

Information for Neurodivergent Candidates

Does Medibank have an Employee Network?

Yes! Medibank's Neurodiversity Employee Network is one of our employee-led network groups. Our closed network is made up of people who have been diagnosed as neurodivergent, have a neurodiverse style, or have a loved one with a neurodiverse style. The Neurodiversity Network also welcomes questions from those who want to learn more about neurodiversity.

Can I speak to someone in the employee network?

Our recruitment team will be able to connect you with someone in the network for a confidential chat. Please tell us if you want us to arrange this.

What training does the recruitment team undertake?

Medibank is committed to treating each person as an individual. If you have individual needs or requirements, we are here to support you. We continue to take tangible steps to remove barriers in Medibank's recruitment process to make it more accessible and inclusive of candidates with a disability or difference.

As an example, we are accredited as Disability Confident Recruiters and undertake yearly training through the Australian Disability Network (ADN).

Does Medibank have an Accessibility Inclusion Plan (AIP)?

Yes! Medibank's first AIP was launched in 2018. You can read about our commitments and progress in our current AIP (2022–2024) [here](#). We are currently in the process of consultation on our new AIP (2025 – 2027).

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

Our Property Team are committed to ensuring that all Medibank offices and retail stores are designed with the needs of everyone in mind. Our commitment goes beyond a purely compliance-driven approach, and we have worked closely with our designers to ensure the premises are designed for diverse needs.

We have a formalised workplace adjustments policy and process that allows people to access the right tools to do their job the best way they can. We recognise the importance of assistive technology, tools and equipment and modified ways of working. For example, some of our dyslexic employees have specialised screen readers, whilst some ADHD individuals have flexible working arrangements.

We encourage you to talk about what adjustments you need throughout the recruitment process.

How is the Medibank Melbourne Hub (MMH) 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.

Medibank Melbourne Hub is aligned to universal design principles, which allows everyone, to the greatest extent possible, to use the office without the need for specialised or adapted features. The principles we have applied to this office are over and above building regulations and compliance and include:

- 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, whilst other days they might need lots 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 available for times when you might feel overstimulated.
- In all our corporate offices, we encourage our employees to wear clothing that suits their day. By providing you the flexibility to dress for your day, we hope to create an environment where people can bring their whole selves to work.

How does Medibank offer employees flexibility?

At Medibank, we embrace a healthier way of working by providing you with flexibility in how, when and where you conduct your work. We believe that flexibility should be available to our employees for any reason. Our recruitment team are happy to chat through what flexibility looks like in the role you are applying for.

Meet a member of the team with lived experience as a neurodivergent employee at Medibank.

Read Michelle's story [here](#).