



MEDHEALTH

Social Impact Report

How our work creates positive impact in communities across Australia

2025



*Ability Action Australia team members,
Jemma Taggart and Christine Watson*

Acknowledgment of Country

MedHealth acknowledges the Traditional Custodians of the land upon which we live and work, and pays respects to Elders past and present.

We recognise that the health of our people is connected to the health of our planet. We value access and inclusion and seek to listen, learn and build strong partnerships. We aim to provide genuine opportunities for Aboriginal and Torres Strait Islander peoples within our workforce and through our business.

ARTWORK CREDIT

Natalie Abraham, Create Ripples



MedHealth is a purpose-led group of healthcare, employment and support businesses.

Together, we help organisations improve the life, health and employment outcomes of a population... while never losing sight of the individual.

In the last year, MedHealth's people and services have supported over 500,000 Australians to better life, health and work outcomes.

That's why we come to work. We believe health, employment and a full life are fundamental human needs.



522,887

Australians supported in 2025

29

healthcare, therapeutic and employment brands

3,900+

team members living and working in more than

380+

communities across Australia

About this report

Transforming purpose into impact

Driven by our purpose, we have always been committed to making a positive impact on society. By supporting individuals with improved life, health and work outcomes, our work helps build stronger communities.

Historically, we have communicated this through the individual healthcare, employment and support businesses which are part of MedHealth.

This is the first overall MedHealth Social Impact Report. It represents **our commitment to publicly reporting our societal impact across all our businesses.**

By tracking and reporting each year, we seek to continually improve what we measure and the way we measure our impact.



atWork Australia team member Kat with client who successfully gained employment with employer partner Complete Care

About social impact reporting

Many organisations around the world report on their social impact. A challenge in doing so is there is no single accepted social impact reporting framework.

In preparing this report, MedHealth has considered how to best undertake this, researching several options and reading reports such as the University of New South Wales' Centre for Social Impact's ['The State of 'S' reporting in ESG: Locating opportunities for unlocking corporate social impact'](#).

To ensure 'good is not the enemy of perfect', we have decided to anchor our reporting, and our work, to broader societal goals via the [United Nations' Sustainable Development Goals](#).

MedHealth's work supporting clients directly relates to three of the 17 United Nations (UN) Sustainable Development Goals:



Through our actions, we also make positive impact against:



To simplify the UN framework, we will report against six pillars of social impact that we have identified:

- 1 People supported
- 2 Team members
- 3 Industry contributions
- 4 Community
- 5 Economy
- 6 Environment

Our goal is for this reporting framework to improve and evolve, in turn helping us to build even greater positive social impact each year.

A message from our CEO

Our commitment to building stronger communities

One of the most important questions I can ask myself, and ask my team, is:

Are we actually carrying out our purpose?
Are we improving lives through better life, health and work outcomes?

Further, are we doing that in a way that has positive impact for our incredible team members across the MedHealth group of businesses too? Are we delivering on purpose in a financially sustainable way... a way that lets us invest in our people and in innovation so we can deliver great services to our customers and clients?

In essence, that is what this report is all about. Examining the positive impact we have on society and developing a framework to ensure we are always building on that positive impact.

This first MedHealth Social Impact Report has been quite challenging to pull together. Not through lack of information, but almost through having too much. After all, when your work supports such diverse groups as people with disability, people who have been injured at work or in a car accident, First Nations Australians, people who are long-term unemployed, serving members of the military and Veterans, and people from culturally and linguistically diverse

backgrounds, there is no 'one size fits all'. It has been tough to leave out some of the amazing stories and programs our businesses deliver and simply offer some standout examples.

While this report is a first, we have known for many years that what we do matters. Each time an individual is supported to a better life, health or employment outcome, that also impacts their families, their colleagues and people who love them.

Each of the 522,887 people we have supported in 2025 is part of a community. When the individual is stronger, so is the community.

I am truly proud of what's in this report, and the work delivered by our team members. It has a powerful impact across Australia.

It's never 'job done' though. Our quest to continue to improve outcomes for people across Australia is ongoing. We will always keep working for improved outcomes for, and with, the people we serve.

Tim Morphy

CHIEF EXECUTIVE OFFICER, MEDHEALTH



*MedHealth CEO, Tim Morphy,
with an atWork Australia team member*

Our belief

We believe health, employment and a full life are fundamental human needs.

Our shared purpose

We help organisations improve the life, health and employment outcomes of a population... while never losing sight of the individual.

We value

INCLUSION

We are true believers in the power of inclusion.

We welcome people's diversity of experience, background and thinking. We are committed to always building an inclusive culture and a place where people can be themselves, grow and contribute.

collaboration

We know collaboration will unlock greatness.

We work with each other. We work with our clients. We work with our customers. Together, we enable each other, solve problems and create better outcomes.

empathy

We are guided by empathy.

Our work is led by our humanity. We approach all that we do with respect, warmth and kindness. We care.

1

Pillar one**People supported**

Everything we do is geared towards creating positive impact for Australians.

We work with the organisations and employers who are responsible for populations of people to build better services and improve outcomes. This means we can make things better at scale, while tailoring our support to each individual.

The sorts of issues our people work on range from how to best support Veterans to navigate and recover from injury. To ensuring early intervention on managing mental health after a motor vehicle accident. To supporting Aboriginal and Torres Strait Islander workers to recover after an injury. To supporting people navigate their fertility journey. To providing a pathway forward to better health. And so many more.

We create positive impact across Australia... one client, one service, one customer at a time.

Image: Ability Action Australia team members: Brooke Hill, Noah Robertson, Meg Harley and Christine Watson



1 People supported

The ripple effect

Over the course of 2025, MedHealth has supported

522,887

people with improved life, health and employment outcomes.

These are people who are part of families, friendship groups, workplaces and communities.

Each of our 29 businesses delivers this support in different ways, tailored to the diverse clients and customers they work with.

Work's for everyone

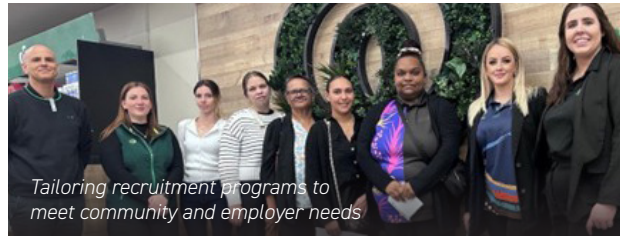
Delivering Australian Government employment services programs, atWork Australia has placed

19,000+

people into good work this year.



Workforce Australia client Yulia, with atWork Australia Job Coach Pravin



Connecting people and business: A co-designed recruitment approach to align with local needs

atWork Australia recognised that for people who are further away from the labour market, particularly from disadvantaged or under-represented groups, there can be a disconnect between role expectations and employer requirements. So, they created the Identify and Prepare for Employment Program (IPEP) program. Each tailored program is co-designed with employers to specifically meet their needs. Clients are benefiting from the IPEP program, as they know the role will be a great fit for them before progressing to the interview stage.

Since launching the IPEP in July 2025, **over 300 clients** have completed the programs and **80% have gained employment** from those employers, who gained trained candidates who know exactly what their new role involves and have the skills required for the job.

Recently, atWork Australia partnered with Woolworths to support new store openings in Bullsbrook and Dayton, Western Australia (WA). Through the program, **Woolworths hired 15 First Nations clients who showed great engagement, skills and alignment with Woolworths values.** In place of a formal one on one interview process, prospective team members completed an interactive walkthrough of local stores and were given a behind the scenes perspective of a day in the life as a Woolworths team member, showcasing tasks that would be expected in their new roles.

