

## Market changes in the last 12 months

The insurance market over the last 12 months has been relatively stable with growth pockets emerging in specific areas and job types. Moreover there has been a continuing emphasis on streamlining of processes, compliance and developing new sales channels.

The Australian insurance sector continued with moderate growth, characterised by employers remaining selective about appointments and waiting until the ideal candidate was sourced, notwithstanding candidate shortages. In contrast New Zealand grew more substantially with demand for skills high.

## Positions in demand

Continued growth in the life insurance sector saw an increase in demand for group life insurance experts within the superannuation industry as funds sought to package life sales with their superannuation offering to customers. Likewise, life insurance companies were keen to secure their own share of the market, which created further demand for consumer life underwriters. In general insurance, the shortage of experienced underwriters continued in professional indemnity and other speciality commercial lines.

In New Zealand there was particular demand for candidates in underwriting, broking, business development, client services, relationship management and claims, including domestic, commercial and life products.

## Salary movements

Salary levels within the insurance sector have achieved moderate growth. Typical salaries for general insurance underwriting roles increased 5.1 percent, with Queensland, South Australia, Perth and Auckland the biggest salary winners geographically. Notable increases were for Brisbane/Gold Coast underwriting managers (from \$70,000 to \$80,000), Perth senior underwriters (from \$60,000 to \$76,000), Adelaide underwriters (from \$45,000 to \$50,000) and Auckland underwriter support employees (from \$40,000 to \$45,000).

On the whole salary levels have been relatively stable, with the exception of Perth.

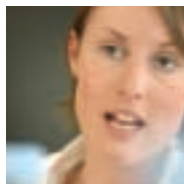
## Changes to employer recruitment practices

Differentiation within a competitive sector through improved customer service and increasing the quality of the client offering has led to a focus on more highly trained, responsive and efficient front-line and contact centre staff. Key competencies highlighting these skills have been integrated into the recruitment methodology adopted by companies in order to more accurately assess and induct prospective candidates into the insurance sector. There has been a continual focus on increasing the level of tertiary qualified candidates, as well as accommodating a wider pool of customer service prospects through the acceptance of part-time roles and mature age workers.

## Advice to candidates

Those interested in underwriting will do well to develop their business development and relationship management skills in tandem with their analytical abilities, since most employers seek a combination of these in their underwriting teams. Many candidates from general insurance backgrounds will find opportunities in the life insurance field in the year ahead as many skills are transferable and growth in this industry is expected to continue.

Develop your skills, update your qualifications and take the opportunity presented by the current market to develop a successful career in the insurance industry over the medium to long term.



Sales & Service	Customer Service Officer	Telesales Consultant	Team Leader	Client Services Manager	Business Development Manager
	Typical Salary	Typical Salary	Typical Salary	Typical Salary	Typical Salary
NSW - Sydney (Remuneration Package Range)	<b>45,000</b> 40,000 - 50,000	<b>50,000</b> 45,000 - 60,000	<b>70,000</b> 65,000 - 80,000	<b>90,000</b> 80,000 - 100,000	<b>100,000</b> 80,000 - 120,000
VIC - Melbourne (Remuneration Package Range)	<b>38,000</b> 35,000 - 40,000	<b>40,000</b> 35,000 - 42,000	<b>50,000</b> 47,000 - 58,000	<b>80,000</b> 70,000 - 90,000	<b>95,000</b> 80,000 - 100,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	<b>35,000</b> 30,000 - 37,000	<b>35,000</b> 30,000 - 37,000	<b>43,000</b> 39,000 - 45,000	<b>55,000</b> 50,000 - 60,000	<b>70,000</b> 65,000 - 80,000
SA - Adelaide (Remuneration Package Range)	<b>36,000</b> 34,000 - 40,000	<b>40,000</b> 39,000 - 43,000	<b>52,000</b> 49,000 - 55,000	<b>58,000</b> 50,000 - 65,000	<b>75,000</b> 60,000 - 90,000
WA - Perth (Remuneration Package Range)	<b>41,000</b> 36,000 - 43,000	<b>42,000</b> 38,000 - 45,000	<b>52,000</b> 49,000 - 55,000	<b>65,000</b> 55,000 - 68,000	<b>109,000</b> 87,000 - 130,000
ACT - Canberra (Remuneration Package Range)	<b>37,000</b> 35,000 - 40,000	<b>40,000</b> 39,000 - 45,000	<b>52,000</b> 50,000 - 60,000	<b>65,000</b> 60,000 - 70,000	<b>70,000</b> 60,000 - 80,000
TAS - Hobart (Remuneration Package Range)	<b>33,000</b> 32,000 - 40,000	<b>35,000</b> 32,000 - 41,000	<b>44,000</b> 38,000 - 55,000	<b>58,000</b> 50,000 - 65,000	<b>80,000</b> 70,000 - 115,000
NZ - Auckland (Remuneration Package Range)	<b>36,000</b> 30,000 - 40,000	<b>42,000</b> 35,000 - 50,000	<b>55,000</b> 45,000 - 65,000	<b>75,000</b> 60,000 - 90,000	<b>100,000</b> 80,000 - 120,000
NZ - Christchurch / Wellington (Remuneration Package Range)	<b>36,000</b> 30,000 - 40,000	<b>36,000</b> 33,000 - 38,000	<b>50,000</b> 45,000 - 55,000	<b>70,000</b> 55,000 - 75,000	<b>70,000</b> 60,000 - 80,000

