



## FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

The Claims Convention – CC07 as it became known was held in Sydney 22 – 24 August 2007. This is the first year we have partnered with ANZIIF to hold a combined claims convention. A high calibre of speakers – including General Peter Cosgrove ensured the event was foremost informative as well as enjoyable. Feedback so far from participants has been very positive, and as always I welcome comments as we move into the planning stages of next year’s event to be held in Melbourne.

These events succeed due to the energy and commitment given by many. In particular I would like to thank the key organisers – Amanda Blessing and Rebecca Watson from ANZIIF, Tony Libke and Jodie Heaton from AICLA. Our conveners – Andrew Thomas and Dallas Booth did a great job of introducing the presenters and ensuring the program was kept on time. A note of thanks also to Jim Hughes, who was part of the organising committee and “MC” for the conference dinner. Also a special thank you to all of the speakers and panellists for the high quality and interesting presentations. The sponsors of course made the entire event financially viable and I again thank them for their ongoing support.

As an aside, I was very encouraged to see strong representation from most senior claims personnel from the major insurers, brokers and reinsurers – delegate numbers were approximately 50% adjusters to 50% industry.

Tony and I travelled to New Zealand in early August and had very positive and productive discussions with the Earthquake Commission of New Zealand (EQC) and the Insurance Council of New Zealand. AICLA continues to work with the EQC, in particular implementing initiatives utilising its promised bursary to increase the numbers of younger adjusters in NZ.

AICLA’s relationships with the professional bodies representing insurers are of course paramount. Our discussions with the ICNZ were to understand recent industry developments, in particular our ongoing monitoring of the Review of Financial Service Providers currently underway in NZ.

Our meeting with the CEO’s of the major adjusting firms in New Zealand was very productive as are similar meetings held in Australia and Asia. One of the issues emerging from discussions was improving the integration of new members including the provision of a “AICLA Welcome Pack”.

The NZ claims conference held in the beautiful city of Tauranga was both informative and entertaining, and was a good opportunity to meet with NZ members generally.



*Left:*  
*Peter MacLeod*  
*Ken Legat*  
*Tony Libke*  
*Stephen Thorpe*

*Right:*  
*Grahame Smith*  
*Stephen Thorpe*  
*Bruce Weeds*



Our aging demographic has been a concern to us all. I am encouraged though, that enrolments in the Diploma of Loss Adjusting are at record highs with some 307 participants so far this year. In terms of weighting to overall numbers, New Zealand has the most participants.

*Kind Regards,*  
*Stephen Thorpe - President*

## POSITIONS VACANT

AICLA offers members the opportunity to advertise positions vacant in LA News. The cost is \$150.00 (+ GST) and the advertisement will be run for up to two months. 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.

# DIVISION NEWS

## QUEENSLAND DIVISION NEWS

A half day ISR Workshop is planned for 20 September at Tattersall's Club. This will be a joint ANZIIF/NIBA/AICLA event with presenters Bill Clarke, Charles Taylor Adjusting and Rowley Ahern, McLarens Young International.

An end of year function is being arranged for Friday 7th December 2007 and members are asked to mark their diary for this event.

## SOUTH AUSTRALIAN DIVISION NEWS

The South Australian branch held their AGM on Wednesday, 22 August 2007 at the Wine Room of the Goodwood Park Hotel.

As a result the following members were elected:

- Chairman** – Antonio Russo (Technical Assessing SA)  
**Secretary / Treasurer** – Dan Webb (Freemans)  
**Councillors** – Andrew Stevens (Crawford & Company)  
– Brett Tidswell (McLarens Young)  
– Michael Davies (Technical Assessing SA)  
– Brad Johnson (GAB Robins)

Whilst not well attended, vigorous debate took place concerning the members perceptions of the role of AICLA, existing and proposed changes to Educational Standards regarding Membership and Qualification, together with Promotion of the and Loss Adjusting profession and AICLA's relevance to the Insurance Industry as a whole.

Notwithstanding the above, it is the intention of the committee to convene in the near future to discuss planned events and educational seminars for the following year, with detail to be circulated in future newsletters.

## VICTORIAN DIVISION NEWS

Our Division AGM was held on the 8th of August 2007 with good attendance from Members. Outgoing Chairperson, Mark Rogers, was congratulated for his previous two years at the helm of the division. John Wigg has retired from the Committee and also was congratulated for his diligent work as treasurer over the past five years.

