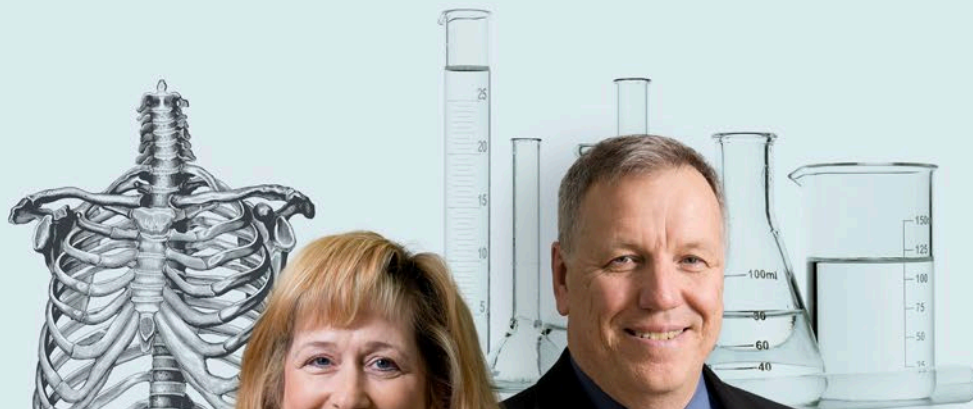




BIG ENOUGH
TO BE SECURE

SMALL ENOUGH
TO CARE

2022 ANNUAL REVIEW



Dr Andrew Pesce
Chairman, MDASA and
Medical Insurance Australia

Mandy Anderson
Chief Executive Officer
and Managing Director



Welcome

We are pleased to provide MIGA's 2022 Annual Review, which includes a summary of MIGA's financial results for the year, and an overview of key developments and changes in the business.

Across the last two years the COVID-19 pandemic brought many challenges, and a huge amount of change for the Group's Members and clients. It had a significant impact on the way that healthcare was delivered across the nation, with huge uncertainty as to what changes and restrictions meant for the delivery of services and care.

As the Omicron variant took hold in our communities in late 2021, we appreciated the significant amount of additional work and daily challenges healthcare practitioners had to deal with. The dedication, resilience and talent displayed by the profession is truly inspiring.

We take this opportunity to thank the healthcare profession for all you have done, and are continuing to do, to support our communities. We appreciate the enormity of your tasks and the stresses it brings both professionally and personally.

As a member owned mutual, helping our Members and clients through the challenges of the last few years, and supporting them has been our highest priority and is always front of mind. Along with the rest of the world we have been navigating uncharted territory in terms of the impacts of the pandemic to our Members and clients and how we have responded in terms of our support, advice and services.

There is a general sense of relief that we are over the worst and many signs that life is very much getting back to normal.

This year we report a modest operating profit (after tax). This result is pleasing given the significant impact the volatility in investment markets had on our investment returns and the ongoing increase in claim frequency which we are seeing. Our claims results for 2021/2022 appear to be the new norm which is troubling and something which we believe is replicated across the professional and medical indemnity sector. A movement in the discount rate artificially masked the significant increase in claims costs that we saw for 2021/2022. Given the trend we have been observing for a couple of years we needed to respond with premium increases for the 2022/2023 year. We sought however to balance our prudential capital requirements against our desire to minimise premium increases, which allowed us again this year to absorb some of the claims increase rather than fully pass it on to Members.

Our experience is not unusual for a long tail insurer operating in challenging economic and investment times. MIGA is in a strong financial position, with a capital ratio higher than last year and well above its capital target (this is the amount of capital we have to cover our Members' and clients' liabilities including a reasonable buffer).

Whilst we are seeing an increase in claims and enquiries and calls for advice, the payment of claims and the provision of advice and legal support is what we promise in our insurance policies. Whilst we must make sure that the increasing costs are appropriately funded, our focus is also very much on making sure our Members and clients are well supported, that they receive quality advice and that their professional livelihood and reputations are well protected.

Notwithstanding the challenges brought by the pandemic across the last two years, we had our highest level ever of Member growth, retention and revenue for the 2021/2022 year. This is a credit to the hard work and dedication of our staff, and we hope, a reflection of the value our Members and clients place on the service and support we offer.

We thank our Members and clients for their support and loyalty, which we highly value and do not take for granted.

We take this opportunity to thank our staff, Boards and key advisors for their commitment to the Group and their contribution to its achievements across the last year.

A crisis often brings out the best in people and we have certainly witnessed this within our business. Our staff really connected with the challenges our Members and clients were experiencing during the pandemic and stepped up their efforts to ensure our service and support did not waver. We dedicate this Annual Review to them.

MIGA has supported the healthcare profession for more than 122 years and we remain steadfastly committed to that purpose. We are with you... Always.

Take care and best wishes.



Dr Andrew Pesce
Chairman, MDASA and
Medical Insurance Australia



Mandy Anderson
Chief Executive Officer
and Managing Director

Financial results for the year

Key drivers to the 2022 result

The Group has reported an operating net profit of \$957k for the financial year ended 30 June 2022, after income tax.

Key positives are that Group Revenue was above budget (due to strong renewal retention and national growth) and Operating Expenses were below budget, largely driven by the ongoing impact of COVID-19 on travel, accommodation and other costs.

The operating loss before tax was predominantly driven by significant unrealised losses on fixed interest bonds and the equity portfolio, due to bond yields increasing and uncertainty in equity markets.

The 2021/2022 year saw a deterioration in claim frequency, not dissimilar to the broader experience of the Australian professional indemnity insurance market. Our analysis has shown there is no single driver or cause for this, but we believe it is reflective of the changing external environment and community expectations in relation to litigation.

