niba National Insurance Brokers Association

2026 NIBA Convention Wrap Up



2026 | niba convention 18–20 OCT

RACV Royal Pines Resort, Gold Coast

future ready

2026 NIBA Convention Wrap Up

Welcome to the wrap-up of the 2026 NIBA Convention - Future Ready - the flagship event of the insurance broking profession.

This year, the Convention once again brought together brokers, industry leaders, partners and stakeholders from across Australia for three days of learning, connection and celebration. Across the program, delegates explored the forces shaping the future of broking – from technology and regulation to talent, trust and the changing risk landscape.

The theme Future Ready reflected the need for our profession to be prepared for what comes next, while staying grounded in the relationships, professionalism and trusted advice that continue to define the value of insurance brokers.

From thought-provoking plenaries and masterclasses to breakout sessions, the Marketplace, social events and the Gala Dinner, the Convention provided countless opportunities to connect, share ideas and learn from one another.

We would like to acknowledge and thank all of our partners, exhibitors, speakers and delegates for their support and contribution to this year's Convention. Your involvement is what makes the event possible and helps us continue to deliver an experience that brings the whole broking community together.

Finally, our sincere thanks to the Convention Committee, NIBA Board and team for their time, expertise and commitment in bringing Future Ready to life.



Richard Klipin
CEO



Lynette Walsh
Convention Chair

Convention statistics

94%

of delegates rated their overall experience at the Convention as excellent or very good







83%

rated the content and speakers as excellent or very good

89%

of delegates rated the venue as excellent or very good



Program sessions and content rated highly by delegates were:

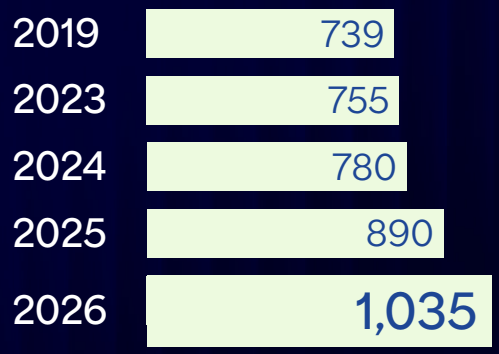
1. Dr Ben Hamer
2. Dr Jana Pittman
3. The Hon Kevin Hogan MP's political update
4. The Great Debate
5. Nathan Buckley

The top three Convention highlights were rated as:

- The Marketplace and the chance to meet insurers and underwriters face to face
- The social events, especially the CGU Welcome Function and the Gala Dinner
- The opportunities to network and connect across the industry

Convention statistics

Delegate numbers



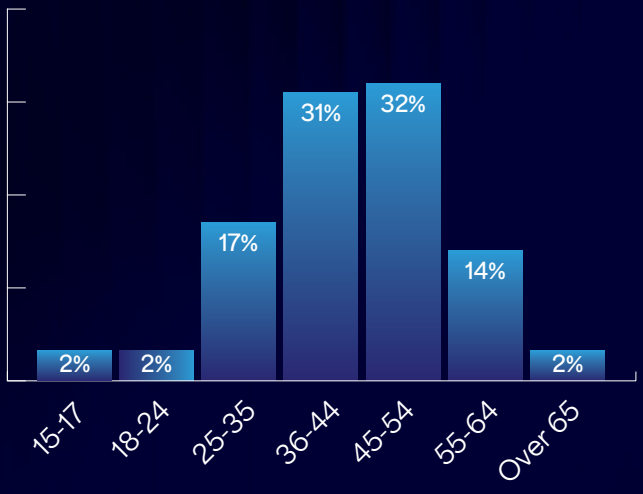
6 principal and gold partners

38 activation partners

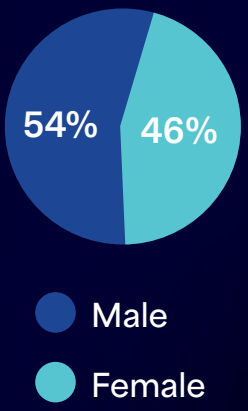
107 exhibitors across 118 stands

Delegate Demographics

By Age



By Gender



By State

ACT	9
NSW	382
NT	1
QLD	250
SA	44
TAS	13
VIC	250
WA	51
International	19

$177,399 raised for OVARIAN CANCER AUSTRALIA

"The conference content was exceptional, with all speakers delivering insightful presentations that were highly relevant to the challenges, trends and opportunities shaping our industry. Each session provided practical takeaways and genuine value."

Delegate

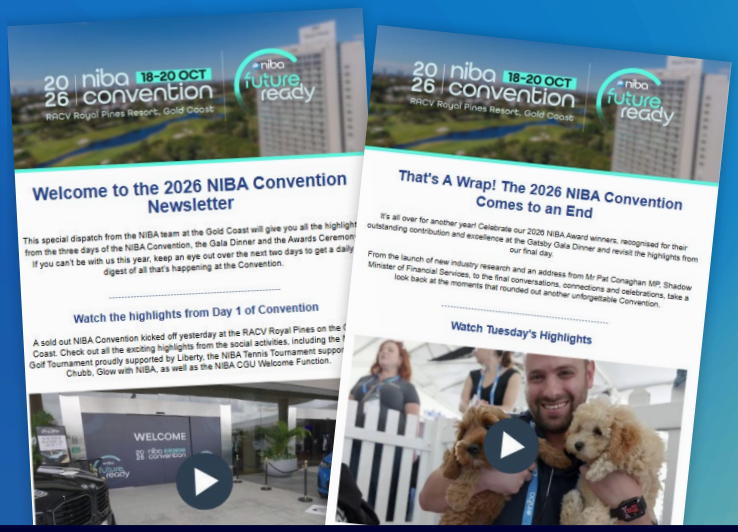
Marketing Dashboard

From 18-25 October 2026

Convention Newsletter

15%
Avg Open Rate

3%
Avg Click Rate



Social Impressions

130,000
impressions
(+27% vs 2025)

Followers

180+
followers
gained during the convention

Social Media Mentions

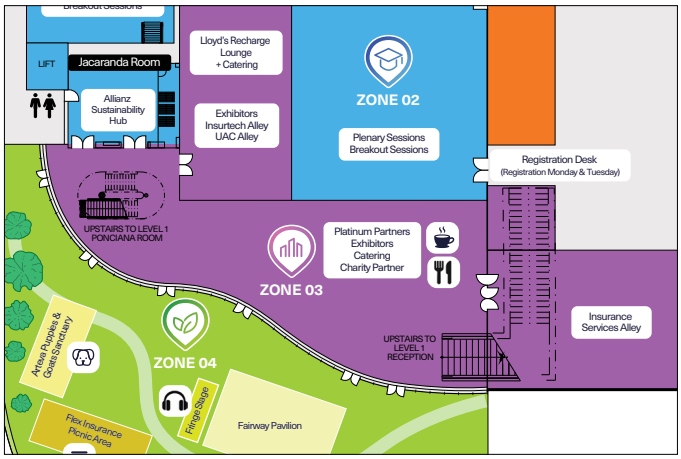
200+
social media mentions

Media Mentions

20
convention related articles

New in 2026

Each year, NIBA looks for new ways to enhance the Convention experience. In 2026, we introduced new spaces, activities and experiences designed to create even more opportunities for delegates to learn, connect and engage. From new Marketplace activations to expanded Young Professionals opportunities, these additions brought fresh energy to Future Ready.



