

**FROM THE
INSTITUTE PRESIDENT,
GLYN LLOYD**

Dear Member,

AICLA is embarking on its busiest and most productive time of the year. Division activities are at a high level through July and August with many notable events taking place including iAdjust in Victoria which attracted 150 attendees with a great range of speakers and topics. The Queensland division host their popular trivia event, 18th August at Tattersalls Club with tickets almost sold out. Western Australia will be hosting a breakfast in the near future with a guest speaker from the WA Department of Planning, Lands and Heritage to discuss the impacts of the Aboriginal Cultural Heritage Act 2021 on loss adjusters. The New South Wales luncheon goes from strength to strength with a new venue the Four Seasons Hotel and attendance in excess of 360 members and guests. The guest speaker was jockey Glen Boss who provided some inspirational stories following his lifetime in horse racing with his Melbourne Cup achievements, winning three consecutive races on Makybe Diva, likely never to be matched again. Feedback has been exceptional and my congratulations to the New South Wales committee for hosting such a well-received event. For all AICLA activities and to register please check the Upcoming Events.

AGMs will be taking place during August in Australia, New Zealand and Asia, we ask all members to support local divisions. A tremendous amount of work is involved in running divisions and my thanks go to the councillors and their support teams in the successful execution of the various activities conducted.

In two months, one of our flagship events CC23 takes place at the Sofitel Wentworth Sydney on the 28th September, in collaboration with our partner, ANZIIF. Speakers and topics are now finalised, and sponsorship of the event is at record levels. The feedback that has been received was listened to and the venue this time will easily accommodate 300 plus delegates in a much more spacious environment. We already have a high number of registrations and the early bird ticketing ends 31 August 2023 for those who have not yet booked please ensure you secure your tickets before they sell out.

Thanks to the CC23 organising committee (C. McEnery, N. Platt, R. Leach, B. Maruno, S. Malins., D. Gow, S. Morton, T. Libke and M. Silveira), for their hard work in organising such a prestigious event.

UPCOMING EVENTS

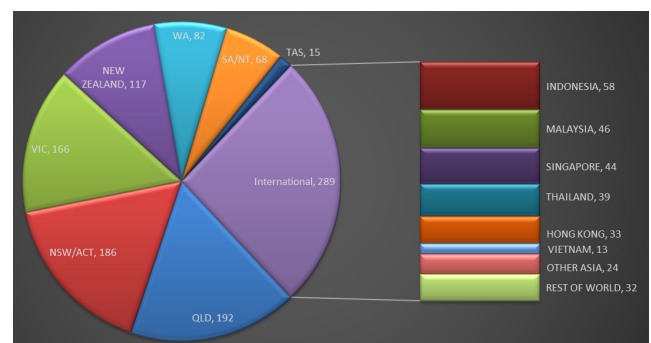
Members and guests are invited to attend the following events. For further information and to register, please click on the event.

DATE	EVENT	LOCATION
18 August	AGM & Trivia Event	Brisbane
18 August	Seminar & Networking	Adelaide
23 August	Attar Technical Session	Melbourne
21 September	AILA Technical Session	Melbourne
22 September	Luncheon	Adelaide
28 September	CC23	Sydney
25 October	Charity Race Day	Brisbane
26 October	Inspiring Women	Melbourne
17 November	Luncheon	Brisbane
24 November	Seminar & Networking	Adelaide
14 December	Awards Night	Melbourne

Subscriptions for membership of the Institute have been forwarded, if you have an outstanding invoice can you please attend to it at your earliest convenience.

When I commenced my role as president in October 2020, one of the goals I set was to increase membership to the magical figure of 1,000. I am delighted that current membership of AICLA now stands at 1120. There was a record number of new members joining in June, 33 in one month, and a further 16 in July. This growth has been due to a combination of a significant marketing campaign in conjunction with the hard work, educational activities and networking events conducted by divisions. The ongoing contribution from divisions ensures members and supporters alike benefit from Institute activities, hence the rapid increase growth in membership over the past three years.

The below chart illustrates the membership in Australia, New Zealand and Asia:



The Berjaya Hotel in Kuala Lumpur, Malaysia, has been selected as the venue for ACC24 on the 8 – 10th of May 2024. Again, following on from the incredible success of ACC23 in Bangkok the organising committee for ACC24 has been formed and in anticipation of their hard work, my thanks go out to (A. Khoo, D. Tran, P. Kaewdeangtien, B. Maharesi, N. Ackers T. Libke and T. Thangamany).

The board meeting and AGM are planned for Brisbane on 26/27 October where my tenure as president will come to an end. The board meetings generate healthy debate with the objective of improving outcomes for members.

Tony Libke CEO, Adrian Libke CEO elect, and I will be reviewing all AICLA policies to ensure that we have a sustainable association moving forward for the coming years.