Like all insurance companies we have seen a significant reduction in the level of our investment returns in recent years, relative to the levels of earnings two or more years ago. This reflects the low level of interest rates available in the market. MIGA has an appropriately conservative investment strategy focused on long-term stability and management of balance sheet risk. This protects us well against significant market volatility and provides you with the security of knowing we are financially strong and well protected.

MIGA's claims experience

The last few years have seen many changes in the way healthcare professionals practise medicine and the demands placed on them in looking after the health of their patients.

Factors which have added to the complexities of medical and healthcare practice have included increasing professional regulation, the impacts of COVID-19, the significant expansion in the use of telehealth across Australia, and the growing demands of day-to-day practise.

The risks of practice have been increasing as healthcare professionals have dealt with these changes while also having to contend with growing patient demands and expectations. The chances of our Members and clients being the subject of a complaint, inquiry or a claim have increased.

Across the last few years, in line with the growing complexities of medical practice, MIGA has experienced an increase in the number of claims, complaints and inquiries, and the costs of them and defending our Members and clients are also increasing. Calls to the Group's advisory service for assistance have almost doubled as Members and clients have sought our support in helping them with the myriad of matters they are facing in their day-to-day practise.

The increased activity observed is not unique to MIGA. It is occurring across the medical indemnity industry, and appears to be part of a 'new normal'. Over the last two years the Group's strong financial position has enabled it to offset some of these increased costs from its capital reserves.

As a result of the increase in the Group's claims liabilities for the 2021/2022 year, premiums were increased for the 2022/2023 year. This increase was necessary to maintain a prudent level of capital to underpin and maintain MIGA's sound financial position, to enable it to support and protect Members and clients in the longer term.

In assessing the level of increases applied, careful consideration was given to the claims outcomes and costs of all areas of practice with an intent to ensure fairness and equity across the membership in how these increases were applied.

Security for Members and clients

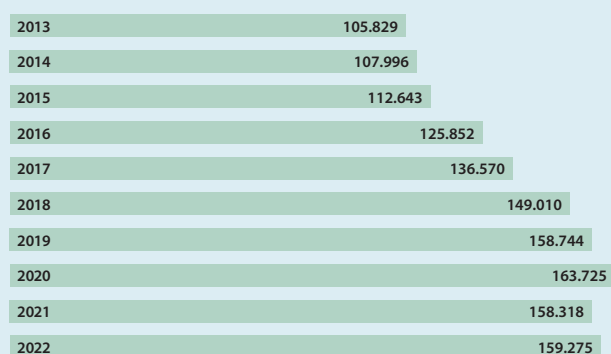
Our Members' and clients' security is paramount. We place great importance on providing the certainty they need, by ensuring their insurance covers their professional practice and is supported by a well-capitalised and financially secure insurer.

MIGA has always made decisions on major financial issues in line with prudent management strategies.

The capital ratio of insurers is a measure used by the Australian Prudential Regulation Authority (APRA) to indicate the capital strength of an organisation and ultimately their ability to pay claims. MIGA's capital ratio continues to be strong, steady and above the preferred operating range set by our Boards. Once the target capital level is reached (as we have consistently done), any surplus is directed by MIGA to improving benefits and services for Members and clients and maintaining premium stability and access to affordable medical indemnity insurance for our policyholders.

Net assets (\$m)

As at June



Key outcomes

Key outcomes for the year in terms of financial results and growth are as follows:

Net profit (after tax)

\$957,000

Below budget due mainly to significant unrealised losses on both fixed interest bonds and the equity portfolio

Net assets

\$159.275m

Maintaining a strong and secure future

Total revenue

\$72.248m

Highest level ever
(Subscription and Premium)

Funds under investment

\$296.255m

The Group's Investment Strategy is conservative and protects Members' funds well

Capital ratio

2.70

In excess of the Group's Capital Target, preferred operating range and APRA's requirements

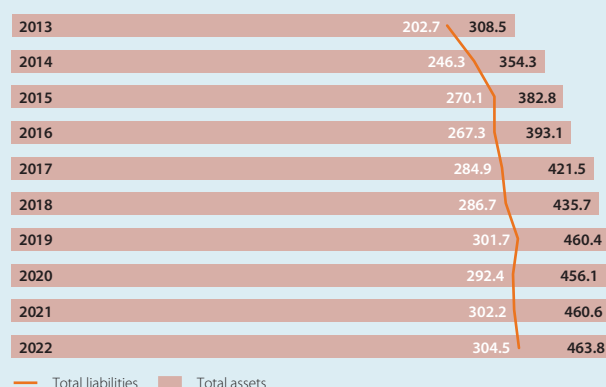
Total membership

36,168

Highest level ever

Total assets and liabilities (\$m)

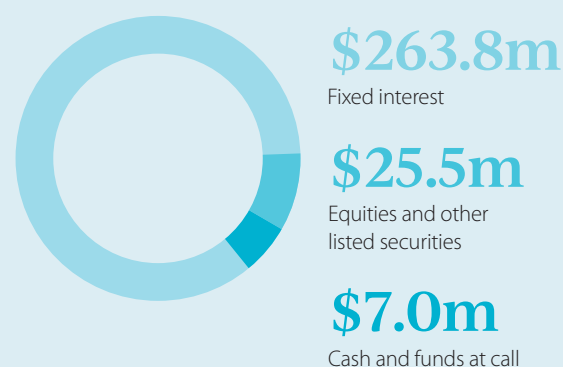
As at June



Investment portfolio

Funds invested as at June 2022

MIGA holds significant funds that are invested in accordance with the terms of a comprehensive and carefully managed Investment Strategy.



Members' recommendation

97%

of our Members would recommend MIGA to a colleague¹. Our commitment is to always be there for our Members and clients, to help and support them when they need it most.

