



FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

Final touches have been made to the programme for CC14, which promises to be a very informative convention with a number of topics that should stir interest and I expect divide opinions. The venue this year is the centrally located Sofitel Wentworth Hotel Sydney. With approximately 150 attendees already registered the event should be an outstanding success. Please remember that the early bird discount registration cut-off is Friday 4 July 2014.

Our Chief Executive Tony Libke and I have been organising meetings next month with the CEO's of the major loss adjusting firms, ICA and NIBA. These are important meetings and in the past two years we have seen a great deal of support for specific initiatives and the overall direction of AICLA.

The major loss adjusting firms have been encouraging their staff to undertake the diploma exams to ensure they have sound basic knowledge in loss adjusting. This support has seen a large increase in members joining AICLA as well a boost to enrolments in the Diploma of Loss Adjusting.

In my recent visits to Asia and NZ the interest by members in the Chartered qualification was most evident. It is pleasing to see that the chartered qualification within our industry is foremost in the mind of loss adjusters, which in turn sends a message to the industry that loss adjusters see education and training as important in differentiating the services we provide in claims settlement. This will, I hope, help insurers to recognise AICLA qualified members as the first choice in claims.

We are also nearing the end of the AICLA year and Divisions will be holding their AGM's. I note that Tony has forwarded information to Divisions reminding them of this event. I once again encourage members to take an active interest in their Division activities and further encourage members to participate as Councillors, you will find this experience very rewarding. As a member of your Council you can become involved in making decisions as to how

your Divisions operates and the activities that are provided to members. Please remember, you will get more out of your Division if you actively contribute.

We have selected a hotel for the Asian Claims Convention to be held in Hong Kong on 24-26 March 2015. We have agreed terms and conditions and are awaiting a contract for signing. The location is superb and the convention concludes the day before the start of Hong Kong Rugby 7's. Further details will be provided in the near future.

A further reminder that the second AICLA Trainee Loss Adjusters' Workshop will be held on the day before CC14, which will be Tuesday 12 August 2014. A flyer was forwarded out to all members some weeks ago, do not leave your run too late to register for this event, as there are limited numbers that can be accommodated.

The recent Insurance News edition June/July has two articles that I commend to members. The first article "Adjusting Expectations" offers views from leading loss adjusters in Australia. There is a further article "Surviving Change" by Alan Cleary, giving his thoughts based on the UK perspective. One clear message is that there is a future for the well qualified and experienced adjusters however, we live in a dynamically changing business environment and we must be adaptable if we are to survive and prosper. I encourage you to read the articles.

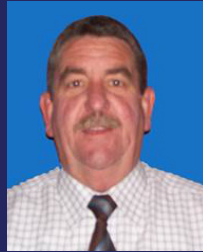
The 2014/15 subscription accounts have been distributed to individual members and corporates. The subscription rate for 2014/15 remains unchanged and prompt payment of the subscription would be appreciated.

I would like to congratulate all the AICLA prize winners for 2013 who are listed below. These awards are very prestigious and prize winners are congratulated on achieving such high academic results. The major award is the Diploma Prize which has been won by Daniel Ong from Insight Adjusters and Surveyors in Singapore.

I finish this month's report on a sad note. A colleague Dennis (Noddy) Reeves passed away unexpectedly on 4 June 2014. Dennis was a close friend, I have known him since 1991, he was a person you could rely on and was very much a giver never wanting in return. He will be sorely missed by all who knew him.

DENNIS JOHN REEVES

“NODDY”
1955 TO 2014



Dennis was borne on the North West coast of Tasmania and worked his entire life in this region, operating as a loss adjuster out of Burnie.

He commenced his Loss Adjusting career in 1979 when he was recruited out of the insurance industry to join with J W Henty and Associates. Dennis remained with that firm until 1991, when he went out on his own, using his own name however still operating under the banner of JW Henty and Associates.

Dennis joined our Institute in 1990 and served on the Tasmania Division Committee from 1991 until 2005 continuous and it is believed that he was a 100% attendee to all meetings over that period.

Dennis was a well respected member of the loss adjusting industry in Tasmania, being the adjuster of choice by most insurers and brokers in his region. Dennis handled claims for motor, heavy machinery, all forms of property both domestic and commercial as well as small liability claims, a rare breed of adjuster indeed.

Dennis was heavily involved within his community, assisting with sporting clubs, community service groups and the Burnie Gentleman's Club, where he is a Life Member.

Dennis is survived by his wife Marisa, son Brennan and daughter Karli.

Dennis will be sorely missed by the Tasmania Division members and the insurance industry and community in general.

Kind Regards,
Michael Cooke

CC14

CC14 is now only six weeks away and there is an excellent line up of speakers. The keynote speaker is Singapore based Peter Newall Head of Claims Swiss Re. Peter's presentation will bring a international perspective to the trends in claims.



There are panel sessions and individual presentations that should evoke lively debate.

