



FROM THE INSTITUTE PRESIDENT, MICHAEL COLLINS

Dear Colleagues

I start this month's edition of LA News with 2 questions for you. Who mentored (or is mentoring) you and who have you mentored (or are mentoring)?

Now that you have had some time to consider those questions, and perhaps taken a walk down memory lane, I'd like to address each question individually.

Who was it that mentored (or is still mentoring) you and what impact do you think that mentoring experience has had or is having on your career as a Loss Adjuster? Is your mentor still practising and how precisely did they mentor you? Was it of any benefit? Do you think that you would have the same level of expertise and confidence as you do today had it not been for your mentor?

Assuming the positive, and having gained sufficient experience to do so, who have you mentored (or are mentoring)? Can you remember your mentee's name(s) and do you consider that your mentorship has assisted that person with their personal and professional development? I am certain that it would have had a positive influence in more ways than one.

A search of 'Google' defines a mentor as follows:

'A mentor is a person or friend who guides a less experienced person by building trust and modelling positive behaviours. An effective mentor understands that his or her role is to be dependable, engaged, authentic and tuned into the needs of the mentee.'

To me that definition suggests a degree of longevity in the relationship between the mentor and mentee. I consider that to be a critical component of any successful mentorship as it creates the existence of a consistent 'go to' person for each other. It is my view that a mentor offers more than just checking a report or answering a quick question. A mentor must be there for the long term to develop that trust and consistency however long that term shall be. It also gives the mentor the opportunity to assess their ability in that role.

Experienced Loss Adjusters have so much to offer about life and our industry in general and often make excellent mentors. The role however requires giving your time in an environment where

that can be difficult to do for a whole number of reasons.

We as a profession need to encourage mentoring programs for our newcomers (regardless of age) so that we can continue to show our worth by developing and promoting qualified and well trained Loss Adjusters.

It has crossed my mind from time to time when a Loss Adjuster retires or leaves the industry about what that person has done to reinvest their skill set and knowledge back into our profession prior to their departure. In my opinion it would be a sad day for an experienced Loss Adjuster to leave our profession without sharing what they have been taught and/or learned with others before they go.

So if you have had the benefit of being mentored as a Loss Adjuster but have never mentored anyone in return give it a go. It is not only fundamental for the health of our profession but it is also usually very satisfying for those involved.

Congratulations to Timothy Wong from McLaren's Hong Kong who is the 2015 recipient of the Carey Bird Scholarship.

Timothy presented a detailed and professional submission and has elected to attend the next Asian Claims Convention being held in Bali in April 2016. Well done Timothy, a solid performance and a worthy winner.

The Organising Committee for the 2016 Asian Claims Convention has been established and preparations are well underway. The Committee is currently seeking expressions of interest for guest speakers. If you know of anybody who would like to present on a particular topic please contact Tony Libke at adminoffice@aicla.org. The Committee is confident that the location, Bali and dates 13-15 April 2016, will encourage more Australian and New Zealand members to attend. So if you are planning a holiday in 2016 consider coming to the convention.

The final preparations are well underway for the Australian Claims Convention being held in Sydney on 5 & 6 August 2015. We look forward to seeing as many Loss Adjusters as possible. If you know of anyone who would be interested in attending please encourage them to do so. We have a comprehensive programme involving contemporary issues that will be of great benefit to our profession.

The program for the Trainee Loss Adjusters Workshop has now been finalised and published and will be held at the Novotel Rockford Darling Harbour on 4 August 2015. The programme has been designed for newcomers to our industry and will be of excellent benefit for those attending. Please be advised that numbers are limited so please book early to guarantee your seat.

Until next time
Michael Collins

DISASTERS CLAIMS FIGURES

The following information has been released by the Insurance Council of Australia (ICA) on catastrophe claims events. The figures are as at the 26 June 2015 and are aggregate figures to that date and do not represent the final figures.

Brisbane Hailstorm	– Est Value \$1,342 million – Claims # 121,000
T.C. Marcia	– Est Value \$518 million – Claims # 37,000
NSW East Coast Low	– Est Value \$398 million – Claims # 16,000
SEQ Severe Weather	– Est Value \$351 million – Claims # 24,000

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Cathal Kenny	Provisional	Victoria
Omar Al Ahmed	Provisional	Int (Qatar)
Om Watanaphol	Provisional	Int (Thailand)
Sook Mun Tang	Provisional	Int (Malaysia)
Rochelle Jamieson	Affiliate	New Zealand

ELEVATIONS

Name	Class	Division
Susandi	Associate	Int (Indonesia)
David Bourke	Fellow	Queensland
John Senior	Affiliate	New Zealand
Ian Agustian	Associate	Int (Indonesia)
Carl Greenhalgh	Fellow	Queensland
Irene Lobo	Affiliate	Victoria

CC15

The Sydney Claims Convention will be held at the Sofitel Wentworth on **5-6 August 2015**.

The programme features a mix of plenary sessions and technical workshops. The convention is not only an important forum to hear about contemporary claims matters from leading professionals but is also a great networking opportunity.

The early bird registration deadline is **30 June 2016**.

TRAINEES WORKSHOP SYDNEY

The third trainee loss adjuster and claims staff workshop will be held in Sydney on Tuesday 4 August. This full day workshop will cover topics that are fundamental to loss adjusting and target those who are relatively new to the profession. At a cost of \$99 the workshop is very good value. **For a copy of the programme and registration form click here.**



SUBSCRIPTION/DIARY ADVICES

A subscription and diary advice for 2015/16 has been forwarded to all members. If any of your details have changed please mark the changes on the form and return it to AICLA by 31 July 2015 for inclusion in the 2016 diary.

