



## FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Welcome to 2011. I trust that you all were able to take at least some time to relax with family and friends over the festive season as there has been no respite from catastrophes resulting in huge claims volumes. Certainly this is the case in Australia and to a lesser extent in New Zealand where volumes out of the Christchurch earthquake continue to tax resources.

For once, the long term forecasters and other purveyors of gloom were right. There was talk many months ago that La Nina would have a major impact in the tropics and with that follows the potential for widespread flooding but none of the commentators that I am aware anticipated the severe flash flooding in Toowoomba, Queensland and the subsequent tragedies that occurred there and in the Lockyer Valley.

Our hearts go out to all those affected and also to those of our members assisting in the aftermath. I know too well from experience what it is like dealing in matters where lives have been tragically taken and the extremely delicate requirements necessary of those working in the field. My hat off to all involved.

Of course in addition to dealing with the tragedies, Members, when dealing with run-off and flood claims, are also at the coal face of the almost inevitable community and political wrath that emerges given the often divergent cover afforded by Insurers. This has been a feature of every such major event in Australia over many years and it is difficult to see, without serious compromise or expanded definitions by Insurers (who are of course subject to other market forces such as reinsurance), that anything will change in the near term. Perhaps competition will dictate the eventual outcome?

AICLA has been closely involved with the Insurance Council of Australia as part of the 'Task Force' in disseminating information specific to the catastrophes as they come to hand.

Loss Adjusters by their nature always like to be busy so it is not too difficult to forecast that 2011 will prove to be challenging not only with the events in the Australasian region since early January but also the carryover from 2010.

To put matters in perspective, approximately 100,000 catastrophe claims have been lodged with Insurers over 4 events this year already in Australia (flooding, cyclones and bush fires). Of course the number of actual claims to which our membership is appointed is considerably less but nevertheless the volumes are large by any measure and have required the mobilisation of resources globally to assist, including international members. Further adverse weather is forecast and the threat of more cyclone activity is possible through at least to the end of April.

On general matters, your Directors and Secretariat are now gearing up for a busy 2011. Organisation has commenced for our 'flagship' conference CC11 to be held in Sydney in August (18th & 19th) and the New Zealand Division is well advanced with planning their conference to be held in Wellington on 12th & 13th May.

Plans are in train for the annual trip to Asia to meet members in early April and further exploratory work has commenced on a new education offering.

**Kind Regards,  
Ian Lavin, President**

## NEW AND ELEVATED MEMBERS

**Congratulations to the following recently admitted and elevated members:**

### NEW MEMBERS

Name	Class	Division
Andrew Khoo	Provisional	Malaysia
Lisa Brookes	Provisional	NSW

### ELEVATIONS

Name	Class	Division
David McNamara	Affiliate	Qld
Rochelle Leigh	Associate	Qld
Chun Kit Ng	Associate	Hong Kong
Joanne Schmalfeldt	Affiliate	NSW
David Bazen	Associate	WA
Yu Wen Lin	Affiliate	Taiwan

## CERTIFICATE IV IN FINANCIAL SERVICES – LOSS ADJUSTING TRAINEESHIP BY MICHAEL DAVIES, EDUCATION DIRECTOR AICLA

The Loss Adjusting Traineeship available in Australia is targeted to loss adjusting companies wishing to develop the skills of their employees, by having them complete a nationally recognised accredited qualification.

The traineeship conducted through ANZIIF offers the advantage of government funding where employers can receive a significant government subsidy, subject to pre-existing conditions such as prior qualifications.

The course content covers 5 modules, 3 of which comprise the first 4 modules to obtain the Australian Institute of Chartered Loss Adjusters Certificate in Loss Adjusting Practice. The course content is as follows:

- FSI401 – Serving the Customer
- FSI405 – Claims Handling
- FS501 – Introduction to Loss Adjusting
- FS502 – Loss Adjusting Practice
- FS504 – Loss Adjusting Law and Regulation

There has been little take-up to date with the traineeship which is surprising given the funding generally covers the cost of the course. It is ideal for those persons working in a loss adjusting company either in the role of claim support or commencing their career in loss adjusting and do not have above Certificate IV formal qualifications.

The lack of take-up is possibly due to employers and prospective students not appreciating the ease at which the traineeship can be obtained.

The steps are as follows. Firstly, there needs to be a willingness and an interest of the student to commence the course and support from the employer. Being a traineeship there is a requirement for a formal contract to be entered between student and employer using an external accredited training body. For the companies providing this service go to the attached link [www.australianapprenticeships.gov.au/search/aacsearch.asp](http://www.australianapprenticeships.gov.au/search/aacsearch.asp).