Integrating trauma-informed principles into practice

MindSense Centre of Psychiatry are specialists in trauma-informed care. They have supported

1,200 **victim survivors of abuse in 2025.**

They have done this by bringing together specialist care, streamlined processes and shared values to deliver exceptional care and outcomes to victim survivors of abuse.

People with disability working toward life goals

Giving participants greater choice in when and how they receive support, MedHealth's National Disability Insurance Scheme (NDIS) providers deliver local therapy and behaviour support services across Australia. In 2025, these providers have **supported over 15,000 NDIS participants** in the community and in dedicated clinics across Australia, with a team of over 700 qualified clinicians, behaviour support practitioners, key workers and employment advisors.

In the past 12 months, we have watched our child grow, play, speak in sentences, seek out social interaction and manage his meltdowns in far healthier ways. The gratitude I feel for our key worker, I cannot explain in words..."

PARENT OF PRE-SCHOOL AGED CHILD, 2025



1 People supported

Supporting Australians to return to work and recover after injury and illness

One of MedHealth's core capabilities is the provision of workplace rehabilitation, injury prevention and return to work services across Australia.

In 2025, our team members have supported

23,000 people with return to work and recovery services.

With years of experience in getting people well and working, our teams have co-designed specialised services to better support people who may have additional barriers in a return to work.

Cultural considerations for First Nations peoples in recovery and return to work



Aboriginal and Torres Strait Islander workers have unique needs following workplace injury and face specific, additional challenges when recovering, returning to work and seeking new employment. That is why WorkFocus Australia co-designed a 2025 Personal Injury Education Foundation award-winning specialist approach that provides culturally sensitive, appropriately paced and community-linked support.

Since its launch, the service has supported:

310+ Aboriginal and Torres Strait Islander workers with recovery and return to work, 45 of whom were supported in 2025

84

Aboriginal and Torres Strait Islander workers supported to pre-injury employment

42

Aboriginal and Torres Strait Islander workers supported to find new suitable employment

Supporting culturally diverse clients



Australia's population is one of the most diverse, multicultural populations in the world. To support better outcomes for injured workers who are from culturally diverse backgrounds, Kairros has built a unique workplace rehabilitation service model.

421 culturally diverse clients supported in their journey to return to work, for most of whom English is not their first or preferred language.

The clients were supported in their recovery journey by the Kairros Interpreting Services (KIS) on 2,164 occasions. This team of over 260 NAATI-certified interpreters, who speak more than 90 different languages including Auslan, are knowledgeable in the rehabilitation process, and are fully integrated with Kairros Rehabilitation Consultants, improving communication and accuracy across treating parties and empowering clients in their recovery.

In 2025, KIS provided interpretation services across 33 different languages (including Auslan).

Modern pain science and Re-thinking Recovery

For a person living with pain to engage in active treatment and self-management, they need to shift their understanding of pain. The science shows that people who reconceptualise their pain have a far greater likelihood of recovery than those who do not.

IPAR's immersive and interactive Re-thinking Recovery program, incorporating virtual reality pain management education, facilitates this reconceptualising to a level that has been difficult to previously achieve. With IPAR's national reach, it makes pain education and management available across Australia via a consistently repeatable intervention.

500+ people have been supported by this award-winning program in 2025.

In a Victorian pilot, clients who went through Re-thinking Recovery were compared to standard care:

68% capacity upgrade for work achieved versus 23.5%

33% return to work achieved versus 16.8%

This is the world's first application of Virtual Reality Enhanced Pain Education, delivered by 85 trained allied health pain coaches across IPAR.



Re-thinking Recovery

1 People supported

Mental health support, from power stations to regional communities to cruise liners

Access Psych plays an important role in supporting the wellbeing of people working in remote and regional environments.

Over the course of 2025, **they have supported 121 onsite visits with 11 different customers.**

Access Psych clinicians regularly travel to remote power stations in Tasmania, including those in the Bass Strait Islands, to provide consistent on-site psychological support where access to services is limited.

Access Psych also works alongside remote Aboriginal corporations in regional Victoria, offering on-site support for employees in ways that respect local culture and context.

In addition to planned visits, the team responds to critical incidents in diverse and sometimes isolated settings – from the Hawkesbury River ferries and cruise ships to incidents in remote workplaces – ensuring that people receive timely, professional care when they need it most, wherever they are.



Partnering to support Veterans and serving members of the military

MedHealth and several of our brands are long-standing Defence and Commonwealth partners. Over the past decade, our 900+ medical specialists and 3,900+ allied health and employment professionals have supported 70,000 current and former Defence Members, along with their partners and families.

To ensure our services are contemporary and relevant to emerging trends, we draw on the expertise and lived experience of the Defence community to co-design our offering.

This includes a Veteran Advisory Committee, comprising team members who are Veterans or have current or past serving family members.

We also leverage our partners in research, product development, and service delivery, including Monash University, Phoenix Australia (Centre of Excellence in Posttraumatic Mental Health), and Invictus Australia.



Creating a better Veteran experience

Part of MedHealth, independent medical opinion provider mlcoa supports

4,500+ Veterans each year.

To ensure Veterans are optimally supported through the process, mlcoa:



offers bespoke training to support medical specialists



provides Veterans with support and guidance, via our dedicated National Veterans' Customer Service team



has created online resources to offer Veterans and their community better understanding and awareness of the medical examination process



uses feedback to continually improve the services and educate the medical specialists

Holistic support for Veterans and their families

IPAR has a dedicated Veteran Support Team that is committed to supporting Veterans and their families, ensuring they are linked with the optimally skilled people to assist with recovery and to achieve goals.

IPAR has supported over 375 Veterans in 2025 via these Veteran-centric and holistic services.

1 People supported

Supporting clients to navigate the emotional and financial aspects of fertility treatment

Some of the most emotional and life-changing decisions that human beings make can be around fertility.

Across 2025, FertilityPsych has helped

1,570

individuals and couples on their fertility journey.

Through providing compassionate, professional support to help patients access their superannuation for fertility procedures and guidance through the emotional toll of the journey, FertilityPsych has helped many people achieve their dream of parenthood.

I think this service is positively life changing. Easy to book, professional staff and [the doctor] went above and beyond to support me in my goals and wellbeing. She is fabulous and I'm very grateful for the whole experience. Thank you!"

FERTILITYPSYCH CLIENT

National outreach: Taking services to remote and regional areas

Committed to bridging service gaps and supporting clients wherever they are, many of our businesses deliver outreach services. For example, our National Disability Insurance Scheme (NDIS) providers have identified high-demand regions and implemented a consistent, face-to-face service for participants who may not otherwise be able to access the support they need.

Over 2025, we have delivered therapy services in:

- **Western Australia** Geraldton, Broome, Derby, Port Hedland and Kalgoorlie
- **Queensland** Gympie, Mackay, Ingham and Charters Towers
- **Northern Territory** Alice Springs, Santa Teresa, Kintore, Yeulamu and Yeundamu
- **New South Wales** Lismore
- **South Australia** Kangaroo Island



Our Next Health team have also delivered remote area outreach services in Western Australia in 2025, supporting medical assessments for people who may otherwise have needed to travel to cities.



Supporting the wellbeing of a high-risk, statewide workforce

People working in emergency services and other high-risk roles require a specialised, integrated approach to health and wellbeing.

