

Customer health

Affordable, innovative and personalised health and wellbeing programs and services

Commitments:

Deliver greater value by making health and wellbeing more affordable

Out-of-pocket costs saved by customers through Members' Choice Advantage network¹

	FY25	FY24	FY23
Costs saved (\$m)	\$25m+	\$23m+	\$25m+

¹ Across dental and optical Members' Choice Advantage networks

Average out-of-pocket costs saved by customers through our no gap joint replacement program

	FY25	FY24	FY23
Average costs saved (\$)	\$2,250	\$1,900	\$1,600

Medibank no gap joint replacement patients having rehab at home

	FY25	FY24	FY23
Percentage of patients (%)	30%	40%	30%

Rewards claimed by customers through Live Better rewards¹

	FY25	FY24	FY23
Rewards claimed (\$)	\$32.8m	\$24.3m	\$13.1m

¹ Includes value of rewards claimed with partners (such as partner products and vouchers) and health cover rewards (such as savings on premiums)

Virtual health interactions for Medibank customers from Amplar Health and partners¹

	FY25	FY24	FY23
Total virtual health interactions (#)	326k	303k	229k

¹ Customer interactions with Health Concierge, 24/7 nurse and virtual GP delivered by the Amplar Health team and their partners

Average premium increase

	FY25	FY24	FY23
Average increase percentage (%)	3.99%	3.31%	2.96%*

* Postponed until 1 June 2023

Deliver personalised and connected experiences

Customer advocacy: Average journey NPS (Medibank) and average service NPS (ahm).

	FY25	FY24	FY23
Average jNPS (Medibank) ¹	12.9	N/A	N/A
Average sNPS (ahm)	48.0	46.4	42.7

¹ Average jNPS is a new metric being measured by Medibank as of 1 January 2025, replacing the previous sNPS data metric

Share of private health insurance complaints

	FY25 ¹	FY24	FY23
# Medibank and ahm complaints	720	676	822
# Industry complaints	3025	3,792	2,729
% Medibank and ahm of industry complaints	23.8%	17.9% ²	29.9%
% Medibank Group market share	26.5%	26.7%	27.1%

¹ FY25 results based on Quarterly Update data published by the Commonwealth Ombudsman and unaudited data for the 3rd and 4th quarter at the time of publication

² FY24 % share of industry complaints figure updated following the publication of the Commonwealth Ombudsman's State of the Health Funds Report 2023-24. The industry complaints was partly driven by customer service problems experienced by another fund resulting from a computer system upgrade

Towns visited by Live Better vans

	FY25	FY24	FY23
Number of towns visited (#)	111	140	140

Percentage of all Medibank assisted service enquiries resolved through messaging

	FY25	FY24 ¹	FY23 ¹
Service enquiries solved (%)	46%	39%	33%

¹ Data restated due to previous gaps in call volume data flowing through to MicroStrategy, which have since been resolved

Increase the number of people engaged in health and wellbeing with Medibank

Medibank policyholders engaged with health and wellbeing services

	FY25	FY24	FY23
Percentage of policyholders engaged (%)	52%	48%	45%

Clinician-led prevention programs and Live Better digital prevention programs¹

	FY25	FY24	FY23 ²
Total enrolments (#)	283k	132k	16k

¹ Total enrolments in Medibank clinician-led preventative health programs (e.g. Better Knee, Better Me, Better Hip), and Live Better self-paced digital prevention programs (e.g. Back Smart, Heart Wise) and any new offerings developed

² Data reflects the number of enrolments in the 9 preventative programs we had at the time. Methodology was updated in FY24 to also include Live Better digital programs.

Live Better rewards participants

	FY25	FY24	FY23
Total participants (#)	931k	823k	697k

Total number of companies Medibank has supported with health and wellbeing services

	FY25	FY24	FY23
Total number of companies (#)	364	251	235

Deliver personalised models of care at scale

Hospital bed days saved through Amplar Health homecare services¹

	FY25	FY24	FY23
Number of bed days saved (#)	177k	193k	193k

¹ Bed days saved through Medibank clinician-led homecare programs delivered by or for Medibank and Amplar Health

Reduction in average length of hospital stay from no gap joint replacements

	FY25	FY24	FY23
Average reduction (%)	17%	25%	50%

Employee health

Meet our 2030 vision of the healthiest workplace through our work. Reinvented program

Encourage our people to be customer obsessed by considering customers and patients in all that we do

MyVoice - Customer inclusion			
	FY251	FY24	FY232
My team puts customers and patients at the heart of everything that we do	8.6	8.5	N/A
I have access to opportunities to better understand our customers	7.9	7.8	N/A
My team uses customer feedback and insights to drive continuous improvement	7.9	7.8	N/A
1 FY25 data excludes Ampliar Home Health Hospital (AHHH) employees 2 Full survey not conducted in FY23			
Employee net promoter score (eNPS)1			
	FY25	FY24	FY23
Products and Services2	+39	+30	+24
Place to work	+38	+26	+23
1 Based on the average eNPS score for surveys of all Medibank employees conducted throughout each financial year. Employee advocacy benchmarks are based on the global average adjusted for historical performance and Australian healthcare and financial insurance industry context. 2 In September 2023, we changed the wording of our products and services question to encompass our whole product and service offering. It now reads: "How likely is it if you would recommend our organisation's health services, programs or insurance products to friends and family?"			

Employees by employment type and gender1									
	FY254			FY24			FY23		
	Women	Men	Gender diverse	Women	Men	Gender diverse	Women	Men	Gender diverse
Board (including CEO)	3	6	0	3	6	0	4	5	-
Group Executives (including CEO)2	4	6	0	4	5	0	3	5	-
Senior Executives3	25	26	0	26	30	0	24	24	-
Group executives and senior executives total	29	32	0	30	35	0	27	29	-
Senior managers	119	121	1	107	120	1	102	116	1
Other managers	541	437	7	454	372	3	408	334	1
Non-managers	2,038	614	9	1,870	562	6	2,014	592	8
Overall (including the Board)	2,730	1,209	17	2,464	1,094	10	2,555	1,075	10
1 This table only applies to positions in Medibank Private Limited and its wholly owned subsidiaries 2 Group Executives refer to the CEO and the executive leadership team (ELT) as at 30 June 2025. All of the ELT report directly to the CEO 3 Senior Executive positions include all roles classified as Hub Leads as part of Medibank's broad based banding framework 4 FY25 data excludes AHHH employees									

Percentage representation of women (%)			
	FY253	FY24	FY23
Board (including CEO)	33%	33%	44%
Group Executives (including CEO)2	40%	44%	38%
Senior Executives3	49%	46%	50%
Group executives and senior executives total	48%	46%	48%
Senior managers	49%	47%	47%
Other managers	55%	55%	55%
Non-managers	77%	77%	77%
Overall (including the Board)	69%	69%	70%
1 Group Executives refer to the CEO and the executive leadership team (ELT) as at 30 June 2025. All of the ELT report directly to the CEO 2 Senior Executive positions include all roles classified as Hub Leads as part of Medibank's broad based banding framework 3 FY25 data excludes AHHH employees			

