



L.A. NEWS

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FROM THE INSTITUTE PRESIDENT, DARRELL STOPS

Dear Members,

I am humbled and forever grateful to be in the position of President, writing this article from a hotel in Hong Kong, a few hundred metres from Victoria Harbour, catching glimpses of the iconic Star Ferry plying its trade between Hong Kong Island and Kowloon. By the time you will be reading this article, the visits to selected countries in Asia in the International Division will be over but, at the time of writing, we have enjoyed the Asian Claims Convention (ACC) in Phuket and had member presentation meetings in Ho Chi Minh City and Hong Kong.

I continually have had to pinch myself when meeting members, prospective members, people working for industry associations, insurers and brokers in the first two weeks of the Asian tour, of the role Adrian Libke as CEO, Budi Maharesi as International Chair and I have. It is so pleasing to hear and see what AICLA means to so many people and how important the Institute is seen to members as a body promoting our profession, providing education opportunities in a variety of forms, networking events and of course the ACC in Asia.

The theme of my presentations at the member meetings is the “Importance and Relevance of Loss Adjusting Today”. Some time is spent explaining our role and the difference we can bring to the coordination, management and outcome of a claim. It is reinforced we need to add value and demonstrate what we can achieve by being appointed. This is our knowledge, experience, understanding of the policy wording, awareness of the experts to appoint when required, interpretation of reports, the increasing awareness of how important communication is and how this is undertaken with all parties, determination of the policy response and quantum, the quality of our reporting, the overall management of the claim and timeliness.

Critically, the presentation references complacency and what has been an expectation on the part of some, that work will continue to be given to loss adjusters and there will be an endless supply of appointments appearing in an inbox. As we

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
4 June	Tas Seminar & Networking	Hobart
10 June	QLD Claims Convention	Brisbane
11 June	VIC Inspiring Women	Melbourne
3 July	NSW/ACT Annual Luncheon	Sydney
14 July	TAS Seminar & Networking	Hobart
16 July	WA Breakfast Seminar	Perth
29 July	QLD Breakfast Seminar	Brisbane
6 Aug	iAdjust	Melbourne
7 Aug	SA/NT Claims Convention	Adelaide
11 Aug	TAS Seminar & Networking	Hobart
21 Aug	NZ Conference & Awards	Auckland
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

know in Australia and New Zealand, this is changing and we need to be aware of promoting our profession and clearly demonstrating the “point of difference” we bring to ensure we as a profession are relevant and continue to play a critical part. We all have a role to play in this.

Halfway through my first year, my enthusiasm and passion for AICLA and what it means to me continues. Hopefully this comes across to people I meet when talking about what we can achieve, especially with loss adjusters becoming members, progressing through the levels of membership and being actively involved in attending meetings, talking about us and being involved in local Divisions.



When talking about the ACC, I do not want to sound like the President of the International Olympic Committee (IOC) when closing an Olympic Games and talk about the “best” Convention ever, especially as this is my first. However, the initial feedback has been so positive and my thoughts on the cocktail function on the first night, the two days of events and the dinner are that the entire programme was a resounding success. The venue and people involved were outstanding and this was mentioned at the event. I again thank them and the ACC Organising Committee for producing the outcome we did. Their time and hard work paid off in spades. Planning is already underway for next year’s ACC in Vietnam with discussions with stakeholders and consideration of venues in Vietnam. Please mark the calendar early for mid-May 2027. The event will be a ripper and not to be missed.



In the member presentation meetings, I had spoken to people prior as to what to expect but nothing can compare to being involved. At the meetings in Ho Chi Minh City and Hong Kong, it was clear what it meant to the people attending to be a part of AICLA, meeting the CEO, International Division Chair and me and hearing what AICLA is doing and planning. The hospitality and friendship shown is something which I shall remember for a long time and I’m sure I will be saying the same about the meetings to come in Kuala Lumpur, Singapore and Jakarta in the next edition of LA News.

Finally, please keep in touch with your local Division and/or check the AICLA website about upcoming events. The Claims Convention in Sydney on Wednesday 9 September 2026 is close to being finalised and a preliminary brochure will be published shortly providing more detail. Again, please save the date.

