



## FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

The second combined AICLA, ANZIIF Claims Convention (CC08) was held in Melbourne between the 20 – 22 August 2008. Firstly I would like to thank those members who supported the convention either through their attendance – a really good showing of loss adjusters – or by presenting. Participation at these events helps improve our knowledge, develop and maintain our networks, lift the profile of the profession, and importantly have a bit of fun.

Attendance by insurers was down on expectations. This issue has been raised with ANZIIF, and key for CC09 is a complete review on how the convention is marketed to claims professionals around the region.

Congratulations to academic prize winners who were in attendance at the Convention: Esther McIntyre- Godfrey & Co., New Zealand, **Charles Buchanan Prize** and Troy Ollerton- McLarens Young Newcastle, **Syd McDonald Young Adjuster Prize**.



Many members will remember **Iris Salmon** who was CILA Australasia Division Secretary for many years. Iris was a guest at the Convention Cocktail function and is shown below with Trevor Sinclair, Tony Morgan and Stephen Thorpe.

Further photographs taken during the conference are available on the web. [Click here to view.](#)

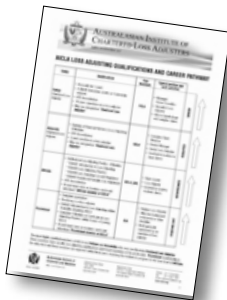


The convention included many high points (and inevitably not so high points). For me the presentation by **David Smith – CEO Zurich Financial Services** and the work his company is doing about 'Flood', shortened PDS' and a commitment to the claims community was a stand out. **Kevin Sheedy** as the key note speaker for the gala dinner (attended by 196) was both thought provoking and relevant. Last but certainly not least was the excellent work of **Jim Hughes** in hosting the dinner, and **Andrew Thomas** and **Bob Richards** for facilitating each day's proceedings.

AICLA divisions held AGMs during August. As mentioned in previous newsletters AICLA needs members who have energy and vision to get involved to make both the industry and institute grow and prosper. Thanks to all who have either participated previously, or are now involved for the first time. I ask members to please support your local division activities.

One of the most important initiatives implemented this year is the new Communications and Profile Strategy. Readers may recall the former Deputy CEO of the ICA, Mr Phillip Maguire, was commissioned to produce a report on how to improve the promotion of loss adjusting and loss adjusters. The Maguire report makes clear and pertinent recommendations about the positioning of loss adjusting at very senior levels within insurance industry. The report was adopted unanimously by AICLA Directors at the May 2008 Board meeting. That meeting delegated the 'who, what and how' to a committee, which in turn recently reported back to the Board. The Board unanimously supported the recommendations of the committee and we now move to the implementation stage.

**The Maguire report is available for download by clicking on the thumbnail. I urge every member to read the report – it makes some very compelling points.**



The delivery of this project represents a considerable investment by AICLA for the benefit of members. As always, feedback is welcome.

*Kind Regards, Stephen Thorpe ,President*

## Vale Michael Whetton

11/7/1944 - 20/8/2008

Michael attended Christian Brothers College Wollongong, now Edmond Rice College and Sydney University gaining an Economics degree before joining with partners Jeff Shaw and his father Ray at R.T. Whetton & Coy in 1967. Whenever a disaster happened Michael was always one of the first persons to respond. His first major disaster was the Darwin Cyclone in 1974 where he worked in excess of 4 weeks. This was followed by bush fires in Central NSW, Western Sydney Hail Storms, Newcastle Earthquake and Storms, Wollongong Floods, Cairns Cyclone and Newcastle Storms. Others have been long forgotten.

Michael and Jeff sold their business when Jeff retired but Michael continued to work maintaining his outstanding work ethic. Recently he had recognised the need to slow down and had set about reducing his workload in order to retire in October.

Unfortunately he never got the chance and passed away on Wednesday 20 August 2008.

He is survived by wife Anna and thier three adult children, Simone, Martin and David.

## DIPLOMA ENROLMENTS

The Diploma of Financial Services (Loss Adjuster) is the underpinning qualification for advancement through the AICLA classes of membership. The course is delivered by ANZIIF, our education partners, and they have in place a flexible study program with frequent enrolment periods throughout the year. The closing date for the next enrolment period is **21 October 2008**.