Introduction of the Convention Zones



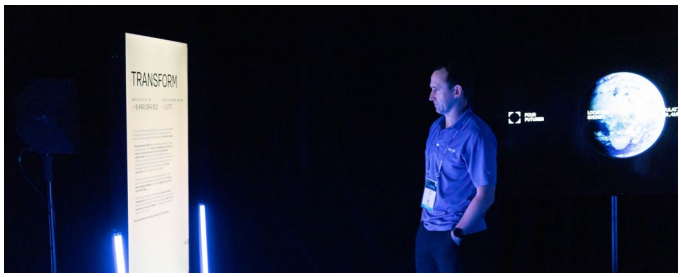
Caricaturist



Young Professionals Evening



Reinvention of the Fringe Stage



Sustainability Hub - in partnership with Allianz



Prestige Arrival Partner - in partnership with CMT MOTOR ACCIDENT SUPPORT SERVICES



Additional Musical Entertainment



Insurance Services Alley

Program overview

The 2026 program brought the *Future Ready* theme to life, exploring the forces reshaping the insurance broking profession and the capabilities brokers will need to navigate what comes next. Across two days of keynotes, panels, masterclasses and breakout sessions, speakers shared perspectives on technology, regulation, talent, leadership, trust and the changing risk landscape. NIBA thanks all of our speakers for sharing their time, expertise and insights with the broking community.



MC: Thank you to **Luke Hannan** for his energy and delivery as MC across the Convention.

> *"Speakers were all confident and delivered informative content. The MC and speakers delivered some well-timed humour, which created a more relaxed and enjoyable atmosphere." Delegate*

Monday 19 October

Morning Masterclasses

Derek Turner, Taylor Burstow, Emily-Rose Srbinovska, James Still and Mitch Wight led *Build a Broker: From Graduate to Industry Leader.* Young Professionals worked in small groups to map the career of a future-ready broker, before past Young Broker of the Year winners shared their own journeys and lessons in a live Q&A.

Jenny Bax, CEO UAC, with **Suzanne Connors, Chris Lavender and Rebecca Sawers** presented *How Agencies Are Building the Insurance Market of Tomorrow.* Agency leaders shared how they are future-proofing through technology, new products and stronger broker partnerships, followed by a panel on what lies ahead for agencies, brokers and clients.

Simone Dossetor, CEO Insurtech Australia, hosted *Insurtech Solutions for the Broker of Tomorrow,* with **Scott Bennett, Jack Hazlehurst and Peter Williams** pitching the tools helping brokers work more efficiently and meet changing client expectations.



















Main Plenary

The main plenary opened with a moving tribute to **Tim Wedlock**, a giant of the insurance broking profession whose leadership, generosity and lasting contribution to the industry will be remembered by many.

NIBA President **Nick Cook** and CEO **Richard Klipin** officially welcomed delegates, reflecting on the year and setting out the direction for NIBA and the profession.

> *"Nick Cook's opening comments set a really strong tone for the convention." Delegate*

NIBA's 2026 charity partner, **Ovarian Cancer Australia,** was introduced in a moving panel with CEO **Debbie Shiell** and **Taylor Burstow.** Taylor shared his personal story, bringing a powerful human perspective to the issue, while Debbie spoke about the organisation's work supporting people affected by ovarian cancer and their families.

Dr Ben Hamer, sociologist and accredited futurist, set the scene with an opening keynote on what it means to be future ready. Recognised as the number one Future of Work thought leader in the Asia-Pacific, Ben explored the megatrends reshaping work, from AI and generational change to flexibility and wellbeing, and how organisations can respond.

Future Ready: Navigating the Next Decade brought together **Lynette Walsh, Justin Delaney, Kirsten Mills, Benjamin Goodall and Dr Ben Hamer**. Building on NIBA's Ready or Reacting? research, the panel explored the forces shaping the decade ahead and what they mean for the profession.

AFL Hall of Famer **Nathan Buckley** delivered Building *Future Ready Teams: You See What You Look For,* reflecting on connection, shared struggle and what makes teams succeed together.

The **Hon Dr Daniel Mulino MP**, Assistant Treasurer and Minister for Financial Services, gave a political update on the policy landscape shaping the sector.













Nick Cook, Dianne Phelan, Richard Klipin and Ben Marshan officially launched the new *Insurance Brokers Code of Practice*, marking a significant milestone for the profession. The panel traced the journey behind the Code, from the independent review and its 14 recommendations through extensive member and industry consultation, to the key changes in the final Code and what brokers need to know ahead of it commencing on 1 January 2027.

Future Ready: Leading in a Changing Regulatory Landscape brought together **Emma Curtis, Tetiana George, Kylie Macfarlane, David Money and Dianne Phelan** to discuss how brokers can navigate growing regulatory complexity in a practical and sustainable way.

Mark Campbell and Matt Lye from DXC Technology drew on DXC's global experience to show how brokers can make practical use of AI and automation today. They looked at where AI is already delivering value across insurance markets, why accountable AI and human oversight matter, and what the next five years could mean for the role of the broker.

Future Ready: Strengthening the Future of the Profession saw **Stella Pruscino, Athanasia Corso, Marcus Pearson, Katrina Shanks and Julie Starley** explore what it will take to sustain the profession over the next decade. From attracting and developing talent to building strong workplace cultures, the panel discussed the role of education and professional standards in preparing the next generation of brokers.

Dr Jana Pittman delivered the day's final keynote with a powerful story of resilience. A two-time world champion hurdler, she became the first Australian woman to compete at both the Summer and Winter Olympics after switching to bobsled. She is now a doctor specialising in women's health and a mother of six, and shared what it takes to keep going when the path changes.

Heidi Schmit closed day one by reflecting on what makes the NIBA Convention special. Borrowing a delegate's description of NIBA as "Switzerland", a place where competition is left at the door, she celebrated the NIBA community, from the team of 12 to the 150 directors and committee members who support NIBA year-round, 66 of whom were at the Convention.