The closing date for the early bird discount registration rate is 4 July. [For a copy of the convention brochure and registration form click here.](#)

CPD RECORD SHEET

Continuing Professional Development is important as it demonstrates members' commitment to stay contemporary with practices and up to date in other areas such as OHS and regulatory changes. AICLA members are expected to complete 30 hours CPD training each year and to assist members we have developed an excellent range of articles with related quizzes. We thank Alan Ford for his work in regularly adding to the extensive range of papers available.

Members are asked to complete (and keep on file) a CPD record sheet each year. [For a copy of the Record Sheet and Qualifying Activities click here.](#)

PRIZE WINNERS 2013

Congratulations to the following AICLA prize winners on their awards in respect of studies in 2013 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

Daniel Ong, Insight Adjusters & Surveyors, Singapore

Charles Buchanan Prize

Amy Moore, Crawford & Company (Australia) Pty Ltd, South Australia

Syd McDonald Young Adjuster Prize

Daniel Ong, Insight Adjusters & Surveyors, Singapore

Brian Geraghty Prize (QLD)

Angela Hawken, Crawford & Company (Australia) Pty Ltd, Queensland

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Amy Fruin	Provisional	Victoria
Te Kotahi Blake	Affiliate	New Zealand
Gregory Bray	Provisional	New Zealand
Heru Hardiyan	Affiliate	Int (Indonesia)
Mekavathanan Purushotman Sarangapani	Provisional	Int (Singapore)
Glyn Lloyd	Affiliate	Queensland
Christopher McAuliffe	Provisional	New South Wales
Christopher Dobson	Provisional	Victoria

ELEVATIONS

Name	Class	Division
Tevor Avnell	Associate	ACT
Peter Webb	Associate	New Zealand
James Todd	Fellow	New Zealand
Samuel So	Associate	Int (Singapore)
Christopher Martland	Associate	South Australia
Alan Page	Affiliate	Queensland
Holly Costley	Associate	New Zealand
Grahame Smith	Fellow	New Zealand
Edward Walsh	Associate	New Zealand
Wing Cheong Lau	Associate	Int (Hong Kong)
Brian Bugden	Associate	New South Wales
Andri Dirgantara	Associate	Int (Indonesia)
David Pockett	Associate	Victoria
David Hamilton	Affiliate	Queensland
David Bruhn	Fellow	South Australia

TRAINEE WORKSHOP

The Trainee Loss Adjusters' and Claims Staff Workshop will be held at the Novotel Rockford Sydney on Tuesday 12 August 2014. The workshop will cover a wide range of topics with experienced presenters in an interactive environment.

The one day workshop costs only \$88/attendee and following a similar event last year is expected to fill quickly. **It is open to members and non members and for a copy of the flyer and registration form click here.**

VICTORIA

VICTORIAN AGM

The Victorian Division Annual General Meeting is to be held at 6pm on Wednesday the 6th of August at Tower Hotel, 686 Burwood Road, Hawthorn East (on the corner of Camberwell Road and Burwood Road). The past year has seen initiatives including the launch of iAdjust and many great suggestions to the board from the Victorian council and Victorian members. Members are encouraged to attend the meeting and if you wish to do so please let Margaret (our division secretary) know via email mjr53@bigpond.com by no later than COB Friday 1st August. A nomination form has also been distributed to members for the 2014/15 council accordingly.

CHRISTMAS GALA – SAVE THE DATE

Due to the success of the Christmas Gala and Diary Presentation function in December 2013 the Victorian Division has been busy arranging the next function for the end of this year. We achieved a record number of guests at the last function with first class food and entertainment. The challenge this year is to make it bigger and better than the last!

So save the date as we have once again booked the iconic Melbourne Cricket Ground for Monday night 1st December 2014 and are very close to finalising the entertainment for the evening (watch this space....).

We were advised how much fun everybody had last year and would encourage you all to start the conversation on this year's event to build the hype of what promises to be another excellent night.

TASMANIA

A meeting of the Tasmanian Division was held on the 20th May. The meeting was an open forum for discussion by the members on issues and events taking place locally, nationally and internationally within AICLA. It was presented by Michael Cooke.

Our major seminar for the year is coming up on the 18th July. The keynote speaker is Glyn Lloyd who will present an interactive presentation on liability claims. The supporting speaker will be Bob Richards and his presentation about a topical ISR claim.

NEW SOUTH WALES

NSW / ACT Members Meeting - Thursday 22 May 2014

Inspector Lachlan O'Neill from WorkCover NSW provided an interesting and informative session detailing the role, responsibilities and response of WorkCover in relation to "notifiable incidents". Lachlan discussed the investigation and outcome process, providing advice regarding accessing WorkCover reports and dealing with Inspectors. Specific to the role of loss adjusters, Lachlan provided invaluable information which served as a reminder to members, in relation to our own attendance at sites where safety factors including structural integrity and hazardous materials need to be considered and dealt with. For further information you can visit the WorkCover website: workcover.nsw.gov.au.

