YEAR IN REVIEW FINANCIAL YEAR 2025–26

HCF





CONTENTS

About us	2-3
Business highlights	4-5
CEO note	6-7
Building healthier habits for life	8-9
Supporting members every step of their journey	10-11
Closing the gap between cover and care	12-13
Guiding members through their healthcare choices	14-15
More ways to support members and their families	16-17
Making every member moment count	18-19
Bold ideas for better health outcomes	20-21
A place where people and potential thrive	22-23
Our differences make us stronger	24-25
Building healthier communities together	26-27

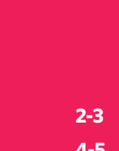
OUR REPORTING SUITE

Our 2025–26 Year in Review showcases the outcomes we've achieved for our members, together with our products and services, financial performance and strategic highlights from 1 July 2025 to 30 June 2026. More information about financial year 2025–26 can be found in our complementary annual reports below.

Corporate Governance Statement



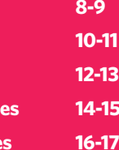
Financial Report



Sustainability Report



Research Foundation Year in Review



Modern Slavery Statement





Australasian Reporting Awards
Bronze Award Winner 2026

ABOUT US

Before reflecting on the year that's been, learn about the foundations of HCF, including our purpose, vision, values, business strategy and how the Member Advantage informs the support provided to members, people and communities.

Proudly Australian owned and run since 1932, HCF is the nation's largest not-for-profit health fund, supporting the health and wellbeing of more than two million Australians. Today, we offer a broad whole-of-health proposition across health, life, travel, pet, overseas visitor, home and motor insurance, helping members protect what matters most.

What sets HCF apart is our member-owned model. Unlike shareholder-driven organisations, we exist solely for the benefit of our members. With no profits paid to shareholders, we can reinvest in better value, care and experiences for our members.

This is the Member Advantage. It's the freedom to put members first in everything we do. As a member-owned organisation, we're here for the long term, supporting members through every stage of their health journey. Over the past decade, we've paid out more in member benefits for every premium dollar than the industry average, helping members get more value from their cover.

HCF continues to be a leading choice for Australians seeking trusted, high-quality health cover, recognised by Canstar for providing Outstanding Value Health Insurance for 11 consecutive years.

Beyond paying claims, we're committed to helping Australians live healthier lives. We do this through evidence-based programs that support prevention, mental wellbeing and chronic disease management, as well as investments in research and innovation that strengthen Australia's healthcare system. Together, these efforts help to create lasting value for our members and the communities we serve.

The Member Advantage isn't just what we offer. It's who we are and the reason we'll always put our members first.



OUR MEMBER ADVANTAGE

OUR PURPOSE

Bringing our human touch to healthcare

OUR VISION

To make healthcare accessible, affordable, high quality and member centric



The Member Advantage 2030

OUR 2030 STRATEGIC PILLARS

Deliver the best value protection in Australia

Drive sustainable net member growth

Innovate and lead through change

OUR VALUES

- Step forward
- Stay human
- Walk in their shoes
- Make it better
- Get there together

A YEAR OF MEANINGFUL MEMBER IMPACT

As Australia's largest not-for-profit health fund, our success is measured by the outcomes we create for the people we serve. This year, we welcomed more members, delivered significant value through benefits and services, earned industry recognition and continued investing in our people, communities and a more sustainable future.

↑3.9%
Annual growth

Equal #1
In member satisfaction

$6.27m
In savings

Net zero
Achieved Scopes 1 and 2

90c
Back in the dollar

SOLID MEMBERSHIP GROWTH

Our unwavering focus on our members has seen us grow our membership by 3.9%. This is 1.9 times the growth experienced by the industry of 2.1%*.

* Calculated internally, sourced from APRA: Quarterly private health insurance statistics June 2016–June 2026.

EQUAL #1 IN MEMBER SATISFACTION

Ranked equal #1 in Member Satisfaction of the major health funds, reinforcing our continued focus on meeting the needs of our members*.

* Equal No. 1 for Member Satisfaction in FY26 (very satisfied with provider) alongside major competitors. Consumer survey conducted by a specialist research organisation on behalf of HCF, May 2026.

VALUE FOR MEMBERS BEYOND COVER

As part of HCF Thank You, our loyalty rewards program, members saved $6.27m* through offers and discounts on e-Gift cards for everyday essentials like groceries, fuel, experiences and retail. Members also saved on other insurance products.

* Based on discounts available through HCF partners in FY26, September 2026.

SUPPORTING A SUSTAINABLE FUTURE

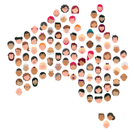
We're committed to making a positive impact for both people and the planet. We achieved net zero for Scopes 1 and 2 greenhouse gas emissions for the second consecutive year and published our first Sustainability Report with more details about our approach to managing climate-related risks.

RETURNING MORE TO MEMBERS

For every dollar our members paid in health premiums, we've paid out more benefits (90 cents) than the industry average (85 cents)*.

* 90.5% compared to 85.4% across the industry. Sourced from Quarterly private health insurance statistics July 2025–June 2026.

TRUSTED BY 2.15M AUSSIES TO PROTECT THEIR HEALTH



2.15m
Australians covered

1,004,142
Health insurance policies

12.5 years
Average length of membership

181,696
Life insurance policies



HEALTH SUPPORT THAT COUNTS



This year we've remained committed to delivering quality healthcare, more benefits and better health outcomes for our members.

$3.95b
Combined member hospital and extras services paid (+10.5%)

$3.15b
Paid for members' hospital and medical services

$800m
Paid for members' extras services (+7%)

857,231
Hospital services covered (+5.4%)

6.7m
Medical services covered (+5.9%)

42,070
Hospital bed days saved through Treatment at Home programs

12.4m
Extras services covered (+5.6%)

27,050
Members supported through our health and wellbeing programs and services

13,000
Providers in our No-Gap extras network

51,130
Medical specialists in our network (+6.2%)

AWARD-WINNING COVER

We're proud to have received a range of industry awards, celebrating excellence in value, service, innovation and member experience.



#1 MOST TRUSTED HEALTH FUND

We're proud to have been recognised by Roy Morgan as the most trusted private health insurance brand in Australia for 2025, reflecting our unwavering commitment to delivering Uncommon Care to our members.

OUTSTANDING VALUE HEALTH INSURANCE

We've been acknowledged for delivering exceptional value, winning Canstar's Outstanding Value Award for Health Insurance for the 11th consecutive year (2016–2026).

WEMONEY HEALTH INSURER OF THE YEAR

Our health and life insurance products have been celebrated by WeMoney including being named Health Insurer of the Year for two consecutive years (2025 and 2026). We also received awards for:

- Outstanding Customer Service winner (Health Insurance)
- Outstanding Customer Service – Income Protection, three years running (2024 to 2026)
- Outstanding Customer Service – Life Insurance, two years running (2025 and 2026)
- Best for Flexibility – Life Insurance (Direct), two years running (2025 and 2026).

AWARD-WINNING LIFE INSURANCE

In 2026, HCF's life insurance offering was recognised with the Money Magazine Life Insurance Award for Innovation: Health and Wellness and by Finder as a Trusted Brand for Quality Service.

We also received awards for:

- Money Magazine Best Value Direct Income Protection Insurance, two years running (2024 to 2025).
- Mozo Experts Choice Award for Exceptional Value Income Protection, four years running (2022 to 2025).
- Named by Forbes as one of Australia's Best Life Insurance Companies in 2025.

A WORKPLACE BUILT FOR BELONGING

Our people continue to shape a connected, inclusive and engaged workplace. Employee participation in the June Survey reached a record 91%, up from 86% last year, while our employee engagement score of 74% is well above the external benchmark.