Employment type - headcount by gender												
	FY251				FY24				FY23			
	Women	Men	Gender diverse	Total	Women	Men	Gender diverse	Total	Women	Men	Gender diverse	Total
Permanent												
Full time	1,598	1,036	13	2,647	1,392	946	8	2,346	1,343	900	5	2,248
Part time	821	77	2	900	827	78	1	906	803	77	4	884
Fixed term												
Full time	60	39	0	99	40	25	0	65	76	34	1	111
Part time	97	26	1	124	75	24	0	99	215	41	0	256
Casual	154	31	1	186	130	21	1	152	118	23	0	141
Total	2,730	1,209	17	3,956	2,464	1,094	10	3,568	2,555	1,075	10	3,640
1 FY25 data excludes AHHH employees												

New employee demographics by headcount - by gender and age						
	FY251		FY24		FY23	
	Headcount	% of total headcount	Headcount	% of total headcount	Headcount	% of total headcount
New hires by gender						
Women	776	19.6%	534	15.0%	755	20.7%
Men	314	7.9%	261	7.3%	331	9.1%
Gender diverse	7	0.2%	5	0.1%	4	0.1%
Total	1,097	27.7%	800	22.4%	1,090	29.9%
New hires by age						
Under 25	43	1.1%	52	1.5%	94	2.6%
25 - 34	365	9.2%	283	7.9%	431	11.8%
35 - 44	395	10.0%	274	7.7%	313	8.6%
45 - 54	190	4.8%	141	4.0%	168	4.6%
55 - 64	86	2.2%	42	1.2%	73	2.0%
65+	18	0.5%	8	0.2%	11	0.3%
Total	1,097	27.7%	800	22.4%	1,090	29.9%
1 FY25 data excludes AHHH employees						

Our workforce			
	FY251	FY24	FY23
Total headcount	3,956	3,568	3,640
Number of health professionals	964	849	950
Full time equiv. employees	3,604	3,220	3,242
Full time equiv. health professionals	746	658	723
1 FY25 data excludes AHHH employees			

Employees disclosing as Aboriginal and/or Torres Strait Islander			
	FY251	FY242	FY233
Number of employees who disclose as Aboriginal and/or Torres Strait Islander	38	33	25
% of survey responses that disclose as Aboriginal and/or Torres Strait Islander	1.3%	1.2%	0.9%
Engagement of Aboriginal and/or Torres Strait Islander disclosing employees	7.8	7.8	8.1
1 Based on FY25 employee engagement survey response rate of 78% from 3,746 employees invited to participate. This data excludes AHHH employees 2 Based on FY24 employee engagement survey response rate of 79% from 3,371 employees invited to participate 3 Based on FY23 employee engagement survey response rate of 80% from 3,452 employees invited to participate			

Employees disclosing as a person with disability			
	FY251	FY242	FY233
Number of employees who disclose as a person with disability	192	175	163
% of survey responses that disclose as person with disability	6.6%	6.6%	5.9%
Engagement of employees who disclose as a person with disability	7.8	7.9	7.7
1 Based on FY25 employee engagement survey response rate of 78% from 3,746 employees invited to participate. This data excludes AHHH employees 2 Based on FY24 employee engagement survey response rate of 79% from 3,371 employees invited to participate 3 Based on FY23 employee engagement survey response rate of 80% from 3,452 employees invited to participate			

Our cultural identity			
	FY251	FY242	FY233
Australian (includes Aboriginal and Torres Strait Islander representation)	51.4% (includes 1.3% Aboriginal and Torres Strait Islander Representation)	51.9% (includes 1.2% Aboriginal and Torres Strait Islander Representation)	54.8% (includes 1.2% Aboriginal and Torres Strait Islander Representation)
Asian	25.2%	25.3%	23.0%
United Kingdom / Ireland	4.9%	5.1%	5.2%
European	3.1%	3.7%	3.2%
African / Middle Eastern	1.5%	1.7%	2.4%
Other nationalities	4.1%	5.2%	4.8%
1 FY25 figures based on an employee engagement survey response rate of 78% from 3,746 employees invited to participate. This data excludes AHHH employees 2 FY24 figures based on an employee engagement survey response rate of 79% from 3,371 employees invited to participate 3 FY23 figures based on an employee engagement survey response rate of 80% from 3,452 employees invited to participate			

Inclusion and awareness training			
	FY253	FY24	FY23
Number of employees that have participated in our cultural awareness training1	3,771	3,619	3,474
Number of employees that have completed disability awareness training2	2,935	3,310	3,114
Number of employees that have completed Inclusion@Medibank program	1,768	3,277	2,955
1 Cultural awareness training includes Cultural Awareness module as part of Inclusion@Medibank, MHH cultural onboarding sessions, and other cultural awareness sessions 2 Disability awareness training includes Disability Confident Recruiter, International Day of People With Disability lived-experience events and the Disability modules part of Inclusion@Medibank 3 FY25 data excludes AHHH employees			

Free virtual GP consultations for employees			
	FY251	FY24	FY232
Total free virtual consultations	2,000+	500+	N/A
1 FY25 data excludes AHHH employees 2 This metric was launched in February 2024. Data not available for FY23			

Our people's health and wellbeing - MyVoice survey questions1			
	FY25	FY24	FY23
Health & wellbeing: Employee health, safety and wellbeing is a priority in my team	8.5	8.4	8.2
Productivity: I have the necessary health and wellbeing to perform effectively at work	8.4	8.3	8.2
Organisational support: Our organisation provides me with information and support to manage physical, mental and financial health and wellbeing.	8.1	8.0	N/A
Role modelling: Senior leaders at our organisation care about our health and wellbeing	8.0	7.9	N/A
1 A maximum score of 10 is possible for each question. N/A - the question wasn't asked in that year's survey 2 FY25 data excludes AHHH employees			

Lost Time Injury Frequency Rate (LTIFR)1								
	FY25				FY24			
	Medibank / ahm	Ampliar Health	Medibank / ahm	Ampliar Health2	Medibank / ahm	Ampliar Health	Medibank / ahm	Ampliar Health
Rate	0.65	4.78	0.23	5.76	1.48	6.87		
Target	<2.0	<8.0	<2.0	<8.0	<2.0	<8.0		
Total lost time injuries	3	6	1	7	6	11		
1 Data excludes Medibank employees and AHHH employees 2 FY24 comparative information has been restated to reflect a change in underlying data source								

Mandatory health and safety training			
	FY25	FY24	FY23
Completion rate of mandatory health and safety training (%)	99.0%	98.2%	98.7%

