



Australia

Market changes

Australia's insurance industry enjoyed solid premium growth with profitability remaining relatively sound amid the current global financial turmoil. Careers in insurance continued to flourish and there have been relatively few reports of redundancies. Most sectors and states still experience a shortage of quality skilled insurance candidates.

General, commercial and life insurance remained strong while increased activity occurred in the private health insurance sector.

The superannuation market remained resilient and recruitment was steady.

Changes to recruitment practices

The focus remains firmly upon hiring for critical and sales roles while the use of temporary assignments will increase. A number of organisations have implemented online systems to enhance their own database but few maximise its usage compared to the databases of specialist recruiters.

Positions in demand

Demand is high for technical expertise such as commercial and life underwriting, loss adjusting and brokers. The talent shortage within these areas remains.

Strong business development managers and sales professionals are also in demand across all insurance sectors while the need for broker support officers has increased.

Demand is ongoing for claims and workers compensation professionals and those with in-depth superannuation experience. Recruitment activity rose in life insurance in response to higher demand for income and debt protection policies.

Salary movements

Salaries reached a period of stabilisation in most geographic locations, with the exception of Melbourne and Adelaide broking, claims and workers compensation roles.

Typical salaries also rose for Melbourne, Brisbane & Gold Coast and Adelaide sales & service roles. For example, typical salaries rose for a telesales consultant in Brisbane & Gold Coast from \$35,000 to \$40,000, for a team leader in Melbourne

from \$50,000 to \$58,000 and for a client services manager in Adelaide from \$60,000 to \$70,000.

New Zealand

Market changes

New Zealand's insurance industry remained fairly resilient in comparison to others within financial services and a steady but cautious approach to future business strategies is typical.

While recruitment activity is not as high as previously seen, companies have restructured to meet market changes and are preparing for the impact of increased premiums, additional claims and net income revenue reductions created by client closures and cost cutting.

The life insurance market remains strong, the domestic market is steady and the commercial market is cautious. The focus is on client retention and the building of market share where possible. Consequently businesses are working hard to retain their talented customer service, sales and business development staff.

Despite the increase in KiwiSaver, market forces have impacted the superannuation industry the hardest.

The insurance industry will undertake a welcome review of candidate attraction, hoping to change candidates' perception and raise the profile of insurance as a career choice.

Changes to recruitment practices

Companies in the first six months of 2009 focused on hiring for critical roles and redeploying tasks to other staff rather than replacing leavers. The use of temporary assignments will increase to complete projects without committing to a permanent hire.

Positions in demand

Although overall vacancy levels have reduced and candidate numbers have increased, demand remains for technical expertise such as commercial and life underwriters, loss adjusters and brokers. Business development and sales skills are in demand, while front-line customer service and claims candidates are also needed.

Salary movements

Given the long awaited and considerable salary increases of recent years,

particularly for front-end roles, salaries are remaining fairly stable. In fact, employers are expecting more from their staff and may offset any lack of salary increase through other benefits.

The exceptions occur for sales & service team leaders, where typical salaries increased by 8 percent in Auckland and 10 percent in Christchurch/Wellington. Typical salaries in general insurance underwriting also increased strongly in Auckland and Christchurch/Wellington, for example by 7 and 10 percent respectively for underwriters.

General insurance claims in Auckland is another area where strong increases to typical salaries are evident. For example, typical salaries rose for team leaders by 15 percent and senior claims managers by 16 percent. These increases are likely the result of the market catching-up since salaries for these roles had not previously been addressed.

Bonuses will be paid to high achievers, and to remaining staff at the employer's discretion.

Advice to Australian and New Zealand candidates

If you are good at what you do, there will always be a job for you, provided you are flexible, maintain a positive attitude, have transferable skills and show you can add value. Candidates prepared to go the extra mile are preferred.

Be realistic about your salary expectations. Leaving one firm for another does not automatically guarantee a higher salary, so understand what you wish to gain from changing employers.

