

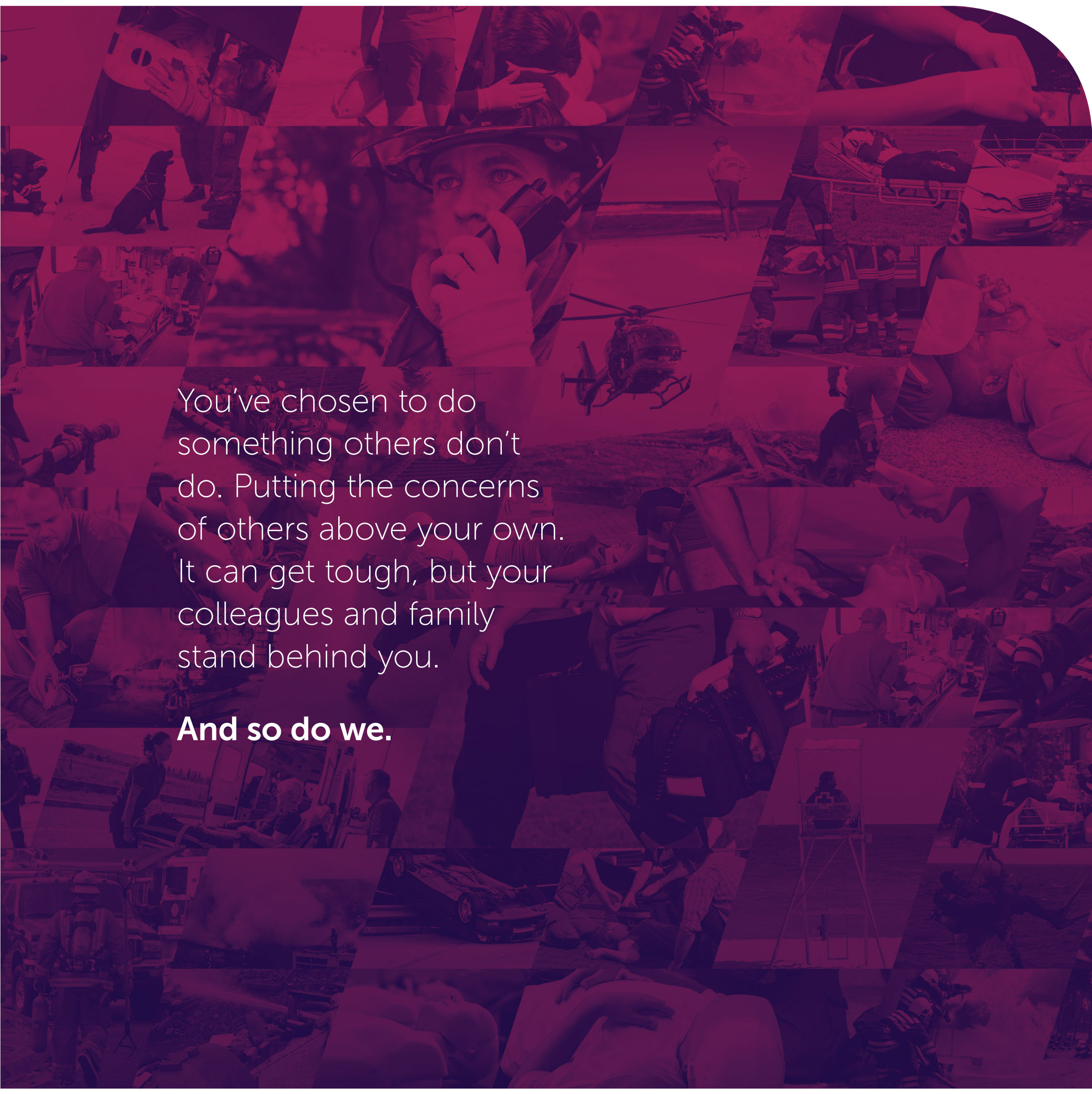


**EMERGENCY
SERVICES
HEALTH**

COVER LIKE NO OTHER

Corporate Profile

(MEMBERS OWN)
HEALTH FUND



You've chosen to do
something others don't
do. Putting the concerns
of others above your own.
It can get tough, but your
colleagues and family
stand behind you.