Workplace health and wellbeing app			
	FY251	FY243	FY233
Number of MPL employees that have downloaded the workplace health and wellbeing app	1,558	N/A	N/A
Percentage of employees that have completed a health profile through the workplace health and wellbeing app	70%2	N/A	N/A
1 FY25 data excludes AHHH employees 2 70% represents the percentage of employee registrations who have completed a health profile within the financial year. 1091 distinct users completed a health profile, which is 70% of the 1558 employees who downloaded and opened in the app 3 New metric introduced in FY25			

Total absenteeism			
	FY251	FY24	FY23
% of absenteeism	4.12%	4.19%	4.11%
1 FY25 data excludes AHHH employees			

Voluntary vs involuntary turnover by gender1						
	FY252		FY24		FY23	
	Voluntary	Involuntary	Voluntary	Involuntary	Voluntary	Involuntary
Women	15.7%	3.2%	19.6%	4.3%	29.1%	5.8%
Men	12.5%	4.3%	15.9%	4.7%	23.0%	4.4%
Gender diverse	8.7%	0.0%	21.4%	21.4%	28.8%	0.0%
Total	14.7%	3.5%	18.4%	4.4%	27.4%	5.4%
1 Number of employees who left Medibank (voluntarily, involuntarily, or total) as a percentage of the average permanent and fixed term headcount for each respective year (casual employees are not included). Turnover figures for gender represent a percentage of each category. Turnover figures for 'Other' vary significantly due to the low number of employees in this category 2 FY25 data excludes AHHH employees						

Gender pay gap - 1 April to 31 March			
	FY251	FY24	FY232
Group executives	23%	27%	20%
Senior executives	18%	12%	-1%
Senior managers	4%	3%	5%
Other managers	7%	6%	8%
Non-managers	0%	-1%	-2%
1 FY25 data excludes AHHH 2 Home Support Services Pty Ltd (HSS), were not included in 2023. HSS changed its name to Ampliar Home Health Pty Ltd on 28 July 2023.			

Gender pay equity - at 30 June			
	FY251	FY24	FY23
Non-Enterprise Agreement employees	-1.0%	-1.0%	-0.5%
Enterprise Agreement employees	-1.0%	-1.0%	0.1%
1 FY25 data excludes AHHH			

Employees covered by Enterprise Agreements (EA)						
	FY251		FY24		FY23	
	Headcount	% of total	Headcount	% of total	Headcount	% of total
Covered by EA	1,227	31%	1,171	33%	1,332	37%
Not covered by EA	2,729	69%	2,397	67%	2,308	63%
Total	3,956	100%	3,568	100%	3,640	100%
1 FY25 data excludes AHHH employees						

Parental leave									
	FY253			FY24			FY23		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Employees who took parental leave	256	92	348	280	76	356	287	70	357
Employees who returned to work after parental leave	222	85	307	241	70	311	257	61	318
Parental leave return to work rate (%1)	87%	92%	88%	86%	92%	87%	90%	87%	89%
Parental leave retention rate 12 months after return (%2)	N/A	N/A	N/A	68%	76%	70%	81%	89%	83%
1 Parental leave return to work rate is calculated as the number of employees who took parental leave during the year and remain employed as at the end of the financial year divided by the total number of employees who took parental leave during the year 2 Parental leave retention rate 12 months after return (%) for FY25 N/A as the metric considers employees that went on parental leave in FY25 and are still employed a year later 3 FY25 data excludes AHHH employees									

Parental leave taken by men 1			
	FY252	FY24	FY23
Parental leave taken by men (%)	26%	21%	20%
1 Parental leave taken by men calculated as the number of males who were on parental leave in a year, divided by the total number of employees on parental leave in that same year 2 FY25 data excludes AHHH employees			

Employees flexibility to manage work and life commitments			
	FY251	FY242	FY233
Employees reporting they have the flexibility to manage work and life commitments (%)	87%	85%	83%
1 FY25 figures based on an employee engagement survey response rate of 82% from 3,482 employees invited to participate. This data excludes AHHH employees 2 FY24 figures based on an employee engagement survey response rate of 79% from 3,371 employees invited to participate 3 FY23 figures based on an employee engagement survey response rate of 80% from 3,452 employees invited to participate			

Promote autonomy, accountability and agency of our people to enable them to help deliver our vision

Overall employee engagement score						
	FY25	FY24	FY23			
Employee engagement	8.1	7.9	7.7			

All training - total hours1						
	FY252		FY243		FY234	
	Management	Non-management	Management	Non-management	Management	Non-management
Women	12,879	41,843	10,293	30,532	6,321	57,523
Men	9,401	13,185	8,394	12,151	4,586	19,861
Gender diverse	109	447	113	3923	129	3,339
All	22,389	55,475	18,800	46,106	11,035	80,723
Total training hours	77,864		64,906		91,757	
1 This data includes all training, including compliance, induction, professional development, and leadership 2 FY24 'Other' category includes 375 HSS staff as reporting does not provide information on gender or band for HSS employees 3 FY23 'Other' category includes 291 HSS staff as reporting does not provide information on gender or band for HSS employees						

All training - average hours per employee1						
	FY252		FY243		FY234	
	Management	Non-management	Management	Non-management	Management	Non-management
Women	13	18	16	16	11	24
Men	11	18	14	19	9	28
Gender diverse	11	9	19	11	43	10
Overall average per employee	16		16		21	
1 This data						

Sustainable health system

Work together to build a stronger and more sustainable health system

Expand personalised models of care to assist with the health transition

# Myhealth clinics and consultations			
	FY25	FY24	FY231
Myhealth clinics (#)	105	106	N/A
Myhealth consultations (#)	3.2m	3.1m	N/A
1 Myhealth majority acquired in FY24			
Total homecare visits provided by Ampliar Health			
	FY25	FY24	FY23
Total visits (#)	254,000	88,624	101,144
Total virtual health interactions delivered by Ampliar Health (Medibank customers + others)			
	FY25	FY24	FY23
Total interactions (#)	1.4m	977k	1.6m

Advocate for policies and reform to improve health system sustainability¹

Key achievements			
- Hosted inaugural Medibank Primary Care Symposium			
- Member of Australian Government's Health Chief Executives Forum			
1 This commitment is assessed qualitatively only. No quantitative metrics are applied or measured			

Support healthy communities

Build research partnerships that contribute to Medibank's vision to achieve the best health and wellbeing for Australia