84%
Employees feel they belong at HCF*

22%
Employees with 10+ years tenure

69
Diamond Status employees with 25+ years' service

* November 2025 Culture Amp Engagement Survey



From left: David Lumb, Chief Officer, Member Growth; Jo Leon, member of Hearts & Hands; Emma Harrington, Chief Officer, Member Experience; Vanessa Turnbull-Roberts, Bunjdalung Widubul Wiabul woman, human rights lawyer and author; Simranjeet Bagga, member of Hearts & Hands.

CEO NOTE

FY26 was a defining year for HCF as we launched our 2030 Strategy, setting a clear direction for the years ahead. Building on the strong foundations of our 2025 Strategy, it reflects a simple but powerful ambition: to create even greater value for our members while helping shape a healthier future for Australia.

Central to our strategy is the Member Advantage. It's the principle that guides how we make decisions, invest in innovation and deliver care, ensuring we continue to balance affordability with access to high-quality healthcare for the more than 2 million Australians who place their trust in HCF.

RETURNING MORE TO MEMBERS

As a member-owned organisation, every decision we make starts with creating value for our members. This year, that commitment delivered our strongest result yet, with 90.5 cents in benefits returned for every dollar received in premiums. For hospital cover, the return was even higher at 92.9 cents per premium dollar. Over the past decade, we have consistently returned more to members than the industry average, reinforcing our long-standing focus on putting members first.

We also remained committed to ensuring members have access to quality, affordable healthcare when they need it most. During the year, we paid $3.95 billion in hospital and extras benefits, up 10.5% on the previous year. This included benefits for more than 857,000 hospital services, 6.7 million medical services and 12.4 million extras services. More than 27,000 members also accessed our health and wellbeing programs, helping them take positive steps towards better health.

Our growth reflects the confidence members continue to place in HCF. In FY26, memberships increased by 3.9%, almost double the industry average, with every state and territory contributing to that growth. The result extends a decade-long trend of market share gains.

The strength of these outcomes was reinforced through the continued recognition from both consumers and industry experts. For the 11th consecutive year, Canstar awarded HCF Outstanding Value Health Insurance, while WeMoney named us Health Insurer of the Year for the second year running. We were also proud to be recognised as Customer Service Organisation of the Year at the Australian Service Excellence Awards, acknowledging the dedication of our people and their unwavering focus on members.

NEW COVER FOR CHANGING NEEDS

Throughout the year, we continued to evolve our products and services to meet changing member needs. Launched in May 2026, our new Corporate Care range gives members joining through corporate accounts expanded access to evidence-based health programs, including personalised menopause support and an annual psychologist check-in.

We also enhanced our life insurance offering with new and improved products, made our full range available online for the first time, and refreshed our Overseas Visitors Health Cover proposition and digital experience, earning recognition as one of Finder's top recommended brands.

To help members access even greater value from their cover, we launched the HCF Thank You app. Through discounts on everyday essentials including groceries, fuel and other insurances, members saved $6.27 million during the year, with eligible members able to access up to $1,500 in value annually.

PARTNERING TO HELP MEMBERS STAY HEALTHIER

While health insurance plays an important role when people need care, helping members stay healthier for longer remains equally important. Preventive health, early intervention and chronic disease management continue to be key areas of focus for HCF.

This year, our long-standing partnership with the Victor Chang Cardiac Research Institute helped deliver 8,210 Heart and Diabetes Health Checks for members across Australia. Of those, 64% were referred to a GP for elevated risk factors, demonstrating the value of early detection.

We also continued to support our members with timely access to care wherever they live. Through our partnership with GP2U, eligible rural and remote members could access a free annual online GP consultation from home. Members were also able to book an annual HealthyMinds Check-in with a registered psychologist, resulting in 1,192 appointments during the year.

BRINGING CARE CLOSER TO HOME

One of the most significant shifts occurring across healthcare is the growing demand for care delivered closer to home. Members increasingly want treatment options that are more convenient, personalised and, where clinically appropriate, delivered outside traditional hospital settings.

In FY26, eligible members gained access to additional services at home, including palliative care and alcohol and drug detox programs, alongside hospital-level chemotherapy, rehabilitation, IV antibiotics and wound care.

During the year, we paid $9.3 million in benefits for 3,026 members treated at home, saving 42,070 hospital bed days.

We also continued to support members living with chronic conditions through personalised coaching and evidence-based programs designed to improve health outcomes and quality of life.

HELPING MEMBERS LOWER THE COST OF CARE

At a time when cost-of-living pressures continue to affect Australian households, keeping quality healthcare within reach remains one of the most important ways we support members. In hospital, 97% of the medical services we covered had no gap or a known gap.

We continued to make it easier for members to understand, compare and access healthcare services, helping them make informed choices and reduce the cost of care. Members undertook more than 1.1 million extras and specialist provider searches through our Find a Provider tool, while our Preparing for Hospital tool received 155,019 visits.

For everyday healthcare, our No-Gap extras network of more than 13,000 providers nationally continues to help members reduce out-of-pocket costs across a wide range of extras services. During FY26, members received 2.9 million dental services with no gap through the *More for Teeth* network, while our no-gap fillings offer through HCF Dental Centres saved members $3.15 million.

NEW THINKING FOR A STRONGER HEALTH SYSTEM

Improving health outcomes requires more than funding healthcare today. It also means investing in the research, evidence and partnerships that will help build a stronger health system for the future.

This financial year, the HCF Research Foundation marked its 25th anniversary by awarding $4.1 million in grants to address some of Australia's most pressing healthcare challenges, including workforce sustainability, chronic pain and emergency department demand. Since 2000, the Foundation has invested $40.5 million across more than 170 research projects, helping generate insights that inform better care and healthier communities.

We also strengthened our role as a convenor of evidence-led health system dialogue. Our inaugural *Research to Reality* Parliamentary Showcase brought together policymakers, researchers and healthcare leaders in Canberra to explore how health services research can be translated into real-world impact. At the National Press Club, we hosted the *Reimagining Mental Health Care Roundtable*, bringing together leaders from across the health sector to examine growing barriers to mental healthcare access, increasing care complexity and workforce pressures. The discussion reinforced the importance of collaboration and practical action to improve mental health outcomes and build a more sustainable and integrated healthcare system.

PARTNERING FOR STRONGER, HEALTHIER COMMUNITIES

As a purpose-led organisation, we have an important role to play in supporting healthier, stronger and more connected communities.

This year, we renewed our partnership with the Royal Flying Doctor Service SA/NT, reflecting a shared commitment to improving healthcare access and outcomes for people living across rural and remote central Australia. We also extended our Major Partnership with Netball Australia and Super Netball through to 2027, helping more women and girls take an active role in their health and wellbeing while promoting healthier communities.

Our Active Locals platform continued to grow, reaching 50,000 users and more than 1,500 exercise and social groups, helping Australians stay connected and active.

We also launched our Innovate Reconciliation Action Plan and published our inaugural Sustainability Report, while achieving our second consecutive year of net zero emissions for Scope 1 and Scope 2 operations.

WHERE OUR PEOPLE GROW AND BELONG

None of our achievements this year would have been possible without our people. Every day, our teams bring HCF's purpose to life through the care, expertise and commitment they show our members and one another.

Our workforce of 1,846 employees reflects the diversity of the communities we serve. A record 91% participated in our annual employee survey and our engagement score remained above the external benchmark. Women now hold 50.5% of leadership roles, while 90% of employees report having the flexibility they need to balance work and personal commitments. HCF's progress in fostering an inclusive workplace was recognised during the year through the achievement of Gold status in the Australian Workplace Equality Index.