General Insurance Underwriting	Underwriter Support	Underwriter	Senior Underwriter	Underwriting Manager
	Typical Salary	Typical Salary	Typical Salary	Typical Salary
NSW - Sydney (Remuneration Package Range)	<b>50,000</b> 45,000 - 55,000	<b>75,000</b> 55,000 - 80,000	<b>85,000</b> 70,000 - 110,000	<b>125,000</b> 90,000 - 140,000
VIC - Melbourne (Remuneration Package Range)	<b>48,000</b> 45,000 - 55,000	<b>70,000</b> 55,000 - 80,000	<b>80,000</b> 65,000 - 90,000	<b>100,000</b> 90,000 - 120,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	<b>40,000</b> 37,000 - 42,000	<b>45,000</b> 40,000 - 50,000	<b>60,000</b> 55,000 - 70,000	<b>80,000</b> 70,000 - 90,000
SA - Adelaide (Remuneration Package Range)	<b>38,000</b> 35,000 - 50,000	<b>50,000</b> 45,000 - 55,000	<b>60,000</b> 55,000 - 70,000	<b>75,000</b> 65,000 - 80,000
WA - Perth (Remuneration Package Range)	<b>44,000</b> 40,000 - 48,000	<b>55,000</b> 49,000 - 59,000	<b>76,000</b> 65,000 - 87,000	<b>93,000</b> 76,000 - 109,000
ACT - Canberra (Remuneration Package Range)	<b>38,000</b> 35,000 - 40,000	<b>50,000</b> 45,000 - 55,000	<b>60,000</b> 55,000 - 65,000	<b>65,000</b> 60,000 - 70,000
TAS - Hobart (Remuneration Package Range)	<b>37,000</b> 35,000 - 42,000	<b>45,000</b> 40,000 - 50,000	<b>55,000</b> 50,000 - 60,000	<b>65,000</b> 60,000 - 70,000
NZ - Auckland (Remuneration Package Range)	<b>45,000</b> 38,000 - 50,000	<b>60,000</b> 48,000 - 70,000	<b>80,000</b> 65,000 - 100,000	<b>110,000</b> 80,000 - 140,000
NZ - Christchurch / Wellington (Remuneration Package Range)	<b>38,000</b> 35,000 - 42,000	<b>50,000</b> 40,000 - 60,000	<b>60,000</b> 50,000 - 70,000	<b>75,000</b> 65,000 - 85,000

