



## FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Hello again

Earlier this month the New Zealand Division, in conjunction with their AGM staged a day and a half seminar over a Friday/Saturday morning in what was (for me anyway) a very cold and bleak (at times) Wellington. It was attended by over 40 adjusters from across the country and included an eclectic mix of topics ranging from legal update to Excel training. A number of industry guests were invited for a 'networking' session on the Friday evening and the feedback received was excellent. Congratulations to the organising committee led by Leon Briggs for a job well done in attracting so many given the work pressures that continue from the Christchurch earthquake event. Tony Libke and I attended and spoke at the conference and we also took the opportunity as customary to meet with those CEOs available and also representatives of the Insurance Council and Earthquake Commission.

Congratulations to the incoming Council elected at the NZ AGM. The Division is in excellent hands.

We also recently held a meeting with ANZIIF over the contract renewal (due 30 June) for the Diploma course. Further discussions are ongoing and I am hopeful to announce a successful conclusion shortly. In the meantime the contract has been extended by 3 months to allow negotiations to continue.

Divisions in Australia and Asia are preparing for their AGM's and I ask members to consider nominating to serve on Division council. The continued health and growth of AICLA is very much depended on strong divisions. If you would like to serve on division council, please contact your division secretary for a nomination form.

One of the annual challenges that your President faces is being invited to be one of a panel of judges for the Australian Insurance Awards hosted by ANZIIF. This is not an easy task but is most interesting as there is a wide selection of categories many of which have a large number of quality entries.

The voting, which is done entirely 'in camera' and under strict audit conditions is now complete and the winners will be announced at a gala dinner in Sydney on 16 August.

The old axiom of 'time flies' has never been truer from my experience of 2012. We are now at the half way mark and looming in only a few short weeks is Claims Convention CC12. The brochure is out ([view link](#)) with an Olympic theme 'Claiming Gold in Turbulent Times.' Again, a diverse and high quality programme has been assembled coupled with record sponsorship. I would like to acknowledge the continued great support from the convention major sponsor Steamatic who I believe have been the principal sponsor for 15 years. The 'early bird' registration discount closes on 6 July – register now and be in line to win a 'Mont Blanc' pen! I hope to see many of you there. Certainly, if the feedback received from New Zealand members, many of whom have indicated they will attend, is fulfilled then it should be a 'cracker.' Let's also make it another record!

Until next time...

**Kind Regards,  
Ian Lavin, President**



*NZ Division  
Seminar/AGM*



## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Stuart Lee	Provisional	Hong Kong
Stewart Lench	Affiliate	New Zealand
John Hamilton	Provisional	New Zealand

### ELEVATIONS

Name	Class	Division
Gareth Robertson	Affiliate	New South Wales
Abigail Gibson	Affiliate	Victoria
Nguyen Than Binh	Associate	Vietnam
Ruben Manaligod	Affiliate	Philippines

## VICTORIA

The Victorian Division held a seminar on Mould at the RACV Club.

The attendance was 60 plus which was an excellent turn out and the organizers Nish Chandra and David Pockett are to be congratulated on the work they did in organizing the speakers and for their input into this successful seminar.

The Victorian Division AGM is to be held on the 8th August 2012 at The Tower Hotel Hawthorn East and all Victorian Members should put a note in their diaries to attend the AGM.

## QUEENSLAND

The Queensland Division AGM and Back to Basics Workshop will be held on Wednesday 22 August 2012 at the Kedron Wavell RSL Club, Chermside. Also the AICLA Annual Charity Golf Day is scheduled for Wednesday 3 October 2012 at the Gainsborough Greens Golf Club. The venue proved to be very popular last year and we hope for a record number of participants. Proceeds from the event go to the Royal Childrens Hospital Foundation.

## WESTERN AUSTRALIA

On the 24th May we had the pleasure of Norm Cunningham a Building consultant who provided us food for thought with respect to current home construction practices and faults that can result as structures age. His presentation was titled a Loss Adjusters Dilemma and very much suggested that things should not always be taken at face value and given a thorough investigation as they were not always as they seemed. Norm provided some excellent visual examples of a few problems that he had encountered in assisting the insurance Industry over the years after earlier attempts of claims rectification had re occurred. It was a timely reminder in the current trend of just expeditiously getting matters "off the plate" with performance based pressures. This can lead to processing without a proper evaluation which could result in subsequent "Re Birth" of the problem.

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### NATIONAL DISASTER INSURANCE REVIEW

Loss adjusters will not need reminding that recently we have been — and still are — going through a period of unprecedented disasters in our region. These have strained resources in the insurance industry generally and not least the loss adjustment fraternity. Often this has been at a personal level. It has not helped that there have been for some years developments within the industry that have tended towards reducing the breadth and effectiveness of the service base. It must be remembered that an insurance policy is a useless piece of paper until there is a claim, and that a genuine claim must be met promptly. It is also in the nature of disasters that multiple claims will arise simultaneously, and an unfortunate feature of human nature that some of them will be exaggerated or false, and thus dilute levels of service given to those really in need.

The Australian Government issued the National Disaster Insurance Review in September 2011. We reproduce here the Executive Summary, which makes interesting reading. In the final analysis adjusters are bound by their instructions, amongst which the actual policy wording is a central part. We do not have the luxury of making political judgements, and it is certainly not our role to make broad interpretations of policies — much less gratuitous comments about them either to claimants or clients. Nevertheless it is instructive to note how issues are tackled by insurers at the front line level as well as the reaction of loftier entities to the events we all suffer, together with their suggested remedies.

You will find this paper at CPD039.

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'.

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

## SUBSCRIPTIONS & DIARY INFO

Members should have received an AICLA subscription account for 2012/13 and Diary Data Form. It is important that you check the information on the form to ensure your listing in the 2013 diary is correct.