The Carey Bird Scholarship scenario which this year has been written by Bill Clarke, Executive adjuster, Charles Taylor Brisbane, will be issued next week. The Carey Bird Scholarship is a claims scenario in which the applicants are to submit a report and show their knowledge and expertise on the topic, a Building Construction Dispute. The Scholarship commenced in 2013 and is in recognition of Carey who tragically lost his life while working in Christchurch during the earthquakes in 2011. This scholarship honours the great work, dedication and passion displayed by loss adjusters, I encourage all to take part as there is an excellent prize for this prestigious award:

- Attendance at the Claims Convention (Sydney) plus airfares (economy), accommodation, meals and out of pocket expenses associated with attendance at the convention; or
- Attendance at the Asian Claims Convention, plus airfares (economy), accommodation, meals and out of pocket expenses associated with attendance at the convention, or
- a cash payment of AUD\$3,000.

Finally, the lifetime achievement award is now open, and we look forward to receiving applications for those deemed worthy to have this title bestowed upon them. Inaugural winners for 2023 were Tony Morgan and Chan Hwee Seng. We look forward to the board deciding on the next winner using the following criteria:

- To be awarded to an AICLA member who has over an extended period (minimum of 25 years) demonstrated a commitment to the promotion of the profession of loss adjusting through personal achievement, and the education, training, mentoring and overall personal development of other loss adjusters.
- Eligible to be nominated by anyone involved in the profession of loss adjusting, Division Council or AICLA Board.
- Submissions to be in writing outlining how the candidate achieved the criteria.
- Maximum of one award each year.
- Award may be granted to a member who has retired.
- Current or recent (past two years) Board members of AICLA are not eligible.

Kind regards,

Glyn Lloyd,
Chartered Loss Adjuster
President – AICLA

AICLA/ANZIIF
CC23
Claims Convention

AICLA
ANZIIF

INSURANCE CLAIMS
**PROACTIVITY
IN REACTIVE
SITUATIONS**



28 SEPTEMBER 2023
SOFITEL SYDNEY WENTWORTH

We are making excellent progress in organizing CC23, scheduled to take place in Sydney on the 28th of September. The event has garnered significant interest, boasting a record number of early registrations. We are delighted with the generous sponsorship support received, leaving only a few exhibition booths remaining for interested parties.

For more details and to secure your spot, please [click here...](#)

IMPORTANT NOTICE TO MEMBERS

Members who achieved the Diploma of Loss Adjusting by Recognition of Prior Learning (RPL) **prior to 1 November 2020** will be given the opportunity to apply **before 31 December 2023** for assessment by the Professional Standards Committee (PSC) for elevation to Associate membership of AICLA. Any member wishing to apply for elevation must meet the conditions above and is invited to contact the CEO at adminoffice@aicla.org for further details.

Please note this offer is open only to members who achieved the Diploma of Loss Adjusting by RPL prior to 1 November 2020, the date from which RPL was removed as a pathway to Associate membership.

NON-MEMBER MAILING LIST

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

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Paul King	Associate	Queensland
Omar Al Aghbar	Affiliate	Int. (UAE)
Natali Cleary	Affiliate	Queensland
Veronica Creed	Affiliate	Queensland
Xin (Sing) Liu	Affiliate	Western Australia
Simon Falvey	Provisional	New South Wales
Craig Algar	Provisional	New South Wales
Shannan Freeleagus	Provisional	Queensland
Michael Smith	Provisional	Queensland
Hannah Clarke	Provisional	Queensland
Daniel Dempster	Provisional	Victoria
Nik Drummond	Provisional	Victoria
Pradyot Ganapathy	Provisional	Victoria
Donald Park	Provisional	Western Australia
Louise Formentin	Provisional	Western Australia
Saumya Tripathi	Provisional	Western Australia

ELEVATIONS

NAME	CLASS	DIVISION
Andrew Bott	Fellow	New South Wales
Aneta Chlond	Associate	Victoria
Bradley Verreyne	Associate	Western Australia
Puchakorn Plianchoaw	Affiliate	Int. Thailand
Angus Jorgensen	Affiliate	New Zealand
Daniel Palmer	Affiliate	New Zealand
Shreya Batra	Affiliate	New Zealand
Nana Anshu-Yeboah	Affiliate	New South Wales
Jassinta Outred	Affiliate	Western Australia

WESTERN AUSTRALIA



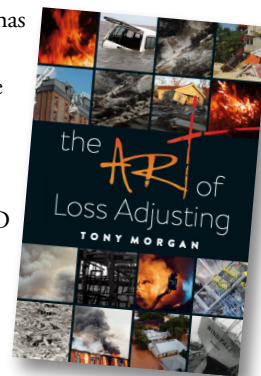
The WA Division held a breakfast seminar on Thursday 6 July 2023 at Royal Perth Golf Club in South Perth. Some 96 members and guests attended the seminar with presenter Phil Buckley of the Australian Timber Flooring Association. Phil had the room engaged especially when describing WA is the only locale in the world which glues timber planks directly to a concrete slab. The need to check moisture levels of the concrete slab, timber planks and ensuring a waterproof barrier is correctly applied was reinforced. Everyone came away knowing a little more about different types of timber planks, moisture levels, install issues, sanding and polishing and how moisture levels are correctly taken.

