



**FROM THE
INSTITUTE CEO,
TONY LIBKE**

Dear Member,

I would like to thank the President, and my good friend, Glyn Lloyd for inviting me to pen this edition of LA News as I will be stepping down as Chief Executive of AICLA during the board meeting at the end of October. I am not retiring but will be taking a less active role while pursuing other personal and business interests. I have agreed with the Board to continue to be part of the organising committees for the Asian Claims Conventions in 2024 and 2025.

Recently I had the opportunity to have lunch with Mike Brooke who was visiting Brisbane from New Zealand. Some of you will know the name and while Mike has been retired from loss adjusting for many years, he remains active and is on a number of boards. Mike was the catalyst for the establishment of AICLA. He was the President of the Institute of Loss Adjusters New Zealand (ILANZ) and approached the Australian Institute of Loss Adjusters (AILA) of which I was the Administrative Officer regarding the two bodies joining. Discussions around this time also commenced with the Chartered Institute of Loss Adjusters Australasia (CILA) on a possible merger with AILA. The three bodies in merger negotiations were each represented by powerful and persuasive people, Mike from ILANZ, Leo Fluitsma (AILA) and Tony Morgan (CILA). Those men were able to gain the support of their respective boards, and ultimately their membership, to form AICLA. They are the architects of the Institute we have today, something they and others involved in the process can be very proud.

Following the formation of AICLA in 1997, Bob Richards the highly respected CILA member was selected President and I was appointed Secretary and administrator. At this time there was also an important group of loss adjusters from AILA and CILA working with the Australian Insurance Institute (now ANZIIF) to develop the first Diploma level course for loss adjusters which resulted in establishment of the highly regarded Diploma of Business (Loss Adjusting). Both the Diploma course and Institute have continued to develop and advance in the years since.

AICLA owes a special thanks to the Presidents who have

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
5 October	AICLA/AILA Panel Discussion	Melbourne
5 October	Sundowner Event	Perth
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

guided the Institute. Being President is not an easy position and absorbs considerable time and requires dedication. As CEO I formed close working partnerships with the Presidents which resulted in many strong bonds and friendships. Another group who deserve special mention are the select few who have served as Education Directors for the Institute. I won't name the Presidents or Education Directors as they are listed on the AICLA website but must say they deserve our special thanks and gratitude.

Over the past 26 years hundreds of members have volunteered to serve as division councillors, and they too have played an important role in the development of the Institute. Indeed it is a feature of AICLA and a matter of pride that we have the active participation of so many volunteers to assist in organising training and networking activities. I believe this is an important factor behind the collegiate spirit that exists within AICLA. The Institute is very egalitarian with all members having a pathway to advance through division councils to the board and then become an office bearer and ultimately the President.

AICLA is strongest when divisions are active and currently training and networking events are at an all-time high. This is a sign of a robust organisation with strong leadership at the board and division levels. The Claim Convention in Sydney last week was a wonderful occasion with a record number of attendees and provided me an opportunity to say farewell to many members and others who have been instrumental in the development of the Institute. It was noticeable and pleasing to see the increasing number of younger attendees as they represent the future of the profession. CC23 was also an

opportunity to thank sponsors and I would like to acknowledge the support of all sponsors across the gamut of events we conduct. Many of them have been beside us for numerous years.

Like most members I had no idea what a loss adjuster did when I commenced all those years ago with AILA. My career has been professionally richly rewarding and diverse and involved working with organisations including Canegrowers, Lottery Agents and Little Athletics. I have always strived to do my best on behalf of the Institute and thank the AICLA boards for the opportunities they have afforded me. I also would like to acknowledge the support and friendship I have received from members over the years. I am proud to have been part of the successes of AICLA and I am confident the Institute will continue to grow and move forward.

As I settle into a more sedate future I wish members and the Institute all the best for the future.

Farewell and kind regards

Tony Libke,
Chief Executive – AICLA

ANNUAL GENERAL MEETING

The AICLA annual general meeting will be held in Brisbane on the 27th October 2023 and a formal notice of the meeting and annual report on activities together with the audited accounts will be forwarded to members this week. Please take some time to read the annual report as it contains important information about the institute's performance over the 2022/23 year. The AGM will also mark the end of Glyn Lloyds 3 year term as president and the moving on after 26 years of the CEO Tony Libke.