## **CHARLES TAYLOR ADJUSTING** **Engineering Insurance Loss Adjuster - Perth**

Charles Taylor Adjusting (Australia) Pty Ltd (CTA) is a vibrant division within the Charles Taylor Group of insurance loss adjusting companies, leaders in the management and adjustment of major insurance claims arising out of the energy, mining, construction, infrastructure and engineering industries. Our work involves intermittent travel within Australia and Overseas for brief periods of time.

As part of the Perth CTA office succession plan, an opportunity has arisen for an entry level Engineering Insurance Loss Adjuster with a minimum of 3 years engineering experience. This is an excellent opportunity for an engineer who has worked in and enjoys the consulting or contract management side of the engineering business to take their skills and career to a new level as part of a small, specialist team operating at the complex loss end of the Insurance Loss adjusting industry.

To be successful in the role you must be a degree qualified engineer with experience in the commercial/construction or resources industries, be either insurance qualified or be prepared to undertake further study in this regard. Given the nature of the role, you must also:

- Be focused on customer service at all times
- Have excellent communication skills
- Have high level analytical and report writing skills
- Wish to utilise your technical background to develop your career towards a more commercial role
- Be able to work as part of a small professional team.

Above all else, however, you must be able to maintain the highest levels of integrity, and be enthusiastic and have a positive disposition.

This is an interesting, challenging and demanding career opportunity, with excellent working conditions, a competitive salary and other benefits including a fully-serviced company car.

Please send your application and resumé to Charles Taylor Adjusting (Australia) Pty Ltd, Ground Floor, 1 Havelock Street, West Perth, WA, 6005

Alternatively, applications may be sent via email to [robyn.underwood@ctplc.com](mailto:robyn.underwood@ctplc.com) .

**Applications close Friday 6th July 2012 and will be treated in the strictest of confidence.**

Your preliminary enquiries may be directed to **Mrs Robyn Underwood at CTA Perth by telephone on +61 (8) 9321 2022.**

[www.ctplc.com/adjusting](http://www.ctplc.com/adjusting)



## **CRAWFORD AND COMPANY** **Financial and Forensic Accounting Manager**

Crawford & Company is the world's largest independent provider of claims management solutions to insurance companies, and self-insured entities, with a global network of more than 700 offices in 63 countries.

We are seeking a qualified Forensic Accountant to commence a highly satisfying and rewarding career as a Financial and Forensic Accounting Manager in our Sydney office.

The successful candidate will be involved in the assessment, investigation and resolution of insurance claims of a financial and forensic nature for our varied client base as well as overall responsibility for the effective management of the team.

To be successful in this position you are required to be CA qualified, previous audit experience and formal qualifications in Loss Adjusting will be highly desirable. You must also possess high level excel and report writing skills along with strong communications skills, both written and verbal. Previous team management experience will also be highly regarded

**To apply for this exciting opportunity please submit your application including covering letter to:**

[jobs@crawco.com.au](mailto:jobs@crawco.com.au)

## INNOVATION GROUP

### General Manager Property



#### About Us

Innovation Group Claims Services is a specialist global provider of claims management software and business process solutions to insurers across various product sectors.

Through our people, process and technology we enable our clients to increase sales, improve operational efficiency and reduce indemnity spend.

With a commitment to flexibility and innovation we are able to provide tailored solutions that can meet the demands of today and adapt more rapidly to the needs of tomorrow.

#### The Role

We currently have a newly created position for a General Manager, Property. The key purpose of this role will be the leadership of our Property Claims and Loss Adjusting services, as part of the Regional Leadership Team. Our property claims services are delivered by a geographically dispersed team in excess of 50 that is managed on a day to day basis by two National Managers who are highly regarded in the Industry. You will have responsibility for ensuring the business units meet their financial targets and service KPI'S. This role will incorporate full P&L accountability.

The General Manager, Property must develop strategies and drive the tactics that will see the organisation lead the industry in both these areas. Building on an existing reputation, this role has key accountability to ensure the Claims and Loss Adjusting areas further distinguish themselves via product innovation, and the provision of an exceptional customer experience.

A pivotal component of this role will be to significantly grow our strong and profitable Property Claims and Loss Adjusting functions. You will be responsible for seeking out new opportunities for business growth in existing and untapped markets while ensuring the ongoing retention of current clients.

#### About you

The successful candidate will possess a track record of genuine achievement in leadership and business development, particularly within Insurance. The suitable candidate will have:

- Commercial and Domestic Property Claims and Loss Adjusting experience
- Thorough knowledge of the Building Industry including experience with Australian Building Standards
- Strong tender proposal development experience
- A proven track record in business development activities from sales leads to conversion of new business
- Demonstrated Relationship Management, Networking and Sales Experience
- AICLA or ANZIIF affiliations and qualifications
- High level negotiation and presentation skills
- Strong relationship building skills
- Exceptional verbal and written communication skills
- Strong decision making skills
- Ability to manage multiple tasks
- Be passionate and driven to achieve personal and organisational goals.
- Most importantly, a positive and enthusiastic attitude and the drive to create a successful team whilst maintaining high levels of staff morale.

#### What's on Offer?

This is a rare opportunity to join a commercially successful organisation that is making a difference in the Industry. The salary package will reward the significance of this role and is designed to attract the right candidate. It will include a significant incentive bonus centred around profitable business growth.

**To apply for this role, please forward your CV to Shelley Mundy, Human Resources Manager [mundys@au.innovation-group.com](mailto:mundys@au.innovation-group.com) along with a cover letter detailing your suitability for this role. Please note agency applications for this role will not be accepted.**

#### **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.

