



FROM THE INSTITUTE PRESIDENT, MICHAEL COLLINS

Dear Colleagues

Welcome to the first edition of LA News for 2015. Despite the year being well underway I trust you had a safe and enjoyable Festive Season.

True to form the year has started with some significant and catastrophic events in Australia. The recent fires in South Australia and Western Australia, the storms and flood waters in New South Wales and Victoria, and the more recent cyclonic events in Queensland and the Northern Territory have resulted in some significant volumes of work.

It has been my experience over the years that the workload immediately after these events is huge and often seemingly unmanageable. The work typically involves travel and temporary relocation (perhaps interstate) for those assigned to assess the claims coupled with a need to complete as many assessments as possible in a day. Thankfully over time, be it weeks or months, control is usually regained and a loss adjuster's life soon returns to 'business as usual'.

Over the last few years (at least) there has been a noticeable decrease in historical 'business as usual' work that is predominantly affecting the property loss adjusting arena. In some states there have been long periods between weather and disaster related events to the point that local work is scarce. As the industry continues to change and our clients implement and adopt new assessment processes and practices we as an industry must be flexible and prepared to face the future.

Whilst many of us are already carrying large volumes of work, and the thought of taking on anything else is far from your thoughts, now is the time to give significant consideration to your 2015 marketing plan, whether it be your own plan or that of your employer. I have always been taught to market when you are at your busiest as that way, in an ideal world, you will hopefully have sufficient work flow to carry you through the leaner times should they occur.

I am fully aware that it is 'easier said than done' but I believe in it and encourage you to find time to implement your plan if you haven't already done so.

The Asian Claims Convention being held in Hong Kong is less than 4 weeks away with a comprehensive and interesting program now finalised. There has been significant interest from members and other industry representatives about the convention and enrolments are healthy. I wish to take this opportunity to thank the Organising Committee for all of their work. Many attendees will be taking advantage of watching the Rugby 7's after the convention, which will no doubt be a spectacular event.

After the convention Tony Libke, Budi Maharesi and I will be travelling to Jakarta, Kuala Lumpur, Bangkok and Singapore and very much look forward to meeting our members in those regions. We will also be meeting representatives from organisations with whom we have close relationships in those countries.

The Sydney Claims Convention (CC15) will be held on 5 & 6 August 2015. The Organising Committee (AICLA, ANZIIF and other industry representatives) is currently arranging the program and guest speakers. Keep the dates available and see if you can attend. More information will be released about the convention in the near future.

The 2015 Carey Bird Scholarship assignment was released in January and is based on an actual claim. Members are encouraged to enter the competition as you have a chance of winning a significant prize, including flights and accommodation to the next Asian Claims Convention or the next Sydney Claims Convention. [Please click here for more information and the subject material.](#)

From the next edition and onwards, I intend to provide you with feedback, be it positive or otherwise from the various industry representatives about their perception of loss adjusters and how they see us in the market. It will be up to you to decide whether it is of any benefit to you or your organisation and consider it fundamental for us as a profession to know where we are placed and what our clients expect from us so that we can better prepare and position ourselves for the future.

Until next time
Michael Collins

ASIAN CLAIMS CONVENTION 2015 HONG KONG



The ACC to be held in Hong Kong on 24-25-26 March 2015 is fast approaching and it is not too late to register and obtain the early bird registration rate which closes on 28 February.

A comprehensive programme is planned with leading speakers from many countries presenting on a range of interesting and contemporary claims topics. Topics to be covered include the art salvage from the Costa Concordia, recent airline disasters and how international conventions operate.

Also Nicholas Hyatt, Thornton Tomasetti, London will look at new technology and how it can assist in analysing claims.

24-25-26 MARCH 2015

DOWNLOAD BROCHURE NOW!

