



## FROM THE INSTITUTE PRESIDENT, IAN LAVIN

The last four weeks have been extremely hectic, from being stranded in Fiji by floods, putting the finishing touches to the Asian Claims Convention, attending the convention in Shanghai and at the time of writing, in the midst of our annual Asian tour.

I'm delighted to report that the Asian Claims Convention held over 18 & 19th April was a stunning success. Although the original concept contemplated that the majority of delegates would be sourced from Australia and New Zealand (after all it was thought that adjusters there really deserved a decent break and would take the opportunity for something different) this turned out not to be the case with only a small percentage from those two countries attending. In contrast we received registrations from no less than 13 countries as far afield as Europe although mainly from the central Asia area. It was indeed extremely pleasing to see a large number from mainland China with several also travelling down from Beijing.

In terms of numbers, again our expectations were vastly exceeded especially considering this was in effect our inaugural convention outside of Australia (we have however previously participated in partnership with others). Registrations totalled 101 which was I think reflective of the quality of the programme and was achieved with what was, with the benefit of hindsight, perhaps less than ideal marketing saturation. We can do better in that regard and is something to be considered for the future.

You have all on a number of occasions received the programme by email so I will not dwell on the content. Suffice to say that the standard was extremely high with a number that I would regard as simply world class.

The feedback received from a post-convention survey was overwhelmingly supportive of the event with 93% stating they would attend a similar event if held next year. Many of the speakers rated above 80% (good or very good) and the venue (Longemont Hotel, who did a wonderful job across the board) also rated highly. We were fortunate in being supported by an extremely efficient Professional Conference

Organiser (based in Shanghai) who attended to every local need including compiling a dossier of all the presentations etc.

In seeking an indication for the location of the next conference the majority of respondents supported Bangkok. This most interesting and vibrant city is also a low cost location which adds to its appeal.

Before closing remarks on the convention I express my thanks to Tony Libke (& his assistant Jessica) for their outstanding work in making the convention a success, the organising committee of Jaye Kumar, Jeffrey Tan, Michael Campbell-Pitt (Hong Kong) and Iain Mellors (Shanghai, a CILA member) who all worked very hard in sourcing speakers etc., all of the speakers many of whom travelled vast distances and expended significant time in preparation, the generosity of sponsors (IBM, LWG Consulting, Pierre Leong International Loss Adjusters, Belfor, MYI and MDD Forensic Accountants) and finally of course all of the delegates.

From Shanghai Tony and I travelled to Bangkok for a meeting with members and from there on to Jakarta, where we were joined by International Director Stephen Kwang, and a presentation to some 37 members and prospective members was staged with a briefing on current developments and also the Bangkok flood event. Later a meeting was held with representatives of the Indonesian Insurance Council who are very interested in taking on board a similar initiative we currently have with the Singapore Insurance Institute for providing the Claim's Technicians Course. The seeds for this were sown during last year's visit and I am optimistic that they will bear fruit in the near future.

In the second week of May the AICLA Board meeting will be held in Brisbane and a number of important issues will be discussed including future delivery options for the Diploma course.

Planning is now well advanced for CC12 to be held in Sydney on 2nd & 3rd August with the programme completed and marketing due to commence shortly.

I look forward to communicating to you the significant outcomes from the Board meeting as well as the results of the balance of the Asian tour (Kuala Lumpur & Singapore).

Until next time...

**Kind Regards,  
Ian Lavin, President**

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### RENTAL WOES

Loss adjusters usually regard a successful recovery as the icing on the cake. The insurer has already benefited from the adjuster's expertise in keeping the loss under control, and now finds even the adjusted loss to have a far smaller impact than was expected. Often, too, the third party is insured and so there is no personal trauma or loss. (We will leave aside those unfortunate instructions to 'pursue recovery with vigour' when it turns out that the third party is insured with the same underwriter!). But there can be an unfortunate angle to recovery when the responsible party is both uninsured and possibly impecunious. This problem raises its head in landlord-tenant matters, and is the subject of an article 'Insurance Jam for Renters' that appeared in the daily press a while ago. We reproduce it here with permission at CPD022. It is always interesting to see or hear what the media has to say about insurance, and amongst the sometimes negativity there are some points to bear in mind. Although the choice of whether to pursue recovery is not the adjuster's, nevertheless it is part of the big picture. As a young student in rented accommodation where would you stand if the meal you cooked was left on the stove and a fire ensued? Adjusters will welcome the brevity of the paper (and this piece?) in these otherwise taxing times!

There are now a number of new papers in the pipeline. More details very shortly.

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...](#)

## QUEENSLAND

The Queensland Division is planning a Contract Works Workshop in the morning of Thursday 31 May 2012. Registration details will soon be forwarded to members.

## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Lisa Kuo	Provisional	Taiwan
Amos Tan	Affiliate	Singapore
Daniel Ong	Provisional	Singapore

### ELEVATIONS

Name	Class	Division
Glenn Wong	Affiliate	New Zealand
Tai Batchelor	Affiliate	New Zealand
Lai Kar Woh	Associate	Malaysia

## DIPLOMA ENROLMENTS

Enrolments in the Diploma of Loss Adjusting were 524 for 2011 compared with 504 in 2010. During 2011 there was a strong increase in the percentage of enrolments from Australia 57% compared with 44% in 2010. In the first enrolment period for 2012 registrations were strong at 92. An encouraging feature of the enrolment is that 28% of students are females compared with overall AICLA female membership of currently 10%. This indicates that over time the female percentage of AICLA membership should increase.

## CC12

Planning for CC12 at the Westin Hotel Sydney on 2-3 August 2012 is well advanced. The program is close to completion covering a diverse range of topics. The sponsorship for the event has been very strong and in addition to our major sponsor Steamatic, we have secured Siemens Group as gold sponsor and Jacobson Construction, Bay Building Group and Express Glass as silver sponsors. With growing success of the convention we are aiming for 300 attendees at the 2012 event.

## INTERNATIONAL

The Institute President Ian Lavin, International Division Chairman Stephen Kwang and Secretary Tony Libke will be meeting with members, other institutes, regulators and others in Bangkok, Jakarta, Kuala Lumpur and Singapore following the convention in Shanghai.



- ASIAN CLAIMS CONVENTION 2012 -





## LIABILITY LOSS ADJUSTER

Echelon Loss Adjusting ("ELA") is a division of Echelon Australia Pty Ltd and was established in 2004 as a national, specialist liability loss adjusting and investigation practice. ELA has two (2) exciting openings for a liability loss adjuster with minimum five years experience to join our Adelaide and Melbourne branches.

The successful candidate will be self-motivated, have an ability to work well with people and possess strong time management and report writing skills.

The responsibilities of the role are interesting in terms of the diverse nature of the functions needed to be performed.

### **More specifically, the duties include:**

- Managing a portfolio of mixed liability claims
- Provision of high quality written investigation reports
- Professional handling of claims
- Contribution to strategic planning and direction of Echelon Loss Adjusting
- Maintaining knowledge and understanding of loss adjusting best practice and emerging trends
- Adherence to the Professional Code of Conduct of Australasian Chartered Institute of Loss Adjusters

This role offers an attractive package that includes a competitive salary, company car and participation in a company bonus scheme.

### **To apply, please email your resume to:**

**John Van Wetering**

**National Manager – Loss Adjusting**

**[John.vanWetering@echelonaustralia.com.au](mailto:John.vanWetering@echelonaustralia.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.

