

**FROM THE
INSTITUTE PRESIDENT,
GLYN LLOYD**

Dear Member,

Following on from the excellent response for the AICLA Lifetime Achievement Award in 2022, nominations are now open for this 2023 prestigious award and we look forward to receiving submissions by 1st of October for worthy recipients. For information on criteria for the award [click here...](#)

Last year’s joint winners were Chan Hwee Seng of Crawford & Co, Singapore and Tony Morgan from Sedgwick, Sydney. Congratulations to Tony Morgan for recently being awarded the highly regarded ANZIIF Lifetime Achievement Award, a truly deserved honour.

Entries for the Carey Bird Scholarship are also open. The Scholarship is aimed at assessing a member’s ability to prepare a report on a claims scenario. Bill Clarke of Charles Taylor Adjusting has prepared this year’s claims scenario. For further details on the scholarship please [click here...](#)

CC23 looks set to break the record for delegate attendance. The convention takes place at the Wentworth Sofitel Sydney on the 28th of September with current registrations totalling 340. Our thanks go to the CC organising committee who have assembled a brilliant program of speakers with a wide variety of topics based around this year’s theme “Insurance Claims – Proactivity in Reactive Situations”. We look forward to meeting as many members as possible for what is expected to be a highlight of the year.

Division Annual General Meetings have been conducted and we welcome to the board Samantha Sharp the newly elected division Chair in South Australia. Our thanks go to Dylan Maguire for his excellent work as Chair over the past 2 years. Congratulations to elected councillors for 2023/24 and to those who have decided to step aside. The work undertaken by the divisions is on a voluntary basis and I extend our gratitude for their hard work in arranging a variety of education, social and networking activities.

As division councils formulate their plans and activities for the remainder of 2023 and 2024 a range of events are taking place across the Institute in Queensland, South Australia, New South Wales, Western Australia and Victoria with strong support by

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
22 September	Luncheon	Adelaide
28 September	CC23	Sydney
5 October	AICLA/AILA Panel Discussion	Melbourne
25 October	Charity Race Day	Brisbane
26 October	Inspiring Women	Melbourne
17 November	Luncheon	Brisbane
24 November	Seminar & Networking	Adelaide
1 December	Charity Race Day	Sydney
14 December	Awards Night	Melbourne

members. If members have any ideas regarding educational seminars they believe will be of interest please contact your division.

ACC24 is set for Kuala Lumpur, Malaysia on the 8 – 10 May 2024 with the theme ‘Technologies Driving Globalisation in Claims’. The venue will be the Berjaya Times Square in Central Kuala Lumpur. The planning Committee has commenced work on speakers and topics for this widely anticipated event.

The AGM for AICLA is scheduled 27th of October in Brisbane. This will be my final meeting as president of the Institute and I have thoroughly enjoyed my three years in this role.

When accepting the position of President in 2020 there were objectives I set to achieve. Reaching 1,000 members had been an elusive goal for many years I am pleased to advise current membership is 1,122. I also encouraged increased division professional development and networking activities which are now at a record level. In recent years the Sydney Claims Convention and the 2023 Asian Claims Conventions have received excellent support from members and sponsors, and both are at record levels. In 2022 the first major overhaul of the AICLA Constitution was undertaken which has resulted in a more modern and contemporary document to help guide the direction of the Institute moving forward.

Normally the last LA News a President would write is in the month immediately prior to the AGM but as well as my role

changing our long serving CEO, Mr Tony Libke is standing down. Tony has been at the heart of AICLA for 30 years and his vision along with the hard work of Directors, Presidents and Councillors have made AICLA the excellent professional Institute we have today. With Tony's departure I deem it fitting for the next LA news to be penned by the outgoing CEO.

Some special thanks I would like to give, in no particular order. First is the person who encouraged me to nominate for a position within AICLA. Michael Cooke previous president of AICLA hailing from Tasmania set the wheels in motion over 11 years ago. Keith Patterson for also encouraging me to join the Queensland Council. To Michael Davies our excellent education director and Nicholas Ackers Vice-President for their counsel and guidance over the past few years. To Andrew Khoo and Budi Maharesi for the excellent work with the International division and their guidance and assistance in understanding the Asian cultures and operational differences.

Thank you to previous Presidents who reached out Michael Brooke, Bob Richards, Leo Fluitsma, Michael Collins, Andrew Thomas, Ian McWalter and Leon Briggs.

To Mark Thompson (Managing Director, Charles Taylor Adjusting, Australia) for his patience during my time as President and for affording me the opportunity to continue in this role over an extended period of time. To the AICLA office staff, Adrian Libke, Ash Walker, and Clare Furness, you have played an amazing part and have my sincere thanks.

To Mr Tony Libke, a friend, ally, mentor and voice of reason during some difficult times and also a person with an amazing ability to manage expectations with a view to getting the best possible outcomes. I wish Tony all the best as he will still be involved in the background in AICLA activities for a couple of years.

