

brokerwise

Brought to you by: **Council of Queensland Insurance Brokers Inc**

Welcome to **brokerwise**

Within the pages of this quarterly newsletter we plan to bring you a variety of interesting stories, opinions and news items.

in this issue

- Insurance**
...first aid.
- Car Theft**
...numbers reduced.
- Tax Time**
...oh, super.
- Work Choices**
...it's the law.
- CQIB Convention**
... new venue for 2006
- Career Opportunities**
...in our industry.

Insurance in Action

It's only been just over two short months since the devastation in North Queensland by Cyclone Larry and already more than 95% of the loss assessments associated with the disaster have been completed.

People affected have generally been pleased with the insurance industry's response thanks in no small way to the sterling efforts of the Insurance Disaster Response Organisation (IDRO) and its exceptional response to the disaster despite tough conditions and a lack of access to the most severely affected areas around Innisfail.

IDRO statistics show insurers have received around 18,000 claims with an estimated insured damages bill of about \$350 million. However, the figure

could increase because claims are still trickling in to insurers.

Almost immediately after the cyclone hit, insurers had teams of loss adjusters and claims officers waiting in places like Townsville and Cairns to start assessing claims. Insurers had on-site temporary offices and 24-hour help lines to help affected policyholders. Immediate cash settlements were made in some cases. 🐼

“Disasters can be said to have occurred when the normal community and organisational arrangements cannot cope with a hazard impact.”

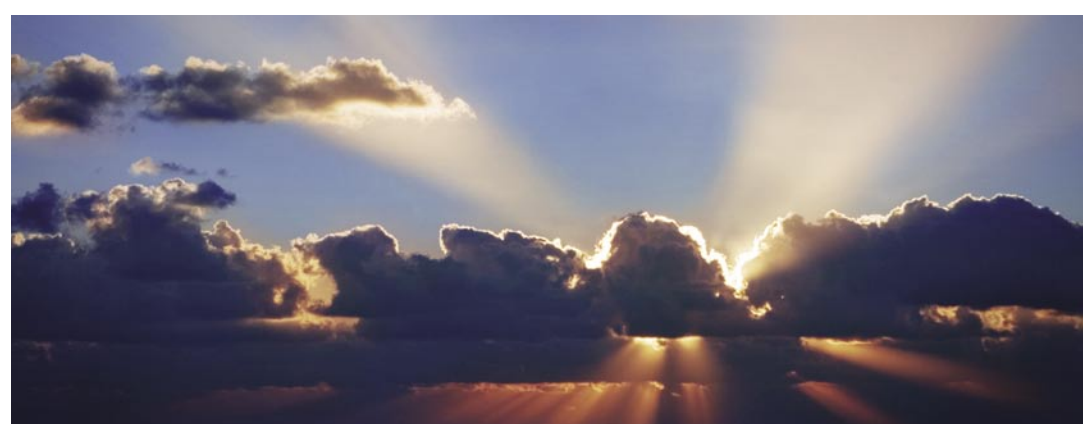
Commonwealth definition of a disaster.

About IDRO

The Insurance Disaster Response Organisation (IDRO) has been set up to provide timely and efficient assistance to policyholders after a disaster and assist insurance companies and their agents by establishing contact with government at all levels. The IDRO is in essence a partnership of insurers, reinsurers, brokers, loss adjusters and the Insurance Ombudsman Service Limited and are all represented on the National Committee which reports to the Board of Directors of the Insurance Council of Australia (ICA).

The IDRO provides a single point of contact in each State and Territory through ICA's State Coordinators to assist policyholders affected by a disaster. This may be by providing information on how to lodge a claim; giving general advice and assistance to those with possible insurance claims; and helping policyholders to identify their insurance company if they have not already done so. 🐼

More information: www.idro.com.au



Car thefts plummet



Australia is now experiencing its lowest number of vehicle thefts on record with the count almost halving over four years. In 2000 the number of vehicles stolen was 139,284 which by 2005 had dropped to 82,837.