¹ Feedback from member survey September 2021

D E L I V E R I N G O N O U R P R O M I S E

Through one of the most challenging times the healthcare sector has faced, our team at MIGA has worked with dedication and reliability to provide the protection, support and advice our Members and clients need. Ensuring we remain strong and meet their expectations through this period of uncertainty and turmoil has been achieved through the commitment and hard work of our people, across the whole organisation.





Gianna Di Stefano
Solicitor
Legal Services

Leighton Jacques
Client Relationship Advisor



Bernadette Liddy
Business Development Advisor

Carmelina Parisi
Solicitor
Legal Services

The Group's insurer

Medical Insurance Australia

Medical Insurance Australia Pty Ltd (Medical Insurance Australia), our wholly owned subsidiary, is licensed and regulated by the Australian Prudential Regulation Authority (APRA) and is a member of the Insurance Council of Australia, an industry body established to serve the interests and needs of general insurers in Australia.

Medical Insurance Australia is also a member of the Australian Financial Complaints Authority, whose role is to independently and impartially resolve general insurance disputes between insurers and their policyholders.

Capital transfer

In June 2022, the Board of MDASA approved a capital transfer of \$10m to Medical Insurance Australia by acquiring an additional 10,000,000 Ordinary A Class shares in the entity effective 20 June 2022. This increased MDASA's investment in Medical Insurance Australia to \$108.801m.

Medical Insurance Australia has a rating of A- (Stable) with Standard & Poor's (S&P) (reconfirmed on 30 March 2022). Companies rated in the A category are assessed by S&P as having "Strong financial security characteristics".

Capital strength

The prudential supervision of general insurers is the responsibility of APRA, which requires that general insurers have sufficient capital to ensure they can meet their insurance obligations under a wide range of circumstances. The Prescribed Capital Amount (PCA) derives from a complex formula that takes into account a range of risk factors that may threaten an insurer's capital base. The Prudential Capital Requirement (PCR) is the PCA plus any supervisory adjustment determined by APRA.

Beyond the requirements of APRA, it is the responsibility of an insurance company's Board and management to ensure that Medical Insurance Australia has an appropriate level of capital having regard to the size and complexity of the business.

The Capital Ratio is the ratio of the total capital base of the insurer over the PCA. The Board of Medical Insurance Australia has determined that its Capital Ratio should be higher than the PCR, taking into account the complexity and long tail nature of medical indemnity insurance.

Medical Insurance Australia's Capital Ratio as at 30 June 2022 was 2.70, an increase from 2.64 at June 2021. It is well above the Group's Capital Target and preferred operating range.

Reinsurance

Medical Insurance Australia has a comprehensive reinsurance program to protect it against large and catastrophic losses, and to assist with managing its year-on-year claims exposures.

We are proud of the long-term relationships established with our panel of reinsurers. For MIGA, reinsurance is an important partnership, and we place significant value on the strength of our reinsurance program, the quality of our panel of reinsurers and the relationships we have developed and maintained.

COVID-19

The COVID-19 pandemic brought many challenges and a huge amount of change for the Group's Members and clients across the two years from mid-March 2020. It had a significant impact on the way that healthcare was, and in some cases is, able to be delivered across the nation, with huge uncertainty as to what changes and restrictions meant for the delivery of services and care. Lockdowns were particularly difficult across Australia, especially those imposed for extended periods.

Enquiries to MIGA for advice and guidance on COVID-19 matters, including via its 24-hour emergency medico-legal support service, increased significantly from March 2020 and at critical times across the last two years.

As a Member owned mutual, helping our Members and clients through these difficult times and supporting them is a high priority and is always front of mind. Along with the rest of the world we have been navigating uncharted territory in terms of the delivery of our support and services across Australia to our Members and clients.

It is pleasing to see the end of the 2021/2022 year has brought a more settled environment to Australia, as it, along with the rest of the world, has emerged slowly from the difficulties of the last two years.

Given the limited claims experience to date no adjustment has been made to the Outstanding Claims Liability as at 30 June 2022 for any future impact of COVID-19, noting that any impact will emerge over a number of years in the future, due to the nature of claims being reported many years post-incident.

COVID-19 Vaccine Indemnity Scheme

MIGA worked extensively across 2020 and 2021 in collaboration with other medical indemnity providers and key stakeholders such as the Federal AMA, to encourage the Federal Government to deliver a no-fault indemnity scheme to protect those who receive and administer COVID-19 vaccines.

In August 2021, the Federal Government announced a new COVID-19 Vaccine Claim Scheme (the Scheme). The Federal Government advised that the Scheme would provide Australians with quick access to compensation for COVID-19 claims related to the administration of a Therapeutic Goods Administration approved COVID-19 vaccine delivered through a Commonwealth Government approved program. The cost of compensation payments under this Scheme will be fully funded by the Commonwealth.

The intent of the Scheme is to ensure patients injured by a vaccine product or vaccinator negligence can receive reasonable compensation through a simple claims process, without the burden of litigation. It is also intended that those who administer vaccines are similarly protected, with an expectation that litigation will be replaced by access to compensation via the Scheme, particularly litigation where no link to the vaccine product or vaccinator negligence is found.

Insurers and other key stakeholders have worked extensively on this very significant scheme, which is intended to provide considerable protection for doctors and healthcare professionals.

MIGA continues to work with the medical indemnity industry on potential improvements to the scope and application of the Scheme.

National presence

Growth across the year

Doctor and medical student membership nationally has grown significantly in recent years.

Total membership of MIGA is now close to 36,200, which is its highest level ever.

A key goal of the Group is to increase its market share nationally and extend the services and products offered to meet the needs of Members and policyholders. Growth brings economies of scale, benefiting all Members and clients and also strengthening the Group's operations. Doctor and medical student membership outside of South Australia (the location of MIGA's Head Office) now represents a significant proportion of the Group's business.

