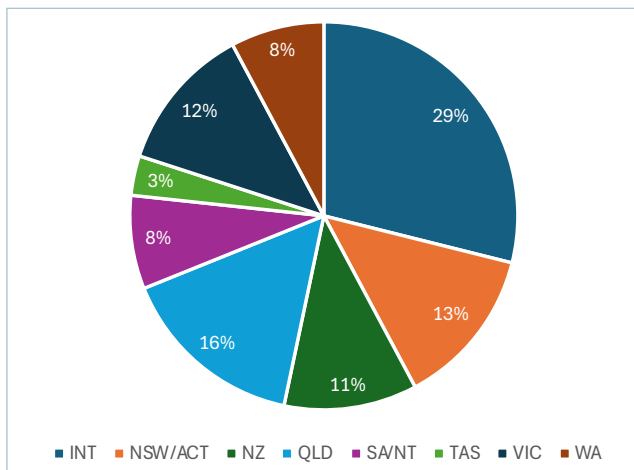
MEMBER SURVEY RESULTS

The 2026 AICLA Member Survey was conducted to better understand members' experiences and identify opportunities to strengthen the Institute's services and future direction. The survey was distributed to 1,110 members, with 93 responses received. While the response rate was modest, the sample reflected a broad cross-section of AICLA's Divisions and membership classes, providing a useful snapshot of member perspectives.

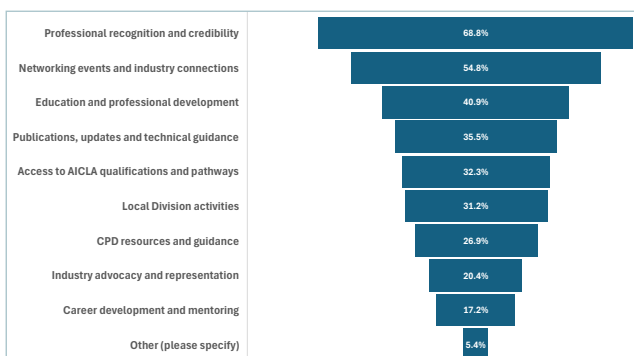
The results reaffirm that professional recognition and credibility remain the most valued benefits of AICLA membership, closely followed by opportunities for networking and professional connection. At the same time, members expressed strong interest in expanded technical education and structured CPD opportunities, including webinars, workshops and case-based learning. There was also clear support for mentorship initiatives for early-career adjusters and stronger industry advocacy to promote the value of qualified loss adjusters to insurers, brokers and regulators.

Members highlighted the importance of flexible engagement, favouring hybrid models that combine the accessibility of online learning with the relationship-building benefits of in-person events. Overall, the survey reinforces AICLA's important role as the professional voice of loss adjusting, while identifying opportunities to strengthen technical leadership, professional development pathways, and engagement across the broader claims industry.

RESPONSES BY DIVISION:



VALUED ASPECTS OF MEMBERSHIP:



The Asia-Pacific Claims Convention 2026 is now sold out, and anticipation is building as we prepare to gather at the Four Points by Sheraton in Phuket, Thailand, from 12–14 May 2026.

Following the record-breaking success of ACC25 in Osaka, this year's Convention will once again bring together claims professionals from across Asia, Australia, New Zealand and beyond. The event continues to strengthen its reputation as one of the region's leading forums for professional development, knowledge sharing and cross-border collaboration.

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

We look forward to welcoming delegates to beautiful Phuket for what promises to be another outstanding and memorable Convention experience.

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 Darrell Stops, CEO Adrian Libke, and International Division Chair Budi Maharesi will be visiting Ho Chi Minh City, Hong Kong, Kuala Lumpur, Singapore, and Jakarta.

These events will provide valuable updates on AICLA activities, including a case study presentation, information on the Diploma of Loss Adjusting, membership pathways, and the organisation's future direction. Each meeting will run for approximately 2 hours and will 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 on the city convenient to you below:

HO CHI MINH

18 May 2026 5:30pm - 8:30pm Sofitel Saigon Plaza

HONG KONG

22 May 2026 12:30pm - 2:30pm Novotel Century Hong Kong

KUALA LUMPUR

25 May 2026 5:00pm - 8:00pm Berjaya Times Square

SINGAPORE

26 May 2026 4:00pm - 7:00pm Amara

JAKARTA

29 May 2026 10:00am - 1:30pm Fairmont

VICTORIA

The Victorian Division commenced the year with its first educational session on 26 March 2026, which attracted approximately 30 attendees despite challenging weather conditions on the evening. The session featured Anand Javaji and Marco Soto from Envista, who presented a detailed case study relating to a claim involving 1 Nicholson Street. The presentation explored issues arising from the testing of a building maintenance unit in a non-serviceable position on the track, providing valuable insights into the complexities of the matter. The case highlighted a number of challenging aspects, including design engineering considerations, heritage overlay requirements, asbestos involvement, and ongoing maintenance works, prompting a highly engaging discussion among attendees.

Looking ahead, the Victorian Division has a full calendar of events planned for 2026, offering a mix of professional development and networking opportunities for members:

11 JUNE 2026	<i>Inspiring Women Event</i>
JULY 2026 (TBC)	<i>Educational Series (Soft Skills)</i>
6 AUG 2026	<i>iAdjust 2026 & AICLA AGM</i>
SEPT 2026 (TBC)	<i>AICLA / AILA Joint Event</i>
OCT/NOV 2026 (TBC)	<i>Educational Series (Case Study / Technical Topic)</i>
10 DEC 2026	<i>AICLA Awards Night</i>

The Division looks forward to welcoming members throughout the year and continuing to deliver events that support professional learning, collaboration, and connection within the Victorian loss adjusting community.