We also continued investing in the growth and development of our people, launching HCF Academy to help high-performing frontline employees develop their capabilities and broaden their experience. During the year, we recognised 69 Diamond status employees for over 25 years of service, celebrating the experience and dedication they bring to HCF and our members.

LOOKING AHEAD TO 2030

It has been a privilege to lead HCF through my first full year as Chief Executive Officer & Managing Director. Throughout the year, I have seen firsthand the extraordinary commitment our people bring to delivering better outcomes for members.

The launch of our 2030 Strategy marks the beginning of an important new chapter for HCF. We have a confident vision for the future, strong foundations from which to grow, and a commitment to continue delivering even greater value, support and care for members.

I would like to thank our people for their dedication and our partners and providers for helping improve access to quality healthcare across the communities we serve. Most importantly, I would like to thank our members for their ongoing trust and support.

For more than 94 years, HCF has proudly served the Australian community. As Australia's largest not-for-profit, member-owned health fund, we remain focused on what matters most: helping people live healthier lives, delivering greater value from their cover, and providing the Uncommon Care our members deserve.

LORRAINE THOMAS
Chief Executive Officer & Managing Director



BUILDING HEALTHIER HABITS FOR LIFE

Good health starts long before treatment is needed. Through prevention, early intervention and wellbeing programs, we're helping members stay healthier for longer, access support when they need it and build the knowledge, confidence and habits that can lead to better long-term health outcomes.



SUPPORTING THE HOLISTIC HEALTH AND WELLBEING OF OUR MEMBERS

We're committed to helping members at every stage of their health journey. We offer support for eligible members across a range of health programs including mental wellbeing, sleep support, heart and diabetes health, weight management, osteoarthritis and nutrition for families.

27,050 Members supported through our health and wellbeing programs and services (+12%)



A HEALTHY APPROACH TO WEIGHT MANAGEMENT

Through our partnership with Digital Wellness, we're offering eligible members free or discounted access to the CSIRO Total Wellbeing Diet. This evidence-based program provides a high-protein, low-GI eating plan and tools to help members build healthy habits.

2,956
Members completed the CSIRO Total Wellbeing Diet program

6%
Average body weight loss of participants



LIFE-CHANGING HEART AND DIABETES CHECKS

Our Heart and Diabetes Health Check, delivered by Victor Chang Cardiac Research Institute, assesses members' risk of cardiovascular disease as well as pre-diabetes or diabetes risk.

8,210
Heart and diabetes health checks across Australia (+14%)

64%
Of members had elevated risk factors and were referred to a GP

3,017
Members referred to HCF health programs during their Heart & Diabetes Health Check, including The COACH Program®



SUPPORTING MENTAL WELLBEING

Everyone's mental health journey is different. That's why we offer eligible members access to a range of programs and services, making it easier to find the right support for themselves and their families.

PRACTICAL TOOLS FOR BETTER MENTAL HEALTH

Whether members are looking to manage stress, build resilience or improve sleep, HCF pays benefits towards THIS WAY UP, which offers evidence-based online treatment programs and practical tools that support mental health, from the comfort of home.

MAKING IT EASIER TO CHECK IN

Eligible HCF members can access a free annual online HealthyMinds Check-in with an approved psychologist, providing a simple and supported way to check in on their mental wellbeing. The service also includes access to specially trained psychologists for teens aged 12 to 17, helping young people and their families get support when they need it most.



1,192 HealthyMinds Check-in appointments



GROWING CONFIDENT KIDS

Helping kids build confidence and resilience, Calm Kid Central is an online learning and support program available to eligible members. Designed for children aged four to 11, it supports them to develop positive behaviours, strengthen friendships and handle life's ups and downs.

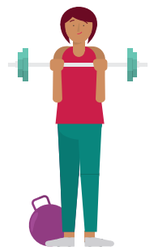
648
Families supported

SUPPORT FOR HEALTHIER HABITS AROUND ALCOHOL

Daybreak is a free digital platform that supports Australians who want to make changes to their drinking through evidence-based tools and an anonymous peer support community. Eligible HCF members can be referred to additional mental health support through Daybreak.

MAKING HEALTHY CHOICES MORE ACCESSIBLE

Our health management programs help members be their healthiest selves. Eligible members may access support for exercise and gym memberships (under doctor-approved plans), childbirth education, breastfeeding, learn-to-swim classes and bowel cancer testing through recognised providers.



HEALTHY HABITS START AT HOME

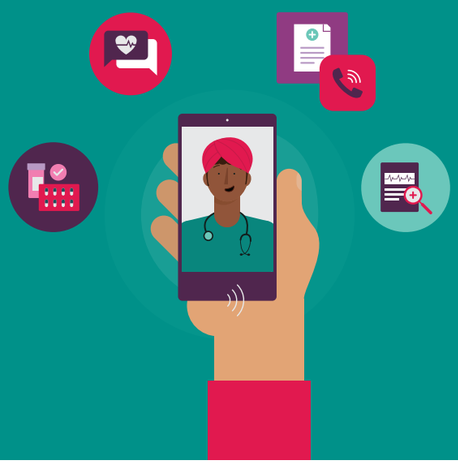
Our partnership with Ethos Health gives members access to Healthy Families for Life and Healthy Teens for Life resources to help encourage positive nutritional habits for kids' growth and development and reduce the risk of chronic conditions in their future.

1,505
Families supported



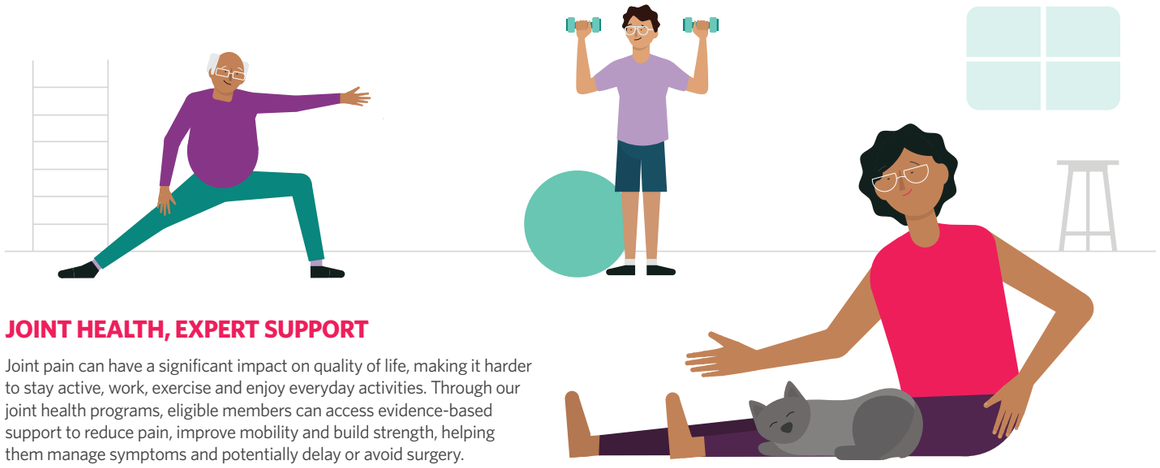
CLOSING THE DISTANCE TO GP CARE

Healthcare isn't always easy to access. Through our partnership with GP2U, eligible members can connect with a GP online from the comfort of home, including a standard consultation (up to 10 minutes) for $50. Eligible rural and remote members with hospital and/or extras cover can also access a free annual 15-minute online GP consultation, helping bring essential healthcare closer to where they live.



SUPPORTING MEMBERS EVERY STEP OF THEIR JOURNEY

Finding support can be challenging, especially for people managing ongoing health conditions. That's why we're focused on helping members access the right care and in the right setting. Whether it's helping manage weight and joint pain or improving heart or diabetes health, we're giving members access to personalised health programs to achieve better health outcomes.