Unfortunately, on the morning we were informed on the sudden passing of Scott Kinnear of Western Building who has been a great supporter of AICLA over many years whilst working at Aquacare, QBE and his most recent employer Western Building. Sincere condolences to his family, friends, and work colleagues.

The next breakfast following the state AGM will be a presentation on the Aboriginal Cultural Heritage Act 2021 and what the introduction of the legislation will mean on insurance claims in WA.

THE ART OF LOSS ADJUSTING

The renowned loss adjuster Tony Morgan has released an updated edition of his highly rated book 'The Art of Loss Adjusting', the book covers the subtle skills required of an accomplished loss adjuster. We thank Tony for allowing AICLA to sell the book to members at a discounted price of \$30 AUD (normal retail price \$40) plus postage.



All loss adjusters would benefit from the wisdom Tony imparts in the book, from knowledge gained in his 50 years of loss adjusting experience. In an extract from the book he states 'a skilful loss adjuster will use new tools as they become available but will also recognise that those tools will not replace the timeless principles that take loss adjusting beyond a mechanical process into the realm of art'.

To order the publication, [click here...](#)

NEW SOUTH WALES

The NSW & ACT division hosted the Annual Luncheon on Friday 28 July at the Four Seasons Hotel. The event was well received by guests and industry representatives, with a record number of attendees. The keynote by Glen Boss was exceptional and we thank all who were involved in the planning and execution of the day.

We're excited to announce the AICLA Charity Race Day will be held at Randwick Racecourse on Friday 1st December. This event is expected to be huge, and we urge our members to save the date, if they haven't already done so.

We will also be announcing some educational seminars over the coming weeks, so keep an eye on your inbox.

QUEENSLAND

We are thrilled to share some exciting updates and upcoming events from the AICLA Queensland Division. Our highly anticipated annual Trivia Event is just around the corner, following the AGM on 18 August. Tickets are selling out fast, so make sure to secure yours before it's too late.

In October, division Directors are in for a treat as they convene for the Board Meeting in Brisbane. The stunning Queensland weather will add a touch of warmth to the gathering and the timing coincides perfectly with Queensland's Charity Race Day on 25th of October, providing a fantastic opportunity for Directors to network with members and supporters at this exciting event. Tickets for the Charity Race Day will be available to purchase soon so keep an eye out as it is sure to sell out.

As the calendar year draws to a close, we're busy planning a memorable End of Year Luncheon. It's the perfect occasion to reflect on our accomplishments and celebrate the friendships we've made throughout the year. Keep an eye out for further details on this special event which will be held at the Sofitel, Brisbane on 17th of November.

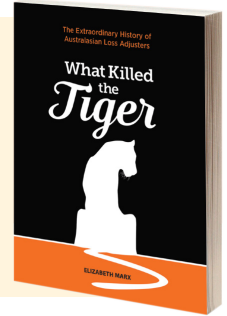
Looking ahead to 2024, we are gearing up to create an enriching AICLA education program. We value your suggestions and input for professional development activities and seminars. If you have any ideas to share, please get in touch with us.

CONTINUING PROFESSIONAL DEVELOPMENT

Access to CPD online papers and other restricted information is available on the *AICLA website* via the password *aicla2018*. Members are reminded that to be eligible for membership upgrades CPD accreditation must be achieved. Online activities provide one source of valuable training for members.

WHAT KILLED THE TIGER

To order your copy of the book *What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters* [click here...](#)



VICTORIA

AICLA VIC Division's annual flagship education event, iAdjust, was held on Friday 14 July 2023 at Showtime Events Centre, South Wharf, and was in every sense a resounding success. Fittingly, the theme of iAdjust 2023 was 'To Infinity & Beyond'.

A sold-out event of 150, with attendees treated to topical and engaging presentations on Artificial Intelligence; Cyber Claims; recent AFCA cases and trends; Claims in a Hyper Inflationary Environment; The use of Virtual Tools in the Assessment of Claims; and the keynote presentation on Wellbeing and Loss Adjusting.

And thanks too to the amazing presenters – Lucas Bressanutti of Crawford; Chris Lamos of AFCA; Simon Bogli of Marsh;

Alastair Clifford of Roberts International; Carolina Dreifuss of Sync Tech; and Cutty Felton of Accidental Counsellor.

Thanks too to our Premier sponsor - VA Sciences; Gold sponsors - Silver Wolf Projects; Johns Lyng Group; ARC Projects; Elements Group; Insuraplex; FRM Flood Restoration; and to all Silver sponsors.

Running concurrently with the seminar was a 'mini' Trade Show which enabled major sponsors of the event to network with attendees. In keeping with tradition, sponsor, Bay Building Services, hosted the after-seminar drinks at Chandelier Bar at The General Assembly. A very fitting way to end the seminar and welcome the weekend!

To access the full photo gallery from the event, [click here...](#)



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.