



## FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

A number of the articles I write discuss education and the work that AICLA does on its education pathway and its conferences. I was recently provided with a document from the 1st Loss Assessors Convention held in Melbourne by the Loss Assessors Council of Australia in November 1967 (happy 50th anniversary to the convention). There had previously been conventions (conferences) at a state level, but this was the first national gathering in Australia. There are three things that strike me in reading the Presidential Address, given by Mr. Warren McArthur.

First, his opening statements talk about the theme of the convention and he remarks that there is no theme that can come *“to grips sufficiently with the many and varied facets of our occupation to satisfy everyone”*, and so their theme to the extent one was needed, is simply “education”. It is interesting how this challenge has not passed over the last 50 years. Loss Adjusting is still a broad church, from marine to motor to liability to property to business interruption to cyber. Maybe the church is broader now, with new classes such as environmental liability and cyber, than it was 50 years ago; certainly the challenges of designing conferences and education seminars to interest such a wide range of practice is undiminished.

The second thing that is of interest is how things stay the same as much as they change. In 1967 there was obviously no email, faxes have since been invented, come to ubiquity, and largely disappeared again, drones were science fiction. Yet, he talks about loss adjusting in the 1940s and that *“one had to be a “Jack-of-all-trades” with a better than average knowledge of the whole range of subjects likely to be encountered...”*. I infer from his comments that he was thinking that things had become more specialised and, whilst this is true today (again thinking for example of cyber),

I think there is still a large section of the loss adjusting industry that would be *“jack-of-all-trades”*. There are many adjusters that work in smaller branches or rural areas that end up doing property, liability, marine and/or motor losses on a regular basis. As much as we embrace specialisation, in my view generalism is still a very useful tool. The general adjuster may one day disappear but that day has not yet come.

Finally, as was probably universal in the professions at the time, there was a presumption in his speech that loss adjusters were men. He describes the main object of training is to *“educate young men”* and laments how difficult it is to secure the services of *“suitable young men”*. Although it is no longer presumed that the profession is only fit for men, only about 10% of our members are women. I don’t know whether this is because women choose not to be chartered loss adjusters, or because of some bias – be it sub-conscious or institutionalised – but it is not good for any profession to have such a disparity. We might have changed the language in 50 years, but it hasn’t significantly changed the outcome. Correspondence on this subject will be gratefully received!

Kind regards

Leon Briggs, Chartered Loss Adjuster  
President - AICLA

## CLAIMS CONVENTION 2018

The joint AICLA/ANZIIF Claims Convention will be held at the Sheraton on the Park Sydney on Thursday 27 September 2018. A planning committee has been formed to develop the program for the event.

If any member has a suggested topic or speaker, they are invited to contact Tony Libke at [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

## FIRST CONVENTION FOR LOSS ASSESSORS

As mentioned by Leon in his President’s address, the first Loss Assessors Convention in Australia was held in Melbourne on 8 November 1967. We are grateful to Leo Fluittsma, who provided a copy of the Executive members of the Loss Assessors’ Council of Australia and the Presidential Address ([click here for a copy](#)).



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

A registration brochure outlining topics and organisations presenting at the Convention is [available here](#).

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

The closing date for early-bird registrations is 16 March, with significant discounts available. Also, further discounts are available for registrations of three or more from the one organisation.

The Platinum sponsor for the convention is International Recovery Services (IRS).



## ADVERTISING GUIDELINES

AICLA has established advertising guidelines for members and others when they use AICLA to promote products or services via the AICLA website, brochures or LA News. These guidelines are designed to assist members and others when submitting advertisements or promotional material for publication by AICLA. For a copy of the advertising guidelines [click here](#).

## INTERNATIONAL

In the week following ACC18 in Bali, the President, Chief Executive and International Division Chairman will be holding meetings with members in Singapore, Kuala Lumpur, Bangkok and Hong Kong. Details of the meetings will be forwarded to members in the near future.