Do your homework – be prepared to answer behavioural interview questions, have a full understanding of the job description, research the company and go into an interview prepared with intelligent questions.

Sales & Service	Customer Service Officer	Telesales Consultant	Team Leader	Client Services Manager	Business Development Manager
	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package
NSW - Sydney (Remuneration Package Range)	45,000 40,000 - 50,000	50,000 45,000 - 60,000	70,000 65,000 - 80,000	90,000 80,000 - 100,000	100,000 80,000 - 120,000
VIC - Melbourne (Remuneration Package Range)	41,000 38,000 - 46,000	43,000 40,000 - 48,000	58,000 55,000 - 62,000	85,000 70,000 - 90,000	95,000 80,000 - 100,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	41,000 35,000 - 45,000	40,000 35,000 - 46,000	51,000 49,000 - 55,000	70,000 60,000 - 80,000	70,000 65,000 - 80,000
SA - Adelaide (Remuneration Package Range)	41,000 38,000 - 45,000	44,000 38,000 - 46,000	53,000 49,000 - 55,000	70,000 60,000 - 75,000	90,000 70,000 - 110,000
WA - Perth (Remuneration Package Range)	41,000 38,000 - 45,000	42,000 40,000 - 46,000	52,000 49,000 - 55,000	65,000 55,000 - 68,000	110,000 100,000 - 130,000
ACT - Canberra (Remuneration Package Range)	40,000 35,000 - 45,000	40,000 39,000 - 45,000	52,000 50,000 - 60,000	65,000 60,000 - 70,000	80,000 60,000 - 100,000
TAS - Hobart (Remuneration Package Range)	33,000 32,000 - 40,000	35,000 32,000 - 41,000	44,000 38,000 - 55,000	58,000 50,000 - 65,000	80,000 70,000 - 115,000
NZ - Auckland (Remuneration Package Range)	40,000 38,000 - 45,000	43,000 35,000 - 50,000	70,000 55,000 - 80,000	85,000 70,000 - 95,000	100,000 80,000 - 120,000
NZ - Christchurch / Wellington (Remuneration Package Range)	36,000 30,000 - 40,000	36,000 33,000 - 38,000	55,000 50,000 - 65,000	70,000 55,000 - 75,000	70,000 60,000 - 80,000

General Insurance Underwriting	Underwriter Support	Underwriter	Senior Underwriter	Underwriting Manager
	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package
NSW - Sydney (Remuneration Package Range)	50,000 45,000 - 55,000	75,000 55,000 - 80,000	85,000 70,000 - 100,000	115,000 90,000 - 125,000
VIC - Melbourne (Remuneration Package Range)	50,000 45,000 - 55,000	80,000 60,000 - 85,000	90,000 70,000 - 100,000	110,000 90,000 - 125,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	50,000 45,000 - 55,000	65,000 50,000 - 70,000	75,000 65,000 - 80,000	85,000 75,000 - 95,000
SA - Adelaide (Remuneration Package Range)	46,000 38,000 - 50,000	52,000 45,000 - 55,000	60,000 55,000 - 70,000	80,000 65,000 - 85,000
WA - Perth (Remuneration Package Range)	46,000 44,000 - 52,000	65,000 55,000 - 70,000	83,000 70,000 - 95,000	95,000 76,000 - 109,000
ACT - Canberra (Remuneration Package Range)	40,000 35,000 - 45,000	50,000 45,000 - 60,000	65,000 55,000 - 70,000	70,000 60,000 - 80,000
TAS - Hobart (Remuneration Package Range)	37,000 35,000 - 42,000	45,000 40,000 - 50,000	55,000 50,000 - 60,000	65,000 60,000 - 70,000
NZ - Auckland (Remuneration Package Range)	50,000 45,000 - 55,000	75,000 60,000 - 85,000	85,000 75,000 - 110,000	98,000 90,000 - 110,000
NZ - Christchurch / Wellington (Remuneration Package Range)	38,000 35,000 - 42,000	55,000 45,000 - 65,000	70,000 60,000 - 80,000	80,000 70,000 - 95,000