The Group's growth strategy is comprehensive and incorporates a requirement to maintain a balanced risk portfolio. As we grow across Australia, we know it is extremely important to maintain our ability to offer the level of service and commitment to quality and innovation that we believe is a clear differentiator for MIGA and a key component of our vision.

Insurance products

MIGA provides insurance and a range of associated services to a diverse client base across Australia. Each of these areas of our business have grown in strength and size in the last year:

- Doctors in private and public practice
- Healthcare companies and practice entities
- Medical students
- Privately practising eligible midwives
- Group and corporate medical indemnity insurance arrangements.

Branch offices

MIGA's branch offices in NSW and QLD offer claims, client services, risk management services and underwriting services and support. Its presence in VIC, and WA also supports the provision of services across the eastern seaboard and on the west coast. Nationally the Group's network is enhanced by very important agency and broking relationships.

Having staff and a diverse network of service providers across Australia is a key element of MIGA's strategy to expand nationally and supports its commitment to offer high quality and dedicated service to its Members and policyholders.

Medical students and young doctors

A key aim of the Group is to grow nationally the number of medical students and young doctors it insures. These two groups are very important for the future growth of MIGA. COVID-19 presented challenges across the last two years in terms of meeting with them face-to-face at university and hospital events. Across early 2021 the Group introduced new on-line marketing to facilitate medical students and hospital doctors joining MIGA.

The ability to transact electronically with students and young doctors is what they want and makes it easier for them to do business with MIGA and also supports the Group's commitment to the environment by reducing postage and printing costs.

This capability makes renewal easier and more convenient for these member groups and the savings made on the costs of printing and production of documents is being channelled into improving Member and policyholder services.

Diversification

Diversification of the Group's business is a key component of its Strategic Plan and offering professional indemnity insurance to cover other healthcare professionals is an important element of MIGA's growth strategy.

The Group anticipates tangible benefits and economies by being a provider of professional indemnity insurance to a growing range of healthcare professionals.

The Group's diversification strategy continues to deliver good outcomes, with growth across the year in policies written for both Healthcare Company insurance and insurance for Privately Practising Eligible Midwives.

P R O F E S S I O N A L A N D C A R I N G S U P P O R T

Our qualified, licenced and highly trained staff respond daily to the unique, challenging and ‘first time’ experiences that are a part of healthcare practice. When our members and clients face personally challenging events, we are there to support them. Listening, understanding and offering timely, professional advice which reassures and provides a clear pathway forward. Genuine care and empathy for our clients is the hallmark of our service, and of our people.





Nick Maycock
Solicitor
Legal Services

Jodi Vincent
Client Services Officer

Megan Sheldon
Risk Education Advisor

Mark Helier
Solicitor
Legal Services

Service and support

The Group's services

Members and clients of MIGA have access to more than insurance. We offer a range of targeted services and benefits designed to support them in their healthcare setting, including:

- Access to 24-hour emergency medico-legal support
- Access to peer and clinical support services when they are involved in a claim
- Industry-leading Risk Management education and a wide range of risk management tools and resources to assist in proactively managing risk in practice
- Regular communication via email, the MIGA Bulletin and a range of online services provided via the MIGA website.

MIGA offers payment options by direct debit and credit card, monthly or annually, with no additional costs or charges. Direct debit is a convenient and secure way for the Group's clients to pay their insurance and membership with MIGA, provides for automatic renewal and can relieve the pressure of an annual payment by smoothing their cash flow. A significant proportion of policyholders have opted into direct debit with MIGA.

In June 2022 the Group offered a Loyalty Benefit to eligible Members on renewal of their insurance for the 2022/2023 year. The Loyalty Benefit recognised long-standing Members and was provided to thank them for their ongoing trust and support of MIGA.

In December 2021, MIGA moved to providing its bi-monthly Bulletin on-line only. This has brought many advantages, including the ability to provide more information (rather than condensing the articles into a print sized edition) as well as the ability to link to useful reference material from the Bulletin articles via our website.

Health and well-being of Members and clients

The health and well-being of our Members and clients is important to us. MIGA understands the connection between the health of practitioners and patient outcomes. We also see the effects of the legal process on practitioner health and have experience assisting practitioners deal with this at a personal and systemic level. The Group offers a wide range of resources to assist Members and clients in looking after themselves, including a widely accessed MIGA eBook on Doctors' Health and a Doctors' Health Assessment which is completed with the practitioner's treating General Practitioner.

MIGA's commitment to quality and service

MIGA has a Service Commitment which underpins the service standards provided to its Members and policyholders and includes measurable service standards in support of the Group's goal to provide outstanding service.

Adoption of the Service Commitment reflects the Group's genuine desire to be open, caring and honest in its relationships and communications with Members and clients and a commitment to be transparent and accountable.

The Group's annual survey process with Members in September 2021 provided valuable feedback about the services MIGA provides and its performance.

Key findings were that, of the respondents²:

- 97.4% would recommend MIGA to a colleague
- 92.3% rated the quality of MIGA's service overall as "Good to excellent"
- 89.6% rated the expertise of MIGA's staff as "Good to excellent"
- 92.6% rated the professionalism of MIGA's staff as "Good to excellent".

The positive and constructive comments received about the services the Group provides reinforces MIGA delivers on its commitment to quality, service and professionalism to its Members and clients. We thank everyone who participated for their thoughts and feedback. The survey responses help us to direct our improvement efforts. Importantly, the responses are also a source of pride and encouragement for our staff.

Feedback about our service across the pandemic

Across the period of the Pandemic, our customer-facing teams took more calls from Members and clients than ever, be that medico-legal, client service or risk management. They were and are committed to doing their utmost to provide the support and advice needed, often in ever changing circumstances as matters evolved.