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Harry Cheng	Provisional	Queensland
Duc Tran Huu	Affiliate	Int (Vietnam)
Claude Vautin	Provisional	Victoria
Matthew Simpson	Affiliate	Victoria
Grant Day	Affiliate	Victoria
Albert Stassen	Provisional	New Zealand
Nitas Kiratisoothisathorn	Provisional	Int (Thailand)
Chien Yu Lin	Provisional	Int (Singapore)
Arman Tarigan Girsang	Affiliate	Int (Indonesia)
Timothy Romero	Affiliate	Int (USA)
Seng Saw	Affiliate	Int (Malaysia)
Paul Boylan	Provisional	Western Australia

ELEVATIONS

Name	Class	Division
Darren Maynard	Affiliate	Queensland
Carl Coldham	Affiliate	Western Australia
Lauren Warner	Affiliate	New South Wales
Andrew Bott	Associate	South Australia
Matthew Stubbins	Associate	New Zealand
Putu Gede Artayasa		
Anak Agung	Associate	Int (Indonesia)
Phillip Buckman	Affiliate	New Zealand
Tata Gunawan	Associate	Int (Indonesia)
David Thai	Associate	New South Wales
Reinhard Puspito	Affiliate	Int (Indonesia)
Nell Robertson	Fellow	New South Wales
Jason Lawrence	Affiliate	New South Wales

WESTERN AUSTRALIA

On Thursday 12 February we held a technical seminar presented by Peter Falconer Director Trece International Pty Ltd.

Peter outlined the mechanisms of how lightning causes damage and how lightning damage can be discerned from other electrical damage.

Lightning protection for types of risks was also discussed.

The presentation was well received by 34 Members and Guests.

QUEENSLAND

The November hail storms that hit Brisbane coupled with recent cyclone damage is keeping Queensland and many interstate loss adjusters extremely busy.

The Queensland Division Council is conducting a survey of members to gauge what professional development activities members would like during 2015.

VICTORIA – 2014 Christmas Gala OH WHAT A NIGHT!!!!



The Victorian Division 2014 Annual Gala Dinner was held in the **AFL Dining Room** at the MCG. The event held **240 guests** which is one of the **biggest functions ever put on** by Victoria!! The entertainment was also superb with **Sly of the Underworld** (AKA John Sylvester) giving us an insider's view of the infamous **Mokbel story** which was interesting, funny and also very relevant to Melbourne's history.



There was lots of **fun**, prizes, **prizes** and **more prizes** with **spectacular food and service**.

We also had special guest AICLA President, **Mike Collins**, attend also with a welcome from our current and new Victorian Chairperson, **David Pockett**.

The night was such a huge success with great feedback from attendees including;

"Just a quick thank you for helping organising another Stellar night. As I have attended over a number of years there has been a distinct breathe of fresh air.....Well done and congratulations. I loved Sly of The Underworld absolutely fabulous. I am already looking forward to next year!" – A.P.

"It was a great night.....Really enjoyed the venue,.....a first class job of organising and running last night and Im sure you've only had compliments on your choice of guest speaker, very entertaining." – D.T.

"I would like to thank you for a fantastic evening last night!!

Everyone thoroughly enjoyed themselves – the venue, food, guest speaker & company was first class." – J.G.

IADJUST2015

Off the back of a successful iAdjust2014 event last year in February at the Melbourne Town Hall, Victoria is holding iAdjust2015 on the 18th of March 2015 at Oaks on Collins.

It will be an all-day seminar attracting 6 CPD Points to attendees with topics including Business Interruption, Report Writing, OH&S Risks, Wellbeing, Damage and Quantum, Mould, Fraud, Personal Injury and also

discussion regarding the Victorian 2009 Bushfires.

Bookings are limited and numbers are closing fast so if the above topics, an all-day training seminar including lunch and after function drinks interests you for \$95.00 then visit the following link for the flyer and registration form immediately as once we are nearing capacity for the event or visit www.aicla.org

[Click here for Informaion and Registration Form](#)

SAVE THE DATE

So the Victorian AICLA Committee has already started planning the 2015 Christmas Gala event which is going to be HUGE! So prepared to be Wowed as we are changing venues (there are only a very few that are a step up from the MCG) and yes we are in one of them.

