

Medibank Accessibility and Inclusion Plan

2022 – 2024

The Medibank logo is positioned in the upper right corner of the page. It consists of the word "medibank" in a lowercase, sans-serif font. The "i" is a light blue color, while the remaining letters are black. The logo is set against a white rectangular background that partially overlaps the colorful abstract artwork.

Acknowledgment of Country

Medibank acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of this nation. We proudly recognise Elders past, present and emerging as the Traditional Owners and Custodians of the lands on which we work and live. We're committed to supporting self-determination and envision a future where all Australians embrace Aboriginal and Torres Strait Islander histories, cultures and rights as a central part of our national identity.

Special thanks

The Medibank Accessibility and Inclusion Plan features an original design by Emily Crockford titled 'Patterns of the Loveheart Mandala.'

About the artist

Emily Crockford's broad creative practice encompasses painting, textiles and soft sculpture. Her work can be seen in large scale across Sydney and in high profile institutions. Emily was the recipient of the 2020 Australia Council National Arts and Disability Award for an Emerging Artist. Emily is an artist with Studio A, a supported studio based in Sydney that tackles the barriers that artists living with intellectual disability face in accessing conventional education, professional development pathways and opportunities needed to be successful and renowned visual artists.

studio A

Design

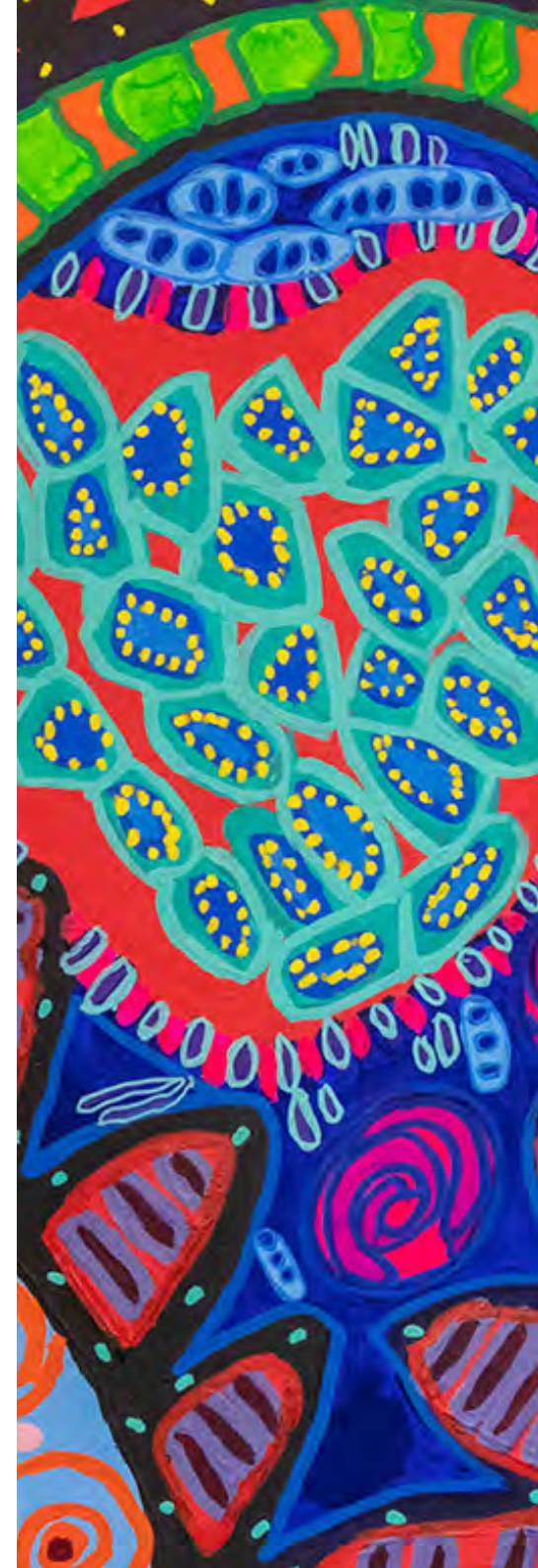
Marcus Lee Design, a creative agency certified by Supply Nation.