Following is a small sample of some comments that validate our work and spur on our efforts. Thankyou.

"On the only occasion where a patient attempted to sue me, MIGA helped in every way imaginable, allowing me to retain sanity and carry on for another 15 years."

"I have always found MIGA to be incredibly helpful and I trust the advice and help given. I consider MIGA essential to my everyday practice, even though I don't call every day (thankfully!)"

"Quick response and very logical walking through the issues at hand with the appropriate response in hours NOT days or weeks."

"My lawyer was the best I have ever dealt with in my career. She was not only professional, legally excellent, always available, but she genuinely cared about me as a person."

"Very satisfied with quality of service I have received on several occasions. Special mention to polite, patient, informed advice. Thankyou."

² MIGA Member Survey (Privately practicing doctors) September 2021

Claims and advice services

MIGA's claims and medico-legal support services

MIGA supports our Members and clients across Australia with claims management and medico-legal support services which are available 24 hours a day, 7 days a week, for emergencies.

These services are provided by our team of highly qualified in-house solicitors with significant experience in medical indemnity, personal injury and employment matters.

The services of our in-house legal team are also supported by an outstanding panel of external solicitors across the nation. The solicitors who provide this service are specialists in medical and professional indemnity and they work in close co-operation with us to ensure our clients are supported and their wishes are factored into the resolution of all matters.

Our 24-hour emergency medico-legal support is an important feature of the services we provide to our Members and clients and it is highly valued by them. The telephone service is monitored and answered by our in-house legal team – calls are not directed to a call centre, as we understand the importance of providing support and advice when our clients need it.

We understand that the medico legal process can be very stressful and that quality support, guidance and advice are the keys to assisting our clients through matters that fortunately they do not encounter on a day-to-day basis.

Such times can be difficult for our clients and if needed, we also provide additional peer or clinical support via our Practitioner Support Services.

MIGA – advocating for Members, clients and the profession

MIGA plays an important role in advocating for its Members, clients and the healthcare profession.

The Group's advocacy focuses on issues which affect doctors, midwives, other health practitioners and healthcare organisations in daily practice, particularly in the areas of regulation, professional expectations and other medico-legal issues.

MIGA's advocacy aims to ensure that the expectations and frameworks for providing healthcare are sensible, practical and realistic.

MIGA regularly engages with governments, regulators and other stakeholders in legislative and policy inquiries, reviews and industry dialogue, and presents on key issues to them and the healthcare profession. This work is conveyed to Members and clients through the MIGA Bulletin, social media and other professional channels.

Our work can include detailed submissions, giving evidence at public hearings, attending forums, regular liaison meetings and more informal liaison with regulators, government bodies and professional stakeholders.

Over the last year, MIGA has made many written submissions to regulators, governments, parliaments, law reform bodies and professional groups, and met face-to-face or virtually with these entities on numerous occasions, covering a broad range of issues.

Key issues that MIGA made submissions on and advocated for over the past year include:

- Consumer data rights
- Outer metropolitan, rural and regional GP care
- Life insurer access to patient records
- Disciplinary tribunals
- Discrimination
- Primary healthcare reform
- Voluntary assisted dying
- Mandating real-time prescription monitoring use
- Serious privacy breaches
- Online privacy code and penalty increases
- PSR agreements
- Religious Discrimination Bill
- Device adverse event reporting
- Social media comments / online trolling
- Federal Privacy Act review
- Discrimination Law Review
- Medicare compliance bill inquiry
- Consumer guarantees
- GP data and decision support
- Corporations regulation simplification
- Discrimination Law Review
- Restricting the use of title 'surgeon'
- Cosmetic surgery regulation
- Artificial intelligence regulation
- Health organisations' code of conduct
- Claims costs
- CPD homes
- Telehealth
- National Law Reform
- Personal financial advice
- Prescribing legislation

Risk management education and advice

Risk management services

MIGA offers a significant range of risk management services tailored to the unique needs of the medical and healthcare professions.

Risk management is an important tool, which assists our Members and clients manage the risks of day-to-day practice and helps them avoid the stress of claims and reduce harm to patients.

MIGA's extensive package of risk management education activities and resources includes:

- A formal Risk Management Program, which includes access to a wide range of risk management educational services and a premium discount on completion
- A Doctors' Wellbeing Package – offering access to an interactive eBook, guidelines for health checks and resources to assist with maintaining individual health and supporting colleagues
- Online resources offered via our website
- Risk management articles and tips provided in our Bulletins
- Risk management services and advice offered through our Risk Management Department
- Practice Reviews – available to practice groups and conducted by our Risk Management Department.

In 2022 MIGA celebrated 20 years of risk education being delivered to Members. The Program has come a long way since those early days and continues to evolve and engage our Members and clients.

We congratulate the 46 Members who made a commitment to improving their knowledge of risk in practice and have completed two activities and earned a 10% premium discount in *every year* the Group has offered the Program! A great achievement.

Delivery of our risk education

As a result of COVID-19, the Group was not able to offer face-to-face risk management education events for most of the 2020 and 2021 years. When COVID-19 first impacted in March 2020, MIGA moved rapidly to offer more online activities to facilitate its risk education program and 'social distancing'. Significant work was put into the development of new modules, webinars and on-line activities, available via the Group's on-line learning platform REO (Risk Education Online).

It is pleasing to report that MIGA's face-to-face workshops and conferences have resumed. Members and clients are providing very positive feedback about this, with many commenting they had missed the opportunity to catch up with colleagues across the "COVID years". The Group has resumed both in person and on-line risk management education to Members and clients, as part of its formal Risk Education Program.

The Group's investment in its Risk Management Program reinforces its commitment to providing risk education as a way of helping Members and clients manage risk and it adds tangible value to their day-to-day practice.

