



Shipsshape



From the Bridge

As we fast close in on the end of another year I wish to pass on my very best wishes to all our members and may 2019 be both prosperous and peaceful. 2018 has seemingly passed in the blink of an eye.

We have been going through a period of consolidation at H.O. in Canberra – controlling expenses, focussing more on members needs and planning for a less complicated future.

The 2018 Council / AGM was held in August in Brisbane. The AGM was very well attended which was very encouraging to see.

In addition to this our CEO Susan Hull attended Branch Meetings in Melbourne, Adelaide and Perth.

We also conducted our first ever skype (ZOOM) hook up with the Queensland members in May. This went surprisingly well, and these will form a bigger part of the AIMS forum in the coming years. Branches will be able to hold more regular meetings with Canberra H.O. if so desired – and all the comfort of your office or home – or even on your mobile from the Qantas Club.

On that note a brief mention here that our next AGM/Council + Conference/Awards for Excellence night is being planned for Canberra in October 2019 at the Canberra Hyatt and we have already secured some great speakers for this always lively event.

The theme for the coming year is “Securing the Future” and our efforts will be focussed on cementing the standards for marine surveys across all sectors, creating a solid financial membership base, implementing succession planning and further establishing our Certification scheme through Government and industry recognition of our profession.

On the 21st September 2018 all members were emailed an update on the progress of a range of initiatives AIMS has undertaken. These updates will continue on a regular basis, so all members are aware what is happening with their Institute.

The Certified Commercial Marine Surveyor project has at last kicked off with successful applicants now in possession of their personalised CCMS ID cards and badges. To be worn with pride.

I shall certainly be showing my ID card at every possible chance. It is important that we get the message out – that there is a difference. For a better understanding of CCMS read the article posted on our website on 21 June 2018.

The AIMS website has recently been upgraded - note the provision of a new app that can be downloaded to notify when new articles and events are posted. We will continue to improve the site and its ongoing value to members. We welcome all ideas on any improvements or additions.

Our focus on raising standards and professionalism has not wavered. On the 01 September this year a revised Code of Conduct came into effect. All Members will now receive a copy of this Code upon joining AIMS. Further to this a new Complaints Procedure was added to the website in October.

Our CEO in Canberra continues to work closely with AMSA on all matters DCV and industry training. Working the Byzantine halls of power in Canberra is a tough job and can be frustrating – but no pain no gain. AIMS enjoys an excellent professional relationship with AMSA which can only be positive for the future.

In the August 2018 edition of Seaways – the Nautical Institute Journal – Chief Executive John Lloyd wrote that forward looking employers, colleges and regulators were already exploring how they could ensure upcoming seafarers had the adaptability and technical versatility to embrace rapid technological change. The question being will the skills required today be necessary tomorrow?

Many of the future challenges faced by the Nautical Institute closely mirror our own. The NI mantra is “learn something new each day”.

The Nautical Institute, like the AIMS, is a “membership organisation set up by practitioners for practitioners to share experiences, develop new ideas and establish best practise”.

I am as guilty as the next man at putting off doing that bit extra CPD. Too busy is the excuse. Too busy - that is - until someone comes along with a smarter, quicker and more cost-effective way of doing things.

Those of us who went to sea at the very end of the golden age of shipping in the early 1970's – saw first-hand the disruption caused to the old-world order by containerisation.

In the 2020's we will have autonomous (crewless) ships leading the next great disruption. Hailed as the “future of the maritime industry” and “as disruptive as the smart phone”, we need to position ourselves at the head of the pack here. It is estimated that over 1 million seafarer jobs are ultimately at risk – but these losses will be offset in part by job growth in “new areas”. We – as a body of professionals - will need to identify these “new areas” and plan accordingly.

This is where the younger members can play a significant role in planning for and securing their future. We welcome articles to be put up on the website to stimulate discussion and engage with other members. State representatives likewise should look to organising regular meetings along with presentations from industry players.