General Insurance Broking	Assistant Account Executive	Account Executive	Broker
	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package
NSW - Sydney (Remuneration Package Range)	50,000 38,000 - 55,000	70,000 60,000 - 75,000	80,000 70,000 - 100,000
VIC - Melbourne (Remuneration Package Range)	50,000 45,000 - 55,000	65,000 60,000 - 75,000	80,000 70,000 - 90,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	50,000 45,000 - 55,000	60,000 50,000 - 65,000	70,000 65,000 - 85,000
SA - Adelaide (Remuneration Package Range)	42,000 35,000 - 45,000	52,000 45,000 - 55,000	75,000 55,000 - 80,000
WA - Perth (Remuneration Package Range)	53,000 49,000 - 60,000	65,000 60,000 - 71,000	85,000 75,000 - 120,000
ACT - Canberra (Remuneration Package Range)	48,000 40,000 - 55,000	60,000 50,000 - 75,000	70,000 60,000 - 90,000
TAS - Hobart (Remuneration Package Range)	38,000 35,000 - 40,000	48,000 45,000 - 55,000	60,000 55,000 - 70,000
NZ - Auckland (Remuneration Package Range)	52,000 46,000 - 60,000	75,000 60,000 - 80,000	85,000 60,000 - 100,000
NZ - Christchurch / Wellington (Remuneration Package Range)	50,000 40,000 - 55,000	55,000 50,000 - 60,000	70,000 65,000 - 85,000

General Insurance Claims	Claims Officer	Senior Claims Officer	Team Leader	Claims Manager	Senior Claims Manager
	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package
NSW - Sydney (Remuneration Package Range)	50,000 45,000 - 60,000	65,000 55,000 - 70,000	73,000 65,000 - 75,000	85,000 75,000 - 110,000	110,000 100,000 - 130,000
VIC - Melbourne (Remuneration Package Range)	50,000 45,000 - 55,000	60,000 55,000 - 65,000	70,000 60,000 - 75,000	80,000 70,000 - 90,000	100,000 85,000 - 110,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	45,000 40,000 - 55,000	50,000 45,000 - 60,000	60,000 55,000 - 65,000	70,000 65,000 - 75,000	85,000 75,000 - 95,000
SA - Adelaide (Remuneration Package Range)	46,000 40,000 - 50,000	52,000 45,000 - 55,000	60,000 52,000 - 65,000	70,000 65,000 - 75,000	75,000 60,000 - 80,000
WA - Perth (Remuneration Package Range)	47,000 41,000 - 49,000	52,000 49,000 - 55,000	60,000 55,000 - 65,000	85,000 70,000 - 90,000	110,000 90,000 - 125,000
ACT - Canberra (Remuneration Package Range)	42,000 35,000 - 50,000	50,000 45,000 - 55,000	60,000 55,000 - 65,000	75,000 70,000 - 80,000	85,000 80,000 - 90,000
TAS - Hobart (Remuneration Package Range)	40,000 35,000 - 45,000	45,000 42,000 - 48,000	48,000 45,000 - 55,000	55,000 50,000 - 65,000	65,000 60,000 - 80,000
NZ - Auckland (Remuneration Package Range)	48,000 42,000 - 55,000	58,000 50,000 - 75,000	75,000 60,000 - 85,000	88,000 75,000 - 95,000	110,000 85,000 - 150,000
NZ - Christchurch / Wellington (Remuneration Package Range)	40,000 35,000 - 45,000	50,000 45,000 - 55,000	55,000 50,000 - 65,000	70,000 60,000 - 80,000	90,000 80,000 - 110,000

