

Information for Candidates with a disability

Does Medibank have an employee network?

Yes!

Medibank's Empower Network is one of our eight employee-led network. Empower is made up of people with disabilities and allies who connect with one another to support and share their experiences. The Empower Network is also committed to creating a supportive and inclusive workplace for employees with disabilities.

Can I speak to someone in the employee network?

Our recruitment team will be able to connect you with someone in the network. Please let us know if you would like us to arrange a call. Alternatively ask your people leader or join our Belong community on Viva Engage when you join.

What training does the recruitment team undertake?

The Medibank Recruitment team is accredited as Disability Confident Recruiters and undertake yearly training through the Australian Disability Network (ADN).

This means tangible steps are taken to remove barriers in Medibank's recruitment process to make it more accessible and inclusive of candidates with a disability.

What training is offered to People Leaders and people across the business?

All our employees and People Leaders conduct regular mandatory training around Inclusion at Medibank, which includes a dedicated section on disability awareness. All new starters at Medibank also participate in relevant training.

Medibank was awarded best in class for Employee Experience in the Australian Disability Networks Access and Inclusion Index for 2024 and has been a top performer in the Index over the past six years.

Does Medibank have an Accessibility Inclusion Plan?

Yes!

Medibank's first AIP was launched in 2018, and you can read about our commitments and progress in our current AIP (2022-2024) [here](#).

What external support services and resources does Medibank offer for the needs of people with disability?

Our Property Team are committed to ensuring that all Medibank offices and retail stores are designed with the needs of people with disabilities in mind. Our commitment goes beyond a purely compliance-driven approach - we work closely with our designers to ensure premises are designed for dignified access - allowing our people and customers to move through our spaces independently, and safely.

We have a formalised workplace adjustments policy and process that aims to remove accessibility barriers of employees – this could be through assistive technology, tools & equipment or modified ways of working. Speak to your Talent Partner on what this could look like for you.

How is the Medibank Melbourne Hub inclusive of individual needs?

We worked closely with Jensen Hughes (formerly MGAC), a renowned accessibility and universal design consultancy, and our architects Gray Puksand to influence the design of MMH well before construction, to be a space that could be used by everyone.

Nick Morris from Jensen Hughes talks about *“if we encompass people living with a disability, is that enough? No it’s not, because so many other people require accessibility; parents, the elderly, people with fatigue, so that’s where people with accessibility needs was born. Let’s benefit as many people as we can. If we’ve done our job right, you almost shouldn’t notice it”*.

Medibank Melbourne Hub is aligned to universal design principles, which allows everyone, to the greatest extent possible, regardless of age or disability, to use the office without the need for specialised or adapted features. The principles we’ve applied to our new office are over and above building regulations and compliance and include:

Wheelchair access

- You may notice that in MMH, the desks seem far apart, and in some meeting rooms, the table is smaller. This is to allow for wheelchair access and turning circles.
- There are cutouts under the sink to allow wheelchair users to safely access the taps.

- The microwaves are at an easily accessible height for someone in a wheelchair.
- The way doors open also allow for wheelchair users to easily pass through, some automatic.
- The destination lifts can be programmed for someone who uses a wheelchair so that the closest lift is always available.

Hearing loops

Augmented hearing is provided by WIFI technology in most of the office; this allows employees to access the hearing system via their own mobile devices.

Other facilities

- Low, medium and high energy zones. This idea was born out of feedback from our Neurodiverse employee network who shared that some days they need space with complete silence to focus whereas the next day they may need more of stimulation to feel productive, which is relevant to neurotypical people too.
- The lights can be dimmed in meeting rooms for people with light sensitivity.
- Mindful spaces for times when you might feel overstimulated.