New activities for 2021/2022

Across 2021/2022, a number of new activities were offered as part of the Risk Education Program, to support Members and clients in their day-to-day practice. These included:

- **Rate your well-being – The ultimate safety check**
Your wellbeing is critical to optimising healthcare outcomes and finding balance and fulfilment. Understand your own wellbeing and that of your team. What can be done to gain greater fulfilment? Where and how to start? How can you sustain it?
- **Medicine online – Right click for care**
Access to online medical services is growing exponentially. This session explores this progressive space, examines the pros and cons, reviews recent cases and learnings, and provides some tips for navigating this area.

In addition to these new activities, the online module on Boundary Violations was updated and a new module on Medicare was released. The Medicare Audits module has been accredited by the Federal Department of Health and is an excellent on-line tool for doctors and also for their practice staff.

MIGA's Risk Management Program

MIGA offers a formal incentive based Risk Management Program for doctors and midwives. There are a number of options for how they can access educational activities. They can complete activities on-line, as part of a virtual classroom, participate in webinars, or by attendance at conferences and workshops across Australia (when available).

Risk Management education is a valuable way we can support our Members and clients. It helps them to:

- Improve patient outcomes
- Avoid the stress and pressure of the claims process
- Expand their knowledge, awareness of and involvement in risk management
- Make improvements in managing risk in their practice
- Reduce their exposure or vulnerability to complaints and claims
- Connect with colleagues and learn from their experiences.

A significant number of doctor and midwife policyholders were enrolled to participate in Risk Management education for the 2021/2022 year.

The key benefits for our Members and clients are:

- Access to education which better equips them to manage risk in their day-to-day practice
- Access to a premium discount of 10% off next year's insurance premium
- Ability to claim CPD points with most Medical Colleges
- Access to a source of advice when issues arise within their business.

REO – Online Education

REO brings together an innovative learning management system and a user-friendly event management system to create a seamless environment where Members and clients can plan, book and participate in learning activities as part of MIGA's Risk Management Program.

REO provides many options for Members and clients to complete their risk management requirements in a richly interactive learning environment, with a range of on-line learning modules. It also incorporates assessment, benchmarking and achievement records to help clients manage and get the most out of their learning experience.

The Group's investment in its Risk Management Program and REO reinforces its commitment to risk education as a way of helping Members and clients manage risk and it adds tangible value to their day-to-day practice.

The health and well-being of the profession

The health and well-being of our Members is important to MIGA. We offer a wide range of resources to assist them in looking after their health.

We understand the connection between healthy practitioners and positive patient outcomes, and therefore, the importance of practitioners maintaining their own health as a priority. Through our interactions with clients, we also understand the impact of the legal process on health and how we can contribute to dealing with this at both a personal and systemic level.

We offer a range of resources and supports to encourage doctors to have their own treating GP, attend regular health checks and for Members involved in claims, we offer them access to peer and/or clinical support should they feel that would be of benefit. We also actively engage with stakeholders on the topic of doctors' health, where we can add value to the conversation and support broader progress.

WORKING COLLABORATIVELY

With shared values and belief in our mission, our staff work together to deliver on our promises and achieve our organisational goals. We share the success that comes with achievement, acknowledge each other's contribution and the individual strengths that we bring to the MIGA team.



Jason Tan
Advisor
Corporates & Intermediaries



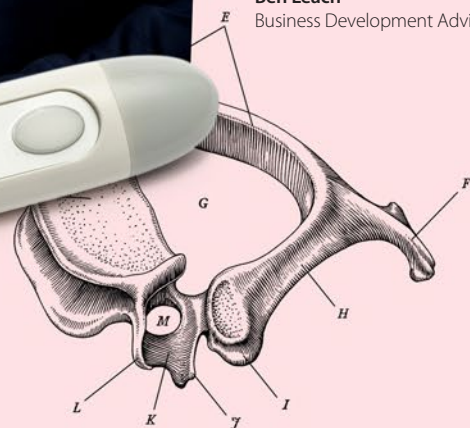
Sarah Minnas
Personal Assistant
to Senior Manager
Legal Services



Kerry-Ann Klop
Risk Services & Education Co-ordinator



Ben Leach
Business Development Advisor



Governance

Our Boards

The Boards of MDASA and Medical Insurance Australia are comprised of eight Directors with diverse skills and knowledge, offering an important mix of medical and non-medical expertise, together with broad representation of the Group's national and diverse Member and client base.

Directors at the date of signing the Financial Statements are as shown opposite.

Medical Advisory Panels

MIGA has Medical Advisory Panels in South Australia, New South Wales, Victoria and Queensland.

The aim of these Panels is to better canvass the views of the Group's doctor membership and to facilitate engagement with a larger group of doctors nationally, keeping MIGA informed of the views of our Members and clients.

The Panels meet twice a year and due to COVID-19 lockdowns many of the meetings were virtual across the last two years. MIGA values highly the contribution of the members of these Panels to the Group's operations.

MIGA recently formed a new Doctors in Training Medical Advisory Panel (DIT MAP), which first met in August 2022.

The DIT MAP comprises members currently on MIGA's State MAPS, who are invited to attend two national on-line meetings per year. The aim of the DIT MAP is to better inform MIGA about matters that are important to Doctors in Training, who are so important for the profession and MIGA's future.

** Professor Paul Worley was appointed to the Board of Medical Insurance Australia with effect 1 February 2022 and the Board of MDASA with effect 1 April 2022*

Dr Roger Sexton – former Deputy Chairman retired from the Boards of MDASA and Medical Insurance Australia with effect 31 March 2022

Ms Robyn Bateup resigned from the Board of Medical Insurance Australia on 8 March 2022.