Contributors

We gratefully acknowledge the guidance and contributions from all our employees with disabilities and community stakeholders who have supported the development of this Accessibility and Inclusion Plan (AIP) including the Australian Network on Disability.

United Nations Sustainable Development Goals

We support the United Nations Sustainable Development Goals (SDGs) and seek to make conscious decisions about the products and services we develop, the systems we use, and the partners we work with. This extends to commitments within this plan aligned to SDGs including decent work and economic growth (goal 8), reduced inequalities (goal 10) and partnerships for the goals (goal 17).





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Message from our CEO



Since launching our first Accessibility and Inclusion Plan in 2018, we have been working hard to create an inclusive culture and an environment that is accessible to everyone.

With nearly 20% of the population living with disability, our focus has been on removing barriers for people with disability to better attract and retain employees and improve the customer experience across all touchpoints for people with disability.

Over the past three years, we've improved our recruitment processes and made the experience more accessible for all potential candidates with disability. Our talent acquisition teams have completed Disability Confident training and in 2021, we expanded our program for all our people.

For our customers, we've sought to make our retail stores and offices more accessible and improved accessibility across our website and mobile apps. We also recently launched accessible membership cards and listed the accessible features of our stores on the Medibank website.

In 2020, we commenced a Carer's Support program to help our employees with caring responsibilities to be better prepared, supported and connected. As part of the program, we established

our Employee Carer's Network and our Carers Information Hub to equip our people with the information they need to navigate their journey. And in early 2022, we launched a pilot program to provide our people with added support to navigate the health system through the help of a Medibank clinician. We will look for opportunities to expand this program and continue to support our employees with caring responsibilities over the coming three years.

But we haven't achieved everything that we set out to do three years ago. Employment of people with disability remains stable which is why in this new plan we have committed to doing more to support meaningful and sustained career and development opportunities. It's also why we are continuing to support intern and graduate placements through the Australian Network on Disability's Stepping Into program and Vision Australia's graduate program.

Another key focus for us over the coming three years is to ensure a consistent experience across our technology platforms for our people and customers, and importantly, to continue building a disability confident culture.

Medibank's second Accessibility and Inclusion Plan outlines our new and ongoing commitments to better support our people, customers and all Australians living with disability.

I'd like to thank our Diversity and Inclusion Working Groups for their commitment to achieving the actions within our previous plan and for their contributions to the development of this next plan. I'd also like to thank our employees with disability and our partners at the Australian Network on Disability and Get Skilled Access for their continued support in the feedback and delivery of the outcomes of these plans.

Our 2030 vision is to create the best health and wellbeing for Australia. This vision is inclusive of all Australians and achieving equity in health, wellbeing and employment outcomes for people with disability is a fundamental part of this.

David Koczkar
Chief Executive Officer
Medibank

Message from Australian Network on Disability CEO



Congratulations to Medibank on the delivery and launch of their new Accessibility and Inclusion Plan. Medibank is a Gold member of Australian Network on Disability and are committed to providing an accessible and inclusive experience for all its stakeholders.

We are proud of the work Medibank demonstrated in recent years and we recognise their strong commitment for people with disability. Across the life of its first action plan, Medibank was recognised as Top Performer of Australian Network on Disability's Access and Inclusion Index in 2018, 2019 and 2020.

Developing their new Accessibility and Inclusion Plan has given Medibank a chance to pause and reflect on the work that has been progressing and collaborate with people with disability, carers, and allies to understand where growth should be made. We welcome that Medibank is revisiting their Workplace Adjustments process to understand what advancements can be made to the employee experience. We are also excited about the pipelines of talent and targeted positions for people with disability that Medibank is looking to establish.

Finally, we want to thank Medibank for sharing its innovations, successes, and challenges with other members of Australian Network on Disability to advance the inclusion of corporate Australia.

Corene Strauss
Chief Executive Officer
Australian Network on Disability



Our business

At Medibank, we believe in Better Health for Better Lives. For 45 years, we've been supporting millions of people in Australia as one of the leading private health insurers. We have transformed to a health company that provides people with greater support to manage their health and wellbeing.