Workers Compensation	Claims Administrator	Claims Officer	Compliance Officer	Team Leader	Manager
	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package
NSW - Sydney (Remuneration Package Range)	45,000 43,000 - 49,000	55,000 50,000 - 60,000	60,000 50,000 - 65,000	75,000 65,000 - 90,000	85,000 70,000 - 100,000
VIC - Melbourne (Remuneration Package Range)	45,000 43,000 - 49,000	55,000 50,000 - 60,000	65,000 60,000 - 70,000	75,000 70,000 - 80,000	80,000 75,000 - 90,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	40,000 35,000 - 45,000	60,000 55,000 - 65,000	60,000 55,000 - 65,000	65,000 60,000 - 70,000	75,000 70,000 - 80,000
SA - Adelaide (Remuneration Package Range)	44,000 38,000 - 48,000	48,000 40,000 - 50,000	48,000 40,000 - 50,000	56,000 48,000 - 65,000	70,000 52,000 - 75,000
WA - Perth (Remuneration Package Range)	43,000 38,000 - 45,000	55,000 46,000 - 60,000	55,000 47,000 - 60,000	65,000 50,000 - 70,000	85,000 75,000 - 90,000
ACT - Canberra (Remuneration Package Range)	45,000 38,000 - 50,000	48,000 45,000 - 55,000	45,000 43,000 - 50,000	55,000 50,000 - 60,000	65,000 60,000 - 70,000
TAS - Hobart (Remuneration Package Range)	35,000 33,000 - 40,000	36,000 35,000 - 39,000	40,000 35,000 - 45,000	48,000 40,000 - 50,000	55,000 50,000 - 60,000
NZ - Auckland (Remuneration Package Range)	43,000 38,000 - 48,000	52,000 42,000 - 60,000	58,000 48,000 - 65,000	70,000 60,000 - 80,000	85,000 75,000 - 95,000
NZ - Christchurch / Wellington (Remuneration Package Range)	35,000 32,000 - 38,000	45,000 40,000 - 50,000	50,000 45,000 - 55,000	55,000 50,000 - 60,000	75,000 65,000 - 85,000

Workers Compensation	Risk Insurance Managers	RTW Officers	Injury Management Specialists	Risk Manager
	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package
NSW - Sydney (Remuneration Package Range)	90,000 80,000 - 130,000	60,000 55,000 - 63,000	75,000 60,000 - 85,000	85,000 75,000 - 90,000
VIC - Melbourne (Remuneration Package Range)	80,000 70,000 - 98,000	60,000 55,000 - 65,000	75,000 60,000 - 80,000	90,000 80,000 - 95,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	70,000 60,000 - 80,000	55,000 50,000 - 60,000	70,000 65,000 - 75,000	75,000 70,000 - 80,000
SA - Adelaide (Remuneration Package Range)	60,000 50,000 - 70,000	46,000 38,000 - 50,000	55,000 50,000 - 60,000	70,000 55,000 - 75,000
WA - Perth (Remuneration Package Range)	70,000 60,000 - 85,000	55,000 50,000 - 60,000	70,000 65,000 - 75,000	95,000 80,000 - 100,000
ACT - Canberra (Remuneration Package Range)	80,000 70,000 - 95,000	60,000 50,000 - 65,000	65,000 60,000 - 70,000	75,000 70,000 - 80,000
TAS - Hobart (Remuneration Package Range)	55,000 50,000 - 60,000	48,000 45,000 - 52,000	55,000 50,000 - 60,000	60,000 55,000 - 65,000
NZ - Auckland (Remuneration Package Range)	88,000 65,000 - 110,000	58,000 48,000 - 65,000	76,000 55,000 - 80,000	87,000 70,000 - 100,000
NZ - Christchurch / Wellington (Remuneration Package Range)	70,000 65,000 - 80,000	52,000 48,000 - 58,000	68,000 55,000 - 75,000	78,000 70,000 - 90,000

