

Catholic Church Insurances Limited

# Scene

Insurance news and ideas for organisations of the Catholic Church

N°30 2001



## Maximising playground safety

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## View Point



I would like to take this opportunity to inform you of the appointment of Mr Norman Griffiths as a new director to the Board of Catholic Church Insurances Ltd. Mr Griffiths fills the vacancy left by the retirement of Bishop Kevin Manning, last year.

Mr Griffiths brings with him over 25 years of industry experience

having served since 1983 as Regional Manager for Victoria, Tasmania and South Australia with Munich Reinsurance Company of Australasia Ltd until his retirement in March 2001.

As well as complementing the expertise which already exists on the Board, Mr Griffiths' appointment also reinforces the Board's commitment to the strong prudential management of the company and the Catholic Church.

Investigations into the failure of HIH earlier in the year will probably include the role and expertise of that company's Board and its contribution to the group's financial demise.

While the media attention following the HIH collapse in March 2001 has been drawn elsewhere more recently, I am sure that there will be some re-focusing now that the HIH Royal Commission has commenced.

The speed with which the General Insurance Reform Bill passed through Parliament is an indication of the commitment of all political parties to put the spotlight on the insurance industry. This Bill encompasses a reform package, which gives The Australian Prudential Regulation Authority (APRA) the power to set a series of standards for better assessment and management of the industry. I hope that these

legislative changes will help to restore the community's confidence in this industry after the failure of HIH.

Similarly, I feel that the HIH situation should be a timely reminder of the value to the Catholic Church of having its own insurer. Catholic Church Insurances commitment to the prudential management of the Church's finances will not be compromised in any way.

As CCI Investment Management Limited (CCIIM) continues to grow and evolve, we are constantly looking at providing new and improved investment options. A number of our clients have requested CCI to examine the development of an ethical trust. Work is now under way to introduce a new trust for "Socially Responsible Investments" (SRI) which we believe will be of great benefit to Church investors.

We at Catholic Church Insurances constantly assess the needs of our Church clients in the insurance and financial services fields. We strive to serve the Church in those matters which are central to their missions.

**Peter Rush**  
General Manager, Catholic Church Insurances



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# HIH Insurance Update

As most of you will already be aware, Australia's second largest insurer HIH placed itself into provisional liquidation on 15 March 2001. Although CCI has no direct involvement in any form with HIH Insurance, there will still be some impact upon CCI and the Church community.

The Federal Government has announced a Royal Commission to fully investigate the circumstances surrounding HIH's failure, the actions of Commonwealth and State regulatory bodies and whether changes should be made to the current legal framework.

While the findings will not be known for some time, CCI is endeavouring to keep its clients informed and up-to-date with the current state of affairs.

According to CCI's General Manager Peter Rush, Catholic Church Insurances will be indirectly affected by some financial implications brought about by HIH's liabilities. These are set out below, state by state.

## Indirect impacts to CCI and the Church

### New South Wales

- The NSW Government has announced plans to impose a levy on the insurance industry of \$69 million per annum for each of the next five years with the contribution from each insurer based on market share. The draft legislation prohibits this tax being passed on to policyholders. As such, it becomes a tax on shareholders.

### Western Australia

- To cover the shortfall to those employees covered by HIH, the WA Government has already announced and passed a Bill to levy all Workers' Compensation insurers at a rate of 5 per cent of their total workers' compensation premium income.

### South Australia

- CCI is regarded as a workers' compensation self-insurer where a State Government scheme applies. We do not believe that there will be any additional cost.

### Tasmania

- We have received correspondence from the Tasmanian Workers' Compensation authority that they will be looking at a levy to fund the 'nominal insurer'. So far they have not determined the amount.



*CCI General Manager Peter Rush.*

## Vic, Qld, NT and ACT

- At this stage, there has been no announcement by any of these governments and it is unlikely that any levy would apply to CCI.

## Current position of CCI

"Catholic Church Insurances places as much emphasis on the prudent financial management of the Church's reserves as we do on the day-to-day management of claims," Peter Rush says.

"The company quite deliberately maintains a solvency margin (a measure of our ability to pay current and future claims, if you like) of four to five times the minimum required by the Australian Prudential Regulatory Authority (APRA)."

