



FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

I am very pleased to announce at the recent AICLA **Annual General Meeting held in Sydney on 24th October 2007**, the resolution to introduce higher minimum standards for new members joining AICLA was passed without any opposition.

Over 30 members attended the AGM, which was very pleasing. Also all proxies received voted in favour of the resolution. As I said, at the AGM, setting meaningful minimum standards for members is about AICLA demonstrating to insurers and the broader insurance market that AICLA members by their training and commitment to a professional code of conduct deliver better claims outcomes. Our challenge now is to sell that message. It is up to each and every member to demonstrate through their loss adjusting skill and expertise that we deliver effective claims outcomes.

October is traditionally a busy month for AICLA. The Institute diary was finalised in early October and is now with the printer. It is anticipated that despatch of the diaries to members will occur in early December. The diaries are a very important promotional tool for AICLA and the wide distribution to insurers, brokers and others is only possible by the continued strong support from advertising suppliers. I ask that members, wherever possible, support the suppliers who support AICLA.

CONVENTION

Following the highly successful combined AICLA/ ANZIIF Claims Convention – CC07, planning is well advanced for CC08. The date for the claims convention will be **20 – 22 August 2008 at the Sofitel, Collins Street, Melbourne**. The organising committee will be meeting soon to consider the program for the convention. If any member has a topic and or speaker they believe would be suitable for the convention please drop an email to our Secretary, Tony Libke at adminoffice@aicla.org.

The following AICLA Office Bearers for 2007/08 were elected at the AGM:

President	Stephen Thorpe	SA
Deputy President	Ian McWalter	NSW
Executive Member	Grahame Smith	NZ
Education Director	Leo Fluitsma	Vic
Treasurer/Secretary	Tony Libke	Qld

A number of directors recently retired and were acknowledged at the AGM for their contribution to AICLA; Mike Cooke – Tasmania, Peter MacLeod – New Zealand and Mark Rogers – Victoria.

Over 60 members and guests attended the AICLA 10th Anniversary Cocktail Function following the AGM. It was very good to have present two past presidents; Leo Fluitsma and Andrew Thomas and three of the four AICLA Education Directors; Ted Wheeler, Ian McWalter and Leo Fluitsma. The function was an excellent occasion with guests attending from Queensland, Victoria and South Australia as well as the host state New South Wales.



A number of directors attended their first Board meeting in Sydney; David Brown – Victoria, Peter Pearce – Tasmania and Grahame Smith – New Zealand. Some matters covered at the meeting included:

- Working at a divisional level all of us will be encouraging take-up of the new education and membership structure.
- Importance of maintaining a strong and effective dialogue with bodies, in particular ICA, NIBA and ANZIIF in Australia and similar bodies in Asia and New Zealand.
- After a number of years of decline there has been a net increase in membership of 30 members over the past year. Strongest growth continues to be in the International division.
- Age and sex profile data is now being collected. 93% of members are male and 67% of members are aged 46 and over.
- The challenge of attracting young professionals to loss adjusting needs to be addressed in coordinated fashion. The Board is investigating strategies to make loss adjusting a more attractive career.
- Enrolments in the Diploma of Financial Services (Loss Adjusting) are running at almost 400 for the year to date; a significant increase on 2006 enrolments.
- AICLA and ANZIIF have agreed to a new five year agreement for delivery of the Diploma of Financial Services (Loss Adjusting) course. AICLA owns the copyright to the diploma material and ANZIIF as our selected Registered Training Organisation has exclusive rights to distribution and delivery of the material.
- Communications strategies were discussed including LA News, Insurance & Risk Professional, the AICLA website and promotional material for new members.
- Future strategies for Asia were discussed.

I am pleased to advise that Peter Young on the recommendation of the NSW Division Council was awarded **Life Membership of AICLA**. The award was made in recognition of Peter's outstanding career as a loss adjuster and his contribution to the growth and development of the profession and AICLA and its predecessor institutes.

Kind Regards, Stephen Thorpe - President

NEW/ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Helen Keen	Ordinary	Queensland
Jose Garcia	Ordinary	Victoria
Yung-Chieh (Jacob) Chao	Ordinary	International
Luke Hayward	Ordinary	Victoria

ELEVATED MEMBERS

Name	Class	Division
Peter Young	Life	New South Wales
Craig McLeod	Fellow	New South Wales
Stuart Crofton	Fellow	New South Wales
Jonathan Hubbard	Fellow	New South Wales
Edmund Choong	Fellow	International
Lian Bok (Bob) Neo	Associate	International
John Swan	Associate	New Zealand
Nigel Allott	Associate	New Zealand

DIPLOMA ENROLMENTS

Members are advised that the **final enrolment period for 2007 closes on 27th November**. Enrolment forms and full details of subjects available in the Diploma of Financial Services (Loss Adjusting) and other ANZIIF courses are available at www.theinstitute.com.au.