Medibank Better Health Research Hub key achievements			
	FY25	FY24	FY23
Number of active projects (#)	24	15	22
Number of organisations partnered with (#)	16	11	16
Number of publications (#)	9	5	5
Total amount allocated to research by Medibank Better Health Research Hub			
	FY25	FY24	FY23
Total allocated (\$)	\$976k	\$970k	\$940k
Total amount breakdown allocated to different pillars			
	FY25	FY24	FY23
Care models for the future	\$329K	-	-
Community mental health and wellbeing	\$194K	-	-
Prevention strategies in primary care	\$173K	-	-
Indigenous-led health research	\$50K	\$50k	\$50k
Alternative models of healthcare delivery	-	\$365k	\$310k
Keeping women active	-	\$195k	-
Healthcare Transparency	-	\$150k	\$240k
Out-of-pocket costs	-	-	\$190k
Loneliness	-	\$130k	\$100k
Primary and preventative care	-	\$80k	\$50k
Other ¹	\$230K	-	-
Total	\$976k	\$970k	\$940k
1 Includes projects funded over multiple years and operational costs			

Engage with our community to promote better health and wellbeing

Total Community investment by Medibank ¹			
	FY25 ²	FY24	FY23
Total \$ invested	\$2.8 million	\$3.3 million	\$3 million
1 Community investment is measured in accordance with B4SI methodology			
2 Some of our community health and wellbeing initiatives concluded during FY25 to enable Medibank's commitment to invest an extra \$50m over the next 5 years into mental health			
% community investment per category			
	FY25	FY24	FY23
Health and wellbeing	37%	32%	27%
Loneliness ¹	13%	28%	40%
Health and medical research and training	35%	24%	22%
Environment/climate	13%	10%	8%
Indigenous health and wellbeing 2	2%	4%	-
Social welfare	-	2%	3%
Total %	100%	100%	100%
1 Medibank concluded the podcast series and initiated some impact partnerships			
2 Some of Medibank's investment in Aboriginal and Torres Strait Islander communities and their health and wellbeing has been reclassified to Procurement spend with Aboriginal and Torres Strait Islander businesses (see Governance)			
# unique parkrun participants ¹ and % change			
	FY25	FY24	FY23
Total unique parkrun participants	448k	388k	300k
% change	15%	29%	52%
1 Run, walk and volunteer			
Employee volunteering			
	FY25	FY24	FY23
Number of employees	394	322	489
Hours volunteered	1,878	1,555	1,177
\$ equivalent	\$93,900	\$70,737	\$54,142
Workplace giving donations			
	FY25	FY24	FY23
Employee donations	\$37,672	\$44,340	\$58,334
Matched by Medibank	\$33,100	\$41,397	\$53,930
Other Medibank donations	\$32,108	\$41,314	\$36,066
Total	\$102,880	\$127,051	\$148,330
Donations to Lifeblood			
	FY25	FY24 ¹	FY23
Blood donations	595	411	364
1 FY24 figure has been updated to reflect a new donor that was missed in FY24 period due to administrative error			

Environmental health

Environmental health and climate change

Progress against short and medium-term Net Zero targets

Greenhouse gas emissions inventory (t CO₂-e/year)^{1,2}

		Medibank Group				Myhealth		
Category name and scope	Category	FY258	FY24	FY23	FY21(base year)	FY25	FY243	FY21(base year)4
Scope 1		57.9	68.7	71.3	130.5	0.0	0	0
Refrigerants, fuel and gas	Scope 15	57.9	68.7	71.3	130.5	0.0	0	0
Scope 2		0.0	1,290.1	1,575.6	2,139.6	1,532.3	2,471.4	4,435.0
Purchased electricity	Scope 2 (market-based) ⁶	0.0	1,290.1	1,575.6	2,139.6	1,532.3	2,471.4	4,435.0
Scope 3		21,627.2	19,095.5	17,720.4	13,385.2	9,183.3	3,870.2	7,453.8
Purchased goods & services	Category 1	13,127.1	10,048.8	10,815.7	6,557.1	1,904.9	1,209.3	2,547.6
Capital goods	Category 2	2,654.5	1,755.8	612.1	0.0	509.7	327.4	0.0
Fuel & energy related activities	Category 3	14.6	176.1	223.8	246.9	208.1	305.1	511.7
Upstream transportation & distribution	Category 4	254.0	324.9	663.4	662.3	0.0	0.5	0.6
Waste generated in operations	Category 5	109.9	164.4	93.1	183.6	692.0	84.7	305.8
Business travel	Category 6	2,229.3	2,856.9	2,262.8	1,537.9	0.0	0.0	0.0
Employee commuting	Category 7	1,962.3	2,226.1	2,048.9	2,793.8	2,219.7	264.4	1,033.8
Upstream leased assets	Category 8	1,275.5	1,160.5	959.6	1,403.6	3,648.9	1,678.8	3,054.3
Downstream transportation & distribution	Category 9	0.0	40.1	41.0	0.0	0.0	0.0	0.0
Downstream leased assets	Category 13	0.0	341.9	0.0	0.0	0.0	0.0	0.0
Total		21,685.2	20,454.3	19,367.3	15,655.3	10,715.6	6,341.6	11,888.8
Per full time employee ⁷		5.91	6.4	6	4.6	N/A	N/A	N/A

Environmental impact data

	FY25	FY24	FY23
Electricity (MWh)	4,675.8	6,026.5	2,360
Waste (tonnes)	109.3	185	173.4
- Recycled (tonnes)	25.3	58.5	89
- Landfill (tonnes)	84.0	126.5	84.4
Water (ML)	20.9	3.5	3
Working from home (hours)	4,751,539.6	7,576,036	5,974,669

Total \$ in green bonds

	FY25	FY24	FY23
Total green bonds (\$)	\$15m	\$15m	\$15m

Footnotes (statements)

- During 2025, our overall Scope 1 emissions were 57.9 t CO₂-e, Scope 2 were 1,532.3 t CO₂-e, and Scope 3 were 30,810.5 t CO₂-e. Our overall GHG emissions increased by 17% due to a full year reporting of Myhealth operations. The increase in Medibank's Scope 3 GHG emissions is largely attributed to category 1, purchased good and services. Expanded cloud software and licensing enable scalable virtual health services and enterprise-wide improvements in care delivery. Emissions also increased due to capital works in Wollongong and the completion of Melbourne Medibank Hub. In contrast, most other Scope 3 categories recorded a decrease, reflecting improvements in data accuracy, reduced travel, and sustainability initiatives driven predominantly by our move to Melbourne Medibank Hub
- Scope 3 emissions for Categories 10 (processing of sold products), 11 (use of sold products), 12 (end of life treatment of sold products), and 14 (emissions from franchises) are excluded from the boundary based on the Climate Active and GHG Protocol relevance test principles. Category 15 (emissions from investments) excluded from FY25, but we are working to create a pathway to Net Zero for this
- FY24 data includes Myhealth greenhouse gas inventory data from 5 January 2024 (when Medibank increased investment from 49% to 90%) to 30 June 2024
- In FY25, we re-baselined our FY21 GHG emissions to include Myhealth, preparing us to reassess Net Zero targets and our decarbonisation pathway. As a result, reported emissions for baseline year FY21 have increased by 75.9% to a total of 27,544.1 t CO₂-equivalent. The re-baselining exercise applies Medibank's current operational control and organisational boundaries and aligns to the GHG Protocol
- Medibank's short term Net Zero target was reached through decarbonisation and offsetting residual emissions (2.55% of the baseline Scope 1 and 2 emissions) with carbon removals from Delta Blue Zero Carbon, carbon removal project.
- Scope 2 market-based: To reach our commitment to achieving Net Zero across Scope 2, GreenPower® for 100% of electricity consumed, a total consolidation method was applied
- Myhealth people data is excluded from FY25 reporting
- FY25 data excludes Medinet and AHHH

Footnotes, assumptions, and methodologies.