CCI maintains an appropriate level of reserves for future claims – both known and unknown – and these reserves are tested and reported on to management and the Board twice a year.

The collapse of HIH Insurance confirms that:

- the size of a company does not indicate its financial strength nor its good management, and
- insurance is not a service that should be purchased based on price. The cost of insurance is often more than the premium paid.

"The whole problem should be a timely reminder of the value to the Church of having its own insurer," Peter says. "It should reinforce that the prudential management of this part of the Church's finances is too critical to be conducted outside the Church."

"CCI's commitment to this management is very high. There can and will be no relaxation of the high principles established by the founders of Catholic Church Insurances in 1911 and continued by my predecessors."

# Rising from the ashes

## Parish Plans

The end of the year is a busy time for any school, but last year it became a nightmare for Melbourne's St Paul's College in the form of a deliberately lit fire. College principal Christopher Stock tells how a massive organisational effort led to the newly refurbished building being ready for business on the first day of term one.

"It was a smoky, sodden, watery mess," says Christopher, describing the college's administration block and multi-purpose hall the morning after the fire.

The fire started at 2.00am on 24 November in the school's uniform shop and was well-established by the time emergency services arrived, having found its way into the roof area and spread to the adjoining McCoy hall and offices.

Ironically, the water from the fire fighters' hoses caused the biggest headaches, saturating everything in its path.

Photocopiers, computers, facsimile machines, the public address system, furniture and thousands of files were ruined. In addition, there was smoke damage to the stage curtains.

St Paul's was on the phone to Catholic Church Insurances straight away and before long, loss adjustor Chris Lee from Robertson and Co had been appointed to assist in the recovery.

"Chris was very efficient," says Christopher. "He was always available, very professional and very supportive. In those early days after the fire, he was instrumental in helping to relocate college operations to Marianist House. He pulled together teams of people to set up phones and computer lines."

Due to the linear design of the college, some of the administration functions, including the deputy principal's office, were located in another area. Christopher and his staff were able to temporarily take over office space at the other end of the college.

### And the clean up began.

Every salvageable object was taken to the hall and sorted into bundles. An enormous amount of evaluation and restoration of items was required.

"Literally every piece of paper in every file was looked at and replaced," Chris says. "It was very tedious."

The builders, Johns and Lyng, stripped the damaged buildings back to the bare bones. All that remained was a concrete floor, bare walls and open beams.



*St Paul's College principal Christopher Stock.*

"One day in December, there would have been close to 30 people swarming over the site," says Christopher. "The whole area was zoned off with safety fencing and we had to redirect student movement – 650 bodies everyday."

The school management had been planning to do up the front reception area prior to the fire so they were able to use the opportunity to make some changes.

"We put some of our own money in and were able to make it more open, welcoming and classy," Christopher says. A few walls were knocked down, two interview rooms were created and work-stations were enlarged to build a more satisfying work environment.

The uniform shop, which was run by an independent company, Noone, was completely burnt out. The proprietors had to quickly replace all the uniforms and relocate to cater for the influx of new grade sevens.

The fire did not really impact on the student population, as the classrooms were not damaged. "It was our interface with the outside world that was lost," says Christopher.

College operations returned to the refurbished administration centre for the first week of the 2001 school year. An official opening and blessing ceremony was held on May 22.

"Many people have commented on their surprise that such a high standard refurbishment could be achieved with such speed," Christopher says. "That Liam McCarthy, the CCI National Claims Manager, was ready to come out to the college on two occasions to assess progress and expedite matters indicates the level of support we received. They walk the talk. They lived out their mission in the way they worked with us."

A sculpture designed by Leopoldine Mimovich now graces the entrance of the refurbished and redesigned reception area. Poldine created *The Resurrection* after her recovery from a serious illness.

"Her work is also a powerful symbol for the transformation of the ruined buildings we walked through on that November morning to the high quality facilities we had returned to us," Christopher says.

# Lock it or lose it!

Car theft costs Australians millions of dollars every year. In fact, in 1999, it cost one billion dollars with 32,098 vehicles being stolen in Victoria alone. This adds an extra \$100 to our insurance premiums.

What can you do to lessen the likelihood of your car being broken into or being stolen?

CCI's Property Claims Officer Peter Alford says that although motor vehicle theft (and theft from motor vehicles) is one of the most prevalent crimes in today's society, it is also among the most preventable.