With that challenge in mind I shall now close off.

A very big thank you as always to Susan and Sabina at H.O. Canberra for another successful year – due entirely to your magnificent efforts.

Vale Capt. Steve Beale.

Peter Murday - President





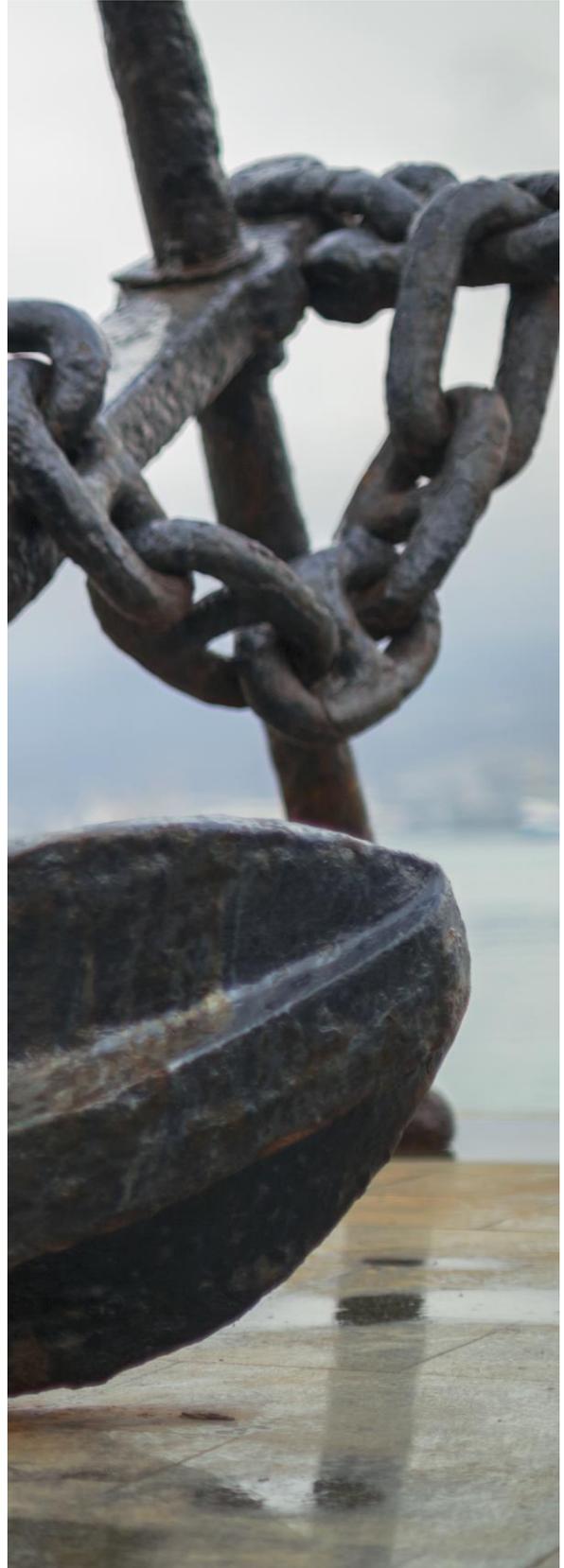
CEO Message

I am pleased to report that we have achieved so much this year and have established a great foundation for next year where we will consolidate our efforts and have a major focus on both our National Conference and Awards for Excellence and our push with Government to have the Certification Scheme officially recognised.

It does seem that the more we achieve the more work there is to do and so it is vitally important that over the coming year that the Council works together as a strong team to ensure our success. In particular, I really need the Council to assist in rallying members to comment on regulatory reforms, sign petitions to address issues and generally keep the AIMS at the forefront of everyone's minds. This will mean contributing to articles, promoting the code of conduct and the reputation of the AIMS wherever there is an opportunity.

