



FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

Welcome to the first issue of LA News for 2008. LA News has proved to be a highly successful way to keep members and others informed about AICLA. In this issue we are introducing two new areas which we hope will also prove popular with members: **Technology/Restorations/Repairs and CPD Online.**

We are mindful that one of the popular features of the newsletter is that it is relatively short, to the point and not cluttered with advertisements. If you have any comments or suggestions to improve the newsletter please email adminoffice@aicla.org.

Career Kit

A career kit is being finalised that will contain information about a career in loss adjusting, the tiered membership structure, training program via ANZIIF and the role of AICLA. Kit information will also be included on the Institute website at www.aicla.org.

Claims Convention

The Claims Convention committee has begun putting together the program for CC08 which will be held at the Sofitel Hotel, Melbourne on 20–22 August 2008. Members should mark their diaries for the convention. I am pleased that a number of sponsors have already committed to the event including Steamatic who has again agreed to be the Gold Sponsor.

Classes of Membership

Attached for members' information is a copy of the [Qualifications for Classes of Membership](#) which outlines how members can advance to higher levels of membership. I would like to remind current Affiliate members that transitional arrangements remain in place

whereby they are required to complete **Property & Casualty Loss Adjustment (FSA506)** and **one elective subject** from the Diploma of Financial Services (Loss Adjusting) to be eligible for elevation to Associate level. If any member has a question regarding progression arrangements please send an email to the Secretary, Tony Libke at adminoffice@aicla.org.

Diploma Enrolments

Members are advised that enrolments in the Diploma in Financial Services (Loss Adjusting) and other ANZIIF courses are on a rolling basis, in total there are 8 enrolment periods throughout the year. This makes it more convenient for members to undertake studies at a time that suits their busy work schedules. A copy of the ANZIIF courses handbook and enrolment forms are available online at www.theinstitute.com.au.

Loss Adjuster of the Year

I encourage loss adjusting organisations both large and small to consider nominating for the Loss Adjuster of the Year Award. Organisations are able to nominate themselves for the award which is conducted by ANZIIF in conjunction with Asia Insurance Review. Nominations open on 11 March 2008 and close 16 May 2008 with the presentation to all award winners made at a dinner in Sydney on 7 August 2008. Information about the awards is attached.



Click on the thumbnail to review.

An application and further information can be obtained by contacting Michelle Rawlings at ANZIIF email mrawlings@theinstitute.com.au

*Kind Regards,
Stephen Thorpe - President*

TECHNOLOGY / RESTORATIONS / REPAIRS

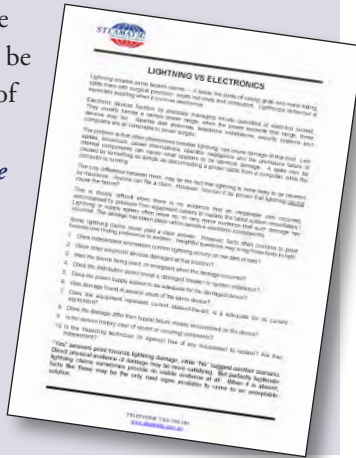


Lightening vs Electronics

The attached article is the first of what we plan will be a series covering a range of matters from various contributors. *Click on the thumbnail to review.*

In this issue, Steamatic look at **Lightening vs Electronics**.

Supplied by:
www.steamatic.com.au



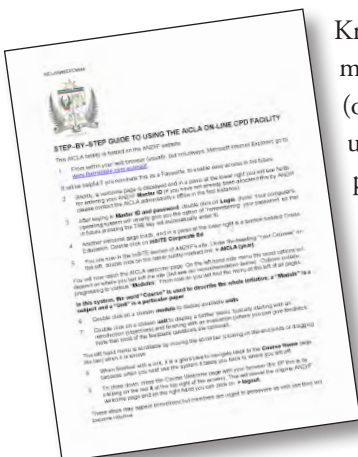
CPD ONLINE PAPER – CLAIMS DYNAMICS

Members — especially if new — are reminded that one of the possible CPD activities is AICLA's on-line initiative provided on the ANZIIF website. A range of papers are presented, from the very elementary (for new adjusters) to more complex matters, and this range will be added to progressively. This facility is particularly suitable for adjusters who are either in remote locations or who find it difficult to attend seminars, as it is available at your desktop 24 hours a day 7 days a week.

