



FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

During October 2013 I have been liaising with AICLA Chief Executive Tony Libke to prepare for the AICLA AGM, finalising arrangements for the 2014 Asian Claims Convention, reviewing CC13, planning for CC14 and discussing AICLA training matters.

As the AICLA calendar year is rapidly coming to a close, it is pleasing for me to report that this year has been a very successful one in which all our major projects have reached or even exceeded our expectations.

A very pleasing statistic for AICLA has been the increase in membership applications and enrolments in the Diploma of Loss Adjusting. The increases have not only been from our International Division (traditionally the strongest) but also from within Australia. We have also seen a number of applications come from experienced Australian loss adjusters who are seeking recognition towards membership through prior learning, an increasing trend we have not seen before here in Australia.

This trend is obviously due to the changes made to the pathways to membership which was unveiled by AICLA over the past two years creating more flexible options that recognise experience and qualifications.

We also understand that the CEO's of the major loss adjusting firms are encouraging their staff to become members of AICLA, as they see this as a positive for their organisations, again a pleasing trend for our Institute and one we undoubtedly support.

When Tony Libke and I met with management from the major loss adjusting firms they unanimously expressed the need for their staff to be suitably trained and qualified. Their management was also interested to hear of the development of a number of training modules by AICLA, which will feature high level loss adjusting educational packages that can be presented at Division level by experienced adjusters in a workshop environment.

We are pleased to announce that the first workshop titled SME Policy Interpretation and Response has been finalised and we anticipate another two by June 2014. I would like to thank NSW Division members Kevin McElhenny and Christine Boardman who have assisted in putting together the first module. The workshop will be made available to Divisions through the AICLA office.

The Carey Bird Scholarship, named in honour of an AICLA member who was tragically killed whilst working in Christchurch during the 2011 earthquake is available for 2014 and will be open to members under 40 years of age and any member studying the Diploma in Loss Adjusting. The new topic for the essay type presentation will be outlined in the November issue of LA News. Entries for the award will need to be lodged by the end of March 2014.

The ACC14 program is almost complete and will be distributed in November 2013. The convention is booked for 2-3-4-April 2014 in Singapore with a quality line up of presenters, headed by the renowned UK Loss Adjuster, author and after dinner speaker Alan Cleary, he is not to be missed.

Tony Libke and I will be visiting Adelaide and Perth in the next week and we look forward to meeting and talking with Members.

I welcome Christine Boardman, NSW and Budi Maharesi, Indonesia who are attending their first AICLA Directors Meeting in Brisbane.



I will provide a report on the Directors Meeting and AGM held in Brisbane on 29 October in the next issue of LA News.

**Kind Regards,
Michael Cooke**

DIPLOMA ENROLMENT

Enrolments are currently being accepted for the Diploma in Loss Adjusting with the closing date 12 November 2013. It is pleasing that Enrolments for 2013 are currently ahead of 2012 and members can enrol by visiting the ANZIIF website www.theinstitute.com.au/enrol

VICTORIA

UP THERE CAZALEY!

It's getting closer to the Victorian Division Annual Christmas and Diary Advertiser's Function, did I say Christmas..... yes, and also that time of year!!!

This year the function will still be held at the MCG but due to the keen interest last year we have hired out a larger function room. Due to the time of year, work break-ups etc. we have found that the Monday night works best.

It will be held on the night of the 9th of December with ticket sales and flyers having been distributed to members.

We are also pleased to announce (and excited) that the entertainment this year will be brought to you by MIKE BRADY (singer/songwriter/jingle writer/radio host/entertainer), who has been catapulted back into the limelight after his long awaited performance at this year's AFL Grand Final with songs that some say should replace our National Anthem! I'm sure he will have some great stories to tell from his long career as well as his most recent performance.



Victoria looks forward to a very special Christmas Diary Advertisers Function this year with the larger function room booked at the Melbourne Cricket Ground to be held on Monday the 9th of December 2013. So get talking about it, tell others in the industry and forward the flyers to colleagues and contacts in the industry. It is also a great opportunity to sponsor some of your clients to the event who have the opportunity to collect a copy of the 2014 AICLA professional diary. [Click here for flyer and registration form](#)

See you there!!

