



## FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

The month of August is always a busy time with a large number of activities including the Claims Convention, Trainee Workshop and division AGM's.

The claims convention (CC14) was held this year at the Sofitel Wentworth Sydney an excellent venue for such an event. I am pleased to report that registrations for the convention were a record with 350 attendees. This is an excellent result given the tight market conditions.

The convention theme "The Changing World of Claims" featured an outstanding list of speakers headed by keynote presenters Peter Newall, Swiss RE Corporate Solutions Head of Asia Pacific Claims and Bradley Heath, CEO RACQ.

A feature of the convention is the gala dinner which this year was held at the Ivy. During the night awards were made to AICLA members, Paul O'Sullivan (in absentia) Life Membership, Daniel Ong, Diploma of Loss Adjusting Prize and Syd McDonald Young Adjuster Award and Chris McAuliffe, Carey Bird Scholarship. Congratulations to the recipients of the awards they were well deserved.

Entertainment at the dinner was provided by singer songwriter Mike Brady who told his life story and performed a number of his well known songs.

CC14 was held over Wednesday and Thursday and this proved popular with delegates. I am able to advise that the Sofitel Wentworth has been booked for CC15 for the 5-6 August, so you can start planning now for what I am sure will be another outstanding success. Finally thank you to the AICLA members who supported what is the largest claims conference in the Asia Pacific region.

On the Tuesday before CC14 we held the second trainee loss adjuster and claims technicians workshop. This event was well supported and I thank presenters and attendees for participating in this very worthwhile initiative. We are planning the workshop again for 2015 and it will be held as usual on the day before CC15.

In the first week of August AICLA Chief Executive Tony Libke and I met with ANZIIF officials to discuss some important arrangements and ways to move forward with those projects.

We value our partnership with ANZIIF covering the diploma course and Claims Convention and we look forward to strengthening the relationship even further.

We are reviewing the content of the Diploma in Loss Adjusting course and looking at the possibilities to add new units. We will be able to comment further on this topic in coming months.

I believe by now that Divisions have completed their AGM's. I thank those members who have taken on the roles of Chairperson and Division Councillors, your roles are crucial to the success of AICLA. As I have often stated involvement on your Division Council is a very rewarding one. Again I urge members to think about taking on a Divisional role at some stage in your career. I would like to welcome David Pockett, Victoria and Mark Green, South Australia who have been elected Division Chairs. I would like to express a thank you on behalf of members to long serving Chairs Mark Rogers and Michael Collins who stood down at their division AGM's. Also a very sincere thanks to Margaret Rogers who retired after many years of service as the Victorian Division Secretary.

I was asked by the Tasmania Division to present the professionally developed CPD Workshop following the AGM. The quality of the workshop was excellent and can easily be delivered by a loss adjuster with some experience. Remember these Workshops, SME Policy Interpretation and Response and ISR are available for delivery by Divisions and others are being developed.

The Asian Claims Convention will be held in Hong Kong on 24-25-26 March 2015. Planning is well underway and I am sure given the growth in recent years that this will be most successful. The venue is the Harbour Grand Kowloon Hotel which is a superb location with spectacular views of Hong Kong Island. The organising committee is now preparing the programme.

A number of members have contacted Elizabeth Marx who is writing the history of the profession in Australia, New Zealand and Asia. If you have information you believe would be of interest please drop Elizabeth an email at [adminoffice@aicla.org](mailto:adminoffice@aicla.org) or call her on +61 7 3229 6663.

The 2015 AICLA diary is being finalised so if you have any change of details please let Jenna at AICLA email [adminoffice@aicla.org](mailto:adminoffice@aicla.org) know so that we can capture your details correctly.

**Kind Regards,  
Michael Cooke**

# CC14



## ASIAN CLAIMS CONVENTION

The ACC15 will be held at the Harbour Grand Kowloon Hotel on 24-25-26 March 2015. The event will commence with a cocktail function on Tuesday evening and be followed by two day convention and gala dinner. Immediately after the convention the Hong Kong Rugby 7's will be held.

