



FROM THE INSTITUTE PRESIDENT, DARRELL STOPS

Dear Members,

The month has been busy, with a “Submission to the ICA regarding the draft GICOP 2026” being forwarded, notices for Division AGMs sent out with the relevant paperwork, and each Division either holding events or having events planned for August 2026 and the remainder of the year.

Firstly, regarding the submission on the draft GICOP 2026, there was input from all Directors and considerable work from the CEO, Adrian Libke, who compiled the response after researching earlier submissions and responses and considering feedback from all Directors. We are pleased with our response, reinforcing our position on minimum education and competency expectations for those undertaking loss adjusting on behalf of clients (Insurers). At a minimum, AICLA considers loss adjusters should hold an industry-recognised qualification, such as the Certificate in Loss Adjusting Practice, or an equivalent qualification demonstrating competence in insurance principles, policy interpretation, claims investigation and loss assessment. Further reference was made to a loss adjuster’s soft skills in listening, empathy, communication and providing consistency and confidence to all parties in delivering on the claims promise. Lastly, we provided commentary on the definition of claims fulfilment providers and the role they play, as distinct from the role of a loss adjuster. We look forward to the response from the ICA and any further discussion before the revised GICOP 2026 is finalised and implemented.

As we have repeatedly said through this forum and others, such as presentations, we encourage membership of AICLA, and importantly, involvement in the Institute. Every Division would openly welcome new members joining their committee, bringing new blood, fresh ideas and enthusiasm to activities. The opportunities this brings in getting to know members, sponsors, clients and service providers, with greater understanding and knowledge gained, cannot be measured. We strongly encourage members to attend their local AGM and, if nothing else, get to know their current Committee and gain awareness of the plans for 2026/2027.

Membership is now over 1,200, with our International Division being particularly active, led by International Chair,

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
6 Aug	iAdjust	Melbourne
6 Aug	NSW/ACT Webinar	Online
7 Aug	SA/NT Claims Convention	Adelaide
7 Aug	TAS Seminar & Networking	Hobart
21 Aug	NZ Conference & Awards	Auckland
27 Aug	SA/NT Quiz Night	Adelaide
28 Aug	QLD Trivia Event	Brisbane
9 Sept	CC26	Sydney
Mid Sept	SA/NT Recovery Seminar	Adelaide
30 Sept	QLD Charity Race Day	Brisbane
13 Nov	QLD End of Year Luncheon	Brisbane
Nov	SA/NT Annual Luncheon	Adelaide

Budi Maharesi. It is no coincidence that membership in Indonesia has gone past 100 and the Division has reached 350 members in total. Well done to Budi and everyone involved at the respective country level.

I would also like to thank everyone involved at Division level, and especially those who are stepping down at their respective AGMs. There has been a significant increase in the number and quality of events held by each Division over the past 3–4 years, and this is driven by the volunteers in each Division. We should never lose sight of the fact that each person is a volunteer and is giving something back to the profession. A massive thank you to each and every one of you for the work done over the past 12 months.

Speaking of events, I was privileged to attend the NSW/ACT Charity Lunch in Sydney on Friday 3 July 2026. The keynote speaker was Joe Williams, a proud Indigenous former NRL player and founder of “The Enemy Within”. He is a very accomplished and engaging public speaker and published author, giving the sold-out room something to think about through his comments and thoughts on mental health. His three key points are for a person to move (exercise) every day,

be conscious to eat well and in moderation, and finally maintain social connections. It made my closing awkward, trying to speak whilst sucking in my stomach and pretending the glass of wine and couple of chocolates were not in front of where I was sitting at the table.

The Divisional Chair and Deputy President, Colin McEnery, spoke very well, introducing Joe and thanking him, and giving real examples of the difference between showing respect and courtesy in conversations against the impact continual aggression and lack of mutual respect has on each and every one of us, and the toll this takes. This is a real issue in recruiting and retaining people in the profession and the insurance industry. Reference was also made by Colin to the survey beautifully presented by the Managing Director of Insurance News, Andrew Silcox, in Perth in April, with the title “I work in Insurance – please do not hate me.” In the survey, there are many examples as to how people are feeling about working in insurance. As an aside, Andrew will be a keynote speaker at the NZ Conference in Auckland on Friday 21 August 2026, which has sold out. Well done to Trina Far and her committee in achieving this result.

