



FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

Although New Zealand and Australia are quiet at the moment in relation to new claims from Tropical Cyclones, we are still dealing with the aftermath of Cyclones Debbie & Cook, and winter storms. Parts of Asia have just been hit by back to back storms, with Typhoon Hato causing significant damage in Macau and into mainland China with Typhoon Pakhar hitting much of the same areas less than a week later, including Hong Kong. And, of course, in the United States, Hurricane Harvey has hit Texas. The rainfall accumulations in Houston, with a metropolitan population of 6,500,000 people, are staggering. Peak hourly rainfall of 200mm, 24 hour rainfall of 700mm, and total rainfall from the storm at up to 1,250mm. That is the equivalent of a year's rain for Sydney or Auckland, or half a year's rain for Singapore, in a matter of days.

The point that I think about is not climate change, but that whatever happens, whatever the cause of it, loss adjusters will be on the scene. Much of the work that is done is the same whether you do it in Auckland, Sydney, Macau or Texas – what is the damage and how much will it cost to fix it?

When I was in London in May I spoke to the President of CILA and one of his concerns was for the on-going need for Chartered Loss Adjusters, and where they come from with all of the pressures that we face. One of the ways that loss adjusting organisations in different countries deal with these pressures now is to fly loss adjusters around the world to assist. Although this always happened in the Caribbean, it seems to be a more common practice in many more places. In New Zealand we have recently had adjusters from South Africa and Canada helping out.

With the increasing transfer of loss adjusters comes the question of qualifications from different areas. Is a loss adjuster who qualified in Ireland deserving of being a Chartered Loss Adjuster with AICLA? Is a CILA qualified adjuster as qualified as an AICLA qualified adjuster, and vice versa?

We recently had a conference call with CILA's CEO and Deputy President and one of the topics was the portability of qualifications between our two institutes. How can we make it easier for the individual to move around the world? Both institutes agreed that thinking each is superior to the other will not benefit the global practice of adjusting, and that a serious objective analysis of our respective education systems would be useful to establish a meaningful and fair portability framework.

This is not a body of work that will be easy or quick, but it is a worthwhile project to work on in the background, and we will keep you updated if this develops.

I am pleased to announce that the 2017 Carey Bird Scholarship has been won by Ms Februzi Nasution from PT Cunningham Lindsey Indonesia. Congratulations to all applicants who applied for the scholarship. The submission required members to explain how Utmost Good Faith applies today in insurance and in claims in their particular jurisdiction. Ms Nasution has elected to attend the ACC18 in Bali to receive her certificate. We thank Marsh FACS for their continued co-sponsorship of the scholarship.

Finally, it is only a few weeks until the AICLA / ANZIIF Sydney Claims Convention. We have a high number of registrations, which is very pleasing for all of the work put in by the convention organising committee. There is still time for you to register if you have not done so, and also for you to encourage new or junior members of your staff to attend the Trainee Adjusters Workshop on the day before (20 September).

Kind regards
Leon Briggs, Chartered Loss Adjuster
President - AICLA

TRAINEE LOSS ADJUSTERS' WORKSHOP

Registrations are now open for the Trainee Loss Adjusters' and Claims Staff workshop to be held in Sydney at the Rydges World Square on **Wednesday 20 September 2017**.

This one-day event is designed for loss adjusters and claims personnel, irrespective of age, who are relatively new to the profession.

Presentations will cover Ethical Challenges and Managing Conflicts of Interest, BI, Scope of Works, Interviewing Techniques, Working Together with Engineers, Machinery Claims and Liability Issues.

A copy of the workshop programme and registration form is **available here...**

The cost for this full day workshop is \$120 per person including GST.

ASIAN CLAIMS CONVENTION 2018

The Asian Claims Convention for 2018 will be held in Bali, Indonesia from 11 to 13 April. Venue for the convention will be the five star Grand Hyatt, Nusa Dua Bali.

The planning committee for ACC18 has been formed to develop the programme for the event.

Format for the convention will be an arrival cocktail function, two-day convention and gala dinner.

