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## Winners of the CASE Awards 2019 announced

The winners of the Care and Service Excellence (CASE) Awards 2019 were announced last night at a black tie gala event attended by more than 700 claims management partners, providers, insurance brokers and NSW employers.

Since its inaugural event in 2015, icare's Care and Service Excellence Awards (CASE) have quickly become a hallmark of the insurance and care sector in NSW, recognising organisations and individuals making outstanding, positive contributions to the delivery of insurance and care services for the people, businesses and communities of NSW.

icare CEO and Managing Director John Nagle said the winners of this year's awards represent the very best of the NSW insurance and care industry.

"Last night's winners came from all over the state, from big corporations to small local businesses – but they all had one thing in common. Each of these individuals and teams have demonstrated compassion, enthusiasm and a commitment to continuous improvement, all underpinned by a strong service mindset," Mr Nagle said.

"A shining example of this is Ellen Watson, winner of the Outstanding Individual – Care and Service Award. In her two years as a Rehabilitation Consultant with WorkFocus Australia, Ellen has helped 148 injured people back to meaningful health and wellbeing.

"The last 12 months have re-affirmed what we already knew – that our industry is complex and ever-evolving. To meet the changing expectations and needs of our customers, we must continuously improve, innovate and enhance our service offerings," he said.

"We have also heard very clearly from our customers that they want more transparency and consistent delivery from all sectors involved in our industry.

"The CASE Awards represent an incredible opportunity for us to come together as an industry, share our successes and our learnings, and as a result, shape positive change in the NSW insurance and care sector.

"I want to congratulate all of the winners of the CASE Awards and acknowledge the amazing contribution of each of our finalists to achieve the best outcomes for injured people and employers," Mr Nagle said.

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Award	Winner
<b>Young Professional of the Year – Care &amp; Service</b>	<b>Alexandra Galassi, Allianz</b> A Senior Injury Management Specialist for Psychological Claims, Alexandra has enabled positive customer experiences and health, social and commercial outcomes.
<b>Customer Excellence</b>	<b>Beneco</b> Beneco specialises in return to work services, using innovative thinking to individualise back-to-work strategies that are sustainable across a variety of different environments
<b>Excellence in Social Impact</b>	<b>A/Prof Samuel Harvey and the Workplace Mental Health Research Program at the Black Dog Institute</b> In partnership with NSW first responders, Prof Harvey and team co-developed new evidence-based mental health initiatives to better protect the mental health of emergency services workers.
<b>Outstanding Individual – Care &amp; Service</b>	
<b>Care &amp; Support</b>	<b>Ellen Watson, WorkFocus Australia</b> In two years as a Rehabilitation Consultant, Ellen has managed over 148 clients back to meaningful health and wellbeing with a return to work (RTW) rate of 92.6%
<b>Outstanding Team – Care &amp; Service</b>	
<b>Care &amp; Support</b>	<b>The Northern Regional Workers Compensation Claims Team, Allianz</b> The success of the newly formed Northern Regional Workers Compensation Claims Team has been due to their drive for a positive team culture, designing collaboration tools and processes and developing robust relationships with Department of Education stakeholders
<b>Specialist Care Services</b>	<b>Sargood on Collaroy</b> Sargood on Collaroy is a world-first resort, purpose-built for people living with a spinal cord injury as a place to refresh, learn and connect.
<b>Excellence in Injury Prevention</b>	<b>Embedding the JB Culture into our Safety Culture, JB Hi-Fi</b> JB Hi Fi have improved workplace safety at their 65 NSW stores, through a team-driven Safer Ways of Working initiative.
<b>Excellence and Innovation in Injury Management</b>	<b>Health at Home (HAH), Pinnacle Rehab</b> Health at Home identified support gaps faced by injured workers discharged from psychiatric care. HAH creates a structured plan ensuring family, social and psychiatric support networks are in place, minimising the likelihood of psychiatric re-admission.
<b>Excellence in Improving Employer Performance</b>	<b>Gallagher Workplace Risk &amp; True Alliance</b> This strategic workplace risk partnership resulted in a 67% reduction in claim numbers and a 400% reduction in Lost Time Injury Frequency.
<b>Lifetime Achievement</b>	<b>Michele Cesci, EML</b> Michele Cesci, EML Claims Optimisation Specialist, has dedicated more than a quarter of a century to workers' compensation across two Australian jurisdictions and in New Zealand.
<b>CASE Award</b>	<b>Beneco</b>