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The Pacific Way

Welcome to the tenth issue of Pacific's online newsletter! We are pleased to regularly bring you the latest Pacific information and updates on products, services, special events and relevant industry news.

Your ongoing support is very much appreciated and allows us to continue making advances with technology and provide you with the best possible systems and service standards.

Pacific is pleased to announce the following appointments:

Tija Lianne Zarins	QLD	Branch Operations Manager
Amanda Lam	VIC	Reception/Admin. Assistant
Ryan Mendoza	VIC	Collections Officer

The Pacific Team would like to thank all our supporting intermediaries for their fantastic support during the peak July period!

Industry News

SA BRANCH SOARS TO NEW HEIGHTS

Pacific's South Australian Marketing branch decided to do something a little different for its intermediaries this year. This was literally achieved at new heights, when they hosted a "High Flyers Day" on Thursday 18 May at Tapestry Vineyards, McLaren Vale.

The day started with an "ACFC" (At the Customer, For the Customer) session which taps into the worldwide resources of GE to provide expertise and insights on critical issues intermediaries are facing.

Human Resources and Recruitment continue to be highlighted in industry discussions and publications as a key area of concern for insurance intermediaries. These issues are also gaining a much higher profile in the general business community, as this is an area that every organisation must address.

Pacific and GE put considerable time and resources into addressing these same issues within our business and Ben Radvin; Human Resources Leader at GE Commercial Finance, came and spoke to the group on the topic of Employee Engagement.

The group then enjoyed a luncheon before taking to the skies for scenic helicopter flights over the Fleurieu Peninsula.

Brenton Pope of BJS Insurance Brokers said "The presentation by Ben gave us some 'food for thought' and we have already used some ideas in our office. Whilst the Helicopter Flight (my first) was sensational and having looked after the Fleurieu

STAFF PROFILE



NAME: Grant Burley

POSITION: Managing Director

FIRST JOB: Self employed boat restorer, part time. Joined Westpac Insurance in 1984 aged 17.

BEST PART ABOUT YOUR JOB:

Our staff, our customers. I enjoy coming to work and its challenges – & let me tell you there are plenty!

WHAT CHARACTER TRAIT DO YOU ADMIRE MOST IN OTHERS:

Loyalty, drive and people with initiative and result orientation. Individuals who get the job done. Hate complacency.

FAVOURITE/DREAM HOLIDAY DESTINATION:

HMMM , not sure –so many places I would like to go.

WHICH FIVE PEOPLE WOULD YOU INVITE TO DINNER & WHY:

I am only having three guests, there is so much to chat about:

- 1) **Richard Branson**, started with nothing and stayed down to earth.
- 2) **Irvin Johnson**, circumnavigated the world 7 times in the thirties. Mapped the Coral Sea by 1935.
- 3) **Leonardo DaVinci**, years ahead of his time. No doubt one of the cleverest humans to have lived! Oh yes and was she smiling or not? We will find out.

WHAT THING(S) COULDN'T YOU LIVE WITHOUT & WHY?:

No it's not the mobile phone!!! I would have to say my health & mobility. Having been demobilised as a consequence of a motorcycle accident 2 years ago I don't take these things for granted anymore.

WHAT DO YOU ENJOY DOING IN YOUR SPARE TIME?:

I don't have spare time. Spare time is lost opportunity. Outside of work I enjoy our property near Port Macquarie doing farm stuff, flying and exploring on motorcycles. Would like to do some more sailing!

Peninsula for 10 years it was interesting to see it from above. Days like these and thinking outside the square show why Pacific are number one”

It was certainly a memorable day for all. A big thank you goes to our supporting intermediaries, Ben Radvin, pilots and staff for making the day a great success.



Above : Peter Ferguson, Elders; Brenton Pope, BJS & Peter Benda , CRIB Above Right: Peter Frearson, Safeguard ;Pam Amber, John Marini, IC Frith

Industry News

NIBA SUNDOWNER ROADSHOW TRAVELS ACROSS AUSTRALIA

Pacific continued its commitment to promoting education in the industry by sponsoring the 2006 NIBA Sundowner series, which provides brokers with an update on key issues, NIBA initiatives and the opportunity to network with industry colleagues.

This year Pacific increased it's involvement by presenting a premium funding industry update during the Sundowners.

A record 15 Sundowners were held this year, covering all states and territories of Australia. We congratulate the NIBA team on another informative Sundowner series.