Assumptions and Methodologies (inputs)

Scope 2 Myhealth FY25: Electricity consumption data for the top-performing 10% of Myhealth sites was derived from actual invoices spanning a 12-month period. In instances where invoices were unavailable, Medibank applied site-specific averages based on verified actuals to ensure continuity and completeness of the dataset. These averages were then used to estimate consumption across the portfolio, enabling a consistent and comprehensive view of electricity usage across all Myhealth sites. Facility types across Myhealth were matched to Medibank retail clinic profiles to improve the accuracy of emissions modelling. State-level grid intensity averages were appropriately applied, reflecting the proportion of green electricity available in each region. By aligning clinic types and locations, we were able to more accurately estimate electricity-related emissions across the east coast portfolio through Scope 2 calculations.

Scope 3 Categories 5 and 8: A tiered approach was applied to estimate energy, water, and waste consumption across leased assets. Where available, actual data was prioritised, supplemented by NABERS certificates, publicly available sustainability reports, and industry intensity factors. In cases where direct data was not accessible, estimates were developed using tenancy area and monthly intensity averages to ensure comprehensive coverage. Renewable energy procurement was separately accounted for, and market-based emissions were adjusted to prevent double counting. Waste and water emissions were estimated using portfolio-level averages or spend-based proxies, depending on data availability.

Scope 3 Category 7: Twelve-month Full-Time Equivalent (FTE) values were mapped across the business and paired with insights from an employee commute survey in FY25. While the survey received responses from approximately 4% of employees, the data provided a valuable sample from which broader commuting patterns were estimated. For Myhealth staff, commuting patterns were modelled using comparable results from Medibank Retail staff, supporting a consistent and indicative approach across the wider organisation.

Ethical and responsible business and leadership

Responsible decision making centred on customers and patients

Support ethical decision making to improve resilience and impact of supply chains	Total spend with Aboriginal and Torres Strait Islander businesses			
		FY25	FY24	FY23
	Total spend (\$)	\$4.2m	\$4.4m	\$1.4m
	On time payments (by quarter)			
		FY25	FY24	FY23
	Quarter 1	81%	79%	74%
	Quarter 2	81%	79%	71%
	Quarter 3	80%	79%	72%
	Quarter 4	80%	77%	77%
	Donations to political party, politicians or candidates			
	FY25	FY24	FY23	
Total political donations (\$)	\$0.00	\$0.00	\$0.00	

Strengthen governance practises for strong and resilient business	Tax			
		FY25	FY24	FY23
	Effective tax rate	30.1%	30.3%	29.7%
	Taxes and levies paid to Australian revenue authorities	\$471.4m	\$354.8m ¹	\$513.9m
	<small>¹ Includes Myhealth as a controlled entity. Figure has been re-stated from last year's sustainability reporting due to administrative error, in alignment with the Medibank Tax Report 2024</small>			
	Employees who have completed compulsory compliance training			
		FY25²	FY24	FY23
	Employees that have completed training (%)	98.46%	98.20%	98.73%
	<small>¹ Excludes suspended, casual and contingent workers</small>			
	Consequence management			
		FY25³	FY24	FY23
	Incidents reported internally			
	Bullying	12	10	6
	Inappropriate behaviour	4	14	24
	Misconduct	49	33	43
	Discrimination	3	1	6
	Fraud	1	1	0
	Harassment	1	1	N/A
	Sexual harassment	3	2	1
	Other ¹	1	1	14
	Total	73	63	94
	Incidents substantiated			
	Bullying	0	0	-
	Inappropriate behaviour	3	8	14
	Misconduct	34	22	26
Discrimination	0	0	-	
Fraud	1	1	1	
Harassment	0	1	N/A	
Sexual harassment	0	0	1	
Other ¹	0	1	3	
Total	38	33	45	
Outcome				
Warning	13	10	8	
Final warning	11	8	15	
Termination	8	9	10	
Resignation	5	3	4	
Other ²	1	3	8	
Total	38	33	45	
<small>¹ Refers to matters that are still considered incidents but do not fit specifically into any of the other reportable areas ² Refers to outcomes that are not disciplinary (i.e. education or training) ³ FY25 data excludes Medinet employees and AHHH employees</small>				
Contacts to our whistleblower hotline				
	FY25	FY24	FY23	
Total number of contacts (#)	7	4	4	

Responsible use and protection of customer data

Continue to monitor and respond to the ongoing risk of cybercrime	Information security and data breaches			
		FY25	FY24³	FY23
	Total number of notifiable cyber security incidents ¹	0	0	1
	Total number of notifiable privacy data breaches ²	4	19	20
	Total amount of fines/penalties paid in relation to information security breaches/cybersecurity incidents or privacy data breaches	0	0	0
	<small>¹ A notifiable cyber security incident is one that must be reported to the Australian Cyber Security Centre under the Security of Critical Infrastructure Act 2018 (Cth). The notifiable cyber security incident in FY23 relates to the 2022 Medibank cybercrime event. The 2022 Medibank cybercrime event is represented in both notifiable cyber security incidents and notifiable privacy data breaches in FY23. ² A notifiable data breach is unauthorised access, disclosure or loss of personal information likely to cause serious harm to one or more individuals that must be reported to the Office of the Australian Information Commissioner under the Privacy Act 1988 (Cth). ³ The total number of notifiable privacy data breaches value for FY24 has been restated to reflect unique reported incidents only.</small>			

Responsible and ethical use of artificial intelligence (AI) that supports exploration of its capabilities to enable our people to better the customer experience¹

Key achievements			
<ul style="list-style-type: none"> - Embedded the 8 AI ethics principles in our governance framework, supported by a cross-functional AI governance group - Rolled out CoPilot chat for our people to safely test and innovate using AI 			
<small>¹ This commitment is assessed qualitatively only. No quantitative metrics are applied or measured.</small>			

Important notice

General and summary information

This report is part of the Medibank Group suite of reporting for the 2025 financial year. More information about MPL's performance is in its ESG Databook, annual report, full year results investor presentation and MPL's other periodic and continuous disclosure announcements lodged with the ASX or released on Medibank's website (www.medibank.com.au). The information contained in this report is given in summary form and does not purport to be complete.

Forward-looking statements

This report contains certain forward-looking statements including with respect to MPL's greenhouse gas emissions reduction targets, Net Zero commitment and pathway and certain plans and objectives of the management of MPL.