"Fortunately, our clients don't fall victim to car theft very often but many cases that we have dealt with have involved buildings being broken into and sets of keys being stolen from offices," he says. "Staff vehicles are often parked in a yard or car park nearby and if thieves see something valuable inside a car, they will get into it no matter what."

Peter says laptop computers are a favourite, closely followed by mobile phones, cameras and sporting equipment. Even valuable papers that are of no use to anyone but the victim can be stolen, often causing terrible inconvenience. On top of this, the thieves may also damage the car as they try to gain access.



## Peter suggests adopting the following strategies to reduce the chances of you becoming a victim of car or property theft.

- Always lock your car no matter where you park, even if it's your own driveway.
- Preferably, use a steering lock in conjunction with an alarm system or immobiliser.
- Don't park in isolated places with few people around.
- Always try to park your car in a well-lit area.
- Try to park on the ground level of multi level car parks.
- Ensure all your windows are closed. Thieves can unlock a car through a very small opening.
- Never leave valuables in sight. Take your wallet, brief case, laptop, mobile phone, camera or anything of value with you, or lock them in the boot of the car. If you are able to detach the faceplate on your stereo, take that with you too.
- Place valuables in the boot BEFORE you leave home, not in the car park or street where opportunistic eyes may be watching.
- Don't leave important papers or credit cards in your car, not even in the glove box.
- Check your vehicle daily. If it is damaged, stolen or vandalised, you will be able to assist police in determining when the crime occurred.
- Keep an inventory list to help police and CCI. This list should include the brand names, serial and model numbers of computers, stereo equipment and mobile phones etc.



# Achieving mission

When the Brisbane Archdiocese Development Fund (ADF) started funding major church projects in the eighties, it asked church entities, ‘what is your dream?’. The service-orientated organisation uses this inspiration as a starting point to help its partners achieve their goals.

“We don’t lend money, we finance mission,” says Brisbane ADF Manager Greg Norris. “We are a church entity with a focus on finance and banking. We are not a banking entity with church customers.”

The Brisbane ADF was created at a time when it was fairly difficult for parishes and schools to borrow from banks. The market was very regulated, interest rates were high, loan funds weren’t readily available and the banking sector had little understanding of church operations.

“There used to be a lot of drama involved for parish priests or school principals wanting to borrow money,” Greg says. “ADF was a way of providing a ready source of loan monies for new projects to be built.”

Brisbane has experienced a steady growth phase in line with the whole of South East Queensland and consequently, the Diocese has had a great need for expansion development.

A key to the Brisbane ADF’s success is its absolute focus on the needs of church entities.

“We don’t view them as customers. They are partners,” says Greg. “We see ourselves more as their consultants. We are on their side, their team. It is a win-win situation.”

Every partner is provided with a relationship manager who is the contact point for the organisation. The relationship managers go out in the field attending parish council finance meetings and meetings with school principals, parish priests, the orders and hospital administrators.

“We are here to make the church mission happen,” says Greg. “We do that by lending for any financial needs they may have such as land, buildings, motor vehicles, computers or other equipment.”

Brisbane ADF operates an investment service where development funds around Australia can invest surplus funds on the short-term money market.

The Fund is increasingly working with interstate development funds to finance some of the large loans, particularly in health care.

“A loan to finance the building of a hospital, for example, would be too large for any one fund to look after but we can get three, four, five or six funds working together to fund a project,” Greg says.

Cabrini Hospital in Melbourne, Robina Hospital on the Gold Coast and St Vincent’s Hospital in Launceston have all been assisted in this way.



*The Brisbane ADF Customer Service Team.*

Greg says a major concern facing the Fund is that as more and more lay advisers have become involved in church entities, they have started looking at investing money outside the Fund, where marginally better rates are on offer.

“If group A has money, they might do better investing outside, but when group B wants to borrow, there is no money to lend them,” he says.

“We are trying to look at things as a total unit. Throughout organisations’ histories their situations change. We are trying to pull ours together so that when one group is in a position of surplus, that money can be lent out to another group.”

Greg says the Brisbane ADF was probably one of the first funds to look at becoming a more professional operation by developing strategic plans, creating marketing strategies and determining its marketplace.

