



FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

AICLA has three core objectives – education, accreditation and promotion. With AICLA being a member of the International Federation of Adjusting Associations (IFAA) which has reviewed industry “**best practice**”; IFAA has acknowledged that AICLA’s education system for adjusters is world class. This is a fine tribute to the present and former education directors, their committees and of course our education partner – ANZIIF. Last year our membership structure was improved – all new members are now “**Provisional**” and the reinstatement of “**Affiliate**” level which fills the gap between “**Ordinary**” and “**Associate**”.

This leaves “**Promotion**”. I hasten to add that promotion and advocacy is very different. We need to consider loss adjusters value proposition to insurers and the broader insurance market and given the aging demographic of our membership to a new generation of adjusters. We also need to consider AICLA’s own value proposition to members, employers and various other stakeholders.

We have taken two positive steps to enhance this third element. The first is a membership pack titled “**A Career in Loss Adjusting**”. For the first time all information about AICLA will be in one place. This will include information on what a loss adjuster is, the role of AICLA, membership pathway, membership structure, our Charter

of Objects and Professional Conduct, details on recognition of prior learning, and a diploma a course brochure setting out details on each of the 11 diploma modules. These packs will be made available to division chairs – please contact them, a member of their committee, or the secretariat.

The second step is working with an external consultant to help the executive and Board develop an overall promotional strategy. Mr Philip McGuire – ex Deputy CEO of the ICA has been engaged as AICLA’s consultant. Details will be circulated following reviews by the executive and Board.

All of the Directors sitting on the Board do so in a voluntary capacity, usually for terms of 2-3 years. The continuity of the ongoing dialogue with allied professional associations (in Australia, New Zealand and Asia) should rest with our Administrative Officer – Tony Libke. As part of consolidating that process, Tony travelled to Singapore and Malaysia with International Director, Mr Ian McWalter. Their report appears elsewhere in this issue.

The New Zealand division held its annual education seminar in Wellington in early May 2008. Speakers were from various disciplines and provided a quality, informative and educational seminar for the NZ members. Congratulations are extended to Division Chair – Mr Graham Smith, Division Secretary – Mr Bruce Weeds and the entire committee.

*Kind Regards,
Stephen Thorpe - President*

The Queensland Division Charity Golf Day

17 June 2008 – Carbrook Golf Club, 653
Beenleigh-Redland Bay Road, Carbrook.

See page 3 for more detail.



ASIA VISIT

In late April the International Development Director, Ian McWalter and Administrative Officer, Tony Libke visited Malaysia and Singapore for a series of meetings. In Kuala Lumpur, they were joined by the International Division Chairman, Jeffery Tan and Division Treasurer, Sim Yok Chin in separate meetings with representatives of the Association of Malaysian Loss Adjusters (AMLA), the Malaysian Insurance Institute (MII), CEO's of major firms, the Institute's auditor and local administrator and members. The members information meeting was held as a joint AICLA/AMLA function and attracted 48 members and others interested in learning about AICLA. The new Careers Packs were distributed at the meeting and proved very popular with attendees.

In Singapore Ian and Tony were accompanied by Branch Councillor, Stephen Kwang in meetings with the Singapore College of Insurance, Loss Adjusting Association of Singapore and the Singapore Insurance Institute. In addition, an information meeting for members and prospective members was held at which representatives from all loss adjusting firms in Singapore were represented.



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STRATEGY WORKSHOP



From left to right: Stephen Thorpe, Antonio Russo, Philip Maguire & Ian McWalter

These are members of AICLA plus the moderator who attended the promotional strategy workshop in Melbourne. Others who attended the workshop, but not in photo, were Leo Fluitsma, David Brown & Tony Libke.

CPD ONLINE

The busy loss adjuster (is there any other kind?) often has real difficulty fitting into the day all the cases to be handled, let alone ensuring that sufficient attention is given to required AICLA Continuing Professional Development activities. One of the most convenient and flexible CPD options is AICLA's on-line initiative provided on the ANZIIF website. On that site we present a number of papers of varying complexity, included in which are elementary papers that the new or would-be adjuster will be able to readily digest. We invite you to make use of this facility, which is available on a 24/7 basis and can be fitted into the day in those odd spare moments that occasionally arise.

This month, we feature a paper for raw beginners! OFF101 takes a slightly tongue-in-cheek look at How Not To Adjust a Claim, and is directed to our newer members. Older hands will scoff "Highly unlikely that anyone could make such a hash of things!" The only problem is — the events we describe are all absolutely true as actual claims handled (although to be fair they didn't happen all on the same claim). Would you ever make any of the same mistakes as we detail here?

