



FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

We recently held an AICLA board meeting in Brisbane. These are an important, if boring to an outsider, part of the life of any organisation; setting policy and ensuring that the direction of the organisation is on the right path. Part of the day is the report back to the board of the activities of individual divisions.

AICLA as an Australasian organisation holds several high-profile events every year, including the Asian Claims Convention and the Sydney Claims Convention (held jointly with ANZIIF). However, much of the activity of AICLA is actually organised at division level.

It is a credit to the profession that there are so many people that are prepared to give their time to attend division council meetings and to organise division activities. I haven't counted them, but there are probably close to 50 people who serve on division councils. These people receive no direct reward and do not achieve national prominence or invitations to conferences in Sydney and Asia. They are working entirely for the benefit of local loss adjusters to enhance the profession in their areas.

A sample of the activities includes:

- The Queensland division luncheon, attended by over 130 people from across the insurance industry. In addition, Queensland holds regular breakfast seminars on a variety of topics.
- The International division has been holding two day workshops, assisted by the International Development Director (Jaye Kumar), in various countries through Asia and the Middle East.

- The New Zealand division holds an annual one-day educational conference and dinner.
- Victoria is holding its annual dinner and awards night next month, with approximately 300 attendees expected – a huge turnout for an industry event.
- New South Wales, South Australia, West Australia and Tasmania also have a range of specific member-focused events covering both educational and social activities.

All of these activities are self-funding and would not be possible without the efforts of the dozens of unpaid volunteers whose only interest is in the advancement of the profession and the education of both members and the wider industry. It is appropriate to acknowledge the hard work, often for many years, of these individuals.

On other fronts, the board reviewed the on-going discussions with ANZIIF and the consensus was that we are heading in the right direction with our educational programme and the introduction of the skills units. We also discussed the issue of mutual recognition of qualifications.

As previously mentioned, adjusters move around the world and at present a Chartered Loss Adjuster from the UK has no standing in AICLA and vice versa. This cannot be a satisfactory situation, where two respected bodies (AICLA and CILA) with well-developed education programmes do not recognise each other. There are two different parts to this – one is recognition of membership qualifications, and the other is recognition of exams. The first is easier, we can each choose, for example, to accept that a Chartered Loss Adjuster of one can become the equivalent in the other body. The second is harder as it involves aligning the underlying teachings in each unit to determine what is equivalent.

We continue to work with CILA to see whether there can be mutual recognition of both membership and education. If this is successful, then this will be a major advance in the globalisation of loss adjusting.

Kind regards

Leon Briggs, Chartered Loss Adjuster

President - AICLA

AGM

The Annual General Meeting for AICLA was held on Thursday 26 October in Brisbane. At the AGM the following office bearers were confirmed for 2017/18:

President	Leon Briggs	NZ
Deputy President	Gary Sewell	WA
Executive Member	Glyn Lloyd	QLD
Treasurer/Secretary	Tony Libke	QLD

ASIAN CLAIMS CONVENTION 2018

The Asian Claims Convention for 2018 will be held in **Bali, Indonesia** from **11 to 13 April 2018**. The Venue for the convention will be the five star **Grand Hyatt, Nusa Dua Bali**. A registration brochure is expected to be available in early November. The format for the convention will be an arrival cocktail function, two-day convention and gala dinner.

The planning committee for ACC18 is developing the speaker line up and topics for the event. Dr Grant Lester, Consultant Forensic Psychiatrist at the Victorian Institute of Forensic Mental Health, has confirmed acceptance for the convention and will present on “**Dealing with Vexatious Claimants**”.

VICTORIA

The Victorian Division End of Year Dinner and Awards Night will be held at The Crown Palladium on Thursday 7 December 2017.

Members and guests are invited to attend what will be an entertaining evening.