Finally a special thanks to my long suffering wife, Natalie, who has allowed me the freedom to travel extensively and promote the Institute. Without Natalie's support I don't believe anything I set out to achieve would have come to fruition. As well as supporting me she has also nurtured our three boys, Zachariah, Noah and Jacob and is in the final months before delivering a fourth addition to our household, this time a baby girl.

My thanks to all the members, your words and encouragement throughout the years have made it an honour and humbling experience to have served as the 13th President of AICLA.

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

With strong interest in CC23, the event is on track to be the best attended in the 16 year history of Claims Conventions, with an excess of 350 attendees.

For a copy of the convention program and to register, please [click here...](#)

CAREY BIRD SCHOLARSHIP

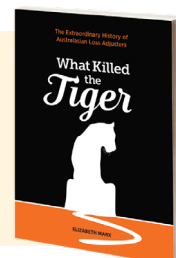
The Carey Bird Scholarship is now open with submissions due to close on 6 October 2023. The scholarship assesses a member's ability to submit a report on a claims scenario. This prestigious award comes with an excellent prize selection. For further details, [click here...](#)

ACC24 – KUALA LUMPUR

The organising committee for the Asian Claims Convention have secured the Berjaya Times Square – Kuala Lumpur as the venue for ACC24. The dates for this event are 8-10 May 2024 and the theme is *Technologies Driving Globalisation in Claims*. If any member has a topic/speaker they would like to recommend for the convention they are invited to contact the CEO at adminoffice@aicla.org

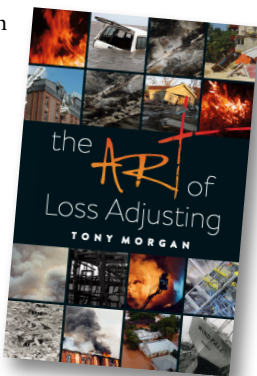
WHAT KILLED THE TIGER

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



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...](#)

INTERNATIONAL

At the recent International Division Annual General Meeting, Andrew Khoo was re-elected as Division Chair. Other Councillors elected at the meeting were:

- Andrew Khoo, Chair (Malaysia)
- Tony Libke, Secretary (Australia)
- Voottipong Tempattarasak, Councillor (Thailand)
- Parinya Kaewduangtien, Councillor (Thailand)
- Nguyen Xuan Son, Councillor (Vietnam)
- Budi Maheresi, Councillor (Indonesia)
- Timothy Wong, Councillor (Hong Kong)
- Suwadji Warsito, Councillor (Indonesia)
- Eddie Walsh, Councillor (United Arab emirates)
- York Tran Lim, Councillor (Myanmar)
- Thangarajah Thangamany, Councillor (Singapore)

Thank you to Division Councillor Thanga Thangamany who has produced a list of 10 attributes of a top-class loss adjuster. For a copy of this article please [click here...](#)

QUEENSLAND

The Queensland Division AGM held on Friday 18 August was followed by the fun and entertaining annual trivia event. Congratulations to team "Under Pressure" who placed first on the night. The event was well attended with 150 registrants and 19 trivia teams. The afternoon was followed by networking drinks in the prestigious Tattersalls members lounge. Thanks to all our members, guests and sponsors for contributing to a great event. To access the photo gallery please [click here...](#)

Next on Queensland's calendar is the annual Charity Race Day to be held at Eagle Farm on Wednesday 25th of October. This

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Emeline Dussek	Provisional	Queensland

ELEVATIONS

NAME	CLASS	DIVISION
Jake Carter	Fellow	New Zealand
Omar Mostafa	Fellow	Queensland
Parinya Sathianjarukan	Associate	Int. Thailand
Amy Reeve	Associate	New South Wales
Sumeet Bhardwaj	Associate	Queensland
Jason Noyahr	Associate	Victoria
Stephen Case	Affiliate	New South Wales
Ashley Mayne	Affiliate	Victoria
Kavita Krishna	Affiliate	Victoria

event likely to sell out so be sure to keep an eye out on the event page, tickets will be available from Wednesday 30th of August.

Finally a reminder to flag Friday 17th of November, as our end of year lunch will be held at the Sofitel Hotel Brisbane on that date.

SOUTH AUSTRALIA/ NORTHERN TERRITORY

The SA/NT Division AGM was held on Thursday 24 August and we congratulate the newly elected Committee. Sincere thanks and appreciation to outgoing Chair, Dylan Maguire, for his guidance and efforts over the past few years, it is appreciated.

A survey will be distributed to Members shortly seeking feedback for the upcoming year, and we would appreciate your input to help us plan for an exciting year ahead

The SA/NT Committee is in the final stages of preparations for what we hope to be another exciting luncheon, to be held on Friday 22 September at the prestigious Adelaide Oval. Our guest speaker this year is Jelena Dokic, Croatian-born tennis star winning multiple tournaments through her extensive career, reaching world number 4 at just 19 years of age. Tickets are now available and RSVP's strictly due by Wednesday, 6 September.