Forward-looking statements can be identified by the use of forward-looking terminology, including without limitation the terms "believes", "estimates", "anticipates", "expects", "predicts", "intends", "seeks", "commits to" or "commitments", "plans", "goals", "targets", "aims", "outlook", "aspiration", "guidance", "forecasts", "continue", "may", "will", "would", "could" or "should" or, in each case, their negative or other variations or comparable terminology. Statements about market and industry trends are also forward-looking statements.

These forward-looking statements are not guarantees or predictions of future performance and are based on expectations, assumptions and information known to MPL as at the date of this report regarding MPL's present and future strategies and the future social, environmental, political, regulatory and economic landscape in which MPL will operate.

MPL believes the expectations and assumptions reflected in these forward-looking statements are reasonable as at the date of this report, but acknowledges they involve known and unknown risks, uncertainties and other factors, many of which are beyond the control of MPL, which may cause the actual results, conditions, circumstances, performance or the ability to meet commitments and targets of MPL to be materially different from the results, conditions, circumstances, performance or achievement of commitments and targets expressed or implied by such forward-looking statements. These factors include general economic conditions in Australia; exchange rates; the market environment in which MPL operates and inherent regulatory risks in MPL's business; the impact of climate change on our service continuity and supply chain; electricity grid decarbonisation; and changes to forecast supply chain emissions including but not limited to failure of third parties to achieve contractual environmental targets or milestones that have direct or indirect impact on our environmental modelling. You are therefore cautioned not to place undue reliance on any forward-looking statements.

No representation or warranty is made by any legal or natural person in relation to the accuracy, likelihood of achievement or reasonableness of any of these forward-looking statements, forecasts, prospects or results (express or implied). MPL and its related bodies corporate, their respective directors, officers, employees, professional advisors and agents ("Related Parties") assume no obligation to update any forward-looking statement and to the full extent permitted by law, MPL and its Related Parties disclaim any obligation or undertaking to release any updates or revisions to information to reflect any change in any of the information contained in this report (including but not limited to any assumptions, expectations or targets set out in this report).

Given that there are inherent uncertainties and limitations in measuring or quantifying greenhouse gas emissions, all greenhouse gas emissions data or references to greenhouse gas emissions volumes in this report are estimates. The accuracy of MPL's and Myhealth's emissions data and other metrics may be impacted by factors, including inconsistent data availability; a lack of common definitions and standards for reporting climate-related information; quality of historical emissions data; reliance on assumptions and changes in market practice.

Financial data and rounding

Unless stated otherwise, all figures in this report are in Australian dollars. Some figures, amounts, percentages, estimates, calculations of value and fractions are subject to rounding. Accordingly, the actual calculations of these figures may differ from figures set out in this report. Further, some balances subject to rounding may not add consistently throughout this report.

No offer or advice

This report is not and does not constitute an offer to sell or the solicitation, invitation or recommendation to purchase, subscribe for, or otherwise deal in any securities in any jurisdiction and neither this report nor anything contained herein shall form the basis of any contract or commitment. This report may not be distributed or released, directly or indirectly, in the United States. The information contained in this report is not investment, legal, tax or other advice and has been prepared without taking into account the investment objectives, financial situation or particular needs of any particular person. You should make your own assessment and seek independent professional advice in connection with any investment decision.

To the extent permitted by law, no responsibility for any loss arising in any way from anyone acting or refraining from acting as a result of this information is accepted by MPL or any of its related bodies corporate. No representation or warranty, express or implied, is made by any person, including MPL and its Related Parties as to the fairness, accuracy, completeness, reliability or correctness of the information, opinions and conclusions contained in this report, including any forward-looking statements. Words, phrases, abbreviations and acronyms used throughout the report may be found in the glossary and definitions.