JOINT HEALTH, EXPERT SUPPORT

Joint pain can have a significant impact on quality of life, making it harder to stay active, work, exercise and enjoy everyday activities. Through our joint health programs, eligible members can access evidence-based support to reduce pain, improve mobility and build strength, helping them manage symptoms and potentially delay or avoid surgery.

SUPPORT FOR KNEE OSTEOARTHRITIS

The GLA:D® Program for Osteoarthritis helps people build strength, improve mobility and better manage their symptoms through education and supervised exercise delivered by certified physiotherapists and exercise physiologists. Through the HCF No-Gap GLA:D® Knees Program, eligible members who complete the program and share their feedback can receive 100% back on treatment costs, helping us continue to enhance our health programs while supporting better outcomes for members.

405
Members participated in the HCF No-Gap GLA:D® Knees Program

81%
Members reported a positive outcome three months after completing the HCF No-Gap GLA:D® Knees Program

89%
Members were satisfied or very satisfied with the program following completion



OA HEALTHY WEIGHT FOR LIFE FOR BETTER MOBILITY



The Osteoarthritis Healthy Weight for Life program supports eligible members who want to reduce pain in their joints and improve mobility.

581 Members participated in OA Healthy Weight for Life

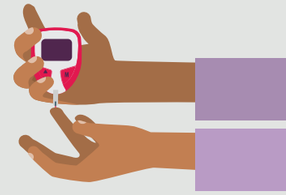
HCF HEALTH COACHING EXPANSION

As part of our commitment to helping members stay healthier for longer, we expanded access to HCF Health Coaching. Eligible members can receive personalised support from qualified nurses, dietitians, pharmacists and exercise physiologists who work with them to set goals and connect members with additional support to help them better manage knee pain, lower back pain and healthy ageing concerns, including falls prevention. Delivered online or over the phone, our team of in-house health coaches makes expert guidance more accessible, wherever members live.

1,064
Members took positive steps towards better health through personalised coaching and digital support



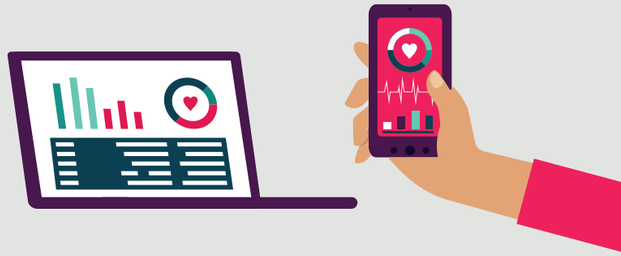
CARDIAC AND DIABETES HEALTH



Healthier lifestyle choices can significantly reduce the risk of premature heart disease and stroke. That's why we've expanded preventive health support for eligible members managing conditions such as heart disease and diabetes.

VIRTUAL CARDIAC CARE

Eligible members can access Cardihab, a digital, home-based cardiac prevention program that helps members manage their health when they're at risk of heart disease or heart conditions. Members are supported with an app that tracks lifestyle behaviours, goals like daily exercise, medication use, dietary and water intake.



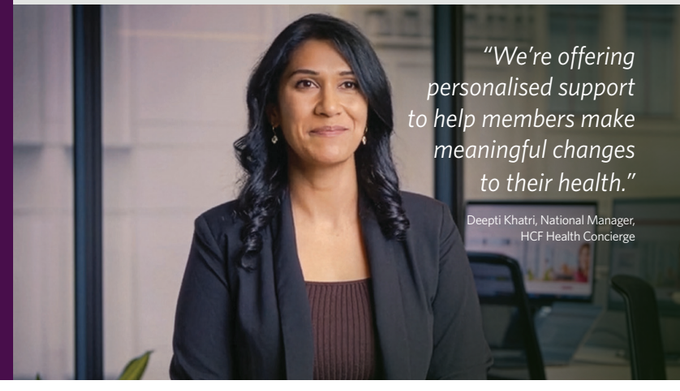
THE COACH PROGRAM®

We offer access at no cost to The COACH Program® – a phone-coaching program for eligible members with heart conditions or diabetes. Run by our trained team of qualified dietitians, exercise physiologists, nurses and pharmacists, the program gives members access to up to six phone-coaching sessions to build a personalised heart or diabetes disease management plan, understand and manage their medication, control risk factors like weight, develop a healthy approach to nutrition and safely increase daily physical activity.

1,142
Members joined The COACH Program® (+63%)

4,286
Coaching sessions delivered across the program

99%
Member satisfaction



CLOSING THE GAP BETWEEN COVER AND CARE

Through specialised health programs, expanded provider networks, strategic hospital partnerships and treatment-at-home services, we're making healthcare more affordable, accessible and connected for members across Australia. And we're closing the gap to help more members access everyday care with our Dental and Eyecare Centres and provider tools.



REDUCING HOSPITAL COSTS

We're focused on helping keep healthcare affordable by expanding access to providers and reducing out-of-pocket costs for members. Through our extensive medical specialist network, no-gap arrangements and provider partnerships, we're helping more members access hospital care with greater cost certainty while maintaining access to high-quality treatment.

51,130
Medical specialists in our network (+6.2%)

97%
Of medical services we covered in hospital had no or known gap

STRATEGIC PARTNERSHIPS DELIVERING MORE FOR MEMBERS

Long-term partnerships with leading hospitals help us create better healthcare experiences for members. Through our partnerships with Ramsay Health Care, Cabrini Health and Sydney Adventist Hospital (SAN), members can access additional support and innovative models of care across their healthcare journey.

Benefits include pharmacy discounts, home-based rehabilitation and chemotherapy/immunotherapy treatment programs, as well as access to an extensive hospital network that helps reduce out-of-pocket costs and improve access to care.

PREPARING FOR HOSPITAL WITH CONFIDENCE

Going to hospital can be a source of anxiety and stress for our members. Our Preparing for Hospital tool gives peace of mind with information and explainer videos on 47 common procedures, like knee and hip replacements, IVF and cataracts. This resource helps you ask the right questions and find out what you need to know and do, before you head to hospital.

Our Cost Indicator tool also helps members better understand the average out-of-pocket costs associated with common hospital procedures, giving them greater confidence and transparency when planning for treatment.

155,019
Visits to our Preparing for Hospital tool



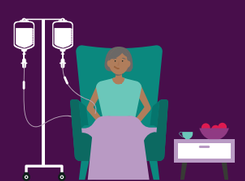
MORE TREATMENT FROM HOME

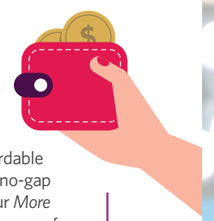
By expanding access to treatment-at-home services, we're giving eligible members more choice in how they receive care. On top of hospital-level chemotherapy, rehab, IV antibiotics and wound care, eligible members can now access palliative care and alcohol and drug detox in the comfort of their home.

$9.3m
Benefits paid for treatment at home

3,026
Members treated

42,070
Hospital bed days saved through Treatment at Home programs





CLOSING THE GAP ON MORE AFFORDABLE HEALTHCARE

We're continuing to make healthcare more affordable and accessible through our growing network of no-gap providers and hospital partnerships. Through our *More for You* network, eligible members can access a range of services, from dental check-ups and prescription glasses to physiotherapy, chiro, osteo and podiatry services with reduced or no out-of-pocket costs, helping them get more value and access care sooner.

Our No-Gap Joints Program also helps eligible members access primary hip and knee replacement surgery with no out-of-pocket costs for hospital and medical services included in the program, supporting a more affordable and seamless treatment journey from hospital admission through to rehab.

