



FROM THE INSTITUTE PRESIDENT, IAN LAVIN

We live in interesting times.

There has been much to keep adjusters with their noses to the grindstone over the last 12 months.

Across all regions of our membership base the 2010 calendar year has been one of extraordinary activity. Collectively, probably the greatest in living memory.

Cyclones in the Pacific and Queensland, cyclones, typhoons, floods, volcanic activity and tsunamis in Asia, unprecedented storm activity in Victoria and Western Australia, wide spread flooding in Australia and of course a major earthquake in Christchurch New Zealand. The latter resulting in some 200,000 reported claims alone whether under the statutory scheme or in the private sector.

At the time of writing the weather/flooding threat in Australia continues suggesting little relief over the traditional holiday period and further afield, much of Europe is freezing.

Longer term predictions are for a very active storm/cyclone season moving into 2011 and it will be interesting to learn the final dollar cost of 2010 in the region compared with prior years and individual events.

The required response will continue to tax the resourcefulness of our members with many already sustaining lengthy periods away from base and loved ones.

I have always been impressed by the resilience and elasticity of Loss Adjusters and am sure the old adage of 'when the going gets tough' will continue to ring true.

In Cancun, Mexico, politicians have just met to discuss climate change and seek carbon reductions. Spirited debate continues as to the scientific merits and what bearing the seemingly current climatic turmoil has to levels of emissions. The contrarians of course argue that in terms of the earth's cycle the time frames are far too short to be conclusive and that massive amounts of carbon dioxide have continuously been pumped into the atmosphere naturally since the beginning.

This reminds me of the 'great debate' about 25 years ago regarding the ozone layer. Was this just part of a cycle or was the banning of chloro fluorocarbons actually the cure? The problem, although of major significance then is now hardly subject to mention.

It could be some considerable time before we know the answer to both. Interesting times indeed!

I am not expressing a view either way but my point is that whatever the answer, catastrophes will continue to occur whether they be climate related, fire, seismological or man made disasters and we as Loss Adjusters need at all times to be prepared to respond. Geographical barriers are tumbling and all this offers an exciting future for those prepared to embrace the challenge, seek qualifications and enjoy the wonderful mix of job variety and the satisfaction that loss adjusting affords.

In terms of local news, Tony Libke, Jaye Kumar and I met recently with Joan Fitzpatrick from ANZIIF along with a number of her senior personnel.

The meeting was most constructive and a number of topics of mutual interest were raised. More on this in the months to come. One significant achievement was a commitment to jointly convene the Claims Convention for a further two years, 2011 and 2012.

I had the pleasure of attending a NSW Division function at the Museum of Sydney which was well attended by members and guests. I also attended a very successful Victorian Division Gala Dinner at the Melbourne Cricket Ground with over 100 members, guests and suppliers. The guest speaker was Rodney Hogg former Australian test cricketer. The Victorian Division use the function to recognise suppliers who advertise in the AICLA diary.

These functions are great opportunities to meet members at large, put many faces to names and generally network.

As this is the last edition of LA News for 2010 I take the opportunity of sincerely thanking the Secretariat and Divisions for their sterling work during the year and wish you all a very safe and happy festive season and a prosperous New Year.

**Kind Regards,
Ian Lavin, President**

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

Ongoing education is an essential part of the activities of any professional organisation, and AICLA formalises this with our Continuing Professional Development regime, in which members are expected to accumulate at least 30 points each year, by participating in a number of optional educational activities.

One of the choices of activity is our on-line CPD facility, an option well suited to those many adjusters who operate from non-city locations and cannot easily attend seminars, conferences and the like. And of course, the facility is available to all members 24/7, wherever they may be!

Directly available on our website you will find a good range of papers, catering for various levels of experience and competence. We have made access simple and intuitive. Please see the end of this piece for brief instructions on how to access the facility.

By popular request, at paper CPD033 we discuss Proximate Cause. A simple enough concept, some of the old hands may say. But the number of extended legal actions over the years where Proximate Cause is central rather gives the lie to this assertion. We look at various rulings in the past and attempt to set out some guidelines that may be useful, particularly for new members.