Cogent Thinking partnered with a major Victorian emergency services organisation to co-design and deliver a statewide **Integrated Health Services Model (IHSM)**, including 24/7 Employee Assistance Program (EAP) access, health monitoring, prevention and early intervention services.

During 2025, Cogent Thinking supported

3,500+

 emergency services personnel and their families

through this coordinated, wrap-around health service. This model has ensured individuals receive timely, connected care — and the impact can be life-changing.

I was literally on borrowed time with a time bomb ticking in my chest. I had absolutely no signs or symptoms of any heart issues...unbeknown to me, I had a major cardiovascular issue. I went for Health Monitoring, expecting no issues, the tests and results revealed just the opposite. I had significant calcium deposit build up in my heart, which leads to the hardening of arteries, built up cholesterol and eventually, halted blood flow, which can be fatal. This resulted in undergoing invasive treatment to clear a blocked left anterior descending artery. Luckily, the blockage clearance was successful. I am back at work, stronger than ever." **EMERGENCY SERVICES WORKER**

1 People supported

A psychosocial approach to returning to work

Positivum™ is a targeted, evidence-based biopsychosocial assessment platform for improving outcomes for both injured workers and job seekers.

Its power lies in its ability to transform recovery outcomes by addressing what the real barriers may be... often beliefs and perceptions about health and work. It enables our consultants to deliver targeted interventions early.

4,500+ clients have completed a Positivum™ assessment in 2025

Findings from our soon-to-be-released white paper, demonstrate that in our new Mental Wellbeing assessment, clients who engage with Positivum™ show **significant improvements in obtaining a positive return to work outcome (83.3%)** and average 26.8 hour increase in work capacity per fortnight, as well as notable improvements across several biopsychosocial factors.

Positivum™ can be tailored to optimally support groups with specialised return to work and recovery needs such as:

- Returning to work after cancer
- Trauma
- Pain and opioid dependence
- Pain management
- Physical injury
- Mental wellbeing, return to work and life
- Motor vehicle accident, and more



Enhancing claims outcomes by working in partnership

In 2025, Next Health and GIO co-developed a Personal Injury Education Foundation (PIEF) award-winning Medical Advisory Service that includes a medical review of documentation, a case discussion between doctor and claims manager, and a report.

The Medical Advisory Service can be **completed within a week as opposed to a 4-8-week assessment process** and has meant that, in some cases, an independent medical assessment is no longer required. Earlier access to a medical opinion has resulted in reduced timeframes and costs for customers, and better communication and faster next steps for clients.

Medical Advisory Service

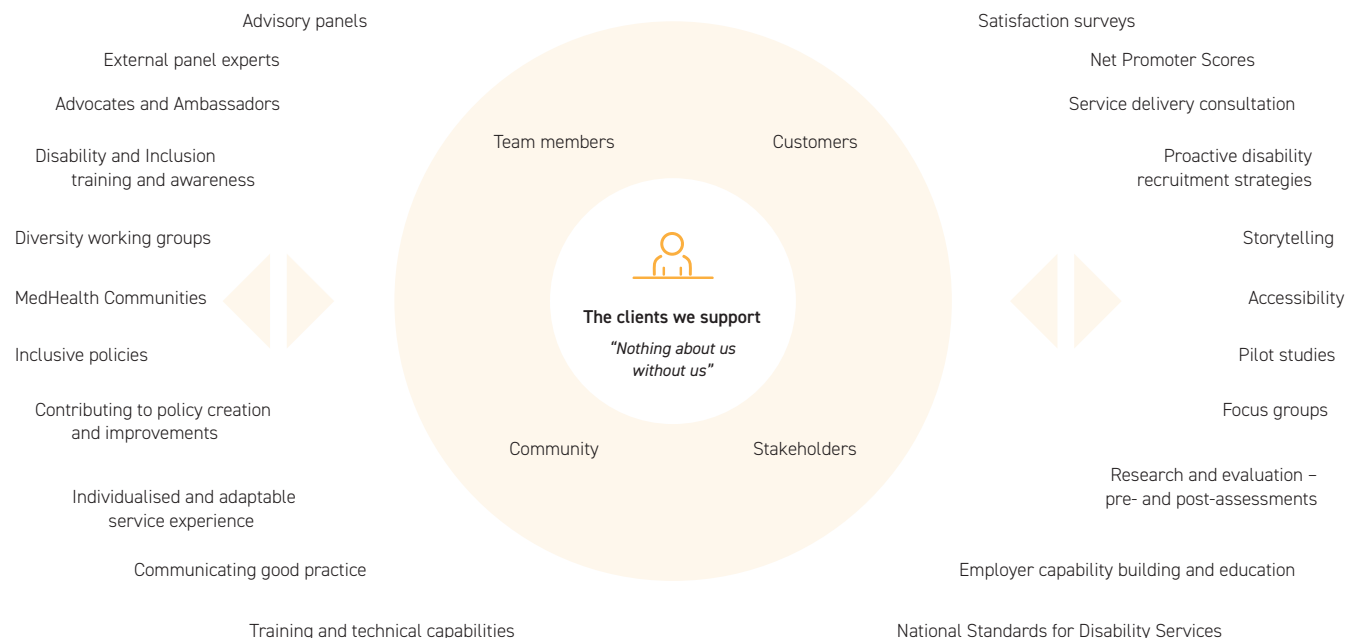
1 week



5-8 WEEK DECREASE IN WAITING TIME FROM ASSESSMENT PROCESS

Our co-design model supports client-centred service delivery

Our clients are at the heart of our services. This means we co-design new services with the people they are intended for, through a diverse set of tools, including feedback, lived experience and stakeholder groups. We continually evaluate, improve and evolve services through the lens of the people they are designed for. In turn, this creates positive impact for the clients we support.



2

Pillar two

Team members

One of our most important goals is to create a workplace where our team members can learn, grow and thrive.

In turn, they contribute their talents to create positive impact for our customers, clients and their communities.

Our focus is driven by the belief that **a great place to work is a place you can do great work.**



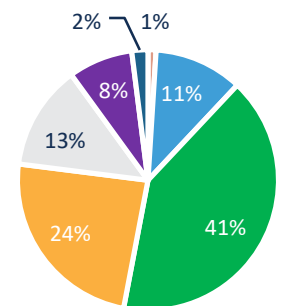
WorkFocus Australia team members Julian Faransis and Macy Chan

2 Team members

We are a people business



Age distribution of our teams
(covering all working ages)



0-17 years 45-54 years
18-24 years 55-64 years
25-34 years 65+ years
35-44 years

36%

of our people were born overseas, and 38% speak a language other than English at home (with over **60 languages spoken**)

2%

of our team members are of Aboriginal or Torres Strait Islander origin



45%

of our team members are caregivers for children or adults, or both



76%

of us are women, with 54% of our senior leaders, women

31%

of our team members reported living with a disability or injury, health, mental health or other condition that affects them at work, at home or in the community



10%

of our team members identify as part of the LGBTQIA+ community



1%

non-binary

The 'Your Voice Matters' approach to understanding our people and building a great place to work

At MedHealth, we focus on continually improving, being more open, listening and learning. We believe that genuinely striving to always get better is how you create a strong culture, and a place where people can do great work. The 'Your Voice Matters' program seeks to empower our team members with channels for feedback and demonstrate their agency through being open to what we are told and taking action on the things that will make the biggest difference.

