

RECORDS MANAGERS FORUM

***“DAMAGE – THE JOURNEY FROM
DESTRUCTION TO RECOVERY”***

Presented by: Christine Boardman, Executive General Adjuster

Introduction & Overview



History of Insurance



Insurance

- What is insurance?
- Classes of insurance



Insurance

- What is a Loss Adjuster?
- What does a Loss Adjuster do?



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Treasury Managed Fund (TMF)

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Statement of Cover

- **Material Damage**

Loss or damage sustained *“provided the loss and or damage is fortuitous, real and can be quantified in monetary terms ...”*

- **Consequential Loss**

Which occurs as a direct result of the physical loss or damage

Basis of Settlement

- Material Damage
- Consequential Loss



Huntingwood Hailstorm – ANZAC Day 2015



Dungog Flood Damage –2015

Claim Event

- Various types of Loss and Damage
- Responding to Events



Bundaberg Floods 2013



Christchurch Earthquake 2011



Black Saturday Bushfires – Marysville, Victoria - 2009

Stakeholder Interest

- Key Parties
- Decision Makers – Management
- Decision Makers – Operational (internal and external)
- Skill Sets
- Project Control Group (PCG)



Bring the Loss or Damage Under Control

- “First Five Minutes of the Claim”
- ‘A to Z’ Implications - Understanding the Issues, Drivers, Critical Path Items, At Risk Issues
- Mitigation
- Timeliness
- Fluid and Flexible Decision Making



Hinkler Shopping Centre - Bundaberg Floods 2013

Communication

- Stakeholders
- Managing Expectations
- Media Management
- Crisis Management
- Ministerial Advice



Material Damage

- Reinstatement
- Costs Incurred



Christchurch Earthquake - 2011

Material Damage

- Extra Costs of Reinstatement
- National Construction Code (NCC) Compliance
- Heritage
- Asbestos
- Mould



Consequential Loss

- Loss of Revenue
- Increase in Costs of Working (Additional Expenditure)
- Mitigation



Recovery

- Secure the site
- Investigation
- Gather evidence
- Identify and engage
- Identify witnesses
- Legal Professional Privilege



Monster Skate Park, Sydney Olympic Park Fire – May 2017 -
above fire origin

Cyber Crime

- The next big thing in insurance
- Intangible
- Coverage issues
- Cyber Incident Response Team – Crawford