An example of an elementary paper is **OFF102 Claim Dynamics**, in which we discuss the many pressures that can act on an adjuster. The ideal position is where there are no pressures at all, and the adjuster can carry out his/her tasks in a purely scientific way. In reality, as we are dealing with people it is not as straightforward as that. Many new adjusters are surprised when matters do not progress as expected, despite a careful "textbook" approach being applied to a claim.

Knowing the pressures that may be received from others (often as a result of pressures upon those people) assists in preparing the adjuster for unexpected twists of event.

Step-by-step instructions for accessing our on-line CPD material will be found by clicking on the thumbnail to the left.



DIVISION NEWS

NEW ZEALAND DIVISION

NZ Branch Education Seminar

2-3 May 2008 – West Plaza Hotel, Wellington

The seminar will be relatively inexpensive and good room rates have been obtained at the hotel.

Guest speakers are being arranged and will include speakers from NZ insurance council, Insurance and Finance Ombudsman's Office, Earthquake Commission, Philips Fox and others.



Above: Mike Brooke being presented with his Life Membership award by Grahame Smith - NZ Chairman AICLA - at the McLarens Young International Wellington client function at The Boatshed on 28 November 2007.

SOUTH AUSTRALIA DIVISION

Our Annual Industry Luncheon, which has been very successful and well supported by members and the wider insurance industry in past years, has been scheduled to take place this year on Friday, 11 April 2008. As per previous events, this year's luncheon will be held in the Gil Langley Room overlooking the picturesque Adelaide Oval.

Whilst further information and invitations will be shortly issued to all SA members, this year's luncheon will feature special Guest Speaker Mr Duncan Chessell, who on the 23rd of May 2001 became the first South Australian to climb Mt. Everest. A modern-day adventurer, qualified rock climbing instructor, New Zealand mountain guide, talented photographer, outdoor educator and a geologist, Duncan's interests and talents have allowed him to lead a challenging and full-to-the-brim life. Mountaineering has also taught Duncan many of the key lessons for our everyday working and personal lives and he will speak to us concerning the importance of skill development and genuine competence, time management, self awareness, team building, nurturing our associates, conflict resolution, organisation and living your dreams.

NEW/ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

| <i>Name</i> | <i>Class</i> | <i>Division</i> |
|--------------------|--------------|-----------------|
| Stephen Wilson | Affiliate | Queensland |
| Lo Kin Wing Thomas | Affiliate | International |
| Ray Goodwin | Provisional | Queensland |
| Robert McGuire | Provisional | Queensland |
| Robert Vella | Provisional | South Australia |
| Wayne Fry | Provisional | South Australia |
| Gary Palmer | Provisional | New South Wales |
| Edward Meredith | Provisional | New South Wales |
| Katrina Aarts | Provisional | New South Wales |
| Jakkrit Khao-saard | Provisional | International |

ELEVATED MEMBERS

| <i>Name</i> | <i>Class</i> | <i>Division</i> |
|-----------------------|--------------|-------------------|
| Donna McKenzie | Affiliate | New South Wales |
| Gioia Dawson | Associate | New Zealand |
| Nicholas Brackenbury | Associate | Queensland |
| Parinya Kaewduangtien | Associate | International |
| Danny Budianto | Associate | International |
| Tegan Gill | Associate | Western Australia |
| Leon Briggs | Fellow | New Zealand |
| Ian Lavin | Fellow | Queensland |
| William Lloyd | Fellow | New South Wales |

POSITIONS VACANT

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 suit 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.

LOSS ADJUSTING CAREER OPPORTUNITIES

Due to market growth, Crawford & Company Australia has various full time Loss Adjusting opportunities available in our Sydney, Brisbane and Canberra Offices.

LIABILITY LOSS ADJUSTER – SYDNEY

An exciting and challenging opportunity has become available in the Sydney office of Crawford & Company for a Senior Liability Loss Adjuster to join our established team of liability professionals.

