

Message from your CEO

Welcome to the Winter edition of our HealthLinks newsletter.

In this edition of our HealthLinks newsletter we want to introduce you to the **Phoenix Health Learning Hub** - an information space designed to make your online experience easier and the information you need more accessible. We also take a look at how important keeping your privacy and personal information safe is both online and off, and how you can be **scam safe** in the digital world we live in.

Winter is well and truly here and in June our team held our fifth annual **Mark Hughes Foundation Beanies for Brain Cancer** morning tea, raising money for the amazing work they do towards brain cancer research. And while the MHF beanies are keeping our heads warm, this month we're cooking up a big bowl of **Dumpling Laksa Soup** to keep our bellies warm too.

On behalf of all of us at Phoenix Health, thank you for continuing to trust us with your health and wellbeing.

Best wishes to a healthy and safe winter.



Sharon Waterhouse
Chief Executive Officer

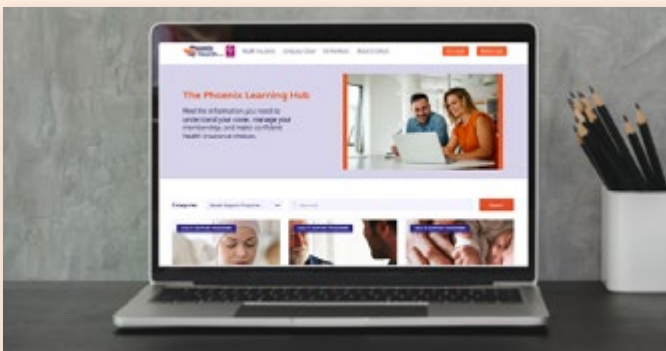
Sharon

NEW Website Feature: Phoenix Health Learning Hub

We want you to be able to access the information you need, when you need it - because managing your membership shouldn't be hard! That's why we've created the **Phoenix Health Learning Hub**, your go-to place to find info on our Health Support Programs, guides for going to hospital and how to claim benefits, to read up on the latest news and recipes, and much more.

We're committed to making your online membership experience as easy and as enjoyable as possible - with digital membership cards, an enhanced website menu and Learning Hub just the beginning.

Have a topic you'd like to see more information on? Visit the Learning Hub and leave us a message directly, or get in touch with the Phoenix Health Team - we love to hear from you!



check out the Phoenix Health Learning Hub at:
phoenixhealthfund.com.au/phoenix-learning-hub

What's on at Phoenix Health: Mark Hughes Foundation Beanies for Brain Cancer

Did you know that brain cancer is the leading cause of cancer death in children under 10 and adults under 40, yet shockingly very little is known about it, its causes or how it can be treated!

The Mark Hughes Foundation started in 2014, when the former Newcastle Knights player was diagnosed with Brain Cancer - and discovered that research into the disease is so underfunded compared to other cancers - in fact, sadly not much has changed in 30 years when it comes to Brain Cancer mortality rates.

Phoenix Health have been 'Beaneficiaries' now for the last 5 years by wearing our MHF Beanies for Brain Cancer and last week we hosted a virtual staff morning tea to raise money for a cause close to our hearts.

For more information about MHF, to grab a 2025 Beanie for Brain Cancer or make a donation, visit

markhughesfoundation.com.au





Tax Time 2025: Accessing your information

The end of the 24/25 financial year is now behind us, and we've supplied all the details you require for taxation purposes directly to the Australian Taxation Office (ATO) - so there's nothing you need to do!

However, if you need a hard copy statement, they are available to download from your Phoenix Health OMS at members.phoenixhealthfund.com.au.

Health Support Programs: Rehab In The Home

Have you heard about Phoenix Health Rehab In The Home? To help you when you need us the most, we've developed a range of Health Support Programs, including Rehab in the Home (or RITH) which allows you to complete a rehab program following surgery in the comfort and privacy of your own home.

You can learn more about our Health Support programs, eligibility criteria and how they can support you at: phoenixhealthfund.com.au/health-support-programs

RITH Provider Update:

From the 3rd of September 2025, Rehabilitation in the Home provider, Enovis Surgical Australia has made the decision to end their contract with the AHSA, which means Phoenix Health will no longer have an agreement in place with them. *If you currently have RITH booked with Enovis, please get in touch with the Phoenix Health Team on 1800 028 817.*

Eating Seasonally: Dumpling Laksa Bowl

Prep time: 5 minutes | Cook time: 15 minutes
Makes: 4 servings

Cold day? Warm up fast with this bold, comforting noodle soup... perfect for even the coldest winter's evening!

What you'll need

- ✓ 4 eggs
- ✓ 300g dried egg noodles
- ✓ 185g laksa paste
- ✓ 400ml canned coconut milk
- ✓ 300g pork & chive dumplings
- ✓ 1 bunch pak choy, leaves separated
- ✓ 1 cup bean sprouts
- ✓ 1 red chilli, sliced
- ✓ 1/4 bunch coriander, leaves picked (optional)



STEP 1 Place eggs in a saucepan and cover with cold water. Bring to the boil over high heat. Boil for 6 minutes for a soft centre or until cooked to your liking. Cool. Peel and cut in half.
Cook noodles following packet instructions.

STEP 2 Combine paste, coconut milk and 3 cups water in a large saucepan and bring to the boil. Reduce heat. Add dumplings and cook for 5 minutes, adding pak choy in the last 2 minutes of cooking.

STEP 3 Place noodles in serving bowls. Top with laksa, egg and dumplings. Serve sprinkled with bean sprouts, chilli and coriander.

Source: woolworths.com.au/shop/recipes/dumpling-laksa-bowl

Protecting your Privacy & Staying Scam Safe

At Phoenix Health, protecting your privacy and personal information is not just a priority, it's a core part of our everyday practices. We're committed to maintaining the highest standards of privacy and data security to ensure your sensitive information stays safe and secure.

As a business we employ comprehensive security protocols to protect your data and our team handles your details according to our Privacy Policy. Working to safeguard your personal information goes beyond just what we do as your health fund, but also what you do each and every day both online and offline to stay scam safe.

How to stay Scam Safe

In our digital world, scammers and the scams they run are becoming more and more complex and hard to spot, which is why it's more important now than ever to remain vigilant with your personal information. If you ever receive an unexpected call, text message or email - from us or anyone else, take the time to verify it before replying. Here's a few tips to help make sure you're being scam safe:

- NEVER click on links or download attachments without verifying who you've received it from,
- ALWAYS double check the email or phone number - scammers often use ones that look legitimate at first glance, but upon further review may have a letter or number different,
- If something feels off, make contact with the sender directly via an official phone number or email address.

Learn more about how Phoenix Health are committed to protecting your privacy as well how you can be scam safe at phoenixhealthfund.com.au/protecting-your-privacy.