Yours in loss adjusting,
Darrell Stops
President – AICLA

NON-MEMBER MAILING LIST

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

ASIA-PACIFIC CLAIMS CONVENTION 2026 (ACC26)

A heartfelt thank you to all members, sponsors, presenters and delegates who joined us for the highly successful 2026 Asian Claims Convention in Phuket. The Convention was met with overwhelmingly positive feedback, with attendees enjoying not only the outstanding educational programme and networking opportunities, but also the hospitality and friendship shared throughout the event.

A special highlight of the Convention was the presentation of two prestigious AICLA awards. The Carey Bird Scholarship Certificate was presented to Martha McGorman, who chose to receive her award at ACC26 and also joined the speaker line-up as a member of the panel discussing AI in Claims. Ian McWalter was also deservedly honoured with the Lifetime Achievement Award in recognition of his outstanding contribution and longstanding service to the loss adjusting industry, and also served as moderator of the same panel.

The Organising Committee, presenters, sponsors and everyone involved in delivering the Convention are to be commended for their hard work and dedication in producing such a successful event.

We now look forward with excitement to the 2027 Asian Claims Convention in Vietnam and encourage members to keep an eye out for further details in the coming months. We hope to see you there for another outstanding Convention experience.



PRESIDENT'S ASIA MEMBER MEETINGS

The International Division recently completed a dynamic series of member meetings across Asia, with AICLA President Darrell Stops, CEO Adrian Libke and International Chair Budi Maharesi visiting Ho Chi Minh City, Hong Kong, Kuala Lumpur and Singapore following the Asian Claims Convention in Phuket. At the time of writing, the Jakarta meeting was still to come.

These well-attended sessions brought together members and prospective members for insightful updates on AICLA initiatives, interactive case study presentations and valuable information on the Diploma of Loss Adjusting and membership pathways. President Darrell Stops also highlighted the importance and ongoing relevance of loss adjusting in today's environment, together with the need to continue promoting the profession and demonstrating the value loss adjusters bring to the claims process.

The discussions also offered a forward-looking view of AICLA's plans for continued growth, education and member support throughout the region.



NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Harley Henebery	Provisional	Queensland
Apisak Chinkhot	Provisional	Int. Thailand
Nattapon Panyasiroj	Provisional	Int. Thailand
Christian Tatang	Affiliate	Int. Indonesia
Nova Amriko	Affiliate	Int. Indonesia
Yosias Lasut	Affiliate	Int. Indonesia
Hadi Widyanto	Affiliate	Int. Indonesia
Sahat Panggabean	Affiliate	Int. Indonesia
Harlan Novera	Affiliate	Int. Indonesia
Omar Koswara	Affiliate	Int. Indonesia
Yani Sianipar	Affiliate	Int. Indonesia
Dikariosa Sabirin	Affiliate	Int. Indonesia
Edi Mardiansyah	Affiliate	Int. Indonesia
Nicholas Turner	Affiliate	Queensland
Samuel Marihot Siregar	Affiliate	Int. Indonesia
Heru Triyono	Affiliate	Int. Indonesia
Muhamad Saufi bin Mohd Taupik	Affiliate	Int. Malaysia
Sompong Suriwong	Affiliate	Int. Thailand

ELEVATIONS

NAME	CLASS	DIVISION
Alex W K Loo	Fellow	Int. Singapore
John David Burmeister	Fellow	Victoria
Josh Kim Walters	Associate	Victoria
Arisandi	Associate	Int. Indonesia
Michael Ford	Associate	New South Wales
Susannah McIntosh	Associate	New Zealand
Herliska I Marpaung	Associate	Int. Indonesia
Garrick Kevin Pahl	Associate	New South Wales

NEW SOUTH WALES/ACT

Upcoming Annual Luncheon – 3 July | Tickets Selling Fast

Tickets are now on sale for the AICLA NSW/ACT Annual Luncheon on 3 July at the Four Seasons Hotel, Sydney, and are selling quickly.