For a registration form [click here...](#)

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Joe Foley	Provisional	Queensland
Aaron Mooney	Affiliate	Western Australia
Rhea Hazlett	Provisional	Queensland
Ken, Bo-Chin Yang	Affiliate	Int. Taiwan
David Lau	Affiliate	Int. Singapore
Neil Wright	Affiliate	Queensland

ELEVATIONS

Name	Class	Division
Margaret Chow	Associate	New Zealand
Wei-Li, Joel Koo	Affiliate	Victoria
Lynn Lappin	Associate	Victoria

WHAT KILLED THE TIGER

The Extraordinary History of Australasian Loss Adjusters

Copies of the book are being held by Divisions so please contact your Division Secretary to avoid shipping costs, if you are able to arrange collection. Alternatively, the book can be purchased and an order form is **available here...**



QUEENSLAND

The AICLA & WII Charity Race day was held on Wednesday 4th of October, and was a sellout with 210 registrations. The day was highly successful with good food and beverages, and outstanding facilities. Through the generosity of sponsors (Morse Building Consultancy, Advanced Buildings, Intebuild, Restorx Services, Bay Building Services, Johns Lyng Group and Cowan Restoration) and attendees, a donation of over \$7,500 was made to the Children’s Hospital Foundation.

[Click here for photos...](#)

The End of Year Lunch was held on Friday 27th of October at Tattersall’s Club Brisbane. The entertainment was provided by Kerry (Nigel) Domann, a comedian and magician. The event attracted 130 members, retired members, suppliers and other industry guests. Also attending was the AICLA President, Leon Briggs. Paul O’Sullivan, Life Member of AICLA, read the traditional Charles Buchanan poem.

Thank you to all who attended and to our sponsors Morse Building Consultancy, Restorx Services, Intebuild, Bay Building Services and BMR Building Solutions. Pictures from the event can be [viewed here...](#)

NEW SOUTH WALES

The NSW Division will be holding its annual pre-Christmas cocktail function at Blackbird Cafe, Cockle Bay Wharf on Thursday 7 December 2017.

The venue offers a great waterfront environment for you to catch up with members and industry guests.

Full details will be provided to members and sponsors via a separate invitation.



SOUTH AUSTRALIA

The SA Annual Luncheon was a huge success this year, with an unprecedented attendance of over 170 Loss Adjusters, guests and sponsors, with the event being a sell-out. The Adelaide Town Hall was a stylishly grand setting for the event, with ex-Radio Presenter, Mr Tony Pilkington, as MC, and Police Star Force member, Mr Derrick McManus, as Guest Speaker.

Over \$3,000 was raised for the Red Cross Emergency Relief Fund, which aids victims of such events as the Pinery and Sampson Flat Bushfires and recent flooding events across South Australia, all of which were part of all South Australian Loss Adjuster's lives for the past two years.

An "After Party" was held at 2KW rooftop bar, which was attended by over 100 guests, which can only suggest that "a good time was had by all".

Whilst bigger is not always better, initial feedback has been

that this year's function was one of the best events held by AICLA in South Australia!!!!

In the meantime, the committee is working towards a social function to be held later in the year, along with another training seminar in March 2018, focusing on the effects of Building and Soil Movement, which will be presented by Mr Gavin Park of GP Forensic.



Above: Red Cross Volunteers

ON-LINE CPD

FUSION, POWER SURGE, LIGHTNING AND BREAKDOWN

Surely, all of us have often heard the cry from an unsuccessful claimant '...but my broker told me that I was covered for everything!' Next to that, two of the most common claimant assertions (usually promoted by the hopeful repairer/supplier) must be 'power surge' or 'fusion'! These apparently all-purpose but invariably wrongly used technical terms are bandied about with abandon, much to the frustration of the general adjuster, who may fear there is nowhere to go for advice other than the supplier who hopes for another sale or perhaps salvation from a warranty obligation!

Such claims often arise following a thunderstorm in an area, when numerous electronic devices fail, allegedly permanently – some of these sometimes being of a mature nature... While there are many genuine lightning damage claims involving electronic devices, resolving whether that is indeed the cause of loss and whether such a claim is otherwise admissible or whether the common exclusion of breakdown applies often takes the general adjuster into uncharted waters.

As for fusion and power surge, these must surely be two of the least understood electrical mechanisms. Just to start with, in the insurance context fusion is not necessarily actual

burning. Neither is power surge anything to do with the electrical quantity of power! Although they are often combined, fusion, power surge, lightning damage and of course breakdown are distinct perils, any of which might be an exclusion in a particular policy wording. The fact that such damage is usually invisible and direct evidence of cause often uncertain, makes this type of loss particularly difficult to pin down.