ACC24 – KUALA LUMPUR

The 2024 Asian Claims Convention will be held at the Berjaya Times Square Hotel Kuala Lumpur from the 8-10th May 2024. The theme for ACC24 is Technologies Driving Globalisation in Claims. Given the success of ACC23 in Bangkok the organising committee is expecting some 200 delegates for the event from a wide number of countries. The format will be a cocktail function, 2 day convention and gala dinner. 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

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...](#)

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
Michael Green	Affiliate	Queensland
Jacqueline Fleri	Affiliate	Victoria
Jeff Yager	Provisional	New South Wales
Ross Ankers	Provisional	Victoria

ELEVATIONS

NAME	CLASS	DIVISION
Boonyakit Suwanchaisakul	Associate	Int. Thailand
Yanika Tantiphawadee	Associate	Int. Thailand
Ujjwal Balachnadrans	Associate	Int. UAE
Tammy Johnston	Associate	Queensland
Graeme Small	Affiliate	New South Wales
Kiarra Spandley	Affiliate	Queensland
Hannah Clarke	Affiliate	Queensland
Jason Su	Affiliate	Western Australia
Timea Park	Affiliate	Western Australia
Adam Gamble	Affiliate	Victoria

ELEVATIONS AND POST NOMINALS

The criteria for the various classes of membership are set out in the *Qualifications and Rights for Classes of Membership*. If you meet the elevation criteria, please complete an *Application for Elevation* and ensure you complete a *CPD record sheet*. The password is **aicla2018**.

The following are guidelines for members regarding the use of AICLA post-nominals. Full details of the use of post-nominals and the requirements for the different classes of membership are outlined in the *Qualifications and Rights for Classes of Membership*.

Affiliate: AICLA (Aff)

Associate: ACLA

Fellow: FCLA

Provisional members and Ordinary members (legacy membership class) are not eligible to use post-nominals but may state they are Provisional members of AICLA or Ordinary members of AICLA.

Associates and Fellows who maintain CPD accreditation are also eligible to use the term "Chartered Loss Adjuster". Details of CPD requirements are outlined in the *CPD Information Sheet*.

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.

CLAIMS CONVENTION SYDNEY

CC23 was held on the 28th September with 400 attendees, a record for the event. There was an excellent range of presenters and feedback from attendees was very positive. Our thanks also go to the organising committee, sponsors, delegates and hotel staff for helping make CC23 such a success. A special thanks to our platinum sponsor Construct Services and gold sponsors Nearmap and



Restoration Industry Consultants. The convention venue proved ideal for the event and we are in negotiations to hold CC24 again at Sofitel Wentworth Sydney.

VICTORIA

AICLA VIC Division held its 27th Annual General Meeting at Le Meridien Melbourne on 10 August 2023. Division Chair, Nish Chandra, delivered a report on the Division's achievements and success in 2022/2023, and this included the full day educational conference, iAdjust; collaborative panel discussion seminars with AILA and NIBA; the ever-popular, Inspiring Women high tea event; the exclusive adjuster only event, Claims & Canapes; and of course, AICLA VIC Division's flagship event, the AICLA (VIC) Awards 2022 at Crown Palladium which was attended by over 600 people. All this was achieved through the hard work of a small committee.

With 2022/2023 Council positions declared vacant at the AGM a new Council was elected with seven of the previous Council successfully nominating again. Jon Stagg of Crawford & Company successfully nominated as a councillor. The newly elected Council is:

Division Chairperson: Nish Chandra
Secretary: Kim Grover
Treasurer: Adam Gamble
Councillors: Tulay Tuzun, Aneta Chlund, Alan Gilmour, John van Wetering, and Jon Stagg

Nish Chandra thanked the retiring councillors, Tom Gibbs and Robert Dang, for their contribution towards the success of AICLA VIC Division in 2022/2023.

Following the completion of the AGM drinks and canapes were held, enabling attendees to catch up with industry colleagues and welcome in the new Council.



QUEENSLAND

Queensland AICLA division is putting the final touches on their two end of year events. First on the calendar is the annual Charity Race Day to be held at Eagle Farm on Wednesday 25th of October. This event will sell out and is sure to be a huge success with proceeds again going to the Children's Hospital Foundation (CHF). Now in its eighth year the Charity Race Day has collectively donated over \$140,000 to the CHF.

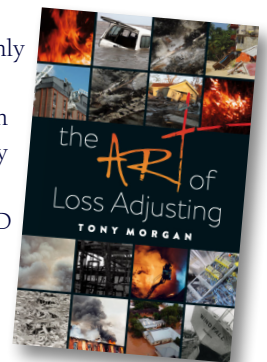
Be sure to flag Friday 17th of November, for our end of year lunch to be held at the Sofitel Hotel Brisbane. The Council never waned, spending many nights steering the decision to lock in a special guest speaker for the final event of the year. Tickets will be released soon so keep an eye out on the [event page](#)...

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.

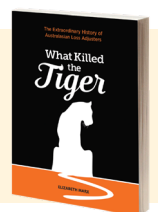
All loss adjusters would benefit from the wisdom Tony imparts in the book, from knowledge gained in his 50 years of loss adjusting experience. In an extract from the book he states 'a skilful loss adjuster will use new tools as they become available but will also recognise that those tools will not replace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

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



WHAT KILLED THE TIGER

To order your copy of the book 'What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters' [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.