This year we have realised a full contingent of State Reps with every state being represented and both the Northern Territory and the ACT having representatives for the first time. While I acknowledge that the ACT isn't busy in terms of marine survey activity there is still work that the representative can assist me with and I am very much grateful for the help offered.

I am also very happy to see the State Reps organising guest speakers for the meetings and being more pro-active than they have been in the past and I will be working closely with them over the next year to ensure that members are fully informed on all AIMS matters.



2019 will be also be busy with all State Representatives up for election. I hope that all members get involved in either voting or standing for election. As many of our long-term members start to prepare for retirement it is critical that younger members consider their input and that they have a say in the way the AIMS is managed. They can also learn a lot from the older members who can offer so much advice and knowledge and the best way to tap into this is to attend the State meetings and get involved.

The Certified Commercial Marine Surveyor™ scheme is now up and running and the directory will be forwarded to shippers, charterers and insurers before the Christmas break. We have had considerable interest from industry and while there have been some minor hiccups with the implementation of the scheme, I believe that it will further our case for self-regulation and that in the future it will be something that all marine surveyors aspire to.

I would like all AIMS surveyors to take note of their responsibilities in ensuring the scheme does what it intends to and that they work in accordance with our Code of Conduct.

We have established a complaint mechanism on the website and this will be advertised constantly in order to assure consumers and AIMS surveyors that they do have a voice and that we will consider all matters of complaint with appropriate due diligence.

Having this mechanism assures everyone that we are taking our responsibilities seriously and that we are proud of the expertise held by our members.

While most complaints about services provided by a marine surveyor can be sorted out quickly and effectively the best way to prevent complaints is, as one older member reminded me some time ago – think about the job at hand before you go there, be prepared, do the job right, do it well and to the best of your ability and if you have trouble ask for help.

It is hard to believe that it has been nearly a year since Sabina started and I would like to thank her for her efforts with the financial side of membership, the website improvements and most of all for bringing the membership files up to date.

Having a strong financial membership is paramount if we want the regulators to take notice of us and with a general election being held next year this is perfect time for us to prod our ministers and get them on board.

Early in the new year we will again seek member and student feedback via Survey Monkey on our performance – both at an individual level and as an organisation. This process ensures that I am better able to focus my attention on those areas that we don't do overly well in or that we have neglected for other priorities. It is also an integral part of our ISO 9001:2015 audit requirements and will go a long way to providing evidence that we are consulting appropriately with members, acting on feedback and of course proving our ability to self-regulate.

Much of what we have achieved this year has been due to the work of the Executive who have once again given freely of their time and the various expertise that they hold. Subcommittee Chairs have also been very active, and I thank everyone for their input and guidance and for keeping me in the loop on industry issues and concerns.

I wish all members and our students a happy and safe Christmas season and a very joyful and peaceful New Year and I certainly look forward to having a Christmas drink with those members having an end of year meeting.

Susan Hull - CEO



Ship to Shore

Those members who do know me will agree that I am not usually a complainer. I am generally a person who doesn't like judge others and I am fairly easy going. It's not that I turn a blind eye to things because I don't, but I am not overly fond of dobbling others in. However, I have recently been looking into other industries where they take the reputation of their professionals very seriously and my findings have given me food for thought.

Take engineers for example. In other countries engineers voluntarily apply for a certification or licensing option even though they have a degree.

The industry associations that they belong to verify their members qualifications and experience and vouch for them as being competent and qualified professional engineers and they enforce technical and ethical standards using their code of conduct or code of practice.

In short, they ensure a level of technical competence above and beyond an engineering degree and they promote continued competence through continuing education requirements.

The AIMS is doing just this with our Certification scheme and I think it is a good idea and I support it. What has me thinking though is the propensity that our industry has in not calling out bad practice. Most surveyors I know don't do this and while I was one of these, I now think that this is not a good approach at all.

I found quite a few websites that provide good information on why industry should adopt and promote the use of good complaint handling policies and procedures and I am sold on the benefits.