A massive shout out to Colin McEnery, Danielle Chalmers (Secretary) and the NSW/ACT Committee in organising the NSW/ACT Charity Lunch. As I said on the day in closing, NSW/ACT are blessed to have such a committee working for them, and the lunch was top shelf in terms of organisation, presentation, speeches, quality of food and service provided by the hotel.

I was honoured to be able to represent AICLA with Adhi Buana Putra Yulisman, who is a colleague of Budi Maharesi in Jakarta, Indonesia, at a Conference of the Office of the Insurance Commission (OIC) Thailand in Bangkok on Tuesday 7 and Wednesday 8 July 2026. I spoke on the “Current Regulatory Environment in Australia” and “Catastrophe Planning with focus on TC Seroja as a case study”. Fortunately for all in attendance, Adhi spoke on “How Advanced Hardware and AI are Redefining Loss Adjusting” and gave a very informative and articulate presentation, conscious that English is his second language. Over 200

people were in attendance, with professional translators providing real-time translation of our presentations. OIC were fabulous hosts and very appreciative of our involvement in the Conference. The feedback from a survey taken at the conclusion of the Conference is incredibly positive about our involvement. Adhi and I were treated to a wonderful private dinner and tour of Bangkok as part of the Conference. We again thank OIC for their hospitality. AICLA continues to liaise with OIC, with both Institutes looking to build on recent collaboration and the developing relationship.

As mentioned in earlier LA News, we are extremely excited about CC26 in Sydney on Wednesday 9 September 2026 at the Sofitel Wentworth Sydney. The program is practically finalised, with planned topics including:

- The Rise of Strata – Complex Claims Case Study
- Cargo Spill M1 Sydney – Motor / Liability Case Study
- Tobacco Wars – Firebombing
- Claims Performance and Response for Loss Adjusters – Panel Discussion
- Right to Drive – Motor Claims
- Driving Positive Policyholder Outcomes
- Unique Elements of CAT Activity in Australia and the Accumulation Impact of Multiple Weather Events
- Fraud Detection in Claims

The Conference should be a ripper, and we strongly encourage people to book early for what will be a terrific day, with the topics locked in, as well as the opportunity to network, catch up with colleagues or meet new people during the day and over drinks at the conclusion.

We thank all sponsors for their involvement, but particularly Platinum Sponsor, Ambrose Construct Group, and Gold Sponsors, Loop Logistics and Bentino. Finally, a big thank you to the Organising Committee for all their work in bringing together such an event.

Yours in loss adjusting,

Darrell Stops
President – AICLA



AICLA/ANZIIF
CC26
 Claims Convention

AICLA ANZIIF

The Evolution of Claims

FROM RESPONSE TO STRATEGY



9 SEPTEMBER 2026
 SOFTEL WENTWORTH 61-101 PHILLIP ST, SYDNEY

CLICK HERE TO REGISTER

FINAL CALL: AICLA DIARY MEMBER DETAILS



We are currently finalising member details for the upcoming edition of the annual AICLA Diary, which will shortly be sent for typesetting.

A PDF showing the details currently held on file for you will be circulated by Head Office at the end of this week. Please review your information carefully and, if any details are incorrect, respond by email with the relevant updates.

If you no longer wish to receive a hard copy of the diary, please also advise Head Office via email.

Where possible, diaries will be mailed to your business postal address to help reduce postage costs and ensure efficient delivery.

Your assistance in keeping your membership details current is greatly appreciated.

NON-MEMBER MAILING LIST

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

MEMBERS ADMINISTRATION 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 assists us if we have multiple avenues of contact so that we can follow up should 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:

- Your current postal address (Business postal address is preferred)
- A secondary personal email address (not for publication)
- A personal mobile number if different to your business one (not for publication).

Please use the online form [available here](#) or alternatively, send through an email outlining any changes to adminoffice@aicla.org.