We connect people to a better quality of life in every moment. We create choice, control, and access for everyone, and together lead change for a stronger health system. We are committed to creating an inclusive culture that acknowledges and embraces difference in all its forms. With difference comes new thinking and ideas and we want to leverage this to enhance the experiences of our people, customers, shareholders, and the community.

We have corporate offices in Melbourne, Sydney and Wollongong, as well as retail stores in every state and territory including in regional areas. Our people represent both the organisation and the communities they are part of.

They are the faces of the business and we are committed to our workforce reflecting the diversity of our customers and Australia. We have almost 3,900 employees including around 1,400 health professionals. As per our 2021 engagement survey data, approximately 3.8 percent of our employees who completed the survey identify as having a disability (118 people).

Everything we do is aimed at delivering better health to our customers and better health for people in Australia through our provision of health services, our health system advocacy, and our work in the community. Our purpose is backed by four key values, which inform all of our actions.



Medibank's Accessibility and Inclusion journey

Our vision for accessibility and inclusion

Our accessibility and inclusion aspirations are closely aligned to our 2030 vision to achieve the best health and wellbeing for Australia.

With one in five Australians identifying as a person with disability, Medibank is committed to removing any barriers that may exist for people with disability, to ensure that everyone has equal access to better health and wellbeing experiences and employment outcomes. We will achieve this by listening to and learning from our employees and customers with disability and our community partners, and by designing experiences with accessibility at the forefront.

Disability and Carers at Medibank

3.8%



of employees who completed our engagement survey in 2021, consider themselves to have a disability*

17%



of employees who completed our engagement survey in 2021, consider themselves to have caring responsibilities of elderly parents or loved ones with disability or chronic illness*

7.8/10



overall engagement of employees with disability, which is consistent with the Medibank average of 7.8/10

7.8/10



overall engagement of employees with caring responsibilities, which is consistent with the Medibank average of 7.8/10

284



employees have enrolled in Medibank's Disability Awareness module since December 2021

*Data according to Medibank's 2021 MyVoice engagement survey (May 2021)



Progress against our previous plan

In 2018, Medibank launched its first Accessibility and Inclusion Plan which focused on four key areas:

- Better accessibility and inclusion for our customers
- Better accessibility and inclusion for our people
- Better inclusion for the community
- Governance

See next page for progress against these focus areas.

Key achievements from our previous plan:

Our Customers

- Developed the Sunny app for 1800RESPECT in partnership with Women with Disability Australia and an expert advisory group of women with disability to help women with and without disability to recognise, respond and get help if they are experiencing violence and abuse
- Completed an audit of the accessibility features of all Medibank retail stores and listed these features on our website
- Trained all contact centre employees in the National Relay Service and added information to our knowledge management system
- ahm and Medibank Digital teams participated in their first Accessibility Bash resulting in improvements to our websites and apps

Our People

- Participation in Australian Network on Disability's Stepping Into and Vision Australia's internship programs
- Facilitated Senior Leader accessibility immersions with partners, Get Skilled Access
- Participated in JobActive AccessAbility Day providing shadowing experience for four jobseekers with disability
- Talent Acquisition team completed disability confident recruitment training through partners, Get Skilled Access
- Launched Medibank's Empower Network for people with disability
- Participated in Australian Network on Disability's PACE mentoring program in 2020 and 2021
- Launched Medibank's Disability Awareness Module to all employees – more than 284 employees have enrolled in this since its launch in December 2021
- Launched Medibank's Carers Support Program

Community

- Maintained Gold membership with Australian Network on Disability
- Continued partnership with Get Skilled Access
- Updated our Supplier Code of Conduct to include our commitment to working with suppliers who prioritise accessibility
- More than \$20,000 donated to organisations who support people with disability or carers by our employees via our workplace giving platform

Governance

- Participation in Australian Network on Disability's Access and Inclusion Index from 2016 – 2021



- Accessibility inclusion added as a key measurable objective
- Medibank's Executive Leadership Team met with Dr Ben Gauntlett from the Australian Human Rights Commission in 2020
- Joined the Australian Human Rights Commission's IncludAbility Network



Our Accessibility and Inclusion Plan focus areas

Medibank's aspiration for accessibility and inclusion is defined by four key focus areas targeted towards removing any barriers that may exist for people with disability, to ensure that everyone has equitable access to better health and wellbeing experiences and employment outcomes.

