



MEDIA RELEASE

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icare ANNOUNCES CARE & SERVICE EXCELLENCE (CASE) AWARD FINALISTS

icare CEO Vivek Bhatia today announced the finalists of icare's 2016 CASE (Care & Service Excellence) Awards, which recognise excellence in injury management, service delivery and broker engagement with customers across icare's workers compensation schemes.

This year's CASE Award finalists are exemplars of innovation in process and service improvements in claims management, which significantly improve return to work outcomes for injured workers within NSW businesses.

Finalists were selected for their ability to demonstrate excellence in their quality of service across icare's Nominal Insurer and Treasury Managed Fund workers compensation insurance schemes.

"This year's finalists are an impressive group who've consistently exceeded customer expectations and serve as a benchmark for their peers across the NSW workers compensation schemes", Mr Bhatia said.

"They demonstrate an impressive range of achievements and cross-agency collaboration in areas, such as intervention in high risk claims, proactive injury prevention and management strategies, scheme agent performance optimisation, training in risk identification and mitigation, and return to work initiatives.

"They are talented individuals who demonstrate that scheme agents and brokers are vastly improving the customer experience for workers impacted by a workplace injury", he said.

The Awards recognise industry excellence in care and service delivery by scheme agent and broker representatives across the following categories:

Nominal Insurer (NI) and TMF Awards:

1. Outstanding New Starter
2. Outstanding Contribution by a Team
3. Contribution by an Individual
4. Excellence & Innovation in Injury Management

Brokers Award:

5. Excellence in Improving Client Performance

Awards Nominated by icare

6. Service to icare Workers Insurance
7. Services to icare Self Insurance

"I look forward to revealing the winner of the Awards on 15 September and seeing how far scheme agents and brokers have come in transforming workers compensation service delivery into a world-class experience for the NSW community," Mr Bhatia said.

The CASE Award winners will be announced on 15 September 2016 at Doltone House, Darling Island Wharf, Sydney. Tickets are available for purchase at:

case.awards@icare.nsw.gov.au

For more information on icare's CASE Awards, visit: <https://caseawards.icare.nsw.gov.au/>

icare's 2016 CASE Award Finalists* include the following entrants:

Nominal Insurer and TMF Awards - Outstanding New Starter:

- Jacquie, EML
- Neven, EML
- Eryn, Allianz

Outstanding Contribution by a Team:

- Specialist Team, GIO
- Team Insight, EML
- Low Touch Claims Team, GIO

Contribution by an Individual:

- Matthew, CGU
- Sam, QBE
- Christie, EML

Excellence & Innovation in Injury Management

- Allied Health Initiative Team, GIO
- Strategy & Continuous Improvement Team, EML
- North Coast Safety Network, QBE

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

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