



## FROM INSTITUTE PRESIDENT, MARK GODFREY

*Welcome to this edition of LA News.*

*In April we held our very successful International Conference at the Wrest Point in beautiful Hobart. As well as representatives from all Divisions, we had international visitors from Europe, North America, Africa and Asia giving our conference a strong global flavour.*



At a technical level we had a very successful programme. An extensive briefing at CSIRO on issues surrounding climate change and forecasts for the future gave us a chance to compare what might happen in the future in Australia in particular through the effects of global warming. We also had an informative and humourous review of managing risk from David Skegg, president of the Safety Institute of Australia. Other excellent technical sessions included a presentation from Murray Rowley on a major claim, a presentation of industry opportunities Bruce Thomas of Swiss Re and legal updates. A very current topic that will be updated at future conferences is the issue of toxic mould on which Oliver Threlfall of BMS Cat brought us up-to-date.

We have often talked about the changes our profession has undergone and professionally presented papers from David Radcliffe of GAB Robins and Jaye Kumar of ANA

Group presented two alternative views and responses on the commoditisation of loss adjusting services gave members much to think about.

Your Board is already planning the Institute's conference to be held in Melbourne, in April 2004. We will be looking to present material in workshops for all levels of professional experience and competence and some speakers have already been secured. Start planning now to be there as we showcase our profession to the industry!

As the insurance industry comes under closer scrutiny following the HIH Royal Commission report we are aware as loss adjusters that we have to be more accountable for our actions. A Board sub-committee is developing guidelines for our new disciplinary committee headed by Mr Sam Parrino of IEC to ensure that our process protects the natural rights of members who are the subject of complaints but also has teeth to protect the vast majority of members and their reputations from the actions of the very few who come to the Disciplinary Committee's attention.

### CPD AUDIT 2002

A random audit of approximately 15% of members is being conducted to assess compliance with Continuing Professional Development (CPD). The audit is based on 2002 activities and the completed returns received to date show a high level of compliance with the program. The 2003 CPD record sheet and schedule of complying activities is available on the website [www.aicla.org](http://www.aicla.org)

### CONFERENCE 2004

Planning for the 2004 Institute conference to be held at the **Grand Hyatt Melbourne, 28-30 April** is well underway. A diverse range of topics and speakers will widen interest in the conference beyond the traditional attendees of loss adjusters to brokers, insurers, lawyers and risk managers. High profile keynote speakers will be targeted to boost interest and support for the conference.

## DIPLOMA COURSE

Enrolments for the 2nd Semester ANZIIF distance education courses including the Diploma of Financial Services (Loss Adjusting) close on 28 July 2003. A copy of the ANZIIF course handbook 2003 and enrolment forms can be found at:

[www.theinstitute.com.au](http://www.theinstitute.com.au)



*IFAA Board in Hobart*

## IFAA

The board of the International Federation of Adjusting Associations (IFAA) met during the Institute conference in Hobart. Interestingly topics discussed by the group were the same as those confronting loss adjusters in Australasia; regulation for loss adjusters, competency standards and education.



## CONFERENCE – HOBART

One of the highlights of the conference in Hobart “What’s Next” was the harbour cruise followed by the visit to the CSIRO research facility where climate change and the increased likelihood of natural disasters was discussed.

The photographs below show that the conference was not all hard work:





## 2003/2004 INITIATIVES

The Board has approved expenditure in 2003/2004 for a range of initiatives which will bring benefits to the Institute over the next few years. To fund these projects the Board has agreed to utilize part of the reserves which have accumulated over recent years rather than increase subscriptions further. The major areas of additional expenditure in 2003/2004 include: \$40,000 being the final contribution towards the re-write of the Diploma of Financial Services (Loss Adjusting) course (total cost to AICLA of this project was \$100,000); \$30,000 to establish the Institute of Claims Technicians (including the supporting educational qualification) and \$30,000 to employ a person part time to assist the education director and expand the range of CPD activities available to members.

## MEMBERS' SURVEY

Responses were received from almost 80 members to the internet survey conducted to ascertain members' views on a range of issues including, educational and training needs, LA News and Insurance and Risk Professional.

