



FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Colleagues

It is a privilege to be elected as President of AICLA and to follow on from a long history of talented and conscientious leaders. I would especially like to thank Michael Collins for his dedication over the last two years.

I am, apparently, a rare example of someone who left school at 15 specifically to join the insurance industry. It appears most 15 year olds don't see the excitement that I saw. Over the past 30 years, I have seen a lot, and I am grateful for the accident that befell many of us – falling into loss adjusting; in my case about 25 years ago.

When I started as a loss adjuster I carried out my exams, then through CILA in the UK, sitting exams moderated for Australian (not New Zealand) conditions. The exams were hard – 7 of them – and harder for the fact that there were no textbooks, just a one page sheet of things that would be helpful to learn. Of course, back then you couldn't sit the loss adjusting exams without having first passed the 12 exams set by the Insurance Institute (now ANZIIF).

Things could not be more different now.

Back then, there was no continuing education as we know it now. The exams did not lead to a diploma or other qualification – just the right to call yourself a Chartered Loss Adjuster. Whilst that was the Holy Grail, today students expect a qualification as well. But education is still

changing. ANZIIF, the main provider of the Diploma of Loss Adjusting papers, is embracing new technologies, such as short courses and unitised modules. Over the next two years AICLA will need to continue to ensure that the developing systems are suitable for educating and testing new loss adjusters, before they are accepted as Chartered Loss Adjusters.

The Objective of the Institute is set out at the start of its Constitution:

The objects of the Institute are to advance the profession of Loss Adjusting for the benefit of its practitioners and the public in general through continual education of the Institute's members and the encouragement of skilled, ethical and sound practice in the profession

Sound formal education is the backbone of making sure an adjuster is fit to be Chartered, however ensuring that adjusters continued to be “skilled” and capable of “ethical and sound” practice requires on-going education. AICLA promotes national and international conferences (such as the upcoming Asian Claims Convention in Vietnam in April 2017), seminars and education sessions at a Division level, including the provision of workshop materials for Divisions to present, and the preparation of regular On-Line CPD articles.

Maintaining and where possible, developing the strength of our education will be a significant issue over the next two years. Please feel free to email me directly, or through the Administrative Office, if you have any ideas, questions or criticisms.

Kind regards

**Leon Briggs, Chartered Loss Adjuster
President - AICLA**

AGM

The 20th AGM of the Institute was held in Adelaide on 20 October 2016.

That meeting saw the retirement of Michael Collins as President and the election of Leon Briggs from New Zealand as the new President. Leon paid tribute to Michael Collins for his efforts in representing the profession during his two year term.

Budi Maharesi, Int Div Chair and Deputy President

presented each of the two past Presidents Michael Cooke and Michael Collins with gifts.

Below is a full list of office bearers for 2016/17:

President:	L. Briggs	NZ
Deputy President:	B. Maharesi	INT
Executive Member:	D. Pockett	VIC
Education Director:	M. Davies	SA
Secretary/Treasurer:	A. O. Libke	QLD
Int Development Director	J. Kumar	WA

Photos from the Adelaide Meeting can be seen here...

HISTORY PROJECT BOOK LAUNCH!

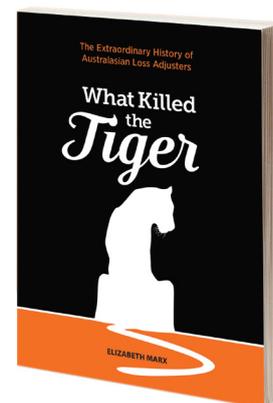
The launch of “What Killed the Tiger” was held at the Adelaide Oval on 19 October with 60 members and guests attending, many from interstate and also New Zealand.

The author Elizabeth Marx told the gathering that the project had been enormous but highly rewarding and that loss adjusters should be very proud of what they had achieved over the generations starting with Colonel Freeman.

The event coincided with the 20th Anniversary of the establishment of AICLA the reporting of which featured prominently in the history book. Attending the function were 8 of the 10 Past Presidents of AICLA who were presented certificates of appreciation to mark the occasion.