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 demonstrating 30 CPD points achieved 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

CONTINUING PROFESSIONAL DEVELOPMENT (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.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Syamsul M. Anwar	Affiliate	Int. Indonesia
Evri	Affiliate	Int. Indonesia
Muh.Tekwanul Muis	Affiliate	Int. Indonesia
Muhammad Andriansyah	Affiliate	Int. Indonesia
Brenden Use Welan	Affiliate	Int. Indonesia
Doan Quang Hai	Affiliate	Int. Vietnam
Nick Drake	Affiliate	New Zealand
Ged Cusack	Affiliate	New Zealand
Rhys Rohan	Affiliate	New Zealand
Stacey Jones	Affiliate	New Zealand
Robert W McGuire	Affiliate	Queensland
Sean Le Merle	Affiliate	Victoria
Jacqui Prior	Affiliate	Victoria
Susan D'Cruz	Affiliate	WA
Ka Ki Wong	Provisional	Int. Hong Kong
Yuichiro Yamada	Provisional	Int. Japan
Jun Arimoto	Provisional	Int. Japan
Sean (SungHa) Park	Provisional	Int. Korea
Sanghyuk Hur	Provisional	Int. Korea
Yongsu Kim	Provisional	Int. Korea
Mohd Syafiq Akhmal Bin Hasnol	Provisional	Int. Malaysia
Jin Sing Ong	Provisional	Int. Malaysia
R Vignesuwaran Ramachandran	Provisional	Int. Malaysia
Muhammad Hazim Bin Mohamad	Provisional	Int. Malaysia
Marc Joshua Dalena	Provisional	Int. Philippines
Jhaniver Dela Peña	Provisional	Int. Philippines
Chen, Kai Ting	Provisional	Int. Taiwan
Lofty Shih-Yao Chien	Provisional	Int. Taiwan
Pai Chuaychoo	Provisional	Int. Thailand
Ponrak Lertpeerapan	Provisional	Int. Thailand
Phongpak Sadtragoolwattana	Provisional	Int. Thailand
Pachara Soponprapaiwong	Provisional	Int. Thailand
Chanapol Vatcharobol	Provisional	Int. Thailand
Adrian Salter	Provisional	New Zealand
Rajvir Singh	Provisional	NSW
Melanie Gibson	Provisional	NSW
Amie Chigova	Provisional	NT
Tamara Robertson	Provisional	SA
Elise Newell	Provisional	Victoria
Jacob Althoff-Dowell	Provisional	Victoria

ELEVATIONS

NAME	CLASS	DIVISION
Alyce Thomson	Associate	NSW
Erika Cox	Associate	New Zealand
Janine Slinger	Associate	Victoria
Tyler Tran	Affiliate	Int. Vietnam
Hoang Huy Nguyen	Affiliate	Inte. Vietnam
Cameron Ngo	Affiliate	NSW
Andrew Chen	Affiliate	NSW
Antoinette Dalton	Affiliate	New Zealand

SOUTH AUSTRALIA/ NORTHERN TERRITORY

Our 2026 Claims Convention – A Total Loss! is just around the corner and the excitement is building!

Final preparations are well underway, and your committee is really looking forward to delivering another outstanding day of learning, collaboration and networking. This year's program features an excellent lineup of presenters, including interstate industry experts to delve into real-life claim scenarios on a number of topics, including mould remediation, business interruption and construction compliance issues.

We're ending the educational part of the day with an important session on mental health awareness, providing valuable strategies to support both ourselves and those we work with every day.

There is still time to secure your ticket, so if you haven't registered yet, don't miss out! We strongly encourage our members to invite your industry colleagues and clients to join us for what promises to be an engaging and informative day.

Our Annual General Meeting is scheduled for Thursday 27 August, and in another first for our Division it will be followed by our inaugural Quiz Night! Tickets are available online and we would love to see as many of our Members as possible at the AGM so we can hear your thoughts and ideas on what we, your committee, can do to help develop and promote loss adjusting.

We thank our generous sponsors for their support of our inaugural Quiz Night:

GOLD: AAT Group

SILVER: Johns Lyng Group

BRONZE: Bay Building Services

Looking a little further ahead, plans for our Annual Lunch are almost finalised and we're excited to announce a new venue and an intriguing and engaging guest speaker. More details will be released soon.