[For look at what is planned click here.](#)

ASIAN CLAIMS  
CONVENTION  
2015

**HONG KONG**

HARBOUR  
GRAND  
KOWLOON  
HOTEL  
24-25-26  
MARCH  
2015

FOLLOWING  
THE CONVENTION  
RUGBY 7'S  
27-29  
MARCH  
2015

AUSTRALASIAN  
INSTITUTE OF  
CHARTERED LOSS  
ADJUSTERS

[WWW.AICLA.ORG](http://WWW.AICLA.ORG)

## DIPLOMA ENROLMENTS

The pathway to Chartered Loss Adjuster status requires the completion of the Diploma of Loss Adjusting. There are numerous enrolment periods throughout the year. Enrolments are currently open for the diploma with further information available at [www.theinstitute.com.au](http://www.theinstitute.com.au)

## QUEENSLAND

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A successful breakfast seminar and AGM was held on 21st August at the Broncos Club attended by almost 40 members and guests. At the AGM the following office bearers were elected for 2014/15 Chair, Keith Patterson, Secretary/Treasurer, Tony Libke, Councillors, Bill Clarke, Malcolm Hobb, Emma Doney, Tim Guy, Elouise Cave, Sandie Collins and Stan Wetherall.

## VICTORIA

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### VICTORIAN AGM - TOWER HOTEL

The Victorian Division Annual General Meeting was held on Wednesday night, 6 August. We had guests along with committee members in attendance. We reflected on a good year past with a few ideas being floated for the coming year aimed at more educational, social and networking opportunities being arranged which are aimed at benefiting our Members. The night was concluded with dinner and drinks and all had a good time.

Mark Rogers, who has been our Chairman over the last two years (who has actually been the Victorian Chairman for seven years in total over three stints), resigned his position on the council. He has been an integral part of the team and a great ambassador for the Victorian Committee and has seen AICLA Victoria grow in his time as Chair.

Margaret Rogers, who has been our Secretary for the past 8 years continuous, has also passed the baton. Margaret has been integral in keeping the Victorian committee in order and will be missed at our monthly meetings.

David Brown has also stepped down from his duties as Treasurer into a Councillor role. His experience and skills in arranging the annual Christmas Gala are second to none.

The new committee for 2014/2015 is made up as follows;

Chairperson	David Pockett
Secretary	Michelle Newman
Treasurer	Craig Feather
Councillor	Peter Kent
Councillor	David Brown
Councillor	Nish Chandra
Councillor	Narelle Handley

If you have any suggestions and or comments for your Victorian Council relating to the industry including ideas for functions please do not hesitate to email Michelle Newman at [mnewman@lkagroup.com.au](mailto:mnewman@lkagroup.com.au), who will pass it on to the committee accordingly.



### “TALES FROM THE UNDERWORLD” – 2014 AICLA CHRISTMAS GALA

**We promised you something different for this year’s Gala function and we will deliver.**

We are using the same venue as last year which is the esteemed Jim Stynes Room at the MCG. This room is very large with ample room to mingle with guests and has an inspiring backdrop to the playing ground.

We will have prizes, gifts and also our dairy presentation on the night!!! Of course with drinks and a superb three course meal thrown in.

The night is set for Monday 8 December 2014 – so get the conversation started and book your tables for a great night out. This night has been a great opportunity for you to bring clients and industry guests with excellent feedback received from years past.

Oh yes and the key speaker for the night will be John Silvester- many of you might better know him as Sly of the Underworld or the co-writer in the Underbelly series of books. John can be heard as a regular on 3AW radio, is a crime reporter for the Age and also is known as one of the best “people-in-the-know” if you know what I mean (...too many knows?). I’m sure his presentation will be extremely interesting and who knows, he may have a thing or two to say about happenings in our industry??



**For more information please [click here](#) to see the information pack at and for any questions please do not hesitate to contact Narelle Handley on 0431 686 571 or [narelle.handley@cl-au.com](mailto:narelle.handley@cl-au.com) and all bookings to be made via [mnewman@lkagroup.com.au](mailto:mnewman@lkagroup.com.au).**

**We look forward to seeing you there!!!**

## NEW AND ELEVATED MEMBERS

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

### NEW MEMBERS

Name	Class	Division
Timothy Wong	Provisional	Int (Hong Kong)
Nigel Lloyd	Affiliate	Western Australia
Cherry Stevenson	Provisional	New South Wales
Swandhana Lutvie Andriyantana	Affiliate	Int (Indonesia)
Kwanbena Larbi	Affiliate	Int (Ghana)
Nathan Pennings	Affiliate	Queensland
Johann Luus	Provisional	Int (South Africa)
Thamitran Selvendran	Provisional	Int (Malaysia)
Naresh K. Logan	Provisional	Int (Malaysia)
John Hastings	Associate	South Australia

### ELEVATIONS

Name	Class	Division
Declan Robinson	Affiliate	New South Wales
John Burrows	Fellow	New Zealand
En-lai Chan	Affiliate	Victoria
Andrew Stevens	Fellow	South Australia

## SOUTH AUSTRALIA

### ANNUAL GENERAL MEETING

On Thursday, 21 August 2014 the SA Division held its annual general meeting at the Goodwood Park hotel. The current chairman Michael Collins resigned his position and a new chairman Mark Green from Innovation Group was elected.