Terry McMullan, editor of the magazine Insurance News reviewed the book in the October/November Issue “... a book pleasantly free of the neutral deference that marks so many corporate histories... It’s a book that every insurance professional should read, if only to understand the wonderfully rich past and the evolution of this remarkable band of specialists”.

To see photos from the event click [here...](#)



HISTORY BOOK ORDERS

The author Elizabeth Marx will be attending a number of division events prior to Christmas and will be available to sign copies of the book. A supply of books will be on hand for purchase at these functions. So far events have been planned for WA, QLD, NSW and VIC. A bulk order of the books is being arranged for New Zealand distribution to members.

If you wish to receive a copy by post, please download an order form...

ASIAN CLAIMS CONVENTION

The 2017 Asian Claims Convention will be held in Ho Chi Minh City in Vietnam on 19-21 April. Members should mark the dates as the event will be a unique opportunity to visit one of the most rapidly evolving countries in South East Asia.

The organising committee is developing the programme and invites suggestions from members for speakers and topics which can be forwarded to adminoffice@aicla.org

WESTERN AUSTRALIA



WA Chair, Mr Gary Sewell, was recently asked to represent the Institute at a Strata Community Australia WA event “Managing Your Building Fire Safety” along with three other guest speakers.

The topic Gary covered on behalf of the Institute was “Share the experience of being involved in a fire claim, describe interaction between interested parties, assessing the fire best and worst experiences and establishing the scope of work, compliance issues and the time frame of repairs”. There was also a panel discussion and question time afterwards.

The event was a full afternoon session and attended by over eighty strata managers, property managers and brokers.

NEW SOUTH WALES/ACT

The NSW/ACT Div will be holding an End of Year Cocktail function on Thursday 17 November from 5:30pm at the Tea Room, Queen Victoria Building. Members and guests are invited to attend.

To download a registration form click [here...](#)

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Christopher Smith	Affiliate	Queensland
James Sullivan	Provisional	Tasmania

ELEVATIONS

Name	Class	Division
Keith Patterson	Fellow	Queensland
Kenneth Neo	Associate	Int (Sing)
Gareth Cottam	Associate	Western Australia

INTERNATIONAL



Delegates and Organisers: Technical Workshop on how to Manage Contractors' All Risks Claims

AICLA, in conjunction with the Malaysian Insurance Institute (MII), conducted a technical workshop program on 26th and 27th September 2016 at the Seri Pacific Hotel in Kuala Lumpur.

The two-day technical workshop was attended by delegates from Malaysia, Indonesia, Vietnam and Hong Kong. This was the first joint workshop conducted by AICLA and MII and forms part of the commitment of both organisations to provide practical and intensive specialist claims handling training programs for the insurance industry in the region.

The two day Basic to Intermediate level interactive workshop programme provided participants with a practical understanding of the contract works policy and the issues faced in handling such claims by loss adjusters, claims managers and senior claims officers from Insurance offices and Brokers.

The first day's morning session set the scene for the Material Damage aspects

of Contract Works claims with an overview of current and mega projects in the region, typical issues and practical examples and case studies. Following the morning's review and understanding of the Contract Works policy coverage, exclusions and conditions, the participants were presented in the afternoon with a number of case study exercises to work through in groups.

The second day commenced with an examination of the Third Party Liability aspects of the CAR policy, introduction of key concepts, investigation procedures, identification of key players and establishing quantum. This was followed in the afternoon with case studies where the liability aspects of CAR claims were explored via a series of case study exercises.

A similar program was conducted last year in Singapore but this workshop in KL covered additional topics and case studies relating the CAR claims.

The programme workshop facilitator was AICLA International Development Director, Jaye Kumar and the workshop leaders were Ian McWalter of FT Adjusting (Australia) and Pooba Mahalingam of Singapore. All presenters are AICLA members and continue to spend a considerable amount of their time with providing professional development training to industry members.