When you see bad practices by surveyors call them out on it. Use the grievance and complaints mechanism that we have in place and don't be complacent. The more bad practices that are exposed the better our industry will be and the better the reputation of AIMS Members will be.

Complaints are an important way for the management of an organisation or industry to be accountable to the public, as well as providing valuable prompts to review industry performance and the conduct of people that work within it.

A complaint is an "expression of dissatisfaction made to or about an industry or organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required"¹.

An effective complaint handling system provides three key benefits:

1. It resolves issues raised by a person who is dissatisfied in a timely and cost-effective way;
2. It provides information that can lead to improvements in service delivery; and
3. Where complaints are handled properly, a good system can improve the reputation of an organisation or an industry and strengthen public confidence.

Lots of what I have read is focussed on customer complaints to an organisation, but I think that the basic principles apply to us as an industry association. Just like any organisation offering a service or product, word of bad service or poor products gets around quickly and if not checked or remedied can eventually bring a business to its knees.

When you think about it rationally there is no reason why we should not call out bad practice whenever we see it because it has the potential to affect us all.

I do heartily believe that the percentage of AIMS surveyors doing the right thing by far outweighs those who don't and sometimes there are legitimate reasons for a standard of service offered that causes a customer to complain. Vessel owners in particular don't often see eye to eye with the surveyor and so the situation can become muddled.

Generally, these situations can be cleared up quickly and easily and, to be frank, if our complaint handling procedure is effective and can result in our CEO and Executive team help to resolve a complaint for us then I think that this should be encouraged and that we should avail ourselves of the service offered if we find ourselves in a sticky situation.

Another thing I learned from my research was that complaint handling can often expose flaws in either a management system, people or any other factor of business.

For example, a good complaints system has the potential to identify skills gaps, perhaps we are not training our surveyors effectively? It can expose price differences, are we charging too much for some surveys or not enough? And, it can identify weaknesses in our vetting system. Are we certifying surveyors who are not quite ready? It can also resolve conflicts of interest and identify practices that need to be improved.

The positives now seem very clear to me and I can see where AIMS members can benefit from being part of an association that has an effective system such as this. It can entrench our reputation across many avenues of business and government.

There are other ways our complaint handling system can be utilised as well. It can be used as a tool to inform regulators. Recently I have heard some disturbing news with our DCV AMSA accredited surveyors not being paid for their work. I think that this type of complaint can be handled through this new mechanism as it gives us reliable information with which to take the matter further with AMSA. Vessel owners should be exposed for non-payment and I think that the other DCV surveyors should be aware of who these are – call them out.

In our world of marine surveying, poor practices from surveyors or regulators or vessel owners have the potential to bring us all down and have the ability to tarnish the reputation of the industry as a whole which is when the Government steps in to enforce regulation.

So why do we let this happen when we don't have to? I think that this new policy is where we should be headed, and I urge all members to avail themselves of the complaint procedure – if only to get it off their chest and move on.

There is nothing weak or nothing sinister about making a genuine complaint so, when you see bad practices by surveyors call them out on it.

Your own business is dependent on the industry being strong and professional.

John Holden – Vice President



Membership Manager Update

What a busy eight months it has been for me here at AIMS. I am really enjoying the challenge and I think I am finally getting my head around what we do here as an organisation. I have worked in Administrative Management roles for many years, however, Marine Surveying is definitely a new industry for me.

EVENTS PAGE

I will be updating the Events page on a regular basis. This will advise all members of:

- State Meetings (which we strongly recommend you attend)
- Student Intake Register (Diploma)
- CPD Courses
- AIMS Biennial Conference
- Christmas/New Year's Closure
- AIMS Initiatives (such as CCMS Applications)

BIENNIAL CONFERENCE

I am busy working on the AIMS AGM and Biennial Conference and Awards Dinner for 2019. I am looking forward to sharing more news with members in the new year.