SOUTH AUSTRALIA/ NORTHERN TERRITORY

It's been a slow start to the year for SA/NT on the education front sadly, with our first seminar regrettably delayed until Friday, 8 May 2026 to be held at the Alma Tavern. Dr Mark Giancaspro will be presenting on Privacy & AI, an ever-evolving environment and important consideration that is required in today's world, in particular the claims world.

Tickets are available online and we encourage our members and claims staff to come along to what will no doubt be another enlightening presentation by Mark.

Your SA/NT Committee continues to plan our second Claims Convention to be held on Friday, 7 August 2026 at the Adelaide Convention Centre. The theme will be 'A Total Loss' focussing on flood claims with a variety of guest speakers and topics to be explored. We are excited to build on the success of our inaugural Claims Convention last year and look forward to announcing the format and topics of the day very soon.

As always, we welcome and strongly encourage your feedback on what you'd like to see your committee develop to present as we continue enhancing and promoting the institute and our profession, together.

TASMANIA



We were pleased to host our first AICLA event on 10 March 2026, with over 50 registrations and a fantastic response from all who attended.

A sincere thank you to our guest speakers for sharing their insights:

- **Craig Maxwell** – Fire Scene Examiner, Pyrrhus Pty Ltd
- **Nicholas Lamanna** – Mechatronics Engineer & Fire Investigator, ATTAR
- **Alison Hay** – Principal, Barry Nilsson Lawyers

We also extend our appreciation to our sponsors:

- **Platinum Sponsor** – Cowan Restoration Group
- **Gold Sponsors** – Steamatic & Tas Precision Property Claims Pty Ltd
- **Silver Sponsors** – ARC Projects, Fairbrother & Johns Lyng Group

SAVE THE DATE: Our next event will be held on 4 June 2026.

Further details available on our LinkedIn page and website. Ticketing to be announced soon.

The Division congratulates Damon Roberts from Sedgwick on attaining his Associateship. Additional congratulations to Damon as he commences his parental leave!

NEW SOUTH WALES/ACT



The NSW/ACT committee have been continuing to discuss and plan our education and event program for the year, and we're excited to share initial details of events and presentations we have in store for the remainder of the year.

We're pleased to confirm that the AICLA lunch has been agreed. **Please Save the Date: Friday, 3 July 2026.**

The lunch will be held at the Four Seasons Sydney. Sponsorship opportunities will open next week, and this event is expected to sell out. Members are encouraged to secure tickets early, with the first release available exclusively to members and sponsors. Dates for the first release ticket sales will be announced via our LinkedIn.

We soon be announcing our next educational offering, being

a soft skills development session with our expert training partners Dale Carnegie.

This session will focus on practical communication and relationship building skills relevant to the adjusting profession, with further details to follow.

In addition, the committee is currently developing a program of adjuster led presentations, which will commence shortly. These sessions are designed to share practical experience and insights from across our membership.

Please also save the date for the AICLA Annual Charity Race Day with Australian Turf Club, scheduled for the first Friday in December. Further details will be shared once arrangements are finalised.

Details on an upcoming members only event will be shared shortly.

To view the latest event gallery from our March Networking Event, [click here...](#)

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, 28 MAY 2025

Dr Adrian Grosvenor of ATTAR is providing his presentation on *'From Fault to Responsibility: Plumbing Failures Made Clear'*.

Dr. Adrian Grosvenor is the General Manager of Engineering Consulting and Principal Engineer at ATTAR, one of Australia's leading specialist firms in materials testing, forensic engineering, non-destructive testing (NDT), and asset integrity services. With nearly 15 years of experience as a materials engineer, Dr. Grosvenor has built a strong reputation for conducting complex forensic investigations and root cause analyses across a wide range of industries and asset types in both Australia and Germany. His expertise spans failure analysis, corrosion assessment, fire damage investigations, structural integrity, and engineering consulting for insurance, legal, and industrial sectors.

AICLA would like to thank Adrian and ATTAR for making his time available. The invitation has recently been sent, and we are keen to see a strong response from our members and supporters what will be an interesting and informative session pertinent to everyone within the insurance claims sector.

THURSDAY, 16 JULY 2025

Jenavee Poggioli of Gallagher is providing her presentation on all things claims broking and the role of the broker in the claims process.

Jenavee Poggioli is a highly regarded insurance professional and Senior Claims Advocate at Gallagher, recognised for her expertise in claims management, client advocacy, and complex insurance resolutions across Australia. With a strong focus on delivering the best possible outcomes for clients, she has built a reputation for combining technical claims knowledge with a practical, people-focused approach that supports businesses through challenging loss events and insurance disputes.

In 2024, Jenavee received significant industry recognition after winning the Sedgwick-partnered NIBA Claims Broker of the Year Award, a prestigious acknowledgment of excellence within Australia's insurance broking profession. Gallagher leadership publicly highlighted the award as validation of the strength and quality of its claims team, underscoring Jenavee's standing as a leading professional in the field.

We as a Division are very excited about this presentation and especially in how brokers and loss adjusters can support each other in working together to bring about the best claim outcomes for their clients.

QUEENSLAND



Queensland's latest breakfast seminar was our final event to be held at the iconic Victoria Park venue before it closes permanently to make way for Olympic Games infrastructure. On 22 April 2026, David Low of Sedgwick presented *'Equipment and Machines – Tales of Engineering Claims.'* The session attracted a fantastic turnout on the day.

Excitement is also building for the Queensland Claims Convention (QCC), to be held at the Pullman Brisbane King George Square on 10 June 2026. 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.

Tickets are now available for members. General ticket sales will open shortly.

We look forward to welcoming you to our upcoming events.

NON-MEMBER MAILING LIST

[Sign up here](#) to receive LA News and notification of upcoming events.



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.