By looking at the purpose of the Fund, a number of advantages were identified:

- Very low overheads. There is only one office, minimum staff numbers and no branch network or automatic teller machines.
- Few legal and statutory requirements. Requirements such as stamp duty and mortgages can be eliminated because the fund basically deals in-house.
- No shareholders to absorb profits.
- A specialist focus. The Fund can therefore achieve a greater understanding of the needs of its clients.
- Flexible arrangements. Loan repayments can be structured to meet individual needs and adjusted to suit changing circumstances.
- Rationalisation of resources. The Fund operates as the treasury of the Diocese, employing specialist people to administer funds.
- Stability of staff. The customers are able to deal with the same staff on a long-term basis. These staff members acquire knowledge and work at building relationships.
- Personal service. While modern technology is used extensively, devices such as impersonal electronic phone messages are avoided.

# Bishop Ingham heads for the 'Gong.



After a long wait, the Diocese of Wollongong has a new bishop. A Eucharistic Liturgy of Reception held at the Wollongong Entertainment Centre on 25 July welcomed Bishop Peter Ingham to his new post as 4th Bishop of the 50-year-old Diocese.

Since Bishop Wilson left the Diocese to take up his new appointment as Co-adjutor Archbishop of Adelaide in February, the Catholic community in Wollongong has felt incomplete. The void is now filled as Bishop Ingham prepares to carry on from where his predecessor left off.

Bishop Ingham is honoured and humbled by his appointment but says that it still came as something of a shock.

"The Apostolic Nuncio, Archbishop Canalini, rang me to say that the Holy Father wanted to appoint me as the Bishop of Wollongong and would I accept. I was just working away doing my job, and bang, a life changing decision is made.

"As an Auxiliary Bishop, you can't expect or presume you are going to go anywhere else. I was surprised the first time when I was asked to be a Bishop in 1993 and I've been equally surprised on this occasion."

Born at Cross Nest in 1941, Bishop Ingham has lived and breathed Sydney all his life. He studied for the priesthood at St Columbia's Seminary, Springwood and at St Patrick's, Manly and was ordained a priest by Cardinal Gilroy in St Mary's Cathedral in 1964.

He was ordained as Auxiliary Bishop of Sydney in 1993 and has worked in numerous church roles and ministries there, including Vicar General, Chair of the Archdiocesan Development Fund, Chair of the Liturgy Commission, Vicar for Aborigines, Vicar for Ecumenical and Inter Faith Relations and member of the Catholic Cemeteries Board.

"I've had to resign all the jobs that relate to the Archdiocese of Sydney. But then I have other jobs that relate to the church on the state and national levels, which I will retain. I'm a liaison for the Catholic Religious Educators in Government schools and for the Catholic Corrective Services Chaplains of NSW. I am also a Vice-President of the NSW Ecumenical Council."

Bishop Ingham will remain an executive member of the National Council of Churches and a member of the Australian Catholic Bishops Conference, where he continues his work on the Committees for finance, Liturgy and Ecumenical and Inter-Faith Relations.

Highly regarded for his warm, approachable nature and dedicated pastoral care, Bishop Ingham is not, of course, as familiar with Wollongong as he is with Sydney, and says he will have much to learn over the coming months.

"The Diocese is very diverse. The Highlands would

seem to have little in common with the industrial and civic landscape of Wollongong, and the rapidly growing metropolis of Campbelltown relates more to Sydney.

The far south coast from Nowra to Ulladulla is also a long way from the rest of the Diocese.

"So while it is a beautiful part of the country, all the bits that make the whole can be quite separate

communities. It's not as together as Sydney seems. I'll be wearing a big L-plate for some time."

According to Bishop Ingham, Bishop Wilson has set up an impressive system for the Diocese with well-organised councils, committees and boards that tackle the various needs of the community.

"My predecessor is a great healer and reconciler and carries a wonderful reputation as a pro-active pastoral bishop. I hope I can build on this work, follow through his healing ministry and, like Paul and Barnabas in the New Testament as they visited the early Christian communities, 'put fresh heart into the disciples, encouraging them to persevere in the faith' (*Acts 14:22*)."



*Bishop Peter Ingham meets His Holiness Pope John Paul II.*

# Play it safe

Developing activities that make education enjoyable is an important part of creating a school environment that will realise each student's maximum learning potential. Outdoor activities are not only fun, they also challenge students and help in the development of their physical skills.

