

FROM INSTITUTE PRESIDENT, MARK GODFREY



Earlier this month administrator Tony Libke sent members a survey form. This survey was styled to inform your board on the mix of work members undertake and to get individual responses on a range of issues. Thank you very much to those who responded. Your willingness to contribute with statistics and other helpful comments (even the critical ones are helpful!) will assist us to target the services we provide. As promised by Tony, no loss adjuster will see your individual response. I hope you put your name in the hat for the spot prize!

Our Institute Conference is in Hobart the week after Easter. For members at all levels it is an important opportunity to get alongside fellow professionals and take advantage of the technical programme offered. If you have not already registered, it's time to do so!

Many members contribute to the advancement of our profession, often without public acknowledgement.

By my estimation, nearly 40 other members make significant contributions to the maintaining of academic professional

standards for the advancement of our profession.

In addition there are several Board subcommittees, Divisional committees and volunteers who speak at insurance industry and general industry seminars, not always for any commercial return. Thank you to all those who contribute to the advancement of loss adjusting. We will name and acknowledge publicly many of these people in future issues.

Regards to all members

Mark Godfrey

AGREEMENT WITH ANZIIF

A new 5 year agreement was recently signed between ANZIIF and AICLA for the continued delivery of the Diploma in Financial Services (Loss Adjusting).

The diploma course which has been extensively updated to reflect market changes and recent regulatory and legislative changes.

Mark Godfrey said the new diploma represented a major financial commitment by AICLA and ensured that the course remained at the forefront of educational courses available anywhere in the world specifically designed for loss adjusters.

Members aspiring to Chartered Loss Adjuster status need amongst other requirements to complete the diploma.

Over 200 subject enrolments have been recorded for the first semester 2003 in the diploma course.



Mark Godfrey President AICLA and Joan Fitzpatrick CEO ANZIIF

FROM THE EDITOR

Thank you for the input from the New Zealand Division and the Various Australian States of the AICLA for your contributions to our Newsletter. It's interesting and enjoyable to read about our fellow loss adjusters, where they're at and what changes have occurred in our fraternity. I look forward to receiving more valuable contributions from you to include in our forthcoming Newsletters.

WEBSITE RE-LAUNCHED

The Institute's website has been re-launched following a major overhaul. The new site is vastly improved with more information and a members' only area.

For access to the members' only area you will need to insert your initials underscore and surname e.g. A_Jones and the password AICLA2003. Some of the changes include hot links for other sites such as the ANZIIF courses handbook and ability to complete on screen, CPD details, the change of address advice, membership application form, order forms (merchandise and privacy compliance kit) along with the Conference registration form.

As we continue to add to the website it should become an increasingly important source of information for members and the public in general.

To take a look at the new site click here

www.aicla.org

INSTITUTE OF CLAIMS TECHNICIANS

A new body the Institute of Claims Technicians (ICT) is being established with the constitution, rules, code of conduct and underlying educational course and C.P.D. program in advanced stages of development. The new body will be fully owned by AICLA and will cater for those involved in claims handling and processing. ICT will offer three classes of membership: Ordinary, Qualified Claims Technician (QCT) and Senior QCT. Further details will be available in the near future.

CONFERENCE 22-24 APRIL

Any member wishing to attend the Institute conference to be held in Hobart 22-24 April should register as soon as possible. The proximity of the conference to the Easter and ANZAC Day holidays means that accommodation is limited.

A copy of the conference brochure and registration form can be found at:

www.aicla.org

NEW MEMBERS/ELEVATIONS

Congratulations to the following new and elevated members:

NEW

<i>Name</i>	<i>Division</i>	<i>Class</i>
B J Nye	Queensland	Ordinary
C Chadha	New South Wales	Ordinary
M C Lieberman	New South Wales	Ordinary
J D Ralston	New South Wales	Ordinary
J M Swan	New Zealand	Ordinary
W Y (Dennis) But	South East Asia	Ordinary
S Y Chin	South East Asia	Ordinary
W N Lee	South East Asia	Ordinary
G C Edwards	New South Wales	Ordinary
C R Stuart	New South Wales	Ordinary
D R Webb	South Australia	Ordinary
C D Mills	Queensland	Ordinary

ELEVATIONS

<i>Name</i>	<i>Division</i>	<i>Class</i>
C J Brunner	Queensland	Associate
P G Allen	Victoria	Associate
D M Rogers	Victoria	Associate
B J Sanford	Victoria	Associate
A Gupta	New South Wales	Fellow
C M Ko	South East Asia	Associate
M H Pickering	Victoria	Fellow
M A Paranjothy	South East Asia	Associate
C E Ching	South East Asia	Associate
T L Tan	South East Asia	Associate

MEMBERS' SURVEY

The Institute recently forwarded to members by email a survey seeking feedback on areas of educational needs and views on a range of other matters. Details of the survey will be collated and the findings published in the next issue of LA News.

