



FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

At the recent Board meeting of AICLA, a report by Philip Maguire from Professional Financial Solutions titled “**Communication Strategy for AICLA and Loss Adjusting Profession**” was tabled and adopted. The report addressed how best to communicate with stakeholders to enhance the reputation and image of the loss adjusting profession. Comments and recommendations contained in the report included:

- Objective: to promote the relevance of AICLA members and membership to key stakeholders (including the insurance industry, non-members and other external stakeholders such as industry and educational bodies) by communicating the value added by, and benefits offered through, using professional loss adjusters.
- The first priority target level within insurers for AICLA will be the National Claims Manager or equivalent position that may be generally expected to have responsibility to set internal company policy on the use of and standards of service providers such as loss adjusters.
- That AICLA adopts the following activities to the extent that resources permit:
 1. Visits program – Arrange face-to-face meetings with people of influence in target organisations.
 2. Identify and actively seek all opportunities to present at relevant industry forums (e.g. ANZIIF Claims Discussion groups, NIBA Convention).
 3. Identify and actively seek opportunities to present at insurer and other organisations’ internal conferences.
 4. Design a tailored program for the AICLA annual conference (to allow several aspects of AICLA’s messages to be put forward).

5. Design a tailored program for AICLA regional meetings and functions.
6. Research and prepare tailored editorials and articles for industry publications including AICLA’s.
7. Review the AICLA website for appeal and usefulness to consumers – and to communicate the message (current website is mainly targeted at members).
8. Develop promotional material – handouts, fact sheets.
9. Prepare media releases for insurance-related media (and possibly more broadly later).
10. Membership participation program of activities (develop for members to promote the message – e.g. letters to clients, fact sheets).

As members will appreciate, completion of the above comprehensive program will take considerable human resources some of which will need to be sourced and appropriately remunerated.

The Board has established a committee to look at resourcing and implementation of the recommendations.

MEMBERSHIP DATA

The Institute is using the membership database to obtain a clearer profile of membership. We have long known the membership by Division and Classes of members but with more comprehensive database information we are able to extract further information. For instance, while only 7% of members are females, they account for 29% of members enrolled in the Diploma of Financial Services (Loss Adjusting) course. The age profile of membership and that of those enrolling in the loss adjusting diploma indicates that loss adjusting is not the first career for many participants. Many members enter the profession of loss adjusting after first establishing a career in one of the mainstream professions such as engineering, law and accounting or after gaining significant experience in the building or other industry or in the insurance industry. Below is information on the age profile of the Institute by Division and Classes of membership.

AGE PROFILE OF MEMBERS BY LOCATION

Division	<25	26-35	36-45	46-55	56-65	>65	Total
International	0	21	34	38	10	0	103
NSW/ACT	0	8	31	49	37	15	140
NZ	4	1	21	332	40	9	107
QLD	0	10	32	38	46	15	141
SA/NT	0	3	21	17	21	6	68
TAS	1	0	3	9	9	2	24
VIC	0	5	23	29	40	15	112
WA	0	5	12	9	19	3	48
TOTAL	5	53	177	221	222	65	743

AGE PROFILE OF MEMBERS BY CLASS

Division	<25	26-35	36-45	46-55	56-65	>65	Total
Provisional	0	3	2	0	3	0	8
Ordinary	0	27	59	55	47	4	197
Affiliate	4	5	18	44	58	10	135
Associate	0	17	83	70	40	8	218
Fellow	0	1	15	49	61	15	141
Life	1	0	0	0	2	8	10
Retired	0	0	0	2	10	20	32
Honorary	0	0	0	1	1	0	2
TOTAL	5	53	177	221	222	65	743

(*Note that 128 members have not supplied age details)

CAREERS PACKS

The new **Career in Loss Adjusting** packs have received very favourable feedback with over 300 of the packs distributed throughout Australia, New Zealand and Asia. The packs contain valuable information for someone commencing a career in loss adjusting or for someone seeking information about the role of a loss adjuster. If any member would like a copy of the career pack please contact the Administrative Officer at adminoffice@aicla.org.

CC08

The program for the Claims Convention CC08 “**Setting Melbourne on Fire**” has been finalised and a pdf copy of the brochure was forwarded to members recently.