– VALE GREG CANNONS –

We acknowledge the recent death of Greg Cannons a valued and respected member of AICLA South Australian Division.

Greg worked tirelessly for the industry over a period of approx. 20 years and was well known not only for his skills as an investigator, being a previous member of the Criminal Investigation Branch of SA Police but also his honesty, integrity and fairness in the handling of general insurance claims assessments.

He is greatly missed by family, friends and colleagues.

VICTORIA



Is the date set and booked for this year's Victorian AICLA Christmas Gala and Diary Presentation.

Further to the immense success of last year's event the Victorian Committee are very excited to be planning this coming event with a few surprises including moving to this excellent and world-class venue.

With special accommodation rates just for guests, FREE parking (yes... at Crown) and extended venue hire we are sure to make this event memorable.

So pass this around to your colleagues, clients and suppliers and mark the date as further information will be out soon!!!

MEMBER SUGGESTIONS

The Victorian Committee are open for suggestions on events, forums, training etc that can be organised for member's benefit. If you have any suggestions or ideas on what you and your colleagues may be interested in please email us at vicdiv@AICLA.org

Things to think about include what sort training/information you would like about certain aspects of Loss Adjusting, ideas on specific presenters that you would like to see, venues, open forums between Adjusters to discuss challenges in the industry etc.



AICLA (VIC)
NOW ON LINKEDIN

The Victorian Division are pleased to announce the start of our own professional LinkedIn page. We hope to engage Loss Adjusters and Insurance Professionals on this page with a great emphasis on information sharing, networking and bringing our organisation into the 21st century and keeping Loss Adjusting alive.

Please look us up and start conversations on claims experiences, hairy situations or even post questions. We hope to soon engage with its members and continue this into the future.

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

THE GREAT FIRE OF LONDON — ROOTS OF PROPERTY INSURANCE

The well-worn phrase 'nothing new under the sun' comes to mind when looking into the contributing factors to the major disaster known as the Great Fire of London. This event in 1666, being about 120 years before white settlement in Australia, is considered to have triggered the concept of property insurance as we know it. The 'nothing new' element is the fact that the fire risk was hugely exacerbated by the practice of building using wood and straw as well as the presence in residential areas of numerous high risk industries such as foundries and glass works, both of which were forbidden by statute. How many major incidents today have as contributing factors the wilful breach of building and usage regulations!

As well as property insurance the disaster triggered much improved firefighting provisions, although breaches of building regulations continued — as indeed they do today. The firefighting provisions were much improved insofar as mutual aid was concerned, with new regulations as to the number of ladders and buckets to be sited amongst the rebuilt properties. The 'official' firefighting was at first unfortunately a matter of the new-fangled insurance companies providing their own fire brigades for the purpose of fighting fires only in the properties they insured, while surrounding structures were left to burn!

In our paper at CPD073, we outline the progress of this major event and the subsequent development of municipal fire brigades as well as the beginnings of fire and other property insurance. We also address the beginnings of other classes of insurance, including life (from about 1590), burglary (as late as 1900), hail, fidelity, plate glass and others.

We have provided the on-line CPD facility for a number of years now, with the aim of providing a readily accessible CPD option to suit busy and out of town members. With over 70 papers and regular new additions, we invite you to take advantage of it. Navigate to the facility on our website through 'Professional Development' on the AICLA 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.](#)

POSITIONS VACANT



LMI Group Pty Ltd

LMI GROUP PTY LTD

We are Australia's leading insurance Technical, Legal & Claims Advisory practise. First operating in 1999 we now have offices throughout Australia and New Zealand and over 50 full and part time staff. www.lmigroup.com

Our services are built around three pillars

- 1) **Claims Management**,
- 2) web based **eServices** and
- 3) **Consulting**.

We are looking for **Claims Preparers / Loss Adjusters** to join our organisation to help support our growing book of business. Opportunities exist in Sydney, Melbourne, Brisbane and Perth specialising in Material Damage, Business interruption (including Forensic Accounting) and/or Liability claims.

We would like to hear from you if you share our **Corporate Values** and would enjoy working on behalf of an Insured party and/or their broker acting as their **Claims Advocate/Preparer** to investigate, manage and assess claims in accordance with insurance policy terms and conditions with a view to **maximising valid payments** in a **timely manner**.

The applicant should have

- In depth knowledge of commercial property and/or liability insurance
- A minimum of 7 years' experience in commercial loss adjusting and/or claims management or similar
- Membership of relevant professional organisation
- Ability to work under pressure and delegate where required
- Excellent analysis and problem solving skills
- Good verbal and written communication skills

If you would like to have a confidential discussion or request further information please contact

Mark Wood Chief Operating Officer LMI Group
(03) 9835 9900 / 0458 413 126

Email mark.wood@lmigroup.com



YDR CHARTERED LOSS ADJUSTERS SENIOR CHARTERED LOSS ADJUSTERS

Sydney & Melbourne

YDR Chartered Loss Adjusters & Engineers are an Australian owned employer of insurance professionals with a passion and expertise in dealing with insurance claims.

With offices in Queensland, New South Wales, Victoria and South Australia and as part of our national development plan we seek a further experienced adjuster to join our Sydney branch in a management role and another to expand our Victorian operations. Should you have an ability to work well and manage people, possess strong time management plus report writing skills and have a minimum 15 years' experience we invite you to apply.

YDR provides remuneration packages commensurate with experience, qualifications, skills and attributes you can contribute towards the business.

We welcome your application in complete confidence.

Please send your application advising the position you are applying for before 15th July 2015 to

mdavies@ydr.net.au

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.