Authorities claim vehicle immobilisers and young offender programmes have been largely responsible for the drop in the number of thefts.

Generally, 77% of stolen vehicles are recovered within weeks. However, the numbers of un-recovered stolen vehicles have remained static over the years. Popular models more than ten years old account for 7 out of every 10 thefts even though these vehicles represent only 40% of the total number of vehicles within the nation.

Statistics from West Australia, where a compulsory immobiliser programme is in force, are most

interesting. They show a drop in thefts in 2005 of 12% compared with the other State average of 5% where immobiliser programmes are optional

Young opportunistic thieves account for 3 out of every 4 cars stolen. While most stop offending as soon as they are caught, or simply grow out of it, 15% develop entrenched habits and become high-rate offenders and by their late teens some will have stolen hundreds of vehicles.

The Federal Government's U-Turn Programme, a crime prevention initiative aimed at diverting young people from motor vehicle theft, is proving successful. In Queensland, U-Turn, operated by the YMCA under contract to Queensland Police, has delivered outstanding results in its first full year. In fact, Queensland won the Australia-wide award for best results.

Even so, un-recovered vehicles continue to cause concern. Most are no doubt stolen by career criminals and re-sold, 're-birthed' or sold off for parts. As always a good insurance policy is the best personal protection and we can make the crims work hard for their booty by locking and immobilising our vehicles when leaving them unattended. 🐶

Source: Statistics provided by the National Motor Vehicle Theft Reduction Council.

June 30

Yes employers, it's that time again. End of financial year accounting is here and, depending on when you're reading this, only days to go before your superannuation obligations to your employees need to be firmly in place.

And don't overlook your own nest egg. We may be teaching you to suck that egg but it's always worth

saying; superannuation is an excellent, long term retirement investment vehicle. But you knew that didn't you? Before you get stuck into the important work today, do something really important, call your financial advisor and make an appointment to move funds into your super. If it's too late for this year, think way ahead and plan now for next. 🐶

Laws of the Universe

Law of Probable Dispersal:

Whatever hits the fan will not be evenly distributed.

Law of Biomechanics:

The severity of the itch is inversely proportional to the reach.

Law of the Theatre:

The people whose seats are furthest from the aisle arrive last.

The Airplane Law:

When the plane you are on is late, the plane you want to transfer to is on time.

Law of Probability:

The probability of meeting someone you know increases when you are with someone you don't want to be seen with.

Bedfellow's Law:

The one who snores will always fall asleep first.

Law of Location:

No matter where you go, there you are.

Cole's Law:

Thinly sliced cabbage. 🐶

Workplace Reform

The changes brought about by the *Workplace Amendment Act 2005* (commonly known as Work Choices) which commenced in March 2006, represent significant changes to Australia's industrial relations system.

While they represent an opportunity to re-shape the way you manage your workplace for the benefit of your business, they also introduce new obligations to meet. Especially in relation to managing hours of work and maintaining employee time and wages records.



While strategic opportunities to align your industrial relations operations and employment practices with your business plans should be a normal part of your planning process, immediate Work Choices compliance steps should be taken including a review of your organisation's:

- letters of offer and employment contracts;
- employment policies and procedures; and
- HR systems

...to ensure they meet the requirements of the new laws including the Australian Fair Pay and Conditions Standard and the new employee record keeping requirements.

Building and Construction

The changes to the old Workplace Relations Act 1996 have presented Building and Construction as the first industry targeted by the Coalition for legislative reform.

In addition to legislative and regulatory authority reform the federal government seems determined to use its purchasing power in the construction industry to achieve behavioral change.

Already, the government has passed the *Building and Construction Industry Improvement Act 2005*. Other legislative reform may be in the pipeline including a new *Independent Contractors Act* to codify and regulate the operations of independent contractors, not only in the building and construction industry, but in all Australian workplaces.