However, says CCI's National Risk Manager Hans Buettner, outdoor activities present a safety risk for children.

A recent liability claims review completed by CCI shows that 79% of injuries occurred in primary and secondary schools.

The playground (59%) and sport activities (11%) were the prevalent causes of injuries in primary schools with fractures (67%), soft tissue damage (12%) and dental (9%) being the most common injuries sustained from primary school playground equipment.

Hans has found that the most serious injuries occur when children fall from playground equipment onto a hard surface, particularly if they fall from an excessive height. Other contributing factors include:

- falling onto a hard playground border
- head entrapment
- pinch and crush points
- sharp edges
- over crowding
- inadequate guard and hand rails

Two of the key elements in playground safety are regular maintenance of equipment and proper supervision.

Ken Ryan, principal of St Jude Primary School in Melbourne's south east, is proud of the fact that CCI considers his playground equipment to be a good example of a safe play area for children.

"When I started at St Jude, the school grounds needed a lot of development. The adventure playground was surrounded by gravel, the equipment was old and we were experiencing quite a few injuries like broken arms."

Ken wasted no time in organising a working bee with the parents. In fact, he arranged ten of them in his first year at the school.

"We started by ripping out all the old pine playground equipment, which was outdated. Then we set about creating a quieter and more attractive setting using pathways, plants, garden beds and seats. The parents put in a lot of heart and hard work and within five years, we had transformed the grounds."

According to Ken, the original costing the school was given for the improvements was exorbitant. However, through the efforts of parents and the generosity of the local community, the school has saved a fortune.

Even the new 'middle senior'

playground equipment valued at around \$15,000 was paid for out of fundraising profits.

"The new equipment is all accredited to six important Australian Standards and was installed by bona-fide manufacturers," Ken says.

After the establishment of soft fall material in various areas to cushion the impact of any falls and the installation of a junior playground two and a half years ago, Ken's vision was satisfied.

"Regular inspection and maintenance of playground equipment is very important. We ensure that we top up the soft fill when required so that it's good and spongy. Supervision is the key element to playground safety, so we have a teacher rostered on duty to specifically supervise the adventure playground area during play times. The children know that they are not allowed to climb on top of the equipment or play inappropriately, and if they do, they are barred from using it for one week."

Hans says that CCI understands that not all schools can afford new equipment. "It's a matter of determining what the equipment is, how it presents and whether or not it should be used. If the decision is made to continue using it,



then there are six Australian Standards that provide good common-sense advice to maximise playground safety so that children may enjoy themselves without injury.

“However, there comes a point where if equipment is too dangerous, soft fill, supervision and maintenance will not counterbalance the risk of injury to a child and the equipment can no longer be regarded as acceptable for use.”

Ken decided not to install a flying fox or swings for this very reason.

“We tried to select equipment that would not cause injuries to students. The monkey bars we have are the correct height, so there is less chance the children will hurt themselves. There is also a walking bridge, a couple of slides, a cubby house and a ‘twirl bar’, which is very popular with the girls.”



*St Jude's Primary School principal Ken Ryan and students.*

“Schools provide an environment that encourages children to enjoy their learning experience,” Hans says. “Part of this involves accepting and managing physical challenges that may involve an element of risk. It is very important that schools ensure that the correct balance of risk controls are in place for these activities so that students’ health and well-being are not compromised.”

CCI has purchased a limited number of playground safety information kits for schools wanting to know if their playground equipment complies with Australian Standards. The information kit is supplied to CCI from a playground safety specialist called ‘Kidsafe’, who co-ordinate ‘The Playground Advisory Unit of NSW’. The kit includes a compilation of excellent written material and a video to help visualise examples of playground equipment and correct playground safety.

Schools that would like the playground information kit presented by a CCI risk professional will receive the kit as a gift. Schools that prefer not to have an in-service are welcome to contact Hans to purchase the kit at a discount rate.

*For any additional information, feel free to contact Hans Buettner at [hbuettner@ccinsurances.com.au](mailto:hbuettner@ccinsurances.com.au)*

## Financial Update

# New directions to explore

Recent surveys have shown that members of the National Catholic Superannuation Fund (NCSF) would like more flexibility with their investment options. As a result, NCSF is investigating some new opportunities, including the splitting and multiple splitting of funds between investment pools and socially responsible investments.