The committee now comprises the following members

Mark Green	Chairman	Innovation group
Gary Kelly	Secretary	Equity adjusters
Robert Lumsden	Treasurer	
Debbie Avery	Councillor	Crawford and Company
Samantha Moros	Councillor	Crawford and Company
Richard Jones	Councillor	YDR Chartered loss adjusters
Chris Martland	Councillor	Cunningham Lindsay

The committee is now represented by 5 separate companies with the first meeting of the new committee scheduled to occur in September 2014.

I wish to personally thank the members of the committee for their commitment and effort over the past 12 months and wish the committee well for the future.

### ANNUAL LUNCHEON

On Friday, 15 August 2014 the SA Division held its annual luncheon at the Adelaide Oval with a record attendance of 154 people. The guest speaker was well-known entertainer and radio broadcaster Mr Peter Goers. During the luncheon Amy Moore from Crawford and Company was awarded the Charles Buchanan prize for achieving outstanding academic results in the subject of Liability Loss Adjustment. She was awarded a framed certificate and a cheque for \$400. The committee congratulates Amy on her achievement and encourages other students within SA Division to follow suit.

A raffle was held on behalf of the RSL Insurance Sub Branch which raised record sales this year. The money was donated to the War Veterans Home at Fullarton and Legacy. The RSL Insurance Sub-Branch thanks members for their support and looks forward to seeing you at next year's function.

*The photograph of the committee is as follows (from left) Michael Collins, Gary Kelly, Robert Lumsden, Debbie Avery, Peter Kerr's and Mark Green.*



## NEW SOUTH WALES

### ANNUAL LUNCHEON

The annual luncheon was held at the Royal Sydney Yacht Squadron on Friday 25 July 2014. The event was again well supported by members, diary advertisers and guests. Michael Cooke AICLA President and Tony Libke CEO, were pleased to accept the invitation of the Division to attend this popular event. The entertainment for the afternoon was provided by motivational speaker Paul De Gelder who spoke passionately and honestly about his experiences having survived a shark attack whilst working in Sydney Harbour for the Australian Navy.

### NSW/ACT AGM

The Division AGM was held on Wednesday 6 August 2014 with the following councillors elected for 2014/2015:

Chair	Christine Boardman
Secretary/Treasurer	Meryl Smith
Councillors	Troy Brettle, Andrew Bristow, Rik Brown, Joanna Elias, Simon Hovian and Craig McLeod

The committee would like to express its appreciation and thanks to Kevin McElhenny for his active participation as both a councillor and Chairman of the New South Wales/ACT division over the past 4 years

The newly elected committee will be meeting shortly to plan events for the division in Sydney and regional areas for 2014/2015. Members are encouraged to provide any feedback or suggestions for education member meetings in particular subjects and topics of interest for presentation and discussion.

### SAVE THE DATE

#### Cocktail Function - Thursday 27 November 2014

The end of year cocktail function will be held at the Australian Museum in the Dinosaur Gallery - please save the date with invitations to be issued closer to the date.



## INTERNATIONAL

At the International Division AGM held on 21 August the following members were elected for 2014/15:

Division Chair	Budi Maharesi
Treasurer	Andrew Khoo
Secretary	Tony Libke
Councillors	Paul Lam, Stephen Kwang and Johari Subianto

### AAFI CONFERENCE – GOLD COAST

The Australasian Associations of Fire Investigators conference and workshop will be held at the Sofitel Hotel, Gold Coast on 8-10 October 2014. The keynote speaker at the conference and facilitator for the full day workshop is renowned US fire investigation expert John Lentini. The early bird registration deadline has been extended to 5 September 2014.

[For a copy of the full programme click here.](#)

**AAFI 2014**  
Australasian Associations of Fire Investigators  
Conference 8 - 10 October 2014  
BroadBeach Gold Coast

**CONFERENCE & WORKSHOP**

**FIRE INVESTIGATION - ACHIEVING BETTER OUTCOMES**

Hosted by **QAFI**  
Aust Chapter No. 55

**GOLD SPONSORS** **COOPER GRACE WARD** LAWYERS **RACQ** Insurance  
Part of Queensland's Largest Club

## AICLA HISTORY PROJECT UPDATE

Thanks to everyone who has contacted me, dropped in, emailed information and shared old photographs and documents. I must say, however, that I haven't met a single loss adjuster yet who hasn't told me that some other bloke he knows has much better stories to tell than he does!