The importance of structure in building culture

We know it's important to track our commitments when it comes to diversity, equity and inclusion. That's why we have a Diversity, Equity & Inclusion Action Plan 2023-2028 and an Innovate Reconciliation Action Plan (RAP) which runs 2025 to 2027. These plans reach across all of our 29 brands and 3,900+ people.

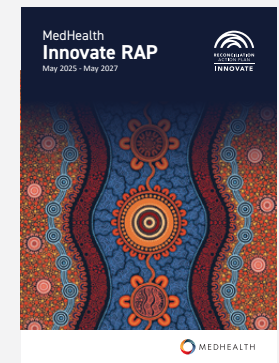
The working groups that drive these plans come from across MedHealth's businesses and geographies. Our people apply via an Expression of Interest. Each group is endorsed by our senior leadership team. We regularly report back to our people on these plans, tracking our progress and posting the reports on our intranet where they can be accessed by all.

These are always evolving strategies because, especially when it comes to people and culture, we know we can always listen, learn and build something even better.

Also including our Community & Sustainability Working Group and Work Health and Safety Committee,

85 different people across MedHealth have been active on working groups in 2025,

amplifying messages within their own businesses, supporting co-design and driving positive action.



Evidence-based feedback strategy

Since 2021, two whole-of-business employee surveys are hosted on the evidence-based Culture Amp platform each year – our Employee Engagement Survey (EES) and the Diversity, and Inclusion Survey (D&IS). These inform our culture-building initiatives.¹

Our people are from all walks of life, which means listening, two-way communication and deep understanding is even more important in order to focus on the things that will matter the most to our people.

82% of our people told us **what mattered most to them** in 2025²

85% of survey participants also took the time to comment, giving us **rich insight** to complement what the numbers tell us

70% overall engagement score – up **2% from last year** and 4% higher than the external Australian benchmark

¹Statistics used in this report are from the 2025 survey results. ²EES 2025. Culture Amp reports that a greater than 70% participation rate is good for an Employee Engagement Survey. Additionally, a favourable result for any factor or question which is above 70% is considered good. Neutral results represent opportunities to build upon.

Work with purpose

Over 3,900 team members across MedHealth support people all over Australia to build better lives through work, health and a clear way forward. This greatly contributes to how our team members feel about work. Our highest score across the whole EES 2025 survey was:

I know how my work contributes to the goals of my company

90 8 2 +5

Additionally,

My company really allows us to make a positive difference to the health and employment outcomes of Australia

84 14 2 +2

I feel like I belong at my company

83 14 3 +8

Key ● Favourable ● Neutral ● Negative ● Australian Benchmark

Creating an environment that fosters diversity, equity and inclusion

There are three reasons to do this, equally powerful and all evidence-based.

1. Inclusion means people are engaged, feel they belong, are more likely to stay, and do their best work
2. Businesses which embrace diversity perform better, demonstrating greater innovation and problem-solving
3. We can better serve our clients when our people reflect the communities they live and work in

Our own 2025 survey backed this up:



9 in every 10 people who work with MedHealth or one of its businesses agree that **working for a business committed to diversity, equity and inclusion is important to them.**

A sense of belonging

Through our 'Your voice matters' survey feedback, we heard loud and clear that our team members would value the chance to create connections with each other.

Over the course of 2024 and 2025, we have **launched 7 MedHealth Communities**. These are voluntary, team member-led groups. The key goal of these groups is to continue to drive and foster inclusivity and build community across MedHealth, creating a safe supportive space for team members who share a common identity.

12% of our team members have joined a MedHealth Community... that's nearly 500 people



Inclusion Collective



Beyond the Uniform
VETERAN COMMUNITY

- Community for First Nations peoples
- Carers' Community

WGEA compliance and our ongoing gender strategy

MedHealth has been reporting to the Workplace Gender Equality Agency (WGEA) for several years and is **fully WGEA compliant**. These figures are from February 2025 and are the most recent published data.

MedHealth Corporate Group Results

Median Total
Remuneration Pay Gap

2.5%

compared to the overall
Australian result of

8.9%

Average Total
Remuneration Pay Gap

11%

compared to the overall
Australian result of

21.8%

As a **workforce of 76% women**, taking steps to continually improve our pay gap is an imperative. Our strategy to this is outlined in the MedHealth Gender Equality Strategy, which was launched in 2024 and is actively reviewed and reported against annually.

Our Gender Pay Employer Statement outlines our current and future initiatives to create a workplace of belonging and inclusion.

We are proud to have **55% of women in our senior manager roles** and in our latest available WGEA reporting, **75% of promotions across MedHealth were achieved by women**.



Always learning

We know our team members value learning and professional development. We prioritise this in our Learning & Organisational Development approach.

In 2025, we have launched **17 learning modules** including:

- Two new Leadership Programs, one in partnership with 'Harvard Business Impact' and one with 'MentorList'
- 12 new management development modules
- One new mentoring program; and
- Two eLearning modules addressing Psychosocial safety called 'Encouraging Minds: Mind Me & Mind My Team'.

Across 2025, **4,708 team members have engaged** with required training. Importantly, **2,202 (or around six in 10) of our people have voluntarily accessed learning** to support their professional development.

2025 has also seen the introduction of talent development planning and leadership principles, both to support individual learning and collective culture.

Our continued commitment to supporting leadership development for our people has seen **71 of our team members** graduate this year from our Emerging Leaders Program and Experienced Leaders Program.

Across MedHealth, our people have spent over **32,686 hours undertaking learning and professional development in 2025**, with **3,919 hours directly relating to the achieving of CPD**.

Our diversity, inclusion and equity training modules include topics like:

- Celebrating NAIDOC Week
- Allyship
- Championing accessibility in our workplace, in our lives and with the clients we work with
- Fostering Psychological Safety in the Workplace
- Unconscious Bias
- Diversity and Inclusion – You are welcome here
- Organisation and Culture – Indigenous Cultural Awareness & Competency program
- Understanding unconscious bias and building inclusion at work
- Invisible disabilities in the workplace and the impact of chronic pain.

1,977 team members have undertaken at least one of our DEI learning programs in 2025.

We also reinforced our commitment to accessibility by launching the new '[Accessibility in Learning Guide](#)' to our learning & organisational development community.

Additionally, the MedHealth Academy professional development program taps into our team of over 900 independent medical specialists and over 3,900 committed health, employment and support professionals, sharing knowledge and expertise and gaining CPD hours.



MEDHEALTH
ACADEMY

↑ 45% increase
in learning hours over 2024

2 Team members

Prioritising mental health, promoting sustainable working norms and encouraging smart work practices

We prioritise the wellbeing of our team members. Our goal is to support our people to thrive, so that they can focus on making a difference in the lives of the people they are helping.

Our MedHealth Yarns webinar program includes a mental health wellbeing series and storytelling to acknowledge our key celebration days, such as International Day of People with Disability and NAIDOC Week. The series can also be watched on demand at any time.