*NCSF's Member Services/Communications Officer Lou Stepanoski strives to improve options for members.*

Currently, members can choose between the Capital Growth Pool, the Managed Stable Pool and the Cash Plus Pool. Every July, members have an option to switch their funds over to another investment pool.

If this option is not taken up, the member’s funds will remain in their current investment pool. The majority of NCSF’s 30,000 members have opted, either by choice or by default, for the more highly weighted growth assets investment option, the Capital Growth Pool.

The three investment pools have varying percentages of the funds invested in shares, property, fixed interest and cash. The components of each pool are assessed regularly by the Trustee Board in consultation with the Fund’s Investment Adviser.

NCSF’s Member Services/Communications Officer Lou Stepanoski says over the next year, the Trustee Board will look into providing members with the opportunity to split their money into two or even three of the pools. This will give members more options regarding where their money is invested and how they spread their risk.

To ensure that members receive the most effective benefit, a more thorough analysis of the allowable and reasonable splitting levels is required prior to any approval and introduction by the Trustee Board.

In addition, the NCSF Board recently requested that an investigation be carried out on a socially responsible investment option.

If you have any feedback or ideas for new directions you would like NCSF to consider, please write to:

National Catholic Superannuation Fund  
GPO Box 180B  
Melbourne Vic 3001  
Email: [ncsf@ccinsurances.com.au](mailto:ncsf@ccinsurances.com.au)

## Website Update

Since being launched in May this year, CCI's website is steadily increasing in popularity as more people become aware of its existence and the services it provides.

CCI Web Administrator James Simonetta says that, so far, the most popular section of the new website is Scene with visitors regularly accessing the page and downloading the magazine to read at their leisure.

"We gather statistics from the hosting company on how the website is performing," James says. "I compile the statistics and put meaning to them, like the number of users, number of hits per day and which pages are most frequently accessed."

The site is receiving an average of 242 requests each day, with a peak of 476 in the fourth week of its operation, and has received well over 10,000 requests (page hits) over a seven-week period.

CCI is currently working on further development of the 'Church Clients Only' section, which is still predominantly



information-based. Tools will be developed to enable clients to "link into" CCI's business systems in Melbourne so that they can access personal information regarding their policies.

"We're also developing the CCI web portal, which is an extension of our public website. Other Catholic organisations will be able to add their sub web or mini sites, which will then be grouped together under a common framework and facilitated by CCI."

# Time and techniques for relaxing

## CCI Sponsorship



The Dioceses of Sale's Primary Administration Officers recently attended a Professional Development seminar at Holy Cross Retreat

Centre, Templestowe. An informative and enjoyable feature of the seminar was a Stress Management and Relaxation Techniques session conducted by Julie Bainbridge of Bainbridge & Associates.

In today's world the pace is fast and constant, with deadlines popping up everywhere, both in the workplace and in the home. It is often a case of learning specific techniques on how to stay cool, calm and collected. If our stress levels continue to rise, we risk losing the plot completely – not a good scenario for either employee or employer.

In the life of a busy administration officer, learning some relevant techniques is beneficial and pertinent. Relaxation is something we all think about but often do not make the time to practice. Often the remedies are very simple, as our lecturer, Julie Bainbridge, pointed out.



Administration officers from the Diocese of Sale take time out.

Confronting a problem with others, sorting out conflicts and organising your time more effectively are all good ways to save yourself time, which in theory, can then be used for relaxation. Tips to help you unwind and relieve tension in the short-term include standing on the spot and jiggling up and down, or spinning quickly one way and then the other several times.

Participants learnt that worrying does not cure problems or make them go away. We must learn to live life and enjoy our occupation and its many challenges. Broadening our minds and keeping active combined with the practical relaxation techniques as taught by Julie, all help us to cope with the many pressures we face.

The Admin Officers at the seminar thoroughly enjoyed Julie's light-hearted presentation and are busy putting their newly acquired relaxation techniques into practice.

*NB. CCI's sponsorship of this session is gratefully acknowledged.*

## NEW SOUTH WALES

### Archbishop Pell's Sydney welcome

More than 3,000 people crammed into St Mary's Cathedral for the installation of the Eighth Archbishop of Sydney, Dr George Pell on Thursday 10 May.

