



## FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Hello again

Your Board met on Thursday 20 October in Melbourne and the meeting was followed as advertised by the Annual General Meeting.

I had a number of new faces to welcome around the Board table, Leon Briggs (NZ), Stephen Kwang (International), Michael Cooke (Tasmania) and Mark Rogers (Victoria).

My thanks to retiring members (who were not present) for their past commitment being Graeme Smith (NZ & Deputy President), Jeffery Tan (International), Peter Pearce (Tasmania) and Michael Moutsias (Victoria).

At the Board elections, I was re elected President for a further 12 months, Michael Cooke was elected Deputy President, Michael Davies Education Director, Stephen Kwang joins the Executive and Tony Libke is the Secretary/ Treasurer. Jaye Kumar was reappointed as International Development Director. I look forward to working with all.

All resolutions at the AGM were passed.

As is usual at the Board meeting, robust debate was ever present on a range of issues however a significant part of the meeting was consumed by the emergence of a threat to the educational integrity of our membership base. There will be more detail about this shortly but it became evident in the few days prior to the meeting of what appears to be a 'work around' by certain accredited providers under the Australian Qualification Training Framework (AQTF). In essence the ability to recognise prior learning (RPL) to entirely obviate the need for any examination.

While this activity appears legal (in that it is only the key competencies that are assessed in issuing the Diploma of Loss Adjusting) we have major concerns regarding the robustness of the RPL process and its failure to assess the loss adjusting knowledge of applicants.

There appear to be options available to us. One option is an amendment to the membership criteria for Affiliate and Associate classes and your Board resolved to pursue this option in the first instance. We are currently obtaining legal advice in relation to the constitutional correctness of this course of action prior to implementation.

Before the Board meeting, and with full knowledge of the problem, AICLA representatives also met with our examination delivery provider, ANZIIF. They were aware of the issue and have also been involved in the RPL process, an area where some degree of discomfort was expressed, as again it is only the key competencies that are assessed.

This issue, which is obviously of major concern to the Board (as well as all members who have earned their credentials the 'hard way') has some way to run but as soon as developments dictate you will be informed.

In terms of operational issues affecting Members over the last month, the Australian and New Zealand markets remain relatively benign (earthquake claims excepted) with the focus shifting to Asia where there has been some impact from typhoons (Phillippines in particular) and major flooding in Thailand.

Regional activities continue and examples include recent seminars in NSW (Sydney & Tamworth) and Western Australia has a significant JV with ANZIIF coming up early November.

It was also a delight for me to recently countersign a cheque for \$8,194 in favour of the Royal Children's Hospital representing funds raised by the Queensland Division following a highly successful charity golf day.

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
Benjamin Dolling	Provisional	New South Wales
Troy Brettle	Provisional	New South Wales
Benn Chopping	Provisional	Tasmania
Becky Corney	Provisional	Tasmania
Gustinna De Silva	Provisional	Queensland
David Capper	Affiliate	Queensland
Richard Brown	Affiliate	New South Wales

### ELEVATIONS

Name	Class	Division
David Markwick	Associate	New South Wales
Richard Kranz	Fellow	New South Wales
Wade Eilersen	Fellow	Northern Territory
Timothy Guy	Associate	Queensland
Mark O'Regan	Associate	Queensland
Norman Grier	Associate	Queensland
Michael Moutsias	Fellow	Victoria

## 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.**

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

Yes, it's that time of the year again! As we seem to do every year, we are hearing that this time it will be an all-time high risk year for bushfires and that one state or another is a 'tinder box'. Either it has been an unusually dry Winter and Spring so that much undergrowth is dangerously on the brink of blazing — or else the unusually wet Winter and Spring has promoted growth so that there is more to burn!

Of course, the fact is that Australia is a very bushfire prone continent in all circumstances, with its times and areas of extreme heat and wind, and in particular the prevalence of Eucalypts, which are a species of tree that emit highly flammable petroleum-type gases when affected by heat and fire. What makes disasters inevitable is the tendency for humans to build in amongst 'the bush'.