1. Creating an inclusive, safe and disability confident workplace

Medibank is an employer of choice for people with disability, those with accessibility adjustments and carers of people with disability or chronic illness. Medibank is a place where people can bring their whole selves to work and where diversity is respected and celebrated, because it's the way we do things here.

2. Ensuring an equitable and accessible customer experience

Medibank is committed to creating an accessible experience for its current and future customers.

3. Establishing strong, mutually beneficial relationships with community partners

Medibank has meaningful relationships with organisations that support inclusion of people with disability and carers, and these relationships translate to meaningful and positive social impact.

4. Governance and reporting on our accessibility journey with our people, customers, and community

Medibank is transparent about our commitment to accessibility; we share when we get it right and when we don't and foster an environment for learning for our community.

Case study

Challenging the way we think to grow a more inclusive Australia

With nearly 20% of the population living with a disability, Medibank is committed to removing barriers that exist for people with disability, so that everyone has access to better health and employment opportunities.

Launched on International Day of People with Disability in 2021, our Disability Awareness eLearning module explores what disability is and what it means to different people. It also highlights some of the challenges faced by people with disability and shares communication tips and techniques to help foster a more inclusive workplace.

We partnered with Taste Creative and the Centre for Inclusive Design to produce a series of videos which were created inclusively with people with disability. The videos feature stories and thoughts from advocates, industry experts and people with disability.

Medibank employee, Gill Strong from Customer Channels, shared her lived experience and highlighted the need to normalise the conversation around inclusion and accessibility.



“It’s okay to make mistakes, that’s how we learn, so I encourage you to ask people with lived experience questions with an open mind, because they’re the experts. We’re all here to help each other, so let’s communicate with heart to create a comfortable and inclusive interaction for everyone.”

Above:

A snapshot of Medibank’s Disability Awareness module.

Creating an inclusive, safe and disability confident workplace

Medibank is an employer of choice for people with disability, those with accessibility adjustments and carers of people with disability or chronic illness. Medibank is a place where people can bring their whole selves to work and where diversity is respected and celebrated, because it's the way we do things here.

Our commitment	Deliverables	Timeframe	Responsibility
Medibank will strive for a truly inclusive workplace where our people feel safe to disclose and are empowered to succeed.	1. Actively engage employees with disability to undertake a review of their employment journeys to identify and remove barriers for people with an accessibility adjustment or disability.	December 2022	<ul style="list-style-type: none"> • Senior Executive, Talent Acquisition • Senior Executive, People & Culture & Employee Experience
	2. Develop inclusive language and communication guidelines to be utilised for employee communications and recruitment processes.	June 2023	<ul style="list-style-type: none"> • Senior Executive, Talent Acquisition • Senior Executive, People & Culture & Employee Experience
	3. Continue to review and update all new learning content, including compliance training, against externally benchmarked standards where applicable (WCAG 2.2 AA).	Ongoing	<ul style="list-style-type: none"> • Senior Executive, Talent, Capability & Culture
	4. Continue to review and update all new intranet content and internal communications against externally benchmarked standards where applicable (WCAG 2.2 AA).	Ongoing	<ul style="list-style-type: none"> • Senior Executive, People & Culture & Employee Experience
	5. Provide opportunities for employees with disability exiting Medibank to share feedback on their employee experience.	Ongoing	<ul style="list-style-type: none"> • Senior Executive, Talent, Capability & Culture
	6. Refresh employee onboarding welcome packs to visually showcase Medibank's appreciation for diversity and inclusion, including disability.	December 2022	<ul style="list-style-type: none"> • Senior Executive, People & Culture & Employee Experience
	7. Ensure all senior executives demonstrate a commitment to workplace inclusion, through; <ol style="list-style-type: none"> Including actions linked directly to relevant accessibility actions as part of their Big Goals; and Implementing measures for their team to include relevant accessibility actions as part of their Big Goals. 	August 2022	<ul style="list-style-type: none"> • All Senior Executives
Medibank will celebrate all abilities and provide a mechanism for people with accessibility requirements to connect and provide support.	8. Refresh and promote our employee-led, peer support network for people with disability 'Empower.'	December 2022	<ul style="list-style-type: none"> • Events & Networks Squad Lead
	9. Support our Empower Network to establish a Terms of Reference.	June 2023	<ul style="list-style-type: none"> • Events & Networks Squad Lead
	10. Develop a Network approved consultation mechanism to consult Empower on access and inclusion related matters.	June 2023	<ul style="list-style-type: none"> • Events & Networks Squad Lead
	11. Support events and activities relating to people with disability, including International Day of People with Disability, and engaging guest speakers, where applicable.	December 2022, 2023, 2024	<ul style="list-style-type: none"> • Events & Networks Squad Lead