The new Archbishop of Sydney succeeds Cardinal Clancy, who held office for 18 years. Many of those who missed out on the ticket-only event watched the ceremony relayed on a giant video screen in the plaza. Archbishop Pell addressed the crowd outside, rising above the din of the protesters to declare that he bore no one any ill will and prayed "God's peace goes with you all".

### New Bishop for Wollongong

His Holiness Pope John Paul II has appointed Bishop Peter Ingham, Auxiliary Bishop of Sydney and a Director of CCI, as the Fourth Bishop of Wollongong. (See story on page 7.)

### St Patrick's Cathedral update

Rebuilding of St Patrick's Cathedral in Parramatta is expected to commence in September. Since being destroyed by arson in 1996, the project has experienced some delays due to the scope of the extensions but the wait is almost over. At a recent fundraising evening held on Friday 22 June at Parliament House, Bishop Kevin Manning unveiled the Integrated Arts Programme for St Patrick's, where working models of the altar, the cathedral and the ambo (pulpit) were displayed.

The artworks have been created by three Australian artists and are described as inspirational and spectacular. Anne Ferguson is doing the stonework, including the main altar – a single piece of granite weighing 12 tonnes that will have to be rolled into the cathedral on air bags. Kevin Perkins is doing the pews and timber and metalworker Robin Blau is creating the ceremonial entry gate, the tabernacle, the screens for the Blessed Sacrament Chapel and the Crucifix.

### New Client Liaison Officer

We welcome Jacqueline Mitchell as a new member of the CCI team. Jacqueline joined the CCI Sydney office as a Client Liaison Officer in May and is enjoying the challenges of her new role.

## VICTORIA

### New Archbishop of Melbourne

Pope John Paul II appointed Rev Father Denis Hart the new Catholic Archbishop of Melbourne on Friday 22 June.

Archbishop Hart, who was formerly the Diocesan Administrator of Melbourne, was one of former Archbishop Pell's closest colleagues.

Educated at St John's Marist Brothers in Hawthorn and Xavier College, Archbishop Hart studied at Corpus Christi Seminary before being ordained in 1967. He was appointed Vicar General and moderator of the curia in 1996 and was ordained an auxiliary bishop in 1997.

## WESTERN AUSTRALIA

### New Bishop of Bunbury

On 11 June, the Apostolic Nuncio Archbishop Franics Canalini announced the appointment of Father Gerard J Holohan as the new Bishop of Bunbury. He will be installed as Bishop of the southern WA diocese on his 54th birthday – 5 September.

Fr Holohan studied at St Charles Seminary and at St Francis Xavier Seminary before being ordained a priest on 4 September 1971. He has been the Director of Religious Education on behalf of the Catholic Dioceses in Western Australia from 1981 to the present and a member of the Catholic Education Commission of WA.

### CDFs Conference

The staff from CCI's Perth office recently had the opportunity to meet with the directors of CCI, when they met in Perth on June 8th for their annual board meeting. The directors' meeting coincided with the 27th Biennial Conference for the Catholic Development Funds of Australia and New Zealand, which was held from 8 June to 10 June.

### Bali nuptials

On a more personal note, Client Liaison Officer Rania Spahis wed Garry McCann in Bali on 25 March. "I sent an e-mail to State Manager Bob Fragomeni just before we boarded the plane to fly out," Rania says. "He passed the message off as an early April Fool's Day joke to everyone in the office. Bob has been nagging me for years to get married, so I guess when I finally did 'do it', he didn't believe me."

# Around the States

A ROUND-UP OF WHAT HAS BEEN HAPPENING AT LOCAL CCI OFFICES

## QUEENSLAND

### Catholic Health Australia Conference

The Catholic Health Australia Conference was recently held at the Brisbane Sheraton from 25 June to 27 June. CCI and NCSF were major sponsors of the event where Catholic Healthcare providers met to discuss the issues currently affecting the industry.

### More wedding bells

CCI Client Liaison Officer Deana Foster wed Tony Zylstra on Saturday 23 June at a garden service in the Whanganui Gardens in Brisbane. The couple spent their honeymoon in New Zealand.

## SOUTH AUSTRALIA

### Pt Pirie Clergy Golf Day



Port Pirie Clergy Golf Day at the Port Augusta Golf Club.