And so do we.

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Emergency Services Health Limited 98 131 093 877

About us

Emergency Services Health is Australia's only private health insurer run exclusively for the emergency services community.

Emergency Services Health is a new, not-for-profit private health insurance fund backed by Police Health (a health fund founded over 80 years ago).

Emergency Service Health is available to all emergency service jurisdictions across all states and territories in Australia.

Our Vision

To enhance the physical and mental health and wellbeing of Australia's emergency services community.

Emergency Services Health's culture is underpinned by the shared organisational values of:

- › Our sense of caring for our community.
- › Our openness and transparency.
- › Our integrity.
- › Our ability to 'do the right thing'.
- › Our responsible leadership.
- › Our ability to listen, be authentic and engaging.
- › Our respectful and professional manner.

It is with these values that Emergency Services Health provides excellent levels of customer service and an unparalleled understanding of the needs of emergency services community and their families.

OUR VISION

To enhance the physical and mental health and wellbeing of Australia's emergency services community.

OUR MISSION

To rally behind Australia's emergency services community, providing support, information and health insurance products and services designed exclusively for the needs of our members.

Why choose us

Emergency Services Health rallies for the health insurance needs of the emergency services community.

We treat our members like colleagues — because they are. We're backed by Police Health, a private health insurer that's serviced Australia's policing community for over 80 years, so we understand the unique needs the emergency services community.

Our single-minded focus on this community means we can provide top quality, value for money health cover that is relevant to our members and their families.

Our reliable suite of Lifelong products are designed to keep our members fit and healthy through all stages of life. This, along with our personal and friendly service, helps to ensure the ongoing enhancement of the physical and mental wellbeing of the community as a whole.





NOT-FOR-PROFIT

There are no shareholders. All premiums are used to benefit members.



EFFICIENCY ON CLAIMS

We pride ourselves on our rapid and efficient turnaround on claims.



VALUE FOR MONEY

When you compare apples with apples, Emergency Services Health premiums are usually lower than those of other insurers.



FREEDOM TO CHOOSE

You can choose your preferred hospital, doctor or any other recognised service provider.



GENEROUS REBATES

When you make a claim for extras with Emergency Services Health, in most cases we pay 80% of the cost.



EASY TO UNDERSTAND

We keep it simple. At Emergency Services Health you only have to choose between quality extras, top hospital or both.

Our origins

Emergency Services Health is backed by Police Health, a national not-for-profit health insurer that has been caring for the policing community for over 80 years.

A meeting of police employees in Adelaide's City Watch House on 28 May endorses the creation of a health fund. The South Australian Police Department Employees' Hospital Fund officially begins business on 1 August with 363 members.

1935

The fund's membership at 30 June 1984 was 4238.

1984

Police Health purchases its own building at 329 King William Street, Adelaide and moves from SAPOL Headquarters.

1999

In December Police Health launches new products available to police employees in the Northern Territory.

2001

Police Health cover is offered to police in Western Australia.

2005

Police in Tasmania are invited to join the fund.

2007

The fund's membership at 30 June 2008 was 13,318.

2008

The fund changes from an incorporated association to a company with the formation of Police Health Ltd.

2009

More than 51,000 people are covered by over 19,500 policies and Police Health members arguably have the highest overall customer satisfaction of any health fund.

2014

Police Health moves into new building at 320 King William St.

2016



Emergency Services Health is launched.

363 MEMBERS

1938

4,328 MEMBERS

1998

The South Australian Commissioner of Police makes membership of the fund a condition of employment for police in South Australia.

The South Australian Commissioner of Police removes a condition of employment requiring serving police officers to be a member of one of Police Health's hospital tables.

2001

Following many requests from police unions outside of South Australia, Police Health embarks on a program to provide its services nationally. It changes its constitution to allow employees of other States, Territories and Federal Police departments to join the fund.

2003

New products are launched for Queensland Police employees who are invited to join the fund.

2005

13,318 MEMBERS

Police Health purchase and move to 339 King William Street Adelaide.

2010

Police Health celebrates 75 years of service

2015

New products are launched for Victoria, New South Wales and Australian Capital Territory police employees.

20,000 MEMBERS



At Emergency Services Health,
we treat our members like
colleagues...

