

Phoenix Health FY25: Our Year in Review

As we move forward in FY26, we're taking a moment to look back on FY25—celebrating another great year together and renewing our commitment to you, of delivering quality, affordable health insurance with real value.

With personal service remaining a key focus, we were proud to once again achieve an outstanding 94% Member Satisfaction Survey result – matching our FY24 performance. We were equally delighted to see that 96% of members were satisfied with the benefits (or amount covered) for hospital admissions. And most humbling of all, 92% of you said you would recommend Phoenix Health to your family, friends, or colleagues.

Thank you to everyone who has shared feedback via our annual Member Survey, ProductReview.com.au or Google Reviews. Your voice is incredibly important to us—it helps us understand what matters most to you and shapes the services and benefits we provide. Your insights also allowed us to maintain a 4.9 out of 5-star rating across ProductReview.com.au and Google Reviews!

Member-focused initiatives like **Phoenix Health Rewards** and our member **discount on travel insurance** through Allianz Global Assistance, are just a couple of ways we want to help you get the most value from your membership. In FY25 we also expanded our **Health Support Programs**, and introduced **digital membership cards** through the Phoenix Health app—making it even easier to access your membership on the go.

We're excited to share that in FY25, Phoenix Health achieved **Great Place to Work® certification**—a reflection of the commitment and dedication our team brings to our members and to work every day. We're equally proud of the meaningful ways our team contributes to the community, including supporting the **Mark Hughes Foundation Beanie Day** and bringing our **Mother's Day Classic sponsorship in Newcastle** to life.

While we're proud of what we achieved in FY25, we remain firmly focused on the road ahead, together. We're committed to continually improving our services, benefits, and products in FY26 and beyond. **Thank you for trusting us with your health and wellbeing.**

Take a look back at FY25 in Year in Review online at phoenixhealthfund.com.au/annual-report

Message from your CEO

Welcome to the Spring edition of our HealthLinks newsletter.



In this edition of HealthLinks we're reflecting on the past twelve months at Phoenix Health; thank you for continuing to choose us as your health insurance partner. It's been another wonderful year together and we're really happy to share our **2025 Year in Review** with you.

Have you heard about our **Health Support Programs**? Because we want to be there for you when you need us, we've developed a range of programs designed to support you through whatever life throws at you. From having a baby to surgery for a joint replacement to weight management to spinal care - we've got your back!

Spring is in the air and we're welcoming the sunshine by making a **Cold Roll Salad with peanut dressing** - all the best parts of a cold roll, just in a bowl!

We love hearing from you and would like to thank you for all of the feedback we've received - your insights help guide our continuous improvement and we truly appreciate you providing them to us. With that in mind, we'd like to invite you to share your thoughts again with us in our annual **Member Satisfaction Survey**.

On behalf of all of us at Phoenix Health, thank you for trusting us with your health and wellbeing now and into the future.

We hope you enjoy this edition of HealthLinks!

Sharon

Sharon Waterhouse
Chief Executive Officer

Eating Seasonally: Spring Roll in a Bowl

Cold Roll Salad with peanut dressing

Prep time: 20 mins | Cook time: 15 mins | Serves: 4

Amazing for lunch or dinner, this spring-perfect salad is all the best parts of a cold roll... in a bowl!



What you'll need

For the Salad

- ✓ 200 grams vermicelli rice noodles, *cooked*
- ✓ 1 cucumber, *julienned*
- ✓ 1/4 head purple cabbage, *finely chopped*
- ✓ 2 carrots, *julienned*
- ✓ 1 red capsicum, *finely sliced*
- ✓ 1/4 cup peanuts, *crushed*
- ✓ 1/4 cup coriander, *chopped*
- ✓ 1/2 bunch spring onion, *chopped*
- ✓ 2 tablespoons sesame seeds

For the Peanut Dressing

- ✓ 1/2 cup peanut butter
- ✓ 3 tablespoons coconut aminos
- ✓ 1 tablespoon soy sauce
- ✓ 1 tablespoon rice vinegar
- ✓ 2 tablespoons water, *hot*
- ✓ 1 tablespoon sriracha
- ✓ 1 teaspoon garlic powder
- ✓ 1/2 teaspoon ginger
- ✓ 1 tablespoon toasted sesame oil

STEP 1 Cook vermicelli noodles and rinse with cold water.

STEP 2 While noodles cook, prepare vegetables and chop the peanuts.

STEP 3 Add all ingredients to a large bowl.

STEP 4 Whisk dressing ingredients together in a small bowl and pour over the top of the vegetables, mix and serve!

Notes:

You can swap out the peanut butter for SunButter for a nut free version.

Add another protein like tofu to make it even more delicious and satisfying!

Source: healthygirlkitchen.com/recipes/salads/spring-roll-in-a-bowl/

Share your feedback!

MEMBER SATISFACTION SURVEY

We're always working to improve the benefits we can offer you, so you can get the best value from your membership - one way we do this is through the feedback you give us.

We want to let you know that our **2025 Member Satisfaction Survey** will be open from Tues 30 Sept, until 5pm Mon 20 October - so keep an eye on your inbox in the next few days for your invite.

Visit phoenixhealthfund.com.au/member-survey to share your thoughts - we'd love to hear from you!

Member Benefits: Health Support Programs

Have you heard about our range of **Health Support Programs**?

Your wellbeing is our priority, so we've developed a range of programs to support you through every step of your health journey.

From help and care with mental health, spinal conditions, cancer treatment, weight management and more, with Phoenix Health Support Programs we have your back when you need it the most. Plus, they're all included in your hospital cover at no extra cost.

Check out the full range of Programs as well as all the details, including eligibility criteria here:

phoenixhealthfund.com.au/health-support-programs



Notice

As required under Corporations Law we hereby notify members that the 2025 Phoenix Health AGM will be held on 29 October 2025 in Newcastle, NSW. For any enquiries, please email info@phoenixhealthfund.com.au.

A copy of the 2025 Phoenix Health Annual Report will be available on our website from 1 October 2025.

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