Mild conditions prevailed for the annual Port Pirie Diocesan Clergy Golf Day held at the Port Augusta Gold Club on 28 May. The day was well supported by 15 priests, including a number who had travelled from the Adelaide Archdiocese. The Knights of the Southern Cross, CCI representatives and many other invited guests swelled the numbers to 29, helping to make the day a successful event.

The participating golfers teed off after a pleasant lunch supplied by the Catholic Women's League. These lovely ladies also catered for the evening dinner, which was attended by the golfers and a number of the non-golfing fraternity of priests.

# CCI Departments – Introducing the South West team

## Underwriting – South West Division



(L-R) Tyrone David, Peter Griffiths, Denean Turner, Susan Wu, Anila Wakista, Nina Kalsi

South West Underwriting takes responsibility for a vast area of the country covering Victoria, South Australia, Northern Territory, Tasmania and Western Australia.

The team provides a service for existing and new clients, dealing with policy renewals and quotes, interpretations of cover, amendments, additions and deletions.

South Western Region Co-ordinator Tyrone David says the team underwrites the risks

and acts as a liaison between the service executives and clients, fielding telephone enquiries and dealing with day-to-day insurance issues.

Certificates of currency for public liability and change over of vehicles are two of the most common requests from clients and Tyrone says that these are usually dealt with on an urgent basis.

The South West Division is required to adhere to certain statutory requirements, such as sending out policy renewal notices within a set time frame and, therefore, excellent organisational skills are required from the team.

Priorities change depending on the time of year and the workload at the time. November through to March and May and June are the busiest periods when the bulk of the renewals are processed.

## Property Claims – South West Division



(L-R) Karl Arena, Deanne Tomassi, David O'Neil, Anthony Mercuri, Absent: Peter Kunowski

The Property Claims team handles all claims in the South West region with the exception of Workers Compensation and Public Liability. Senior Claims Officer David O'Neil says that most of the large claims in the region involve arson, unlike the North East Division, which has to combat floods. Recent claims include a major school fire in Victoria late last year, another school fire in Western Australia and a large church fire in Tasmania.

"We have avoided the elements but we can't avoid the vandals," David says.

The four-person team assists clients to get things moving by handling the lodgment of claims and organising loss adjustors,

builders, cleaners, plumbers and painters. CCI has a specialist team of tradespeople on call 24 hours a day to assist with insurance repair work and the securing of damaged buildings.

David says the role requires flexibility and creativity.

"Depending on the location, there can be problems to overcome," he says. "In Northern WA we can encounter difficulties getting to the region during the monsoon season because roads are often impassable. Consequently, we have to work around the climate. We had a large fire in the top of the state and had to do the building in the dry season."

For the last three summers, Victoria, Tasmania and South Australia have been very dry and the danger of bushfire has been of great concern. Fortunately though, fires have not eventuated.

The team maintains constant client contact and interacts daily with loss adjustors.

"Responding quickly to the client's call for help is the most important thing," David says.

## Account Executives – South West Division



(L-R) Peter Crosby, Allan Moreton, Darren Mullen, Michael Newell, Nunzio Papotto, Val Marshall, Jeanette Tabone, Sylvia Wong, Absent – Charmaine Noble

The eight account executives responsible for the South West Division do a remarkable job in attending to clients in some very remote locations.

Darren Mullen, who covers Victoria from Mildura to Ballarat to the Mornington Peninsula, says it can be a challenging job because of the distances some of the account executives must travel.

The Victorian team also attends to the needs of Tasmania, and

Michael Newell visits the apple isle for one week every month. Darren says the four of them may 'swap' dioceses every couple of years in order to give each other fresh challenges and a better understanding of the region as a whole.

Allan Moreton and Charmaine Noble serve South Australia and the Northern Territory and Nunzio Papatto and Val Marshall tackle the vastness of the west.

Nunzio, who has served WA as a CCI account executive for 25 years, travels up to the Kimberleys in the state's north-west each year and often joins the Bishop of Broome on his flights around the region in a single-engine Cessna.

In a relationship that benefits everyone, Bishop Christopher Saunders gets to see his people and Nunzio has the opportunity to review his clients' policies.

**FOR CLAIMS, POLICY AND GENERAL ENQUIRIES PHONE 1300 655 001**

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