IFAA MEETS – HOBART

The International Federation of Adjusting Associations is scheduled to meet in Hobart on 23 April 2003. IFAA president Leo Fluitsma said the meeting was historic as it was the first occasion the IFAA had met outside the UK/Europe. Representatives from the United Kingdom, Europe, South Africa, United States, Japan and Malaysia were expected to attend the meeting.

ASIC SUBMISSION

AICLA has been invited to Australian Securities and Investment Commission (ASIC) to make a submission in respect of claims management practices in Australia. ASIC were particularly interested in the impact on consumers of claims practices and sought our views on the effectiveness of current arrangements. Full details of the institute's submission will be made available once the ASIC report is released. The main thrust of the Institute's submission was that we believe persons representing themselves as loss adjusters and claims intermediaries should have minimum professional qualifications and be certified by an accredited body, which has a tiered membership structure, professional development program and disciplinary process.

PRODUCTIVITY COMMISSION MISS THE MARK

Productivity Commission has released a report on Public Liability Claims Management practices in Australia. The report purports to benchmark practices against world standards however failed to recognise the role played by loss adjusters. The Institute has written to the commissioner pointing out the role played by loss adjusters and offering to assist in correcting this anomaly in the report. A copy of the report can be found at www.pc.gov.au

TERRY M^CMULLAN APPOINTED

Terry M^CMullan from M^CMullan Conway Communications Pty Ltd has been appointed to assist the institute with public relations, marketing and strategic matters. Terry recently assisted in preparing press releases during the Canberra bushfires. Terry is well known through his involvement as editor of Insurance and Risk Professional.

QUEENSLAND NEWS

Joint Seminar

A highly successful joint seminar involving AICLA, NIBA and ANZIIF on Risk Management was held on 5 March 2003 with a full house of 164 attendees. This was the second successful joint initiative by the three bodies and a mid year insurance update is being planned. Powerpoint slides from the seminar are available under Division News (Queensland) in the members only area at www.aicla.org One item of particular interest at the seminar was the very informative series of slides on the "Fundamentals of Risk Management" by Kevin Knight. Other speakers at the seminar were John Tippett, AON; Neal Schneidewin, QBE; Barry Wheeler, Crawford & Company and David Flint, Moray & Agnew.

SERVICE MEDAL TO PAUL O'SULLIVAN

Paul O'Sullivan was honoured at a recent function with presentation of the Institute Service Medal. Paul, a highly respected member of the institute and loss adjusting profession said he was honoured to receive the award.



CHARITY GOLF DAY

The Queensland Charity Golf Day will be held on 7 April 2003 at the Royal Queensland Golf Club. This event has grown in popularity, with members and their guests participating in a full day's entertainment. The day starts with a golf clinic by Charlie Earp, followed by an ambrose competition and bar-b-que and presentations. Proceeds from the event go to the Royal Childrens Hospital Foundation.

NEW SOUTH WALES

On Thursday 3 April 2003 the NSW Division of AICLA will provide a Masterclass Education session titled "PLUGGING THE LEAKS: A practical analysis of recovery issues" An expert panel of speakers who are high profile members of the Insurance Industry and Ross Brogan an Inspector with NSW Fire Brigades Fire Investigation and Research Unit have agreed to share their knowledge. The full day seminar will be held at Sheraton on the Park and for more information you may contact Mal Lothian on (02) 9411 3033 or hgsyd@harrisongray.com.au

We are pleased to advise that Tony Gupta, an employee of Harrison Gray Pty Ltd in their Sydney Office for the past 3 years, has had his AICLA membership status elevated to that of Fellow. Anil is a very highly qualified member of Harrison Gray's staff involved mainly with adjustment of Electronic and Machinery Claims due to his formal education in this area.

Les Thorpe who has worked as a loss adjuster in South Australia and New South Wales has retired from GAB Robins and is currently travelling around Australia with his wife Ann. They will return to a new home, currently under construction, in the grape growing region of the NSW Hunter Valley.

Unfortunately the advertised seminar that was to be presented by Phil Koperberg did not go ahead because of his commitment to the Canberra bushfire disaster, however we are hopeful of securing his attendance to present a paper at some time in the not too distant future. With only 2 days notice of this cancellation of speaker, Steve Nance – our Division Chairman stepped in and presented a paper on "structural movement in buildings caused by latent defects". Despite the late change of topic and speaker the event was well attended and the speaker conveyed a lot of detailed information to all who attended.

