



## MEDIA RELEASE

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# FINALISTS FOR 2017 CASE AWARDS ANNOUNCED

The finalists for the third annual [icare](#) 2017 Care & Service Excellence (CASE) Awards have been selected, with the winners to be announced on 29 November in Sydney.

John Nagle, icare Group Executive Workers Insurance, was very impressed by the quality and diversity of the applications which recognise and reward outstanding service delivery in the NSW insurance and care industry.

“The awards showcase the outstanding achievements of individuals and teams in providing better outcomes for injured workers and employers, as well as specialised employer risk prevention activities,” Mr Nagle said.

“As the reputation of CASE evolves as the premier awards in the industry, we are receiving submissions of outstanding calibre, reflecting ongoing innovation and highlighting the people who are driving change across our industry,” he said.

“This is particularly apparent in the category excellence and innovation in injury management, where we have five finalists, all exhibiting principles of collaboration, communication and a holistic focus on the injured worker.

“Our outstanding care & service team entries cover a wide range of initiatives, including a scheme agent who has developed a new career support service, and a team that has put together personalised resources and networks to support injured workers regain their independence.

“The third finalist in this category has developed an award winning, evidence-based injury management framework that has seen an increase in employee engagement and reductions in medical costs and in weekly benefits.

“It is gratifying to see how young people are playing a significant role, introducing new ways of working together, using approaches which are caring, supportive and professional.

“At the other end of the spectrum, the submissions for the lifetime awards show the high levels of commitment and passion from people who have dedicated their careers to creating safer workplaces,” Mr Nagle said.

The CASE Awards ceremony will be held on 29 November. For enquiries, please email the CASE Awards team at: [case.awards@icare.nsw.gov.au](mailto:case.awards@icare.nsw.gov.au).

**Media contact:** Phyllis Sakinofsky | [media@icare.nsw.gov.au](mailto:media@icare.nsw.gov.au) | (02) 9216 3971

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

We insure 3.7 million workers, motorists and builders and 296,000 employers. For more information, visit: [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)



# icare's 2017 CASE AWARD FINALISTS

## Category 1: Young Care & Service Professional of the Year

- Michael\*, Workfocus Australia
- Amy, EML
- Margaret, Allianz Australia Workers Compensation NSW Ltd.

## Category 2: outstanding care & service by an individual

### a) care and support:

- Victoria, EML
- Kathy, EML
- Shaun, RehabCo
- Eloise, Allianz.

### b) Special Care Services:

- Lhing, QBE.

## Category 3: Outstanding Care & Service by a Team

- Allianz TMF and NSW Department of Industry, Allianz
- Gallagher Bassett Services Pty Ltd, Community Support Service Team
- Recovering Independence Services (RIS) Team, EML.

## Category 4: Excellence and Innovation in Injury Management

- Supporting Optimal Surgery (SOS) Care Program, Allianz Australia
- Proactive and Early Intervention Approach to PTSD – TMF, EML
- GIO
- The Vocational Intervention Program, Keystone Professionals Pty Ltd
- Step-up Capacity Program, Rehab Management.

## Category 5: Excellence in Improving Employer Performance

- Altius Group
- Aon Risk Solutions
- The CommuniCorp Group
- JLT Workers Compensation Team.

## Category 6: Lifetime Achievement

- *To be announced at the event.*

## Category 7: Customer Excellence

- *To be announced at the event.*

*\*Surnames have been omitted to protect people's privacy.*