In 2025, **1,587 team members registered to attend six 'MedHealth Yarns' wellbeing webinars**. Topics have included:

- Mental Fitness: Building resilience for the modern world
- Thrive in Change: Building agility in a changing world
- The stress spectrum: Identifying healthy versus unhealthy stress
- Everyday emotional intelligence: Handling challenges with EQ
- Compassion in Action: Preventing burnout through empathy
- The Art of Intentional Attention – Reclaiming focus in a noisy world

1,557 of our team members registered to attend other health and wellness sessions including:

- Let's talk about endometriosis
- "Ask R U OK? Any Day." – How to check someone is OK
- Understanding and supporting Carers
- Eating well for mental health
- Harnessing your workstation for mental and physical health
- Neurodiversity in the workplace
- Supporting someone experiencing mental health challenges

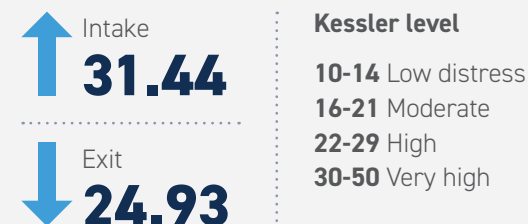
MedHealth's Employee Assistance Program (for team members and their families)

We know it's important to support the mental and physical health of our people, to encourage good mental health and wellness through initiatives and education and ensure the safety of every team member.

MedHealth's Employee Assistance Program enables team members and their families to access free, confidential and professional counselling. Our program is provided by an independent organisation Connect Psych, to promote health and wellbeing in relation to issues at home and work.

To assess the efficacy of their intervention, Connect Psych uses K10 (Kessler) to measure psychological distress levels before and after EAP.

These results show strong program efficacy in 2025:



Supporting allied health graduates to build a career

National NDIS provider Ability Action Australia's graduate program helps to build careers for early career clinicians, providing team members with a supportive environment, culture of learning and professional development training.

In 2025, Ability Action Australia was ranked 5th in Prosple's Top 100 Graduate Employers for the Physiotherapy and Occupational Therapy career path for 2026, based on real feedback and data from students and graduates.

100+ new graduates have been encouraged to reach their potential and make an impact with the clients they support, families and communities in 2025



2

Maximising health, safety and wellness at work

A structured Health and Safety Management System across MedHealth provides a systematic approach to our highest priority – the safety of our team members, clients and customers – and our drive to continually improve how we support people.

This commitment is clearly outlined in our Work Health & Safety Policy and many of our learning and development initiatives also support health, safety and wellness at work. Our team members have easy access to all the safety, health and sustainability tools they need on the MedHealth Work Health and Safety page on our intranet.

To provide an ongoing feedback loop across all our businesses and MedHealth, we have a Committee to drive action and information sharing for Workplace Health and Safety.



Hanrahan Health team members



Some of the atWork Australia leadership team

3

Pillar three

Industry contributions

An industry that is continually innovating, improving and sharing best practice is a strong industry.

We know that our clients and customers will get better outcomes, and our people will benefit from professional development, when the industries we work in are strong and supported by organisations like ours.

We contribute to ideas, research, peak bodies and policy frameworks.



Team members from Access Psych, Cogent Thinking, Kairros, IPAR, medEBridge Solutions, MedHealth, SIS Rehab and WorkFocus Australia at the Personal Injury Education Foundation awards in 2025

An evidence-base to better support Australians with outcomes

Both via our Research Hub and within many of our businesses, MedHealth contributes to peer-reviewed research and journal articles, putting evidence alongside innovative thinking.

At the heart of MedHealth's Research Hub is our ongoing collaboration with Monash and other universities, including Curtin University in Perth, WA. Qualified researchers work with MedHealth to drive our Research Hub and establish critical external research collaborations, bringing in subject matter expertise where required.



MedHealth and IPAR collaborate on studies published in leading journals

In 2025, MedHealth's Research Hub, together with the IPAR pain management team, contributed to two recently published journal papers in global journal *Frontiers in Pain Research*, both exploring innovations in pain science and management. One paper is specific to pain science education for the Defence and Veteran community in Australia.

Published in March 2025 by the University of South Australia research team, with contributions from Aaron Bowes of IPAR, the acceptability, feasibility and usability of virtual reality-based pain science education for Veterans experiencing persistent pain was explored.

The other paper was published in May 2025 and was authored by Professor Lorimer Moseley and colleagues, including MedHealth's Dr Dianne Sheppard who is also affiliated with Monash University. It traces the evolution of pain education and where it needs to go next.

The published articles are:



Read article



Read article

Evidence-based health assessment and coaching

In July 2025, Positivum™ received its scientific validation, providing peer-reviewed evidence for our approach for assessing psychosocial barriers in recovery and return-to-work pathways.

Led by MedHealth Research, the tool's proprietary Beliefs and Perceptions factors have undergone psychometric validation.

The results of this work were published in the peer-reviewed journal PLOS ONE.

Read article



3 Industry contributions

Moving ideas forward

New models and innovative approaches

White Papers can be effective ways to begin (and continue) conversations about innovative approaches and are often a precursor to further research. Across MedHealth in 2025, **three White Papers have advanced ideas and models designed to better support clients.**

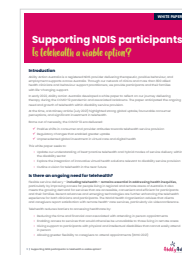


Noting an opportunity to build better retention and resilience into workforces, including manufacturing, construction and healthcare, a Kairros White Paper 'The Participation Edge: A culturally informed service model for a resilient workforce' looked at a unique rehabilitation model which achieved **long-term recovery outcomes for culturally diverse clients** at rates above the industry average and at up to half the claim cost.



Cogent Thinking launched a White Paper examining an 'Integrated Health Services Model' (IHSM), a **proactive, data-driven approach to workforce health**. Designed for high-risk sectors, the IHSM combines prevention, early intervention, and continuous care to deliver measurable outcomes:

- Healthier employees
- Fewer injuries
- Stronger compliance
- Lower long-term costs.



To follow up an earlier White Paper, Ability Action Australia released an update called 'Supporting NDIS Participants – Is telehealth a viable option?' It looked at **best-practice telehealth and hybrid modes of service delivery within the disability sector**, the integration of innovative virtual health solutions relevant to disability service provision, and outlined a vision for telehealth in the near future.

Leading with ideas at industry events

Our team members share their considerable professional knowledge and experience at industry conferences and events, ensuring the whole industry can access this knowledge. In turn, we attend conferences and events to learn from others, to better support our customers and clients. In 2025, our team members spoke at major industry events, including:

At the Personal Injury Education Foundation (PIEF) conference, Lisa Lange of WorkFocus Australia participated in a panel discussion on **Breaking barriers – building neurodiversity-friendly workplaces for better culture and productivity.**



Also at PIEF, Benchmark Rehab's David Eaton and John Huston participated in the **Bridging the Distance: Challenges and Innovations in Servicing Rural and Remote Clients in Injury Management** panel discussion.



WorkFocus Australia's Rohan Lai presented his research on **how Occupational Therapists can support older Australians to remain in the workforce**, at the Occupational Therapy Australia conference in Adelaide.

Ability Action Australia's Marie-Eve Dostie and Claire Shrimpton spoke at the ChildKind 2025 Conference hosted by Reimagine Australia in Sydney, sharing insights on **collaborative practices and frameworks that empower allied health clinicians and parents alike to help children thrive.**

Collaborating with Kate Maloney of RSL Queensland, Chris Skaroupa of IPAR delivered a paper called **Innovating Insurance: Integrating Veteran-Specific Employment And Recovery Models To Drive System-Level Performance** at PIEF.

3 Industry contributions

Leading with ideas at industry events

IPAR's Chris Skaroupka presented at the ASPIRE Conference 2025 on **Beyond the standard model of care: Integrating Veteran-led culturally competent tools to enhance care system performance.**

Kairros' Liz Bleasdale addressed the **Monash University Migrant Workers Health Symposium** in December 2025.

