



FROM THE INSTITUTE PRESIDENT, IAN LAVIN

The glimmer of hope that existed last month that at last the catastrophe situation in our region had abated was shattered on Monday 13 June when Christchurch was again hit by a massive 'aftershock.' This time, another 6.3 quake struck which was both shallow and centred close to the city and again, unfortunately, with tragic consequences. At the time of writing there has been no indication of further claim numbers however much of the damage is expected to be of a 'compounding' nature. There is talk that at least 60% of the 'red zone' will be condemned.

Those of us well removed can only commiserate with the people of Christchurch and our colleagues 'in the thick of it' including those on secondment undertaking relief duties.

These are very trying times for all involved. The complexities deepen with every component of new damage and will continue to test the commercial acumen of all stakeholders. Interestingly, it is noted that the New Zealand High Court has been requested by interested parties to adjudicate in one complex area being the 'event' issue currently perplexing the EQC and domestic insurers. It would have taken extreme foresight when framing legislation to predict the unique circumstances that currently prevail in Canterbury. The outcome is awaited with extreme interest.

I suspect, given time, this will not be the limit of the High Court's involvement with these events.

On a brighter note, substantial progress has been made with ANZIIF regarding the necessary remapping of the Diploma course at a recent meeting and we are currently awaiting the presentation of options and costings.

All the planning and organisation for the 2011 Claims Convention to be held at the Westin Hotel Sydney on 18 and 19 August has also been completed and the electronic brochure and registration is [now available here](#).

It has been a real pleasure being involved in compiling the programme and my thanks to Tony Libke, Kevin McElhenny and AICLA consultant Phillip Maguire. The organisation is of course conducted by ANZIIF and a great venue along with entertainment at the gala dinner has been secured. Much credit also to our loyal sponsors who will have this year plenty of room for their trade displays.

The recent 'Cat' events and the presence of 'La Nina' in the region have provided fertile opportunity for a diverse range of topics. Some will be related directly, others exploring the consequences, the programme includes an overview of a prior catastrophe, two exciting panel sessions as well as sessions on topics of technical and more general interest.

Please take the time for a well deserved break come August and join many of your colleagues and industry professionals in Sydney at CC11.

Until next month...

**Kind Regards,
Ian Lavin, President**

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Simon Martin	Provisional	WA
Hessel Romkes	Provisional	WA
Suwadji Warsito	Provisional	Indonesia
Kok Kuen Kan	Affiliate	Malaysia

ELEVATIONS

Name	Class	Division
Yap Cheng Kang	Associate	Indonesia
Lau Chi Kin	Associate	Hong Kong
Koh Sheng Yau	Associate	Malaysia
Christopher Cox	Associate	VIC
Michael Pagels	Associate	WA
Stuart Day	Associate	New Zealand

VALE GORDON CAPPER

Professionally Gordon started his career as a Motor Mechanic in Nambour. He was working in that capacity when he applied for and secured a position with Paul O'Sullivan & Co in early 1961. It should be born in mind that this Paul O'Sullivan of the firm referred to is in fact the uncle of well known adjuster Paul O'Sullivan, Cunningham Lindsey Brisbane. Gordon secured qualifications with the Chartered body and in turn commenced his own practice in 1964.

Joining him not long after were well known adjusters Gordon (Don) Webb and Des Wall. Both of these gents as you know have passed on. The practice flourished with offices opening across the state, first in Mackay then Townsville, Cairns, Rockhampton and Nambour. I can remember Gordon being involved in events from Cyclone Althea in '71, Tracey in '74 and so on. Heck, I remember as

a lad going to road scenes with him on the weekends to hold the tape measure and inspect fire and storm sites. There was no OH&S in the late 60's.

Gordon was a committed member of the early Institute. He was passionately engaged in the trotting (harness racing) community from 1968 leading to position with Redcliffe Trotting Club and then Albion Park. He at one time owned a stable of 12 horses. I am unsure of the precise date, but he sold his practice to Freemans and continued assessing in a private capacity until some 6 or 7 years ago.

I think it fair to say Gordon has had many of the current crop of the now more senior adjusters work for him at some stage in their careers.

Jon Capper
Pacific Claims Group

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

June already, hopefully you have completed or exceeded your CPD quota for the year. CPD is not optional; it is essential for professional members, as it is for membership of nearly every professional body that offers a publicly recognised qualification.

Subject to a maximum, you can of course gain points by means of our on-line CPD, developed to give members a further option, and particularly useful for out-of-town adjusters. Our on-line CPD is available to members 24/7, and papers cater for a wide range of abilities and experience. They are available on our website as outlined at the end of this piece.

Many a new adjuster has arrived at a site full of hope. Confident that his/her technical competence and overall sense of fairness (the ultimate demonstration of 'good faith') will result in all parties being happy, the adjuster happily proceeds.

At the end of the adjustment, congratulations are expected from the insurer, kind remarks from the broker, pleasantries from the repairer and gratitude from the policyholder. Indeed, the job has proceeded with clinical accuracy and no one reasonable can fail to see that a brilliant job has been done!

And yet, it all goes pear-shaped... The policyholder is bitter and threatens court action, the broker far less than happy, the supplier distressed and the insurer scathing! What has gone wrong?

Our new adjuster is learning the hard way that handling claims is much more than being technically competent. There are other human pressures at work from a number of sources. An appreciation of them will not make them go away but it will make them less surprising.

Our paper 'Insurance Claim Dynamics', paper No. CPD006, will not provide a magic bullet but it offers some insights and may sometimes help to improve the outcome. You may not agree with everything discussed but that is not important. If our paper promotes thinking and discussion, so much the better.

Enter the on-line CPD menu via the hotlink below or at any time via 'Professional Development' on the AICLA Home page. Members should use:

USER NAME cpduser
PASSWORD aiclapd

Your browser may give you the opportunity to check the box to 'Remember this password'.

We look forward to seeing you there!

[Go to on-line CPD now...](#)

DIVISION NEWS

NEW SOUTH WALES

A members education meeting was held on Thursday 16 June at the Cammeray Golf Club, Sydney. The guest speaker was Callan O'Neill, Senior Associate at Wotton & Kearney Insurance Lawyers who provided a very informative presentation on 'Adjusters Preparing Reports for Litigation' covering such topics as legal professional privilege, subpoenas and what to do to comply with them as well as tips and pitfalls in writing reports to be used in litigation.

Forthcoming events:

The annual NSW/ACT Division luncheon will be held at the Royal Sydney Yacht Squadron in Kirribilli on 22 July 2011.

The Division AGM will take place on 9 August 2011 – details will be emailed to members shortly.

TASMANIA

A seminar was held in Hobart on 27th May with the guest speaker being Eric Myers, one of the inventors of Wirealert.

Wirealert is a small device which plugs into a standard powerpoint and its sole purpose is to detect leakages/faults in the negative circuit of the power supply. Wirealert claim significant reductions in electric shocks and also state there is a significant reduction in fires due to electrical faults. Tasmania's power authority are the only suppliers nationally to provide these free to customers in the state.

Local liability adjuster and AICLA member David Farmer then addressed the meeting on potential liability issues.

The seminar was very informative for those attending.

QUEENSLAND

Due to the unprecedented level of work still being experienced by members from the January floods and Cyclone Yasi, the Queensland Charity Golf Day has been deferred to a date later in the year.

The Queensland Division AGM and breakfast seminar will be held on Wednesday 10 August at the Kedron Wavell Services Club and the guest speaker will be Garth Price from Queensland Police Service who will speak on interviewing techniques.



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

The cost is \$250.00 (+ 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.