



FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

The past month has been very busy and I am currently in New Zealand for the Division Seminar and AGM but more about that in next month's newsletter. Early in May the AICLA Board met and a number of important outcomes were agreed. The requirements for advancement to Fellow have been revised with a new alternative pathway based on 10 years Associate level membership of AICLA introduced. [Full details of the fellowship pathways are attached.](#) A workshop for trainee loss adjusters, with no restrictions on age, will be held in Sydney on 31 July 2013 one day prior to CC13. We are delighted to have highly regarded and experienced members volunteer their time for what we hope will be an annual event. The workshop is open to both member and non-member loss adjusters and will be held at the Novotel Rockford in Darling Harbour. For further details see below.

A project to record the history of the loss adjusting profession in Australia, New Zealand and Asia will be commenced in 2013/14 and I know there are many members who will be keen to contribute to this project. Our plan is to appoint a suitably qualified professional to coordinate the project and interview interested members. I will let you know more about this project once we have made an appointment.

It was also agreed to develop a series of professional development workshops for use by divisions covering areas such as contract works, ISR and business interruption. These will be developed with the aid of a training expert to ensure that there are specific learning outcomes. An earlier delivery date for the 2014 AICLA diaries was agreed which of course means divisions need to start now approaching advertisers. The diary remains a significant promotional item and generates substantial revenue.

Later in the year our Chief Executive, Tony Libke and I will be attending meetings of members in all Australian States. This will be an opportunity for members to hear first-hand about AICLA developments and also for members to express their views. Dates of these meeting will be advised to members.

My hearty congratulations to the AICLA 2012 academic prize winners. Well done Chloe Zhou, Crawford & Company (Australia) Pty Ltd on collecting the Diploma Prize, Syd McDonald Young Adjuster Prize and the Charles Buchanan Prize it is rare for all three of these prizes to be won by a single student, an outstanding achievement. I will be in a position to announce the winner of the Carey Bird Scholarship next month as we are in the final stages of assessment of entries.



*Michael Cooke
and Rob Whelan*

During the month Tony Libke and I held meetings with the Chief Executives and other senior staff at the Insurance Council of Australia and National Insurance Brokers Association. AICLA has a strong relationship with both Rob Whelan (ICA) and Dallas Booth (NIBA) and part of these meetings is to deepen the understanding between our organisations. We have close ties with ICA through the Disaster Management Secretariat headed by Karl Sullivan. Also the ICA General Insurance Code of Practice is currently subject to an independent review, which has been completed and release of that report is imminent. As reported previously AICLA is seeking for the term "Loss Adjuster" to be defined in the Code and has suggested minimum training and education standards for those calling themselves loss adjusters. So clearly we are anxious to see the final recommendations as they will impact all members in Australia.

Dallas Booth encouraged loss adjusters to become more active in contributing information for the NIBA magazine Insurance Risk and Professional. In particular they would like to run more stories where the benefit of loss adjusters working with brokers had achieved positive outcomes for both the insured and insurer. Neil Maidment is the NIBA Communications Manager (nmaidment@niba.com.au) and he said articles need not be written by loss adjusters as they have journalist able to conduct an interview. I would also say the Insurance News (www.insurancenews.com.au or ring +61 3 9499 5538) have made similar offers, so if you have a story why not contact one of the two publications.

Meetings were also held with the CEO's and or senior management of the major loss adjusting companies. These meetings were very positive and we were able to outline the re-accreditation of the Diploma of Loss Adjusting, new lower diploma enrolment fees, the CPD workshops, Trainee Workshop project, the career pathways and also looked at ways of boosting AICLA membership.

The Claims Convention is only eight weeks away and I encourage all members to attend what is the major claims convention held each year. The event has grown steadily each year and is anticipated to achieve record numbers this year. More information about the convention is below.

Kind Regards, Michael Cooke

SOUTH AUSTRALIA

Annual General Meeting

Please be advised that the Annual General Meeting has been scheduled to occur at 4.30pm at the Goodwood Park Hotel on Thursday 15 August 2013. Information will be circulated shortly about nominations for council positions.

2013 Formal Luncheon

The 2013 formal luncheon has been booked for Friday 13 September 2013 in the Star Room at the Adelaide Entertainment Centre. We are currently finalising arrangements for our guest speaker and will circulate more information about the luncheon in the near future.