That's because they are.

Corporate governance

The Board of Directors of Emergency Services Health Pty Ltd ABN 98 131 093 877, is responsible for the corporate governance of the company.

Emergency Services Health Proprietary Limited is a public company limited by guarantee and is registered under the Private Health Insurance (Prudential Supervision) Act 2015 as a restricted access not-for-profit private health insurer.

The Board has adopted a best practice approach to corporate governance based on the requirements of the Corporations Act 2001 and the Australian Prudential Regulation Authority 's (APRA) Governance Standard.

In addition, Emergency Services Health operates under the prudential framework of APRA.

BOARD MEMBERS



Peter Shanahan
CHAIRMAN

Med LLB (Hons) GCLP
FAICD | SAPOL since 1975



Kevin Lawton
DEPUTY CHAIRMAN

B.Mgmt, Grad. Cert in App. Mgt.
Assoc Dip Bus, Assoc Dip JA,
MAICD | SAPOL since 1985



Linda Williams
DEPUTY COMMISSIONER, SAPOL

LLB (Hons), BA, GDLP, Grad Cert Mgt,
Grad Dip Applied Crim (Cantab)
MAICD | SAPOL since 1980



Mick O'Neill

B. Comm, Adv Dip HR, Assoc Dip
Info Systems, FAICD FLISA MRMA, Dip
Project Mgt | SAPOL from 1980 - 2003



Phil Vincent

B.Ec, B. Fin, Grad Cert Mgt, GAICD,
JP. | SAPOL since 2000



Inspector Simon Watkins

BCom, LLB (Hons), CA. | SAPOL since 2002



Gayle Ginnane

BA, BEcon, MDefence Studies, FAICD,
Member AIM



Sergeant Mark Burgess

B. Soc. Sci (Justice Studies),
MPp | NSWPOL since 1998

LEADERSHIP TEAM



Scott Williams
CHIEF EXECUTIVE OFFICER

BSc, MBA, GAICD



Rebecca Chapman
CHIEF OPERATING OFFICER

B.Acc, CA, GAICD, GIA (Cert)



Angelo Russo
GENERAL MANAGER MARKETING
& STRATEGIC RELATIONSHIPS

B. Bus (Mktng), AFAIM, CPMgr



Daniel Zervaas
GENERAL MANAGER
CUSTOMER EXPERIENCE

MBA



Anthony (Tony) Melino
GENERAL MANAGER
RISK & COMPLIANCE

B. Pharm, MBA, Cert RM, GAICD, MPS



Margot Cook
GENERAL MANAGER
PEOPLE & CULTURE

B. Bus (HRD), CAHRI



Community engagement

As a not-for-profit, member based organisation, Emergency Services Health prides itself on caring for its members and being financially responsible.

Our investments into the emergency services community through our sponsorships and community support are very important to us. We're committed to supporting emergency services aligned or affiliated groups and activities in the areas of:



Increasing our members' levels of
HEALTH & WELLBEING



Supporting the emergency services community in times of
TRAGEDY & NEED



Honouring the emergency services community for
SERVICE & SACRIFICE

Employer benefits

Emergency Services Health is Australia's only private health insurer run exclusively for the emergency services community.

Employees with private health insurance are more likely to seek treatment sooner than uninsured employees. A healthier workforce can reduce absenteeism and increase performance.

By having private health insurance employees can:

- › Gain more control over their health treatment, the health services they use and their choice of doctor when in hospital.
- › Avoid lengthy public hospital waiting lists which can mean health issues can be treated quicker, can reduce downtime in absenteeism and increase productivity on their return to work.

As an employer who encourages employee health and wellbeing, you will not only stand out as an employer of choice, but you'll have a positive impact on your organisation's productivity, if your workforce are looking after their health.

**PHONE**

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POST

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FACEBOOK

facebook.com/EmergencyServicesHealth

WEB

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**CONTACT
HOURS**

Monday, Wednesday to Friday
8.30 am - 4.45 pm (SA Time)

Tuesday
9.30 am - 4.45 pm (SA Time)

Emergency Services Health Pty Ltd ABN 98 131 093 877

A registered, not-for-profit, restricted access private health insurer.

Brochure effective 20/03/2018