

Date: 1 July 2020

Nominations open for icare's CASE Awards 2020

icare is once again calling on industry nominations for its annual Care and Service Excellence (CASE) Awards.

The awards celebrate organisations and individuals making outstanding, positive contributions to the delivery of insurance and care services for the people, businesses and communities of NSW. We've all encountered a year that's very different to most with the floods, fires and then COVID-19 so we're especially keen to hear how everyone has adapted and provided support in different, innovative ways.

Whether it's providing services to people injured at work or severely injured in a motor accident on NSW roads, to employers or to other service providers, icare wants to recognise highest standards of commitment to achieving the best outcome for customers.

icare's CEO and Managing Director, John Nagle said this year had presented both unique and old challenges which have impacted many across the industry.

"There are many stories of strength and resilience coming out from the bushfires, floods and COVID-19 pandemic, and the CASE Awards 2020 will celebrate this continued show of strength, empathy and support for our customers," Mr Nagle said.

"We have faced very challenging and complex situations together as an industry. icare is proud to provide the CASE Awards to recognise the achievements of people and organisations that are helping transform and improve insurance and care services across the state, tackling complex issues while adapting organisation delivery models and ensuring that employees, co-workers and customers remain supported in these incredibly difficult and unsettling times."

By bringing together the industry's highest performers and acknowledging their achievements, the CASE Awards aim to recognise and support the continuous improvement in the NSW insurance and care sector and encourage innovation and process improvements in the delivery of insurance and care services in NSW.

This year, there are eight awards categories: Young Professional of The Year - Care & Service; Outstanding Care & Service; Excellence in Injury Prevention; Customer Excellence; Excellence & Innovation in Injury Management; Excellence in Improving Employer Performance; Lifetime Achievement; and CASE Award.

Nominations for icare's CASE Awards 2020 can be submitted at the [CASE Awards website](#) and close on 23 August 2020.

Successful CASE Awards finalists will be notified on 3 September 2020 with the winners announced at an awards ceremony on 21 October 2020.

Media contact: Clara Reyes Mora | media@icare.nsw.gov.au | 0427 247 137

CASE Awards 2020 categories

Young Professional of The Year - Care & Service
Outstanding Care & Service a) Rehabilitation and Support b) Care and Support
Excellence in Injury Prevention
Customer Excellence
Excellence & Innovation in Injury Management
Excellence in Improving Employer Performance
Lifetime Achievement
CASE Award