Tuesday 20 October

Morning Masterclasses

Future Ready: Influencing the Regulatory Agenda brought together **Richard Klipin, Alexandra Hordern, Ben Marshan, David Money and Helen Tebelopoulos** for a deep dive into the policy and regulatory issues ahead, and where the profession can influence outcomes.



Main Plenary

The **Hon Kevin Hogan MP**, Shadow Assistant Treasurer, Shadow Minister for Financial Services and Deputy Leader of the Nationals, shared the Opposition's priorities and the policy issues shaping Canberra. He then sat down with **Nick Cook** to discuss what regulation, affordability, productivity and economic pressures could mean for brokers, their businesses and the clients they serve.



Richard Klipin and David Bishop launched *Technology to Trust: AI, Technology and Broking*, the sixth report in NIBA's Sector Insights Series, produced with Steadfast and powered by CoreData. It found that 91% of brokerages have experimented with or adopted AI, yet only around one in four have embedded it into core operations, which shows the importance of strategic planning, safeguards and keeping human judgement at the heart of advice.



Emma Loynes, CEO Asia Pacific, Middle East and Africa at Lloyd's, delivered a keynote on how brokers can redefine their competitive edge. Drawing on more than 30 years in the industry, she explored how brokers can use data, relationships and market expertise to navigate interconnected risks, challenge assumptions and help clients make confident decisions, moving beyond transactional placement into strategic advice and risk partnership.



Future Ready: The Trusted Adviser in a New Risk Landscape brought together **Rebecca Wilson, Andy Doran, Emma Loynes, Gary Okely and Graeme Trudgill** to discuss how an increasingly complex risk environment is redefining the broker's role as trusted adviser.



Breakout Sessions

Six breakout sessions across three streams, Grow, Advise and Lead, gave delegates practical tools for demonstrating value, building trust and leading high-performing businesses.













Beyond Price: How Brokers Demonstrate Value and Strengthen Client Programs brought together **Carlie Griggs, Scott Denning, Adam Hines and Lynette Walsh** to share how regional and metropolitan firms communicate value beyond price. Through practical examples, they showed how they identify uninsured exposures, make the case for stronger insurance programs and help clients make better coverage decisions.

In *Communication That Connects: Turning Conversations into Better Outcomes,* **Luke Hannan** introduced his MAD framework for communicating with clarity, confidence and authenticity. Through practical exercises, he showed that great communication isn't about performing a role but about understanding what matters to the person in front of you.

Service as a Differentiator: Building a Client Service Methodology that Drives Trust and Loyalty brought together **Joshua Boyd, Sally Coulton, Meg Long and Brett Piggott.** The message was clear: there's no single formula for service excellence, but culture, accountability and leadership make it consistent at scale.

In *From Personal Brand to Business Success: How Brokers Stand Out,* **Mark Silveira** sat down with **Belinda Scott and Shaun Standfield** for candid podcast-style conversations on building a reputation and a business that stand out. They shared honest reflections on the wins, the mistakes and the habits that earn trust in a competitive market.

From Transactional to Transformational: Building Future-Ready Brokers brought together **Leta Hamblin, Noel Kelly, James Still and Angela Vella** to share how brokers are moving to an advisory-led model. Drawing on different business models, they showed how deeper client understanding, structured risk profiling and specialist expertise can deliver value well beyond the renewal cycle.

In People Leadership: Building High-Performance Teams, former Google HR executive **Sarah Robb** explored how leaders build cultures of accountability and engagement while balancing performance with wellbeing. Drawing on her experience leading people at scale, she shared practical ways to get the best from teams in a changing workplace.

> *"There were lots of takeaway ideas and actions that can be easily implemented within the business." Delegate*

Closing plenary

Nick Cook, Rebecca Wilson and Richard Klipin shared *The Strategic Direction of NIBA,* reflecting on the year's achievements and the outgoing President's term, and outlining the 2026–28 strategy and the priorities of the incoming President.

The Great Debate returned with **Nick Cook, Matthew Bates, Stephen Frenkel, Helen Lockwood, Fionn O'Reilly, Emily Radmall, Steve Richards, Steve Talbot and Alicia Tsolis.**

Motion: The future broker's greatest competitive advantage is human connection.





Winners: Team Negative



Convention Chair **Lynette Walsh** closed the Convention by asking delegates to reflect on what future they are building for their clients, their businesses and the next generation of brokers.

"Throughout the past three days we have been asking one simple question. Are you Future Ready? ... But perhaps the real question isn't whether we are ready for the future. Perhaps the real question is: what future are we building? ... A home where clients continue to receive trusted advice. A home where young professionals can build extraordinary careers. A home where innovation strengthens relationships rather than replacing them. ...

Future Ready isn't about predicting tomorrow. It's about taking responsibility for it. Over the last three days I haven't seen an industry that is reacting. I've seen an industry that is leading.

Transformation doesn't happen over three days at a convention. It happens in the 362 days in between. Through the choices we make. The standards we uphold. The people we mentor. ... So as you leave, I ask you to take one question home: what future are you building? For your clients. For your business. For your community. For the next generation."

Lynette Walsh, Convention Chair.

Fringe Stage

The Fringe Stage returned to the Marketplace in 2026 with a refreshed program of short, practical sessions focused on the issues brokers are navigating right now. Supported by BizCover for Brokers, the sessions explored everything from AI and emerging technology to claims, underinsurance, sustainability and the enduring importance of relationships.



Monday 19 October

Kate Greaves asked whether culture and relationships will keep brokers relevant in a tech-heavy world, and how the profession can build pride and attract the next generation.

Peter Divjakinja of CGU unpacked the new risks emerging as commercial fleets become electric, connected and data-driven.

Brian Siemsen of Wilbur explored the claim as the moment of truth, and what AI-driven claims decisions mean for brokers and their clients.



Tuesday 20 October

Dan Novick of myVal showed how better documentation and regular touchpoints can help brokers catch underinsurance before it becomes a problem at claim time.

Ali McArthur of ARC Projects shared lessons from a pilot with major insurers on embedding sustainability and climate risk measures into the claims supply chain.

Ben James of TTS cut through the noise on AI tools for brokers, covering the governance, privacy and security risks to weigh before building an AI strategy.







Launched at Convention

Convention provided the platform to launch three important initiatives helping shape the future of the profession – a new Code of Practice, two new NIBA research reports, and the Insure Your Future Toolkit.

Insurance Brokers Code of Practice

A new benchmark for the profession.

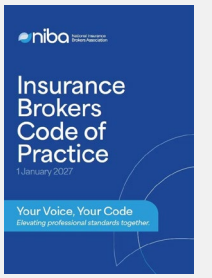
Launched at Convention following an independent review and extensive member consultation.

14 recommendations

10,500 brokers represented in consultation

300+ pieces of feedback

Commences 1 January 2027





New NIBA Research

Two new reports. Fresh insight into the future of broking.

