



## FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

Last month's LA News was a bumper edition and I apologise to those visually challenged (of which I am one) who may have had difficulty reading my report on activities.

This month I have been involved in a range of meetings including finalising arrangements for CC14. The Claims Convention in Sydney is the major claims conference in Australasia and attracts a wide audience including loss adjusters, insurers, brokers and others involved in the industry. This year the event is a few days before the Bledisloe Cup in Sydney, something which has already been spoken about by our New Zealand colleagues. Keep the dates 13-14 August clear so you do not miss out on this important event.

A Directors' meeting was held in Melbourne at the start of May and was preceded by an Education and Membership meeting. Some important issues discussed at these meetings were; the sustained uptake in membership in recent months as well as an increased number of enrolments in the Diploma of Loss Adjusting course, both pleasing statistics; we now have two educational workshop packages available for divisions to present to members; a DVD will be produced on Loss Adjusting that will be made available to the Divisions for promotional purposes of AICLA and loss adjusting in general. It will also be available on our website for easy access; the women in loss adjusting project; and the "History of Loss Adjusting" in our region is advancing with the CE Tony Libke interviewing prospective candidates to undertake the writing.

Your Divisional Chairs will be able to update you more on those meetings if you require further information.

The New Zealand Division held their annual conference and AGM on 23-24 May in Wellington. Tony and I attended both events which were extremely well supported by members, with approximately 40 attending the conference

and most staying on the next day for the AGM. There was a quality line up of speakers at the conference engaging with the delegates throughout the day. The New Zealand conference was well run with educational topics and social activities balancing out the two days and giving the delegates the opportunity to learn, socialise and network with AICLA and industry participants. Again my congratulations to Leon Briggs and his Division for a well organised programme. I would also like to take this opportunity to congratulate the New Zealand members who nominated at the AGM for Council in the coming year, both those standing again as well as new members.

I encourage all members to consider standing for Council, this way you will learn more about your Institute and the Institute will benefit from a wider range of ideas from its members.

The Loss Adjusters' Trainee Workshop to be held on the 12 August 2014, the day before the Claims Convention deserves a special mention. This workshop is aimed at trainee loss adjusters and claims technicians and therefore the presentations are delivered at an introductory level. The presenters are all highly qualified loss adjusters or senior figures in the insurance industry. The event is for AICLA members and others relatively new to claims. The event will be advertised widely in the coming weeks.

I will finish with some exciting news, as we are now settling on dates and a venue for next year's Asian Claims Convention. We are planning for the convention to be held in Hong Kong and in close proximity to the Hong Kong Rugby 7's. More news to follow on this event.

**Kind Regards,  
Michael Cooke**

## SUBSCRIPTION 2014/15

Subscription renewals for 2014/15 will be forwarded shortly to members. The subscription rate for 2014/15 remains unchanged and the account will be accompanied with database information that we ask you to check and advise changes if necessary.

## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

| Name             | Class       | Division           |
|------------------|-------------|--------------------|
| Sabar Napitupulu | Affiliate   | Int (Indonesia)    |
| Valentino Aboy   | Affiliate   | Int (Phillippines) |
| Thanate Somrith  | Provisional | Int (Thailand)     |
| Teck Wai Wong    | Affiliate   | Int (Malaysia)     |
| Jonsen Tan       | Provisional | Int (Indonesia)    |
| Pong Pat         |             |                    |
| Leelaratanakul   | Provisional | Int (Thailand)     |
| Pearathad        |             |                    |
| Soonthornchukiat | Provisional | Int (Thailand)     |
| Voottipong       |             |                    |
| Tempattarasak    | Provisional | Int (Thailand)     |
| John Senior      | Provisional | New Zealand        |
| Simon Sajn       | Provisional | South Australia    |
| Alex Yacoub      | Provisional | New South Wales    |
| Rebecca Wragg    | Associate   | South Australia    |

### ELEVATIONS

| Name          | Class     | Division       |
|---------------|-----------|----------------|
| Edward Walsh  | Affiliate | New Zealand    |
| Simon Chenery | Affiliate | Queensland     |
| Abdul Rahman  | Associate | Int (Malaysia) |
| Song Yik Lee  | Associate | Int (Malaysia) |
| Jern Hoe Mun  | Affiliate | Victoria       |
| Lawrence Wong | Associate | Int (Malaysia) |