Some of the key findings from the survey included:

- Strong preference for training education services to be provided on-line, followed in order of preference by seminars, group work and distance learning
- Higher awareness of the loss adjusting Diploma course 95%
- 84% liked the electronic newsletter LA News
- 73% liked Insurance and Risk Professional. However there was widespread comment that there needed to be greater loss adjusting content.
- Things the Institute does well, in order of ranking: education, communication, administration
- Things the Institute doesn't do well: Stop non-members operating as loss adjusters, communication

The winner of the prize of a bottle of Penfolds Grange Hermitage was George Rosevear, Van Diemen Insurance Loss Adviser – ANA, Launceston, Tasmania.

Congratulations George and thank you to all those members who participated in the survey.

## H. PATEL – WINS PRIZES

Congratulations to Harry Patel – GAB Robins Australia - Brisbane, for his outstanding achievement in winning both the Institute and Charles Buchanan Prizes for 2002. This is the first occasion that the Institute Prize has been awarded as the criteria requires candidates to complete the full Diploma of Financial Services (Loss Adjusting) course and achieve honours in at least two subjects.

Harry was also awarded the Charles Buchanan Prize for achieving the highest mark by any student for a subject in the Diploma course. Harry achieved a mark of 86% for the subject INS065 Business Interruption Loss Adjustment. A special mention is made of Mark Crosby – GAB Robins New Zealand – Hamilton, who was just pipped for the Institute Prize and achieved three honours and five credits for the Diploma course.

Well done to Harry and Mark as there were over 500 Diploma of Financial Services (Loss Adjusting) subject enrolments in 2002.

## WEBSITE – MEMBER LISTINGS

If you have recently visited the Institute website [www.aicla.org](http://www.aicla.org) you will see that members are now listed under the heading "Members Details". Information can be shown by Division, either alphabetically or by location. Only those members who have specifically requested to be listed on the website are shown. The subscription advice recently forwarded to members has a section which asks members whether they wish to be listed on the website. If you are not already on the website, by answering **yes** in this section you will be added to the website at the next update.

## ALLEN SMYTH – LIFE MEMBER

Well known member Allen Smyth, Western Australia, has been awarded Life membership of the Institute. Allen's career in loss adjusting started back in the 1950's when he qualified by examination as a member of the Institute of Fire Loss Adjusters of Australasia. Allen is now retired and had a distinguished career as a loss adjuster and was a strong advocate for the profession and encouraged his staff to complete Insurance Institute and Chartered Institute examinations.

## SUBSCRIPTIONS 2003/2004

Members have been forwarded a subscription account for 2003/2004 and diary information update advice. The subscription has increased AUD\$20 however, for New Zealand members the cost is actually lower than the 2002/2003 subscription due to the strong rise in the NZ dollar vis a vis the Australian dollar over the past 12 months.

## NEW SOUTH WALES

### Masterclass 2 A Great Success

The NSW/ACT Division recently held their second Masterclass, called Masterclass 2 - Plugging The Leaks: A Practicable Analysis of Recovery Issues, at the Sheraton on the Park in Sydney.

The seminar addressed the complex issues of contribution, subrogation, forensic investigation, salvage, and the handling of service providers.

"This was fantastic seminar which addressed these complex issues in a simple but effective way. The speakers were all top-class, and it really showed the depth of knowledge and talent that many loss adjusters possess", said NSW/ACT Division Chairman, Steve Nance.

The event was sponsored by Henry Davis York, solicitors, who also provided two guest speakers. Speakers who gave their time included Paul Harrison, William Lloyd, Daryl Holland, Tony Button, and Ian McWalter (who was standing for the injured Les Taylor).

One of the highlights was the lunchtime guest speaker, Judge Nigel Rein, who spoke about the insurance implications of the World Trade Centre September 11 event.

"All the feedback that I have received was that the Masterclass was extremely well received by all of the 70 or so who attended", said Steve Nance. "The success of the Masterclass is a tribute to Malcolm Lothian and his organising team. I am well aware of the amount of time and effort that, especially Malcolm, put into ensuring the success of the event. Our thanks go to them."

The New South Wales committee intend to continue with this successful concept in the future.

### NSW/ACT Annual Luncheon

The NSW/ACT Division will be holding their annual luncheon at the usual location, the Royal Sydney Yacht Squadron at Kirribilli, on Friday 11th July.