Creating an inclusive, safe and disability confident workplace

Our commitment	Deliverables	Timeframe	Responsibility
<p>Medibank will build a diverse workforce reflective of our diverse customers and community through meaningful, sustained employment opportunities.</p>	<p>12. Develop and promote an interactive employee proposition to showcase Medibank as an employer of choice for people with disability and carers for people with disability or chronic illness.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Senior Executive, Talent Acquisition • Senior Executive, People & Culture & Employee Experience
	<p>13. Review language in job advertisements for all roles to ensure they are inclusive and encourage diverse candidates to apply.</p>	<p>December 2022</p>	<ul style="list-style-type: none"> • Senior Executive, Talent Acquisition
	<p>14. Work with partner organisations in the disability space to build a pipeline of talent with disability within Medibank including targeted employment opportunities for people with disability.</p>	<p>December 2023</p>	<ul style="list-style-type: none"> • Senior Executive, Talent Acquisition
	<p>15. Throughout the recruitment process, share with candidates the access features of interview locations, including physical and sensory factors, including in job advertisements, where applicable.</p>	<p>December 2022</p>	<ul style="list-style-type: none"> • Senior Executive, Talent Acquisition
	<p>16. Develop a strategy to build meaningful career pathways for people with disability from entry-level internship and graduate opportunities to senior roles.</p>	<p>June 2023</p>	<ul style="list-style-type: none"> • Senior Executive, Talent Acquisition
	<p>17. Utilise diverse recruitment panels and disability confident recruitment agencies in the recruitment of leadership roles, where applicable.</p>	<p>June 2023</p>	<ul style="list-style-type: none"> • Senior Executive, Talent, Capability & Culture
	<p>18. Ensure all hiring managers uplift their inclusion capability and complete disability awareness training.</p>	<p>December 2022</p>	<ul style="list-style-type: none"> • Senior Executive, Talent Acquisition • Senior Executive, Talent, Capability & Culture
<p>Medibank will foster a disability confident culture with a focus on strengthening capability of our senior executives and people leaders.</p>	<p>20. Conduct a review of inclusion capability needs within our organisation and develop and maintain an effective inclusion learning strategy in consultation with employees, advisors and partners.</p>	<p>June 2022</p>	<ul style="list-style-type: none"> • Senior Executive, Talent, Capability & Culture
	<p>21. Uplift disability confidence through disability awareness training for all employees, including:</p> <ol style="list-style-type: none"> Update annual compliance training to include disability awareness content Update induction training to include disability awareness content Ensuring relevant specialist teams complete disability awareness training including, but not limited to, Talent Acquisition, People, Culture & Sustainability Business Partnering, D&I squad members, and customer facing teams. 	<p>December 2022</p>	<ul style="list-style-type: none"> • Senior Executive, Talent, Capability & Culture