Education Seminar

We are currently in the process of planning an afternoon Education Seminar to be held in the latter part of 2013. The seminar is likely to include an independent discussion on asbestos/mould/current safe work practices and/or other similar topics of relevant interest. The seminar will coincide with a visit from our new President Michael Cooke and AICLA CEO Tony Libke, who plan to meet, greet and update members on AICLA's current position. We intend to have drinks and finger food at the end of the session. As considerable time and effort is expended to arrange such an event, we hope that all members and non-members make the effort to attend as it will be an interesting and relevant seminar. It will also be the best opportunity for you to meet Michael and Tony and to discuss any issues or queries you may have with AICLA direct with them. More information will be circulated in the near future.

INTERNATIONAL

A joint AICLA/SCI Workshop Dealing with Contractors' All Past Claims – A Practical Approach will be held in Singapore on 24-25 June 2013. [A copy of the brochure is available here.](#)

NEW ZEALAND

A successful New Zealand Division Annual Seminar and AGM was held in Wellington on 24-25 May 2013. Guests included Michael Cooke, AICLA President and the Chief Executive Tony Libke.



2013 CLAIMS CONVENTION SYDNEY



The programme for **CC13 to be held in Sydney 1-2 August** is now finalised and includes key note speaker Bud Tice, Vice President of Crawford and Company, Castastrophe Services Group. Bud who is visiting from the USA will present on Super Storm Sandy. On the Friday we have secured Daniel Fogarty, CEO, General Insurance, Zurich Group. The early bird discount closing date is 5 July and there are significant further discounts for registrations of 5 or more from the same organisation. The early bird registration prize is a Mont Blanc pen of which will be drawn at the convention.

[Click here for a copy of the brochure and registration form](#)

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Iain McLennan	Associate	New South Wales
Christopher Martland	Provisional	South Australia
Chee Seng Samuel So	Affiliate	International
Djakaria Prawiranata	Affiliate	International
Maria Widiasusanty	Provisional	International

ELEVATIONS

Name	Class	Division
Keith McIntosh	Associate	New South Wales
Lian Seng Jeffrey Neo	Associate	International
Peter McIntyre	Associate	New Zealand

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

TECHNOLOGY FOR ADJUSTERS — 3D PRINTING

We live in a world of technology. Whether we like it or not, modern life is an apparently dizzying rush through successive new technologies. The power to get things done relies more and more on enough understanding of the various technical aids to life to effectively use them, with the added bonus that a more in-depth understanding usually makes their use easier and more efficient.

We have touched on various technologies before, and now introduce within our on-line CPD program a series of occasional papers aimed at helping adjusters make sense of the many new devices we are becoming surrounded with.

The first of these papers deals with an item apparently not in the adjuster's toolkit — at least so far! Yet it is a device that is being heard of more and more. It is the so-called 3D printer. What does the 3D printer owe to, and how does it compare with, a 'normal' computer printer — or for those senior members, the humble typewriter? Is it a way of printing out reports with a third dimension? Can you make guns with it? Will it totally change manufacturing techniques and eliminate waste? What does it actually do? The answers to these and other questions will be addressed or implied in our paper CPD050, and from there you can access our usual quick quiz to check your understanding.

This paper aims to widen the adjuster's knowledge beyond the everyday business of insurance claims. It will not enable you to become an expert, but it will help you to understand what the experts say, and perhaps detect when the speaker is not an expert either!

Remember, you can access our on-line CPD facility at any time. Simply click on the hotlink below, or navigate through 'Professional Development' on the AICLA website Home Page. Members should use the User Name **cpduser** and the password **aiclapd**. Your web browser may offer the option: 'Remember this password'.

We look forward to seeing you there!

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

DIPLOMA COURSE ENROLMENT

Enrolments in the ANZIIF Diploma of Loss Adjusting have been very strong with 261 registrations in the first three periods in 2013. The cost for the diploma is discounted for AICLA members and the price is substantially lower than in 2012.

Information about enrolments is available at <http://www.theinstitute.com.au/>

TRAINEE LOSS ADJUSTERS' WORKSHOP

The first Trainee Loss Adjusters' Workshop will be held in Sydney on 31 July 2013. This one day workshop will be an opportunity for new and relatively inexperienced loss adjusters to learn from experienced members in the profession on practical topics including, interviewing techniques, survey of risk, case studies, calculating a reserve and ethics in claims.