This popular event is expected to sell out again, so we encourage you to secure your place early.

We're also pleased to confirm guest speaker Joe Williams. Joe is a highly sought after speaker and mental health advocate, with a background as a high-level professional athlete and a nationally recognised leader in motivation and wellbeing education. His work spans published books, global documentary features, and academic roles including Adjunct Associate Professor, bringing both lived experience and evidence-based insight to his presentations.

This year, the luncheon is proudly raising funds for the Australian Sports Foundation (ASF).

With thanks to our valued sponsors:

Platinum Sponsor: Johns Lyng Group

Gold Sponsors: Beacon Building Services
Paynters
Abril Building Solutions and Restorations
Built By Haus
Loop Logics
Ezy Projects

Webinar Success with Dale Carnegie

On 27 May, we hosted a highly successful webinar in partnership with Dale Carnegie, attracting over 400 registrations.

The session generated excellent engagement and thoughtful discussion, focusing on practical ways to pause and respond with greater empathy and kindness in challenging interactions, without creating further friction. The level of participation highlighted the strong relevance of this topic across our industry.

We're pleased to share that this session is just the beginning. This educational webinar will form part of an ongoing series in partnership with Dale Carnegie, designed to build on these skills and further develop practical communication strategies tailored specifically to the challenges within our industry.

For those who were unable to attend, or who have already reached out, we're pleased to confirm that a recording will be available shortly.

Ongoing Education & Industry-Led Learning

In addition to this collaboration, the NSW/ACT committee is continuing to invest in adjuster-led presentations, focusing on real-life claim scenarios, key issues, and practical skill-building for loss adjusters.

These sessions are designed to share on-the-ground experience, strengthen capability across the profession, and ensure our members are equipped to navigate the evolving challenges of the industry. Further details will be announced in the coming weeks.

SOUTH AUSTRALIA/ NORTHERN TERRITORY

Our first seminar of the year was a hit, focussing on Privacy & AI delivered by the always insightful Dr Mark Giancaspro. The topic resulted in a lively and highly interactive discussion, with nearly all attendees participating in a post presentation debate about the benefits of AI versus privacy.

It was an interesting and engaging seminar, attended by an intimate group, predominantly Loss Adjusters.

Your SA/NT committee are in the final stages of locking in our next seminar focussing on another hot topic, waterproofing! The seminar will (hopefully) include a live demonstration and all details will be revealed shortly.

Sponsorship opportunities are now available for the SA/NT Claims Convention, confirmed for Friday 7 August 2026.

After the success of our inaugural full-day education-based convention last year, selling out with over 100 in attendance, we're looking forward to another successful convention this year.

The format of the day will be a 'copy and paste' of last year however, the subjects and experts presenting will be different and just as engaging.

Please feel free to send any and all suggestions to sadiv@aicla.org.au to help us help you!

WESTERN AUSTRALIA

There have been 88 guests register for our upcoming breakfast seminar to be held on 28 May 2026 at the Royal Perth Golf Club. Our guest speaker Dr Adrian Grosvenor of ATTAR, will be providing his presentation on "From Fault to Responsibility: Plumbing Failures Made Clear".

Shortly we will be reaching out to the builder's, suppliers, and assessing houses with sponsorship opportunities for our Christmas Function this year which will be held again at Anzac House. Our guest speaker this year is David Boon, Australian cricketing legend. Boonie was a match referee, former cricket commentator and international cricketer whose international playing career spanned the years 1984–1996. Boonie should bring a tonne of laughs to the day with hilarious stories of his time on the team, and I'm sure of the antics they got up to.

Please look out for the emails for the sponsorship opportunities, as I'm sure, as with every year, it's going to be a highly sought-after event on the AICLA calendar, and it is always a fantastic way to wrap up the year for all.

Our next breakfast educational presentation will be held on Thursday, 16 July 2026, with our guest speaker Jenavee Poggioli, Claims Manager of Gallagher Insurance Brokers. The link to purchase tickets for this event will be sent out shortly.