Creating an inclusive, safe and disability confident workplace

Our commitment	Deliverables	Timeframe	Responsibility
<p>Medibank will foster a disability confident culture with a focus on strengthening capability of our senior executives and people leaders.</p> <p>(Continued)</p>	22. Uplift leadership capability through ongoing education opportunities (including immersive experiences) for people leaders and develop guidance material for managers to build confidence in leading people with disability, those with an accessibility adjustment and carers for people with disability or chronic illness.	December 2023	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture
	23. Accelerate opportunities for employees with disability to participate in leadership and professional development programs.	June 2023	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture
	24. Participate in Australian Network on Disability's PACE mentoring program.	August 2022, 2023, 2024	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture
	25. Appoint a Senior Executive Disability Champion to provide leadership and demonstrate Medibank's commitment to accessibility and inclusion and drive strategic change.	December 2022	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture
<p>Medibank will enable a working environment where our people can thrive.</p>	26. Ensure that new office spaces are designed according to universal design principles in consultation with people with disability.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Property & Procurement
	27. Undertake a systems audit of our current systems to determine incompatibility with assistive technologies.	June 2022	<ul style="list-style-type: none"> Senior Executive, Enterprise Delivery & Support Services
	28. Prioritise and address systems which are incompatible with assistive technology.	June 2024	<ul style="list-style-type: none"> Senior Executive, Enterprise Delivery & Support Services
	29. Embed accessibility requirements in the process of scoping and purchasing new tools, software, systems including user testing by people with disability.	June 2022	<ul style="list-style-type: none"> Senior Executive, Enterprise Delivery & Support Services
	30. Communicate with employees about the Personal Emergency Evacuation Plan (PEEP) process annually.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Wellbeing & Community
	31. Introduce a process to track and report on the success of accessibility adjustment requests.	December 2022	<ul style="list-style-type: none"> Senior Executive, Wellbeing & Community Senior Executive, Enterprise Delivery & Support Services
	32. Continue to embed our ways of working strategy, Future Fit, which provides our employees with choice in the location and the way in which they work, where applicable.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture
	33. Deliver a targeted support package to improve the experience of employees with caring responsibilities for elderly parents, or person with disability or chronic condition.	June 2023	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture Senior Executive, Wellbeing & Community

Case study

Supporting our customers with disability

In 2020, our Medibank and ahm Digital teams came together to participate in an 'Accessibility Bash' – a project that resulted in 28 improvements to the accessibility of ahm's external website. The improvements ranged from tagging all images on the website to help with assistive technology such as e-readers, to changing the fonts to increase visibility for people with low vision.

ahm's Senior Fullstack Engineer, Sam West-Sooby, participated in the project and highlighted the importance of having the whole team involved to help build everyone's skills.

"Working on these changes as a team led us to have lots of conversations about why the changes needed to be made and how they would make the experience easier for our customers."

Accessibility is now a core requirement of all ahm digital projects with Business Analysts now including accessibility considerations in briefs and Testers ensuring features work smoothly.

At Medibank, the Digital team has also commenced work on a digital accessibility learning program to help increase awareness and understanding of accessibility and technical requirements.



Adam Hanson, Digital Product Owner, is involved in the program and is excited to see the digital team become more aware and empowered to incorporate accessibility into the planning and implementation of digital solutions.

"As we transition from health insurer to healthcare provider our goal is to provide a seamless digital accessibility experience for new and existing customers to access all of Medibank's products and services. We want to be more disability conscious in the way we plan, design and implement our features and products moving forward."

Above:

Medibank's Digital team.

Ensuring an equitable and accessible customer experience

Medibank is committed to creating an accessible experience for our current and future customers.