13,000+
Providers in our extras network

14
Hospitals participating in No-Gap Joints Programs in NSW, Vic, Qld and SA

402
No-Gap Joints Program hospital admissions

FIND A PROVIDER TOOL

Our Find a Provider tool makes it easier for members to connect with participating healthcare providers and hospitals in their area, helping them access quality care while reducing or avoiding out-of-pocket costs.



1.1m
Extras and specialist provider searches in FY26

2,525
Extras provider bookings

SUPPORT THROUGH RECOVERY

Our Nurse Concierge Service provides personalised support when eligible members need it most. Through one-on-one phone support, experienced nurses help eligible members navigate the health system, understand their care options and manage their recovery from home following hospital treatment.

GET A SECOND OPINION

When facing a complex medical condition, eligible members can access a free, confidential second opinion from an independent specialist to better understand their options and next steps.


Yogini Singh, HCF Dental Centre Assistant

HELPING MEMBERS SAVE ON DENTAL AND EYECARE

Our network of HCF Dental and Eyecare Centres gives members easy access to high-quality, affordable care. Even if they don't live near one of our centres, members can still get 100% back* on popular optical and dental services through our extensive HCF No-Gap network.

16
Dental Centres

8
Eyecare Centres

231,951
Services provided at HCF Dental Centres (+3.3%)

37,300
Services provided at HCF Eyecare Centres

$3.15m
Member savings from the no-gap fillings offer

94%
Average patient satisfaction at HCF Dental Centres

2.9m
Dental services covered with no-gap through our *More for Teeth* program

94%
Average patient satisfaction at HCF Eyecare Centres

INCREASING BENEFITS FOR EXTRAS COVER

In FY26, following our annual Benefits and Limits review, we invested to deliver greater value for members, including increased psychology benefits and major dental benefits and enhanced physiotherapy, chiropractic and osteopathy cover. Members also benefited from higher annual dental consultation limits and other enhancements.

* Waiting periods and annual limits apply. See **hcf.com.au/100back**

GUIDING MEMBERS THROUGH THEIR HEALTHCARE CHOICES

Good health starts with having access to the right information, support and care. Whether members are exploring health topics, understanding their health insurance, planning treatment or seeking expert guidance, we're helping them navigate their healthcare journey with greater confidence and clarity.

HEALTH CONTENT MEMBERS CAN TRUST

Through our *Health Agenda* Hub and monthly newsletter, we continue to reach a growing and highly engaged audience, connecting members with trusted, evidence-based health information, practical wellbeing advice and member benefits. Covering topics from prevention and mental health to healthy ageing and navigating the healthcare system, *Health Agenda* helps members feel informed and empowered about their health.

1.2m
Page views of *Health Agenda* Hub (Australia only)

–

660,000+
Health Agenda member subscribers

TRUSTED CLINICAL GUIDANCE FOR MEMBERS

HCF's Medical Advisory Panel provides expert clinical guidance and oversight, helping to ensure our health information, programs and member initiatives are informed by the latest evidence and best practice healthcare insights.

UNDERSTANDING PRIVATE HEALTH INSURANCE

Through our private health insurance explainer content, we helped members better understand how their cover works, making it easier to navigate health insurance, understand key terms and make informed choices about their care. We know that many young people can find private health insurance tricky to navigate, so our made-for-social video series helps them demystify health cover in their channel of choice.



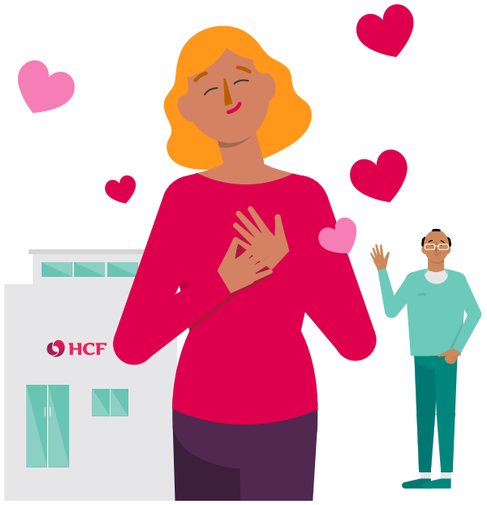
ENCOURAGING MEN TO SPEAK UP AND SEEK SUPPORT

Audiences continue to engage with our dedicated men's mental health video content series, offering practical guidance alongside honest, personal stories from men with lived experience including former NRL player Joe Williams, musician Tim Rogers and anti-bullying advocate Matt Purcell. By fostering open conversations about mental health, resilience and seeking support, the series helps normalise discussions around wellbeing and encourages men to take proactive steps towards better mental health.



15.6m+
Men's Mental Health campaign reach and impressions





SUPPORT SHAPED BY MEMBERS' NEEDS

We're making it simpler for members to get the help they need, wherever and however they choose to connect with us. Whether it's in one of our branches, our Dental or Eyecare Centres or through our Australia-based contact centres, everything we do is driven by supporting our members' needs. Our people are committed to making healthcare simpler, more accessible and more human, helping members understand their cover, process a claim, navigate treatment options or answer everyday questions.

Our local teams continue to deliver exceptional service through our extensive national branch network, providing members with access to personalised support when and where they need it.

41
Retail centres across the country

–

2
Contact centres based in Australia





AWARD-WINNING CUSTOMER SERVICE EXCELLENCE

HCF has been recognised in the 2025 Customer Service Institute's Australian Service Excellence Awards, which highlight best practice, innovation, and performance in customer service.

- Customer Service Organisation of the Year – Government/Not-for-Profit
- Customer Service Leader of the Year – HCF Ballina Branch Manager Rebecca Simmons
- Service Champion for Excellence in a Large Contact Centre – HCF Contact Centre
- Service Hero for Learning and Development Professional of the Year – Jodie Ross-Daly, Contact Centre Training Manager

MORE WAYS TO SUPPORT MEMBERS AND THEIR FAMILIES

From protecting what matters most through life insurance to supporting people as they live, work and study in Australia, we continued to strengthen services that help members navigate important life moments with confidence.

STRENGTHENING FINANCIAL PROTECTION FOR FAMILIES

At HCF, we take care of more than just health insurance, helping members and their families feel financially supported when life takes an unexpected turn. We expanded our life insurance offering by launching Critical Illness Insurance*, increasing the maximum Income Protect* sum insured to $10,000 per month and enhancing our Kids' Accident* and Bounceback* benefits. These improvements give members greater flexibility and access to protection that better meets their changing needs and circumstances.

We also made it easier for members to access cover by bringing our full life insurance range online. Members can now explore and purchase all HCF life insurance products online, making it simpler and more convenient to get the protection that's right for them.



181,696 Life policies held by members

$16.2m
Claims paid to policyholders

87.8%
Claims accepted

<2 weeks
Claims paid to life policyholders

45 years
Supporting members with life insurance

161,350
Life policies with active private health insurance

* This product is issued by HCF Life Insurance Company Pty Ltd. ABN 37 001 831 250, AFSL 236 806 (HCF Life). Please read the relevant PDS and Target Market Determination (TMD) available by calling **1800 560 855** or visiting **hcf.com.au/lifeinfo**, and consider whether this product is appropriate for you.

HELPING INTERNATIONAL MEMBERS FEEL AT HOME

We continued to invest in our International Business, supporting overseas visitors and workers with health cover tailored to their needs while living in Australia. During the year, we introduced a dedicated Overseas Visitors Health Cover (OVHC) website experience and refreshed our OVHC product suite, increasing public hospital benefits for greater value and protection. Combined with improved digital experiences and targeted communications, these initiatives made health cover easier to access and navigate, giving international members greater confidence in accessing the healthcare support they need while in Australia.