Dr Andrew Pesce
Obstetrician and Gynaecologist
MIA Board – Chairman
MDASA Board – Chairman



Ms Amanda Anderson
CEO – MDASA
Managing Director –
Medical Insurance Australia



Ms Juliet Brown OAM
Professional Non-Executive
Director



**Associate Professor
Susan Neuhaus AM CSC**
General Surgeon
(Surgical Oncology)



Dr Stephen Parnis
Emergency Physician



Mr Ian Stone
Chartered Accountant



Professor Owen Ung
General Surgeon
(Breast and Endocrine)



Professor Paul Worley*
Rural Generalist



Farewell – Dr Roger Sexton

Dr Roger Sexton retired from the Boards of MDASA and Medical Insurance Australia after many years of service to the Group. His retirement was in line with the Group's corporate governance policies, which require directors to step down after an agreed maximum tenure. We thank Dr Sexton for his contribution to the Group in his years as a Director and wish him all the best for the future.

Our people

The Group's Executive and Senior Team have significant experience in all areas critical to support the services and products of a specialist medical and professional indemnity insurer. Our staff are professionally trained and well equipped to respond with knowledge and confidence to the diverse needs of our Members and clients and to support our business in managing the complex regulatory and legislative requirements that apply to our industry.



CEO
Mandy Anderson
CEO and Managing Director



Underwriting
Maurie Corsini
National Manager
Underwriting



Steve Cartlidge
Underwriting Manager



Risk Management
Heather Hibberd
National Manager
Risk Services



Paula Meegan
Risk Education Manager
Risk Services



Legal Services
Cheryl McDonald
National Manager
Legal Services



Anthony Mennillo
Senior Manager
Legal Services



Alison Rowe
Manager
Legal Services



Corporate Services
Nick Chin
National Manager
Corporate Services



Michal Demian
ICT Manager



David Edwards
Finance Manager



Kimberly Nowaczyk
Actuary



David Thomas
Business Systems
Manager



Business Development
Cassandra Schrader
National Manager
Business Development



Human Resources
Jane O'Sullivan
National Manager
Human Resources



Marketing
Adam Hughes
Marketing Manager



Risk and Compliance
Meredyth Stewart
Risk and Corporate
Governance Manager



Client Services
Carolyn Norris
National Manager
Client Services



Farewell – Liz Fitzgerald and Keryn Hendrick

In September 2022 we farewelled both Liz Fitzgerald (former National Manager – Risk Services) and Keryn Hendrick (former Risk Education Manager) who were key drivers in the development of MIGA's Risk Education Program for our Members and clients. We thank them for their many years of dedication to MIGA and wish them all the best for their futures.

P U R S U I N G I N N O V A T I V E C H A N G E

Supporting a profession in the midst of constant development and evolution, it is imperative that we move with the times. Our service delivery is supported by a range of business teams working behind the scenes to improve efficiency, evolve our business practices and implement change across the business. They are the unseen drivers within our organisation that help to propel us forward.