Addressing the AFAC 2025 conference for emergency services personnel, as well as the ANZSOM event, Nick Grant and Andi Crowe of Cogent Thinking presented insights on **Unlocking The Power of Integrated Health Services.**

At PIEF, Aaron Bowes of IPAR explored **Reaching Further: Bridging The Pain Care Gap For Rural And Remote Workers With Virtual Reality And Telehealth.**

Benchmark Rehab's David Eaton and Ali Hudson discussed **Voices from the Field – Navigating the Increasingly Complex TPD and Work Capacity Landscape** at the 2025 ALUCA Conference.

MedHealth Chief Psychiatrist A/Prof Michael Robertson and MindSense Trauma Psychiatrist Dr Tanya Ahmed presented at the ALA NSW Conference on **Causation in historical abuse claims – What does science tell us?**



Sharing expertise with industry participants

We hosted

90+ educational events in 2025

supporting

5,000+

people with professional and personal development.

Just some of the topics addressed included:

- **Beyond Survival – Historical Abuse: A Population-Based View** – MindSense Centre of Psychiatry and ASSESS Medical Group
- **The 50+ factor: Ageing & Work** – IPAR
- **Personal Injury conference** – Lex Medicus
- **Great Expectations: Why it's time to move from pain management to recovery in chronic pain** – IPAR
- **Navigating neurodiversity in injury and claims** – WorkFocus Australia and mlcoa
- **Cultural impacts on recovery and return to work** – Kairros

Contributing to better outcomes for clients through good policy

With more than 3,900 health, employment and support professionals all working toward better life, health and employment outcomes for Australians, we have a great deal of frontline experience and insight to offer.

We actively engage with government and industry to support the collective improvement and evolution of policy. We do this by:

- contributing to government consultations
- developing policy positions and briefing papers
- participating in government committees, and
- engaging with political leaders along with Federal and State agencies, insurers and regulators.

This ongoing targeted representation is focused on our work as a major Australian services provider across Social and Human Services, including: Employment; Disability Employment; NDIS; disability supports; Veterans; Aged Care; Population Health, and State Injury Schemes.

We share our evidence-based views on policy which will enhance client-centred service delivery.

Helping define good outcomes in the NDIS

Aligning with the National Disability Insurance Agency's focus, MedHealth's NDIS providers are introducing an outcome measurement approach. The project aims to define, standardise and measure participant goal progress and outcomes, building a clearer picture of the impact services make in people's day-to-day lives. After 18 months of development and piloting, the assessment tool is now being rolled out to the first full cohort of 300 participants. The insights generated from this work will guide ongoing improvements to services and participant outcomes.

3 Industry contributions

Active participation in peak and industry bodies

Our team members are committed to the industries they are part of, contributing to industry betterment through peak and industry body membership. Here are just a handful of ways our team members are giving back through peak bodies:

Divisional Executive General Manager, atWork Australia's Sotir Kondov was appointed a Director on the board of the National Employment Services Association (NESA) in 2025.



Many of our workplace rehabilitation professionals are represented on the Australian Rehabilitation Professionals Association (ARPA) State Councils across Australia, including:

- IPAR's Executive General Manager Robb Moffatt as Vice President of the ARPA Executive Council in 2025
- WorkFocus Australia's Lisa Lange, Brenton Malacari and Jemima Thomas who hold ARPA WA and ARPA NT positions
- Kairros' Liz Bleasdale holds an ARPA ACT position
- Total Workfit Solutions' Carli Du Plessis has an ARPA Tasmania position.



Collaboration with ESSA

The Rehab and Health Services division of MedHealth, and the team from Be Active Health Solutions have been working closely with Exercise & Sports Science Australia (ESSA) to raise the profile of Exercise Physiologists (EPs) in workplace and personal injury rehabilitation.

Together, the team are helping to highlight the important role EPs play in recovery, return to work, and injury prevention.

The collaboration focuses on advocacy with government and industry, promoting career pathways across our national network, and contributing to ESSA's broader workforce and policy discussions.



The 2025 Lex Medicus Personal Injury conference was attended by over 300 industry participants



Benchmark Rehab's Heidi Mitchell and MedHealth's Sarah Hilt in discussion



WorkFocus Australia team members at the ACT ARPA Awards

4

Pillar four

Community

Our people support clients from over 380 locations around Australia, living and working in diverse metropolitan, regional and rural communities.

To create as much relevance and impact as possible through our community partnerships, MedHealth has national supporter arrangements in place, as well as our individual businesses teaming up with community partners and causes which are aligned to their people, services and local areas.

Our national support programs are featured here, as well as some highlights from the countless community contributions made by our people throughout 2025.



Some of the GO Foundation team were special guests at the unveiling of MedHealth's staircase mural on Gadigal land in Sydney

4 Community

Helping Australians put food on the table

As people who support Australians to better life, health and work outcomes, we know that none of that can happen without first having food security. That's why our people overwhelmingly chose OzHarvest for MedHealth to partner with, when we asked them to nominate a charity to support in 2024.

Together, we have:

Donated over
50,000

meals to people in need

Stopped over
25,000kg

of CO2 (greenhouse gas) emissions

Saved over
25,000kg

of food from going to landfill



**A PROUD
SUPPORTER
OF OZHARVEST**



MedHealth team members cooked up a storm at OzHarvest kitchens



CEO Tim Morphy joined a panel discussion at OzHarvest HQ in Sydney, alongside founder Ronni Kahn

Commissioning art

Arts Project Australia is an internationally leading not-for-profit visual arts organisation that champions neurodivergent artists and artists with intellectual disability. They empower artists to develop their practice and build meaningful careers in the contemporary arts sector.

With so many of our services delivered with and for people with disability, supporting Arts Project Australia was a natural fit for MedHealth.

In 2025, we commissioned artist Mark Smith to create some sculpture pieces which celebrate our values of 'Inclusion', 'Collaboration' and 'Empathy'. When the works are complete, they will go on display in our boardrooms in several cities around Australia.

**ARTS
PROJECT
AUSTRALIA**

Creating opportunities for Indigenous young people

At the pinnacle of our long-term partnership with the Goodes O'Loughlin Foundation (GO Foundation), is the Western Sydney University **Aboriginal Allied Health Scholarship funded by MedHealth.**

Alongside supporting Jasmine, an impressive and talented Occupational Therapy student, in 2025 MedHealth has also supported GO's work in connecting students to culture through:

- ✓ purchasing a table at GO Foundation's flagship fundraising event, The Big Lunch
- ✓ purchasing an artwork by Yinjibarndi artist Jody Broun at auction – all proceeds donated to GO Foundation programs
- ✓ engaging GO alum Natalie Abraham to design the artwork for our Reconciliation Action Plan
- ✓ volunteering at GO Scholar Culture Connect Days
- ✓ activating an allied health career experience at GO Foundation pathways expo.



CEO Tim Morphy with 'Learning on Country' artwork



MedHealth, IPAR and Kairros team members volunteered at a Culture Connect Day in Western Sydney



GO Foundation founder Adam Goodes with CEO Tim Morphy at The Big Lunch 2025

4 Community

Invictus and IPAR partnership strengthens Veteran wellbeing through sport

Through IPAR, we are proud Premier Partners of Invictus Australia, who use the power of sport to proactively support the physical and mental health of Veterans and their families. Sport plays a vital role in recovery, rehabilitation and reintegration, helping those who have served rebuild confidence, wellbeing and connection.

Our partnership has seen IPAR play a pivotal role in engaging local Veteran communities, contributing to research, driving fundraising and amplifying the work of Invictus Australia, who have supported more than 23,000 Veterans and family members to participate in sport activities to date.