Life Insurance	Customer Service Officer	Group Life Administrator	Life Insurance Consultant	Team Leader
	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package
NSW - Sydney (Remuneration Package Range)	40,000 38,000 - 50,000	45,000 38,000 - 48,000	55,000 45,000 - 60,000	75,000 70,000 - 85,000
VIC - Melbourne (Remuneration Package Range)	45,000 45,000 - 50,000	45,000 45,000 - 50,000	55,000 50,000 - 60,000	75,000 70,000 - 80,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	40,000 37,000 - 42,000	45,000 40,000 - 50,000	55,000 50,000 - 70,000	80,000 70,000 - 90,000
SA - Adelaide (Remuneration Package Range)	40,000 33,000 - 42,000	44,000 35,000 - 48,000	48,000 45,000 - 50,000	60,000 45,000 - 70,000
WA - Perth (Remuneration Package Range)	40,000 38,000 - 42,000	41,000 39,000 - 44,000	44,000 40,000 - 46,000	55,000 50,000 - 60,000
ACT - Canberra (Remuneration Package Range)	35,000 34,000 - 40,000	40,000 38,000 - 46,000	45,000 40,000 - 60,000	52,000 40,000 - 55,000
TAS - Hobart (Remuneration Package Range)	38,000 34,000 - 40,000	37,000 35,000 - 40,000	37,000 35,000 - 40,000	48,000 35,000 - 60,000
NZ - Auckland (Remuneration Package Range)	42,000 38,000 - 45,000	48,000 42,000 - 55,000	55,000 50,000 - 70,000	68,000 55,000 - 75,000
NZ - Christchurch / Wellington (Remuneration Package Range)	35,000 33,000 - 38,000	35,000 33,000 - 38,000	50,000 40,000 - 55,000	50,000 40,000 - 55,000

Life Insurance	Manager	Claims Assessor	Senior Claims Assessor	Underwriter	Senior Underwriter
	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package	Average Remuneration Package
NSW - Sydney (Remuneration Package Range)	100,000 80,000 - 110,000	65,000 50,000 - 70,000	78,000 70,000 - 85,000	70,000 65,000 - 75,000	90,000 80,000 - 100,000
VIC - Melbourne (Remuneration Package Range)	100,000 80,000 - 120,000	60,000 50,000 - 65,000	70,000 65,000 - 85,000	70,000 65,000 - 80,000	90,000 80,000 - 100,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	100,000 90,000 - 115,000	55,000 50,000 - 60,000	60,000 55,000 - 70,000	70,000 60,000 - 80,000	90,000 80,000 - 100,000
SA - Adelaide (Remuneration Package Range)	65,000 50,000 - 70,000	55,000 50,000 - 60,000	65,000 60,000 - 70,000	60,000 50,000 - 65,000	75,000 65,000 - 85,000
WA - Perth (Remuneration Package Range)	90,000 70,000 - 100,000	65,000 50,000 - 70,000	75,000 70,000 - 80,000	70,000 60,000 - 80,000	85,000 80,000 - 110,000
ACT - Canberra (Remuneration Package Range)	65,000 60,000 - 80,000	55,000 50,000 - 60,000	65,000 60,000 - 70,000	60,000 50,000 - 70,000	75,000 65,000 - 85,000
TAS - Hobart (Remuneration Package Range)	55,000 50,000 - 60,000	50,000 48,000 - 58,000	60,000 58,000 - 65,000	60,000 55,000 - 65,000	75,000 65,000 - 90,000
NZ - Auckland (Remuneration Package Range)	88,000 75,000 - 100,000	56,000 45,000 - 65,000	68,000 60,000 - 75,000	68,000 50,000 - 75,000	85,000 70,000 - 95,000
NZ - Christchurch / Wellington (Remuneration Package Range)	70,000 60,000 - 80,000	45,000 40,000 - 50,000	55,000 50,000 - 60,000	65,000 50,000 - 75,000	85,000 75,000 - 95,000