QUEENSLAND

The Queensland Claims Convention, our flagship education event, is just around the corner. Returning to the Pullman King George Square on 10 June, the Convention has attracted overwhelming interest and is now officially sold out, promising a full day of learning, industry insights and valuable networking opportunities for insurance claims professionals.

We are delighted to welcome Professor Peter Grete as keynote speaker. A highly respected foreign correspondent with more than 25 years' experience, Peter was imprisoned in Egypt for 400 days while reporting on the political crisis. He will share his remarkable story of resilience, survival and the lessons learned from his experience.

To join the waitlist for additional tickets, please email adminoffice@aicla.org.

To wrap up our 2026 breakfast seminar series, members are encouraged to save the date for the final session on 29 July. Further details regarding the guest speaker and registration information will be released shortly.

Looking ahead, the Queensland Division AGM will be held on 28 August at the iconic Brisbane City Hall. As tradition dictates, the meeting will once again be followed by our popular and fiercely competitive Trivia Night, always a highlight on the Division calendar.

For the latest event updates and registration details, visit the Events page on the AICLA website and follow the Queensland Division on LinkedIn. We look forward to seeing many members at these upcoming events.

VICTORIA



ATTAR Event

AICLA Victoria is looking forward to another successful technical session in partnership with ATTAR, to be held on Thursday 28 May at ATTAR in Scoresby.

This year's topic is Fire Investigation and the session will include both a technical presentation and an interactive laboratory tour at ATTAR's facilities, providing attendees with valuable practical insights into the investigation process.

The event has generated the highest level of attendance and interest of any previous ATTAR/AICLA event. Initially capped at 50 attendees, tickets sold out with more than a week remaining before the event. Due to overwhelming demand, capacity has now been increased to 60 attendees, with only a limited number of tickets still available. If the remaining tickets are sold, this will mark the first completely sold out ATTAR/AICLA event.

AICLA Presents
Inspiring Women 2026

Lunch and Keynote Speaker
Alisa Camplin-Warner

Venue: Crown Aviary
Level 3/8, Whiteman Street, Southbank
Date: Thursday 11th June 2026
Time: 12pm - 3pm

Inspiring Women Event

The annual Inspiring Women event will be held on Thursday 11 June at Crown Aviary.

The purpose of the event is to showcase an inspiring woman while also providing an enjoyable opportunity for networking

and connection within the industry. This year's guest speaker is the outstanding Alisa Camplin-Warner, who made history as the first Australian woman to win a Winter Olympic gold medal at the 2002 Winter Olympics. Her achievements and career since that success continue to inspire many both within and beyond sport.

Ticket sales are expected to go live shortly, with sponsorship opportunities now open to diary advertisers. Capacity for this year's event is 250 attendees and strong interest is anticipated.

iAdjust

Planning for iAdjust is progressing well and we are pleased to confirm the event will be held on 6 August. Further details, including ticket sales, will be released shortly.

TASMANIA

Vale: George Rosevear

A lifelong industry stalwart, George started his insurance career in 1967 as a junior clerk for the Tasmanian General Insurance Office (TGIO), progressing to claims examiner and then up to in-house Assessor. With years of hard work and dedication, George was promoted to 2IC Claims Division where he served for 4 years before attaining the role of Customer Service Manager.



After a restructure in the business, George left TGIO in 1998 to venture out on his own as a Loss Adjuster, working initially just for TGIO and later developing other local and national clients. As a highly experienced independent adjuster, he joined Australian Network Adjusters in 2002, servicing the Tasmanian industry as both Adjuster and State Manager. In 2013, he became a founding member of ASTA Group, serving as an integral part of the adjusting team, as well as State Manager Tasmania and the Chairman of the Board of Directors until his sudden passing on Saturday 16 May 2026.

George was a staunch supporter of AICLA and for many years was heavily involved in committee activities for the promotion and advancement of the profession for which he loved. He was a true gentleman, absolute professional, and genuine ambassador for the loss adjusting craft. He will be missed by many colleagues and friends both personally and professionally, and his knowledge and experience will be irreplaceable.



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.