[A registration form is available here.](#)

PRIZE WINNERS 2012

Congratulations to the following AICLA prize winners on their awards in respect of studies in 2012 in the Diploma of Loss Adjusting. With enrolments in the diploma course continuing at high levels it is great achievement by the prize winners. Details of criteria for awards is available www.aicla.org

Loss Adjusting Diploma Prize

Chloe Zhou, Crawford & Company
(Australia) Pty Ltd, NSW

Charles Buchanan Prize

Chloe Zhou, Crawford & Company
(Australia) Pty Ltd, NSW

Syd McDonald Young Adjuster Prize

Chloe Zhou, Crawford & Company
(Australia) Pty Ltd, NSW

Ted Cooper Prize (WA)

Glenn Cotton, Cunningham Lindsey
(Australia) Pty Ltd, WA

Brian Geraghty Prize (QLD)

Lawrie Thomas, Cerno Ltd, QLD



BRANCH MANAGER – LOSS ADJUSTING SERVICES, PARRAMATTA OFFICE

Cunningham Lindsey Australia Pty Ltd, a leader in Global Risk Management Services, is seeking to employ suitably motivated and qualified people to join our expanding operations.

We are looking for a Branch Manager for our Loss Adjusting operations in our busy Parramatta office.

What's in it for you

The role as a Branch Manager works very closely with the Regional Leader along with other divisions in our business – Sergon Building Services, Oriel Property Services, Niche Services and Business Development.

You will be provided with support in the role from your Regional Leader and peers across our network.

Your package will be commensurate with qualifications, skills and attributes you will bring to the role. Additional benefits include company motor vehicle, mobile phone, laptop and bonus scheme.

What we need

We are looking for the right people who will deliver, if not exceed, the required annual budget for their branches which will include marketing and business development and continuous improvement of service through mentoring and supervision.

You also should have the following:

- Unbelievable communication skills in dealing with internal and external customers along with being able to relate and engage your staff
- Strong organisational and time management skills
- At times able to work under immense pressure and still be able to deliver on deadlines
- Strength, foresight and ability to strategise and grow you and your area
- To service existing clients and market to new/potential clients
- Management experience and results driven
- People Management experience across different business streams
- A loss adjusting background is preferred

If you believe you have what it takes then please send us your covering letter and resume to recruitment@cl-au.com

To learn more about our organisation visit our website www.cunninghamlindsey.com

All applications will be treated in strictest of confidence.

Cunningham Lindsey Australia Pty Ltd is dedicated to elimination discrimination and contributing to equal opportunity in the workplace.



SENIOR LOSS ADJUSTER – BRISBANE

YDR is an independently owned firm of Chartered Loss Adjusters, Engineers and Surveyors who provide services to Australian and International principals.

Established in 1992, YDR employs multi-qualified adjusters to provide prompt and technically accurate reports for large and complex claims.

Recognition of this service by our valued clients has resulted in sustained growth across Australia including the recent opening of our Brisbane office.

We are seeking a qualified and experienced Loss Adjuster to compliment our Brisbane operation and assist with the expansion of YDR in Queensland.

The role will include developing and maintaining a portfolio of complex claims, including ISR, Contract Works and Liability matters.

YDR prides itself on being a unified group of professionals with a focus on providing a quality product for our clients. Our structure enables qualified and experienced adjusters to be remunerated at or above market rates whilst maintaining a sustainable work life balance.

For further information please visit our website www.ydr.net.au or contact Jeremy Twelftree on 0438 431 050.

Applications will be treated in strictest confidence.

Applications for this position close on Friday 14 June 2013.

Please direct same to:

YDR Chartered Loss Adjusters
134 Goodwood Road
Goodwood SA 5034

or via email to ydr@ydr.net.au

Position description is available upon request.

GENERAL PROPERTY ADJUSTERS - NEW SOUTH WALES, VICTORIA, SOUTH AUSTRALIA

Specialist Lines Adjusters – All States

Following the recent equity restructuring of Australian Network Adjusters (ANA), we have now set up a stronger management team. This has been unanimously endorsed by all our clients. To maintain our ongoing commitment to our clients and prior to signing any new service contracts with new specialist insurers, we are looking to expand our network of offices in New South Wales, Victoria and South Australia. As a result of this we would like to invite additional independent loss adjusting companies to join us as ANA Network Members.

We are currently looking to engage Network Members (independent adjusting companies) with expertise in general property adjusting (NSW, VIC and SA) 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.

In addition, ANA also operates as VRS ANA, 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 complement our current specialist team and assist in servicing this program.

Since the inception of the business 14 years ago, we have 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.

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.

We are an organization who value professional development and training. Membership of AICLA or willing to join would be an advantage.

Please direct all applications to recruit@ana.net.au or call Managing Director, Jaye Kumar on 0418 922 755 for further details.

All enquiries will be handled in strict confidence.



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.

If you wish to advertise, please send information to adminoffice@aicla.org. Advertisers can remain anonymous with job applicants responding direct to AICLA.