



## Your new-look fund...

The Board of Directors, management and staff of Lysaght Peoplecare are very pleased to announce some exciting changes to your fund as we move towards the future.

Those of you who were present at the Annual General Meeting in November have already heard the Chairman of the Board, Cec Ainsworth and the Chief Executive Officer, Michael Bassingthwaight announce the following changes:

**Fund restricted status:** The Board and management have given careful consideration to our restricted membership status and decided to change to an open health fund from 1 December 2006.

The Board feels strongly that this change is in the best interests of all members and it means that the fund will be able to operate more effectively to achieve our modest growth objective, sustain our high level of performance and remain viable long into the future in an increasingly competitive environment.

Over the years, it has become increasingly difficult to define who is eligible to join the fund as the company structure of Bluescope Steel, BHP Billiton, and OneSteel has changed so dramatically. Changing to open status will mean that we can be more flexible in allowing entry into the fund and achieve our growth targets more effectively, although we plan to tightly control our growth by only marketing the fund in a range of niche markets and regional areas.

This change will also allow us to pursue some additional business opportunities, such as extending our existing partnership with OSHC Worldcare

(overseas student health cover) to offer ancillary cover to their existing policy holders. It will also allow us to expand our existing arrangement with Big Sky Credit Union and other alliances to offer fund membership to all of their members. Agreements have been established with both OSHC Worldcare and Big Sky Credit Union for this purpose.

**Fund Brand & Logo:** As part of our move to an open status, our brand name will also change to more accurately reflect our change in status. Whilst our registered company name will remain Lysaght Peoplecare Limited, the trading name and public face of the company will be Peoplecare. The name Peoplecare was first introduced in 2001 and accurately reflects what we are about – we are proud of the name and the message that it conveys.

You may have already noticed our new logo on this newsletter. It is very similar to our existing logo, retaining the same colours, font and icon with small changes to the positioning. We plan to change our printed materials over a period of time, making best use of our existing materials by allowing them to run out before reordering with the new logo and brand name. This will enable the

changes to occur with minimal cost.

### **What does this mean for you?**

Peoplecare members will continue to enjoy the high level of benefits and exceptional personal service that they have always had and most members will not notice any difference to their existing arrangements

**Contact details:** We have recently changed our postal and email addresses to:

**Locked Bag 33,  
Wollongong NSW 2500**

**Email: [info@peoplecare.com.au](mailto:info@peoplecare.com.au)**

We have also introduced two phone numbers to more effectively manage our service delivery. Existing members will keep the same number we've always used, but there is now an additional phone number specialising in prospective member enquiries.

**Existing member hotline: 1800 808 690**  
**New members: 1800 808 700**

Enclosed is a handy fridge magnet which has the new logo, postal address and phone numbers as a handy reference for these changes.

*Michael Bassingthwaight*  
Chief Executive Officer



# Meet your new directors

Our AGM was held on 15 November 2006 and around 50 people attended, along with 1,034 members who submitted a proxy form voting on the resolutions put to the members and participating in the election of directors. This is a very encouraging indication of the high level of interest of the members in the future of the fund.

There were thirteen candidates for the three available directors positions and the Chairman of the Board, Cec Ainsworth commented on the high standard of the candidates and expressed his thanks to all candidates for their interest in the governance of the fund.

Following the election process it was announced that the successful candidates were Kaye Mulligan, Alan Gibbs and Ian Sampson. Many members will already know Kaye Mulligan, who was reelected after 14 years as a director. The Board, management and staff would also like to welcome the two new directors to the Board.

Following is an overview of the new directors' backgrounds.

**Alan Gibbs:** Alan has been a Peoplecare member since 1976. He is employed as Marketing & Product Development Manager – Midstream Business at Bluescope Steel. He has significant experience in a number of different fields – he started as a trainee metallurgist at John Lysaght (Aust) in 1976 and has also worked in business management, operations, logistic management, sales and marketing. Alan's nomination for the Board was motivated by his wish to contribute his time and skills to the Board of the fund which has supported him and his family for the last 30 years.

