



FROM THE INSTITUTE PRESIDENT, IAN MCWALTER

This being my last newsletter I sought to find a suitable analogy to start with. Cricketer Don Bradman's last stand in 1948 when in his final test match in England he was bowled for a duck came to mind. The stunned silence of the crowd was similar in nature, I thought, to the response after each editorial I write for LA News.

It took me a year to believe what previous presidents of AICLA had told me: mostly, the only time you ever hear from anyone, in writing, is if you do something wrong. I can now happily report the silence during my two year term has been, on balance, like my predecessors — overwhelmingly deafening!

Joking aside however the reality is that you the members do have views, often very strong ones, but how those views are brought to the attention of the board are many and varied.

That, in my opinion, is part of the strength of the Institute, that it is very much a grass roots level organisation. Amongst other things there are the division committees and their activities, comment via LA News (and which does actually happen) and the representative board meetings twice yearly, all of this lends itself to feeding back what people are thinking. It is through this that the board can plan its strategies. We have an institution that is both flexible, open to the ideas of members, and able to react quickly when required.

In my first newsletter I quoted past President Mark Godfrey when he said "we punch above our weight"; at the end of two years I am even more convinced of that. I do not however propose to detail herein what has been achieved in the last two years, as that would be to simply repeat the last two years of LA News.

I would however like to conclude by reference to my own journey over the last two years and which has been for me, on a personal level, transformative.

I entered loss adjusting in November of 1978. At the time I was just out of university and I wanted a job, any job, till I figured out what it was I wanted to do. Like many people of my generation I knew what I didn't want to do, but not necessarily what I wanted to do.

In those early years I saw loss adjusting as my "temporary career". It is perhaps an irony that the role of president has

served to remind me of what being a loss adjuster can encompass. It is about understanding and empathizing with people. It is about being able to express oneself, to communicate, to be creative, to be able to help other people and also allow oneself to be helped, in whatever form it is offered. It is to form lasting and strong relationships.

It is not too big a thing to say, as a loss adjuster, it is a role that can allow us to express our humanity in very positive ways. Sure we all have bad hair days, perhaps me more so than most (!), but at the end, if we allow ourselves to, we can be transformed and in so doing transform the lives of others.

Sometimes, as I have found, the things we look for are the things we take for granted, the things that are right under our very noses. Let none of us think that our Institute exists in a vacuum; it exists because each and every one of you takes the time to become a member, sit the exams and become engaged with your fellow loss adjusters.

So to all who make up the Institute, the various division committees, the current board members, our secretary Tony Libke and his team and to you the members, I am indebted to you all for the opportunity to have served, to have given voice and action to some of my ideas and those of many, many others.

I leave the role not with any sense of sadness or unfulfilled ambitions but with a sense of purpose and understanding, a sense that life is very much what we make of it and if we look and listen for the positives we will find them.

In concluding I wish every success to the new incoming board and our new President Ian Lavin. I am sure together they will carry AICLA's legacy proudly and that it will continue to serve well the interests of the members.

Thank you.

Kind Regards,
Ian McWalter, President

OFFICE BEARERS 2010/11

At the AICLA Annual General Meeting held in Sydney on 21 October, the following office bearers were announced for 2010/11:

President:	Ian Lavin	Qld
Deputy President:	Grahame Smith	NZ
Executive Member:	Gary Sewell	WA
Education Director:	Michael Davies	SA
International Development		
Director:	Jaye Kumar	WA
Secretary/Treasurer:	Tony Libke	Qld

IFAA CONFERENCE – SINGAPORE

AICLA members are invited to attend the International Federation of Adjusting Associations conference, The Claim Life - Cycle in Singapore on 9 November 2010.

The registration form and conference program is available **here for download**.

DIVISION NEWS

QUEENSLAND

The end of year luncheon will be held on Friday 29 October 2010 at Tattersalls Club Brisbane. Guest speaker for the lunch will be Tony Lavan, Lavan Disaster Management. Members and guests are invited to the lunch details of which are available **here for download**.

NEW SOUTH WALES

The training workshop on SME Claims covering Strata Title issues, Subrogation & Contribution and basic Business Interruption principles was held in Sydney on 23 September 2010. The morning workshop was well attended by adjusters, insurers and brokers alike and was a great success.

The now traditional annual cocktail function will be held at 5.30pm on Wednesday 24 November 2010 and the venue will again be the Museum of Sydney. Please diarise the date — invitations will be issued shortly.

