



FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

Late October and November has been exceptionally busy, with the AICLA Education and Board meetings in Brisbane followed by the AGM.

The AICLA newly elected Board members were listed in last month's LA News.

I bid a special welcome to the new Board members and thank them and the continuing Board for their valued service and ongoing commitment to AICLA. We acknowledge several of the Board members have been serving for many years.

I encourage all members to become active within their Divisions. We have many talented members who can contribute to the betterment of our Institute.

I am meeting members regularly who are expressing to me their views on AICLA and this only goes to broaden our future planning which in return will improve our Institute.

Our research has shown that AICLA is the fastest growing and preferred Insurance Loss Adjusting Institute in our region, something of which we can be proud.

So please strive to become part of your Divisions leadership team, it will be a rewarding experience.

At the Brisbane Board meeting we agreed to pursue the following initiatives –

- Women in Loss Adjusting (what are their needs)
- An upgrade to the AICLA website
- Proceed with and expedite the documenting of the history of Loss Adjusting in our regions
- Provide at least three new workshop presentations on major loss titles for 2014, to assist members with gaining CPD points and the educational advancement for prospective members
- Continue with the one day workshops on the day before the Sydney Claims Convention for trainee loss adjusters.

Chief Executive Tony Libke and I commenced our visits to the Divisions with attendance at the Queensland Divisions annual luncheon on 1 November 2013, held in Brisbane. I addressed the function on AICLA's activities for the year and outlined the major achievements, of which there have been many.

I also acknowledged the outstanding work the Queensland Division has been doing over the years and the funds they have been able to raise and donate to their chosen charity, Childrens Hospital Foundation which to date has been over \$50,000.00.

At the function it was announced that Paul O'Sullivan from the Queensland Division had been awarded life membership of AICLA for his valued service to the insurance industry, loss adjusting and to AICLA. Paul is truly worthy of this prestigious award.

I met many of the Divisions members and was privileged to be able to speak with a number of the retired members, I enjoyed their company very much.

The guest speaker for the afternoon was Jeff Thompson the Australian cricket legend, the event was overall highly successful.

Tony and I visited Adelaide on 7 November 2013 where that Division held an afternoon seminar for their members on Asbestos Issues in Claims and a presentation on Forensic Investigations, relating to causes of fires. We were able to address the members on AICLA matters and later meet with the attendees in a relaxed and social environment at the venue. The seminar speakers were of a high quality and I am sure attendees were well rewarded. My congratulations to the Division, and I thank the members for their warm and friendly greeting to Tony and myself.

The next day we attended a lunch meeting with WA Division members in Perth. I was again privileged to meet both current and retired members. I thank them for their attendance and vigorous discussions on a number of issues, which made for a very successful and worthwhile visit.

This month I also attended the ANZIIF Claims Faculty Board meeting in Sydney. I have mentioned this committee in past LA News articles, briefly, the Board is made up of representatives from insurance companies and loss adjusting organisations, with the charter to report to ANZIIF on ways of improving services to members and industry in general, as well as raising the profile and importance of insurance claims. At that meeting the Chairman Wayne Goodall introduced the new ANZIIF CEO Prue Willsford, who addressed the committee. Joan Fitzpatrick was also in attendance, for the last time as a member of the ANZIIF team. We wish Joan well for the future and know she will be successful in whatever venture she pursues.