Glossary

Metric or term	FY25 Reporting criteria or definition
	Board – the number of women who are directors of the Medibank Board as a percentage of the total number of Board directors (including the CEO) as at the end of the reporting period.
	Group executives – the number of employees at the level of group executive that are women as a percentage of the total number of employees at that level as at the end of the reporting period. Group Executive roles are direct reports to the CEO and members of the executive leadership team (Group Squad), including the CEO, including the CEO.
	Senior executives – the number of employees at the level of senior executive that are women as a percentage of the total number of employees at that level as at the end of the reporting period. Senior Executive roles are those that are classified as Hub Leads (Band 3) within Medibank’s job banding framework and typically report directly to a group executive, have organisational wide influence and/or lead a number of teams, often multi-disciplinary.
% representation of women	Senior manager – the number of employees at the level of senior manager that are women as a percentage of the total number of employees at that level as at the end of the reporting period. Senior manager roles are those that are classified as Band 4 within Medibank’s job banding framework and typically report to a Senior Executive and/or are leaders of a function.
	Other manager – the number of employees at the level of other manager that are women as a percentage of the total number of employees at that level as at the end of the reporting period. Other manager roles are those that are classified as Band 5 within Medibank’s job banding framework and are typically leaders of a team or processes.
	Non-manager – the number of employees at the level of non-manager that are women as a percentage of the total number of employees at that level as at the end of the reporting period. Non-manager roles are those that are classified as Band 6 within Medibank’s job banding framework and are typically supervisors of operational teams, individual contributors or a position covered by a Medibank enterprise bargaining agreement.
	Gender diverse – includes people who have selected one of gender diverse, unknown, undeclared or other during their onboarding process.
Aboriginal and Torres Strait Islander employees %	Number of employees who self-identified as Aboriginal and Torres Strait Islander via Medibank’s employee engagement survey as a percentage of total respondents to the survey.
Aboriginal and Torres Strait Islander procurement spend	Annual spend incurred (inclusive of GST) for Tier 1 and Tier 2 suppliers with businesses that are: <ul style="list-style-type: none"> at least 50% owned by individuals of Aboriginal and Torres Strait Islander descent registered or certified by Supply Nation or listed with an Australian Indigenous Chamber of Commerce or the Office of the Registrar of Indigenous Corporations (ORIC) as an Indigenous business. Spend incurred refers to the amounts payable on vendor invoices that have been approved for payment during the reporting period.
ahm	Australian Health Management Group Pty Ltd (ACN 96 003 683 298).
Amplar Health	A business of Medibank Health Solutions Pty Ltd (ACN 078 934 791).
Amplar Health Home Hospital (AHHH)	Amplar Health Home Hospital Pty Ltd (ACN 644 702 081).
Australian Sustainability Reporting Standards	Sustainability disclosure standards developed by the Australian Accounting Standards Board (AASB), comprising mandatory AASB S2 <i>Climate-related Disclosures</i> and voluntary AASB S1 <i>General Requirements for Disclosure of Sustainability-related Financial Information</i> . These standards are based on the IFRS Sustainability Disclosure Standards and have been designed for entities to report on sustainability-related risks and opportunities. Climate-related financial disclosures are the current focus and AASB S2 has been given the force of law for entities that meet the relevant thresholds through recent amendments to the Corporations Act 2001.
Carbon offset	Trading mechanism for greenhouse gas emissions released by activities to be compensated by acquiring or generating, and then surrendering offset units generated by projects that reduce, avoid or remove emissions from the atmosphere.
Carbon removals	Direct removal of greenhouse gases from the atmosphere. It excludes activities that avoid or reduce emissions. Results in the physical removal of carbon from the atmosphere in a long-term storage in stable form, from both natural or technical pathways.
Certified carbon neutral	Climate Active is an Australian Government initiative that certifies businesses that meet its criteria for ‘carbon neutrality’. Under the Australian Government’s Climate Active program, we are certified carbon neutral for our business operations’ Scope 1, 2 and 3 emissions. The boundary applied for our carbon neutral certification excludes financed emissions in relation to our investment portfolio and any other emissions sources which do not meet the Climate Active Relevance Test Principles.
Climate change	Long-term shifts in climate and weather patterns, including rising temperatures driven and amplified by human activities primarily through burning fossil fuels that release heat-trapping gases. Shifts can also be from natural causes such as volcanic eruptions and changes in the sun’s activities.
Climate scenario analysis	Analysis undertaken for Medibank against two IPCC scenarios: SSP1-1.9 a 1.5 degree warming scenario, representing a Net Zero Transition pathway, and SSP5-8.5 a 4.4 degree warming scenario, representing a Hot House World scenario. These scenarios were selected to reflect divergent climate futures and to assess both transition and physical risks. SSP1-1.9 aligns with the latest international climate agreements and provides insight into climate-related transition risks and opportunities in a low-emissions future, while SSP5-8.5 explores a high-emissions trajectory with limited mitigation which explored climate related physical risks.
Climate-related transition risks	Risks that arise from efforts to transition to a lower-carbon economy. Transition risks include policy, legal, technological, market and reputational risks. These risks could carry financial implications for an entity, such as increased operating costs or asset impairment due to new or amended climate-related regulations. The entity’s financial performance could also be affected by shifting consumer demands and the development and deployment of new technology.
Climate-related physical risks	Risks resulting from climate change that can be event-driven (acute physical risk) or from longer-term shifts in climatic patterns (chronic physical risk). Acute physical risks arise from weather-related events such as storms, floods, drought or heatwaves, which are increasing in severity and frequency. Chronic physical risks arise from longer-term shifts in climatic patterns including changes in precipitation and temperature which could lead to sea level rise, reduced water availability, biodiversity loss and changes in soil productivity. These risks could carry financial implications for an entity, such as costs resulting from direct damage to assets or indirect effects of supply-chain disruption. The entity’s financial performance could also be affected by changes in water availability, sourcing and quality; and extreme temperature changes affecting the entity’s premises, operations, supply chains, transportation needs and employee health and safety.
Climate-related opportunities	Climate-related opportunities refers to the potential positive effects arising from climate change for an entity. Efforts to mitigate and adapt to climate change can produce climate-related opportunities for an entity.
Employees	Permanent, fixed-term and casual employees of the Medibank Group as at the end of the reporting period.
Employees who took parental leave	The number of employees who took approved paid and/or unpaid parental leave during the reporting period.
Employees with a disability %	Number of employees who self-identified as having a disability or accessibility requirement via Medibank’s employee engagement survey as a percentage of total respondents to the survey.
eNPS - Products and Services	The average employee net promoter score (eNPS) across 3 surveys conducted in FY25 (October, February, May). Employees respond to the question “How likely is it you would recommend our organisation’s health services, programs or insurance products to friends and family?” on a scale from 0-10. eNPS is determined by deducting the % of employees who are “detractors” (scoring 6 or less) from the % of employees who are “promoters” (scoring 9 or 10). Reported result is the average across the 3 surveys in October 2024, February 2025 and May 2025.
Gender pay equity	Medibank’s gender pay equity analysis represents the difference between what women and men are paid relative to what the market pays for comparable roles (market reference). The total fixed remuneration (base salary + superannation) for each employee was compared to the market reference for their respective position to determine actual pay as a percentage of market reference (compa-ratio). Compa-ratios are averaged for male and female employees and compared to determine the gender pay equity percentage. A positive number indicates that women are paid higher than men relative to the market reference and vice versa. Market data was sourced from the Mercer Total Remuneration Survey (Australia) October 2024, Aon/Radford April 2025 Survey, PwC 2025 Top 50 Executive Survey, tailored remuneration benchmarking reports and relevant state and federal awards. Medibank’s gender pay equity calculation has been based on permanent and fixed-term employees of the Medibank Group as at 30 June 2025, where a relevant market reference for the role of the employee was available. 96% of positions held by permanent and fixed employees were able to be benchmarked against a market reference. Data excludes non-executive directors, casual employees and employees who have not responded with a defined gender.