SOUTH AUSTRALIA

AICLA SA Division is holding an end of year cocktail party at Sebel Playford Hotel 120 North Tce Adelaide on 11 Nov 2010 between 5pm and 7pm @ \$50 per head. Members to invite own guest. Guest speaker will be Amanda Blair.

NEW ZEALAND

AICLA members are invited to attend the International Institute of Marine Surveyors NZ branch, workshop and seminar in Auckland on 10-11 March 2011. A copy of the flyer is available **here for download**.

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Wing Cheong Lau	Affiliate	Hong Kong
Manish Gupta	Provisional	Queensland
Rebecca Regenfelder	Affiliate	NSW
David Markwick	Affiliate	NSW
Benjamin Neat	Affiliate	NSW

ELEVATED MEMBERS

Name	Class	Division
Kenneth Lu	Fellow	Hong Kong
Jonathon Vaisey	Associate	Victoria

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

Our on-line CPD facility is designed to offer a means of ongoing education (and therefore accumulating the necessary CPD points), particularly for those many adjusters who operate from far flung corners of our lands and are not easily able to attend seminars, conferences and the like. Of course, the facility is available to all members 24/7, wherever they may be!

You will find a good range of papers on our site, catering for various levels of competence. We have made access simple and intuitive. Please see the end of this piece for the brief instructions on how to access the facility.

Today's society is incredibly complex, with political and financial actions even of the highest integrity very often leading to unforeseen negative consequences. If the actions are less than admirable — even deliberately reckless — then the consequences are so much the worse.

Not long ago a financial collapse occurred that cost many jobs, much misery, and had such far reaching effects as the destruction of much of the pension and other investment base. The same sort of actions were to blame as they were in the Great Crash of 1929. Some of the names are even the same!

Complete and universal disaster was avoided, but there was much misery. Have we recovered now? Many believe that we have not. Some believe that we will never fully recover. Unfortunately, it is likely that it will all happen again.

What has this to do with loss adjusters? Simply the performance and actions of insurers are bound up with their financial health, in turn bound up with their investment performance. Added to that are the actions of some desperate or unfortunate insureds. We discuss the latest major financial collapse at Paper No. 21, and invite you to read and consider.

Enter the on-line CPD menu via *'Professional Development'* on our Home page. A password routine is in place for this facility. Members should use the User name: **cpduser** and the Password: **aiclapd**. (These are not case sensitive) Your browser may give you the opportunity to check the 'Remember this password' box.

We look forward to seeing you there!

Go to 'on-line CPD' now...

INSURANCE LOSS ADJUSTERS



WA, SA, VIC, NSW & QLD

Stream Group is an Insurance Claims Management Company located throughout Australia and New Zealand.

Stream Group Aust is a specialist provider of services for all types of domestic claims.

Our business is based on our core objectives of providing the best claims experience for claimants and superior business outcomes for our clients.

By bringing together the best people and award winning process and technologies, we provide the most professionally managed end-to-end outsourced claims service in Australia and New Zealand.

Leveraging off the extremely successful BuildAssist process, Stream is seeking qualified loss adjusters in **Western Australia, South Australia, Victoria, NSW and Queensland** to join the newly created technical division.

The main duties will include:

- Working closely with Stream's existing building consultants, you will be able to utilise your skills on large loss and technically challenging claims;
- Working remotely, you will utilise the industry leading IT systems;
- Submission of technical reports to clients;
- Manage claims within delegated authority and guidelines of clients;
- Identifying potential recovery and salvage prospects.

Requirements for role:

- 5 years or more industry experience;
- Diploma of Financial Services (Loss Adjusting) or be at Certificate 4 level and working towards full qualifications;
- Experience and/or qualifications in building an advantage;
- Excellent time management skills to work under minimal supervision;
- Ability to prepare technical and accurate reports;
- Solid customer service experience;
- Ability to mentor and train.

All applications will remain confidential. Apply today to be part of a winning team within Australia's fastest growing claims provider.

The salary offered to the successful applicant will be commensurate with their experience. Additional benefits to the base salary includes company motor vehicle or allowance, mobile phone and computer.

EXPERIENCED INSURANCE ASSESSORS

Christchurch & Auckland

Stream Group is an Insurance Claims Management Company located throughout Australia and New Zealand.