It is going to be so huge that we have also changed the night to a Thursday! YAY! So SAVE THE DATE: Thursday 10th December 2015 at a location yet to be announced.

However here is a sneak peak 👑 Shhhh. Stay tuned for further announcements on spectacular entertainment and venue updates!

AICLA HISTORY UPDATE

I spent time recently in Melbourne interviewing loss adjusters who have been industry leaders, active in AICLA or just brilliant at telling a story. It was a fantastic opportunity for me and I learned plenty about Victoria and the history of the profession.

Every interview I had in Victoria uncovered a strong personality with a unique insight into some aspect of the profession in the past 40 years or so. I was alternately amused, horrified, engaged in political debate and challenged in every conversation; it was great.

There are others that I did not have the opportunity to meet and plan to speak to soon via telephone or skype.

My thanks to Crawfords, who allowed me to use their offices, and to John van Wetering, Allan Manning, Leo Fluitsma, Norm McLean, Bruce Murphy, Peter Chapman, Laurie Bevan, Val Dunham and Mike Donnelly. A special thanks to Trevor Sinclair, who travelled from Whyalla, South Australia, to Melbourne for the occasion.

I also want to thank everyone who generously contributed photographs, reports, diaries, papers and other items for the archive and book. It is worthwhile to mention here that Allan Manning has an incredible library and archive for any one who is keen on Australian insurance history.

As the history project advances it is not too late to have your input.

If you have a great story about loss adjusting or know a bit of the history, please email adminoffice@aicla.org or ring me +7 3229 6663.

Elizabeth Marx



CONGRATULATIONS BOB RICHARDS, OAM

Not only is Bob a Life Member of AICLA, Bob has been awarded a medal of the Order of Australia (OAM).

Bob has been involved with Rotary and Apex for decades, helps out with immunisation policy implementation in India and an active member of East Sandringham Football Club.

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

GPS

This month we feature another in our series of occasional papers about technology that have proved popular with busy adjusters who like to broaden their horizons.

One of the many pieces of modern technology that most of us take for granted while we use it several times a day is the in-car GPS unit. That melodious voice of chosen accent that gently encourages us to 'take the next right turn' and (usually!) enables efficient and stress-free navigation to the situation of loss is the apparently simple end unit in a chain of astoundingly complex technology and equally astounding cost!

Many people have an appreciation that the US Navstar-GPS system makes use of about 20 satellites in orbits of approximately 20,000kms above the surface of the planet. Rather less know that these satellites are constantly updated by a series of ground stations under US military control. Few know that there are at least five other satellite positioning systems, some regional and some worldwide. It seems that many nations are concerned that only one system under the control of one country — and the military at that — is not a completely satisfactory position.

Location information provided by satellites is only half the story. The navigation systems also use an extensive and frequently updated library of maps as well as a library of audible commands to provide the whole package — and only fantastic miniaturisation and computer aided manufacture make it all possible at a price most of us can afford.

We are now a long way from yelping ships' dogs responding to the sprinkling of 'sympathy powder' at Greenwich or from Harrison's original wooden clocks.

You'll find this paper at CPD069.

We look forward to seeing you there!

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

POSITIONS VACANT



AUSTRALIAN NETWORK ADJUSTERS (VRS GLOBAL PARTNER)

General Property & Specialist Adjusters – Sydney, Melbourne, Brisbane

Australian Network Adjusters (ANA) has 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 individuals and companies who share this vision.

ANA has been in the market for over 14 years and has been endorsed by our Clients as continuing to deliver on our promises and commitment in providing reliable and quality service. As a result of this and following the securing of additional contracts, we continue to grow.

ANA is the Australian partner of VRS Global, the international loss adjusting network organization with over 300 offices from more than 90 countries. With adjusting nominations on some 200 international corporate accounts, this partnership has led to ANA receiving regular property, engineering and marine claim appointments in Australia.

We recently opened a new office in St Leonards (Sydney) and are currently looking for General Property loss adjusters to join our team here. We expect that you would be an experienced adjuster with experience in handling all types of Property losses, predominantly Commercial lines and Strata.