Technology to Trust
AI, technology and broking

> *91% of brokerages have experimented with or adopted AI.*

Culture to Capability
What's driving Australian broker networks

> *99 AR networks with 5+ ARs operate across Australian insurance broking.*







Internship Toolkit

Developed through NIBA's Insure Your Future intiative, the Internship Toolkit provides brokerages with practical resources to attract, support and develop new talent. Featuring 12 templates and guidance documents, it takes firms through every stage of a three-month internship, from advertising and onboarding to final review, with resources that can be adapted to suit individual business needs.





Partners

The 2026 NIBA Convention would not have been possible without the generous support of our partners. We sincerely thank every organisation that contributed to bringing Future Ready to life.

PRINCIPAL PARTNERS				
Allianz	CGU Insuring Ambition	QBE	vero Insurance with insight	ZURICH

GOLD PARTNER	WELCOME FUNCTION	SUSTAINABILITY PARTNER	BANKING PARTNER AND BUSINESS LOUNGE
DXC	CGU Insuring Ambition	Allianz	MACQUARIE BANK

NAME BADGE AND LANYARD	PRESTIGE ARRIVAL PARTNER	RECHARGE LOUNGE	JUICE STAND
Clearmatch	CMT Assurance Motor Accident Support Services	LLOYD'S	elantis

ESPRESSO BAR			GELATO BAR	HYDRATION STATION
Australia Underwriting	Crawford	ROYANS Transport Accident Repairs	GT Insurance	cbn Community Broker Network

OUTDOOR PICNIC AREA	PUPPIES AND GOATS SANCTUARY	FRINGE STAGE	MARKETPLACE NETWORKING RECEPTION
flex	Arteva Funding	B4B BizCover for Brokers	nti

CONVENTION APP	WIFI	WRITING PADS AND PENS	GALA DINNER 360 PHOTO BOOTH
ENVEST	JAVLN	RIZON Commercial	HUNTER Premium Funding

NIBA TENNIS TOURNAMENT	NIBA GOLF TOURNAMENT	HOLE ACTIVATION PARTNERS
CHUBB	Liberty	carbiz, ENVEST, intogreat, prango, TautSec

YOUNG PROFESSIONALS STREAM	PLENARY AND SESSION PARTNERS				
AIG, CHU, prango	ATC Insurance Solutions	ASW	BENTINO Insurance Builders	cbn Community Broker Network	CHU

CHARITY PARTNER	MEDIA PARTNERS		DESTINATION PARTNER
Ovarian Cancer Australia	Insurance Business	insurance NEWS	Experience Gold Coast

2026 NIBA Convention Marketplace























2026 NIBA Convention Marketplace



















Exhibitors

Thank you to the many organisations that joined us in the 2026 Marketplace. Our exhibitors play an important role in connecting brokers with the products, services and innovations supporting their businesses and clients.

EXHIBITORS

UAC ALLEY, INSURTECH ALLEY AND INSURANCE SERVICES ALLEY

Exhibitor Feedback

88%

of exhibitor respondents rated their overall experience at Convention as excellent or very good.





90%

said they made new connections or leads

Top 5 things that went well

- Booth location and visibility – many exhibitors were happy with their position and steady foot traffic.
- Access to delegates – direct contact with brokers and decision makers, all in one room.
- Easy set-up – booth artwork already in place, with clear communication on what was needed.
- Marketplace layout – an open, welcoming space with traffic throughout the day, even during sessions.
- Event organisation – a well-run event where everything flowed smoothly.

83%

are extremely or very likely to exhibit again



"The opportunities to network and showcase our business were great, with delegates from all types of businesses from all over Australia."

Exhibitor

"Very rare to have such direct contact with decision makers all in the one room."

Exhibitor

"I have attended many expos in my 35 years in sales and I have to say this is the best organised event. The NIBA Events team were extremely helpful and well organised. We had a fantastic experience and many enquiries from prospects.

Exhibitor

Celebrating Excellence

NIBA's national awards celebrate excellence across the insurance broking profession and recognise the individuals and organisations setting the standard for our industry. Congratulations to all of our 2026 winners and finalists, and thank you to our award partners for their continued support.

2026 National Broker of the Year



Broker of the Year
Alison Gemmell, Aon

In Partnership with CGU

2026 National Young Broker of the Year



Young Broker of the Year
Alyssa Sanfilippo, Lockton

In Partnership with Vero

2026 NIBA Claims Broker of the Year



Claims Broker of the Year
Maree Solvyns, Gallagher

In Partnership with Sedgwick

2026 NIBA Community Excellence Member



Community Excellence Member of the Year
Paul Davenport, Affinity Insurance Brokers

In Partnership with Liberty

Celebrating Excellence

2026 Lex McKeown Trophy



Lex McKeown Trophy
Gary Okely, JLT Australia Public Sector

2026 Large General Insurer of the Year



Large General Insurer of the Year
Zurich

2026 Specialty Insurer of the Year



Specialty Insurer of the Year
Liberty

2026 Underwriting Agency of the Year



Underwriting Agency of the Year
NTI



Thank you to our awards judges for volunteering their time and expertise to recognise the best of our profession.

Connecting at NIBA

Connection is at the heart of the NIBA Convention. From sport and wellness to networking events and social activities, delegates had plenty of opportunities to reconnect with familiar faces, build new relationships and enjoy everything the Convention community has to offer.

Golf Tournament in partnership with Liberty



Tennis Tournament in partnership with Chubb



Glow with NIBA Workshop



First Timers Event



Puppies and Goats Sanctuary in partnership with Arteva



Young Professionals Event in partnership with AIG, CHU, Prango



Marketplace Networking Hour in partnership with NTI



Morning boxing, yoga and run club



Welcome Reception • *Under the Southern Stars*















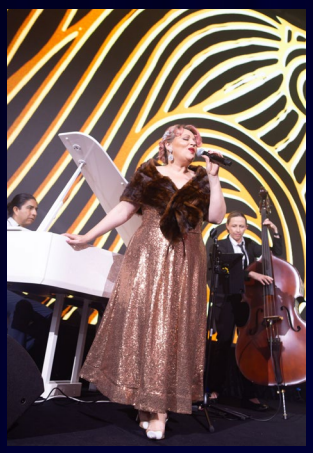


Gala Dinner and Awards • *The Gatsby Gala*























Supporting the communities in which we work and live

This year, NIBA was proud to support Ovarian Cancer Australia as the 2026 Convention charity partner. Across the Convention, the NIBA community came together to raise funds and awareness for its important work supporting people affected by ovarian cancer and their families.