**Ian Sampson:** Ian has been a Peoplecare member for the last 36 years. He is self-employed as a Strategic Advisor and is an experienced director and general manager. He has 35 years experience in large steel manufacturing, mining and sugar manufacturing businesses in Australasia, the South Pacific and South Africa. His particular strengths are in strategic assessment & development, organisation design & development, general management & leadership. Ian has seen the fund grow and develop since 1970 and his objective in joining the Board is to support the strategies for delivering sustainable value for members through maintaining cost effective delivery of services to members by compassionate staff.

During the year the Board also appointed Norman Branson as an independent director of the company and this was endorsed by the members at the AGM. Norman brings a wealth of experience to the company as outlined in the following summary:

**Norman Branson:** Norman has been a Peoplecare member since 2003. He has over 18 years experience in private health insurance. He was the Private Health Insurance Ombudsman from 1999 to 2002 and has served in various CEO positions in health insurance, finance and information systems companies and as the Executive Director of Health Insurance Restricted Membership Association Australia (HIRMAA).

**Welcome to Alan, Ian and Norman who will join the existing directors Cec Ainsworth, Janelle Bond, Greg Parrish and Kaye Mulligan on the Board of Directors of Lysaght Peoplecare Limited.**

**The Board, management, staff and members would also like to extend their thanks to outgoing directors Warren Douglas, who has served as a director for 15 years and Andrew Sale, who has been on the Board for 14 years. Warren and Andrew have made a significant contribution to the high performance of the fund in the interests of all members over the years and their efforts are greatly appreciated.**

## Family & Friends Win an iPod Video!



We are delighted to announce the continuation of our Family & Friends program, which has been a huge success. Over 2,000 members have joined the fund after being introduced by their Family and Friends and now that our fund rules have changed, all of your family and friends can join!

Be quick – there's still time to nominate your Family or Friends to join Peoplecare with Hospital coverage before 31 December 2006. You and the new member will both receive a distinctive Sports Bag or Back Pack and an entry into the draw to win a fantastic iPod Video 30GB.

**So what are you waiting for? Take up this great offer and encourage family and friends to join. The new member can join on-line at [www.peoplecare.com.au](http://www.peoplecare.com.au) and enter your membership number when requested, or join by telephone on 1800 808 700. All they need to do is mention your membership details at the time of joining.**

# Annual Report? No thanks...

Thank you to all members who have responded to our campaign to reduce administrative expenses by choosing not to receive a paper copy of the Annual Report. The response has been fantastic so far with over 1,200 members letting us know that they don't need a paper copy.

If you would like to help us cut costs by electing not to receive an Annual Report by mail, please let us know by one of the following methods:

**Email:** info@peoplecare.com.au

**Website:** www.peoplecare.com.au

Fill in this coupon, if you do not want to receive a printed annual report by mail and send it to us by fax or by post.

**Fax:** (02) 4224 4300

**Mail:** Reply Paid address (no postage stamp required):

Lysaght Peoplecare  
Reply Paid 83743  
Wollongong DC NSW 2500

Please do not send me a paper of the Lysaght Peoplecare Limited Annual Report until I notify you otherwise.

Membership Number:

First Name:

Surname:

Date of Birth:

Date:

**You will still be able to download an electronic version from our website or have one emailed to you.**

## Industry Representation

Congratulations to our CEO, Michael Bassingthwaighte, who was recently reelected to the Board of the **Australian Health Service Alliance (AHSA)**. Michael has been a Founder and Director of the AHSA since 1994. The AHSA is a company that represents 26 of the 36 registered private health funds across Australia (or 24% of the industry) and is responsible for facilitating arrangements between hospitals, doctors and health service providers on behalf of its member funds.

Michael is also on the Boards of HAMB Systems and HIRMAA.