Members are invited to submit topics and speakers for consideration to adminoffice@aicla.org

ANZIIF TURKSLEGAL CLAIMS SCHOLARSHIP

AICLA members in Australia are invited to apply for the ANZIIF Turkslegal Claims Scholarship for 2017.

The Scholarship entry requirements and prize details are outlined in the application form **available here...**

Entries close on the 9th of October.

NEW SOUTH WALES / ACT

NSW/ACT Division recently held their AGM and the following were elected:

Chair:	Craig McLeod
Secretary/Treasurer:	Meryl Smith
Councillor:	Ben Dolling
Councillor:	Richard Mayne
Councillor:	Ben Neat
Councillor:	Geoffrey Tir
Councillor:	Chris McAuliffe
Councillor:	Brian Treloar

AICLA/ANZIIF
CC17
Claims Convention



The Art of Claims

21st September 2017

The 11th AICLA/ANZIIF Claims Convention to be held in Sydney at the Sofitel Wentworth on 21 September 2017 is shaping to be an outstanding success with over 250 attendees registered for the Convention and 300 for the Gala Dinner.

There has been strong support from across the claims community including insurers, brokers, suppliers and loss adjusters.

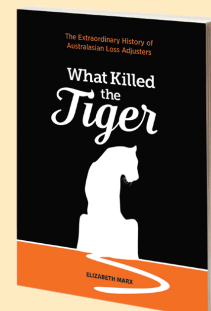
With three weeks until the convention, there is still time to register. A copy of the brochure which includes the full programme is **available here...**

Australian Disaster Recovery (ADR) will be the Platinum sponsor for CC17.

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 Queensland division held its AGM at Cloudland on Friday 25th of August 2017 followed by a trivia event. Congratulations to the following elected Council members:

Chair:	Glyn Lloyd
Secretary/Treasurer:	Adrian Libke
Councillor:	Elouise Cave
Councillor:	Simon Chenery
Councillor:	Sandie Collins
Councillor:	Tim Guy
Councillor:	Luke Stuart

The trivia 'night' was a great success thanks to all the members and guests who attended and to event sponsors Advanced Buildings, Bay Building, Intebuild and Restorx. Special thanks also goes to Paul Angus of Turks Legal for his outstanding contribution in running the trivia rounds.

We look forward to running the trivia as an annual event. Pictures from the event are [available here...](#)

October is shaping as a busy month with the Charity Race day on Wednesday 4th of October and the End of Year Lunch on Friday 27th of October. Registration details will be sent soon for both events.

INTERNATIONAL

The International Division AGM was held on Wednesday 23 August 2017.

Retiring Councillor and former Division Chairman Stephen Kwang received a vote of thanks for his many years of service on the Council.

Budi Maharesi, who had served as Division Chairman since 2013, was thanked by members and the incoming Chairman, Andrew Khoo (Malaysia). Budi is continuing as Division Councillor for Indonesia.

The elected council at the AGM were:

Chair:	Andrew Khoo	(Malaysia)
Treasurer:	Dan De Silva	(Singapore)
Councillor:	Budi Maharesi	(Indonesia)
Councillor:	Dominic Tran	(Vietnam)
Councillor:	Parinya Kaewdeangtien	(Thailand)
Councillor:	York Tiam (Harold) Lim	(Myanmar)

Recent workshops held in conjunction with the Thailand Insurance Institute in Bangkok and with the Malaysian Insurance Institute in Kuala Lumpur were well supported by members from throughout the region. A further workshop is being held in early September in Jakarta, the registration form is [available here...](#)

WESTERN AUSTRALIA

On 17 August 2017 the WA Division held the AGM and the following persons were elected to the Committee:

Chair:	Gary Sewell
Secretary:	Mike Pagels
Treasurer:	Gareth Cottam
Councillor:	Jaye Kumar
Councillor:	Darrell Stops
Councillor:	Ian Clendenning

VICTORIA

At the recent Victorian AGM, Narelle Handley was elected Division Chair.