$177,399
Total raised

OVARIAN CANCER AUSTRALIA

Thank you to Z Zurich Foundation for dollar matching $40,000

ZURICH Foundation







School Students

This year, NIBA and IYF were delighted to welcome 20 Emmanuel College students and faculty members, alongside a student from Bond University to the Convention on Monday afternoon.

The Insure Your Future team was on hand to greet the group and support their visit, helping them make the most of the experience. Students had the opportunity to explore the Marketplace, speak with exhibitors to learn more about the world of insurance and discover the range of career opportunities available across the industry. They also attended Jana Pittman's keynote and the *Strengthening the Future of the Profession* panel discussion, gaining valuable insights into the industry and the career pathways available to them.

















"The NIBA Convention was a great opportunity to learn more about the insurance industry and the different career pathways available. I enjoyed speaking with people from different companies and hearing about their experiences and roles within the industry. One of my biggest takeaways was how important communication, problem-solving and building relationships are in the workplace. Hearing Dr Jana Pittman speak was also inspiring and showed me the importance of never giving up and chasing your dreams."

Student

"The 2026 NIBA Convention was truly a highlight of my week, from walking around the different insurance companies listening and talking to many people's different walks on life, to hearing the famous Dr. Jana Pittman's truly moving talk, the conference was incredible."

Student

"Going into the NIBA Convention, I already had some exposure to the insurance world through my father's business, but I never saw it as a career worth pursuing. Speaking with the brokers on the day completely shifted that view. They showed me that insurance draws on the same analytical thinking, risk assessment and financial acumen I admire in those fields, with real influence over how businesses operate and grow. I left the convention seriously considering a career in financial lines insurance and underwriting, which is something I would not have said a day earlier."

Student

What People Shared

Arteva Funding
Oct 22

+ Follow

Earlier this week at the National Insurance Brokers Association (NIBA) Convention, we gave brokers somewhere to calm their farm. 🐐

The Arteva Puppies & Goats Sanctuary ran for three days at RACV Royal Pines. The puppies were, by all reports, the talk of the convention. The goats were also there.

Congratulations to James Still and Lisa Still from Melbourne who came in for a cuddle and ended up buying a puppy. We're calling it the strongest conversion of the event. James is also the 2025 NIBA National Young Broker of the Year and 2026 IBAA Broker of the Year, so the puppy has landed on its feet.

Thanks to NIBA for having us, and to everyone who stopped by. 🐶

Rochelle Bray Sue McNeill Bernie van Altena Ross M. Daniel Gronert



Alison Gemmell • 2nd
Aon Client Leader | MBA, LLM | NIBA Broker of the Year
Oct 21 • Edited

Connect

Wow! I'm incredibly honoured to have been named the 2026 NIBA National Broker of the Year.

I started my career as a teenager, behind the counter at NRMA selling insurance policies. However I quickly discovered my favourite part was helping people who came into the branch needing assistance understanding their policies or how to navigate a claim.❤️Since then, this industry has given that girl who left school with not much of a plan, more opportunities than she could ever have imagined!! Its challenged me, humbled me and given me a career to grow into.

I'd like to share a message that has stayed with me throughout this experience of which one of my clients who supported my nomination shared with me from their class address when graduating their Phd - is to never stop learning (got it) .... and never stop teaching (ahhh this part stuck with me). I hope to use this opportunity to not only learn more but share what I've learned, open doors for others and encourage more people into this wonderful profession!!

ve spent plentyyyy of late nights and weekends studying, but my greatest lessons have come from the people I've worked alongside and i'd like to take the opportunity to sincerely thank every single person I work with at Aon.

As our industry continues to evolve, some things I think will always remain the same. Those customers who walked into the branch all those years ago weren't just looking for an insurance policy. They were looking for someone to listen, explain and help in uncertain times.

And that's what makes our profession so important. We remain the human connection between insurance and the people who depend on it.

To National Insurance Brokers Association (NIBA) , CGU Insurance , Jawun , thank you for this extraordinary honour and experience!! I am beyond grateful. To my fellow finalists congratulations again and it's been an absolute privilege to be named amongst you. To my family, friends, my clients and everyone who has reached out to me thank you so much for the messages and support!

#NIBA #BrokerOfTheYear #InsuranceIndustry #Aon



Carlie Griggs • 2nd
Partner - Corporate Risks
Oct 23

Connect

My 27th NIBA conference and they just keep getting better! So proud to be on the NIBA NSW Divisional Committee and even prouder to be able to work so many awesome people on the Convention Committee. I went from Andre Agassi at the tennis to riding into the function on a toy horse and topping it off with being a gangster for the gala dinner! I've taken so much out of the conference and had an enormous amount of fun! Well done to NIBA and all the people who made it come together. Can't wait for next year!



Sedgwick
Oct 20

+ Follow

That's a wrap on the 2026 NIBA Convention! 🎉

A big thank you to all the claims brokers and industry leaders who stopped by the Sedgwick booth yesterday.

It was fantastic to connect, share insights and talk all things claims, while celebrating the outstanding finalists of the NIBA Claims Broker of the Year Award.

We're proud to continue supporting and recognising excellence across the broking industry and look forward to partnering with NIBA again in 2027.



52 2 1

Bridget Baker • 2nd
Underwriter, Casualty
Oct 23 • Edited

Connect

The weather was touch and go, but that didn't stop a great day on the golf course with an even better team!

Well done to Ashley McCarthy for taking out Nearest to the Pin — and I'll happily claim a little win myself with Intogreat Solutions Women's Nearest to the Pin 🏌️‍♀️

Then onto the NIBA Conference — a great opportunity for us to step away from the day-to-day, hear from some fantastic speakers, learn, share ideas and talk all things insurance and business.

The best part is always reconnecting with old industry friends, while making new connections along the way.

A great few days of golf, learning, business and spending time with good people — exactly what these industry events are all about.

National Insurance Brokers Association (NIBA)



Steve Talbot • 2nd
Head of Broker Distribution, Southern Region at QBE Insurance
Oct 26 • Edited

Connect

That's a wrap on another fantastic National Insurance Brokers Association (NIBA) Convention.

A huge thank you to everyone who took the time to stop by, catch up and engage with the QBE Insurance team over the past few days. These events are always a great reminder that, in our industry, relationships and human connection really do matter.

On that note, it was a genuine privilege to be part of the NIBA Great Debate. A brilliant experience and, if you ever get the opportunity to front up in the future, I thoroughly recommend giving it a go.

And, given my choice of debate headwear, it can only be a **tiny hat off** to Team Negative, The Magicians, for somehow hoodwinking a room full of brokers into believing AI is more important than human connection!