**HAMB Systems Limited** supplies and supports the HAMBS (Hospital and

Medical Benefits System) application - a health insurance software and information technology solution for the private health insurance industry in Australia. HAMB Systems is a not-for-profit co-operative company formed by 23 private health insurers to meet the present and future computer software needs of its member funds.

Peoplecare is a user of the HAMB system and takes pride in a leadership role, both within the company and with the development of new information technology initiatives.

**HIRMAA** - The Health Insurance Restricted Membership Association of Australia (HIRMAA) was established in 1978 and exists to represent the interests

of restricted membership and smaller private health funds and to assist restricted membership organisations in providing their contributors with quality and affordable health insurance and health care services. There are 14 member funds of HIRMAA, all of which operate as not-for-profit health funds. Michael is Vice-President of HIRMAA.

Michael's objective in serving on these industry boards is to represent the interests of Peoplecare and similar health funds and to influence industry matters through collaboration with other small health funds. This representation allows Peoplecare to maintain a competitive position and to promote the interests of our members.

## Illawarra Business Awards

The Illawarra Business Awards were held on Friday, 17th November and Peoplecare was a finalist in two categories - Health & Community Services and Business Person of the Year (Michael Bassingthwaighte), which was a great result for our first nomination year!

**Pictured right:** Cec Ainsworth, Anita Mulrooney, Hilary and Michael Bassingthwaighte, Dale and Janet Cairney at the Illawarra Business Awards 2006.



# QBE Travel Insurance...

## Our travel partner

If you are thinking about travelling overseas, one of the most important things you need to consider is travel insurance as your health insurance benefits do not cover overseas services. You may also want to consider travel insurance when travelling within Australia to protect you against unforeseen circumstances. Either way, QBE and Peoplecare can offer a travel insurance policy to suit your needs at special discounted prices.

QBE Travel Insurance is available for international travel, Australian domestic travel as well as an Annual Multi Trip option if you are a regular traveller. Plus, you have the peace of mind knowing it's backed by QBE Insurance (Australia) Limited – one of Australia's most reputable and trusted companies.

### Some real examples:

Here are some actual examples of travel claims through QBE Travel Insurance which highlight the importance of travel insurance coverage for Australians travelling overseas.

- A cup of tea in the UK resulted in serious burns to a baby which required medical attention including skin grafts. Total cost = \$49,321
- In Fiji, a young boy slipped on a coconut and fractured his hip. QBE arranged a stretcher evacuation back home to Australia for surgery. Total cost = \$12,373
- Whilst travelling through Cambodia, an Australian man was bitten by a pig. He needed a rabies injection in Bangkok and daily dressing of the wound. Total cost = \$2,700.

QBE's Omega emergency assistance team can assist by coordinating the best possible treatment and prompt repatriation back to Australia if necessary, including managing flights, transport, ground handling and accommodation for victims.

**As a Peoplecare member, you receive significant discounts off QBE's already highly competitive rates, PLUS, Qantas Frequent Flyer members can earn one Qantas Frequent Flyer point per dollar spent on QBE Travel Insurance**



QBE's travel insurance policies are designed to cater for any trip, both overseas and within Australia. It's simple to take out a policy by calling us on **1800 808 690** or visiting our website at **www.peoplecare.com.au**. There are a wide range of benefits available, including:

- Free access to OMEGA – QBE's 24 hour worldwide emergency service;
- Cover available for:
- Overseas medical, dental and additional expenses
  - Cancellation and holiday deferment costs
  - Resumption of trip
  - Return of rental vehicle and rental vehicle insurance excess
  - Luggage and personal effects
  - Accidental death benefit, permanent disability and loss of Income.

Terms and conditions apply as set out in the Product Disclosure Statement and Policy Wording.

Travel Insurance underwritten by QBE Insurance (Australia) Limited (ABN 78 003 191 035) AFSL 239545. Please take into account your personal circumstances and consider the Product Disclosure Statement (available at [www.peoplecare.com.au](http://www.peoplecare.com.au) or call us on 1800 808 690) before deciding whether to purchase a QBE Travel Insurance product.