Our commitment	Deliverables	Timeframe	Responsibility
Medibank will work to ensure equitable access to our products and services for our customers.	1. Ensure digital accessibility standards are met in line with externally benchmarked standards (WCAG 2.2 AA), as part of ongoing website and app development where applicable.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Enterprise Digital Senior Executive, ahm
	2. Provide a feedback mechanism on our website for customers regarding accessibility requests.	June 2024	<ul style="list-style-type: none"> Senior Executive, Enterprise Digital Senior Executive, ahm
	3. Ensure all new retail store fit outs consider universal design principles.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Property & Procurement
	4. Roll out the new Disability Confident Retail Toolkit and Adjustment Guidelines to all retail employees to build their disability awareness in communication, National Relay Service, accessible procedures and offering adjustments.	December 2022	<ul style="list-style-type: none"> Senior Executive, Customer Channels
	5. Develop a process for a person with disability to book an appointment in a retail store, including with a carer or interpreter.	June 2024	<ul style="list-style-type: none"> Senior Executive, Customer Channels
	6. Continue to integrate inclusive and universal design into any new product and service development, including consultation with people with disability.	Ongoing	<ul style="list-style-type: none"> Senior Executive, PHI & Financial Products Senior Executive, ahm
	7. Ensure the design of all clinical services considers the needs of people with disability through the inclusion of advice and input from stakeholders experienced in these areas.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Health Operations
Medibank will ensure accessible communication with customers.	8. Ensure digital accessibility standards are met in line with externally benchmarked standards (WCAG 2.2 AA), for social media communications where applicable.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Marketing Senior Executive, ahm
	9. Ensure the design of our membership cards are accessible to provide independent use for members.	June 2022	<ul style="list-style-type: none"> Senior Executive, Marketing Senior Executive, ahm
	10. Continue to improve the accessibility of our customer communications.	December 2022	<ul style="list-style-type: none"> Senior Executive, Marketing Senior Executive, ahm
	11. Develop 'how to' guides in Easy English for key information pertaining to policy information and processes.	June 2024	<ul style="list-style-type: none"> Senior Executive, Marketing Senior Executive, ahm
	12. Conduct a regular review of brand guidelines and marketing imagery to ensure it authentically and respectfully represents people with disability.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Marketing Senior Executive, ahm

Employee profile

Ché's story of how a motorbike accident changed the course of his career

Recently graduated from a double degree in Physiotherapy and Exercise Science, Ché spent his days working in private practice and riding his motorbike in his spare time. But an accident changed the course of his career.

After a horrific motorbike accident in 2009, Ché spent 10 days on life support, two months in a coma, three months at a brain injury rehabilitation unit and 12 months as an outpatient learning to walk and move again. While he's incredibly lucky to have survived, Ché's recovery will be lifelong.

Prior to his accident, Ché had been working as a sports physiotherapist but when he returned to work, he found himself drawn to helping rehabilitation patients. Initially employers were hesitant to give him a chance, questioning whether his brain injury would impact his ability to safely treat patients but with hard work and determination, Ché gained unrestricted registration from AHPRA and landed a role at a Gold Coast hospital.

With a newfound passion to help people recovering from trauma or surgery, Ché has spent the past 10 years treating patients around the world, including Melbourne, London and Christchurch.

"It's been a blessing, life's too short not to travel and I'm incredibly grateful to have had so many opportunities to work overseas in a field I'm passionate about."

Now working in community therapy, his experience has enabled him to find real connections with his patients. Being able to relate to what they're going through and help them achieve their goals has given him an incredible sense of work satisfaction.

Since working at Medibank, Ché has also shared his experience and learnings with his HealthStrong colleagues, highlighting that to be a good therapist, you need to listen and help them with their goal setting.

"I love helping people and I've found education is the biggest opportunity to help raise awareness. I'm incredibly grateful to have a supportive employer who understands my needs and enables me to share my knowledge. It's a joy to work here."

Ché is also grateful for the personal support Medibank has provided and is excited to spend his parental leave in Sweden with his wife, daughter and broader family.

"I'm the ultimate optimist and I'm always trying to find the best in every situation. My experience and recovery have given me an even greater appreciation for life, family, friends and my patients."



Left:

Physiotherapist, Ché Phillips (right), with his family.

Establishing strong, mutually beneficial relationships with community partners

Medibank has meaningful relationships with organisations that support inclusion of people with disability and carers, and these relationships translate to meaningful and positive social impact.

