



**MEDIA RELEASE**  
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**WINNERS OF icare's 2018 CARE AND SERVICE EXCELLENCE AWARDS  
ANNOUNCED**

The winners of the 2018 Care and Service Excellence (CASE) Awards were announced last night at a black tie gala event attended by more than 700 claims management partners, providers, insurance brokers and NSW employers.

icare's CASE Awards have become a hallmark for the insurance and care industry in NSW, celebrating the individuals and teams who have gone above and beyond to provide better outcomes for the people and businesses of NSW, following a personal injury at work or on our roads.

icare CEO and Managing Director John Nagle said the winners of this year's Awards demonstrated passion and commitment to caring for and providing better outcomes for injured people and NSW businesses.

"At icare, we put the customer at the centre of everything we do. It's hugely rewarding to see that this goal is shared by our scheme agents and our broker and rehabilitation partners," said Mr Nagle.

"The award winners are incredible examples of employees and teams going above and beyond what is required and being truly innovative to improve outcomes for their customers.

"One of the stand out winners was IPAR Rehabilitation, who developed a unique biopsychosocial assessment which identifies the personal barriers an injured person might face when trying to return to work and develops a tailored health coaching program to address those barriers and help the person return to work, and health, faster," said Mr Nagle.

"I'd also like to mention Mark Pittman, General Manager of Government Services at Allianz, who was the winner of the Lifetime Achievement award.

"Throughout his career, Mark has driven innovation for customers across the workers compensation industry, leading the implementation of Behavioural Insight Principles in workers compensation in 2015 and championing the Allianz SeekSMART Program, a program which assists workers through their redeployment journey.

"I congratulate all of the award winners, and acknowledge the efforts put in by our finalists to achieve the best outcomes for injured people and employers. The individuals and teams recognised last night were true examples of excellence and something we should all, as an industry, aspire to," said Mr Nagle.

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**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)



## 2018 CASE Award Winners

Award	Winner
Young Professional of the Year	Rachel Biddiscombe, WorkFocus Australia
Outstanding Individual – Care & Service (Care and Support)	Chenara Hill, QBE Insurance Group Limited
Outstanding Individual – Care & Services (Specialist Care Services)	Liz Brownlee, Wise OT Solutions Pty Ltd
Outstanding team – Care & Service (Care and Support)	Allianz NSW Workers Compensation Customer Experience Team, Allianz Australia
Outstanding team – Care & Services (Specialist Care Services)	NSW Consulting Team, Gallagher Bassett
Excellence and Innovation in Injury Management	Positivum™ assessment and health coaching, IPAR Rehabilitation Pty Ltd
Excellence in Improving Employer Performance	Gallagher Workplace Risk, Gallagher
Excellence in Injury Prevention	Buildcorp Group Pty Ltd; and Komatsu Mining Group
Customer Excellence	I-MED Radiology Network
Lifetime Achievement	Mark Pittman, Allianz Australia

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