WESTERN AUSTRALIA MEET THE INSTITUTE PRESIDENT AND CHIEF EXECUTIVE

The Institute President Michael Cooke and the Chief Executive Tony Libke are coming to Perth to meet the Members and talk about developments in the Institute and what the future holds. This is a great opportunity to raise important issues or concerns about your Institute.

This is an informal event and a light lunch and refreshments will be provided at no charge.

DATE & TIME:

Friday 8 November 2013, 12.00PM to 1.00PM

PLACE:

Royal Perth Golf Club, Labouchere Rd South Perth

COST:

None

DOWNLOAD ATTENDANCE BOOKING SLIP

OFFICE BEARERS 2013/14

At the AGM held in Brisbane on 29 October 2013 the following Office Bearers were confirmed for 2013/14

President:	Michael Cooke (Tas)
Deputy President:	Michael Collins (SA)
Executive Member:	Leon Briggs (NZ)
International Dev Director:	Jaye Kumar (WA)
Secretary/Treasurer:	Tony Libke (QLD)

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Thomas Murphy	Provisional	Queensland
Grant Hoskins	Affiliate	Queensland
David English	Provisional	Queensland
Andrew Meager	Provisional	New South Wales
Karen Fagg	Affiliate	New South Wales
Chloe Lee Cheng Yeng	Provisional	International
Mark Capes	Provisional	Western Australia
Teddy Matailevu	Affiliate	New South Wales
Mun Jern Hoe	Provisional	International

ELEVATIONS

Name	Class	Division
Stuart Lee	Associate	International
Ray Goodwin	Associate	Queensland
Abigail Gibson	Associate	Victoria
Alan Ford	Fellow	New South Wales

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

AUCKLAND POWER CRISIS 1998

Imagine losing your electrical power for say five hours. Very inconvenient to say the least! Now imagine what it would be like to lose all electrical power for five days... How about five whole weeks? Businesses in Auckland did not have to imagine this in 1998, because that is precisely what they suffered!

The effect on any business district of such a lengthy electrical outage is difficult to appreciate if you have not experienced it. Not only are there the obvious issues, such as office lighting, air-conditioning, lifts, communications, traffic lights, alarms. But some slightly less obvious ones (at first!) such as sewerage and water installations to high buildings, and the storage of foodstuffs in cafes and restaurants. These are only a few examples. The fact is that few of us give any thought to the absolutely essential nature of an ongoing electrical supply in the operation of everyday life.

An incident such as the Auckland one was virtually unheard of. The only similar incidents have been widespread failures of the US electrical grid, which lasted a mere fraction of the time. This will be the subject of a future paper.

There are many who believe that the Auckland power failure was not an accident as such but was a result of highly negligent behaviour over a number of years.

Our paper touches on the technical aspects of what caused the problem, how it got much worse before it got better, and how public anger was exacerbated by the no-doubt non-intentional apparent grandstanding of one of the supposed 'culprits'!

Temporary wires strung through streets on poles, emergency generators taking up all available open spaces on pavements and in squares all over the city, a ship berthed with its diesel generators running full bore and cables snaking to the shore, piles of rotting foodstuffs and what became for a while a ghost city. It was the stuff of a movie — but real enough in Auckland!

Did Business Insurance covers respond? Had the policies been Australian ISR Mk IV with no extensions then they would not have done. As it was in New Zealand those were not the policies that generally applied, but...

Read about this modern day disaster — with all its illustrations of our reliance on electricity supplies — in our paper at CPD055, and then try the quick quiz. Our on-line CPD facility is available on a 7/24 basis. Access the facility via 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...](#)

TECHNICAL ASSESSING

Technical Assessing is a dynamic, progressive loss adjusting and consultancy firm.

Our vibrant Melbourne office is looking for a Liability Adjuster, to handle public liability (property and personal injury), product liability and professional indemnity assignments.

Applicant must be self motivated and have an outgoing personality.

Please send cover letter and CV to melbourne@technical.net.au

For a confidential discussion regarding the role, contact Steve Hodge on 03 9672 5901.



AICLA offers members the opportunity to advertise positions vacant in LA News.

The cost is 200.00 (+ GST) and the advertisement will be run for one month. 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.