For loss adjusters, bushfires in populated areas pose the usual problems when catastrophes occur. That is, a sudden influx of claims where householders and other people are under great stress, and all require attention at once. There is usually loss of life, and many lose their entire homes and contents, with others suffering extreme damage, requiring urgent attention from builders in a time of shortage of manpower and materials. And in amongst it all there are the usual few fraudulently exaggerated claims.

Inevitably, the media and politicians become involved and once again the insurance industry is in the limelight, often unfairly and less than positively. When there are claims, loss adjusters are the 'front line' of the industry, and their workload is not made easier by the sometimes negative perception of insurance.

Read our CPD paper 031, where we look at the technical and loss adjusting aspects of this phenomenon, including fire mechanisms, fire prevention, firefighting methods, brigade organisation, communications, warning systems and more.

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 **aiclacpd**. 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.**

## AICLA MEMBER SURVEY 2011

Coming soon is the AICLA Member Survey 2011 where we will be asking you to let us know how we can best deliver our services to our members.

All participants go into the draw to win a bottle of St Henri Shiraz valued at AUD\$150.00

**LOOK OUT FOR IT IN YOUR EMAIL INBOX.**

## QUEENSLAND

The annual luncheon will be held on Tuesday 11 November 2011 (11/11/11) at Tattersalls Club Brisbane. Members, guests and suppliers are invited to attend the luncheon and retired members are invited to attend at no charge.

The annual Charity Golf Day held at Gainsborough Greens on 6 October 2011 was highly successful with 70 players. Thanks to the generous support of sponsors a record donation of \$8194 was made to the Royal Children's Hospital Foundation.



## TASMANIA

Tasmania AICLA Division held a recent meeting which included a presentation by Tasmania Fire services on State legislation, detailing the involvement of State employed fire services, police and volunteer rural brigades at fires. This also discussed the statutory requirements of forensic investigation and the right of Tasmania Fire Services to hold up handing

over of fire damaged properties to owners, Loss Adjusters or persons with power of attorney. The discussions branched out to include, arson, death, factory fires, kitchen fires and even bush and scrub fires. The meeting was well attended and ran over time, proving it to be a very popular topic with members.



## AUSTRALIAN NETWORK ADJUSTERS (VRS GLOBAL PARTNER)



### General Property Adjusters- New South Wales, South Australia, Tasmania

### Specialist Lines Adjusters – All States

Australian Network Adjusters (ANA) has earned an enviable position in the market as providing one of the best claims handling services. 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 market for over 10 years and following the cyclones, floods and storms in Queensland, Melbourne and Perth, over the last 18 months, has been endorsed by our Clients as continuing to deliver on our promises and commitment of providing reliable and quality service. As a result of this and following the securing of additional contracts, we continue to increase our work load and in anticipation of more work in the near future, would like to invite additional independent loss adjusting companies to join us as ANA Network Members.

In addition, ANA has been appointed as the Australian partner of VRS Global, an international network of over 300 adjusting companies from more than 70 countries and with adjusting nominations on over 100 international corporate accounts. This partnership has led to ANA receiving a number of major loss appointments in Australia and as such we are looking to invite additional independent specialist adjusters to compliment our current specialist team and assist in servicing this program.

We are currently looking to engage Network Members (independent adjusting companies) with expertise in general property adjusting (NSW, SA, TAS) and specialist adjusting (All States). 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, Business Interruption 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 benefits of the support and assistance of a national management company, with international partnership then 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](mailto: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.

## FT ADJUSTING PTY LTD



FT Adjusting Pty Ltd is a niche loss adjusting practice, operating out of Sydney NSW, specializing in the area of construction & engineering public/products liability and professional indemnity claims.

We are seeking an individual who may be looking for something a little different to the more usual general based liability practice.

The role would suit an individual some 3 to 5 years out from university, or their final qualification, who has had a grounding in the construction/engineering industry with an interest in the legal side of matters, or vice versa.

We consider this to be a unique opportunity to join a small progressive company in a dedicated area of specialization.

On offer is culture based on empathy, equity and having fun. Salary is negotiable dependent on your level of experience.

Please apply with a current resume in the first instance to Lesley Thompson at, [Lesley@ftadjusting.com.au](mailto:Lesley@ftadjusting.com.au)



### 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.