General Insurance Broking	Assistant Account Executive	Account Executive	Broker
	Typical Salary	Typical Salary	Typical Salary
NSW - Sydney (Remuneration Package Range)	<b>48,000</b> 45,000 - 55,000	<b>70,000</b> 60,000 - 80,000	<b>80,000</b> 70,000 - 100,000
VIC - Melbourne (Remuneration Package Range)	<b>45,000</b> 42,000 - 50,000	<b>60,000</b> 55,000 - 70,000	<b>75,000</b> 70,000 - 100,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	<b>40,000</b> 37,000 - 45,000	<b>55,000</b> 50,000 - 65,000	<b>65,000</b> 60,000 - 80,000
SA - Adelaide (Remuneration Package Range)	<b>38,000</b> 35,000 - 40,000	<b>48,000</b> 45,000 - 55,000	<b>70,000</b> 55,000 - 80,000
WA - Perth (Remuneration Package Range)	<b>55,000</b> 49,000 - 60,000	<b>65,000</b> 60,000 - 71,000	<b>87,000</b> 82,000 - 130,000
ACT - Canberra (Remuneration Package Range)	<b>45,000</b> 40,000 - 50,000	<b>60,000</b> 50,000 - 75,000	<b>70,000</b> 60,000 - 80,000
TAS - Hobart (Remuneration Package Range)	<b>38,000</b> 35,000 - 40,000	<b>48,000</b> 45,000 - 55,000	<b>60,000</b> 55,000 - 70,000
NZ - Auckland (Remuneration Package Range)	<b>50,000</b> 42,000 - 55,000	<b>70,000</b> 55,000 - 85,000	<b>80,000</b> 60,000 - 100,000
NZ - Christchurch / Wellington (Remuneration Package Range)	<b>50,000</b> 40,000 - 55,000	<b>55,000</b> 50,000 - 60,000	<b>65,000</b> 55,000 - 75,000

General Insurance Claims	Claims Officer	Senior Claims Officer	Team Leader	Claims Manager	Senior Claims Manager
	Typical Salary	Typical Salary	Typical Salary	Typical Salary	Typical Salary
NSW - Sydney (Remuneration Package Range)	<b>50,000</b> 45,000 - 60,000	<b>65,000</b> 55,000 - 70,000	<b>73,000</b> 65,000 - 75,000	<b>85,000</b> 75,000 - 110,000	<b>120,000</b> 100,000 - 130,000
VIC - Melbourne (Remuneration Package Range)	<b>42,000</b> 40,000 - 48,000	<b>48,000</b> 45,000 - 52,000	<b>60,000</b> 55,000 - 65,000	<b>70,000</b> 65,000 - 80,000	<b>100,000</b> 85,000 - 110,000
QLD - Brisbane and Gold Coast (Remuneration Package Range)	<b>40,000</b> 35,000 - 55,000	<b>45,000</b> 43,000 - 55,000	<b>55,000</b> 50,000 - 60,000	<b>65,000</b> 55,000 - 70,000	<b>75,000</b> 65,000 - 85,000
SA - Adelaide (Remuneration Package Range)	<b>40,000</b> 37,000 - 42,000	<b>42,000</b> 38,000 - 50,000	<b>48,000</b> 45,000 - 60,000	<b>55,000</b> 50,000 - 70,000	<b>65,000</b> 60,000 - 80,000
WA - Perth (Remuneration Package Range)	<b>47,000</b> 41,000 - 49,000	<b>52,000</b> 49,000 - 55,000	<b>60,000</b> 55,000 - 65,000	<b>85,000</b> 70,000 - 90,000	<b>110,000</b> 90,000 - 125,000
ACT - Canberra (Remuneration Package Range)	<b>40,000</b> 35,000 - 45,000	<b>50,000</b> 45,000 - 55,000	<b>60,000</b> 55,000 - 65,000	<b>75,000</b> 70,000 - 80,000	<b>85,000</b> 80,000 - 90,000
TAS - Hobart (Remuneration Package Range)	<b>37,000</b> 35,000 - 38,000	<b>40,000</b> 38,000 - 45,000	<b>48,000</b> 45,000 - 55,000	<b>55,000</b> 50,000 - 65,000	<b>65,000</b> 60,000 - 80,000
NZ - Auckland (Remuneration Package Range)	<b>42,000</b> 36,000 - 50,000	<b>48,000</b> 42,000 - 55,000	<b>60,000</b> 50,000 - 70,000	<b>80,000</b> 60,000 - 90,000	<b>85,000</b> 70,000 - 100,000
NZ - Christchurch / Wellington (Remuneration Package Range)	<b>40,000</b> 35,000 - 45,000	<b>45,000</b> 40,000 - 50,000	<b>55,000</b> 50,000 - 65,000	<b>70,000</b> 60,000 - 80,000	<b>90,000</b> 80,000 - 110,000

