



## FROM OUR NEW PRESIDENT - MARK GODFREY



*As most of you probably already know, the Board honoured me by electing me President in October. I am grateful to the Board and also want to express my thanks to Immediate Past President, Leo Fluitsma, for his hard work and continuing commitment to the future of the profession.*

### Chartered Loss Adjusters – claims specialists!

Some members feel threatened by the ongoing significant changes in our industry. I am excited about the opportunities available to us. I do not wish to pass lightly over the difficult commercial position some find themselves in but I believe we need to remember that **change causes focus**.

For some it is an opportunity to re-focus on the strategic direction of a small professional practice. For others it presents an opportunity to re-focus a professional career. While we experience dramatic changes and challenges, I suggest we all hold on to one key point - loss adjusters are the **cornerstone stakeholders of claims knowledge**. Let's use that position wisely for the interest of our profession and the wider industry.

For your Institute, change brings us to focus more intentionally on members' professional needs, to help them sharpen skills. Over the next year we will be developing a number of continuing education tools that members can use to help them gain a professional edge.

Watch out for these opportunities for all members. We are surveying members to ensure those tools are focused at the right level for as many members as possible. You'll also hear more soon on a new body for claims technicians.

### Asian Division Established

Our Asian Division was formally established in October. Through the hard work of previous Presidents and Jaye Kumar of the W.A. Division, the new Division provides us a focus for growth as well as a voice for new and existing members in Asia who are seeking to associate with the best loss adjusters around – that's you! Your Institute is well respected in Asia and we will honour that respect with services to members and the industry in Asia. Welcome aboard!

### Who speaks for claims?

Your Institute is a respected voice in the industry. On your behalf and in the interest of good claims management, representations are continuing to be made to: Australian Securities and Investments Commission, the Insurance Councils of Australia and New Zealand and the Earthquake Commission (N.Z.). In addition we have had fruitful consultations with Insurance Enquiries and Complaints Ltd (Aus.). We are also making representations to governments in both countries. Your board will continue to assert that **loss adjusters speak for claims!**

I hope every member and his or her loved ones had an enjoyable Christmas and holiday period and that you face the new year with a renewed and refreshed focus!

## LIFE MEMBERSHIP - Arthur Faulkner

*At a function held on 18 October 2002 in Auckland New Zealand institute member Arthur Faulkner was honoured with life membership. Arthur commenced as an insurance surveyor and loss adjuster in 1966. He joined the NZ loss adjusting body in 1972 was president of ILANZ from 1985-1988 and for many years was editor of "The Adjuster Journal" in New Zealand. Arthur served as a council member from 1981-2000. On behalf of all members we extend our congratulations to Arthur.*



Mark Godfrey, Arthur Faulkner, Leo Fluitsma

## RPL ASSESSORS

Five institute members, David Finney (NSW), Ross Taylor (NSW), Peter MacLeod (NZ), John Wright (Qld) and John Hooke (VIC) attended an ANZIIF training course to become accredited Recognition for Prior Learning (RPL) assessors in Melbourne in October. The members are required to do some follow-up training but once they complete the course they will be qualified to conduct RPL assessments, based on applicants work experience, for subjects in the loss adjusting diploma course. Information on the RPL assessment arrangements is contained in the ANZIIF course handbook, which is available at [www.theinstitute.com.au](http://www.theinstitute.com.au)

## CONFERENCE HOBART

A very interesting program has been put in place for the Institute conference in *Hobart from 22-24 April 2003*. A highlight of the conference will be a presentation by CSIRO on global climate change followed by a tour of their facilities. The conference follows the Easter Holidays and members wishing to attend are recommended to book early. A copy of the early bird flyer appears in the December issue of Insurance & Risk Professional.

## DISCIPLINARY COMMITTEE CHAIRMAN

Mr Sam Parrino, chief executive officer, IEC Ltd has accepted an invitation from the Institute to be the independent chairman of the Institute's Disciplinary Committee. Sam is eminently qualified for the position given his current position at IEC and training as a barrister. The disciplinary committee will investigate breaches by members of the Institute's Charter of Objects and Professional Conduct.

## 2003 DIARIES

Members should by now have received institute diaries for 2003. The layout of the diary has been updated to facilitate easier use. The wide distribution of diaries to

insurers, lawyers, brokers and others is made possible by the financial contribution of the advertisers. We ask you all to remember the sponsors of AICLA who have advertised in our diary, and suggest that you contact them first and foremost for your supplier's quotes. We rely on these sponsors heavily for financial support of each of the branches and the diary itself.

## INTERNATIONAL DIVISION

The Annual General Meeting in October approved the establishment of the International Division. This division will operate much in the same way as New Zealand where one division operates with members spread over 5 branches. The first of the branches is the South East Asian Branch based in Kuala Lumpur. The inaugural chairman of the South East Asian branch is Patrick Foo.