If your business comes under these influences... keep your eye on the goalpost...not just the ball. 🐻

CQIB Convention

It was a new events program and a new venue for the 14th Annual CQIB Convention held at the Gold Coast International Hotel on the May Day long weekend. Once again, good fellowship and the opportunity to meet with fellow brokers, service providers and other good friends is what made it the highlight of the Queensland broker year.

A highlight of the presentation seminars was the address by paralympian, Karni Liddell, a vivacious and remarkable young woman who shared excerpts of her life with us. A truly memorable and moving experience and one that made all who witnessed appreciate their own lot in life, especially the relative good health and good fortune we take so much for granted.

At this year's Convention, the CQIB was pleased to sponsor Special Olympics Queensland in fund-raising for the upcoming Special Olympics 2006 national event on the Gold Coast in October. The rallying call went out and Council members, guests and friends opened their hearts and their chequebooks to the tune of \$2172 in support. 🐻



Special Olympics
Queensland

We need good people!

Insurance brokers are independent insurance professionals who work as either individual brokers or for broker organisations. Brokers represent their customers, assessing their insurance requirements to find the right insurance policy that best suits their needs.

In addition to understanding their clients' needs, brokers need to stay ahead of the latest trends, available insurance covers and the cost of covers. They help consumers find and arrange insurance but their responsibility lies with the client, not the insurance company. They must be licensed as a broker for their type of business. In Australia, approximately 80% of businesses and 15% of domestic consumers arrange insurance using professional insurance brokers.

Brokers are required to have the technical knowledge, skills and qualifications to effectively represent their clients and pursue specialist study to ensure they are properly qualified.

Along with many occupations, professions and trades the insurance broking industry is presently struggling with a shortage of staff. There is plenty of work ...but not enough good people to carry out that work.

A career in insurance is not all suits and paperwork. It offers diverse challenges, great career paths, high income potential... and there is a wide choice of career opportunities. In Australia, traineeships have been set up to

encourage young (and not so young) people with getup-and-go to come and join us.

The schemes are Government funded and are designed to encourage new applicants to undertake relevant training and to also encourage current industry employees move into more responsible job roles.

The courses can commence at any time during the year with a study curriculum supplied through the internet. These courses cover the foundation skills to work in an insurance broking office in a variety of advisory, claims or policy handling roles.

If you have a relative or friend looking for a satisfying and financially rewarding career, or are considering a career change yourself, insurance, and in particular the broking side of it, could be just right for you.

For more information about a career in this dynamic industry visit the websites listed below or send an enquiry email to the National Insurance Brokers Association College at traineeships@nibacollege.com.au.

www.nibacollege.com.au
www.theinstitute.com.au/careers



wisewords ... on Work.

Nothing is really work unless you would rather be doing something else.

James M. Barrie

When a man tells you that he got rich through hard work, ask him: 'Whose?'

Don Marquis

Be sure ...before you insure!...ask your Council of Queensland Insurance Broker about...

COMMERCIAL AND RETAIL INSURANCE

- Business Property
- Business Interruption and Loss of Rent
- Liability, Money, Glass Breakage
- Burglary
- Machinery Breakdown
- Computer
- Goods in Transit
- Contractors Risk
- Motor
- Tax Audit

LIABILITY

- Public Liability
- Products Liability
- Professional Indemnity
- Directors and Officers
- Employment Practices Liability

PRIVATE AND DOMESTIC INSURANCE

- Home and Contents
- Car, Caravan, Boat and Trailer
- Travel

INCOME PROTECTION INSURANCE

- Long Term Disability
- Sickness and Accident

LIFE, SUPERANNUATION, PARTNERSHIP

- Mortgage Protection
- Key Man
- Term Life
- Superannuation



The CQIB represents over 50 Queensland firms employing nearly 400 staff and placing \$400,000,000 in annual premiums. The CQIB charter is to maintain the level of professionalism of its members by the sharing of knowledge, information and ideas.

For more information visit www.cqib.org.au

Acknowledgements

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