As reported above enrolments in the loss adjusting diploma for the year are very strong. Below is information on module enrolments:

Module Description	YTD 22.10.2007
Introduction to Loss Adjusting	90
Loss Adjusting Practice	54
Negotiating Effective Settlements	45
Loss Adjusting Law and Regulation	55
Managing Operations	31
Property and Casualty Loss Adjustment	40
Business Interruption Loss Adjustment	12
Liability Loss Adjustment	20
Building Loss Adjustment	15
Theft, Money and Fidelity Loss Adjustment	11
Construction Loss Adjustment	8
Grand Total	381

Interestingly, New Zealand enrolments are 92 compared with 152 for Australia. Also, Malaysian enrolments total 41 followed by Singapore with 19 and Hong Kong and Thailand with 15 each.

NEW QUALIFICATIONS FOR MEMBERSHIP

Following the AGM, persons joining AICLA will enter the Institute as Provisional members and within 3 years be required to advance to Affiliate status by completing four modules from the Diploma of Financial Services (Loss Adjusting). The membership fee for Provisional members will be \$150.00 (plus GST if applicable). **Affiliate members are now entitled to use the post nominals AICLA (Aff)** on business cards and letterheads. [Read the full summary of the new Qualifications for Classes of Membership.](#)

Motor Vehicle Training Material

New Zealand member Peter Sloan has developed an extensive range of training material relating to motor vehicle claims. The material is for sale at NZD\$40-\$50 per manual and there are 9 manuals.

Anyone interested in purchasing material or who would like some information are invited to contact Peter at MVA.Train@extra.co.nz.

EARLY SEASONAL CLIMATE FORECASTS

The Insurance Council of Australia participated in pre-season planning sessions where the Bureau of Meteorology provided a seasonal outlook for the period November 2007 to January 2008. The executive summary from the BoM presentations is as follows:

AUSTRALIA is currently in a weak La Niña which would normally indicate a wet spring season. Whilst this La Niña signal is getting stronger, a warmer than normal Indian Ocean is diminishing the normal pattern.

RAINFALL - For the southern part of Australia the outlook is therefore lower than average rainfall. However, the presence of the weak La Niña signal cannot be ignored and there is the possibility of some heavy rainfall events in late spring moving into the start of summer. Median rainfall expectations may be exceeded in Northern NSW and SE Queensland (65% chance) as well as part of the Northern Territory (70%).

TEMPERATURE - In the traditional fire zones of SA, VIC and Southern NSW there is a high probability of median maximum temperatures being exceeded frequently during this period.

FIRE OUTLOOK - With lower than average rainfalls in the previous 3 months in traditional fire zones there has been a consequential reduction in soil moisture content and this combined with the expectation of higher than average maximum temperatures leads to a potential for a higher than average number of extreme fire danger days.

QLD & NT CYCLONE OUTLOOK – Queensland & NT can expect more cyclone activity this season than last, when just two cyclones developed in the Coral Sea, neither of which was severe nor made landfall. It's unlikely however that the coming season will be as active as 2005-06 when severe cyclones Larry and Monica struck the Queensland coast. Please note: the general climate pattern for cyclone activity is uncertain with the relatively weak La Niña and is being complicated by sea surface temperatures in the deep north being cooler than would normally be expected.

NW AUSTRALIAN CYCLONE OUTLOOK - While the Pacific Ocean is showing patterns typical of a La Niña, the waters to the north of Australia are yet to show expected warming. Values of the Southern Oscillation Index (SOI) are much higher than last season, but not yet at values typical of La Niña. These mixed signals have heightened uncertainty in this year's seasonal outlook. Some modeling suggests that these waters will rapidly warm over the coming months, and with La Niña

conditions already developed in the Pacific, there is no justification for early season complacency. There is significant risk of at least one severe tropical cyclone coastal impact during the season including the possibility of a pre-Christmas cyclone. Should one form before Christmas; there is a risk of a coastal crossing, most likely in the Kimberley or Eighty-mile Beach area. Total number of cyclones in the northwest region is expected to be greater than last season, with a likely return to near average numbers (the average number of cyclones is 5).