CC08 will be held at the **Sofitel Hotel, Melbourne 20-22 August 2008**. A very impressive range of topics and speakers should ensure the event grows on the success

of last year’s inaugural joint AICLA/ANZIIF convention. With an attendee balance of 40% loss adjusters, 40% insurers and brokers and 20% suppliers, the event is an excellent opportunity for loss adjusters to gain technical knowledge and interact with other industry participants.

Loss adjusters this year are able to take a booth at the convention. Any member seeking exposure at the convention via a booth is asked to contact Tony Libke at adminoffice@aicla.org for a copy of the convention sponsorship proposal.

The Gold sponsor for the convention is Steamatic.



SUBSCRIPTION ACCOUNTS

The 2008 subscription and information advice will be forwarded to members before the end of June. Please check your personal information on the renewal advice, make any necessary changes and return the form to the AICLA office. Subscriptions have increased this year by 10%. The last increase was in 2006.

NEWCASTLE STORMS

The Insurance Council has advised that the Hunter Valley Research Foundation (HVRF) has issued a report assessing the societal and economic impacts of the June 2007 storms in the Newcastle region.

There are references to insurance and the community’s experience with insurance claims. The Insurance Council has advised that the figures quoted by the HVRF have been developed in isolation from the insurance industry and are still being examined in light of ICA’s data collection and experiences.

The report can be downloaded at the following link:

<https://insurancecouncil.sharefile.com/d-seba229eeb80485c8>

(if you experience difficulty with this link please cut and paste it into your web-browser)

*Kind Regards,
Stephen Thorpe - President*

CPD ONLINE

Have you checked your log for sufficient CPD points for the year? In our profession, with its day-to-day pressures of every case being the most urgent and therefore to be completed first, time has a habit of running away from us. It is often difficult to find time for CPD activities amongst the competing demands of cases and – for smaller firms at least – administrative tasks such as the financial year-end fast approaching.

CPD is an essential element in membership of AICLA and must be attended to. The range of CPD activities available to members includes AICLA's online initiative provided on the ANZIIF website. The site presents a number of short papers of varying complexity. We invite you to make use of this facility, which is available on a 24/7 basis and can be fitted into the day (or night!) in those odd spare moments that occasionally arise.

This month, we feature at PRO105 a case study in which you are presented with a hypothetical claim involving cracking of walls in a block of residential units. As would be expected, major building works are called for. Many new adjusters are not yet familiar with this type of claim, which calls for dual skills of loss adjusting and building works management. Various aspects are explored, including the scope of works, special safety precautions, policy response and of course possible subrogation, contribution and recovery. This paper departs from the usual multiple-choice style of quick test question, and calls for some in-depth answers. Model answers are provided against which you can check your own.

Step-by-step instructions for accessing our on-line CPD material will be found by clicking on the thumbnail



NEW/ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Bradley Verreyne	Provisional	New South Wales
Tai Batchelor	Provisional	New Zealand
Richard Murphy	Provisional	New Zealand
Kamini Kanagalingam	Provisional	International
Loh Choon Heng	Provisional	International
Queck Hong Beng	Affiliate	International
Vince Wee Sang Teh	Affiliate	International
Sacha Vaz	Affiliate	International
Joanathan Vaisey	Affiliate	Victoria
Dianne Pender	Affiliate	Victoria

ELEVATED MEMBERS

Name	Class	Division
James Tubbs	Associate	New Zealand
Esther McIntyre	Associate	New Zealand
Donna McKenzie	Associate	New South Wales
Graham Uff	Associate	New South Wales
Duncan Moonlight	Affiliate	New Zealand
Robert McGuire	Affiliate	Queensland

DIVISION NEWS

VICTORIA

VALE Captain Tom A Fairbairn

"Captain Tom" died peacefully on 5 May after 18 months in a nursing home and several years of illness – a far cry from the tall, slim, impeccably spoken, active and enthusiastic man we knew over many years.

Tom was a Master Mariner with vast knowledge of the world and its people and a successful marine surveyor in Melbourne. He was a great supporter of this Institute with many years on the Victorian Committee and two terms as Victorian President. While normally quiet he had the loudest voice which could cut through any ruckus and, no doubt due to his marine background, he was a stickler for protocol and timing at meetings and functions. On reflection it is fortunate he retired some

time ago as he may not have coped with the instant demands and computers of today. Many will recall his old portable typewriter which produced the worst imaginable results, but as he had used this for so long he felt the reader, and not the author, should change.

Tom died several months before his 80th birthday and is survived by his wife Marianne, four children and grandchildren.

QUEENSLAND

AICLA Luncheon held at Tattersall's Club on 15 May.