ISR Workshop - Tamworth - Thursday 17 July 2014

The ISR Workshop will be hosted and facilitated by regional loss adjusters with the support of the NSW / ACT Committee Members. The workshop is open to loss adjusters (member and non-member), brokers and agents, including claims handlers. The workshop which is being hosted in Tamworth is an excellent opportunity for regional members to attend an educational session which will earn CPD points and provide networking opportunities.

Annual Luncheon - Royal Sydney Yacht Squadron - Friday 25 July 2014

Invitations have been issued and the event is well supported as it has been in the past. Entertainment this year will be provided by Paul De Gelder, a Navy diver who survived a shark attack in Sydney Harbour in 2009.

NSW / ACT Annual General Meeting (AGM) - Wednesday 6 August 2014

Please note your diaries - we look forward to seeing as many members as possible at the AGM.

QUEENSLAND

The Queensland Division Breakfast Seminar and AGM will be held on 21 August 2014 at the Brisbane Broncos Club, Red Hill. There will be three half hour presentations on topics of ethics, clandestine laboratories and asbestos issues followed by the AGM.

The annual Queensland Division Charity Golf Day will be held at the Gainsborough Greens on 11 September 2014. Proceeds from the day go to the Childrens Hospital Foundation.

The End of Year Luncheon is scheduled for Tattersalls Club on Friday 24 October 2014. Members are asked to note the event dates in their diaries. Further details of the events will be circulated in the near future.

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

THE BINARY NUMBER SYSTEM

The — fairly(!) — old saying goes: 'There are 10 types of people when it comes to the binary number system — one type understand it and the other do not'. Does that statement strike you as absurd? Then you need to read this paper. This month we feature another of our occasional papers addressing technology. What is the binary number system, how does it relate to such apparently meaningless concepts as our opening remarks, and (most of all) why is it necessary at all?

Many of our members attended school before there was any need for the binary number system and will not have been taught about it. To many of them the concept is entirely foreign. But as our paper at CPOD061 explains, its use is tied intimately to the modern technology which we all use — in its design if not its use. Consideration of this number system also reinforces the real meaning of the more familiar number system that we use daily.

We have deliberately pitched this explanation to the complete non-believer. And there's anecdotal evidence that this includes many of our older and highly experienced members. Consequently, nothing is assumed, so if you've tried to understand it before and failed, here's another chance to move into the second category of the 10 types of people!

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.](#)



LMI GROUP

LMI GROUP

Due to our continuing expansion within the company, we are seeking experienced Claims Preparers, one in Western Australian, in Victoria and also in New South Wales.

LMI Group are Australian owned loss managers and claims preparers.

All applications will be treated with the utmost confidentiality. Please respond including a detailed CV to the HR Manager at: vic@LMIGroup.com



Crawford®

SENIOR LOSS ADJUSTER - WELLINGTON

Crawford & Company is an international firm of loss adjusters specialising in the provision of claim management and assessing services to the insurance industry. In New Zealand, there are 25 branches and in excess of 200 personnel.

The Wellington office, based in Johnsonville, is looking for a Chartered/Senior Loss Adjuster to join their team.

Reporting to the Branch Manager, the successful applicant will have proven experience investigating, managing and settling a portfolio of high quantum and complexity commercial insurance claims. You will also have strong verbal and written communication skills, with the ability to produce timely and accurate reporting for Insurers/Brokers.

If this sounds like the role for you, then please submit your application to the Wellington Branch Manager, Dave Merritt on Dave.Merritt@crawford.co.nz or 04 4777277 for further information.

Applications close Monday, 16 June 2014.



Crawford®

INTERMEDIATE LOSS ADJUSTER - WELLINGTON

Crawford & Company is an international firm of loss adjusters specialising in the provision of claim management and assessing services to the insurance industry. In New Zealand, there are 25 branches and in excess of 200 personnel.

The Wellington office, based in Johnsonville, is looking for an intermediate Loss Adjuster to join their team.

Reporting to the Branch Manager, the successful applicant will have proven experience investigating, managing and settling a portfolio of domestic insurance claims. You will also have strong verbal and written communication skills, with the ability to produce timely and accurate reporting for Insurers/Brokers.

If this sounds like the role for you, then please submit your application to the Wellington Branch Manager, Dave Merritt on Dave.Merritt@crawford.co.nz or 04 4777277 for further information.

Applications close Monday, 16 June 2014.



Crawford®

INTERMEDIATE LOSS ADJUSTER - PALMERSTON NORTH

Crawford & Company is an international firm of loss adjusters specialising in the provision of claim management and assessing services to the insurance industry. In New Zealand, there are 25 branches and in excess of 200 personnel.

The Palmerston North branch is looking for an intermediate Loss Adjuster to join their team.

Reporting to the Branch Manager, the successful applicant will have proven experience investigating, managing and settling a portfolio of domestic insurance claims. You will also have strong verbal and written communication skills, with the ability to produce timely and accurate reporting for Insurers/Brokers.

If this sounds like the role for you, then please submit your application to the Palmerston North Branch Manager, Mark Kenyon on Mark.Kenyon@crawford.co.nz or 06 350 0567 for further information.

Applications close Monday, 16 June 2014.



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.