Our commitment	Deliverables	Timeframe	Responsibility
Medibank will partner with organisations to advance the inclusion of people with disability in all aspects of life.	1. Continue relationships with partners who provide advice and consult on issues relating to people with disability including Australian Network on Disability and Get Skilled Access.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture
	2. Utilise Medibank resources to support community partners in the disability sector to achieve their strategic objectives including building commercial acumen and/or other projects.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture
Medibank will broaden our sphere of influence with our partners to improve the experience of people with accessibility requirements.	3. Connect with other organisations on their accessibility journey to share our learnings and advance the inclusion of corporate Australia.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture Senior Executive, Corporate & Overseas Business
	4. Support corporate partners to increase their inclusion capability within their organisation and foster an environment for learning for our community.	December 2024	<ul style="list-style-type: none"> Senior Executive, Corporate & Overseas Business
Medibank will encourage accessibility and diversity considerations in our procurement procedures.	5. Publish a procurement checklist with access and inclusion criteria to aid our vendor selection process particularly with IT suppliers.	June 2022	<ul style="list-style-type: none"> Senior Executive, Property & Procurement
	6. Identify and develop a list of preferred suppliers within the disability and accessibility sector.	June 2023	<ul style="list-style-type: none"> Senior Executive, Property & Procurement
	7. Review and update procurement procedures and policies to remove barriers for accessibility support and services.	December 2022	<ul style="list-style-type: none"> Senior Executive, Property & Procurement
	8. Review, update and promote our external supplier page to include all our responsible buying guidelines, including access and inclusion.	June 2022	<ul style="list-style-type: none"> Senior Executive, Property & Procurement
	9. Continue to procure technology providers that align with Medibank's accessibility and inclusion commitments.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Property & Procurement

Employee profile

Theodore steps into permanent employment

At the end of the fourth year of his Law Degree, Theodore (Theo) received an email from Stepping Into, an Australian Network on Disability program that offers practical paid work experience for students with disability. Diagnosed with autism and ADHD, Theo applied to participate in the work experience program, listing Medibank as one of the organisations he was interested in.

Theo felt there would be a lot riding on his performance during his interview with Medibank, but he was pleasantly surprised when he found the process to be a relaxed and welcoming experience. One of the interviewers even disclosed their own personal circumstances which instantly put Theo at ease when talking about his needs.

With a successful interview under his belt, Theo commenced his month placement within the Legal team. He was involved in a range of projects including research for our Medibank at Home program, as well as creating a bot (Medibot) to help field legal questions and reduce pressure on the team. Following his placement, Theo was offered an ongoing casual role within the Legal team.

While impacts of COVID meant that Theo didn't spend a great deal of time working in the office, the few times he did, he found the open plan office and activity based working made him feel comfortable. The open plan office and activity-based working meant Theo can find spaces where he can work alongside his team or find a quiet area where he can focus and won't be distracted.



With his lived experience, Theo has been instrumental in providing feedback on our Accessibility and Inclusion Plan, highlighting opportunities for improvement and providing recommendations about what works and what doesn't for people living and working with autism and ADHD. It's often the simple things, like having a small meeting room to duck into to make a phone call which reduces the stress of having to speak on the phone in public with colleagues around.

Above:

Theo (left) and his Medibank colleagues.

Governance and reporting on our accessibility journey with our people, customers and community

Medibank is transparent about our commitment to accessibility; we share when we get it right and when we don't and foster an environment for learning for our community.

Our commitment	Deliverables	Timeframe	Responsibility
Medibank will be transparent about our commitment to accessibility, sharing achievements and challenges throughout the progress of our plan.	1. Lodge Medibank's Accessibility and Inclusion Plan with the Human Rights Commission.	July 2022	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture
	2. Report progress to People, Culture & Sustainability leadership team, Diversity and Inclusion Council, Executive Leadership team and Medibank Board to ensure ongoing progress and early identification of issues.	Ongoing	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture D&I Squad Leads
	3. Communicate to our people and our customers on the progress against our Accessibility and Inclusion Plan annually, including in our Annual and Sustainability reports.	September 2022, 2023, 2024	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture Senior Executive, External Affairs & Government Relations
	4. Participate in the Australian Network on Disability Access and Inclusion Index as an independent audit of our action plan progress.	December 2022, 2023, 2024	<ul style="list-style-type: none"> Senior Executive, Talent, Capability & Culture

Medibank welcomes feedback and comments
on our Accessibility and Inclusion Plan.

Contact details

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