Workers Compensation	Claims Administrator	Claims Officer	Compliance Officer	Team Leader	Manager
	Typical Salary	Typical Salary	Typical Salary	Typical Salary	Typical Salary
<b>NSW - Sydney</b> (Remuneration Package Range)	<b>45,000</b> 43,000 - 49,000	<b>55,000</b> 50,000 - 60,000	<b>60,000</b> 50,000 - 65,000	<b>75,000</b> 65,000 - 90,000	<b>85,000</b> 70,000 - 100,000
<b>VIC - Melbourne</b> (Remuneration Package Range)	<b>44,000</b> 38,000 - 45,000	<b>50,000</b> 45,000 - 55,000	<b>60,000</b> 55,000 - 65,000	<b>65,000</b> 60,000 - 70,000	<b>75,000</b> 70,000 - 80,000
<b>QLD - Brisbane and Gold Coast</b> (Remuneration Package Range)	<b>40,000</b> 35,000 - 45,000	<b>45,000</b> 44,000 - 50,000	<b>60,000</b> 55,000 - 65,000	<b>65,000</b> 60,000 - 70,000	<b>75,000</b> 70,000 - 80,000
<b>SA - Adelaide</b> (Remuneration Package Range)	<b>35,000</b> 33,000 - 40,000	<b>40,000</b> 35,000 - 42,000	<b>42,000</b> 35,000 - 45,000	<b>48,000</b> 40,000 - 50,000	<b>55,000</b> 50,000 - 65,000
<b>WA - Perth</b> (Remuneration Package Range)	<b>43,000</b> 41,000 - 45,000	<b>60,000</b> 49,000 - 65,000	<b>47,000</b> 43,000 - 49,000	<b>65,000</b> 50,000 - 70,000	<b>85,000</b> 75,000 - 90,000
<b>ACT - Canberra</b> (Remuneration Package Range)	<b>40,000</b> 35,000 - 42,000	<b>47,000</b> 45,000 - 55,000	<b>45,000</b> 43,000 - 50,000	<b>55,000</b> 50,000 - 60,000	<b>65,000</b> 60,000 - 70,000
<b>TAS - Hobart</b> (Remuneration Package Range)	<b>35,000</b> 33,000 - 40,000	<b>36,000</b> 35,000 - 39,000	<b>40,000</b> 35,000 - 45,000	<b>48,000</b> 40,000 - 50,000	<b>55,000</b> 50,000 - 60,000
<b>NZ - Auckland</b> (Remuneration Package Range)	<b>40,000</b> 32,000 - 43,000	<b>48,000</b> 40,000 - 55,000	<b>55,000</b> 45,000 - 60,000	<b>58,000</b> 50,000 - 63,000	<b>75,000</b> 65,000 - 90,000
<b>NZ - Christchurch / Wellington</b> (Remuneration Package Range)	<b>35,000</b> 32,000 - 38,000	<b>45,000</b> 40,000 - 50,000	<b>50,000</b> 45,000 - 55,000	<b>55,000</b> 50,000 - 60,000	<b>75,000</b> 65,000 - 85,000