Candidates for this position will need to be experienced in the investigation, assessment and adjustment of complex public and product liability claims and have current AICLA membership. The successful candidate will be able to demonstrate excellent analytical, technical, communication and time management skills. Leadership qualities will be highly regarded.

Key responsibilities include:

- Successful management of a liability caseload
- Compliance with client service requirements
- Participation in local and national market activities
- Liaison with Liability divisions interstate

CRAWFORD AND COMPANY – OUR BRISBANE OFFICE IS GROWING!

LOSS ADJUSTER (PROPERTY / CONSTRUCTION / ENGINEERING) – BRISBANE

An exciting opportunity has become available for an experienced Loss Adjuster/ Engineer to join our growing team of loss adjusting professionals. The successful candidate will be involved in handling medium to large property, construction and engineering claims on behalf of our clients.

You will need to be a qualified Loss Adjuster, with substantial loss adjusting experience and membership with the AICLA. You will also need to possess excellent IT, communication (both written and oral) and time management skills. Tertiary qualifications in Engineering would be considered highly advantageous.

PROPERTY LOSS ADJUSTER – BRISBANE

We are seeking a suitably qualified General Property Loss Adjuster with experience in domestic/small commercial claims to join the expanding team of professionals.

An attractive remuneration package is on offer including base salary, company vehicle or car allowance and generous bonus scheme for the successful candidates of these Loss Adjusting opportunities.

TRAINEE LOSS ADJUSTERS – BRISBANE AND CANBERRA

Are you an experienced claims professional seeking to take your career to the next level? Have you commenced your career in Loss Adjusting or have a solid claims handling background and a willingness to progress your career? Then this is the ideal opportunity for you!!

Crawford & Company will provide the successful candidate with the training and study support to kick start your career in Loss Adjusting.

An attractive remuneration package is on offer including base salary, fully subsidised study assistance, and upon successful completion of training, a company vehicle or car allowance will be provided.

Please direct all queries and your application for any of these opportunities including requests for a position description to the 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.

CONTRACTING ADJUSTER REQUIRED – WELLINGTON

Small Wellington based Loss Adjusting Practice wants Contracting Adjuster, must be experienced in insurance and claims adjustments, personal lines and some commercial.

Ability to work as part of a small friendly team adhering to existing procedures, formats, boundaries and standards set. All applicants considered. Please forward CV to AICLA at adminoffice@aicla.org for consideration.

ACCOUNTING ADJUSTERS

Due to the continuing growth of the claims preparation division of the LMI Group, adjusters with accounting qualifications and/or experience in handling both material damage and business interruption claims, are sought for their Melbourne, Sydney and Brisbane operations.

Interested applicants should apply to the Business Manager, LMI Group, PO Box 2116, Camberwell Vic 3124, enclosing a detailed CV.

TECHNICAL ASSESSING PTY LTD SENIOR PROPERTY AND LIABILITY ADJUSTERS - SYDNEY

We are seeking AICLA and/or CILA qualified professionals to join our team in Sydney managing claims which are typically of a complex and/or major loss nature.

Property - the primary role will be to take conduct of Commercial Package and ISR Section 1 Property claims.

Liability - the primary role will be to take conduct of Public, Product, Professional Indemnity and Contractors' Liability claims.

We offer a competitive package with a bonus scheme and career development. Please send your résumé by email to sydney@technical.net.au

CONSTRUCTION LOSS ADJUSTER – SYDNEY

We require an AICLA qualified professional to join our team in our Sydney office. Ideally you will also have construction related qualifications and a background in construction losses. The primary role will be to handle specialist contract works losses, usually of some magnitude.

We will also consider candidates who may not be yet qualified, and who have only more recently entered loss adjusting, but who can demonstrate a proven track-record of progress and have other academic qualifications. Progressive training will be provided to the successful candidate.

Please apply in writing in the first instance, in confidence, to Steve Nance at Technical Assessing Pty Ltd, PO Box 1438 Macquarie Centre, NSW 2118 or apply on-line to steve.nance@technical.net.au.

Visit our website at www.technical.net.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.