



FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

An explosion and fire on Varanus Island, located some 100km off the Western Australian coast on 3 June 2008 has caused some activity in the insurer and adjusting markets; not only for the damaged Apache Energy operated facility, but for downstream users of the gas. The Varanus Island facility supplied about 30% of the Western Australia's gas, and there have been contingent business interruption claims from energy producers, miners and the like. Restricted gas supplies are available, but at increased cost. Use of other fuels – particularly diesel – is very expensive.

Again the adjusting community (from around Australia – and the region) is responding in a timely and professional manner.

INSURANCE INDUSTRY AWARDS

The ANZIIF Insurance Industry Awards are an important annual insurance industry function. This year the awards presentation dinner will be held at the Sydney Convention and Entertainment Centre on the evening of Thursday 7 August 2008. Last year there was some 800 delegates. As AICLA President, I was fortunate to be invited to participate on judging panel. Although not eligible to vote on "Loss Adjuster of Year" I am pleased to see a strong field of candidates.

CC08

Speaking of events – the 2008 Claims Convention (CC08) is receiving strong support from a good cross section of the insurance industry. We have a great selection of speakers and panellists – including 3 CEO's – Joan Fitzpatrick (ANZIIF) Kerrie Kelly (Insurance Council) and David Smith (Zurich). Naturally also participating are senior members of the adjusting community as well as respected professionals from the reinsurance, broking and legal fraternities. This event presents an excellent opportunity to learn from some of the leaders in the insurance industry, network and hopefully have some fun. **Registrations received before 17 July** will be eligible for entry to the "early bird" prize a Tag Heuer watch, kindly donated by one of our sponsors.

A copy of the Convention program and registration form can be found by clicking on the thumbnail



CAREERS PACK

I mentioned previously we have produced a membership pack called "A Career in Loss Adjusting". The interest and demand for this kit has been overwhelming as has the very positive feedback. Share it around to people who may be interested in a career in loss adjusting, or who work as an adjuster, but not yet a member of AICLA.



To access a PDF version of the Careers Pack, click on the thumbnail

DIVISION AGM'S

August also brings around the local AICLA Annual General Meetings. Loss adjusters bring a unique skill set to the insurance partnership, and the profession continues to provide the opportunity for an exciting and rewarding career. AICLA is the professional body responsible for the education, accreditation and promotion of loss adjusters and loss adjusting. My plea – get involved; stand for the local committee, be an office bearer, sit on a committee, present a paper to name but a few examples. The more people who get involved the better AICLA will become, which in turn improves the three tenants of our profession and adjusting generally.

INSURANCE OMBUDSMAN TO MERGE

ASIC recently announced a merger of the three biggest complaints schemes operating in the financial services industry in Australia.

The new scheme named the **Financial Ombudsman Service (FOS)** will represent the merger between the Insurance Ombudsman Service (IOS), the Financial Industry Complaints Service (FICS) and the Banking and Financial Ombudsman Service (BFOS).

FOS will begin operation on 1 July 2008. There will be a transition period of 18 months during which IOS, FICS and BFOS will continue to operate until 1 January 2010.

The current rules of the existing schemes will continue to apply until a new set of rules for the FOS has been developed.

All Australian Financial Services Licensees will be required to transfer their external dispute resolution scheme to FOS before 1 January 2010.

*Kind Regards,
Stephen Thorpe - President*

CPD ONLINE

Determined to pay more attention to CPD this year? What better way than to go on-line in some of those rare slack times and use our CPD initiative on the ANZIIF website. This has been designed particularly to assist those members in remote locations who have difficulty in attending seminars and other events, but is of course available to all members. There are currently 11 papers on the site, with more to come shortly. Together, study of these and tackling the quick quiz following each one will account for 10 CPD points. You are invited to make use of this facility, which is available on a 24/7 basis and can be fitted into the day (or night!) in those odd spare moments that occasionally arise.

On the site, we feature a number of rulings provided by the Insurance Ombudsman's Office. A good adjuster will always strive to avoid a claim escalating to that level, not only because it leads to increased costs to the Insurer but also that it marks a failure in the negotiating process. But however fair a claim settlement or other decision may be and however competent the adjuster is there will always be some occasions when the insured feels the need (or is persuaded to feel a need) to take the matter to a higher level. Bear in mind that when an insured opts for the Ombudsman it means that the insurer's internal dispute resolution system has also failed. Have a look at PRO101, concerning determination 25900, forcible and violent entry, to see what the Ombudsman determined in this case.

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



DIVISION NEWS

QUEENSLAND

The Queensland Division annual Charity Golf Day was held at Carbrook Golf Club on 17 July 2008. The day was an outstanding success with very good support from across the insurance industry.

A special thanks to sponsors Pacific Auctions, Pattersons Building Group, Juvenaire Pty Ltd, BMR Building Solutions, Australian Building Services, Insight Restorations, Aggreko, Allen & Newton Qld Pty Ltd, Birkbeck's Jewellers and Bridgestone who made it possible to make a donation of \$3,500.00 to the Royal Children's Hospital Foundation.

A breakfast seminar and Division AGM will be held on 27th August 2008 at the Polo Club, Brisbane. Further details to follow shortly.



*Golf Day
sponsors*



Golf Day winners



NEW/ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
David Coombes	Provisional	Victoria
Rodziah Ahmad	Affiliate	International

ELEVATED MEMBERS

Name	Class	Division
Sharon Dawson	Affiliate	Queensland

POSITIONS VACANT

FREEMANS CLAIMS AND ADJUSTING OPPORTUNITIES



Freemans has grown strongly over the last five years to become the second largest firm in Australia.

This year our record growth has continued particularly in property and in specialist lines.

If you want to be part of this growth phenomenon, we want to hear from you.

In most capital cities and many regional areas we are looking to recruit good adjusters and experienced claims technicians.

Contact us with your resume at
recruitment@freemans.com.au.

All in strictest confidence.

Make your career move today.

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.