## ASSOCIATE PATHWAYS

**A change was made at the recent Directors' meeting to the Associate pathway "B". Under this pathway members with 15 years experience (was 10 years) and 3 years AICLA membership (was 5 years) who have completed the Diploma of Loss Adjusting by Recognition of Prior Learning (RPL) can apply to the Professional Standards Committee for elevation.**

**[For a summary of pathways click here.](#)**

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### THE COSTA CONCORDIA DISASTER

The Costa Concordia disaster of January 2012, when a modern cruise liner sailed far too near to the Island of Giglio and was grounded on rocks, is unusual in origin and bizarre in the way it played out, as well as huge in terms of insured and uninsured risk. It is unlikely that many of our members will have ever had to update that vital first reserve notification from A\$1 billion to A\$2 billion (which would no doubt be to the intense reaction of insurers!); unlikely that deductibles of \$30 million and \$10 million would be reporting elements; and unusual that an Insured is left with \$90 million in other uninsured loss.

In paper CPD060 we explore this extraordinary marine event and its catalogue of errors, some of which would be the subject of some mirth if it were not for the loss of life and other suffering. We start from the simple fact that building bigger and ever bigger ships for economic reasons is itself a part recipe for disaster and will inevitably lead to great salvage difficulties and losses when there are accidental events. Then there is an absence of safety supervision systems that might have led to the prevention of the 'showing off' manoeuvre that is said to have caused the accident. Add the complication presented by a multi-lingual ship's crew attempting to advise a panicking multilingual passenger complement on safety procedures while confused orders were issued from the bridge, and the potential for pandemonium can only be imagined.

It is said that at an early stage in the rescue, when the captain is alleged to have prematurely left his ship, he was instructed by authorities on shore to 'Get the <extreme expletive> back to the ship!'. Islanders on Giglio later proudly displayed T shirts on which were emblazoned the words 'Get the <extreme expletive> back to the ship!'.

Salvage has been a major exercise, owing to demands from the authorities that environmental considerations should be the primary concern. For example, the complex and hugely expensive operations, which include the building of a special platform on which to perch the righted vessel, have been hampered by the necessity to avoid troubling the sensitive eardrums of dolphins.

We invite you to read this paper and try the quick quiz. Our on-line CPD facility is available on a 24/7 basis and papers may be read in any order. 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 **aiclacpd**. Your browser may offer the opportunity to 'Remember this password'.

We look forward to seeing you there!

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

## SOUTH AUSTRALIA

### Date to Remember

The SA Division is currently organising the next formal luncheon, which will be held at the Adelaide Oval on Friday 15 August 2014. Please keep this date free. Further information will be released soon.

### Annual General Meeting

The SA Division AGM will be held at the Goodwood Park Hotel, Goodwood Road, Goodwood at 4.30pm sharp on Thursday 21 August 2014. Information will be distributed to members shortly. Vacancies will exist for some office bearers and councillors. This is your opportunity to join the council and work with your industry colleagues. If you are interested in nominating for a position and require further information please do not hesitate to contact any member of the current committee as indicated on page 39 of your diary.

### 2013 Charity Auction

The Division has recently been advised by members of the RSL Insurance Sub-Branch that \$4,500 was raised in the charity auction held at the 2013 Formal Luncheon. Of that amount, \$3,000 was donated to the War Veterans Home in Myrtle Bank and \$1,500 was donated to Legacy (Adelaide). The Sub-Branch thanks all members and donors for their generous support and look forward to meeting with you again in August.

### Administration Assistance

The SA Division has recently engaged the services of Jenny McDermott to perform administration duties on an as-needs basis. You will receive communications from Jenny from time to time.

## TRAINEE WORKSHOP

The Trainee Loss Adjusters' and Claim Staff Workshop will be held at the Novotel Rockford in Sydney on Tuesday 12 August 2014. The workshop will run from 9.30am – 4:30pm with topics to be covered including;

- Ethical Challenges for Loss Adjusters and Claims Staff
- Burglary and Verification of Prior Ownership
- Wear and Tear VS Malicious Damage
- Preparation of a Scope of Works
- Under insurance/ co insurance calculations

The cost of workshop is \$88 (inc GST) and is open to loss adjusters and claims staff that are relatively new to the industry. The full programme and a registration form will be circulated in the near future.

## NEW ZEALAND

A highly successful NZ Division conference and AGM was held recently in Wellington.



### 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](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.