## NEW AND ELEVATED MEMBERS

**Congratulations to the following new and recently elevated members:**

### NEW MEMBERS

Name	Class	Division
Andy Brown	Affiliate	Queensland
Oliver Kreis	Provisional	New Zealand
Paul North	Affiliate	New Zealand
Trevor Bettenay	Provisional	Queensland
Braden Sharma	Affiliate	Queensland
Ben Wilson	Provisional	South Australia
Wei-Ting Chang	Provisional	Queensland
Nathan McMahon	Affiliate	New South Wales
Clayton Stabe	Provisional	Queensland
Pongsagorn		
Lapwattanamongkol	Provisional	Int. Thailand
Polavit Klinpaka	Provisional	Int. Thailand
Agus Hery Priyanto	Affiliate	Int. Indonesia
Shaun Owen	Provisional	South Australia
Torben Bell	Affiliate	Victoria

### ELEVATIONS

Name	Class	Division
Robert Robinson	Fellow	Victoria
Mark Mellor	Associate	Queensland
Jason Khor Kok Pin	Affiliate	Int. Singapore
Samantha Sharp	Associate	South Australia
Nicholas Kerr	Fellow	New South Wales
Scott Tritton	Associate	Victoria
Gordon Paulsen	Affiliate	New South Wales
Christopher McAuliffe	Associate	New South Wales
Febuzzi Regina Nasution	Associate	Int. Indonesia
David Pasaribu	Associate	Int. Indonesia
Jerry Wong	Associate	Int. Malaysia

## VICTORIA

### OH WHAT A NIGHT!!! 2017 AICLA (VIC) AWARDS, CROWN PALLADIUM

The function held in December last year at Crown Palladium (Third year at Crown) has blown up to become the biggest insurance sector night in Victoria for people who work in claims. There were over 320 guests this year with a great mix of loss adjusters, claims managers/officers, brokers and suppliers. Some feedback received is that it is that one time a year claims people look forward to meeting and catching up with those that they deal with during their daily work-life and do not otherwise have the opportunity to meet.

We were treated to spectacular entertainment from Brad Blaze who is a very talented speed-painter. He dazzled and wowed the crowd with his energetic presentation telling jokes whilst creating amazing paintings up-side-down!! (not him, the paintings). These paintings were then auctioned with funds donated to the Starlight Foundation. \$7,500 was raised and presented to the Starlight Foundation on behalf of AICLA which was very much appreciated.

Music for the night was by Chunky Jam, weird name, but they nailed the performance and were great! Food and drink was excellent as well with a bar set-up on the side of the room which was very popular and allowed guests to grab a drink and not have to wait for table service.

The awards ceremony played a large part of the evening along with prizes from sponsors and diary advertisers which included an Apple Watch, iPad, top-self spirits and exquisite wines and vouchers.

Well done to the Victorian Committee for a successful night. The challenge is on to make 2018 even more spectacular!

A birdy tells me that the 2018 function has been booked for **Thursday 6 December 2018** – so mark it in your diaries, tell your colleagues and start planning. That same birdy also tells me that the room has been extended and 2018 will be more spectacular than any event past.

AICLA (Vic) want to continue providing this event at a reasonable price. You may be surprised to note that the actual cost of the event dramatically exceeds the ticket pricing. The reason for being able to put on this event is due to our Premium event sponsor **Marshall Restoration**, our Platinum sponsor **Benpower**, Gold sponsors **FEN Australia** and **Johns Lyng Group**, and Silver Sponsors **Australian Advanced Carpet Care**, **Advanced Buildings**, **Bay Building Services**, **JB Hifi** and **Pattersons Build Group**. Please be sure to support those who support the industry.

AICLA (Vic) would like to congratulate our 2017 Award Winners:

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#### Loss Adjuster of the Year:

Mr Chris Dobson – YDR Chartered Loss Adjusters

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#### Claims Support Person of the Year:

Ms Eden Elliott – LKA Group

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#### Builder of the Year:

Bay Building Group

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#### Service Provider of the Year:

RestorX Services

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**Please click here for photographs.**

## SOUTH AUSTRALIA

The SA Division will be holding its next Training Seminar on 13 March 2018, at the Goodwood Institute. The topic will be “Effects, Concerns and Issues with Soil Movement Claims”.

