

CAREER PROFILES

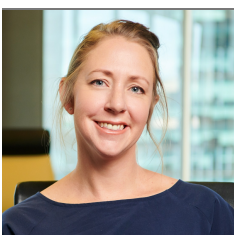
Careers

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At the Insurance Commission, you'll work with a talented and diverse team. The Insurance Commission values innovative thinking and rewards its employees with flexibility and other benefits. Insurance Commission employees receive ongoing training and support to develop their skills and advance their career.

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Karen van der Hoeven

Karen van der Hoeven -
Workers' Compensation
Manager



Karen commenced as a Public Sector Trainee at the Insurance Commission of Western Australia (Insurance

Insurance Commission of Western Australia (Insurance Commission) in 1996 in the Government Insurance division, now known as RiskCover.

After completing her traineeship she was successful in securing a Claims Assistant position within the workers' compensation section where over time she moved onto managing more complex claims, running settlement conferences and building lasting client relationships.

In 2005, Karen joined the Insurance Commission leadership group taking on a workers' compensation Team Leader position responsible for supporting and guiding a team of eight to manage claims for RiskCover clients.

Today Karen is the Workers' Compensation Section Manager overseeing the claims service to all RiskCover clients.

The workers' compensation section is made up of 60 people that all need to work together in order to administer a portfolio of approximately 4,000 claims.

Karen describes her experiences to date:

"At the time when I joined the Insurance Commission I was 19, I didn't really have a career plan, minimal work experience and no idea about insurance or workers' compensation.

The Insurance Commission has provided interesting work with the right people and programs to allow me to learn and develop. I have always felt supported and encouraged to achieve the best outcomes possible and to take on new challenges, not only by my direct line managers but by my colleagues and team mates.

The Insurance Commission has a wealth of people to learn from and opportunities for those willing to put up their hand and put in the work."



Nicola Chong

Nicola Chong - Investments
Officer



Nicola joined the Insurance Commission in 2009 as a Claims Officer within the Motor Injury Insurance division. During her

OFFICER WITHIN THE MOTOR INJURY INSURANCE DIVISION. DURING HER TIME AS A CLAIMS OFFICER SHE HAS MENTORED NEW CLAIMS OFFICERS AND ACTED AS A TEAM LEADER.

Today Nicola is an Investments Officer in the Investments Division helping manage over \$5 billion in assets held by the Insurance Commission.

Here's what Nicola has to say about working at the Insurance Commission:

"Prior to joining the Insurance Commission, I had completed a Bachelor of Education and Asian Studies. I was interested in joining the Insurance Commission as I had an interest in insurance and was looking for a career change from teaching.

The flexibility at work has enabled me to complete my Masters of Commerce while working full time. It would have been impossible without my supportive employer and manager. I have had the opportunity to move from the Motor Injury Insurance Division into the Investments Division allowing me to use utilise the knowledge obtained from my Masters of Commerce."



David Smith

David Smith - Claims Services
Manager



David joined the Insurance Commission in October 2016 as a Claims Services Manager within the Motor Injury Insurance division.

David has more than 15 years' experience in Motor Injury Insurance from roles in the United Kingdom and Australia and has been leading teams since 2007.

He was previously an Operations Manager responsible for customer service provided to more than one million customers.

David returned to the Insurance Commission, 11 years after starting here as a temporary employee during a gap year.

David has this to say about working at the Insurance Commission:

"Since joining the Insurance Commission I have been impressed with the knowledge and passion of the teams who make it a great place to work and who strive to provide the best possible service to our customers.

The flexible working options and support offered to staff is a real benefit and helps build a positive environment. I would recommend the Insurance Commission to anyone who is looking for a challenge and to develop their skills in a rewarding career."



Mandy Leask

Client Service Manager



Mandy commenced at the Insurance Commission in 2008 as an Injury Services Trainee within the RiskCover division.

After completing her traineeship in Workers' Compensation, she secured an Injury Services Officer position where she moved onto managing more complex claims, running settlement conferences and building lasting client relationships. Mandy found that she really enjoyed building partnerships with government agencies and working with them to assist injured employees to return to work.

Today Mandy is the Client Service Manager overseeing the performance of half the Workers' Compensation section in RiskCover.

Mandy has this to say about her experiences to date:

"The Insurance Commission really does provide opportunities for career development. I started off as a trainee in 2008. I then moved into a Claims Officer role until 2011 when an opportunity arose for a Team Leader position and was quickly promoted to the position of Injury Services Coordinator.

Since 2015 I have been the Client Service Manager responsible for the effective management of workers' compensation claims from the Department of Health and

related public sector agencies.

I have enjoyed different aspects of each role that I've undertaken with the Insurance Commission and have always felt supported by both my team and my manager. In my current role, I am given the resources and support to develop as a leader and support others to do the same. I would recommend the Insurance Commission to anyone who is looking for a rewarding career and wants to work with great people."



Caitlyn Ollerenshaw

Business Analyst



Caitlyn joined the Insurance Commission in May 2015 as a Business Analyst. She brings with her a raft of experience and knowledge from her time at the Department of Transport where she was involved in data cleansing, user acceptance testing and various other analyst and project roles.

Caitlyn applied for the Business Analyst (Business Improvement) position for a new challenge after eight years at the Department of Transport and *"Whilst it's only early days, I have really enjoyed working with the people and look forward to what's to come"*.

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