

Our environmental, social and governance focus



Customer health

Better support our customers to improve their health and wellbeing through personalised advice and by delivering greater value, access choice and control

Material topics

Affordable, innovative and personalised healthcare

Innovate to improve healthcare products and services that give people greater access, choice and control over their healthcare

What we're doing

- Deliver value and support to our customers
- Preventative health
- Personalised and connected healthcare
- Partnering with health professionals
- Better customer experiences



Employee health

Build an engaged, inclusive workforce that is customer obsessed, values and purpose driven and focused on health and wellbeing

Engaged, purpose-led culture, attract and retain talent

Embed our purpose and values throughout our business, and build a highly engaged skilled workforce

Diverse and inclusive workforce

Embrace and promote diversity and inclusion in the workplace and the health sector

- Purpose-led culture
- Attracting and retaining the best talent
- Developing our people
- Employee wellbeing, health and safety
- Diversity and inclusion



Community health

Make a difference in our community, building partnerships and investing in preventative health and research to address some of Australia's biggest health concerns

Support healthy communities

Engage with our community to understand and respond to some of Australia's biggest health challenges

Work together to build a stronger and more sustainable health system

Partner with health professionals to drive change in the system and advocate for reform

- Investing in community health
- 10-year commitment to address loneliness
- Progressing reconciliation
- Supporting accessibility and inclusion
- Partnerships for a stronger health system
- Healthcare reform



Environmental health

Entrench environmental sustainability into our decision making

Environmental health and climate change

Understand and address climate change and reduce our impact on the environment

- Climate and health
- Progressing Net Zero commitment
- Task Force on Climate-related Financial Disclosures



Governance

Embed ethical and responsible business practices throughout Medibank and our supply chain

Ethical and sustainable business

Embed governance, transparency and ethical practices throughout our business

- Corporate and clinical governance
- Privacy and data security
- Sustainable supply chains
- Addressing modern slavery