"This is one of the two industry events that we hold each year," said NSW/ACT secretary, Andrew Thomas. "It's an ideal way of providing a forum for our members to meet with the industry, while at the same time, being able to thank those who have supported our members during the year", said Andrew.

The guest speaker this year is guaranteed to lighten up the proceedings with his unique brand of humour.

"Invitations will be sent out shortly", said Andrew.

"We trust that all our members will support the event, which is now seen as the premier event of its type on our calendar."

Any inquiries can be made through Andrew Thomas or Division Chairman, Steve Nance.

## NSW Retirements

The AICLA and in particular the NSW Division wish Hugh Brown of Fox National a most enjoyable time during his recently announced retirement.



Les Thorpe has also recently announced his retirement and will take some time to travel around Australia before settling down in the Hunter Valley wine region of NSW upon his return.

## Fire Investigators

The NSW Association of Fire Investigators are holding their annual seminar at the Carlton Crest Hotel, Ultimo on 7 and 8 August, 2003. The theme this year is to be "The Changing Scene" and Guest Speakers will include

Dr. John DeHaan (Kirk's Fire Investigation)  
Kirk Hankins (CFI & Explosives)  
Carl Adrian (FBI)

Australian content -

Sgt. Tim Mealing (NSWPol)  
Bob Campbell (Qpol)  
Karl Kent (AFP)  
Paul Westwood (Questioned Documents)

The conference will be of interest to Police, Fire Officers, Forensic Examiners, Insurance Investigators/Assessors/Adjusters/Claims staff, Legal fraternity, Students & others in the Fire industry.

Conference fees: Members \$400.00  
Non Member \$450.00  
One Day \$210/230

NSWAFI Contact:

PO Box 6129 Baulkham Hills Business Centre 2153

Secretary - Norm Hewins - [firefly\\_511@bigpond.com](mailto:firefly_511@bigpond.com)

## VICTORIA

### Future Direction Meeting

On 1 April 2003 the Victorian Division invited interested loss adjusters to attend a meeting at Leonda on the Yarra, to air their concerns about the future direction of the Institute which represents them. The President, Michael Pickering and the committee wish to thank the following persons who attended and provided some valuable input.

Captain Tom Fairbairn                      Michael Moutsias  
Max Salvesson                                  Tony O'Connell  
Craig Feather                                   Alex Lang  
Norm Mclean                                   Peter Kent

A summary of the presentations can be found at [www.aicla.org](http://www.aicla.org) under "Members Only" - Division News - Victoria.

## March Seminar

A seminar was held on 20 March 2003 with approximately 60 loss adjusters and insurers in attendance. Speakers and topics included:

- John Butselaar – Industry Trends and Developments
- Ron Baxter – Role of Insurance Disaster Response Organisation (IDRO)
- Darren Trott – Insurers Expectations of Loss Adjusters
- Craig Spagnol – Privacy Laws and
- Leo Fluitsma – Challenges and opportunities facing loss adjusters

A summary of the presentations can be found at [www.aicla.org](http://www.aicla.org) under “Members Only” – Division News – Victoria.

## ANZIIF Activities

Australian and New Zealand Institute of Insurance and Finance host and promote numerous events which may be of interest to loss adjusters, including the Annual Regional Conference at All Seasons Bendigo on 7 and 8 August, 2003. Details can be found at:

[http://www.theinstitute.com.au/pdfs/Diaries/vic/vic\\_arc-dn\\_070803.pdf](http://www.theinstitute.com.au/pdfs/Diaries/vic/vic_arc-dn_070803.pdf)

## SOUTH AUSTRALIA

Thirty five South Australian members were addressed at a lunch meeting on 26 February 2003, by Mr. Chris Newland, SA Manager of the Insurance Council of Australia and Mr Barry Grear AO Chairman of South Australian State Disaster Committee, in relation to the planning and preparedness of the both the insurance industry and emergency and government services in the event of a disaster. Mr. Greer AO, has undertaken roles in disaster planning and response for approximately 20 years and played a significant role during the 1983

Ash Wednesday Bush Fires throughout South Australia.