We've earned recognition as one of the top recommended Overseas Visitor Health Cover brands with quality service and easy claims at the 2025 Finder Customer Satisfaction Awards.

29,323
Overseas Visitors policies sold (+32%)

$8.3m
Claims paid to members





GREATER VALUE AND CHOICE FOR CORPORATE MEMBERS

In May 2026, we launched Corporate Care, a new range of corporate health insurance products designed to deliver greater value to corporate members and better meet the needs of employees and employers. Grounded in HCF's not-for-profit commitment, the range focuses on providing understandable, affordable and member-centric healthcare through simplified, transparent percentage-based benefits across all products. Corporate Care also introduced enhanced value features, including two No-Gap dental check-ups outside dental limits, an accident benefit that tops up extras limits, and a new menopause support service providing access to a menopause-trained doctor.

550
Corporate partners

600
Health scans of corporate members

A BROADER RANGE OF COVER FOR AUSTRALIANS

Through our diverse portfolio of health, pet*, travel^, car^^^ and home insurance+ products, we're helping more Australians access the cover and support they need. By offering greater choice and flexibility, we're making it easier for Australians to find solutions that meet their needs and deliver lasting value.



QUALITY COVER MEMBERS CAN TRUST

We offer a range of insurance products through our partnership with Allianz to help members protect the things that matter most, from their homes+ and vehicles^^^ to investment properties+++. These cover options complement our health offering, helping members protect what they've worked hard to build.

3,685
Car, home and landlord insurance policies sold in FY26



COVER FOR LIFE'S ADVENTURES

Whether travelling overseas or exploring closer to home, HCF Travel Insurance^ helps members travel with confidence. With cover for a range of unexpected events before and during a trip, members can focus on making memories knowing they have support when they need it.

17,210
Members covered with travel insurance

26,034
Journeys covered



HAPPY TAILS FOR HAPPY PETS

Pets are part of the family, which is why our Happy Tails Cover* helps members access protection for their furry companions. With 12% off pet insurance*, up to 70%, 80% or 90% back on eligible vet bills** and flexible cover options, members can choose the level of support that best suits their pet's needs at every stage of life.

12,609
Pet policies

RT HEALTH

AN AWARD-WINNING YEAR FOR RT HEALTH, TRUSTED BY MEMBERS, RECOGNISED BY INDUSTRY

As Australia's first registered health fund, RT Health has been supporting hardworking Aussies since 1889. RT Health was recognised by ProductReview.com.au as a Health Insurance Award winner for the fourth consecutive year (2023–2026). It was also recognised by Finder in FY26, receiving Highly Commended awards across five hospital cover categories. RT Health also strengthened its connection to members through a partnership with 2026 Young Australian of the Year Nedd Brockmann, reinforcing a commitment to supporting the people who keep Australia moving.



Nedd Brockmann, 2026 Young Australian of the Year and RT Health partner

* Issued by PetSure (Australia) Pty Ltd, except for policies entered into before 21 March 2024 and subsequent renewals of those policies, which are issued by The Hollard Insurance Company Pty Ltd. Consider the PDS and TMD at **hcf.com.au/petinsurance**, before deciding if this product is right for you. Eligible HCF members may receive a discount on HCF Pet Insurance premiums, subject to eligibility criteria and terms and conditions.
^ Issued by Allianz Australia Insurance Limited. Please consider the **Product Disclosure Statement** and **TMD** before deciding whether to buy the product.
\+ Issued by Allianz Australia Insurance Limited. Consider the PDS at **hcf.com.au/insurance/home** and TMD which is available by calling **1300 657 046** before deciding if the product is right for you.
** Policy terms, conditions, limits, exclusions, excesses and waiting periods apply.
^^^ Issued by Allianz Australia Insurance Limited. Consider the PDS at **hcf.com.au/insurance/car** and TMD which is available by calling **1300 657 046** before deciding if the product is right for you.
*** Issued by Allianz Australia Insurance Limited. Consider the PDS at **hcf.com.au/pet-home-car/landlord-insurance** and TMD which is available by calling **1300 657 046** before deciding if the product is right for you.

MAKING EVERY MEMBER MOMENT COUNT

We continued to reward loyalty and enhance the experiences and services that matter most, using member feedback and insights to deliver more personalised support, greater value and smoother member interactions.



MORE WAYS TO SAVE AND BE REWARDED

In FY26, we launched the HCF Thank You app, making it easier for members to access and enjoy the benefits that come with their cover.

Members can track the value they've earned, receive personalised offers based on their preferences and redeem HCF dollars* towards health insurance premiums, gift cards or an HCF digital prepaid Mastercard. Independent analysis found eligible members could access up to $1,500 in value each year through the HCF Thank You app^.

Our member loyalty strategy was recognised with the Australian Marketing Institute's Marketing Excellence Award for Retention & Loyalty and Best Loyalty Strategy – Finance & Insurance at The Loyalty & Engagement Awards.

$6.27m Saved by members through HCF Thank You

304,000+
Purchases made through the HCF Thank You program

$4.5m
Saved on HCF insurance products

$270,000
Delivered through Surprise and Delight rewards to help members feel valued through milestone recognition, service recovery and loyalty benefits

$1,500
Up to $1,500 in annual value accessible to members through the HCF Thank You app^

* Must have 20 HCF dollars and pay premiums by direct debit. Excludes Ambulance Only.

^ This estimate is based on average annual savings calculated by DataCo using anonymised ANZ transaction data. The analysis identified HCF members by the presence of HCF premium payments and calculated average spending across 15 categories. Average discounts available through Thank You partners were applied to estimate potential savings. The total average saving across categories was calculated to be $1,461 and rounded to $1,500. Actual savings may vary depending on individual member usage, partner participation, and offer availability. DataCo's methodology includes category weighting proxies and assumptions that are not publicly disclosed.

CREATING BETTER DIGITAL EXPERIENCES

We continued to make digital service easier, more reliable and more accessible. Improvements across the *My Membership* app and online member services addressed login, navigation, digital card, claims and payment pain points, while strengthening stability and accessibility.



IMPROVED SECURITY AND PARTNER ACCESS

Our Member Connect project addressed one of the most frequently raised member pain points. Eligible partners on retail and corporate health cover policies now have their own access to online member services and the *My Membership* app. We also introduced email-based login for safe and easy use of HCF digital services, rather than members having to rely on their membership number.



A SIMPLER PATH TO THE RIGHT COVER

We made it easier for people to understand their options and choose the right cover through clearer, more personalised digital journeys and a simpler quoting experience.

519,000 Conversations using digital messaging (+54%)

27%
Member enquiries resolved by digital solutions



CONNECTING WITH MEMBERS AT EVERY TOUCHPOINT

1,310,805
Member services interactions (calls, emails and messaging)

145,616
Hours spent on the phone with members

960,105
Member calls responded to

80%
Customer satisfaction with human-assisted enquiries

93%
On-the-spot completion rate (+3%)

252,101
In-app messages and webchats answered (+22%)

47,909
Contact Us emails answered



172 Experience enhancements informed by member feedback

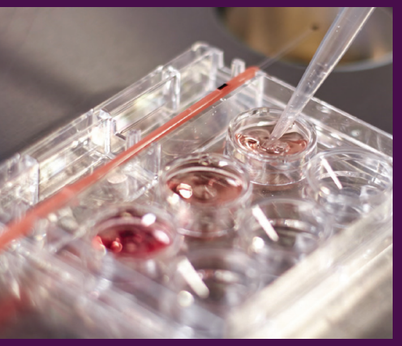
TURNING MEMBER FEEDBACK INTO ACTION

Listening to our members only makes a difference when it leads to action. This year, member insights helped us deliver 172 enhancements to member services and experiences across our contact centre, branch and digital channels. We expanded our Voice of Customer program across key member touchpoints and introduced more timely, relevant surveys, achieving a response rate of around 7%, well above industry benchmarks. We've also introduced the 'Leadership Listening Lab', where leaders listen to real member conversations and frontline teams to strengthen the connection between member experience and decision-making.