Case Study 1. State Library of New South Wales – Water Damage



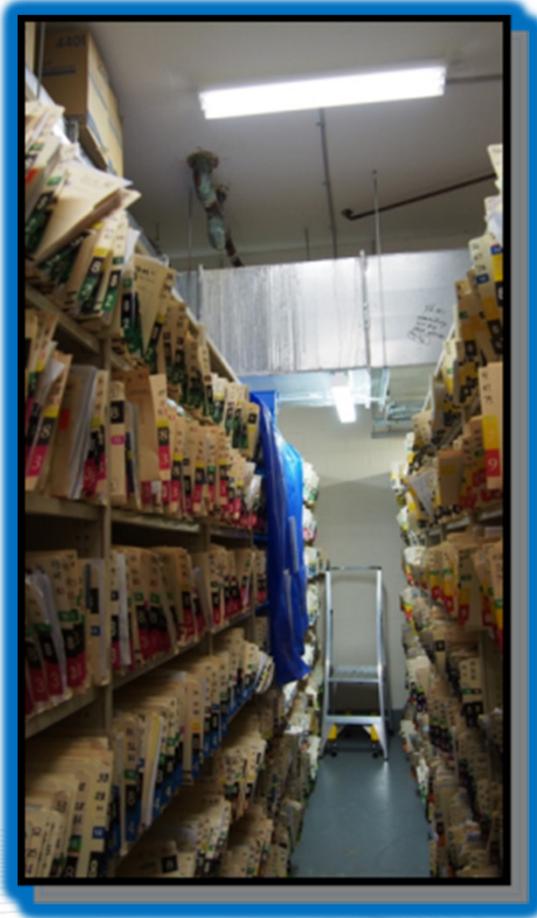
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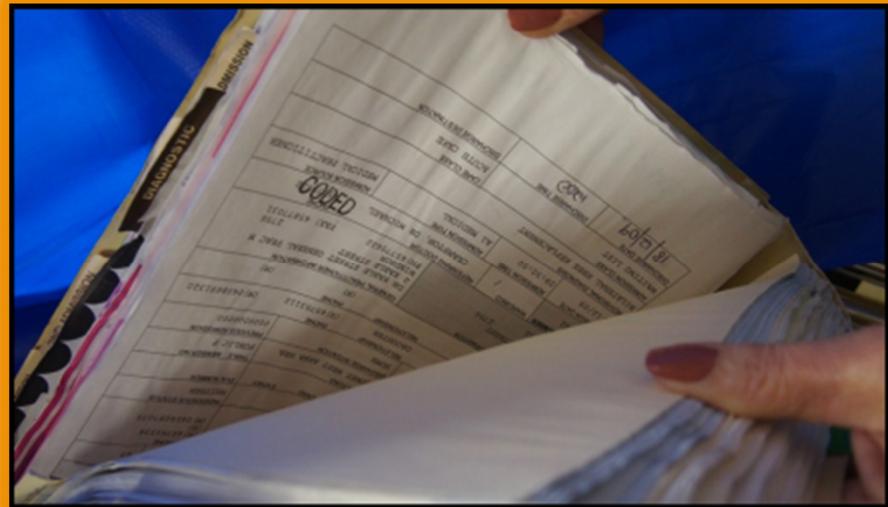
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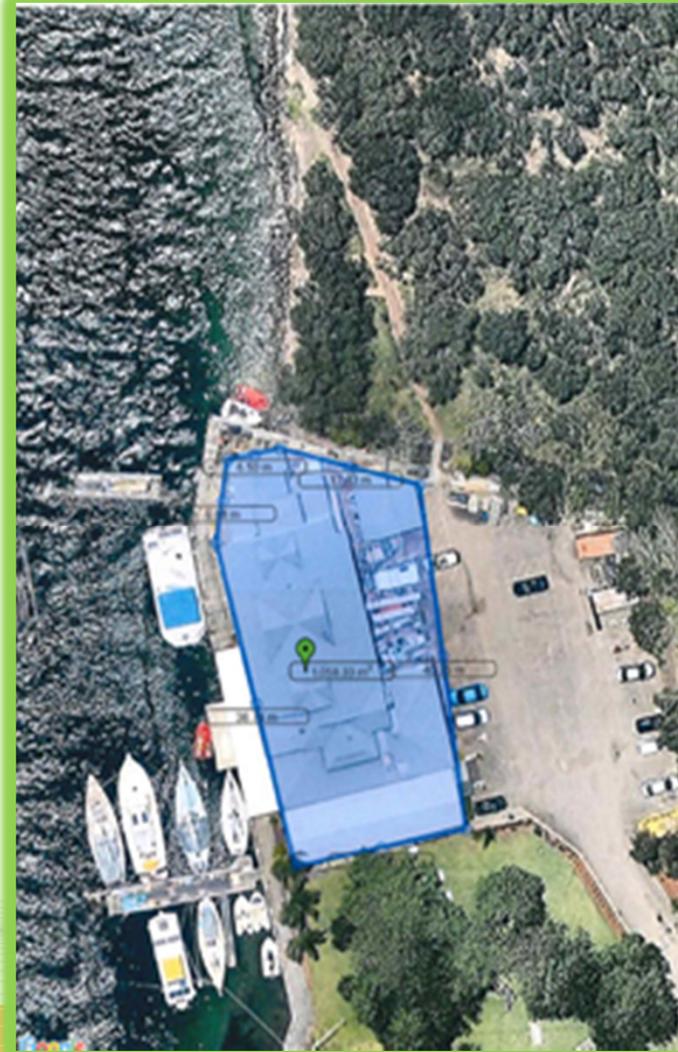
Case Study 2 - Medical Records



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Case Study 3 – Pelican Marina Collapse (Office of Environment & Heritage)



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Case Study 4 – Marsden High School – Fire Claim (Department of Education & Training)

