



MEDIA RELEASE

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LEADERSHIP CHANGE AT icare

The Chairman of [icare](#) Michael Carapiet today announced that Mr John Nagle, Group Executive - Workers Insurance has been appointed Interim Managing Director & CEO of [icare](#) NSW following Mr Vivek Bhatia's resignation to pursue a new career opportunity in the private sector.

John is a highly experienced insurance executive and has played a key role in the formation and running of icare and its predecessor since 2014.

As icare's inaugural Managing Director & CEO, Vivek Bhatia has overseen the consolidation and transformation of NSW's insurance and care schemes, building one of the largest customer-centric insurance organisations in Australia, focused on people, not profit.

"Vivek leaves icare well-advanced in delivering its vision of providing world-class, customer-centric services to the NSW community. He has embodied the icare mantra 'commercial mind, social heart' and with his executive team set the tone for the organisation," Mr Carapiet said.

"Vivek has been an outstanding leader at icare, constantly striving for better customer outcomes. Under his leadership of the State's insurance schemes we have achieved significant improvements to all of the schemes administered by icare.

"While we are very sad to see him go he does so with our fullest support and we have every confidence in the strong executive team currently in place, and in John Nagle as interim Managing Director & CEO, to continue the tremendous improvements and maintain the innovation mindset at icare," Mr Carapiet said.

Mr Bhatia said he was grateful for the opportunity to serve the NSW community while at icare and proud of what has been achieved to date by the team at icare.

"My time at icare has been one of the most fulfilling experiences of my career and while I am sad to leave, I'm also extremely proud of the people that bring so much enthusiasm and dedication to icare every day to provide a more positive experience for our customers and the broader NSW community," Mr Bhatia said.

"It has been an honour and a privilege to lead the transformation journey of icare."

Vivek will work over the next few weeks to help transfer his responsibilities to Mr Nagle.

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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