Our guest speaker for the night was Raff Pisano from Minter Ellison Lawyers who gave an informative and entertaining presentation on the proposed changes in the Insurance Contracts Act 1984 and their possible ramifications to the Loss Adjusting profession. Copies of the presentation can be obtained through David Brown.

A posthumous service award was given to the Ian Rayment for his service to the Loss Adjusting Industry. Ian passed away in May of 2006. Ian served on the Victorian Council until shortly before his passing and his input and knowledge of the industry was invaluable to the committee. The award was accepted on Ian's behalf by his wife Phillipa who was moved by the award. Bob Robertson presented the award to Phillipa.

The evening was completed with a meal and drinks and it's fair to say, a good time was had by all.



We welcome all Victorian Members input into the running of the Victorian Division and we ask that if you have any suggestions or queries, you contact the division chairperson, David Brown.

*The picture left shows Bob Roberson, Tony Brown, Phillipa Rayment and Margret Rogers enjoying themselves at the AGM.*

## TASMANIAN DIVISION NEWS

The Tasmanian division conducted a building loss seminar in July, which was again presented entirely by the Division members with two well-presented PowerPoint presentations on major losses being the topics. The seminar was well attended by ANZIIF and NIBA members as well as a number of Adjusters and several guests.

The Divisions AGM was held in early August with a new Division Chairman being elected, the Council remaining unchanged.

Following the AGM, Gary Peterson of the Recorder of Titles Office gave a talk on the Strata Titles Act- recent amendments, requirements etc. The talk was well presented and ran into "extra time".

The outgoing Chairman presented certificates of appreciation to two members for outstanding service to the Tasmania Division. Nick Ackers, for his service as a past Division Chairman, for long and continuous service as a committee member and for the organising of the National AICLA Conference held in Tasmania in 2003.

Dennis Reeves received his award for fourteen years continuous service as a committee member.



## NEW SOUTH WALES DIVISION NEWS



Many thanks to those members and their guests who attended our Luncheon on Friday 20th July 2007. Another fabulous day – great food, wine, views and entertainment was had by all. Our Diary Advertisers gave great prizes for the Business Card Draw. A special thanks goes to Riverwall Constructions for their very generous donation, which went towards drinks after the luncheon.

It has been suggested by a couple of our members that we should look at a Sportsman as entertainment for our Luncheon next year – what do you think?? Comments and suggestions would be very welcome. Please contact Jan Thompson at [aicla.nsw.act@optusnet.com.au](mailto:aicla.nsw.act@optusnet.com.au).

Our Annual General Meeting was recently held at Chatswood Golf Club. Many thanks to Campbell Anderson, Allan Dorahy and Kaushal Sheth for their support and input into our 2006/2007 Committee. We would like to welcome: Steven Smith and Rodney Feher to our 2007/2008 Committee.

We still need Committee Members... if you can spare a little time just once a month... we would love to hear from you. Please contact Jan Thompson for further details.

Our Christmas drinks will be held at the Harbour View Hotel on Friday 30th November. Please mark your diaries and think about any guests you would like to bring. It is a great atmosphere in the Rocks at this time of year.

## NEW ZEALAND DIVISION NEWS

### 2007 EDUCATION SEMINAR

### GREAT VENUE! GREAT SPEAKERS! BUT WHERE WERE YOU ALL?

This year's New Zealand Division Education Seminar was held at the Sebel Trinity Wharf Hotel at Tauranga, Bay of Plenty, on 10/11 August 2007, but it was unfortunate that only 24 Loss Adjusters plus additional supporters, partners and speakers actually attended.

The seminar commenced at 10:30am with registration, followed by an official welcome from the New Zealand Division Chairman, Mr Peter MacLeod. Peter gave a special welcome to the AICLA President, Mr Stephen Thorpe, and also Mr Tony Libke, AICLA Secretary, both of whom had travelled from Australia for the seminar and for other business in New Zealand. Stephen and Tony briefly addressed the seminar, with Stephen commenting on the three major roles of AICLA:

Accreditation.

Education.

Promotion.

Comments were also made about the number of members in AICLA who are over 55 years of age and the obvious need for succession planning.

Graham Booth and Keith Long gave a presentation on EQC and, in particular, covered changes, new EQC reporting initiatives and the EQC's need for sufficient adjusters, estimators, builders and engineers to be able to deal with larger loss events and catastrophes.