On the 26th March some 72 people attended a joint AICLA and ANZIIF Seminar on Business Interruption in which local member Mr. Vernon Sawers, who is a Chartered Accountant, provided an interesting insight into the advantages and in some cases pitfalls of this important subject. The seminar was particular appreciated by a number of brokers. A second seminar, aimed to develop the knowledge of those persons who attended the first, is planned for later in the year.

## WESTERN AUSTRALIA

Following the success of its breakfast seminar where Ron Gibson from Go Networking gave a summary of the art, skill and value of networking a three hour session was arranged to which others involved in the insurance industry were invited.

Ron gave strategies on how to "work a room", on building a network of contacts, leveraging network relationships into business and professional success and providing practice of the skills talked about with the other people in attendance. With 62 people in attendance this was somewhat of a challenge, but with the ice already broken was a great success.

Staffing changes in our fair state that we know about are: Darrell Stops has moved from McLarens Toplis to Crawfords. Malcolm Mansfield has moved from Freemans to GAB Robins.

Dave Green has moved from LAC to Armitaje ANA.

The WA Committee extends its congratulations to the Tasmanian Committee on the excellent program and organisation of the AICLA Conference held recently in Hobart.

## MEMBER ELEVATIONS

Congratulations to the following new and elevated members:

<i>Name</i>	<i>Division</i>	<i>Class</i>
A Smyth	Western Australia	Life
B J Treloar	New South Wales	Fellow
M Lothian	New South Wales	Fellow
P D Johnson	Victoria	Fellow
D P Thomas	Victoria	Fellow
S Davies	New South Wales	Associate

<i>Name</i>	<i>Division</i>	<i>Class</i>
C C Tan	International	Ordinary
K W Ho	International	Ordinary
S H Poon	International	Ordinary
A J Nicholson	New South Wales	Ordinary
C D Frost	New South Wales	Ordinary
G C Edwards	New South Wales	Ordinary

## QUEENSLAND

### Charity Golf Day



*Some members enjoying the AICLA Charity Golf Day*

A successful AICLA Charity Golf Day was held on 7 April 2003 at Nudgee Golf Course. Great weather, good course and a mix of loss adjusters, insurers, service providers and sponsors were ingredients for a great day. Thanks to the generous support of sponsors; Alliance Construction, Australian Building Services, Munters, Rocket Group, Central Building Services, Gray Eisdell Martin, Harvey Norman, O'Brien Glass, Patrick's Jewellers and Queensland All Trades, a donation of \$2,000 was made to the Royal Childrens' Hospital Foundation. Also attendees received an AICLA promotional umbrella "Chartered Loss Adjusters – Claims Professionals".

### The Essentials Update

A joint AICLA/ANZIIF/NIBA half day "The Essentials Update" is planned for the Brisbane Club on 23 July 2003. Leading insurance practitioners will be speaking on a range of topics including legal issues update, liability law review, whats new with insurers, brokers and loss adjusters. Also a leading expert on business ethics will speak on "This is insurance – don't mention ethics".

### AGM

The Queensland Division AGM will be held on Tuesday 12 August 2003 at Queensland Cricketers Club commencing at 6:00pm. All division members are invited to attend the AGM. A nomination form for positions on the 2003/2004 Council is being forwarded to members.

## 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.

## NEW ZEALAND

### Forensic Science Symposium

If any of our readers have more than a passing interest in Forensic Science they may be interested to know that The Australian & New Zealand Forensic Science Society are holding a Symposium from Sunday 28 March to Friday 2 April 2004 at the NZ National Museum – Wellington, New Zealand. Information regarding the content of the symposium and registration details are available at [www.anzfs2004.org.nz](http://www.anzfs2004.org.nz)

## SPONSORS SUPPORT

The sponsors 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.

## HUMOUR

*There were two blonde fellas working for the Dublin City Council, one would dig a hole, the other would follow behind him and fill the hole in. They worked furiously all day without rest, one guy digging a hole the other guy filling it in again.*

*An onlooker was amazed at their hard work, but couldn't understand what they were doing. So he asked the hole digger, " I appreciate the effort you're putting into your work, but what's the story? You dig a hole and your partner follows behind and fills it up again "*

*The hole digger wiped his brow and sighed, "Well, normally we are a three-man team, but the bloke who plants the trees is sick today"*

### DISCLAIMER

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