As we have often said, legal action is costly and time consuming, and is thus to be avoided where possible. It follows that an informed decision made prior to any consideration of legal action is generally worthwhile. Have a look at our paper and see what you think!

Enter the on-line CPD menu at any time via 'Professional Development' on our Home page (or via the hotlink below). A password routine is in place for this facility. Members should use the **User name** 'cpduser' and the **Password** 'aiclacpd'. (These are not case sensitive but do not enter the quotation marks!) Your browser may give you the opportunity to check the 'Remember this password' box.

We look forward to seeing you there!
Go to on-line CPD now!

CC11

ANZIIF and AICLA have agreed to co-host the Claims Convention for a further two years. The event has continued to grow in popularity with 230 attendees at the 2010 convention and a record level of participation by sponsors. CC11 is planned to be held in **Sydney on 18-19 August** and the likely venue will be the Sydney Convention Centre.

SURVEY OF MEMBERS

In early 2011 AICLA will be conducting a survey of members. The survey is being finalised and will cover a range of issues from education and training to your views on the institute. The views of members are very important in providing feedback to the Board and Divisions on future direction of AICLA. The last survey of members was conducted in 2006.

POST NOMINALS

Members are reminded that AICLA post nominals should only be used as specified in the Charter of Objects and by the Board.

The following is a summary of post nominals.

Membership	Post Nominal
Provisional and Ordinary	None Apply
Affiliate	AICLA (aff)
Associate	ACLA
Fellow	FCLA

Associates and **Fellows** may use the term **Chartered Loss Adjuster** provided they have met the requirements of Continuing Professional Development. Firms may also use the term Chartered Loss Adjusters provided at least 50% of partners or directors are chartered loss adjusters.

Information on post nominals can be found on the AICLA website www.aicla.org.

DIVISION NEWS

NEW ZEALAND

The 2011 AICLA Annual Conference will again be held at the West Plaza Hotel in Wellington. The Conference will be on 13 and 14 May and it is planned that the Conference will have a Rugby World Cup theme. This does not mean that those attending will have to bring their rugby boots but it does mean that the Conference will have some rugby flavour. The Rugby World Cup Committee have been invited to provide a speaker and an invitation has also been extended to the Insurance Brokers for the Rugby World Cup.

The Insurance industry in New Zealand is still extremely busy with the 4 September 2010 Canterbury earthquake claims. We understand EQC has in excess of 160,000 claims from the event with Insurers another 20,000 claims in addition to EQC. Major Insurers and EQC have arranged major building companies to act as Project Managers and internal and external loss adjusters are now involved with the Project Managers in establishing rebuilding programmes for damaged buildings.

Loss adjusters from around the world have been co-opted to assist in New Zealand as it is a case of "all hands to the pump".

Although we are all very busy we trust adjusters will take time out in May to come to Wellington, enjoy good company and ambience, listen to great speakers, and relax from the rigours of the Canterbury earthquake.

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Michael Fui Yen Chin	Affiliate	Malaysia

ELEVATIONS

Name	Class	Division
Sally-Ann Ballard	Affiliate	South Australia
Paul Rabbitte	Fellow	Thailand



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.

PROPERTY OPERATIONS MANAGER, NSW



An opportunity has become available for an experienced Property Operations Manager (NSW) in our **Sydney** office.

This role will support the State Manager and support the leadership team with the running of operations

Duties include:

- Provide input on strategic development
- Loss adjusting
- Job allocation
- Performance reviews and management (in conjunction with State Manager)
- Overview of monthly adjuster performance for Head Office, in conjunction with State Manager
- Management of state branches and regional service providers

You will preferably be a qualified Loss Adjuster and hold a membership with the AICLA, however we will consider applicants who have a strong background within the insurance industry. You must also possess excellent IT, communication (both written and oral), staff management and time management skills.

On offer to the successful applicants is a competitive salary package which includes a base salary, access to an employee benefits program, a generous bonus scheme and other benefits.

If you are interested in applying for this role, please send your application to

Sarah Colclough, National HR Manager, at
jobs@crawco.com.au

Quoting reference number
Crawco/NSW001

All applications will be treated with the strictest of confidence.