A phone call is made to the training body chosen and they will send a representative to your office to meet the student and a representative of the employer. They prepare a contract which is signed by both parties.

For example, in South Australia the contract confirms that the course will be completed within 24 months of signing the contract. The course can easily be completed within this period and the 24 month period allows for unforeseen delays such as a long term illness.

The external agency then completes the necessary paperwork and processes the application and contacts ANZIIF for the course to commence.

ANZIIF provide the student with a Student Identification Number and the Academic Calendar confirming when the exams can be set and when assignments are due.

The employer and student can then elect which study period they would like with there being 6 sittings every calendar year.

Funding is by way of 2 payments, one, of \$1,500 (within 3 months of commencement) and on completion of the course of \$2,500. The cost of the course is currently \$3,885.00. ANZIIF raise their first invoice within a few months of the initial enrolment, and final invoice prior to completion of the course. On completion ANZIIF notify the agency that the course has been completed which triggers the final \$2,500 payment.

The training body maintains contact with both student and employer to ensure that the traineeship is continuing as per the contract.

In essence, the only additional work to proceed down this track is the contract between student and employer to undertake the traineeship within the given timeframe.

This allows the student to move directly into further study including the completion of the Diploma in Loss Adjusting. In South Australia, the diploma is also now further funded through the government traineeship scheme. We understand there are moves to extend this to other states in the near future.

Kelly, is a student currently completing the traineeship. Kelly commenced the traineeship in May 2010 and will complete the course in February 2011. Aside from having support from the employer, Kelly elected to receive the assistance offered through remote mentoring by an experienced Adjuster through the ANZIIF Student Support Program. Regarding the first two examinations, Kelly says;

*They provided a good overview of the insurance industry, claims handling, loss adjusting and the relationship between the various parties within the industry.*

*“Also, an introduction into legislations, The Code of Practice and the like.*

The next 3 exams are part of the Loss Adjusting Diploma and provide more specific case studies and information. Kelly’s comments have been;

*The course provides an overview of the loss adjusting process as handled by loss adjusters with good case study examples, plus assignments to test my understanding of the modules.*

*I was nervous to study after being out of practice for some 10 years, however the modules are laid out in a digestible fashion with check measures at the end of each section to affirm you have understood the content. I have a good work/life balance and manage to dedicate the time to the study as well as my full time job. The commitment required is self motivation and the ANZIIF website can be accessed using my ID Number for support, soft copy module, assignment, examination practice remotely which is really handy. Student Forums are also a great source of reassurance that others may have similar questions and students can benefit from browsing during the duration of each module without posting their own questions.*

*Throughout the course I have found I have a better understanding of the insurance industry and this assists me with higher confidence levels within our office and handling queries appropriately and armed with the best knowledge.*

*Having a mentor remotely has been a great help and I have built a rapport and we correspond throughout each module and he gives me encouragement and his own real life working examples to assist in the understanding of particular topics.*

*Best of all I have always enjoyed working within the industry but this feeling of enjoyment has also turned into focus and a career path for me.*

The attraction of the traineeship is two-fold, it provides the student with a broader understanding and knowledge required to professionally handle claims whilst also it can be used as a springboard for a fulltime career in loss adjusting as the credits can be used to obtain the Diploma with only one further exam required for Certificate IV in Loss Adjusting.

For further information, please contact Mark Ryan at ANZIF, his direct contact details are provided below:-

**Mark Ryan**  
**National Business Relationship Manager**  
**Australian and New Zealand Institute of Insurance**  
**and Finance (ANZIIF)**

**Phone: (613) 9613 7254**

**Mobile: 0434 312 369**

## CLAIMS DATA

The following claims data has been released by the Insurance Council of Australia in respect of major recent events in Australia:

**Queensland Floods** as at 11.2.2011

Claims lodged 43,755

Claims Reserve \$2 billion

Initial claims assessments completed 77%

**Cyclone Yasi** as at 15.2.2011

Claims lodged 28,535

Claims Reserve \$429 million

**Victorian Floods** as at 15.2.2011

Claims Lodged 23,507

Claims Reserve \$164 million

**Perth Bushfires** as at 15.2.2011

Claims Lodged 315

Claims Reserve \$27 million

These figures are subject to change as information from insurers is provided to ICA.