Gavin Park, from GP Forensic, will be discussing what Loss Adjusters should be looking for when investigating a soil movement claim.

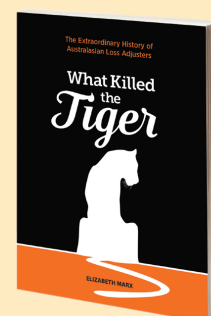
The facilities at the venue will be used for refreshments after the Seminar, so discussions relating to this issue and many others can be continued.

**Click here for more information.**

## 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...**





## ON-LINE CPD

### SOME FINANCIAL DISASTERS

Even in these days of across the board poor yields on liquid (ie non-property) investments, insurers are very dependent on the performance of stock markets generally, mainly for investment of liquid funds, once a major part of the profit of an insurer — today less so but still necessary. While minor and medium sized market fluctuations are of little concern, the same cannot be said for major financial crashes.

In our paper 'Some Financial Disasters' we explore some major financial aberrations throughout the years, starting with a brief mention of the debasing of currency 1623, and moving on to the Tulip Mania of 1637, the Wall Street Crash of 1929, the 1973-74 UK Stock Market Crash, Black Tuesday 1987, the Dot-Com Boom of 2000, and finishing with the Sub-Prime Crisis of 2007-8. These are of course only a sample of about 50 recorded major crashes throughout the years.

Given that, the question always is: how can such events be avoided? The answer to that question is not encouraging. It is bound up with human nature, in particular optimism progressing to greed! At the time of writing the craze is Bitcoin and other crypto-currencies. Will that be the next financial disaster, and will it have effects beyond the immediate, as so often happens?

It is true that anyone who bet a mere \$100 on Bitcoin in 2010 would now be exceedingly rich, even having missed the peak in December 2017. But that's in the past. Anyone buying in December hoping the feat would be repeated would now have their 'investment' badly mauled. The truth is that crypto-currencies have no intrinsic value. They are tied up with the production of goods or services. Their 'value' is purely what someone else will buy them for — the 'bigger fool tomorrow' syndrome active in all the crashes of the past.

Blockchain is an exciting concept that will be explored in due course. But that does not in itself justify the gambling fervour taking place. Indeed, it is easy to see why this craze tends to discredit the idea of crypto-currency and its adoption as a mainstream financial system. What prudent supplier of goods and services would offer them for sale if the currency paid was subject to such wild variations?

But do financial disasters affect the day-to-day work of Loss Adjusters? They certainly can, and we explore this in our paper.

Those interested may like to read our paper CPD104. Access this on our website via the link 'Professional Development'. The User Name for members is **cpduser** and Password is **aiclacpd**. **Go to on-line CPD now.**



### Senior Liability Adjuster – Brisbane

Echelon Loss Adjusting ("ELA") is a division of Echelon Australia Pty Ltd and was established in 2004 as a national, specialist liability loss adjusting and investigation practice. ELA has an exciting opening for a Senior Liability Adjuster with minimum five years experience to join our **Brisbane** branch, on a **12 month fixed term contract**.

The successful candidate will be self-motivated, have an ability to work well with people and possess strong time management and report writing skills.

The responsibilities of the role are interesting in terms of the diverse nature of the functions needed to be performed. More specifically, the duties include:

- Managing a portfolio of mixed liability claims
- Provision of high quality written investigation reports
- Professional handling of claims
- Contribution to strategic planning and direction of Echelon Loss Adjusting
- Maintaining knowledge and understanding of loss adjusting best practice and emerging trends
- Adherence to the Professional Code of Conduct of Australasian Institute of Chartered Loss Adjusters

This role offers an attractive package that includes a competitive salary, motor vehicle allowance, and participation in a company bonus scheme.

Please apply via email to **humanresources@jlta.com.au**

John Van Wetering  
National Manager – Loss Adjusting  
0418 422 787



### 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](http://www.aicla.org).

If you wish to advertise, please send information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

Advertisers can remain anonymous with job applicants responding direct to AICLA.