



## FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Hello once again.

After reporting last month on an extremely engaging social and educational programme, the last few weeks have been far more routine although nevertheless busy and challenging particularly for the Secretary's office because not only is it 'reporting season' but also because of the diary deadline.

The diary, as archaic as it may seem in this digital age remains a solid revenue raiser thanks to considerable and ongoing support from our many sponsors, both national and at division level. We are currently investigating the options for also producing a digital version in the future and just how the landscape will look remains to be seen. It is obvious that there is demand for a digital version both from users and sponsors.

There has also been ongoing engagement with the Committee organising next year's Shanghai conference with an array of interesting and relevant topics identified, matched to an impressive speaker target list.

I did however have the pleasure of representing AICLA at the Australian Law Insurance Association 'Dining with the Stars' function in Sydney and also attended, in another capacity, the final night of the 2011 NIBA conference also held this year in Sydney.

The format of the AILA night was a great event where some of us who have been around a while (so called 'stars') invited a 'luminary' (generally a rising under 35 year old in the industry) with seats changing every course. This produced excellent educational and networking opportunities for all present and it was indeed refreshing to mix with the 'luminaries'.

You will shortly receive the 2011 Annual Report and my thanks to Tony Libke for all the work that has gone into this not only in a physical sense but also in grappling with the complexity of regulatory and audit requirements. The result should be pleasing in financial, achievement and membership terms in what has been an extremely difficult year operationally for most members.

Our Board meeting is scheduled in Melbourne in October with a number of new faces at the table. We have a full agenda and I'm looking forward to reporting back to you all.

Until next month...

**Kind Regards,  
Ian Lavin, President**

### ICA CLAIMS DATA

The Insurance Council of Australia has release the following information on aggregated claims by number and value as at 25 August 2011.

CAT105	Regional QLD Flooding	\$539 million,	17,136 claims lodged
CAT111	Lockyer Valley Event	\$335 million,	11,547 claims lodged
CAT112	Brisbane LGA Flooding	\$1,580 million,	29,047 claims lodged
CAT113	Regional Victorian Flooding	\$114 million,	7,791 claims lodged
CAT114	Cyclone Yasi	\$1,245 million,	71,145 claims lodged
CAT115	Post Cyclone Yasi Victorian Storms	\$384 million,	48,962 claims lodged

Further information in respect of the 2010/11 Queensland floods and cyclone, including the level of settled and unsettled claims, is [available here](#).

## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
David Wells	Provisional	Western Australia
Jit Lim	Affiliate	Singapore
Evelyn Ratanamaneephan	Affiliate	Thailand
Edward Walsh	Provisional	New Zealand

### ELEVATIONS

Name	Class	Division
Snit Fongta	Associate	Thailand

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

For the benefit of new members, a reminder that AICLA, like nearly all professional bodies, has a program of CPD activities in which members are expected to participate. Elsewhere on this website, you will find a full list of the optional activities. Some involve attendance at seminars and conferences; others self-study of a range of material relevant to loss adjusting. Amongst the latter is our on-line CPD initiative. There are now nearly 35 CPD papers available on this website, catering for all levels of experience, and we are adding to them all the time. We invite you to participate by reading one or more papers and then attempting the self-test quick quiz(es).

As forecast in the last Newsletter, we have recently added two new papers that cover the background and implementation of the National Broadband Network in Australia. Of course, this is a hot political potato, and it does have some implications for loss adjusters. You will find the papers at CPD036 and CPD037. If the extent of your knowledge of fibre is as a building material or you wonder just what all the fuss is about then you need to read this material!

As we write, we are preparing a paper that addresses important legal changes in Victoria. It is never a good thing when a loss adjustment becomes a matter of litigation, but it does happen. The changes affect what should be done by the legal profession to avoid the expense and trauma of Court action. We are expecting to publish this paper shortly.

To enter the on-line CPD menu, use the hotlink below or do so at any time via 'Professional Development' on the AICLA Home page. Members should use the User name cpduser and the 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.**

## QUEENSLAND

The AICLA Queensland Division Charity Golf Day will be held on Thursday 6 October 2011 at Gainsborough Greens Golf Club. We thank the following organisations who are generous supporters of the day:

- BMR Building Solutions
- Lloyds Auctioneers & Valuers
- Restoration Solutions
- Insight Restorations
- Bay Building Services
- Intebuild Pty Ltd
- Elite Building Group
- R & S Trading Pty Ltd
- Westaway Restorations Pty Ltd
- Pattersons Insurerbuild
- New Life Restorations Pty Ltd
- Juvenile
- All Aces Services.

**Proceeds from the day go towards the Royal Childrens Hospital Foundation.**

## GORDON SOUTHERN – BOOK

Insurance industry figure Gordon Southern has very kindly donated to AICLA copies of his book Consequential Loss Risk & Insurance – Concepts and Applications.