## CC11 SYDNEY

The Claims Convention will be held in Sydney on 18-19 August 2011. Following the success of the event in 2010 a larger venue is needed for the 2011 convention. Negotiations for the venue are expected to be finalised within a week. The convention committee is working on the program which is expected to draw heavily on the earthquake in New Zealand and floods, bushfires and cyclones in Australia.

## RUSSELL LEE – OUR ILLUSTRIOUS LEADER

By Mark Rowley, MYI Freemans

And so he was known by the staff at Nottinghill Branch where Russell was manager from 2000 to 2003. I know that I speak not only on behalf of myself but all staff who worked and knew Russell during this period that he was the best manager to have worked with. Not only that, Russell was clearly a very friendly and social person who loved to tell stories and knew how to spin a good yarn.

His love and keen interest for his sons, Christopher and Stewart was clearly evident in the proud and passionate tales he would tell of their endeavours and growing up experiences that we would all hear about.

Russell was also greatly respected by those that knew him for being the peoples advocate. Not once do I ever recall Russell being negative or unhelpful to any staff member when he was manager, in fact Russell was always very positive and supportive of his staff and would back anyone to the hilt when needed. Russell's door was always open and although Russell was a good conversationalist he would also listen to any problems, whether personal or work related, we had. I believe Russell provided an atmosphere at our branch that enabled people to realise their potential and so the branch became one of the most profitable and I believe happiest branches to work at in Australia. This has been shown by the many dinners many of us ex Nottinghill members have attended and in fact another one was being organised only the week before Russell sadly passed away. Even though many of us have gone our separate ways, all the bonds created during that time have lasted.

On a personal note there are many times about Russell I will miss. After Nottinghill when we all moved into the city branch Russell Lee, Russell Hancock and I would sometime go down to the Irish pub, PJ O'Briens later on a Friday afternoon to unwind and talk about the week's events. I always looked forward to see these times, which helped keep us sane in a mad world.

There is one other cherished memory I would like to share. Russell, Chris and myself spend an interesting night in a bungalow meant to accommodate a couple in Mission Beach Qld after cyclone Larry struck. Things got quite up close and personal with many laughs and stories told. I recall the next morning Russell being chased by a large bird called a Cassowary, which was trying to peck him.

Russell, we are all going to miss you so much and you will often be in our thoughts. We will leave you a spare seat at our next dinner catch up and raise an Oozo and coke to you. Goodbye for the time being mate.

## 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-capital 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.

Right now, much of the Australian community is directly concerned with the extreme weather conditions in Queensland and elsewhere. After years of drought in some areas there are now horrendous floods. The immediate and widespread damage caused by these conditions is obvious; the long-term financial and other effects will be far reaching and no less distressing.

As usual at such times, the Insurance industry comes under the microscope from media and politicians, as well as distressed individuals. There is already the usual debate about flood exclusions. For adjusters the time of maximum stress and sheer daily workload comes precisely when there is a need for everything to be done right — for perfection.

At CPD015 we discuss flood in some depth and address some of the issues. At these times (as so often) loss adjusters are not perceived as a separate profession. To the public we are the face of the Insurers. But at the same time we have a professional duty to carry out the hopefully consistent instructions of our principals. Above all, we need to deal empathetically with sometimes severely traumatised 'customers', regardless of the personal stress of our busy working days.

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** 'aiclcpd'. (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!](#)

## INDONESIA APKAI COMMITTEE MEETING

International Development Director, Jaye Kumar, has just returned from Indonesia, following meetings with APKAI (Indonesian Institute of Loss Adjusters) committee and APKAI members. The meetings were well attended and APKAI are appreciative of the efforts made by AICLA to encourage more loss adjusters to become qualified and to join as members of AICLA. Jaye's visit was to highlight these benefits to our current and potential members and to also discuss other areas of joint cooperation.