Joking aside, credit where credit's due. They were the stronger debate team on the day, thoroughly deserved the win and were great fun to go up against. **I'm still not convinced they were right though!**

A special mention also to Taylor Burstow for sharing his personal story of ovarian cancer. It was incredibly powerful and a reminder of the impact this disease has not only on women, but on their families and loved ones. Well done to Taylor and to Ovarian Cancer Australia for the important work they do supporting those affected.

Plenty of great conversations, laughs and connections over the week. Thanks again to everyone who made it such a memorable NIBA.

#NIBA2026 #QBEInsurance #Community #OvarianCancerAustralia



Athanasia Corso • 1st
Building Capability | Enabling Success
Oct 21

Thank you, National Insurance Brokers Association (NIBA), for another fabulous conference.

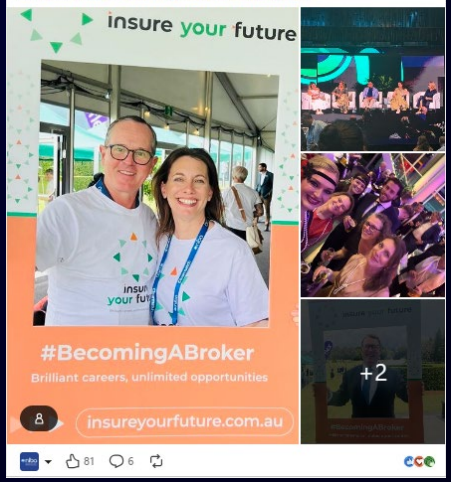
As Heïdi said, you are the Switzerland of our industry and a voice for brokers all over the country. There is something very special about this event and that sentiment was shared repeatedly over the last few days.

What stayed with me most were the human moments. Reconnecting, sharing a laugh and learning from people who care deeply about this profession. Hearing stories of challenge, remembering those we've lost, and finding hope in the resilience and passion of this community.

And somewhere amongst all of that, there were goats, puppies, a rodeo and some Great Gatsby glamour.

Three nights and two very full days served as a great reminder that the benefits of these events are about so much more than what happens on stage. They're about connection, shared experience and the people who make an industry feel like a community. What a fabulous job you did elevating and connecting everyone as we get future ready!

Insure Your Future #community #connection #futureready



81 6

What People Shared

Cowden Insurance Brokers
Oct 20
+ Follow

And that's a wrap!

A fantastic few days at the NIBA Convention 2026!

Thank you to NIBA, our industry partners and everyone we had the opportunity to connect with throughout the convention.

Great connections. Fresh perspectives. Stronger together.

#CowdenInsuranceBrokers #NIBA2026 #InsuranceBroking #TeamCowden

Andrew Robinson Veronica G. Rosie-Lee Cowden Michelle Barnes Charlotte Lau Joseph Clifton Robert Fisher Levi M. Barry Drinkwater Chloe Wilson Michael Sedlarevic Leanne Nation Andrew Benda



100 3 1

ARC Projects
1d
+ Follow

How can the insurance and building industries work together to create a more sustainable future?

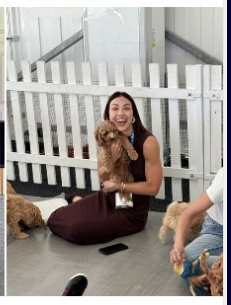
At this year's National Insurance Brokers Association (NIBA) Convention, Alianne McArthur represented ARC Projects, sharing insights on sustainability and climate action across the building supply chain.

As Sustainability Coordinator and a leader within our Build Clean Lead Green (BCLG) committee, Ali is helping ARC explore practical ways to reduce our environmental impact and encourage greater collaboration across the industry.

Through initiatives such as our emissions pilot reporting programs, we're working alongside industry partners to better understand our impact and identify opportunities for meaningful change.

And it wasn't all serious conversations! One of the highlights of the convention was the puppy enclosure, bringing plenty of smiles to the event.

Thank you to NIBA for bringing the industry together and creating opportunities to share ideas, connect and work towards a more sustainable future.

Scott Kemel • 2nd
Relationship Manager at Macquarie Group
Oct 27
+ Follow

Last week I ticked off a bucket-list item by attending my first industry conference, and what a first one to attend.

National Insurance Brokers Association (NIBA) put on an incredible convention. It was a great chance to connect with clients and industry peers, whether over a few games of tennis, through the marketplace, at the Gala Dinner or at the Macquarie Cafe.

What stood out most was the genuine care the insurance industry has for its community, whether that's clients, employees or peers. It was fantastic to see everyone come together to raise $177,000 for Ovarian Cancer Australia.

In keeping with the #FutureReady theme, keep an eye out for Macquarie's upcoming insurance industry benchmarking report.

Sarah Petzel Michelle Cox Matt Young Kayla Crethar



Emily Radmall • 1st
Senior Account Executive | 2025 Young Broker of the Year (QLD)
1h

Last week I got to attend the NIBA Convention on the Gold Coast and had a great few days catching up with people from right across the industry.

There were plenty of good conversations, a few late nights, lots of laughs and, as always, a reminder of how many great people there are in insurance.

One of the highlights for me was taking part in the NIBA Great Debate. Somehow, as Team Negative, we managed to convince the crowd that human connection isn't our greatest competitive advantage and came away with the win! Shoutout to Stephen Frenkel, Matthew Bates & Fionn O'Reilly for being the greatest teammates. It was a lot of fun to be involved, even though I'm sure we didn't believe our own arguments.

A huge congratulations to Alyssa S. on being named NIBA's 2026 National Young Broker of the Year. Such a fantastic achievement and incredibly well deserved. I'm looking forward to seeing where this takes you over the next 12 months!

Thanks to everyone who took the time to catch up during the week. It's always great putting faces to names, reconnecting with familiar faces and meeting new people across the industry.

Well done to National Insurance Brokers Association (NIBA) for putting together another fantastic convention. Already looking forward to next year!

#NIBA2026 #InsuranceBroking #NIBAConvention #YoungBrokerOfTheYear



Macey Insurance Brokers
Oct 21 • Edited
+ Follow

A few of our Macey team flew out to the Gold Coast earlier this week for the NIBA 2026 Convention!

This year's theme, Future Ready, reflecting a profession that continues to evolve, adapt and lead. A fantastic opportunity to connect with industry peers, share ideas and keep learning from the people shaping the future of insurance broking. Very important & needed!

We are forever proud to have a team that continues to value building relationships, staying curious and continually finding ways to do things better.

#NIBA2026 #FutureReady National Insurance Brokers Association (NIBA)



78

Emily-Rose Srbinovska • 1st
National 2024 NIBA Young Broker of the Year
Oct 19

What an incredible start to the National Insurance Brokers Association (NIBA) convention!

From the fantastic CGU Insurance Welcome Function to sharing the stage with the most amazing group of panellists - a huge thank you to everyone who attended and joined us!