Workers Compensation	Risk Insurance Managers	RTW Officers	Injury Management Specialists	Risk Manager
	Typical Salary	Typical Salary	Typical Salary	Typical Salary
<b>NSW - Sydney</b> (Remuneration Package Range)	<b>90,000</b> 80,000 - 130,000	<b>60,000</b> 55,000 - 63,000	<b>75,000</b> 60,000 - 85,000	<b>85,000</b> 75,000 - 90,000
<b>VIC - Melbourne</b> (Remuneration Package Range)	<b>70,000</b> 65,000 - 80,000	<b>58,000</b> 55,000 - 60,000	<b>70,000</b> 65,000 - 75,000	<b>80,000</b> 75,000 - 88,000
<b>QLD - Brisbane and Gold Coast</b> (Remuneration Package Range)	<b>70,000</b> 60,000 - 80,000	<b>45,000</b> 40,000 - 50,000	<b>60,000</b> 55,000 - 65,000	<b>65,000</b> 60,000 - 70,000
<b>SA - Adelaide</b> (Remuneration Package Range)	<b>55,000</b> 50,000 - 60,000	<b>42,000</b> 38,000 - 50,000	<b>55,000</b> 50,000 - 60,000	<b>65,000</b> 55,000 - 75,000
<b>WA - Perth</b> (Remuneration Package Range)	<b>70,000</b> 65,000 - 85,000	<b>55,000</b> 50,000 - 65,000	<b>70,000</b> 65,000 - 75,000	<b>85,000</b> 75,000 - 90,000
<b>ACT - Canberra</b> (Remuneration Package Range)	<b>72,000</b> 70,000 - 80,000	<b>55,000</b> 50,000 - 60,000	<b>65,000</b> 60,000 - 70,000	<b>75,000</b> 70,000 - 80,000
<b>TAS - Hobart</b> (Remuneration Package Range)	<b>55,000</b> 50,000 - 60,000	<b>42,000</b> 38,000 - 50,000	<b>55,000</b> 50,000 - 60,000	<b>60,000</b> 55,000 - 65,000
<b>NZ - Auckland</b> (Remuneration Package Range)	<b>80,000</b> 65,000 - 110,000	<b>55,000</b> 48,000 - 65,000	<b>70,000</b> 55,000 - 80,000	<b>80,000</b> 70,000 - 100,000
<b>NZ - Christchurch / Wellington</b> (Remuneration Package Range)	<b>70,000</b> 65,000 - 80,000	<b>52,000</b> 48,000 - 58,000	<b>68,000</b> 55,000 - 75,000	<b>78,000</b> 70,000 - 90,000

Life Insurance	Customer Service Officer	Group Life Administrator	Life Insurance Consultant	Team Leader
	Typical Salary	Typical Salary	Typical Salary	Typical Salary
<b>NSW - Sydney</b> (Remuneration Package Range)	<b>45,000</b> 40,000 - 50,000	<b>45,000</b> 38,000 - 48,000	<b>55,000</b> 45,000 - 60,000	<b>80,000</b> 70,000 - 85,000
<b>VIC - Melbourne</b> (Remuneration Package Range)	<b>42,000</b> 38,000 - 48,000	<b>43,000</b> 36,000 - 46,000	<b>55,000</b> 35,000 - 60,000	<b>75,000</b> 70,000 - 80,000
<b>QLD - Brisbane and Gold Coast</b> (Remuneration Package Range)	<b>37,000</b> 35,000 - 40,000	<b>45,000</b> 40,000 - 50,000	<b>55,000</b> 50,000 - 70,000	<b>80,000</b> 70,000 - 90,000
<b>SA - Adelaide</b> (Remuneration Package Range)	<b>35,000</b> 33,000 - 40,000	<b>37,000</b> 35,000 - 42,000	<b>37,000</b> 35,000 - 40,000	<b>48,000</b> 45,000 - 60,000
<b>WA - Perth</b> (Remuneration Package Range)	<b>41,000</b> 35,000 - 45,000	<b>41,000</b> 39,000 - 44,000	<b>44,000</b> 40,000 - 49,000	<b>55,000</b> 50,000 - 66,000
<b>ACT - Canberra</b> (Remuneration Package Range)	<b>35,000</b> 34,000 - 40,000	<b>40,000</b> 38,000 - 46,000	<b>45,000</b> 40,000 - 60,000	<b>52,000</b> 40,000 - 55,000
<b>TAS - Hobart</b> (Remuneration Package Range)	<b>33,000</b> 32,000 - 34,000	<b>37,000</b> 35,000 - 40,000	<b>37,000</b> 35,000 - 40,000	<b>48,000</b> 45,000 - 60,000
<b>NZ - Auckland</b> (Remuneration Package Range)	<b>38,000</b> 34,000 - 45,000	<b>45,000</b> 42,000 - 55,000	<b>65,000</b> 50,000 - 75,000	<b>60,000</b> 50,000 - 70,000
<b>NZ - Christchurch / Wellington</b> (Remuneration Package Range)	<b>35,000</b> 33,000 - 38,000	<b>35,000</b> 33,000 - 38,000	<b>50,000</b> 40,000 - 55,000	<b>50,000</b> 40,000 - 55,000