Stream Group is a specialist provider of services for all types of domestic claims.

Our business is based on our core objectives of providing the best claims experience for claimants and superior business outcomes for our clients.

By bringing together the best people and award winning process and technologies, we provide the most professionally managed end-to-end outsourced claims service in Australia and New Zealand.

Leveraging off the extremely successful BuildAssist process, Stream is seeking experienced Insurance Assessors in **Christchurch & Auckland**.

The main duties will include:

- Working closely with Stream's existing building consultants, you will be able to utilise your skills on large loss and technically challenging claims;
- Working remotely, you will utilise the industry leading IT systems;
- Submission of technical reports to clients;
- Manage claims within delegated authority and guidelines of clients;
- Identifying potential recovery and salvage prospects.

Requirements for role:

- 5 years or more building industry experience;
- Experience in Insurance is advantageous;
- Excellent time management skills to work under minimal supervision;
- Ability to prepare technical and accurate reports;
- Solid customer service experience;
- Ability to mentor and train.

All applications will remain confidential.† Apply today to be part of a winning team within Australia & New Zealand's fastest growing claims provider.

The salary offered to the successful applicant will be commensurate with their experience. Additional benefits to the base salary includes company motor vehicle or allowance, mobile phone and computer.

For more information on Stream Group please visit our website at www.streamgroup.com.au

To apply, please forward your resume including covering letter addressing your relevant experience for this role to:

Human Resource Manager
hrd@streamgroup.com.au

Note: Only short listed applicants will be notified of selection outcome.

As the winner of the 2008 Australian and New Zealand Insurance Industry Awards for "Innovation of the Year", the 2009 Australian Business Awards winner for "Innovation" and many other Awards in 2009 and 2010 you will relish the opportunity to grow with Australia's leading service provider.

COMMERCIAL PROPERTY CLAIMS ASSESSOR – SYDNEY



Incorporating the power of 25 household brands, The Suncorp Group is one of Australia's leaders across banking, insurance, investment and superannuation spheres. This, combined with our commitment to our people has spurred a culture where people are able to succeed in a supportive environment.

Our Commercial Insurance Business Unit is currently seeking a Commercial Property Assessor to join their Claims division in Sydney. Working in a team of highly motivated claims professionals, you will be managing a portfolio of claims to achieve the most cost-effective and timely outcomes in accordance with policies and procedures.

The role will include:

- Provide claims assessing services to our various claims teams, including;
- On-site meetings/inspections with clients and factual investigations;
- Interpret Product Disclosure Statements relevant to each claim;
- Determine quantum and liability;
- Input data into required systems in a timely and accurate manner;
- Liaise and provide instructions to external parties;
- Manage claims within delegation levels and appropriate guidelines;
- Identify underwriting risks;
- Identify potential recovery prospects.

Essential skills include:

- Minimum 5 years Insurance Experience;
- Diploma in Financial Services (General Insurance) or currently pursuing insurance related studies;
- Experience and/or Qualifications in building or allied trades is desirable;

The salary package will be commensurate with experience and qualifications and includes a tool of trade vehicle. For more information please phone Olivia Kurta - 02 8121 3159.

**So apply now to job number 609699 via our website -
www.suncorp.com.au**

INSURANCE LOSS ASSESSORS



Cunningham Lindsey, a leader in Global Risk Management Services, is seeking to employ a suitably qualified person to fill the position of Loss Assessor at our **Rockhampton** office.

In your role you will provide Loss Assessing Services, including conducting detailed on-site meetings with customers, clients and builders where you will complete factual.

Investigations:

- Clarifying circumstances surrounding the loss and cause;
- Verifying the loss/damage;
- Quantifying the work of reinstatement;
- Determining the policy liability;
- Identifying and pursuing avenues for Salvage or Recovery.

We will require from candidates:

- Loss Assessing/Adjusting; or General Building – Trade Qualifications or Insurance Claims Management experience;
- Relevant qualifications;
- Strong written communication skills;
- Solid customer service experience;
- Sound knowledge of Excel and Word.

Salary package will be commensurate with qualifications. Additional benefits include company motor vehicle and mobile phone.

All applications will be treated in strictest confidence.

To apply, please send your resume to

recruitment@cl-au.com

Closing Date: 23rd September 2010

www.cunninghamlindsey.com

Cunningham Lindsey Australia Pty Ltd



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.