Incentive programmes highlighted were;

- a) Emerging Markets Incentives (EMI) programme- ANZIIF has agreed to reduce the cost of the Diploma in Loss Adjusting modules for a period of 3 years to encourage more loss adjusters to undertake the Diploma course. The EMI programme is offered to a selected number of countries, namely, Indonesia, Philippines and India. The criteria applied for the selection of these countries is based on the average earnings of a loss adjuster. Ian Lavin, AICLA President has said, 'AICLA and ANZIIF are committed to encourage as many of the loss adjusters in the region as possible to take up the Diploma in Loss Adjusting. It is incumbent upon us to assist our colleagues in these countries to become suitably qualified'.
- b) Alternative Pathway to Affiliate Membership- AICLA accept that there are adjusters in these selected countries and in other countries, including Australia and New Zealand, who are well qualified with degrees and many years loss adjusting experience. As recognition of their contribution to the loss adjusting profession, AICLA has approved a pathway for such adjusters to become Affiliate members, without sitting for the 4 modules in Diploma course. *Click here for a copy of the additional pathway to Affiliate membership.* (If anyone is interested in this alternative pathway to membership, please contact [adminoffice@aicla.org](mailto:adminoffice@aicla.org))



## INSURANCE LOSS ASSESSOR MELBOURNE



Cunningham Lindsey, a leader in Global Risk Management Services, is seeking to employ suitably motivated and qualified people within our expanding Melbourne office, following continued and sustained growth and success.

In your role you will provide services across Domestic and/or Commercial lines, including conducting detailed on-site meetings with customers and/or, clients, contractors, brokers and agents, whereafter you will document and report on factual outcomes to our valued clients.

### Typically you will be responsible for:

- Clarifying circumstances surrounding loss and causation
- Verifying the nature and extent of loss / damage
- Quantifying the work of reinstatement (material damage claims)
- Determining policy liability and providing recommendations to clients
- Identifying and pursuing avenues for Salvage or Recovery
- Contributing to further growth and success of the branch and region

### We will require from interested candidates, one or more of the following:

- Loss Adjusting Experience and or
- General Building Experience (ie: Trade Qualifications)
- Insurance Claims Management experience
- Relevant industry qualifications
- Strong written communication skills
- A strong customer service delivery focus

Salary package will be commensurate with qualifications and/or experience. Additional benefits include company motor vehicle, mobile phone and laptop and bonus scheme.

All applications will be treated in strictest of confidence.

Closing Date: 31 March 2011

## EXECUTIVE & TECHNICAL LOSS ADJUSTERS – MELBOURNE



Cunningham Lindsey, a leader in Global Risk Management Services, is seeking to employ suitably motivated and qualified people within our expanding Melbourne office.

In your role you will provide services to our Commercial Clients by managing your own portfolio of work as well as supporting specialist adjusters on major and complex losses.

### Interested candidates will have

- Major Loss Property Damage Experience or
- Technical Qualifications and Experience ie Construction or
- Financial Qualifications and Experience in Business Interruption Claims and
- Relevant Industry Qualifications
- Strong written communication skills
- Customer & Broker service delivery focus

In addition it is anticipated that the candidate will have developed or has the ability to develop National and State level market relationships, work as a team to plan, implement and achieve Strategic Objectives and provide mentoring.

Salary package will be commensurate with qualifications and/or experience. Additional benefits include a fully maintained company motor vehicle, mobile phone, laptop and bonus scheme.

All applications will be treated in the strictest of confidence.

Closing Date: 31 March 2011



## SPECIALIST LINES WANTED – ALL STATES



Australian Network Adjusters (ANA) has earned an enviable position in the market as providing one of the best claims handling service.

The Company's competitive advantage and growth strategy is based on using the best people to deliver our proprietary developed Process Management System to Clients who value knowledge based expertise, experience and personal service. Our business model of strategic alliances allows us the flexibility to form partnerships with companies who share this vision.

ANA has been in the Australian market for over 10 years and following the recent storms in Queensland and last year in Melbourne and Perth, have shown our Clients that we deliver on our promises. As a

result, we continue to increase our work flow and in anticipation of more work in the months to follow, would like to invite additional loss adjusting companies to join us as ANA Network Members. We are currently looking to engage Network Members (independent loss adjusting companies) with expertise in general adjusting and specialist adjusting, in all states and immediately in New South Wales, South Australia and Tasmania. We expect that you would be an experienced adjuster working on your own or employing a few adjusters, have experience in handling all types of Property losses and / or as a Specialist adjuster in the fields of Liability, Contract Works and Marine claims.

If you want to continue to be an independent operator but are willing to comply with ANA's service and compliance standards and share the benefit of the support and assistance of a national management company than we would like to hear from you.

Membership of AICLA or willing to join would be an advantage.

Please direct all applications to **recruit@ana.net.au**

or call the Managing Director, Jaye Kumar on 0418 922 755 for further details.

All enquiries will be handled in strict 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](http://www.aicla.org). If you wish to advertise, please send information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org). Advertisers can remain anonymous with job applicants responding direct to AICLA.