



MEDIA RELEASE

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icare INSURING A BRIGHT FUTURE FOR NEW GRADUATES

Six university graduates from across Australia have landed coveted positions on the 2018 icare Graduate Program. icare, Australia's largest insurance start-up, received over 650 applications, with a number of the successful candidates relocating from interstate and regional NSW to start their working life with [icare](#).

Alisara Alcaide, a twenty-four-year-old Business and IT graduate from the Queensland University of Technology, joined the icare Graduate Program because she felt icare's values aligned strongly with her own.

"A lot of big corporations don't think about how they can help and care for individual people, but icare does. They take the time to learn about each of their customers and figure out how they can provide the best care for that person in a respectful and empathetic way. I feel very lucky knowing I'll be challenged in this type of environment and hope to grow as a person and a leader"

Twenty-five-year old Brendan Ma, a Perth native who graduated from the University of Western Australia with a degree in Civil Engineering and Finance, also relocated to Sydney to join the icare Graduate Program, lured by the opportunity it provided to work on meaningful projects that can directly change an injured person's life for the better.

"icare has a 'Commercial Mind, Social Heart' mantra which, for an insurance company, really intrigued me," said Brendan.

"Since starting the program, I've realised icare is not a traditional insurance company by any stretch. Their bread and butter is going above and beyond for their customers, which makes me really proud to have been chosen for the program. I'm really looking forward to being able to bring my business acumen and passion for helping people together and make a positive impact on the lives of NSW's most seriously injured people."

Since launching only 12 months ago, icare's Graduate Program has ranked number three on [Australia's 2018 Top 75 Graduate Employers list](#).

"As a social insurer, our goal is to deliver commercially sound services balanced by social good. We provide the best quality of care available and help people return to work, and to life. What draws our graduates to the program and sets it apart from other programs in Australia is the unique opportunity to work on and be responsible for real and meaningful projects from day-one," said icare's acting Chief People Officer, Blazenka Skender.

"Our Graduate Program is an integral part of our Future Leaders Strategy. We look for candidates who not only reflect our social values, but who are innovative thinkers involved in some form of community leadership, are open to new challenges and have a genuine curiosity to learn and grow into our future leaders", Ms Skender said.

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



Alisara's first rotation is with icare's Strategy team, working on a benchmarking study of icare's insurance and care schemes.

"This will help us to understand how icare's schemes are performing. We'll be able to use the results to improve our schemes, which means the work I do could change an injured person's life for the better. That's an amazing feeling" Alisara said.

Brendan is working with icare's Commercial Engagement and Performance team which manages relationships with business partners like brokers, insurance claims agents, and employers from all industries.

"Our goal is to deliver a world-class customer experience to our clients. To help meet that goal, I've been tasked designing an online portal which will bring together all of icare's customer insights and requests in one place so that we can more efficiently improve our services in response to customer feedback. This will be a first for the organisation so I'm really excited to get started" Brendan said.

icare's two-year Graduate Program is rotation-based and gives graduates hands-on, professional experience in diverse roles across the icare business, from finance through to customer experience design. Graduates also take part in a tailored learning and leadership development program, which includes experiential workshops and structured learning sessions in disciplines such as active career management, self-awareness and human centered design.

Applications for icare's 2019 Graduate Program open on 19 March 2018.

Graduates who have completed a Bachelor-level degree in the last 12 months and hold Australian citizenship or permanent residency can apply. Candidates of Aboriginal or Torres Strait Islander heritage are strongly encouraged to apply.

With more than \$32 billion in assets across its schemes, icare NSW delivers world-class insurance and care services to more than 3.4 million workers, builders, road users and homeowners in NSW; insures more than, 296,000 businesses and some of the world's most iconic assets, like the Sydney Opera House and Sydney Harbour Bridge.

For more information on icare's Graduate Program, visit:

<https://www.icare.nsw.gov.au/about-us/careers/graduate-hub/graduate-program/>

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