On Thursday 20th February the NSW\ACT Division held their annual industry cocktail party at the American Club in Sydney. The function was attended and enjoyed by 150 industry guests and division members, being one of the NSW\ACT division's industry functions.

The function was held at the American Club, which has magnificent views over Sydney Harbour, the Botanical Gardens, and the Sydney Opera House.

"This is perhaps the best venue in Australia to hold such function. The industry turns out en masse, and a good time is always had by all. ", said Steve Nance, NSW\ACT Division Chairman and national vice president of AICLA.

"There is an important function to be played in holding the cocktail party", said Steve. "This is our Institute's opportunity of thanking those who have supported our Institute and our members during the last 12 months. It is also an opportunity to invite and thank those who have sponsored our Institute."

"But more importantly it is also an opportunity of being able to showcase our Institute and our members to the industry at large, especially through the awards ceremony which we hold", said Steve.

National Education Director, Ian McWalter, advised the gathering of the achievements of Carey Bird (Fellow), William Lloyd (Associate), and Tony Mills (Associate), who have all achieved their new status within the Institute. William, who was in attendance, received his certificate from Ian.

The highlight of the evening, though, was the presentation of the inaugural Institute Service Medals to Campbell Anderson and Ted Wheeler.

"I was extremely pleased to present these awards to Campbell and Ted", said Steve Nance. "These are fellows who I have the utmost respect for. They have done so much for our Institute over the past years, and all members of our Institute owe both of them a tremendous debt".

"It is not just those within our Institute that realise the work that these two gentlemen have done", said Steve. "After the ceremony, I was approached by three claims managers who each personally congratulated the Institute on recognising the importance of the work that both Campbell and Ted have carried out. They correctly pointed out that their activities not only benefited the Institute directly in their Committee, Board, and other official roles, but also that, as highly competent and well-respected loss adjusters, they have been excellent ambassadors for not only our Institute about also loss adjusting in general."

Congratulations must also go to Angela Gallagher and the rest of the committee who were involved in the organisation of the cocktail party.



WESTERN AUSTRALIA

"Profile" Luncheon

The WA Division has developed a strategy to raise the profile of AICLA within the insurance industry in Western Australia. To this end a luncheon was held at Altitude 9 restaurant which has views across the river. Having a great venue was not the only attraction; we also had a great speaker in Tim Gossage, (sports reporter with Channel 10 amongst other talents) who kept the assembled loss adjusters and their guests enthralled for a considerable length of time.

Members were asked to invite insurers, lawyers, brokers, industry leaders and others involved in the insurance industry to attend this convivial function.

The WA Division chairman, Jay Kumar addressed the assembly on AICLA. He was followed by the Division Profile Committee chairman, John Quinn who explained the purpose of the luncheon, that is to put the name Australasian Institute of Chartered Loss Adjusters and its acronym, AICLA before those present.

We were most fortunate in being able to engage Tim Gossage as he is a first class speaker. Thanks for engaging him are extended to Committee member, Jeff Pryde.

Apart from its regular seminars, the WA Division intends holding a Golf Day in May to continue the momentum in keeping the AICLA name in front of the insurance industry.

VICTORIA

Upcoming Events

On Thursday 20 March, 2003 The Victorian Division of AICLA is holding a Masterclass Education Seminar to commence 4.00pm at The Victoria Club, Level 41 Southern Tower, Rialto Building Melbourne. Topics for discussion include Pitfalls in Complying with Australian Privacy Laws for Loss Adjusters, Expectations of Insurance Company Claims Departments and Recent Structural Changes in The Australian Insurance Market. Dinner is included. Scheduled speakers include John Butselaar, Ron Baxter, Darren Trott, Peter Moriarty and Leo Fluitsma. 6 CPD Points Available. For further information please contact David Brown on 03 9459 8333 or Paul Johnson 03 9621 1266.

Paul Hacche formerly of GAB Robins has joined the staff of Harrison Gray Pty Ltd in their Melbourne office. Paul made a considerable contribution to The Adjuster magazine and it is with pleasure that we announce Paul's agreement to assist with the Editorship of LA news. If you would like to contact Paul his business phone number is 03 9667 0285 or you can email him on paul.hacche@harrisongray.com.au

Upcoming ANZIIF Events which may be of interest to Members are:

19 March, 2003

ANZIIF Claims Discussion Group Luncheon Meeting is to be held at the Conference Room of Minter Ellison Lawyers, 525 Collins Street, Melbourne. David Letcher will be presenting a paper on "Insurance Brokers Dispute Facility" for more information visit <http://www.theinstitute.com.au>

OBITUARY GRAHAM KIDDLE

Died 27th January, 2003 – aged 74 years.