## 2002 CPD RECORD

The institute has had in place for the past two years a random audit program to assess member's compliance with the requirement of continuing professional development. It is essential as a professional organisation that each member makes a commitment to maintaining and improving his/her level of professional knowledge. Members should complete a copy of the CPD record sheet and keep it on file, as you may be called on during the random audit in early 2003 to supply the completed form to the Administrative Officer. A copy of the CPD record sheet can be found at the institute's website [www.aicla.org](http://www.aicla.org)

## PRIVACY KITS

The specially designed privacy kits for loss adjusters have proved to be popular with over 60 orders. Feedback from members who have purchased the kits has been positive. The do-it-yourself kits have been designed by Gadens Lawyers for loss adjusters and sell for \$395 + GST. An order form is available from the administrative officer at [adminoffice@aicla.org](mailto:adminoffice@aicla.org)

## NEW MEMBERS/ELEVATIONS

Congratulations to the following new and elevated members:

### NEW

<u>Name</u>	<u>Division</u>	<u>Class</u>
S T Pittaway	Queensland	Ordinary
C S (Sydney) Soo	International	Ordinary
A D Hodgkinson	Western Australia	Ordinary
B Weeds	New Zealand	Honorary
A M McPhan	Victoria	Ordinary

### ELEVATIONS

<u>Name</u>	<u>Division</u>	<u>Class</u>
Alex (WK) Loo	International	Associate
Y F Leong	International	Associate
Pierre T T Leong	International	Associate
C P S Koh	International	Affiliate
W R Lloyd	New South Wales	Associate

## ANZIIF NEWS

For the latest ANZIIF news and courses:

<http://www.theinstitute.com.au>

## NEW SOUTH WALES

The New South Wales Division would like to congratulate the following members who have recently been admitted as members of AICLA or have achieved an upgrade to their membership status

### Ordinary Members

J G Moser	GABR
B R Mountford	GABR
K McElhenny	GABR
A Fitzsimons	WGB
S P Shepherd	Crawfords
A Kench	Aspeck Holdings
F W Drummond	Technical Assessing
B R Doughty	GABR
P Marshall	GABR
S B Davies	GABR
A Gray	GABR
L A Weatherby	GABR
M J Coles	Crawfords
B M Frauenfelder	GABR
N J Herford	Freemans
Daryl Holland	Kerr & Holland

### Associate

Gary Vaccaro	Crawfords
P J Eccle	McLarens Toplis

### Fellow

A D Webb	GABR
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### Examination Recognition

Congratulations are also conveyed to Harry Patel who received the highest result by a student in the ANZIIF subject INS063 Property Loss Adjustment in 2001 and K McElhenny who gained the highest mark by a student in INS066 Construction Loss Adjustment in 2001.

### Obituary

It is with regret that we acknowledge the passing of Jim Tuton. Jim was well known to the New South Wales Insurance industry and loss adjusting fraternity as a result of his many years contribution and service to the industry.

### Retirement

The retirement of John Pizzey is announced.

### Staff Changes

Those of you who know Vin Gallagher may be interested to know that he has changed employment and is currently a director of Technical Assessing.

## Forthcoming Meetings

The New South Wales division of AICLA has a meeting planned for 30 January, 2003 with the Guest Speaker being Phil Koperberg. Phil has had a high media profile recently due to the position he holds with the NSW Fire Brigade. The Venue and further particulars of the meeting will be supplied in the near future, or you may contact one of the NSW Division Council Members who's names and phone numbers appear in you AICLA Diary for more details.

## QUEENSLAND

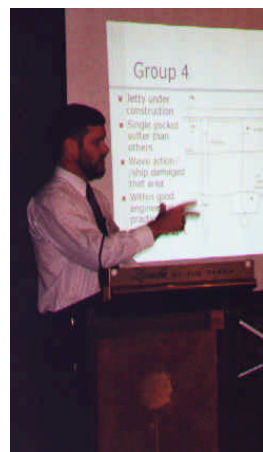
### Back to Basics – Qld

Queensland Division recently held a successful seminar on the popular theme "Back to Basics" with over 40 members attending the breakfast function.

Following on from a highly successful mid year joint seminar, AICLA is joining with ANZIIF and NIBA to hold a **"Risk Management" seminar on Wednesday, 19 February 2003**. Planning for the function is well advanced.

### BSA Licence Exemption

Following representations by Queensland Division the Building Services Authority has agreed to continue to exempt loss adjusters from the licensing requirements under the Qld Building Services Authority regulation. The regulation is very specific and excludes the following activities from licensing "an inspection, investigation or report for assessment of an insurance claim". Loss adjusters acting outside this exemption are likely to require a BSA licence.