Incredibly proud of my good friend, Taylor Burstow for sharing his story and helping raise vital funds for ovarian cancer.

And of course, roaming around with the crew and the Insure Your Future Insta cutout was a highlight!

So many great conversations, connections and laughs already. The people really do make this industry special!

#NIBA2026 #NIBAConvention #InsureYourFuture #Insurance

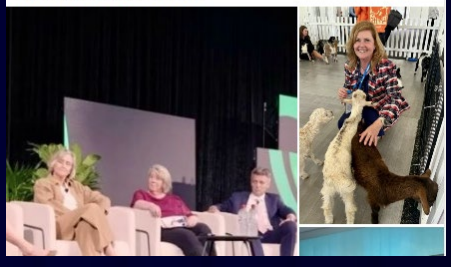


126 4

Emma C. • 2nd
Lead Ombudsman - Insurance
Oct 21 • Edited
+ Follow

Was a privilege to participate in a panel discussion on being future ready and 'Leading in a Changing Regulatory Landscape' at the 2026 NIBA convention at the Gold Coast this week. Great to catch up with brokers, fellow panel members, the Code team, and a few kids!

National Insurance Brokers Association (NIBA) Drew MacRae Carli Kidd Daniela Kirchlinde Oscar Shub Richard Klipin



What People Shared

FreightInsure Oct 21 — Follow

National Insurance Brokers Association (NIBA), you were great.

Old friends, valued partners and a lot of brokers keen to talk freight insurance.

Thanks for the conversations, the coffee and the laughs.

Jonathan Bass is heading home with a full diary and we wouldn't have it any other way.

#NIBA2026



14

Jessica Rees • 2nd
Senior Account Manager at Insurance Mentor
Oct 22 — Connect

Back to work after a fantastic few days attending the National Insurance Brokers Association (NIBA) convention here on the Gold Coast. A huge shoutout to the amazing convention committee who put together the jam packed program.

I especially enjoy convention time as it really signals how cohesive we are as an industry, and getting to hear from such a wide range of speakers, panelists and other delegates is so valuable. There really is nothing like it and I was so grateful to attend alongside my Insurance Mentor colleagues Amy Von hoff & Sarah Shapiro.

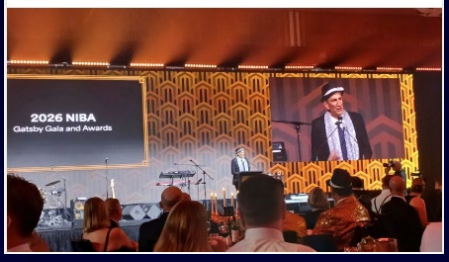
#BecomingABroker #FutureReady



55 5

Insurance Business Australia Oct 21 — Follow

Insurance Business Australia is heading home after an information rich and fun filled NIBA Convention! Thanks for putting on a great event Richard Klipin, including last night's Great Gatsby Gala Dinner where IB and my glamorous colleague and friend Sophie Knight enjoyed it all from table 48. We were sitting with the engaging and down to earth crew from Oxley Insurance Brokers based on the NSW north coast. I enjoyed chatting with Tim Richmond, Alex and...all those nice people! (Im beating against the ceaseless current of morning fog! Get the Gatsby reference in eh!) Thanks for being interviewed, all who did - and I'll pin down the rest of you next year?



Willis Temby — Follow
Contact us
1d

How do you build a client service methodology that drives trust and loyalty?

That was the focus of a panel session at the 2026 National Insurance Brokers Association (NIBA) Convention, where Willis Temby Executive Director Brett Piggott joined Joshua Boyd, Sally Coulton and Meg Long to discuss Service as a Differentiator: Building a Client Service Methodology that Drives Trust and Loyalty.

The discussion explored how leading brokerages create consistent service experiences, embed accountability across their teams, and use service excellence as a meaningful point of differentiation in an increasingly competitive market.

A fantastic discussion and an opportunity to share insights with industry colleagues committed to raising the standard of client service.

#FutureReady #NIBA2026



10

Emmanuel College - Gold Coast Oct 22 — Follow

A big thank you to Insure Your Future and National Insurance Brokers Association (NIBA) for inviting our Senior Business and Economics students to attend this amazing convention, exploring future opportunities in the insurance industry.

A highlight of the afternoon was hearing from renowned Australian speaker Jana Pittman, who presented Hurdles of Life: Conquering F.E.A.R., inspiring students to embrace challenges and build resilience.

#studentfutures #studentpathways #shapingpeopleofcharacter

Insure Your Future
Oct 21 • Edited

✨ That's a wrap on the 2026 NIBA Convention for Insure Your Future! ✨

What a few days on the Gold Coast! Our IYF team loved connecting with... more



Matthew Bates • 1st
Australian Insurance Broker of the Year 2024 | Helping growing businesses mana...
Oct 23

That's a wrap on the 'magical' 2026 NIBA Convention!

What a fantastic few days! Great insights, fresh ideas and plenty of opportunities to reconnect with friends and colleagues from across the insurance industry.

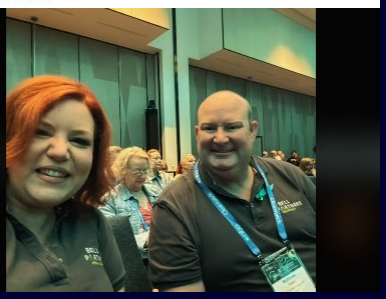
This year's theme, Future Ready, was a great reminder of how our industry continues to evolve — and the importance of staying ahead so we can deliver better outcomes for our Clients.

A personal highlight was helping close out the convention as part of The Great Debate — and part of the winning team! Thanks to Stephen Frenkel Emily Radmall Fionn O'Reilly for being the best teammates. I'll try not to let it go to my head.

A big thank you to NIBA National Insurance Brokers Association (NIBA) for another brilliant event. Great content, great company and a few laughs along the way. Well done Heïdi Schmit Richard Klipin Lynette Walsh - just brilliant.

Here's a little look at my highlights!

#NIBA2026 #FutureReady #GreatDebate #InsuranceBrokers #InsuranceIndustry #BellPartnersInsurance



Luke Anderson • 1st
Account Executive
Oct 22

The last three days I've had the pleasure of attending the 2026 NIBA Convention.

A recurring theme throughout this year's convention was the importance of being Future Ready. NIBA's focus was on preparing brokers for a quickly shifting insurance landscape by equipping us with the tools and knowledge needed to adapt, including emerging technologies and AI.

At the same time, the convention reinforced that while the industry continues to evolve, the importance of strong relationships and the value brokers bring to their clients remain at the heart of what we do.

They also have a fantastic focus on young brokers and providing resources to strengthen the cohort of the future.

It was so nice to connect with brokers and insurers from all around Australia in the one place.