Block A

Block B



Blocks A & B – Smoke Damaged

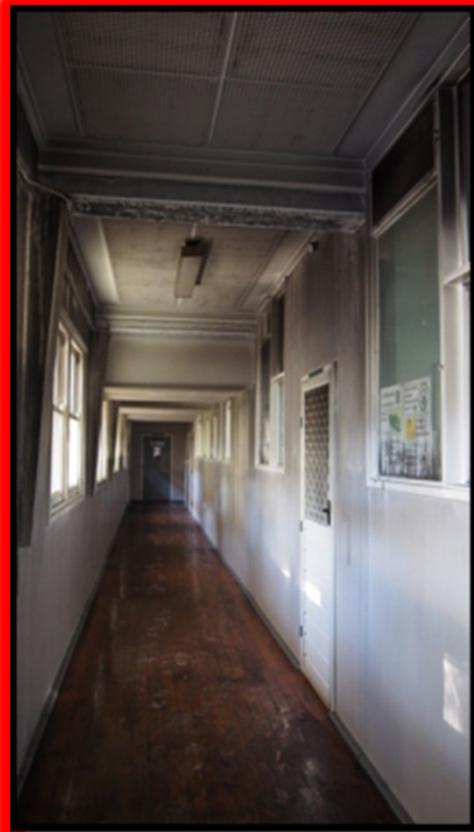
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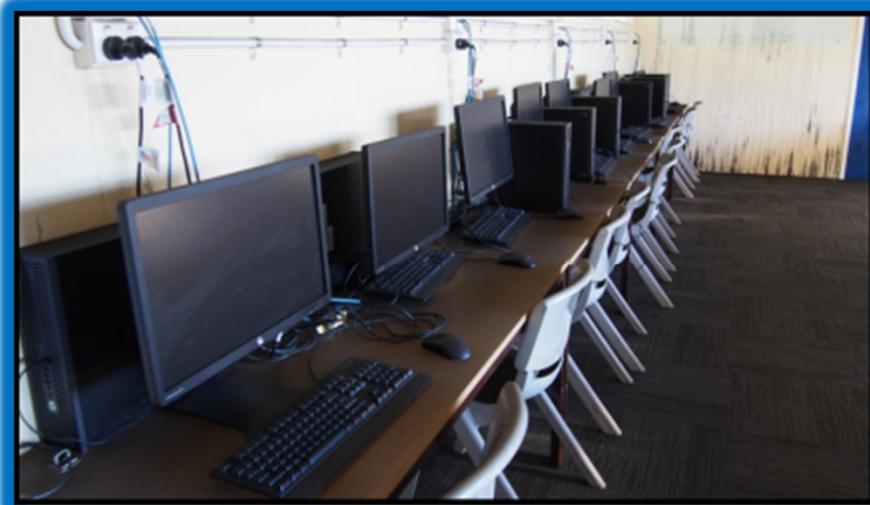
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Case Study 5 – Sydney Olympic Park Monster Skate Park - Fire



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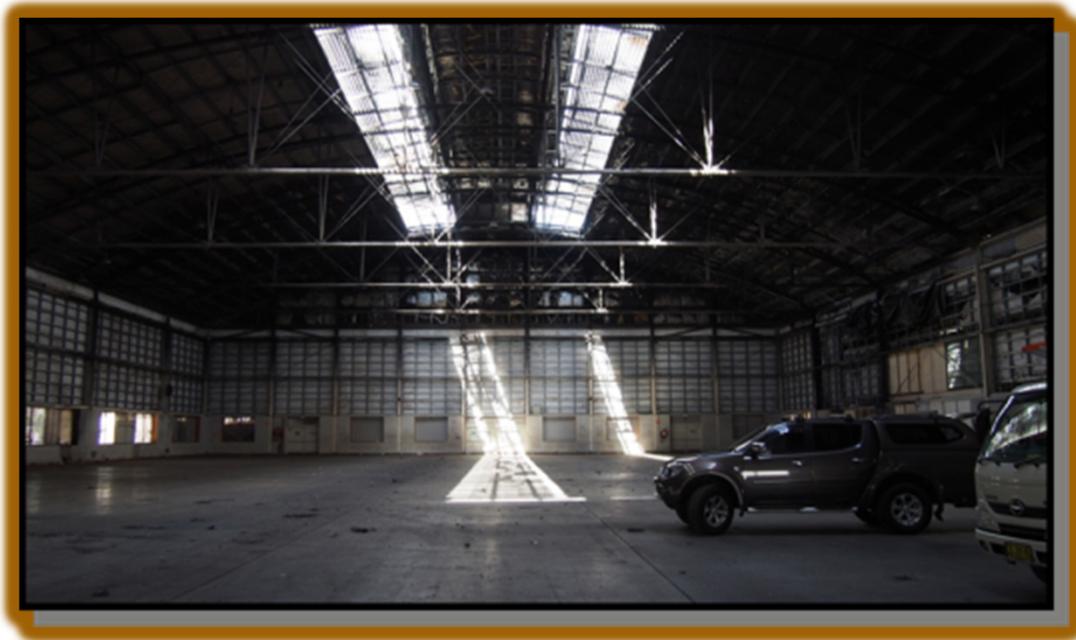
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