



## FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Hello again

Here we go again! The seemingly unrelentless bad weather continues with parts of New Zealand and Australia badly affected over recent weeks. As I write Townsville has just been hit with a tornado described in the 'Press' as the most vicious storm in 40 years. Flooding has been occurring in many parts of eastern Australia and the North Island of New Zealand subject to at least two serious weather events.

The workload thus continues for our members along with the legacy issues from other cats.

Planning is well advanced for the annual 'Asia' trip in April that will this year also embrace the Shanghai Asian Claims Convention. I will be accompanied by Tony Libke and International Division Director, Stephen Kwang. In lieu of Hong Kong there will be a visit to Bangkok as well as Jakarta, Kuala Lumpur & Singapore with the goal of reaching as many of our members as possible and potential new members.

Our claim's convention in Shanghai is now only a month away and is an event I'm really looking forward to. To date we have delegates registered from 10 countries and it promises to be a most successful event. There is an eclectic range of speakers covering a range of interesting topics so please, if you can, join us on 18th & 19th April and take a well deserved break in what is a stunning and fascinating location. By the way the early bird registration discount has been extended to 30 March 2012.

There has been a lot of hard work put in by the organising committee and my sincere thanks to all involved including our sponsors without whom staging such an event would be extremely difficult. I am looking forward to reporting next month on the outcome and hope to see many of you there so that you can experience the occasion first hand.

As reported in earlier editions, planning is also well under way for CC12 to be held on 2nd & 3rd August in Sydney with the organising committee (combined AICLA &

ANZIIF) meeting regularly. Recent events continue to provide fertile topics of interest and our challenge is to surpass the wonderful success of 2011.

On more routine matters we have the renewal of our diploma agreement and other joint initiatives with ANZIIF to consider and a meeting is scheduled in Melbourne in early April.

We also have a Board meeting looming in early May with, as usual, spirited debate anticipated on a range of issues.

Finally for this month, some personal news. I'll be relocating to Hong Kong as from 1 April to take up a regional role so for the first time your organisation will have a President domiciled outside of either Australia or New Zealand. I have in fact spent little time in Australia since late November but with the use of video conferencing on demand, communication with the Admin Office has probably never been better!

Until next time...

**Kind Regards,  
Ian Lavin, President**

## ASIAN CLAIMS - CONVENTION -

The Asian Claims Convention will be held in Shanghai China on 18-19 April 2012. The early bird registration discount has been extended to 30 March 2012. With a strong line-up of speakers from a wide range of countries and delegates registered from ten countries the convention will have a very international orientation. The full program and registration form are available for download. [Download here.](#)

Thank you to the following convention sponsors:

- LWG Consulting Pty Ltd
- IBM
- Matson Driscoll & Damico Pty Ltd
- Belfor Pty Ltd
- McLarens Young International



## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Peter Drinnan	Provisional	New South Wales
David Cooke	Affiliate	New South Wales
John Horder	Provisional	New South Wales
Nicholas Cavill	Provisional	New South Wales
Keith McIntosh	Affiliate	New South Wales
Luke Stuart	Provisional	Queensland
John Subonj	Provisional	Tasmania

### ELEVATIONS

Name	Class	Division
David Ralfe	Associate	New Zealand

## NEW ENTRY AND ELEVATION CRITERIA

Changes to the Affiliate and Associate membership criteria were made in October 2011. These changes revolve around the progress for members who obtain the Diploma of Loss Adjusting by Recognition for Prior Learning. Members who are studying the diploma through the ANZIIF distance education course were not affected by the changes. For the information of members a copy of the Qualifications for Classes of Members is attached. [Download here.](#)

## IS YOUR STATUS CORRECT

Have you checked your membership status recently. AICLA does not know when members pass examinations with ANZIIF so it is up to individual members to supply evidence of results achieved in the Diploma of Loss Adjusting. For the assistance of members attached is an Elevation Application form. [Download the form here.](#)

## NSW

Our first education seminar for the year will be held on Thursday 19 April at the Cammeray Golf Club, Sydney. The topic will be "Fire scene – investigations, control of the site and legal requirements on handover to the Loss Adjuster" and will be presented by a member of the NSW Fire Investigation and Research Unit.

A workshop on strata claims, subrogation & contribution and business interruption will be held in Newcastle on 7 June. In addition, the Committee is currently developing a workshop on ISR memoranda, exclusions and related topics with a view to presenting the workshop in September.

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

With flood very much in the forefront of their minds at the present time, some of the other problems that adjusters must face have tended to take a back seat. However, when major rebuilding works are required, one element that requires urgent consideration is asbestos.

This nasty material, with its potential to cause very long term health effects, was commonly used in Australian buildings in the past. Now, its use is prohibited in Australia but much remains in existing buildings. While it is totally undisturbed it is arguable (but by no means universally accepted) that it is relatively harmless. The severe problem arises once the material is disturbed, either by an accidental event or by being worked, such as sawn or drilled, as will happen if there are necessary renovations or minor works such as fitting a switch or plug, and of course when there is removal. The problem is not so much the chemical constitution of asbestos but its fibrous nature, with the tendency for airborne fibres to become imbedded in the lungs and cause long term serious effects. As well as asbestos sheeting once used in building, asbestos can even be found in some types of vinyl tiles and crayons!

Property adjusters will need to factor in precautions in relation to asbestos, particularly concerning its safe removal by specialists, replacement with benign substitutes and the extra costs involved. For specialist liability adjusters the material is often central to some very large liability claims.

Our paper 'Tail With A Sting' at CDP017, gives a background to the makeup and uses of this material and raises some interesting issues. Even if you know this substance well, there are likely to be some facts in our paper that you were unaware of. Have a look and then try the quick quiz.

You can enter the on-line CPD facility using the hotlink below, or by navigating through 'Professional Development' on the AICLA website Home Page. Members should use the User Name cpduser and the password aiclapd. Your browser may offer the opportunity to 'Remember this password'.

We look forward to seeing you there!

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

## BRANCH MANAGER/EXTERNAL CLAIMS ADJUSTER – GERALDTON

Crawford & Company ([www.crawfordandcompany.com](http://www.crawfordandcompany.com)) is the world's largest independent provider of claims management solutions to the risk management and insurance industry as well as self-insured entities, with an expansive global network serving clients in more than 70 countries.

A new opportunity has become available for an experienced External Claims Adjuster/Branch Manager to service clients in the Geraldton region.

The successful candidate will be involved in handling domestic/property and commercial claims on behalf of our clients as well as overall responsibility for the effective management of the branch.

### Key Accountabilities:

- Provide assessment and investigation of commercial, domestic and liability insurance losses from first advice to final settlement.
- Provide support & advice to policy holders with respect to their claims.
- Examine claims forms, policies and endorsements, client instructions and other records to determine coverage
- Investigate claims by interviewing claimants, inspecting physical damage and comparing claim information with evidence

- Set loss reserves.
- Prepare reports by collecting and summarising information required
- Settle claims
- Undertake business development activities

### Skills and Experience:

- Thorough knowledge of insurance terminology, practices and conditions
- Excellent English and report writing skills
- Strong organisational and interpersonal skills (relationship building)
- Good computer abilities, preferably previous use of an electronic claims system
- Preferably marketing/business development experience
- Loss Adjusting qualifications preferred, or Professional qualifications applicable to the Loss Adjusting industry.

The successful applicant will preferably be a qualified Claims Adjuster and hold a current AICLA membership; however applicants who have a strong background within the insurance industry and field experience will be considered. To apply, please email your resume at [jobs@crawco.com.au](mailto:jobs@crawco.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.