Convention News

IBNA HEADS NORTH

The annual IBNA conference headed north this year to Hamilton Island, Qld located in the beautiful Whitsunday Islands from 7–11 May.

The convention, attended by Pacific delegates, Kym Young, Corina Mayo, Sandi Devaney, Ray Camilleri and Wayne Williams, provided a great balance of work and social events.

Pacific held two workshops entitled 'Enhancing Business Performance' on Monday afternoon, which were well attended and positively accepted. Each 10–15 minute session explored brokers earning potential and discussed increased performance through marketing, training, team performance and continuous improvement.

On the social side, Pacific hosted a dinner on Monday night with the theme, 'International Food Fair'. The island produced a range of cuisine from American (Hot dogs, fries and hamburgers) to Italian, Indian, Mediterranean, and Traditional English (roast beef, Yorkshire pudding and fish & chips).

The night included a "Flags of the World" competition where groups of IBNA members had to correctly identify 14 flags from around the globe. This proved a challenging task which IBNA members took to with much gusto and friendly rivalry.

NEW SOUTH WALES

SYDNEY
LEVEL 12, 35 PITT STREET
SYDNEY NSW 2000
TEL: (02) 9253 3000
FAX: (02) 9253 3001

REGIONAL NSW
PO BOX 308
WALLSEND NSW 2287
TEL: (02) 4949 9000
FAX: (02) 4949 9001

AUST. CAPITAL TERRITORY

CANBERRA
TEL: 0414914000
FAX: (02) 6255 3124

VICTORIA

MELBOURNE
LEVEL 2, 181 FITZROY ST
ST KILDA VIC 3182
TEL: (03) 9536 7400
FAX: (03) 9536 7477

NORTHERN VICTORIA
PO BOX 641
ECHUCA VIC 3564
TEL: 0427 370 427
FAX: (03) 5480 9733

QUEENSLAND

BRISBANE
LEVEL 11, 144 EDWARD ST
BRISBANE QLD 4000
TEL: (07) 3854 3900
FAX: (07) 3854 3901

SUNSHINE COAST
PO BOX 8037
MAROOCHYDORE QLD 4558
TEL: 0407 751 688
FAX: (07) 5479 3233

TOWNSVILLE
PO BOX 151
THURINGOWA QLD 4817
TEL: 0419 793 066
FAX: (07) 4723 5971

CAIRNS
PO BOX 126
TRINITY BEACH QLD 4879
TEL: 0407 577 053
FAX: (07) 4057 6322

SOUTH AUSTRALIA

ADELAIDE
3A, 62 GLEN OSMOND RD
PARKSIDE SA 5063
TEL: (08) 8273 5700
FAX: (08) 8273 5701

WESTERN AUSTRALIA

PERTH
SUITE 3, 29 ORD ST
WEST PERTH WA 6005
TEL: (08) 9321 7101
FAX: (08) 9321 1206

The winning team who correctly identified all the flags were, Harvey Tartakover, Lee Sedgwick, Grace Jenkins, Justin Lane and Julie Engelbrecht. They each received a three piece stainless steel BBQ set and cooler bag.

Congratulations to the IBNA team on a fantastic conference and to our "Flags of the World" competition winners (pictured right).



Convention News

RIBA* CROSSES THE BORDER TO ALBURY

The Pacific team crossed the Victorian border for the ninth Annual RIBA conference held outside the associations founding state (Victoria), at the Lake Hume Resort, Albury NSW from 5 – 8 May.

Congratulations to the RIBA team for holding another well organised program with interesting and motivating presenters.

Pacific would like to thank all the delegates for their support and for taking the time to visit our trade stand. Mary Sullivan from David Marks Insurance Brokers won our booth prize, congratulations Mary!

*Regional Insurance Brokers Association

Pacific Volunteers

EMILY'S WALK AGAINST WANT

In March, Emily Peterson – Operations Analyst, and her son Xavier participated in the 40th Oxfam 'Walk Against Want'. Nine kilometers is a long way to walk, especially for a seven year old, but they made it.

With the support of the Pacific team they managed to raise over \$300. Emily was humbled with the generosity of so many staff and really enjoyed participating in the event on behalf of all of her sponsors. Oxfam uses the money raised to help meet the basic rights of many people in the world including the rights to a livelihood, equality and basic services like healthcare and education.

Emily said "I am so proud to work for a company that places so much emphasis on volunteer and community work and the opportunity to share many of these experiences through Pacific with my son. Thank you to all those who were able to support us. Xavier and I will see you at the walk next year!"

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