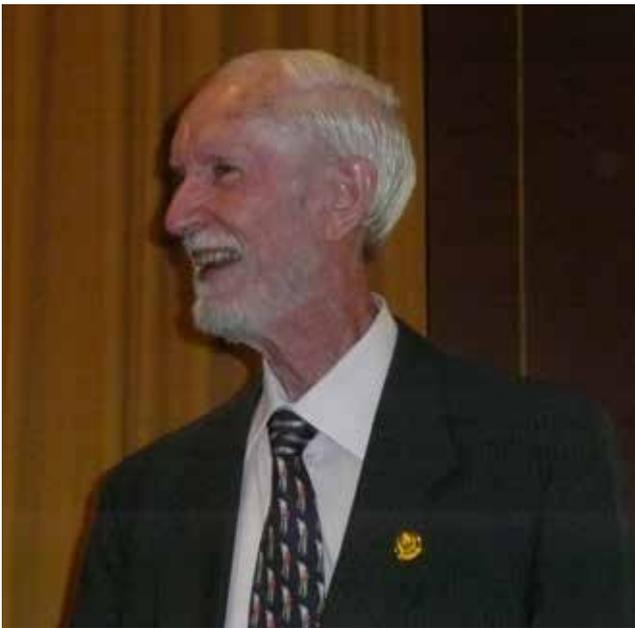
We welcome Prue to the Industry and wish her success in her new role and look forward to working with her in this important partnership.



Kind Regards, Michael Cooke

LIFE MEMBERSHIP

Paul O'Sullivan



At the Board meeting on 29 October 2013 Paul O'Sullivan from Queensland was awarded Life Membership in recognition of his contribution to the advancement of profession and support of AICLA over many years.

Paul has been a practising loss adjuster for approximately 50 years and is well known and highly respected by insurers and loss adjusting colleagues. He has extensive experience and is involved in major and complex property and liability claims. He has always been a strong advocate of professional standards for loss adjusters and has been a constant promoter for the profession and membership of the institute.

Paul has been a mentor to numerous loss adjusters over many decades and is always very generous in his advice to young loss adjusters. Paul is modest, well-mannered and a person of the highest integrity.

He served on the CILA Australasian Committee in the 1980's and was the President of the Institute of Loss Adjusters of Queensland. He rose to the position of CILA Australasian Div President in 1986-87.

Paul continues to support Queensland Division activities and is a regular attendee at the annual Claims Convention held in Sydney. At the 2013 Trainee Loss Adjusters Workshop held in Sydney Paul presented on the topic Ethics in Claims.

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

TECHNOLOGY FOR ADJUSTERS RECORDING — FROM LAMBS TO CHIPS

Do you treasure your collection of vinyl, with colourful sleeves and notes, and bearing real music? Perhaps you remember the 8-track cartridge player in that car you wish you hadn't sold, and wonder why it chewed up tapes. More than likely, at some time in your life you've turned out to the roadside big rubbish collection that video film camera you paid a fortune for and maybe even the editing gear. Most of us have a fair-sized collection of VHS tapes, although we realise that these too are out of date and the CD — no, DVD — no, Blu-Ray! — is taking its place. Meanwhile, the children occasionally turn from their smartphones and tablets and listen to MP3 tracks on a credit-card sized device. Where will it all end?

In the latest paper in our occasional series Technology for Adjusters, we look briefly at the history of sound and video recording, starting with the simplest analogue device — the Edison Bell phonograph, on which the first recording was said to be the reading of the poem 'Mary had a little lamb...'.

Our occasional forays into the world of technology are designed to widen the horizons of adjusters, lest they become immersed exclusively in legal issues and the pressures of negotiation against a background of stress, or even the practicalities of construction, to say nothing of underinsurance, spiced with a dash of media and political misinformation.

Recording is one of those functions that well illustrates the growing speed of technological innovation and development. Ten years elapsed between the first and second varieties of recording device. New technologies arrive a great deal faster now!

We invite you to look at this paper at CPD056 and 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...](#)

QUEENSLAND

The Queensland Division end of year luncheon held at Tattersalls Club on 1 November 2013 was highly successful with 80 members and guests in attendance. The function was addressed by AICLA President Michael Cooke and former test cricketer Jeff Thomson provided an entertaining address over the current state of cricket and anecdotes from his era as a player. At the luncheon the Division Chairman Keith Patterson announced that long standing and well known member Paul O'Sullivan had been awarded life membership of AICLA.



WESTERN AUSTRALIA

The Western Australian Division is holding their annual Christmas Function on the 6 December 2013.