We are also finalising arrangements for an upcoming Time Management Workshop to be held on Friday 20 October, details to be released shortly and tickets will be limited.

We welcome any suggestions or feedback from Members on seminar/workshop topics for future reference. Please do not hesitate to reach out to your Committee with any queries.

NEW SOUTH WALES

On the 28th of July, the NSW Division held its annual luncheon at the Four Seasons Hotel. Please [click here](#) to access the event photo gallery.

The event was a sell-out and the highest-attended event on record for NSW. The guest speaker for the event was Glen Boss one of Australia's most accomplished athletes. Mr. Boss had the audience captivated with his life story and tales of the adversity that he had to overcome to be the only person in history to win three Melbourne Cups. He even brought along his Melbourne Cups, and they were shared around for photos with Adjusters and their clients which proved to be a highlight for attendees. Also present was Shane Philips and the team from Tribal Warrior who AICLA NSW has partnered with to help address challenges within the local NSW indigenous communities. Shane did a memorable welcome to Country to start proceedings and talked about the amazing work they are doing in the community every day.

A new incentive was also introduced for Young NSW Members with a \$100 discount on ticket prices.

The NSW Chairman Colin McEnergy reminded the audience that the annual charity race day will take place in the exclusive stables in Royal Randwick Racecourse on the First of December. All proceedings generated at this event will go to Charity to ensure that a better Christmas and holiday season is experienced by the kids and families that Tribal Warrior support in the local community. This will only be a success with the support of Members and the generosity of our sponsors in the building repair and building expert space. The event is expected to sell out and tickets will go on sale very shortly so please save the date and support a great cause.

Information regarding training and education for NSW members will go out very shortly for the last few training sessions of the year with our partners at Dale Carnegie and legal and building experts.



VICTORIA



AICLA VIC Division's next education event will be held on the Thursday 5 October at the Le Meridian in Melbourne. This panel discussion will include an Insurer, Loss Adjuster and Lawyer coming together to talk about all things STRATA. We will be covering management of property and liability claims in STRATA Schemes, resolving disputes arising between Owner's Corporation, Lot Owners and vested interests, and finally we will be providing tips and traps so you can learn how to effectively tackle some of the key challenges. This panel discussion is hosted jointly by AILA (Australian Insurance Law Association) and AICLA (Australasian Institute of Chartered Loss Adjusters) and will be available to members and non-members.

In what will undoubtedly be the first of an ongoing series of Members-only collaborative technical sessions was held on 23 August 2023. AICLA adjusters attended the Scoresby premises of forensic engineers and diary advertisers, @ATTAR, to see first-hand how failure analysis and forensic testing of structures, vessels and materials supports the work undertaken by loss adjusters. The morning started with a hearty breakfast and was followed by a tour of ATTAR's laboratories and an interactive introduction to Materials and Flooring Failures made user-friendly by drawing on case studies. Members were treated to live demonstrations including Fractography, using a Stereo Microscope and Scanning Electron Microscope. An optical microscope was also used to demonstrate microstructural analysis. In the non-destructive-testing (NDT) space demonstrations of Digital Radiography, Phased Array ultrasonic and Magnetic Particle testing was undertaken. Please [click here](#) to access the photo gallery from the event.

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.

NON-MEMBER MAILING LIST

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

Procare

claims and risk

The Procare Group is a leading national provider of insurance industry services of over 25 years, with services including Claims & Risk Management, Legal, Forensic Accounting, Injury Management, Investigations, Training & Recruitment.

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- Demonstrated loss adjusting experience relating to Material Damage, Commercial, Strata, Business Interruption, Liability, and Heavy Plant & Equipment;
- Specialist loss adjusting experience & ability to effectively manage expectations of Underwriters, Brokers & Claimants simultaneously;
- Have a current Police Check (or willingness to obtain);
- Ability to communicate in a precise & engaging manner verbally & in writing;
- Possession of sound analytical & problem-solving skills;
- **Diploma or Certificate IV** of Loss Adjusting (or in the process of obtaining);
- Membership of a relevant industry organisation.

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- Working with some of the industry's best;
- Access to our external employee assistance program;
- Work with prestigious clients incl. ASX 100 companies;
- **Relocation assistance available** (if relocating from interstate);
- Real career progression & diversification with the opportunity to make your mark in the industry;
- Ongoing opportunities for career progression locally and nationally.

WHY PROCARE CLAIMS & RISK?

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As an Equal Opportunity Employer, Procare Group is committed to Equality, Diversity and Inclusion in our everyday working practice. We strongly encourage applications from those who meet the role criteria of all abilities and cultures including people who identify as Aboriginal and Torres Strait Islander and people living with a disability.



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.