INVOICES

Yearly membership invoices were sent out in July with pleasing results. We have established a new invoice process and, due to new personal data storage regulations, this will have an impact on those who let their membership lapse. You can read about the new invoice process in the Members Only section on the AIMS website.

REMINDER

Please keep the following updated on your AIMS profile page.

- Organisation (Business name only required)
- Mobile Number/Best Contact Number
- Email Address
- Complete Work Address

This ensures your details appear in the search function on the Find a Surveyor web page.

AIMS WEBPAGE

The Updated AIMS website is now live and has new and updated features that include a new site map, find a surveyor improvement and lots of updated information for everyone.

Note our new Office hours, State Representative Contacts as well as a 'quick glance' section on the Home page for the Latest News and Upcoming Events. There is also a new Members Only Log in Section with a new Members App, Insurance information and general AIMS news.

Certified Commercial Marine Surveyors™

We would like to express our thanks to those members/organisations who applied this year and congratulate those who were successful. The CCMS list is now on our website and the directory has gone to print. Applications will be open again on 21st Jan 2019 and members wishing to apply for CCMS can access the Fact Sheet and Application form (Individual or Organisation) at that time.

Please note:

- Applications (Individual) are only open to AIMS Full, Fellow and Life Members.
- Applications will open on 21st January 2019 and will remain open for 9 weeks.
- Applications will close on 31 March 2019.
- Incomplete applications will not be processed until all paperwork (such as resume, PI Insurance) is received.
- Please refer to checklist for mandatory paperwork.

Wishing all members, a happy and safe New Year and I look forward to working with you all again in 2019.

Sabina

Privacy, Spam and Rubbish

You may have noticed that you are receiving more or higher instances of spam and rubbish coming in to your inbox.

Short of cutting yourself off from the Internet, there's no way to eliminate spam entirely. The best you can do is filter out most of it and be alert to viruses. Our email server for HO and our website almost certainly filters spam, moving suspicious messages to a separate folder. But it's not perfect. Some spam tricks the filter and ends up in your inbox. And some legitimate messages, called false positives, end up in the junk folder.

When you find junk and spam in your inbox, don't just delete it. Select it and use the junk email option to block sender. If you're using Gmail's website, click the Report spam button in the toolbar (the icon looks like an exclamation point inside a stop sign).

Other ways we can stop junk or spam is to limit the use of your email address on other sites such as our website. Spammers use public email addresses such as the ones on the AIMS website and literally 'trawl' those sites for active email addresses.

Any member who would prefer just their mobile number and not the email address on our website should notify us. It is an easy and simple task to block this from view.

BRIC Insurance

In my discussions with BRIC insurance last month (we have a quarterly teleconference or meeting) I have been fortunate to learn quite a bit about the insurance industry and I want to pass on a tip – the longer you hold consecutive years of insurance the less likely you are to be saddled with annual increases.

As with everything these days there are annual increases in administration costs so if you let your insurance lapse chances are when you go to renew you will be doing so at a higher cost! possible.



It is important to note that BRIC do require a completed proposal form by law and they also require you to provide them with the standard terms and conditions that you use for your business.

We have the AIMS **Standard Terms and Conditions** pdf file in the member only section of the AIMS website.

We all depend on member support for this initiative so please get a quote from BRIC before you renew your insurance.

You can email Stephen Gray directly on stepheng@bric.com.au

Report Writing

There is a lot of information on professionalism in this news letter which brings me to report writing.....

I have had the absolute pleasure of seeing student reports, which have been very professional, but I have recently had the opportunity to witness some reports from established members that are terrible to say the least.

Your marine survey report is one of the most important contributors to ongoing work and the measure of your ability.

I would encourage all members to make sure that their employees or themselves have undertaken the Report Writing course as a CPD activity for 2019 or as a refresher course.

It really is worthwhile doing and who knows, you might get more benefit from it than you think.

All units/subjects in the Diploma and Advanced Diploma are available for purchase on a unit by unit basis as CPD training.

Just email us to find out more or take a look at the website – Professional Development tab.