We are also looking to employ specialist adjusters (Engineering, Contract Works, Marine), independent adjusting companies, as network partners and experienced Property adjusters who are looking for part time/contract employment in Melbourne, Sydney and Brisbane.

Membership of AICLA or willing to join would be an advantage.

Please direct all applications to our General Manager to brian.treloar@ana.net.au or call Brian Treloar on 0413 562 562 for further details.

All enquiries will be handled in the strictest of confidence.



SENIOR LIABILITY ADJUSTER, SYDNEY

Echelon Loss Adjusting ["ELA"] is a specialist liability loss adjusting and investigation practice that operates nationally.

We are looking for an experienced senior liability loss adjuster to join our Sydney branch.

The successful candidate will manage a mixed portfolio of liability claims for a wide range of clients, including Australian and London based insurers, lawyers, government departments and corporate clients.

He/she will have an existing market following, will be expected to manage client relationships in New South Wales, and pro-actively develop new business.

Please apply in confidence by writing to John van Wetering, National Manager, Echelon Loss Adjusting, level 17, 607 Bourke Street Melbourne 3000, or by email, John.vanWetering@echelonaustralia.com.au

CONSTRUCTION AND LIABILITY LOSS ADJUSTER POSITIONS

- **International globally represented company**
- **Sydney based with occasional interstate and international travel**
- **Competitive salary package including a company car**
- **Diverse variety of work combining a blend of technical and commercial aspects**

Charles Taylor Adjusting (Australia) Pty Ltd (CTA) is a vibrant division within the Charles Taylor Group of Companies and a leader in the management and adjustment of predominantly technical and complex property and liability insurance claims in Sydney and throughout regional New South Wales.

As part of the Sydney CTA office development plan we are seeking applicants in the following disciplines to join our successful operation:

- **Civil Engineering / Contract Works Loss Adjuster** - To be successful in this role you must have preferably a minimum of 5 years post graduate engineering experience within the construction sector and be prepared to undertake further insurance related study or alternatively be suitably qualified and already employed as a Loss Adjuster. This is an excellent opportunity for a civil / structural engineer who has worked in and enjoys the consulting or contract management side of the engineering business to take their skills and career to a new level as part of a small, specialist team operating at the complex loss end of the insurance loss adjusting industry.
- **Liability Insurance Loss Adjuster** - This is an excellent opportunity for an individual with a Law Degree or a suitably qualified person already employed as a Liability Loss Adjuster. Recent experience in personal injury law, property damage claims, policy evaluations and response and construction claims would be highly regarded. Additionally you will need to be insurance qualified or be prepared to undertake further study in this regard.

Both positions involve the investigation, evaluation and management of commercial insurance claims on behalf of the Australian and London based Underwriters / legal representatives to whom we report. Classes of insurance include, but are not limited to, public and products liability, professional indemnity, marine cargo, contract works, commercial property, industrial special risks, machinery breakdown and business interruption.

Given the nature of these roles, you must also:

- **Be focused on customer service at all times**
- **Have excellent communication skills and be prepared to undertake marketing**
- **Have high level analytical and report writing skills with strong attention to detail**
- **Be self-motivated, proactive and able to work as part of a small professional team**
- **Be able to undertake and assist in the mentoring of more junior staff**

Above all else, however, successful applicants must be able to maintain the highest levels of integrity, be enthusiastic and have a positive disposition.

These two positions are interesting, challenging and demanding career opportunities with excellent working conditions, a competitive salary and other benefits including a fully financed company car. Consideration will be given to reasonable relocation costs to suitable candidates.

Please send your application and resume to Charles Taylor Adjusting (Australia) Pty Ltd, Level 4, Suite 401, 75 Miller Street, North Sydney NSW 2060. Alternatively, applications can be sent via email to Paul.Tuthill@ctplc.com Applications close Friday 13th March 2015 and will be treated in the strictest confidence. Your preliminary enquiries may be directed to Paul Tuthill by telephone on 0455 066 585



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.