Information on the diploma course and enrolment form can be found at [www.theinstitute.com.au](http://www.theinstitute.com.au).

## ELEVATION FORM

The Administrative Office has developed a simple form for members to use when they apply for elevation in membership. A copy of the Application for **AICLA Membership Elevation** can be downloaded together with the **Summary of the Qualifications** required for classes of membership.

As AICLA does not receive information from ANZIIF on students completing Diploma of Financial Services (Loss Adjusters) modules it is up to members to advise the AICLA Office when they have qualified for elevation in membership.

[Click here to download the application for AICLA Membership Elevation file.](#)

[Click here to download the Qualifications for classes of membership file.](#)

## CPD ONLINE

At the end of this month, we will be a quarter way through the AICLA year, which means that if you are tackling CPD requirements evenly as the year progresses, you should aim by then to have completed CPD activities accounting for 7 to 8 points. There is a range of qualifying activities on the list sent to you at the start of the year, each activity with a stated maximum, including attending professional sessions (seminars and the like) of AICLA or other relevant organisations, passing examination subjects, structured and company in-house training, preparation and/or submission of a paper on a relevant subject, delivering a loss adjusting paper to a seminar or conference, preparing a published industry related article, reading industry related technical papers and publications, viewing/listening to relevant tapes/videos and writing/markng assignments and exam subjects. And of course, a relatively new addition to the list is our on-line CPD activities. These have the advantage of being eminently capable of fitting in to those few available gaps at unusual hours, so please do take advantage of them.

Papers range from the elementary to those requiring more thought than usual. This month it is the turn of vicarious liability. In these litigious times not only do we need to be careful of what we do (or say!) that may affect others negatively, but also careful of actions taken on our behalf that are deemed to be our responsibility. Although adjusters normally expect legal matters to be dealt with by lawyers it is highly desirable that we keep up to date with the legal aspects of cases. At LEG103 on our part of the ANZIIF website we deal briefly with the High Court case of Sweeney –v- Boylan Nominees.

Legal principles are often less than clear cut and the outcome is not always what may be expected. After all, normally before legal action is taken each side must have some expectancy of success. And the very fact that there are such things as dissenting judgements, or changes to the outcome by higher courts shows that the law is not always predictable.

This short paper will be found at LEG103 on our part of the ANZIIF website.

**Step-by-step instructions for accessing our on-line CPD material will be found by...**



## DIVISION NEWS

### Queensland

The Queensland Division held a Loss Adjusting Fundamentals seminar in conjunction with the AGM on 27 August 2008. Members Malcolm Hobb, Keith Patterson and Bill Clarke spoke on topics of *Insured Property, What is Debris?* and *Average Calculation*.

An end of year function is planned for **Friday 7 November 2008** at Tattersalls Club. The function will be open to members and guests, suppliers and retired members. The speaker for the luncheon will be Michael Hand from ACE Insurance.



## NEW AND ELEVATED MEMBERS

**Congratulations to the following recently admitted and elevated members:**

### NEW MEMBERS

Name	Class	Division
David Bourke	Affiliate	Queensland
Chun Kit Ng	Affiliate	International
Leo Chuen Jr Chen	Provisional	International

### ELEVATED MEMBERS

Name	Class	Division
Sharon Dawson	Associate	Queensland

## POSITIONS VACANT



### Claims and Adjusting Opportunities with FREEMANS

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](mailto:recruitment@freemans.com.au)  
**All in strictest confidence. Make your career move today.**



### Engineering Loss Adjuster

Our Sydney Construction & Engineering Risks team is looking for a Chartered Loss Adjuster with a number of years experience in this field, preferably also a qualified engineer, or other suitable cross qualifications to handle a caseload of Contract Works and Construction Liability claims, including a number of challenging major and complex losses. An excellent remuneration package and a comfortable working environment awaits the successful candidate.

Please apply in strictest confidence to Andrew Thomas by email: [andrew.thomas@freemans.com.au](mailto:andrew.thomas@freemans.com.au) or by phone on 0411 310 311.

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.