## VICTORIA

On 28 October, the Victorian Division of AICLA held a very successful half-day seminar with the theme of Construction & Building Insurance and Legal Master Class. One of the Guest Speakers was Steve Nance The Deputy President of AICLA who provided us with an insight to his wide knowledge of Construction Insurance.

The Victorian Division also held a successful Inaugural Retired Members Dinner on 16 December 2002 at Leonda. Our Master of Ceremonies was Bob Richards from McLarens Toplis. Many of you may well remember Iris Salmon who was instrumental with the operation of the Australian Division of the Chartered Institute of Loss Adjusters and assisted many of us through our studies. Iris shared a few words of wisdom on behalf of a number



of our forbearers in loss adjusting who have now retired. Terry Onto provided a laugh or two (or three) when sharing some of his memories with us. This event was sponsored by Johns & Lyng Builders.

Presentation of AICLA 2003 Diaries to Advertisers and Sponsors was conducted at a breakfast meeting at Leonda on 18 December, 2002. Most of our advertisers attended and a wonderful speech was given by Michael Pickering our Division Chairman, outlining the benefits to the sponsors of advertising in the AICLA diary.

## WESTERN AUSTRALIA

Allen W Smyth retired from GAB Robins (formerly Robins MBS) after 35 years in the loss adjusting industry. Allen always harboured a desire to obtain a University Degree and has now achieved this dream by graduating with an MBA Degree from Curtin University in Western Australia. Congratulations Allen, you are an inspiration to each of us who wish to continue with our education.

### Breakfast Meeting

On 6 December, 2002 the Western Australian Division of AICLA held a monthly breakfast seminar for its members. The guest speaker, Snr Sgt Ken Sanderson provided an update on the uses and developments of DNA profiling in Police Investigation following up on his presentation about DNA forensics at the 2001 AICLA Conference held in Perth. Based on the UK experience the gathering of DNA information has been a hugely successful tool in narrowing down suspects with the bulk of crime being committed by 10% of the population. It is unfortunate that the legislation regarding collection and use of DNA varies from state to state as this reduces the ability of the states to share data. Ken did emphasise that DNA is not the be all and end all in placing people at the scene of a crime with fingerprints still being the primary identifier. The analysis of DNA is slow and expensive whereas fingerprints can be analysed within hours.

A prior seminar saw engineer Robin Salter from Robin Salter & Associates gave an up-to-the-minute talk on the effects of fire and water on buildings. He expressed particular concern about the development of slab tilt buildings and the implications to insurers and loss adjusters. Robin gave plenty of examples of the effects fire and water had on buildings including swimming pools.

### AICLA Diary Advertisers' Sundowner

There was a last minute rally by loss adjusters to attend this important networking function that is held annually in support of the suppliers that advertise in the AILCA diary. Proceeds from the advertisers are used to finance the running of the WA Division and to subsidise seminars.

## Christmas Dinner

The local institute hosted a Christmas dinner for members and partners on Thursday 28 November 2002 in a bayside restaurant overlooking Fremantle Harbour. The food was excellent and members enjoyed their first Christmas pudding of the Festive Season, washed down with some excellent West Australian wines.

Members have conveyed that their local secretary, Marj Borthwick is doing a fantastic job organising and, in many cases, hand delivering the institute diary to members and our principals.

### Staff Changes

Paul Wittber has relocated from Bateman Chapman, Perth to Bateman Chapman, Singapore.

### Obituary

Malcolm Dunkeld passed away recently and will be greatly missed by his peers and colleagues in the industry.

## WEBSITES OF INTEREST TO MEMBERS

Every loss adjuster in Australia has heard of them and at some time or other throughout our career have or will some time in the future be threatened with Insurance Enquiries and Complaints. The Insurance Enquiries and Complaints Limited have their own website. If you access <http://www.iecltd.com.au> you can do a basic key word search and find all cases relevant to the particular topic that you may be interested in.

Every decision made by the Panel is archived back to January, 1999 and although you might not know if there are any cases of a similar nature to the one you are interested in, the Key Word Search will soon find it. The Panel's determinations are not legally binding but you can develop a feel for IEC panel may decide a case based on their previous findings.

As well as their Terms Of Reference it also provides a list of their member companies.

## REMINDER

Please forward information to be published in the newsletter to [susan3182@yahoo.com](mailto:susan3182@yahoo.com). Don't leave it until the last minute – copy, paste and send NOW and ensure that we receive it early.

## AICLA MERCHANDISE

The following merchandise displaying the distinctive AICLA logo is available for sale through the institute:

Tie (Red/Green/Blue)	\$20.00
Cuff Links (set)	\$12.00
Lapel Pin	\$5.00

Visit our website [www.aicla.org](http://www.aicla.org) to view a colour photograph of the items and download an order form.

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