BOLD IDEAS FOR BETTER HEALTH OUTCOMES

Improving healthcare requires new thinking, bold ideas and a willingness to challenge the status quo. Through investments in AI, digital innovation, advocacy and strategic partnerships, we're helping to improve a healthcare system that's more connected, accessible and responsive to the needs of Australians.



SUPPORTING HEALTHCARE THROUGH RESEARCH

In its 25th anniversary year, the HCF Research Foundation awarded $4.1 million in grant funding to support research addressing some of Australia's most pressing healthcare challenges, including workforce sustainability, chronic pain and emergency department demand.



$4.1m
Invested in FY26

170+
Research projects funded since 2000

$40.5m
Invested in research since 2000

USING OUR VOICE TO SHAPE BETTER HEALTH

Advocating for members remains at the heart of everything we do at HCF. Through strong relationships with government, industry and community partners, we're championing a healthcare system that's more affordable, accessible and easier to navigate.
From contributing to policy discussions and health system reform around critical areas including mental health, to investing in research that advances prevention, treatment and care, we're proud to use our voice and influence to help create better health outcomes for members and all Australians.






Active Locals group South Melbourne Sustainability


Active Locals group Hobby Hub in Perth


Active Locals group Walking Football in Melbourne

Active Locals
Backed by HCF

HELPING PEOPLE MOVE AND CONNECT

Active Locals was created to help tackle two growing challenges facing Australians: physical inactivity and loneliness. The platform makes it easier for people to find local activities, meet new people and build social connections. After launching in pilot phase in FY25, Active Locals grew rapidly throughout FY26, reaching 50,000 users and more than 1,500 groups.



50,000
Users of Active Locals

1,500+
Social and exercise groups

100+
New HCF members through Active Locals initiatives

BUILDING RESPONSIBLE AI CAPABILITY WITH PURPOSE

As part of our 2030 Strategy, we continued to build our AI capability to help deliver better outcomes for members and employees. From understanding member feedback and identifying opportunities for improvement to helping employees work more efficiently, AI is enabling faster insights and smarter decision-making across HCF. This means more time spent improving products, services and experiences, all underpinned by a strong commitment to responsible and ethical use of AI.





REIMAGINING MENTAL HEALTH CARE ROUNDTABLE

In August, HCF brought together over 40 leaders from across health, policy, clinical, provider, consumer and insurer perspectives at the National Press Club for our Reimagining Mental Health Care Roundtable. The discussion centred on the fact that access to private mental health care is narrowing. Participants explored the challenges affecting access, affordability and continuity of care, including increasing demand, workforce constraints and the growing complexity of people's mental health needs. Improving access and outcomes will require collaboration across all parts of the system.

HCF CEO & Managing Director, Lorraine Thomas, noted: "No single organisation can solve this alone. A health system that can meet Australia's needs into the future will require evidence-informed discussion, collaboration and practical action." Insights from the roundtable will help inform a white paper focused on practical opportunities to improve access, affordability and outcomes, and contribute to a stronger mental health system for Australians.

From left: Julie Andrews, Chief Officer, Member Health; Professor Karen Price, Chair, HCF Research Foundation; Lorraine Thomas, CEO & Managing Director; Kevin Keane, Chief Operating Officer.

A PLACE WHERE PEOPLE AND POTENTIAL THRIVE

Our people power everything we do. By creating a workplace where they feel they belong, have opportunities to grow and are supported to thrive, we're building a stronger HCF and delivering better outcomes for members.

STRENGTH IN DIVERSITY



Our 1,846 employees reflect the diversity of the members we serve, including 1,249 women (67.7%), 595 men (32.2%) and 0.1% non-binary employees, with 433 employees delivering care and support through our Clinical Services Network. Women are strongly represented at every level of the organisation, holding 50.5% of leadership roles and 51% of Executive and Senior Leadership Team positions, reflecting our ongoing focus on gender equity and inclusive leadership.

51%
Executive and Senior Leadership cohort are female

72%
Team members are from a cultural background other than Oceania

SHAPING OUR FUTURE TOGETHER

The voices of our people help shape the future of HCF. Participation in our June employee survey reached a record 91%, up from 86% last year, and our engagement score of 74% exceeded the external benchmark by four points.



91%
Employees participated in our engagement survey (+5.8%)

RECOGNISING EMPLOYEE POTENTIAL AND CONTRIBUTIONS

HCF ACADEMY

This year, we launched HCF Academy, a 12-month development program that helps high-performing frontline employees develop their capabilities and broaden their experience through rotations, mentoring and coaching.

HCF HEROES

Our HCF Heroes program continued to recognise and celebrate employees who bring our values to life. The program strengthened a culture of recognition and showcased the meaningful difference our people make.

1,378
HCF Heroes nominations

43
Awarded HCF Heroes

HCF DIAMONDS

We proudly held the HCF Diamonds Anniversary event to celebrate employees with more than 25 years of service. The event recognised their loyalty, but also the impact they continue to have on our culture, our people and our members.



69
Employees achieved Diamond status, marking 25 years with HCF



HCF Academy participants
From left: Navjot Jaura, Renee Koloveros and Yogini Singh.



2026 HCF Heroes
From left: Ken Ng, Radmila Djurovic, Pat Paese, Helen Rehn, Donna Daly.



HCF Diamonds
From left: Margherita Emmi, Helen Pilios, Angela Delia and Zenona Lenarcyk.

FLEXIBLE WORKING & CARER'S POLICY

Our Flexible Work and Carer's policies support employees to balance work, personal and caring responsibilities, with 90% of employees saying they have the flexibility they need to manage work and other commitments.

RESPECTFUL & SAFE WORKPLACE

Employee wellbeing remained a key focus throughout FY26, with HCF strengthening its approach to psychosocial safety, respectful workplaces and policies that support our people. Through leader capability programs, Respect at Work initiatives, psychosocial risk management and ongoing employee education, HCF continued to foster a workplace where people feel safe, supported and empowered to contribute their best work.



BUILDING HEALTHY CONNECTED TEAMS

Our wellbeing initiatives continued to support healthy, connected and resilient teams. Throughout the year, 695 employees attended wellbeing webinars, 328 participated in R U OK? Day activities, and 181 engaged with our MyMirror and Healthy Minds Check-in webinar.

Through the HCF Healthful app, more than 330 employees participated in the STEP Ahead June and Ready STEP Go wellbeing challenges. Together, employees achieved more than 40 million steps, promoting movement, healthy habits, team connection and engagement with employee wellbeing initiatives.

FREE EMPLOYEE HEALTH CHECKS

Employees have access to a range of free health checks and wellbeing initiatives, including heart health and diabetes checks, mental wellbeing support, skin checks and flu vaccinations. This year's skin check program identified two skin cancers and seven pre-cancerous lesions requiring further treatment or monitoring, demonstrating the value of proactive screening and early intervention.

OUR DIFFERENCES MAKE US STRONGER

We believe diverse perspectives, inclusive leadership and a strong sense of belonging help make HCF a better place to work. Employee-led initiatives, leadership development and inclusion programs foster a respectful, connected and supportive workplace.

SUPPORTING DIVERSITY, INCLUSION AND BELONGING

Our Diversity score of 87% and Inclusion score of 83%* both sit above the external benchmark, by five and six points respectively, reflecting the strength of HCF's inclusive culture.