Click on the thumbnail for step by step instructions to accessing our on-line CPD material.



DIPLOMA ENROLMENTS

The next closing date for enrolments in the ANZIIF Diploma of Financial Services (Loss Adjusting) and other ANZIIF courses is **27 May 2008**. ANZIIF have in place 8 standard enrolment periods throughout the year providing members flexibility as to when they undertake studies. Enrolments to date for 2008 total 185 modules up from approximately 150 at the same time last year. Enrolment details are available at www.theinstitute.com.au.

ELEVATED MEMBERS

Congratulations to the following recently elevated members:

ELEVATED MEMBERS

Name	Class	Division
Ng Yian Tai Gary	Associate	International
Ho Lin Low	Associate	International
Ng Eik Chuan David	Associate	International

DIVISION NEWS

QUEENSLAND

The Queensland Division Charity Golf Day



17 June 2008 – Carbrook Golf Club, 653 Beenleigh-Redland Bay Road, Carbrook.

All members are encouraged to attend this social event with proceeds from the day being donated to The Royal Children's Hospital Foundation.

Sponsors to date are as follows:

Gold: BMR Building Solutions
Insight Restorations
Juvenile Pty. Ltd.
Pattersons Building Group Pty. Ltd.

Silver: Aggreko
Allen & Newton Qld Pty. Ltd.

POSITIONS VACANT

ECHELON LOSS ADJUSTING

SENIOR LIABILITY LOSS ADJUSTER

Echelon Loss Adjusting [“ELA”] is a division of Echelon Australia Pty Ltd and was established in July 2004 as a national, specialist liability loss adjusting and investigation practice.

We are looking for an experienced senior liability loss adjuster to manage our Sydney branch.

The successful candidate will manage a mixed portfolio of liability claims for a wide range of clients, including Australian and London based insurers, lawyers, government departments and corporate clients. He/she will also be expected to manage client relationships in New South Wales, and pro-actively develop new business.

Please apply in confidence to the National Manager, Loss Adjusting, Echelon Australia Pty Ltd, Level 10, 468 St Kilda Road, Melbourne 3004.

Apply on line:

vanwj@echelonaustralia.com.au

Visit our website:

www.echelonaustralia.com.au

LIABILITY LOSS ADJUSTER

An exciting opportunity has also arisen for an experienced and energetic liability loss adjuster to join ELA's Brisbane branch.

The successful candidate will manage a mixed portfolio of liability claims for a wide range of clients, including Australian and London based insurers, lawyers, government departments and corporate clients. He/she will also be expected to assist in managing client relationships in QLD, and pro-actively develop new business.

Please apply in confidence to Ian Godson, Branch Manager, Echelon Loss Adjusting, Level 1, 25 Evelyn Street, Newstead QLD 4006.

Apply on line:

godsi@echelonaustralia.com.au

Visit our website:

www.echelonaustralia.com.au



FREEMANS

CLAIMS AND ADJUSTING OPPORTUNITIES

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

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

Liability – we are looking for a liability adjuster in Perth and a Team Leader in Sydney.

Commercial Property – we have opportunities in Sydney, Wollongong, Melbourne and Perth

Domestic Property – Perth, Brisbane, Rockhampton, Parramatta, Sydney and a trainee position in Canberra.

Claims Support vacancies are in Brisbane, Gold Coast, Townsville, Sydney and our Marine office in Brisbane.

Our Brisbane office is also looking for a Claims Manager.

Contact us with your resume at

recruitment@freemans.com.au. All in strictest confidence. Make your career move today

QBE INSURANCE

LOSS ADJUSTING CAREER OPPORTUNITIES – NSW & QLD

As a result of internal promotions, we are seeking 2 qualified Loss Adjusters to join our successful and cohesive team.

To be successful you must have ANZIIF (Associate) qualifications, solid property claims experience and a friendly manner.

To apply, please visit our website at www.qbe.com.au and submit your resume online. For further information, please contact Alexis Dunstan on (02) 9375 4229.

McLARENS YOUNG

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 services focus.

Application will be treated in the strictest confidence

To apply, please email your resume to:

estelle.isaacs@mclarensyoung.com

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 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 with the AICLA. Excellent time management and interpersonal skills are a must.

PROPERTY LOSS ADJUSTERS – MELBOURNE AND PERTH

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



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.