In the past month I've been looking into Cyclone Tracey and have contacted the Philip Garrood's sons in Adelaide, and interviewed John Minter in Brisbane who has thoughtfully provided excellent slides of the disaster and the loss adjusters who were there in 1974. Thank you to Richard Knight in Adelaide for all his assistance as well.

The Victoria, South Australia, Tasmania and New Zealand Divisions have been in touch, I have some good leads for the Asia Division, and I still await contacts from New South Wales and Western Australia.

Please, if you have any of the following, email or ring me:

- Stories about significant episodes in your loss adjusting career
- Information about loss adjusters in your area that are now retired and may be able to contribute
- Interesting moments in the history of loss adjusting in the area as far as political changes, associations, laws, etc.
- Photographs! Any photographs of the early days of loss adjusting whether of adjusters or sites of disasters (natural or otherwise).
- Archival documents such as newspaper clippings, old letter head and business cards of interest. I will be collecting, scanning and digitalizing archival material periodically and promise to return every piece of material provided to this project.

**Do you know who these people are???**

**If you recognize anyone from this photo, please email me.**



**I look forward to hearing from more members in the following month.**

**Elizabeth Marx**  
0434 998 360  
61 7 3229 6663  
[adminoffice@AICLA.org](mailto:adminoffice@AICLA.org)



## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### INDUSTRIAL SPECIAL RISKS WORDINGS

Surely all Australian loss adjusters are more than familiar with the venerable Industrial Risks Mk IV policy wording, which has in fact been in existence since the 1980s. A little stretch of the imagination places the origin the better part of half a century ago! Since then of course we have the Mk V version, only a little less mature!

Interestingly, the Mk IV version is still preferred by many (possibly most) brokers. One broker who was asked the reason replied that it was because the Mk IV wording was 'well-tested in the courts'. A very experienced and well-respected adjuster challenges this view and indeed one of our major brokers uses the Mk V wording in preference.

What are the differences between the two wordings? In fact — apart from general layout, section arrangement and paragraph numbering — surprisingly few! A notable exception is the infamous Mk V definition of 'premises' which in some cases of bad schedule drafting can inadvertently considerably widen the application of the public utilities extension. At CPD063 and CPD064 we have completely analysed both policies in detail and have enumerated differences in both the Section 1 and Section 2 covers.

Sometimes, updates are appropriate to our on-line CPD papers. Since the last newsletter, we have issued a new paper CPD001, featuring claims-relevant extracts of the new General Insurance Code of Practice 2014. We have also updated CPD050, 3D Printing, in view of recent developments in combining X, Y and Z axis movements.

Our on-line CPD facility is available on a 24/7 basis and is provided to assist all members, especially those with time and distance problems. You can access the facility via the hotlink below, or by navigating through 'Professional Development' on the AICLA website Home Page. Members should use the User Name **cpduser** and the password **aiclacpd**. Your browser may offer the opportunity to 'Remember this password'.

We look forward to seeing you there!

[Go to on-line CPD now.](#)

# AUSTRALIAN NETWORK ADJUSTERS (VRS Global Partner)



## GENERAL PROPERTY ADJUSTERS – SYDNEY

Australian Network Adjusters (ANA) has earned an enviable position in the market as providing one of the best claims handling services. The Company's competitive advantage and growth strategy is based on using the best people to deliver our proprietary developed Process Management System to Clients who value knowledge based expertise, experience and personal service. Our business model of strategic alliances allows us the flexibility to form partnerships with individuals and companies who share this vision.

ANA has been in the market for over 14 years and has been endorsed by our Clients as continuing to deliver on our promises and commitment in providing reliable and quality service.

As a result of this and following the securing of additional contracts, we continue to grow.

Furthermore, ANA is the Australian partner of VRS Global, an international network of over 300

adjusting companies from more than 90 countries. With adjusting nominations on over 200 international corporate accounts, this partnership has led to ANA receiving a number of major loss appointments in Australia.

We are opening a new office in Sydney and are currently looking for General Property loss adjusters to join our team. We expect that you would be an experienced adjuster, with experience in handling all types of Property losses, predominantly Commercial lines and Strata.

Membership of AICLA or willing to join would be an advantage.

**Please direct all applications to our General Manager, [brian.treloar@ana.net.au](mailto:brian.treloar@ana.net.au) or call Brian Treloar on 0413 562 562 for further details.**

**All enquiries will be handled in the strictest of confidence.**



**AICLA offers members the opportunity to advertise positions vacant in LA News.**

The cost is 200.00 (+ GST) and the advertisement will be run for one month. 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.