Life Insurance	Manager	Claims Assessor	Senior Claims Assessor	Underwriter	Senior Underwriter
	Typical Salary	Typical Salary	Typical Salary	Typical Salary	Typical Salary
<b>NSW - Sydney</b> (Remuneration Package Range)	<b>100,000</b> 80,000 - 110,000	<b>65,000</b> 55,000 - 70,000	<b>80,000</b> 75,000 - 85,000	<b>70,000</b> 65,000 - 75,000	<b>88,000</b> 80,000 - 100,000
<b>VIC - Melbourne</b> (Remuneration Package Range)	<b>100,000</b> 71,000 - 130,000	<b>65,000</b> 50,000 - 70,000	<b>75,000</b> 65,000 - 85,000	<b>65,000</b> 60,000 - 70,000	<b>80,000</b> 70,000 - 95,000
<b>QLD - Brisbane and Gold Coast</b> (Remuneration Package Range)	<b>100,000</b> 90,000 - 115,000	<b>55,000</b> 50,000 - 60,000	<b>60,000</b> 55,000 - 70,000	<b>70,000</b> 60,000 - 80,000	<b>90,000</b> 80,000 - 100,000
<b>SA - Adelaide</b> (Remuneration Package Range)	<b>65,000</b> 50,000 - 70,000	<b>55,000</b> 50,000 - 60,000	<b>65,000</b> 60,000 - 70,000	<b>60,000</b> 50,000 - 65,000	<b>75,000</b> 65,000 - 85,000
<b>WA - Perth</b> (Remuneration Package Range)	<b>100,000</b> 70,000 - 110,000	<b>65,000</b> 55,000 - 70,000	<b>75,000</b> 70,000 - 85,000	<b>65,000</b> 60,000 - 70,000	<b>80,000</b> 70,000 - 85,000
<b>ACT - Canberra</b> (Remuneration Package Range)	<b>65,000</b> 60,000 - 80,000	<b>55,000</b> 50,000 - 60,000	<b>65,000</b> 60,000 - 70,000	<b>60,000</b> 50,000 - 70,000	<b>75,000</b> 65,000 - 85,000
<b>TAS - Hobart</b> (Remuneration Package Range)	<b>55,000</b> 50,000 - 60,000	<b>50,000</b> 48,000 - 58,000	<b>60,000</b> 58,000 - 65,000	<b>60,000</b> 55,000 - 65,000	<b>75,000</b> 65,000 - 90,000
<b>NZ - Auckland</b> (Remuneration Package Range)	<b>85,000</b> 70,000 - 100,000	<b>45,000</b> 38,000 - 55,000	<b>60,000</b> 50,000 - 70,000	<b>65,000</b> 50,000 - 75,000	<b>80,000</b> 65,000 - 95,000
<b>NZ - Christchurch / Wellington</b> (Remuneration Package Range)	<b>70,000</b> 60,000 - 80,000	<b>45,000</b> 40,000 - 50,000	<b>55,000</b> 50,000 - 60,000	<b>65,000</b> 50,000 - 75,000	<b>85,000</b> 75,000 - 95,000