Gender pay gap	Medibank’s gender pay gap by employee group is calculated based on total earnings as per WGEA methodology. Total earnings correspond to annualised remuneration for the reporting period including fixed and variable remuneration, penalties, and overtime. The gender pay gap, as defined by WGEA, is the difference between the average earnings for men and women, expressed as a percentage of men’s average earnings, within each band of Medibank’s job banding framework. A positive number reflects a gap in favour of males. Medibank’s gender pay gap analysis is based on total earnings for permanent, fixed-term and casual employees for the period between 1 April 2024 and 31 March 2025 (WGEA reporting period) excluding the CEO, non-executive directors and employees who have not responded with a defined gender.
Green bond	A fixed-income financial instrument where the proceeds are used by the issuer to fund projects with positive environmental or social benefits (including: wind farms, solar farms, clean transportation and lower-carbon commercial property).
Greenhouse gas emissions (emissions) inventory	Represents the total Scope 1, Scope 2 and Scope 3 greenhouse gas emissions reported on an operational control basis, except as otherwise provided, and having regard to the following: 1. The methods used for collating data, performing calculations and presenting the greenhouse gas emissions inventory are in accordance with the following standards: a. The version of the Climate Active Carbon Neutral Standard for Organisations with the most recent effective date as at the end of the reporting period. b. GHG Protocol c. National Greenhouse and Energy Reporting (Measurement) Determination 2008. 2. All emissions sources included within this inventory have been assessed for relevance in accordance with the Climate Active Relevance Test Principles, which are based upon the GHG Protocol relevance test guidance. The Climate Active Relevance Test Principles stipulate the inclusion of emission sources that meet two or more of the below criteria: a. They are large (or believed to be large) relative to the company’s Scope 1 and Scope 2 emissions. b. They contribute to the company’s greenhouse gas risk exposure. c. They are deemed critical by key stakeholders (e.g. feedback from customers, suppliers, investors, or civil society). d. There are potential emissions reductions that could be undertaken or influenced by the company. e. The emissions are from outsourced activities previously undertaken within the organisation’s boundary, or from outsourced activities typically undertaken within the boundary for comparable organisations. 3. All emission factors used within the greenhouse gas inventory are derived from the most recently released National Greenhouse Accounts Factors (NGA Factors) expenditure-based factors released by the University of New South Wales’ Industrial Ecology Laboratory (IELab), and other relevant sources as at the end of the reporting period. Where possible, Medibank also utilises publicly reported emissions data from key suppliers to derive supplier-specific emission factors. 4. The greenhouse gases have been expressed as carbon dioxide equivalents (CO2-e) using relative global warming potentials (GWPs) from the Intergovernmental Panel on Climate Change’s (IPCC) Fifth Assessment Report.
Greenhouse gases	The atmospheric gases responsible for causing global warming and climate change, which include carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF6) and nitrogen trifluoride (NF3).
Greenhouse Gas (GHG) Protocol	Consists of references to: 1. GHG Protocol: A Corporate Accounting and Reporting Standard (Revised Edition) 2. GHG Protocol: Scope 2 Guidance 3. GHG Protocol: Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011)
GreenPower®	GreenPower® is 100% renewable electricity available for households and businesses through most energy retailers in Australia. GreenPower® is a government-managed program that makes sure the GreenPower® individuals and businesses buy from GreenPower® Providers supports greater renewable energy generation in Australia.
Large-scale Generation Certificates (LGC’s)	Tradable certificates created issued for eligible renewable energy generated by large-scale power stations in Australia under Australia’s Large-scale Renewable Energy Target scheme. Each LGC represents 1 megawatt-hour of renewable electricity generation.
Lost time injury frequency rate (LTIFR)	LTIFR refers to the number of lost time injuries within a 12 month period relative to the total contracted hours in that period. LTIFR is expressed as the number of lost time injuries per million contracted by employees and is calculated as: (number of lost time injuries by employees in the reporting period x 1,000,000) / (total hours contracted in the reporting period by employees). Lost time injuries are injuries or illnesses of employees resulting in one or more full scheduled days (or shifts) lost, other than the day (or shift) on which the injury occurred where work was a significant contributing factor, as evidenced by a corresponding accepted Workers Compensation claim. Total hours worked are based on employment contract hours per week per FTE multiplied by an assumed number of weeks worked per year of 46.
Low-carbon (equities portfolio)	Medibank has transitioned to, and is committed to maintaining, a low-carbon domestic and international equities portfolio. This is achieved by our investment managers by tilting away from companies most highly exposed to carbon.
Medibank Group	Medibank Private Limited (ACN 080 890 259) and its wholly owned subsidiaries.
Medinet	Medinet Australia Pty Ltd (ACN 610 094 712).
Myhealth	Myhealth Medical Holdings Pty Limited (ACN 611 390 688) and its subsidiaries.
Net Zero	Reducing Scope 1, 2 and 3 (excluding financed emissions associated with our investment portfolio) greenhouse gas emissions (or as otherwise stated in this report) to a residual level that is consistent with the Intergovernmental Panel on Climate Change recommendation of a 1.5°C warming scenario, with any residual emissions in the net zero target year (and thereafter) offset through the permanent removal and storage of carbon from the atmosphere.
Renewable energy resources	Electricity that is sourced from energy systems which naturally self-replenish at a rate equal to or greater than consumption, and which have low or zero greenhouse gas emissions. For the purposes of Medibank’s reporting, this includes electricity generated from renewable sources such as wind, solar and hydropower.
Residual emissions	Greenhouse gas emissions that remain after feasible measures have been taken to reduce emissions due to financial, technological or other limitations.
Scope 1 greenhouse gas emissions	Direct emissions, consisting primarily of emissions from the combustion of fuels directly released from activities the company owns or controls such as fuel consumption across vehicles. Total fuel consumption is based on third party records, including invoices.
Scope 2 greenhouse gas emissions	Indirect emissions from the generation of purchased electricity, steam, heating, or cooling. Medibank’s Scope 2 emissions consist primarily of emissions associated with the consumption of electricity, with the amount of electricity consumed based on third party records, including invoices (supplemented by management estimates based on historical consumption records for the facility and/or consumption by similar facilities on a per square metre basis). Emissions associated with the provision of heating and cooling to leased assets recognised in Medibank’s FY2025 Financial Report, Statement of Financial Position are reported as Scope 3 emissions where: <ul style="list-style-type: none"> Medibank, as the lessee, is not directly billed for the energy needed to generate the heating/cooling by the lessor or an energy retailer; there is no clear submetering or measurement of the energy consumed to provide the heating/cooling to these leased assets; and Medibank does not have consumption control for heating/cooling to these leased assets Medibank uses a market-based approach as its primary reporting basis for Scope 2 emissions, reflecting its electricity sourcing decisions and its contractual rights to claim specific attributes about the electricity it has consumed at a consolidated level, including: <ul style="list-style-type: none"> voluntary purchases of renewable electricity, such as Greenpower® or Climate Active Carbon Neutral electricity; energy attribute certificates, such as LGCs, which convey a right to claim electricity consumed as zero emissions electricity; power purchase agreements that may include LGCs associated with generation or bundled as part of the agreement; behind the meter local renewable electricity generation from sources such as solar panels; and renewable energy target schemes, such as the Renewable Energy Target scheme in Australia and other jurisdictional renewable energy targets. Medibank purchases LGCs at the end of the financial year for any non-renewable electricity consumption across properties that are unable to transition to renewable electricity due to feasibility constraints.
Scope 3 greenhouse gas emissions	Indirect greenhouse gas emissions that occur in a company’s value chain, both upstream and downstream, but not directly owned or controlled by the company. Scope 3 emissions calculations use a hybrid approach with some calculations using consumption amounts and others using spend information as activity data (measured as either amounts payable on vendor invoices that have been approved for payment during the reporting period (Medibank Group or amounts recognised within the general ledger as payable (Myhealth). Activity data is sourced from financial records (supplemented by management estimates). Scope 3 greenhouse gas emissions are categorised into 15 categories
Shared Socioeconomic Pathways (SSPs)	A set of climate change scenarios developed by the Intergovernmental Panel on Climate Change which project the social, economic and environmental outcomes of different future greenhouse gas emissions pathways. The scenarios consider the impacts on socio-economic development on climate change mitigation, adaptation and land-use under a range of emissions trajectories.
WGEA methodology	The Workplace Gender Equality Act (WGEA) is an Australian Government statutory body created by the <i>Workplace Gender Equality Act 2012</i> (Cth). WGEA define gender pay gap as the difference between the average earnings for men and women on an annualised full time equivalent basis, expressed as a percentage of men’s average earnings as set out in the <i>Gender Pay Gap Analysis Guide For employers’ Workplace Gender Equality Agency October 2023</i> .