



## MEDIA RELEASE

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### **icare NSW ANNOUNCES FINALISTS FOR 2018 CARE & SERVICE EXCELLENCE AWARDS**

icare CEO and Managing Director John Nagle, today announced the finalists for icare's 2018 Care & Service Excellence (CASE) Awards, which recognise and reward outstanding service delivery in the NSW workers compensation industry.

icare's CASE Awards have become a hallmark for the industry, celebrating the individuals and teams who have gone above and beyond to provide better outcomes for injured workers and businesses.

"This year's group of finalists exemplify what the CASE Awards are all about. Each finalist has achieved a significant improvement for their customers or for the workers compensation industry as a whole," Mr Nagle said.

"The finalists we have selected include individuals and teams who have demonstrated innovative approaches to physical recovery and risk identification, holistic workplace rehabilitation services and outstanding examples of human-centered leadership and cross-agency collaboration.

"These achievements prove what we in the industry already know, but that is often overlooked – that there are phenomenal case managers, providers and brokers across the scheme who are regularly going above and beyond to deliver the best possible outcomes for their customers and improve NSW's workers compensation industry.

"The CASE Awards continue to evolve to recognise how dynamic our industry is. Now in its fourth year, the stories, innovation and the dedication to excellence is more evident now than ever before."

Thirty-five finalists have been selected across 10 award categories. Awards will be presented to this year's winners at the 4th Annual Care and Service Excellence Awards (CASE Awards) Gala Dinner on Tuesday 13 November at the International Convention Centre (ICC) Sydney.

Tickets are available to purchase from [caseawards.icare.nsw.gov.au](http://caseawards.icare.nsw.gov.au). Claims management partners, providers, workers compensation brokers and NSW employers are invited to attend.

#### **Media contact**

**Catherine Rout** | [media@icare.nsw.gov.au](mailto:media@icare.nsw.gov.au) | (02) 8297 7570

**About icare:** icare (Insurance & Care NSW) is the insurance and care provider for NSW.

We insure 4 million workers, motorists and builders and 310,000 employers. For more information, visit: [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)



## icare 2018 CARE & SERVICE EXCELLENCE AWARDS FINALISTS

Category	Finalist
Young Professional of The Year - Care & Service	Eliza Conroy, EML
	Tayla Kay, Rehabilitation Services by Altius
	Michael Blore, WorkFocus Australia
	Rachel Biddiscombe, WorkFocus Australia
Outstanding Individual - Care & Support	Craig Wylie, Allianz Australia
	Tamara Ng, EML
	Braden Renel, Employers Mutual Limited
	Kevin Sawers, GIO NSW Workers Insurance
	Chenara Hill, QBE Insurance Group Limited
Outstanding Individual - Specialist Care Services	Liz Brownlee, Wise OT Solutions Pty Ltd
Outstanding Team - Care & Support	Primary Team, Allianz
	Allianz Workers Compensation Customer Experience Team, Allianz Australia
	GIO Fusion Project team, GIO NSW Workers Insurance
	IPAR Newcastle, IPAR Rehabilitation Pty Ltd
Outstanding Team - Specialist Care Services	EML IFNSW - Team Fire, PES 6, EML
	NSW Consulting Team, Gallagher Bassett
Excellence & Innovation in Injury Management	John Cosentino, Altius Group
	NTD Empathy program, GIO NSW Workers Insurance
	IPAR Rehabilitation, IPAR Rehabilitation Pty Ltd
	Roula Giakoumis, Konekt Australia Pty Ltd
Excellence in Improving Employer Performance	Life Without Barriers and Aon, Aon
	EML IfNSW - South Western Sydney Local District, EML
	Gallagher Workplace Risk, Gallagher
	JLT Australia
Excellence in Injury Prevention	HWYDI (How Would You Do It) Program, Jemena
	Live Safe – Home Safe and Healthy Every Day, Life Without Barriers

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	Loader Driver Assembly Improvement, Komatsu Mining Corp
	Buildcorp Group Pty Ltd, Buildcorp Group Pty Ltd
Customer Excellence	Rehab Co
	Interact Injury Management
	I-Med Radiology Network
Lifetime Achievement	Mark Pittman, Allianz Australia
	John Barnes, Marsh
	Rosemary McKenzie-Ferguson, Craig's Table

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