The elected council at the AGM were:

Chair:	Narelle Handley
Secretary:	Natalie Sinclair
Treasurer:	Nish Chandra
Councillor:	Craig Feather
Councillor:	Arjun Masters
Councillor:	Paul Mayes
Councillor:	Dianne Pender
Councillor:	Mark Rochman

For further details of the 2017/18 Victorian Office Bearers and Councillors [click here...](#)

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Anand Javaji	Provisional	Victoria
Mark Mellor	Affiliate	Queensland

ELEVATIONS

Name	Class	Division
Nguyen Xuan Son	Associate	Int. Vietnam
Weng Seng Woo	Affiliate	Int. Singapore
Tran Quoc Thinh	Associate	Int. Vietnam
Adam George	Affiliate	Int. UK
Suwadji Warsito	Fellow	Int. Indonesia
Tri Sekti	Associate	Int. Indonesia

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

FROM STONE TOOLS TO SMART PHONES

All of us use computers of one kind or another in our work. Many still prefer the desktop machine in the office, but an added convenience is the laptop, with its ready portability, and — by the way — immunity to sudden power interruptions which can totally spoil your day if you don't have a UPS! Both desktop and laptop machines have the advantage of a 'proper' QWERTY 'hard' keyboard, probably essential for writing more than the briefest non-template reports.

No doubt all of us use smartphones as well. Photographs are a breeze, GPS bearings are very useful, and the darned thing works as a phone too! Theoretically, reports could be written on them as well. The big disadvantage is of course the soft keyboard. No amount of dexterity with the thumbs is likely to match the desktop/laptop rate of keying.

We take all those machines for granted, although smartphones are comparatively recent. But it is well within the memory of many of our members that personal computers became available at all. For most laypersons, the start of the computer revolution was microcomputers in the mid-seventies and eighties, and development of many different machines. Many of us had a favourite machine which was probably our first introduction to the miracle of word-processing and spreadsheets. Who started with the Apple, the Tandy TRS-80 or the IBM PC? Some of us even lugged the Osborne so-called portable computer

around — a far cry from today's laptops! But what a difference they have made! No more dictating to an audio typist or self-reporting typing at heavy keyboard, carriage return and all!

Well before that, you would expect a purpose-built computer hall where people in white coats would lovingly tend to such tasks as changing tapes or disk packs when instructed. With miniaturisation, it wasn't long before many of those big racks and cubicles were mostly empty, tiny circuit boards remaining.

What has that to do with stone tools? We mention those as probably the very first human discovery in 2.6 million years BCE, harnessing of fire to follow a whopping 1.1 million years later (!) to get the pace of recent developments in technology in perspective. And in passing, the abacus (often thought of as the absolute root of computing) was invented at about 2,600 years BCE, and was preceded two thousand years before by such things as toothpaste!

Read a potted history of today's computer in the first part of our two-part paper at CPD099, with a following paper to discuss the progress of that vital element in all this — software. Access the paper 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.

The Art of Claims

21st September 2017

Sofitel Sydney Wentworth 61-101 Phillip Street, Sydney

AICLA/ANZIIF

CC17
Claims Convention

Click here for registration



LOSS ADJUSTER – NEW ZEALAND

Integra specialises in the settlement of major and complex insurance claims, in defined industry sectors, which involve property damage, machinery breakdown, business interruption, delay in start-up, marine and specialist liabilities. We are a global firm, proudly privately owned.

Our New Zealand office commenced operations in September 2016. We are now looking to grow and develop our local team, always with the vision of providing the best possible service to the Industry in our chosen niche claims roles.

The New Zealand practice is particularly focused in the fields of Liability / Casualty / Recall, Food and Construction, while also being involved in the wider Integra specialties of mining, onshore energy, offshore energy, petrochemicals, power generation and construction.

Integra is always looking for the opportunity to work with great people who display aptitude and, most importantly the right attitude!

- Are you a ACILA / CILA qualified loss adjuster?
- Do you excel at technical loss adjusting?
- Do have market profile and a proven following?
- Do you yearn to work in a professional environment with like-minded loss adjusters striving to achieve best practice on each instruction?

If you answer yes to all the above, then contact us to discuss the opportunities that await you.

Expressions of interest to:
thomas.pasley@integratechnical.com

Naturally all applications treated in the strictest of confidence.



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.



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.