Invictus Australia's work is critical, with sport helping to address at least 34 of the 122 recommendations from the Royal Commission into Defence and Veteran Suicide. IPAR is proud to stand alongside Invictus Australia in building a stronger, more integrated system across the sport, Veteran and defence sectors.



**INVICTUS
AUSTRALIA**
UNCONQUERED TOGETHER

Providing opportunities for Autistic people via Aspect



Aspect (Autism Spectrum Australia) is the chosen charity partner for 2025 for NDIS provider Ability Action Australia (AAA). Aspect – with its vision to provide the best possible opportunities for Autistic people – is perfectly aligned with the work AAA's clinicians deliver, supporting Australians with disability to get more out of life today. Both AAA and its individual team members make donations.

With around 40% of NDIS participants having Autism as their primary disability, our partnership with Aspect helps us contribute to their vital work – developing autism-specific education programs, supporting families and building more inclusive communities.

Embedded in community

Part of the fabric of the community, atWork Australia delivers employment services in over 380 locations around Australia.

Each local team works in a place-based way, drawing upon a full suite of community services to best support their clients.

In fact, in around 165 of our locations, the atWork Australia team members work with their clients within local community centres and libraries.



Clinic for Good: Giving back and strengthening community connections

One of our NDIS providers, Hanrahan Health is committed to making a meaningful difference in the local communities they serve. One way they do this is through their 'Clinic for Good' initiative – a quarterly, volunteer-run clinic that operates outside business hours and provides speech pathology, occupational therapy and allied health assistant sessions at no cost to clients.

In 2025, **16 clinicians have contributed 60 hours** of therapy services, also supported by administrative team members.

Since it began in 2021, the Clinic for Good has supported hundreds of clients across NSW, including people who may have faced financial hardship or long waiting times.



4 Community

Natalie is Creating Ripples in her community

Natalie Abraham is a young Wadi Wadi woman, GO Foundation alum, Aboriginal artist and founder of Create Ripples. Creating art has become Natalie's way of honouring her experience of grief, memory and the ripple effect of love and resilience. Natalie was the artist and graphic designer for our RAP.

Each artwork created tells a story rooted in Natalie's connection to Country and culture and aims to foster understanding and spark meaningful conversations.

MedHealth's CEO Tim Morphy first met Natalie when the organisation purchased her personal and meaningful artwork "Ripples of Grief". Since that first meeting, Natalie subsequently created the staircase mural "Journey of Connections" in MedHealth's Sydney Office.



Wadi Wadi woman and GO alum, Natalie Abraham



MindSense supporting Bravehearts

MindSense Centre of Psychiatry partnered with Bravehearts, fundraising to support the prevention of child sex abuse.

The MindSense teams proudly exceeded their donation goals, raising vital funds to assist with personal safety education, specialist counselling and crisis support, helping protect and empower children across Australia.



MindSense team members fundraising and enjoying a morning tea to support Bravehearts

Customers competing to support Mary's House

In 2025, ASSESS Group and MindSense attended the Australian Lawyers Alliance (ALA) NSW Conference.

The brands shared an exhibition stand and ran a competition where the winner took home a jar of chocolates and selected one of three charities supporting survivors of sexual abuse to receive a donation. The charities were Bravehearts, Full Stop Australia and Mary's House.

The winner – a solicitor from Parramatta – chose Mary's House, as they provide immediate critical care, safety and shelter for women and their children escaping domestic and family violence in her Sydney community.



mlcoa team members on RUOK? Day 2025



Ability Action Australia ran an allied health activation for GO Foundation students to learn about becoming an OT

5

Pillar five

Economy

Good work and health are the cornerstone of the Australian economy.

Many of our services enable people to contribute to the economy, through finding good work, or returning to work faster after an injury, by reaching health and life goals, and more.

MedHealth also contributes to the economy as a large Australian employer, with a healthy and sustainable financial position that supports our long-term commitment to our customers, clients and team members.



MedHealth team members

A large Australian employer

Headquartered in Australia, MedHealth employs over

3,900

team members who live and work in over

380 locations



383

new roles were created in 2025, an **11% increase**

We employ **team members with lived experience**, such as 31% of our people who live with a disability, 5% who are Veterans or closely related to one, 41% who are carers, and so on. This means our team members truly understand the impact of the services they are delivering.

Being a financially sustainable business has meant we were able to invest

\$350M+ in our people

in 2025.



Ability Action Australia team members

Place-based services that strengthen regional labour markets

We employ team members across metropolitan, regional and rural locations.

Because our therapists, job coaches, rehabilitation and employment consultants live locally, they understand the nuances of each local labour market and how to connect clients with other health and community services to enhance their life, health and work outcomes.



Team members from IPAR, Total Workfit Solutions and atWork Australia, working from locations all around Australia



Small business boost

From July 2024 to June 2025, MedHealth purchased goods or services from over

36,000

small businesses around Australia.

This contribution to small business was well over \$250m, representing **73% of total invoice volume**.

WorkFocus Australia, also delivers a Small and Micro-employer program, supporting small business to stay open, maintaining employment, when a personal injury happens and puts the continuity of the business at risk.

This service helped over

150

employers across NSW in 2025.



WorkFocus Australia team member, Ashen Gunasekara

Flow-on economic impact

Our services benefit individual clients and also have a more macro-economic impact by:

- ✓ optimising workforce and population health
- ✓ reducing insurance burden
- ✓ enabling increased economic participation

Direct economic impact

In 2025, MedHealth collected and paid

\$188M in taxes

Purchasing power to drive social impact

5%+

of MedHealth's addressable spend was with Indigenous businesses in 2025

Using our purchasing power in this way helps give every Australian equal opportunity to achieve and succeed through business ownership.

We are proud corporate members of Supply Nation, Australia's leader in supplier diversity and a national database of registered and certified Indigenous businesses.



MedHealth has national partnerships with Indigenous businesses Muru Office Supplies, Ethan Indigenous and Bunin. A percentage of all money spent with these organisations is invested back into community programs.



Modern Slavery compliant

MedHealth recognises our responsibility to conduct business in a socially responsible manner.

We believe that addressing modern slavery risks is an important part of operating as a safe, responsible and professional business.

We are committed to conducting our business activities lawfully and ethically and to building a deeper understanding of modern slavery risks within our own businesses and in our community.

Our expectation is that our suppliers will also comply with all relevant employment laws and will address modern slavery risks in their own operations and supply chains.

We **write and publish an annual Modern Slavery Statement**, setting out our efforts to address modern slavery risks in our operations and supply chains, including in all entities that we control.

Our decisions are always centred on our clients' needs. Our financial strength ensures we remain sustainable, allowing us to invest in the resources required to support our clients, customers, team members and communities with confidence and care.



IPAR NSW State Manager, Jenna Frino

6

Pillar six

Environment

Recognising our role in contributing to a sustainable future for generations to come, MedHealth is committed to delivering positive and impactful change in regard to our environmental responsibilities.

Over the course of 2025, we laid the foundations to achieve the international standard ISO 14001 for Environmental Management Systems (EMS).

While doing this vital set-up work, we have continued with a strong sustainability program led by our Community & Sustainability working group.



*While visiting a remote client, Access Psych's
Jaqui O'Donohoe took this photo at Tullah, Tasmania*

Ongoing commitment to sustainable business practices

In November, MedHealth **successfully achieved certification to ISO 14001:2015 Environmental Management Systems (EMS)**, validating that our EMS aligns with international best practice and demonstrates continuous improvement in environmental performance.