AICLA will make the books available to members for the cost of handling and postage of AUD \$10.00 in Australia, NZ\$20 in New Zealand and AUD\$15 in Asia.

Tony Morgan, a well known member and leading business interruption loss adjuster provided his following review of Gordon's book.

"Gordon Southern was a skilful, thoughtful and highly principled Business Interruption Insurance practitioner in the Australian market in the 1970s and 1980s.

His book, Consequential Loss Risk and Insurance - Concepts and Applications, is a useful resource for those dealing with Business Interruption claims. While aspects of Business Interruption insurance have developed over the past 22 years since this book was written, his thoughtful discussion will provide an extra depth of understanding and historical perspective for those working in the current market."

**To order a copy(ies) of the book click here.**



## CLAIMS PREPARER

An opportunity exists for a claims preparer, or a loss adjuster seeking a slight change in career, in the Claims Services division of the LMI Group, operating from their Melbourne Office. Commercial Material Damage claims experience is essential, and experience in other classes of insurance such as Fidelity, Liability, Contractors All Risks and the like, will be highly regarded.

Interested applicants should apply to the General Manager Claims Services, LMI Group, PO Box 2116, Camberwell Vic 3124, or email [graham.cox@LMIGroup.com](mailto:graham.cox@LMIGroup.com), enclosing a detailed CV.



## EXPERIENCED BUSINESS INTERRUPTION LOSS ADJUSTER - BRISBANE

- Full Time Role
- Attractive package
- Fast Growing Business

### The Company:

With its nationwide network of office locations around the country and its international partnerships, Cerno (formally MYIFreemans) is one of the largest loss adjusting organisations in Australia. Our Company operates primarily in the insurance-related claims and risk management market with expertise in the areas of property (commercial & personal), liability, marine, motor (including machinery), agriculture, construction & engineering claims assessment. Our branches span metropolitan to regional centres to offer services close to where our clients need us.

### The Opportunity:

An excellent opportunity exists for an experienced Business Interruption Loss Adjuster with market following and a wealth of local knowledge to join our Brisbane Office. In your role you will be displaying a high level of professionalism as part of your claims handling abilities. Your report writing will be first class and will reflect both internal and clients' expectations.

### Your Responsibilities:

Reporting to the Expertise Team Leader your key responsibilities will include, but will not be limited to:

- Investigating and managing a portfolio of Business Interruption and related financial type claims
- Providing a high level of customer service to your client base
- Developing and maintaining strong client relationships at local level
- Working cooperatively as a part of the local team with all local and management staff responsible for clients' outcomes.

### To be successful in this role you will need:

- Appropriate Accounting qualifications
- Minimum 5 years experience
- Highly developed verbal and written communications skills
- AICLA or ANZIIF Membership
- Code of Practice accreditation
- Diploma in Loss Adjusting (an advantage)
- Good computer and numerical literacy
- Great organisational and time management skills
- Strong ability to work independently with minimal supervision and with high quality of output

### The successful candidate will be rewarded with:

- Attractive remuneration and other benefits structure.
- Opportunities to develop skills and capabilities with additional support and training to further your career.
- Friendly and supportive team environment.

To learn more about Cerno visit [www.cerno.co](http://www.cerno.co)

All enquiries and applications will be treated with the strictest of confidence.

For all enquiries or to apply for the role, please send your resume and accompanying covering letter to:

The Recruitment Consultant  
Cerno Human Resource Department  
Email: [recruitment@cerno.co](mailto:recruitment@cerno.co)

“Cerno is an equal opportunity employer”

### Apply Now.

ONLY AUSTRALIAN CITIZENS AND PERMANENT RESIDENTS ARE ELIGIBLE FOR THIS ROLE.

This is an exciting opportunity to utilise your extensive insurance experience and join a dynamic team. Make your career move today!



## EXPERIENCED LIABILITY LOSS ADJUSTERS

- Full Time Role
- Attractive package
- Fast Growing Business

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### The Opportunity:

An excellent opportunity exists for experienced Liability Loss Adjusters with market following and a wealth of local knowledge to join our Brisbane and Melbourne Offices. In your role you will display a high level of professionalism as part of your claims handling duties. Your report writing will be first class and will reflect internal and clients' expectations.

### Your Responsibilities:

Reporting to the Expertise Team Leader your key responsibilities will include, but will not be limited to:

- Investigating and managing a portfolio of Liability and related claims.
- Providing a high level of customer service to your client base
- Developing and maintaining strong client relationships at local level
- Working cooperatively as a part of the local team with all local and management staff responsible for clients' outcomes.

### To be successful in this role you will need:

- Appropriate Loss Adjusting qualifications
- Minimum 5 years experience
- Highly developed verbal and written communications skills

- AICLA or ANZIIF Membership
- Good computer literacy
- Great organisational and time management skills
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### 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](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.

