



FROM THE INSTITUTE PRESIDENT, MARK GODFREY

In the past month we held the 2004 Australasian Claims Convention and the AICLA directors' meeting in Melbourne at the end of April. The convention was an outstanding success with over 120 attendees. A lot of work went into the convention and the feedback from delegates, sponsors and accompanying partners has been excellent. I am sure given the momentum and valuable experience we gained from Melbourne will ensure the Sydney convention in May 2005 will be a bigger success again. Feedback from members and industry representatives who attended is that the convention presented loss adjusting in a very positive and professional light. We were proud to be part of our profession!

The convention speakers were of a high calibre and the highlight was the presentation by Alan Cleary, "Saddam in Kuwait: The Mother of all Catastrophes – Dealing with the Aftermath". Alan as the United Nations Compensation Commissioner said that by December 2004 the UN will have processed 2.5million claims and paid approximately US\$100billion, a staggering amount. A convention CD containing PowerPoint slides by speakers is available at a cost of AUD\$100 (+ GST if applicable) plus postage and you can find an order form **attached**. Delegates will receive a complimentary copy.

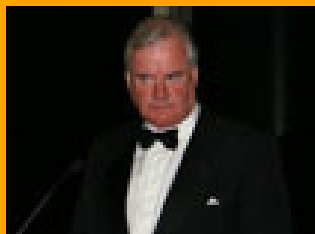
The role of sponsors was very important in the overall success of the convention and I would like to thank **BMS Catastrophe, Steamatic, Stomp and Aggreko** who were our major sponsors and also Camera Action Camera House, Gray Eisdell Matthews Pty Ltd, Mainmark Uretek, The Pen Place, Rocket Replacements and Belic Tools and Machinery Pty Ltd who were booth sponsors.

The convention dinner was attended by over 120 members, delegates, sponsors and guests, Alan kept everyone entertained with a humour packed address. Also a number of service and academic awards were presented and I would like to congratulate Harry Patel, Roger Howell, Kevin McElhenny, Bob Richards, John Haysom, Ivan Saunders, Maree Pares and Scott Saunders on their awards.

At the AICLA directors' meeting our new Education Manager, Mabel Sansom outlined plans for the development of "Quick Skills" seminars for loss adjusters, claims technicians and those involved in the claims industry. The new Institute of Claims Technicians is operating and the 1st module, Working Environment has been completed and is on offer. Our focus will now turn to promoting membership of ICT to adjusters, insurers, brokers and suppliers. Revised disciplinary procedures were finalised and will be presented to members at the AGM in October 2004. The board has agreed to look at providing to members Continuing Professional Development resources on-line. We are currently in discussions with a prospective sponsor regarding this initiative.

2004 AUSTRALASIAN CLAIMS CONVENTION

Photos supplied by Camera Action Camera House



Alan Cleary



Norm McLean and John Haysom



Maree Pares



Bob Richards



Kevin McElhenny



Roger Howell



Harry Patel

PRIZE WINNERS

At the convention dinner a number of Institute prize winners were presented with certificates and cheques. Amongst those receiving academic awards were:

- **Harry Patel** – GAB Robins, Brisbane – **2002 Institute Prize** and **Charles Buchanan Prize**
- **Kevin McElhenny** – GAB Robins, Greenwich – **2003 Institute Prize**
- **Roger Howell** – McLarens Young International, Christchurch – **2003 Charles Buchanan Prize**

Maree Pares – GAB Robins, Brisbane and **Scott Saunders** – McLarens Young International, Melbourne were presented with Associateship certificates.

SERVICE AWARDS

Service award medals were presented at the convention to Victorian members **John Haysom** and **Ivan Saunders**. John and Ivan were honoured for their long and distinguished careers as loss adjusters and their contribution to the development of the Institute in Victoria.

Bob Richards, the inaugural President of AICLA, was honoured with a presentation of a framed certificate in recognition of his contribution as President from January 1997 to October 1998.

DIPLOMA ENROLMENTS: LAST CHANCE

The 2nd semester 2004 marks the last opportunity for members who are part way through the old Diploma in Business (Loss Adjusting) to complete subjects under that course. Only the new Diploma in Financial Services (Loss Adjusting) subjects will be available from 2005 and members part way through the old Diploma **may be** disadvantaged in respect of the cross credit arrangements. If you are in this category you are urged to contact ANZIIF Education on 61 3 9629 4021 to discuss your options.

ANZIIF distance education enrolments for the 2nd semester 2004 close on 26 July 2004.

DIPLOMA EOD

Enrolments for 2004 in the loss adjusting Diploma to April were 267 subjects, an increase on 2003 enrolments. There has been a significant increase in the number of students electing to undertake Examinations on Demand (EOD). All six core modules in the loss adjusting Diploma are now available as EOD. Following negotiations with ANZIIF the subject "Construction and Building Loss Adjustment" is now available as two separate elective modules, "Building Loss Adjustment" and "Construction Loss Adjustment". Information about EOD is available at www.theinstitute.com.au.

ICT

At the recent convention a workshop was held to demonstrate the new Institute of Claims Technicians study course. The claims technicians course comprises three Certificate III level modules, (i) Working Environment (ii) Workplace Communication and Interaction and (iii) Claims Processes and Procedures. The first module is now available through NIBA at a cost of only AUD\$150 for ICT members. The course material and assessment is on-line and information can be found at www.niba.com.au/niba/html/Course_Information.cfm Information about ICT including membership details is available at www.claimstechnicians.org.

NSW DIVISION NEWS

Congratulations Kevin

Kevin McElhenny, of GAB Robins, Greenwich is the recipient of the 2004 Institute Prize, which goes to the best candidate successfully completing the Diploma of Loss Adjusting. Well done, Kevin.

Annual Luncheon

The Annual AICLA-NSW Luncheon will be held at the Royal Sydney Yacht Squadron on Friday 16 July. Many members have already reserved their seats for this sell-out event, and the after lunch entertainment is a well guarded secret, so please email the NSW secretary to ensure you don't miss out.

And the winner is Sydney - for 2005

Sydney has been confirmed as **the venue for the 2005 Australasian Claims Convention**, and promises to be a quantum leap up on this year's successful Melbourne Convention. Watch this space for more news.

QUEENSLAND DIVISION NEWS

Planning is well underway for our joint ANZIIF/AICLA/NIBA "Essential Update" half day seminar in Brisbane on **Wednesday 21 July 2004**. This seminar has become very popular in recent years and with a highly interesting program planned, a record number of attendees is expected. Topics proposed include a legal issues update, forensic investigation techniques, and "Information Technology - Where is it Headed?".

MEMBER ELEVATIONS

Congratulations to the following new and recently elevated members:

ELEVATIONS

Name	Division	Class
Jeffery Tan Eng Hye	International	Fellow
Scott Shepherd	New South Wales	Associate
Matthew Coles	New South Wales	Associate
Phillip Welfare	New South Wales	Associate
Roger Howell	New Zealand	Associate
Law Kong Hoi	International	Associate

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ABN. 18 074 804 167

AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

2004 AUSTRALASIAN CLAIMS CONVENTION TAX INVOICE

Item	No.	AUD\$ (plus GST if applicable)			
Convention	_____	x	\$ 100.00	=	_____
speaker notes - CD ROM					
	Plus GST	Australia		\$	_____
	Plus Post	Australia \$3.20		\$	_____
		Overseas \$6.50			_____
		TOTAL		\$	_____

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or

My cheque (made payable to AICLA) for \$ _____ is enclosed

Post: AICLA, GPO Box 1705, Brisbane Qld 4001 or Fax: 3221 7267

Please retain a copy of this order form for your records

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