A huge thank you to the NIBA team for the immense organisation that went into the event, as well as all the sponsors, exhibitors speakers and delegates that made it possible.

#BecomingABroker
#NIBA
#FutureReady
#InsureYourFuture



What People Shared

Elantis Premium Funding · Oct 21 · + Follow

Elantis was a proud event sponsor at this year's National Insurance Brokers Association (NIBA) 'Future Ready' Convention.

The team was on full charge activating at the tradeshow and throughout every social functions.
With 'Future Ready' as the theme, we thought every session delivered insights and thought-provoking content that are so relevant for today's evolving landscape.

A big shout out to Richard Klipin, Wayne Egelton and the NIBA crew for bringing it onto another level and delivering a succesful event!!

Rachael Lavars Koula Stamatovski Tracey Torney Sharon Grosman Gemma McKenzie Evangeline T. Richard M. Nicholas Cook Linda Aloir TPM Events Monument Premium Funding



24 · 1

Demetra Day · 2nd · Head of Distribution, Australia/New Zealand at Chubb Insurance · Oct 21 · + Follow

What a fantastic #2026NIBAConvention! It was a pleasure to connect, exchange ideas, and celebrate the best of our industry over the last three days.

Thank you to our broking partners and National Insurance Brokers Association (NIBA) for your ongoing collaboration and support. We were honoured to be one of three finalists for the Large General Insurer of the Year award.

My personal highlights included hosting the Chubb Tennis Tournament and the human connection throughout the conference.

Looking forward to the 2027 NIBA Convention!

Lloyd Beltran Christopher Thirlwall Johanna Friess



91 · 3 · 1

Katherine Wilson · 2nd · Chief Executive at IBANZ - Insurance Brokers Association New ... · Oct 27 · + Follow

Great to attend this year's National Insurance Brokers Association (NIBA) Conference with IBANZ Emma Porritt to gain valuable insights into the opportunities and challenges facing brokers across Australia. Richard Klipin and his team do a fantastic job of coordinating over 1,000 attendees across three days.

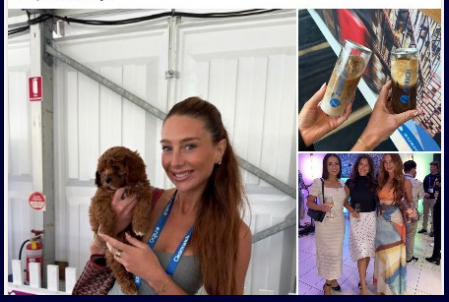
A particular highlight was spending time with the CEO of BIBA Graeme Trudgill FCII, Cert Mgmt discussing his specific UK insights and what the British Insurance Brokers Association are focusing on for 2027.

Australia's broking market is navigating many of the same challenges we face here. Learning about how they are responding and what practical insights that we can apply to the New Zealand context was well worth the trip across the ditch.



Liz N. · 2nd · Senior Associate for Howden Markets · Oct 23 · Connect

What a great three days at the National Insurance Brokers Association (NIBA) Conference! ✨
My first conference and such a great experience connecting with industry peers, sharing insights and learning from others across the industry. A few highlights from the past three days!



About Underwriting · 2w · + Follow

You brought two-stepping cowboys. We brought an explosion of colour.

Thanks to everyone who stopped by for a chat at NIBA (and to the rain for forcing you all inside).

It was a pleasure to put faces to names. Learn some new ones. Spin our famous prize wheel. And of course, talk shop.

Insurance is a people business. Adding the colour to conversations is why we're good at it.

See you all next time.

Lizzie (Liz) Alexandre | Naomi Intrapaiboon (Maltman) | National Insurance Brokers Association (NIBA) (edited)



Christopher Caruso · 2nd · Senior Business Development Partner - IQumulate Premium ... · Oct 21 • Edited · Connect

Great conversations, fantastic connections and a brilliant few days on the Gold Coast!

What a fantastic experience attending the 2026 National Insurance Brokers Association (NIBA) Conference at the stunning RACV Royal Pines!

It was great to reconnect with so many familiar faces, meet some new ones and enjoy plenty of engaging conversations about the opportunities and challenges shaping our industry.

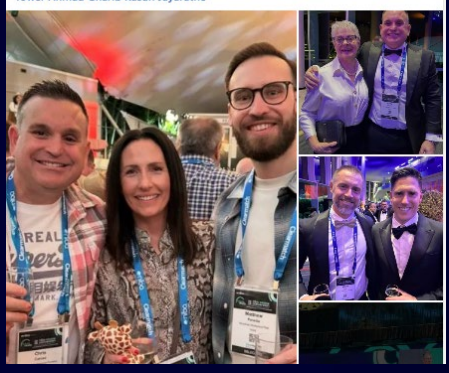
One thing that never changes is the incredible people who make the insurance broking industry such a rewarding place to be. The energy, collaboration and camaraderie throughout the conference were a great reminder of just that!

A special shout-out and huge thank you to Richard Klipin Nicholas Cook Rebecca Wilson and Lynette Walsh for hosting such an amazing event! Your hard work, passion and dedication certainly didn't go unnoticed. An outstanding few days from start to finish!

From an IQumulate Premium Funding perspective, it was a fantastic opportunity to strengthen relationships, exchange ideas and continue building momentum for the exciting opportunities ahead.

Looking forward to turning some of those great conversations into even greater outcomes! Are you FUTURE READY

#NIBA2026 #IQumulate #PremiumFunding #InsuranceBrokers #IndustryConnections #GoldCoast Chris Park Jane Spiers Anna Puccio Matthew Panetta Wayne Tower Ahmad Gharib Kasun Jayaratne



Scott Kemel · 3rd+ · Relationship Manager at Macquarie Group · 2w · + Follow

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Sarah Petzel Michelle Cox Matt Young Kayla Crethar



Thank you to the 2026 Convention Committee



Lynette Walsh
Chair, QLD



Steven Hill
QLD



Rebecca Wilson
NSW



Carlie Griggs
NSW



Tina Wilkinson
QLD



Derek Turner
NSW



Joshua Boyd
ACT



Nadia Abbassi
NSW



Leta Hamblin
VIC



Nese Akay
VIC



Ellie Price
VIC



Linda Bennett
QLD



Chloe Wilson
WA



Prudence Chang
VIC

With the support of the NIBA team



Richard Klipin



Heidi Schmit



Ruth McCarthy



Wayne Egelton



Ciara Walsh



Virat Nehru



Lucy Browne



Roisin Clune



Becky Clavel



Linda Aloir



Ben Marshan



David Bishop

Save the date and join NIBA on the Gold Coast in 2027

niba TRANSFORM 27

niba convention

17-19 OCT

RACV Royal Pines Resort, Gold Coast