We can't wait to see you all over the coming weeks for what is shaping up to be a fantastic series of events!

NEW SOUTH WALES/ACT

SUCCESSFUL ANNUAL LUNCHEON

Thank you to everyone who attended the recent AICLA NSW/ACT Luncheon at the Four Season on 3 July. It was fantastic to see such a strong turnout and to reconnect with members and industry colleagues.

The event provided an excellent opportunity for networking, professional discussion and strengthening connections across the claims and insurance industry. We trust all attendees enjoyed the



afternoon and the opportunity to catch up with peers.

A special thank you to our luncheon sponsors for their continued support of the NSW/ACT Division and our members.

PLATINUM: Johns Lyng Group

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

For those who attended, or for anyone who would like to see a few highlights from the day, photos from the luncheon can be [viewed here...](#)

UPCOMING WEBINAR – 6 AUGUST 2026

Connecting the Dots – Understanding the Link Between Material Damage and Business Interruption

Connecting the Dots will examine the relationship between physical damage and resultant financial losses as insured under a Property Policy.

The session will expand upon the fundamental principles of the Material Damage Proviso, exploring relevant extensions and endorsements while highlighting the importance of establishing the necessary causal link between material damage and any resulting Business Interruption loss.

This webinar will provide valuable insights for adjusters, claims professionals, brokers, underwriters and anyone involved in the assessment of property and business interruption claims.

PRESENTED BY:

Jillian Pancott – Partner, Forensic Accounting Services

Daniel Campbell – Director, Forensic Accounting Services

DATE: Thursday, 6 August 2026

TIME: 1:00pm – 2:00pm AEST

WHERE: Online Webinar

We encourage all members to register and join us for what promises to be an informative and practical session.

[Click here to Register...](#)

ANNUAL CHARITY RACE DAY – PLANNING UNDERWAY

Planning is now underway for the NSW/ACT Annual Charity Race Day, scheduled for the first week of December 2026. The event continues to be one of the NSW Division's flagship networking and fundraising events, bringing together members and industry partners in support of a worthy cause.

Expressions of interest for sponsorship are now open. Organisations interested in supporting the event are encouraged to contact the NSW/ACT Division at: nswdiv@aicla.org

Further details regarding the event, sponsorship packages and charity partner will be released in the coming weeks.

We look forward to seeing you at our upcoming events and thank all members and supporters for their ongoing contribution to the AICLA community.

VICTORIA

ANNUAL GENERAL MEETING (AGM)

The Victorian Division Annual General Meeting will be held on Thursday, 6 August 2026, at the Melbourne Convention and Exhibition Centre (MCEC). The AGM will commence prior to the commencement of iAdjust 2026, with the conference to follow immediately afterwards. We encourage all members attending iAdjust to also attend the AGM and participate in the Division's annual business.

IADJUST 2026

Planning for iAdjust 2026 is progressing well, with an exciting program of industry speakers and educational sessions. We look forward to welcoming members and industry colleagues to another successful conference on 6 August 2026 at the Melbourne Convention and Exhibition Centre (MCEC).

QUEENSLAND

The Queensland Division's education program for the annual calendar is nearing completion, with the final breakfast seminar in the series only days away at the time of writing. Deniz Bekir, CEO and Principal Engineer at Silver Wolf Projects, will present "*The Future of Experts and Expert Reporting*", exploring the evolving role of expert witnesses and the changing expectations surrounding expert reports.

Interest in the event has been overwhelming, with registrations reaching an all-time record for a Queensland Division breakfast seminar.

Looking ahead, member tickets are now available for the Queensland Division Trivia Night, being held on 28 August at the iconic Brisbane City Hall. The evening follows the Division's AGM, providing members with an opportunity to hear about the Division's achievements over the past year, learn about plans for the year ahead, and contribute to the future direction of the Division. Following the meeting, members can enjoy an evening of networking and friendly rivalry, making it a great opportunity to reconnect with colleagues from across the industry. General ticket sales will be available next week.

For the latest event news, registration details and Division updates, visit the AICLA Events page and follow the Queensland Division on LinkedIn. We look forward to welcoming many members to our 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.