[Click here for information on this event and to register.](#)

SOUTH AUSTRALIA

On Thursday 7 November 2013 the SA Division held an Educational Seminar at the Seven Stars Hotel, Adelaide. About 35 Loss Adjusters attended a presentation on Asbestos in the Workplace and Fire Investigation – The Last 30 Years. A presentation was also made by Michael Cooke and Tony Libke.

The SA Division plans to hold more seminars in 2014. Members are requested to make contact with councillors to discuss or request any specific topic they would like to have presented by external speakers. Loss Adjusters are also welcome to present a topic of interest to our members.



VICTORIA

ANOTHER YEAR GONE.....

In the last year Victoria had not seen any major catastrophe's and we could say that this was a nice change from the previous few years where we had flooding events, large hail events, fires etc with some years having back to back events which kept us all extremely busy.

We can say that even though there were no major events, Loss Adjusters out there adapted and still seemed to be as busy as ever. Where did the time go??

Now ending another year and moving into what we all hope will be a cracking 2014 it could not be a better time for our members to review their studies and their membership statuses. Also a great opportunity to encouraging the next generation new to Loss Adjusting to get more involved in the industry as a whole.

The Victorian Council wishes you all a restful holiday period with a prosperous new year ahead!!

CLAIMS TECHNICIANS COURSE IN PHILIPPINES



Signing of the agreement by Herminia S Jacinto, IIAP President and Jaye Kumar, AICLA International Development Director.

AICLA has signed an agreement with the Insurance Institute for Asia and the Pacific (IIAP) for the delivery of the Claims Technicians Course (CTC).

The three module certificate level course, developed by AICLA for the insurance claims industry, will be rolled out in the Philippines from the first quarter of 2014. IIAP is the country's insurance training and education institute.

The CTC has been rolled out successfully in Singapore since 2009 and is recognised by the insurance industry as the suitable benchmark course for claims technicians.

It is further endorsed by the Singapore government which provides funding subsidies for companies who sign up their claims staff for the course.

The course has also been rolled out in the Middle East, with the ALA Academy acting as AICLA's delivery partners in Dubai.

There will more news on the expansion of the CTC internationally in the coming issues of the LA News.

(Images from the IIAP website)

MEET AND GREET WITH THE PRESIDENT AND CHIEF EXECUTIVE

Victorian members will have the pleasure of being able to meet and greet the Institute President Michael Cooke and the Chief Executive Tony Libke on February 19 2014 in Melbourne.

Michael and Tony will join us to talk about major changes and developments in the Institute, where we are going and what this means for Loss Adjusting in the future. This will be a great opportunity for members to attend and discuss issues important to us.

To coincide with the above visit the Victorian Division will be holding a seminar that will revolve around similar topics, so keep your diaries free for February 19 and also advise any Loss Adjuster's that are thinking about joining AICLA as a professional body or want to know more about what we do. More information will follow closer to the date.

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Angela Hawkens	Affiliate	Queensland
Rinto Cokrolukito	Affiliate	International



AUSTRALIAN NETWORK ADJUSTERS (VRS GLOBAL PARTNER)



Specialist Adjusters – Engineering, Construction, Heavy Plant & Equipment

Australian Network Adjusters (ANA) continues to receive ongoing endorsement and support from our clients. As part of the company's strategy we have positioned ourselves in the market, whereby we have been able to provide our clients with the highest quality of service and work that they expect. As part of this commitment we have a requirement for specialist adjusters based in New South Wales, Victoria and Queensland to handle Engineering, Construction and Heavy Plant & Machinery claims.

ANA is the Australian partner of VRS Global, the international network organization 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 and as such we are looking to invite additional independent specialist adjusters to complement our current specialist team and assist in servicing this program, both in Australia and Internationally.

The Company's competitive advantage and growth strategy is based on using the best people to deliver experienced and personalised 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.

Membership of AICLA or willing to join as a member would be preferred.

Please direct all applications to recruit@ana.net.au or call the 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 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.