Ken Legat is a Detective Sergeant with Christchurch CIB and is one of the New Zealand Police senior fire investigators. Ken described his recent experience when he took a team of New Zealand Police to Tonga to investigate the recent fires/public rioting in Tonga. Ken's team systematically worked through the remains of the damaged buildings, building a picture on fire cause, origin and spread. The next session was presented by Peter MacLeod, who also spoke of his experiences in Tonga and in claim preparation for local and overseas insurers. Ken and Peter's experiences were supported by very interesting video footage, which showed local Tongan people starting the fires, stealing goods from damaged shops and businesses and also the aftermath of the fires. The afternoon was completed by an entertaining session presented by Ray Mills, a 75-year-old one-eyed salvage expert who has assisted the insurance industry for many, many years with the purchase and disposal of damaged/sound goods.



At 5:30pm, everyone departed the hotel by bus for the Mills Reef Winery, where a time of wine tasting was followed by a delightful, sumptuous meal. This was followed by a musical experience provided by an entertaining Bethlehem College jazz band. We all returned to the hotel, having had a most delightful evening.

The AGM was held at 8:45am on the Saturday morning. The following officers were elected:

**Chairman NZ Division** – Grahame Smith

**Auckland Councillor** – Peter Sloane

**Bay of Plenty Councillor** – James Tubbs

**Councillor** – Tracey Newton

**Canterbury Councillor** – Peter MacLeod

**Otago Councillor** – Jim Todd

**Secretary** – Bruce Weeds

Following the AGM, there was a general session on “Where to from here?” This was an opportunity for members to not only discuss the general malaise regarding local branch meetings, but also the decreasing attendance at the annual education seminar. Initiatives were discussed and future plans will be revealed in future LA News.

The next speaker was Nick Rogers, an engineer with Tonkin & Taylor, who provide engineering support for EQC. Nick enlightened members on the recent Orewa/Auckland earthquake, where 200 claims had been expected by EQC, however EQC actually received over 800 claims. Nick expanded the reasons for the more than expected number of claims, of which many were non-claims as damage pre-existed the earthquake event. Nick then went on to explain the flooding and landslip claims in the Northland area. Marnix Kelderman was the next speaker. Marnix is a forensic fire investigator. And he kept everyone enthralled with his tales on some of the cases he has been involved with –members were warned that parts of the visual presentation were gruesome. The last speaker for the seminar was Nigel Cook of GAB Robins New Zealand Ltd, Auckland, who spoke about engineering claims and cause. Nigel has a history of engineering in Europe and the Middle East and supported his technical presentation with graphic photographs of the flooding of a dry dock.

The seminar finished with a special thank you to James Tubbs for his organisation.

Grahame M Smith

Chartered Loss Adjuster

McLarens Young International (Wellington) Ltd

Chairman of NZ Division

## INTERNATIONAL DIVISION NEWS

At the recent International Division AGM, Jeffery Tan, Malaysia was re-elected Division Chairman. Other members of the International Division Council include:

**Stephen Kwang** – Singapore

**Paul Lam** – Hong Kong

**Paul Rabbitte** – Vietnam

**Pierre Leong** – Hong Kong

**Tony Libke** – Australia (Secretary)

Due to the retirement from Council of long serving committee members Alex Loo and Jeremy Song, there are a number of vacancies on the Committee. If any member is interested in serving on Council, they are asked to contact the Division Secretary at [adminoffice@aicla.org](mailto:adminoffice@aicla.org) or Jeffery Tan at [jeffery.tan@mclarensyoung.com](mailto:jeffery.tan@mclarensyoung.com).

## ON-LINE CPD UPDATE

Further to previous information for members about the on-line CPD initiative, we are pleased to announce that further material is now up on our section of the ANZIIF website.

Units have been added as follows:

- Fair Insurance Code (New Zealand)
- Claim handling dynamics — consideration of the various pressures on adjusters
- IOS determination in relation to a storm damage claim
- IOS determination if relation to the issue of maintenance
- Vicarious liability – judgement

There are now 11 units on the site, with a total of 10 CPD hours between them. Members are referred to the previous issue of LA News for full step by step instructions on accessing this material.

## NEW/ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
David McNamara	Ordinary	Queensland
Steven Colman	Ordinary	Queensland
Sharon Dawson	Ordinary	Queensland
Belinda Powell	Ordinary	Queensland
Ian Sandow	Ordinary	Victoria

### ELEVATED MEMBERS

Name	Class	Division
Soo Kee Ho	Fellow	International