In our paper at CPD041 we have set out to unravel the mystery of these sometimes inter-related types of damage, provide a brief summary of how they occur and explain what the various terms actually mean. While we continue to caution that reading such a paper is by no means sufficient to correctly assess all such claims, hopefully the reader will be better informed and less likely to glaze over when the repairer or even hopeful retailer speaks. Hopefully the paper will assist the general adjuster in deciding whether a specialist adjuster or consultant should be appointed.

Access the paper at CPD041 on our website via the link 'Professional Development'. The User Name for members is **cpduser** and Password is **aiclapd**.

Go to on-line CPD now.



AICLA offers members the opportunity to advertise positions vacant in LA News.

The cost is \$300.00 (+ 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.



GENERAL / SPECIALIST INSURANCE LOSS ADJUSTERS

YDR CHARTERED LOSS ADJUSTERS

ADELAIDE / BRISBANE / MELBOURNE /
SYDNEY

Established in 1992, YDR Chartered Loss Adjusters is an independently owned and operated Insurance loss adjusting practice with offices in South Australia, Victoria, New South Wales, and Queensland. For more information please visit our website at www.ydr.net.au

Due to our recent growth, we are seeking full-time loss adjusters to join our growing teams in Brisbane, Sydney and Melbourne. The positions will involve reporting on a broad range of Insurance and related losses and will provide both challenging and rewarding prospects for the right self-motivated professional.

Candidates are required to meet the following criteria:

- Experienced in the adjusting fields of Construction, Liability and/or Property;
- Self-motivated;
- Willing to work autonomously;
- Proven track record in business promotion;
- Have or be willing to work toward relevant ANZIIF/AICLA qualifications;
- Preference will be given to applicants with tertiary qualifications in their relevant field.

A remuneration package commensurate with your experience and qualifications will be negotiated.

Applications will be treated in the strictest of confidence.

Applications for this position close on **24 November 2017**.

Please forward all applications to bknutson@ydr.net.au with the following reference in the subject line **“Experienced Loss Adjuster”**.



GLOBAL TECHNICAL
SERVICES™

Large and Complex Loss Adjuster

Asian Region, located in Singapore

Crawford GTS is currently expanding in Asia and is seeking a Senior Property Loss Adjuster to join their Regional team in Singapore. The role will involve the handling of large and complex losses across the Asian region as well as being involved with Business Development.

Essential requirements for the role include:

- Experience in dealing with large and complex losses in some of the following industries; Power & Energy, Mining, Petrochemical and large industrial.
- Excellent written and verbal communication skills.
- Time cost, billing and WIP management skills.
- Proven track record in Business Development.
- Ability to mentor younger staff members.

The following will be available to the successful candidate:

- Generous salary package.
- Transport and housing allowances.
- Transparent bonus structure.
- Relocation expenses.

If you meet the above criteria, please send your CV with a covering letter to Scott Reichelt, Director – Crawford GTS Asia, at scott.reichelt@crawford.asia



LOSS ADJUSTING EXPRESSIONS OF INTEREST

ASTA Group is a strategic alliance of specialist loss adjusting firms operating across Australia and New Zealand within the commercial property, residential & commercial strata and high-net-worth property sectors.

In addition to these services, ASTA Group has dedicated teams in Major Loss, Liability and Business Interruption, as well as specialist resources and expertise in providing machinery breakdown (engineering), plant and equipment, heavy motor and forensic fire investigation services.

Business lines are predominantly sourced via the local insurance market, however ASTA is also authorised representatives of Context International and Insurance Engineering Services (IES) in Australia and New Zealand, providing a high value and complex claims to our team, as well as access to international resources and expertise.

Due to increased demand for our services in all areas, ASTA is now seeking expressions of interest from experienced loss adjusters looking for an opportunity to be highly valued members of a large and growing team within our Network Member firms.

We are further seeking high quality independent loss adjusting firms looking to increase their exposure to local and international insurers through our extensive panel placements.

For further information or to discuss a potential membership with ASTA Group in confidence please contact Dave Bazen, Chief Executive Officer at dave.bazen@astagroup.com.au or on (08) 9361 1979. Alternatively please see our website at www.astagroup.com.au for more details on our national operations or contacts in your state.