INTERVIEW WITH RON LOWE – RETIRED LOSS ADJUSTER

A long standing member of the Institute in Melbourne, Ron Lowe, recently hung up the clip board, biro, camera, gum boots and dust coat, and was interviewed by past Victorian president Norm McLean. The result can be seen by visiting a new insurance web site www.insuropedia.com under the link "Loss Adjusting". This site has been created as a place to consider insurance issues and solutions and offers information to all those with an interest in insurance and its applications. It contains articles which cover a wide range of topics, policy interpretation, case studies, worksheets and current claims events. Registration is free and members can contribute their own articles as well as view and make comments on other articles. It aims to build a practical knowledge base for the insurance industry.

DIVISION NEWS

VICTORIAN DIVISION NEWS

Following our successful AGM, we are holding a seminar/ dinner meeting on 28th of November 2007 at the RACV Club. Our guest speakers will be from the Metropolitan Fire Brigade and the Arson Squad and will discuss topics of interest to Loss Adjusters. We specifically want industry guests (claims personal, managers etc.) to be invited by Loss Adjusters in order to promote the Institute.

Our annual Diary Advertisers Breakfast meeting will be held on 17th of December 2007 also at the RACV Club. All Loss Adjusters are welcome to enjoy the company of the diary advertisers. It is important that this event is supported, as the diary advertisers are an essential part of the diary.

Any queries regarding both of these events can be made through David Brown, Victorian Committee Chairperson (david@dlba.com.au).

TASMANIAN DIVISION NEWS

Our next meeting will be on Tuesday 13th November at The Grange in Campbell town. The guest speaker will be solicitor Guy Abel from Wallace Wilkinson & Webster who will present a discussion on "Practical Consequences of Failures in the Building Industry". This promises to be an informative session for all members.

NEW ZEALAND DIVISION NEWS

Planning is already underway for next years educational seminar. The NZ Council of AICLA have agreed to a return to a Wellington venue and the time has been changed to May to avoid the cluster of other seminars and conferences held between July and September.

CRAWFORD AND COMPANY

BRANCH MANAGER/LOSS ADJUSTER - CAIRNS

Due to internal promotion, an opportunity has arisen for a Branch Manager / Loss Adjuster to manage our small but successful Cairns Office. This opportunity would suite candidates with either proven management experience or adjusters wanting to take the next step and move into a busy branch with lots of potential to grow. You will need to be able to manage a small but busy office and be interested and capable of tapping into the local market to grow the business even further.

The successful candidate will need to be a fully qualified Loss Adjuster, with substantial loss adjusting experience and membership with the AICLA. Excellent time management and interpersonal skills are a must.

An attractive remuneration package is on offer for the successful candidate including base salary plus super, generous bonus scheme and company vehicle or motor vehicle allowance.

Please direct all queries and your application including requests for a position description, to Anna Prusa, National HR Manager at jobs@crawco.com.au or fax your application on (03) 9685 0055. All enquiries and applications will be treated with the strictest of confidence.

MCLARENS YOUNG, LAUNCESTON TASMANIA

McLarens Young, Launceston Tasmania has a vacancy for an experienced Loss Adjuster, dealing mainly in domestic and commercial claims. Experience in liability claims would be an advantage. This position may also suite a part time adjuster looking for only three days a week. Salary package negotiable.

Applications forwarded to Manager
PO Box 720 Moonah Tasmania 7009.

The seminar will be held at West Plaza Hotel on 2-3 May 2008 in Wellington. We have negotiated a good room rate and the hotel will provide all facilities. Please note the date in your diaries. We will provide more details on the topics and speakers after New Year.

QUEENSLAND DIVISION NEWS

The Queensland Division will be holding an end of year function for members, past members, suppliers and other industry guests on Friday, 7th December 2007.

The venue for the luncheon will be Customs House, 399 Queen Street, Brisbane commencing at 12.30pm. The cost of \$70.00 + GST includes a three course meal and drinks. Attendance is complimentary for Retired AICLA members.

LIABILITY LOSS ADJUSTER

Echelon Loss Adjusting ["ELA"] is a division of Echelon Australia Pty Ltd and was established in July 2004 as a national, specialist liability loss adjusting and investigation practice with offices in all mainland states.

An exciting opportunity has arisen for an experienced and energetic liability loss adjuster to join ELA in Brisbane and run its south-east QLD practice.

The successful candidate will manage a mixed portfolio of liability claims for a wide range of clients, including Australian and London based insurers, lawyers, government departments and corporate clients. He/she will also be expected to manage client relationships in QLD, and pro-actively develop new business.

Please apply in confidence to John van Wetering, National Manager, Echelon Loss Adjusting, Level 10, 468 St Kilda Rd, Melbourne VIC 3004.

Or apply on line: vanwj@echelonaustralia.com.au
Visit our website: www.echelonaustralia.com.au

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. If you wish to Advertise, please send information to adminoffice@aicla.org.

Advertisers can remain anonymous with job applicants responding direct to AICLA.