Prepared by Mervyn Carney

Our friendship lasted more than fifty years but there was little prescience of this during my first meeting of Graham Kiddle. It was during 1952 and I had recently been employed by H. J. Crawford, Assessor, 20 Queen Street, Melbourne. The term Loss Adjuster was not then used. Those in the business were few including Len Gray, G.H. Jackson, Ken Stephens, Hec McLean, Basil Belgrove and Ray Levens. There were others but my memory, I apologise, fails me.

Unexpectedly, one day at the office, I was told someone wished to see me. Graham Kiddle, a little older than I, was shown in. We had not previously met. On introducing himself he said he had the opportunity of joining G.H. Jackson, whose office was on the other side of Queen Street, and someone had suggested I might be able to explain to him the esoteric activities of an Assessor. Frankly, I was a bad choice for a Vocational Guidance Consultant simply told me the work meant meeting people and some travel. My few months in the work had not yet revealed the extent of this understatement. However, Graham seemed satisfied and duly joined G.H. Jackson so meeting another lifelong colleague and friend, John Brumley. Our strong association continued until his death.

At that time, fifty years ago, there was no Institute but there were stirrings that some Association should be established. Graham, even as a young tyro, became involved in the movement and eventually closely associated with the formation of The Loss Assessors Institute of Victoria (later to become The Institute of Loss Adjusters of Australia), The Council of Loss Adjusters of Australasia and the subsequent affiliation with The Chartered Institute of Loss Adjusters (U.K.). These, of course, were the precursors of the formation, in 1997 of The Australasian Institute of Chartered Loss Adjusters. Graham was always enthusiastic in Institute affairs. He was a Council member for many years, worked on

committees and was President of the Loss Assessors Institute of Victoria 1973-1975. He was a Fellow of both the I.L.A.A. and C.I.L.A.

After G.H. Jackson, then Jackson and Dethridge, Graham, from 1958-1965, was a partner in the firm of R.S. Levens & Lewis. In 1965 he commenced private practice and so continued for the remainder of his professional career, specialising in Liability Investigations.

Graham retired in 1990 but continued monthly dinners with a group of long-time colleagues. This coterie evolved from dinners after Council meetings and now has existed for about 25 years. The last dinner was during December and Graham was present.

During a eulogy at his funeral Graham was described as a loyal friend, a humourist, a sought after raconteur, the keeper of a famous "black book" of jokes, a willing and longstanding participant in voluntary work and "in essence, a gentleman". Those of us fortunate enough to have known him agree.

NEW ZEALAND

"We are sad to advise that Ray Taylor, a fellow of our Institute and an active member of the New Zealand Division, died suddenly over the holiday period. Ray was foundation member of the Australasian Division of CILA and therefore of AICLA.

Ray was in his fiftieth year of loss adjusting and was a friend and mentor to many within our ranks. He was the manager of the North Shore Branch of GAB Robins. Ray was well known for his sense of humour and ability to reach an amicable solution - even with the most difficult claimant.

We extend our sympathy to his wife Brenda and his two adult children - Murray and Janine."

WEBSITES OF INTEREST TO MEMBERS

ABRpublic is an on-line database that contains the publicly available information provided by businesses when they register for an ABN. If you are interested in knowing whether someone you are dealing with is registered simply access their site at <http://www.abr.business.gov.au>

ABRpublic is a convenient way for you to access a partial version of the Australian Business Register (ABR).

The site provides you with the ABN and you can find out if they're registered for GST without having to pick up the phone.

Most of the above information is taken directly from their website.

Don't forget, you can access the latest information from The Australian and New Zealand Institute of Insurance and Finance at <http://www.theinstitute.com.au>

NEWS AND INFORMATION REMINDER

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

ADVERTISERS

The businesses who advertise in the front pages of your AICLA diary are our major supporters. When sourcing replacement items for claim settlements or service providers please don't forget them.

NATIONAL CONFERENCE

A reminder that the National Conference is just around the corner with some excellent speakers ready to impart their knowledge upon conference delegates.

Should you have any questions please feel free to contact Sandy Kemp, Conference Organiser on phone number 03 6228 3911 or by email on sctas@ozemail.com.au

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 to view a colour photograph of the items and download an order form.

DISCLAIMER

THE INFORMATION CONTAINED IN THIS NEWSLETTER IS OF A GENERAL NATURE AND IS NO SUBSTITUTE FOR APPROPRIATE PROFESSIONAL ADVICE. NO LIABILITY WILL BE ACCEPTED FOR ANY LOSSES BY PEOPLE ACTING OR REFRAINING FROM ACTING ON THE MATERIAL CONTAINED IN THIS PUBLICATION.