The AICLA Queensland Division Charity Golf Day will be held on 17 June at Carbrook Golf Course. The event has again generated very strong support from suppliers with proceeds from the event going to the Royal Children's Hospital Foundation.

Sponsors for the event are:

Gold: Pacific Auctions, Pattersons Building Group, Juvenile Pty Ltd, BMR Building Solutions, Australian Building Services and Insight Restorations.

Silver: Aggreko and Allen & Newton Qld Pty Ltd.

Prizes: Birkbeck's Jewellers and Bridgestone.

NEW SOUTH WALES

Members were invited to a breakfast meeting at the Cammeray Golf Club on 14 May with guest speaker Les Thorpe who spoke on contract works. Thank you Les for your time.

Members are advised that the annual luncheon will be held at the Royal Yacht Squadron on 25 July.

WESTERN AUSTRALIA

WA Division had a very informative breakfast meeting last week with the presenter advising on standards of care required by adjusters as required under common law and areas that we should be aware of to protect our instructing principals' rights. The presenter was David McKenna who is a well-known insurance law practitioner in Perth and a principal of Jarman McKenna. The meeting was well attended and attendees were rewarded with the excellent information provided.

The next breakfast meeting in June is a presentation about planning/building licence issues following partial damage/significant damage and the different requirements, etc. The presenter will be Scott Roberts who is Manager Building/Surveying for consulting firm Davis Langdon.

POSITIONS VACANT

CRAWFORD & COMPANY

Loss Adjusting Opportunities

Due to market growth, Crawford & Company Australia has various full time Loss Adjusting opportunities available in our Cairns, Melbourne, Perth, Launceston and Sydney offices.

Branch Manager/Loss Adjuster – Cairns

Due to internal promotion, an opportunity has arisen for a Branch Manager/Loss Adjuster to manage our small but successful Cairns office. This opportunity would suit candidates with either proven management experience or adjusters wanting to take the next step and move into a busy branch with lots of potential to grow. You will need to be able to manage a small but busy office and be interested and capable of tapping into the local market to grow the business even further.

The successful candidate will need to be a fully qualified Loss Adjuster, with substantial loss adjusting experience and membership of AICLA. Excellent time management and interpersonal skills are a must.

Property Loss Adjusters – Melbourne, Perth and Launceston

We are seeking suitably qualified General Property Loss Adjusters with experience in domestic/small commercial claims to join the expanding team of professionals in our Melbourne, Perth and Launceston offices.

Liability Loss Adjuster – Sydney

An exciting and challenging opportunity has become available in the Sydney office of Crawford & Company for a Senior Liability Loss Adjuster to join our established team of liability professionals.

Candidates for this position will need to be experienced in the investigation, assessment and adjustment of complex public and product liability claims and have current AICLA membership. The successful candidate will be able to demonstrate excellent analytical, technical, communication and time management skills. Leadership qualities will be highly regarded.

Key responsibilities include:

- Successful management of a liability caseload
- Compliance with client service requirements
- Participation in local and national market activities
- Liaison with liability divisions interstate

An attractive remuneration package is on offer including base salary, company vehicle or car allowance and generous bonus scheme for the successful candidates of these Loss Adjusting opportunities.

Please email your application to jobs@crawco.com.au or fax on (03) 9685 0055. Applications will be treated with the strictest of confidence.

FREEMANS

CLAIMS AND ADJUSTING OPPORTUNITIES

Freemans has grown strongly over the last five years to become the second largest firm in Australia.

This year our record growth has continued particularly in property and in specialist lines.

If you want to be part of this growth phenomenon, we want to hear from you.

In most capital cities and many regional areas we are looking to recruit good adjusters and experienced claims technicians.

Contact us with your resume at recruitment@freemans.com.au.

All in strictest confidence.

Make your career move today.



INSURANCE LOSS ASSESSOR/ ADJUSTER BENDIGO

Full-time position

We are a global company seeking an experienced General Property Adjuster for our Bendigo Office.

As the successful applicant, it is essential that you have a background in Domestic/Commercial assessing and exceptional interpersonal, negotiating, time management skills and a strong customer service focus.

Applications will be treated in the strictest confidence

To apply, please email your resume to:

estelle.isaacs@mclarensyoung.com

AICLA offers members the opportunity to advertise positions vacant in LA News.

The cost is \$150.00 (+ GST) and the advertisement will be run for up to two months.

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.