MII CEO, Dato Syed Moheeb endorsed the program and said, *"MII is pleased to work with AICLA to enhance the professional standards and skills of claims professionals and we look forward to conducting similar joint technical programs on a regular basis"*

Jaye Kumar points out that *"the success of such intensive and interactive workshops is largely determined by the experience and expertise of the workshop leaders, how they make the program interesting and as a valuable learning experience."* He went on to say, *"the feedback from the delegates was excellent. Pooba and Ian are a great double act. Thank you both"*

A special thank you is extended to Hasri Hamidan, Ahmad Al-Amin Faisal and Nor Hayati Ibrahim from MII who did a great job in organising the program in Kuala Lumpur.



From left to right: Jaye Kumar, Pooba Mahalingam, Dato Syed and Ian McWalter



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.

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

IDEA TO PRODUCT — A TECHNOLOGY LIFE CYCLE

Today, we use electronic devices all the time, usually without a thought. It is impossible to imagine daily life without televisions, telephones, smartphones, computers, dictating machines, digital cameras, automobile accessories, calculators, point of sale terminals, traffic lights, petrol pumps; the list goes on.

But have you ever wondered what goes into the development of such a device or (for the bigger items) its control part? If you've ever looked inside a modern small electronic unit (and most people prefer not to!) you will almost certainly have been faced by a small printed circuit board carrying microscopic components that appear to defy any attempt to even construct, let alone service or repair. In fact most modern electronic devices are now designed to be thrown away when they develop faults. In consequence, the previously lucrative activity of domestic television/radio and electronic repair is virtually defunct, just one of the ways in which the choice of career activities has drastically changed over the years.

Indeed, it is difficult to imagine how the smaller parts (invariably electronic) of such products can possibly be developed and brought to market, given their tiny size. It is true that many of them simply cannot be built by human hand, such is the miniaturisation. They have to be built by machines!

However, their development does require human skill, manual dexterity and some experimentation, so at least in

the early stages the scale is different. In a two-part paper (CPD088 and CPD089) we explore in some depth the development of a device that meets an imaginary (but realistic) need. We look at design aspects which include the inevitable embedded microprocessor (one of the subjects of the dreaded Year 2000 scare — see papers CPD029 and CPD030) and show how programming — in this case simple — determines how the device works. The paper is comprehensive as it takes development through circuit design, breadboard lash-up, stripboard construction and simple printed circuit board design. Even the programming of the microprocessor is described in some detail. It is not as difficult as you might imagine, using a computer 'language' first developed in the 1970s!

This paper is an example of our occasional plunge into the mysterious world of technology. Adjusters may not always want to get involved with technology but they simply must be aware of it!

We invite you access this and other papers in our continually growing range via the link 'Professional Development'.

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...



**AUSTRALIAN
NETWORK
ADJUSTERS
(VRS GLOBAL
PARTNER)**

Specialist and General Adjusters – Wanted in Melbourne and Adelaide

Australian Network Adjusters (ANA) continues to grow with its strategy to be the provider of specialist claims handling services to select clients who value knowledge based expertise, experience and personal service.

As a result of our ongoing growth we have opportunities for suitably qualified and experienced adjusters to join our team in Melbourne and Adelaide.

We are looking for specialist and general adjusters who have experience in handling Commercial, ISR, Strata and Liability

claims. The adjusters must have good report writing skills, able to work autonomously and manage a case load with minimal supervision. Management and secretarial support will be provided but the role allows the adjusters the flexibility to also work from their home-based office as our proprietary developed IT platform is well designed with this in mind

We will negotiate a generous remuneration package with the successful candidate, whom will have the opportunity to grow with our continuing success.

Please direct all enquiries and applications (including CV) to Managing Director, Jaye Kumar on manager@ana.net.au or contact him on 0418 922 755 to discuss the role. All enquiries and applications will be handled in strict confidence.

ANA is the Australian global partner of VRS Adjusters, the largest international network of over 400 adjusting companies from some 150 countries. General information about ANA can be found on our website www.ana.net.au