This certification reflects our commitment to:

- ✓ reduce environmental impacts
- ✓ meet customer, client and team member expectations for sustainable business practices
- ✓ assess and manage environmental risks / opportunities in our business operations and supply chain, and
- ✓ contribute to the Australian Government's goal of achieving net zero emissions by 2050

With our reporting and carbon emissions data tracking now in place, **our next step is to set and track environmental objectives and targets.**

Working collaboratively for a sustainable future

Our Community and Sustainability working group has members from across our businesses. They drive positive impact for the environment across MedHealth by thinking and working collaboratively. Their initiatives are also featured under the 'Community' pillar in this report.

Our support of OzHarvest aligns with both Community and Sustainability. Not only are Australians experiencing food insecurity, OzHarvest's work also has a positive impact on the environment.

In 2025, our first MedHealth team participated in OzHarvest's Cooking for a Cause program. The team effort resulted in:

250

beautiful meals delivered to some of our local charities

125kg

of food saved from going to landfill

125kg

of CO2 stopped, which reduces global warming



MedHealth Corporate Services team members cooked up a storm in the OzHarvest kitchen



MedHealth team members supporting community clean ups

Throughout 2025, various initiatives have raised awareness and provided practical tips to address climate change and educate people about environmental impact, often linked to awareness days in the community including:

- Clean Up Australia Day
- Earth Hour / Earth Day
- World Environment Day
- Plastic Free July
- Nourish November (in support of OzHarvest)

Over **150 team members registered for sustainable consumption webinars** delivered by OzHarvest and Leela Siva for Plastic free July.

6 Environment

A small but powerful step toward a greener future: Paper usage

From 1 December 2025, MedHealth has set all printers to default to black and white and double-sided printing. This will:

- ✓ Lower paper usage – for every 30,000 sheets of paper not printed, one tree is saved
- ✓ Reduce carbon emissions – for every 10,000 sheets of paper not printed, around 4.5kg of CO2 is saved
- ✓ Save energy – colour printing uses around 10x more energy
- ✓ Minimise waste from toner and ink

Tracking pages and printed data has commenced though needs to be validated for formal use in 2026. Early indications show **a reduction of 40% in 2025** when compared to 2024.

Additionally, **over the first 6 months of 2025, confidential waste recycling** meant we saved:

45 trees : **14m³** of landfill
9 barrels of oil : **9kg** of carbon emissions

Fresh produce boxes

Via our Community and Sustainability working group, a new resources page for fruit and vegetable produce boxes was added to our Community and Sustainability intranet resources.

The page outlines suppliers across Australia that deliver fresh fruit and vegetables directly to home, and that offer the following environmental and community benefits:

- Lowering the carbon footprint associated with individual car trips to supermarkets, as delivery services often optimise routes to serve multiple households efficiently
- Sourcing goods locally, reducing emissions from long-distance transportation
- Use of minimal packaging and is typically plastic-free
- Supporting local farmers and small businesses



Sharing knowledge, approaches and resources

Found to be 'best practice' in our November audit, our intranet and EMS document information systems include the following key resources, shared on our Environmental Management System intranet page:

- Environmental Sustainability Policy
- Environmental Management System Risks Assessment
- Environmental Management Procedure
- Environmental Management System Manual

Additionally, our Community & Sustainability working group drive positive action across our businesses and locations, centralising relevant resources and programs for easy team member access.



Commitments, plans and reporting

At MedHealth, we know it's important to record our commitments to create positive impact for our clients, customers, team members – and for the communities in which we live and work.

Our **Diversity, Equity and Inclusion Plan** for 2023-2028 represents our dedication to building a culture that values and respects the talent and contributions of everyone. It is focused on how we deliver on our organisational purpose and create a workplace that enables our people to thrive. The plan also expresses our commitment to environmental and social governance and recognises our legal obligation to ensure MedHealth is accessible, inclusive, and free from discrimination for all.

MedHealth's Innovate **Reconciliation Action Plan** (RAP) 2025 to 2027 details our vision for reconciliation and how we are, and will, embed the principles of reconciliation in our service delivery across healthcare and employment services, as well as in our organisational culture and processes at MedHealth.

The MedHealth Gender Equality Strategy is an important subset of our wider DEI strategy, policies and initiatives, and part of our roadmap to a more equal workplace. The initiatives and actions in the Strategy are aligned with the six Gender Equality Indicators (GEIs) used by the Australian Workplace Gender Equality Agency (WGEA).

MedHealth is a proud signatory to:

- The Prime Minister's Veterans' Employment Program: our business recognises the value and unique experience of our veterans and encourages employment opportunities for those who have served our country
- The Benefits of Good Work™ consensus statement, which can be found on the **Royal Australasian College of Physicians (RACP) website**

Our annual **Modern Slavery Statement is published**, complying with legislation in Australia.

In 2026 MedHealth will publish its Mandatory Climate-Related Financial Disclosure Report in line with the Australian Sustainability Reporting Standards. Our **Environmental Sustainability Policy is published on the MedHealth website**, outlining our commitment to sustainable business practices.



Ability Action Australia team members
Jemma Taggart and Katie Lawrence

Our suite of plans and reports

This Social Impact Report 2025 forms part of our annual reporting suite, and sits alongside our action plans and commitments to detail our Environmental, Social and Governance intentions and impact.



Diversity, Equity and Inclusion Plan 2023-2028

A key plank of MedHealth's commitment to building a workplace of belonging and inclusion, this plan is centred around three strategic goals

1. To be a diverse, equitable and inclusive workplace for all
2. To provide accessible and inclusive services focused on the individual
3. To be a diversity leaders and educator




Innovate Reconciliation Action Plan 2025-2027

The MedHealth Innovate RAP is a roadmap to practical reconciliation.


Our three areas of focus are:

1. Supplier diversity focus
2. Employment strategy
3. Service delivery confidence



Modern Slavery Statement

MedHealth publishes an annual Modern Slavery Statement, setting out our efforts to address modern slavery risks in our operations and supply chains, including in all entities that we control.



Gender Equality Strategy

The MedHealth Gender Equality Strategy formalises our commitment to gender equality, and to continually review, analyse and take action to progress gender equality in our workplace.

It was reviewed in 2025 to inform our action and focus for the coming 12 months.

Generating greater positive social impact in 2026 and beyond

This first MedHealth Social Impact report was always going to be three things:

1. an opportunity to examine how we deliver social value across our spheres of influence;
2. a reflection on how we can better collect and report on our impact in future years; and
3. a way to guide our areas of focus in 2026 and beyond

It has done just that.

While we are proud of the extraordinary work our people deliver to support Australians with life, health and work outcomes in 2025, we aim to build on it and generate greater social impact in 2026.

One way we know we can do this is to embed social impact measurement across all our corporate reporting, and within our businesses. This more holistic approach to reporting and governance, will help to track both the direct and indirect impacts of our actions, and set up more comprehensive measurement.

Our goal is to generate and measure greater positive social impact across all our stakeholder groups, creating meaningful benefits to the communities where we live and work.



IPAR team members Krishnan Gunawan, Aleena Jambazian and Elliot Reeves



MEDHEALTH

MedHealth is a purpose-led group of healthcare, employment and support businesses.

Together, we help organisations improve the life, health and employment outcomes of a population...

while never losing sight of the individual.

For more information, please email
contact@medhealth.com.au