*Culture Amp Engagement Survey November 2025.



GOLD STATUS FOR LGBTQIA+ INCLUSION

HCF's achievement of Gold status in the Australian Workplace Equality Index marks an important milestone in our ongoing commitment to LGBTQIA+ inclusion. This recognition reflects the progress made in creating a workplace where LGBTQIA+ employees feel supported, respected and able to fully contribute.

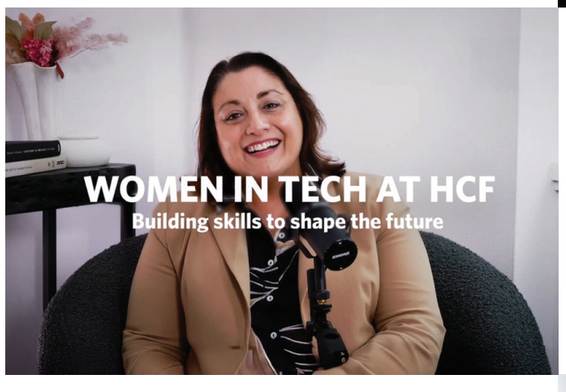
MAKING INCLUSION VISIBLE EVERY DAY

We continued to celebrate and recognise key moments that reflect our commitment to inclusion, belonging and respect. This included International Women's Day, Reconciliation Week, NAIDOC Week, Refugee Week, Wear it Purple Day, Bi Visibility Day, Carers Week, Inclusion at Work Week and International Day of People with Disability. Each event helped build awareness and celebrate the diversity that shapes our workplace culture.

CARM ADVANCES DIVERSE LEADERSHIP

The RISE project continued to strengthen inclusion and leadership development for culturally and racially marginalised women. Evaluation feedback showed targeted development, coaching, mentoring and connection helped build confidence and career ownership, while reinforcing the need to remove barriers to leadership diversity.





WOMEN POWERING TECH

Our Women in Tech video series brings HCF's technology community to life through authentic employee stories, like Janelle McGuinness, General Manager, Digital and Data (left). The series highlights career journeys, leadership pathways and flexible opportunities, supporting HCF's commitment to attracting, developing and retaining diverse tech talent.

LEADING WITH EMPATHY AND AWARENESS

Our Inclusive Leadership series is delivered monthly by Parents at Work, with each virtual session exploring a different leadership topic. Sessions covered Creating Psychological Safety, Leading Flexible Hybrid Teams, Leading with Emotional Intelligence and Empathy, Inclusive Leadership Traits and Behaviours, Recognising and Mitigating Unconscious Bias, Leading Change, Creating Neuroinclusive Workplaces and Leading with Positive Psychology.



OUR EMPLOYEE RESOURCE GROUPS





HEARTS AND HANDS
Aboriginal and/or Torres Strait Islander community



RAISE
Disability



THRIVE
LGBTQIA+



CARM
Culturally and Racially Marginalised Women



GEM
Gender Equality Matters

BUILDING HEALTHIER COMMUNITIES TOGETHER

Delivering better health outcomes extends beyond our members. Through community partnerships, environmental stewardship and responsible business practices, we're helping create healthier communities and addressing the broader factors that influence health and wellbeing, both today and for future generations.

CLIMATE ACTION THAT CREATES LASTING COMMUNITY IMPACT

FY26 marked the second consecutive year of net zero emissions for Scope 1 and Scope 2, and 100% renewable electricity used in our premises*. For the small amount of remaining emissions, we purchase carbon offsets from the Mapoon Carbon Project in Cape York, Queensland. The project uses Indigenous fire management practices to reduce wildfire emissions while protecting Country, supporting biodiversity, and creating local jobs and economic opportunities.

This year we published our first Sustainability Report under the mandatory Australian Sustainability Reporting Standards, which is available on **our website**. The report provides detail on HCF's climate-related governance, strategy, risk management and metrics and targets.

* Sourced the equivalent of 100% renewable electricity through a combination of GreenPower from utility providers and unbundled renewable energy certificates. Carbon offsets are Australian Carbon Credit Units. For more detail refer to the HCF Sustainability Report.



A SECOND LIFE FOR MEMBERS' GLASSES

With the help of our members, we've collected over 75,000 pairs of eyeglasses since 2011 for the Lions Recycle for Sight Australia program, which distributes refurbished glasses to adults and children in developing countries.

HEALTHY WORKPLACES RECOGNITION

Our ongoing commitment to creating a healthier, more sustainable and people-focused workplace is reflected in our building certifications.

HCF House has achieved a 4-Star Green Star Design & As Built certified rating, representing Australian Best Practice. In FY26 we also maintained our 4.5-star NABERS Energy rating for this building.

Our Parramatta office holds WELL Platinum Certification, the highest level of recognition available under the WELL Building Standard. Its performance across all 10 concepts (air, water, nourishment, light, movement, thermal comfort, sound, materials, mind and community) demonstrates our commitment to creating an exceptional workplace that supports the health and wellbeing of our people.



INNOVATE RAP LAUNCHED

In May 2026, we launched our Innovate Reconciliation Action Plan (RAP), marking the second phase of our reconciliation journey. Our RAP is aligned to HCF's Social Mission to build healthier communities in Australia.

To recognise National Reconciliation Week and NAIDOC Week, we hosted Indigenous Weaving Workshops and cultural awareness sessions for our people. These sessions provided an opportunity to explore reconciliation, Aboriginal kinship, the role of Elders, unconscious bias and cultural inclusion. Thirty senior leaders also completed cultural responsiveness training during the year, learning practical ways to support an inclusive and respectful workplace.



PARTNERING FOR SOCIAL IMPACT

Our purpose extends beyond insurance. As we expand our social mission to build healthier communities, our major partnerships aim to contribute to meaningful and positive impact in communities across Australia.

ROYAL FLYING DOCTOR SERVICE

Through our Royal Flying Doctor Service (RFDS) partnership, we're working to reduce barriers to healthcare access in rural and remote communities. We're proud to support an RFDS plane caring for rural and remote communities across South Australia and the Northern Territory.

1,100
Patients flown in the HCF-supported plane

26%
Trauma- and cardiac-related transfers

THE SMITH FAMILY

Similarly, our investment in The Smith Family is helping to break the cycle of disadvantage and improve the long-term health trajectories of young Australians.

1,500
Students supported through the *Learning for Life* program

19
Students attended a Workplace Inspiration Program at HCF

NETBALL AUSTRALIA

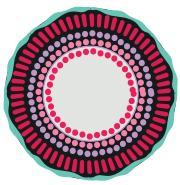
Through our partnership with Netball Australia, we aim to improve the health and wellbeing of all Australians, particularly women and girls, by encouraging them to stay active and lead healthier lives. In 2026, we extended our Major Partnership with Netball Australia and Super Netball through to 2027, continuing as the sport's official health insurance partner. The extension builds on a seven-year national partnership from grassroots participation to elite competition. We also marked our 10th season as founding Principal Partner of GIANTS Netball.

1m+
Aussies actively involved in netball

10 years
Celebrated a decade of partnership with GIANTS Netball



HCF



ACKNOWLEDGEMENT OF COUNTRY

HCF acknowledges the traditional custodians of the lands and water upon which we work and live.

We acknowledge Aboriginal and Torres Strait Islander peoples' rich history as traditional healers and scientists, who have taken care of the health of the land and its people for thousands of years.

We give thanks to Elders past and present, who we have much to learn from on our reconciliation journey.

hcf.com.au

The Hospitals Contribution Fund of Australia Ltd
ABN 68 000 026 746 AFSL 241 414

HP INDIGO CERTIFIED
PAPER MADE CARBON NEUTRAL
ISO9706 LONGLIFE