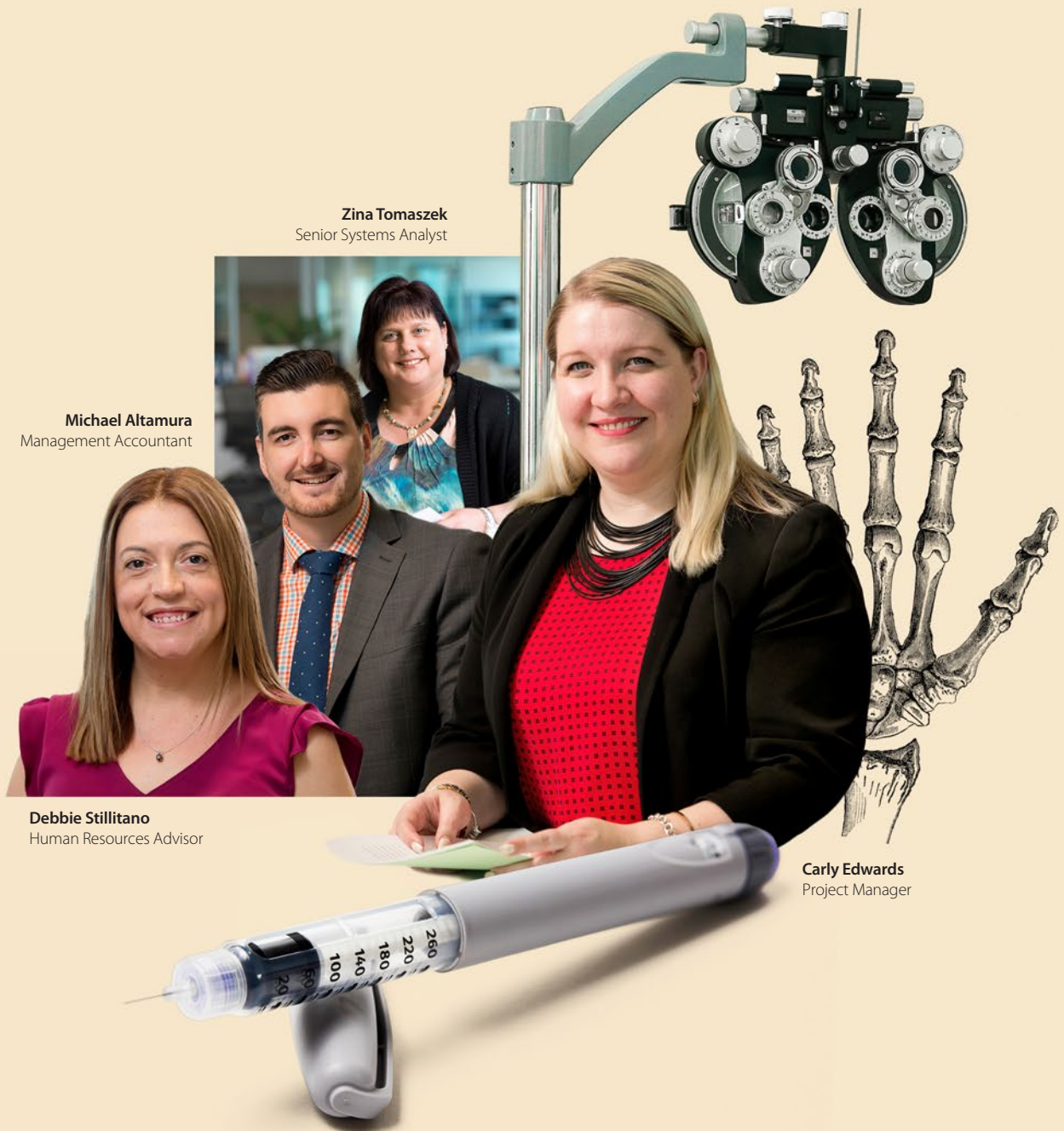


Zina Tomaszek
Senior Systems Analyst

Michael Altamura
Management Accountant

Debbie Stillitano
Human Resources Advisor

Carly Edwards
Project Manager



Operating responsibly

MDASA new Constitution

MDASA was formed in 1899 and has been supporting the medical and healthcare professions for more than 120 years.

Since 1899, the Group's Constitution remained substantially unchanged other than a review in 1953.

In late 2021, the Board of MDASA initiated a review of the Constitution. The review identified the need for a range of updates to reflect significant developments in the corporate governance and regulatory environments over the past 70 years, including:

- *National growth of MDASA* over the past two decades, with Members now from all states and territories of Australia.
- *Significant changes in regulation of the medical indemnity industry.* This includes the introduction of Federal legislation regulating the provision of insurance cover by medical indemnity providers.
- *Material changes in the nature of MDASA's activities.* MDASA can no longer provide discretionary indemnity and provides membership services only. Medical indemnity insurance is provided to Members through MDASA's regulated insurance entity, Medical Insurance Australia Pty Limited.
- *Extensive changes to the regulation of MDASA.* Medical indemnity insurance provided via MDASA's subsidiary insurer is subject to prudential regulation via the Australian Prudential Regulation Authority (APRA). MDASA is subject to regulation through Australian financial services licensing under Chapter 7 of the *Corporations Act 2001* (Cth) (Corporations Act).
- *Changes in the general governance landscape* since the existing Constitution was adopted in 1953, particularly post the Haynes Royal Commission.

In light of this review, the Board of MDASA identified the need to provide Members with a more contemporary Constitution that will:

- Align with the significant regulatory, material and other changes outlined above
- Facilitate best practice in corporate governance
- Better reflect our modern organisation.

A new Constitution was developed in consultation with, and input from, the Group's Medical Advisory Panel Members, incorporating independent legal advice on corporations law, regulatory requirements and recognised governance principles.

The new Constitution is intended to enable MDASA to better pursue its objects and serve existing and future Members. Amendments were made with a view to the continuous improvement of MDASA's operations and strong industry leadership in an ever-changing and increasingly regulated industry.

In August 2022 MDASA held an Extraordinary General Meeting (EGM) to seek Members' support to repeal the old Memorandum of Association and Articles of Association and introduce the new modernised Constitution.

The new Constitution was adopted by Members at the EGM and is in place with effect from 23 August 2022.

It is pleasing the Group now has a Constitution that is aligned with the legal, regulatory and governance world in which the Group works and functions and which will better serve Members in the future.

Investment Philosophy

In December 2021 MIGA introduced a new Investment Philosophy covering high-level beliefs that guide the Group's investment decision-making.

The Philosophy underpins the Group's decisions on its investment strategy, principles and benchmarking. In its Investment Philosophy, MIGA supports the following key principles of responsible investment:

"Responsible investment is a strategy and practice to incorporate environmental, social and governance (ESG) factors in investment decisions"

MIGA seeks to prioritise investments with robust frameworks regarding sustainability, social responsibility and governance, provided they do not adversely impact the Group's investment earning potential. The Group believes environmental, social and governance (ESG) matters impact the value of investments over both the short and long term and it would expect ESG investments to generally have higher long-term returns.

ESG encompasses a wide range of issues that can materially impact the risk/return characteristics of investments. The MSCI ESG framework is used by MIGA to ensure its investments are in well governed counterparties and those that reflect social and sustainable outcomes.

MIGA will only consider investments with strong ESG principles including those which are signatory to or aspiring signatory to UN Responsible Investing protocols and ASX Corporate Governance Principles.

Environmental Policy

Reducing our environmental impact is important to MIGA and our Environmental Policy is focused on ways that we can contribute to creating a sustainable environment for future generations.

We acknowledge the impact of the printing process on the environment and only use printing firms that are committed to protecting the environment both locally and globally.

When the Group prints documents, it tries to do so in an environmentally sound way.

Along with the green credentials of our primary printer, Finsbury Green, MIGA also uses Australian produced Greenhouse Friendly Fresh Zero Carbon Neutral and FSC Mixed Source Paper for the production of our product brochures. Through its printing with Finsbury Green and use of the Fresh Zero paper range, during the 2022 year the Group has been able to save 7.35 tonnes in CO₂ emissions.

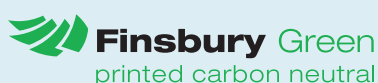
In early 2022, MIGA's Green Team was created. The Green Team is a voluntary committee comprised of MIGA employees committed to creating more environmentally sustainable practices in the business.

The purpose of the Green Team is to assist MIGA in reducing its environmental footprint. The scope of the Green Team is to:

- Identify initiatives to lessen MIGA's environmental impact
- Implement approved initiatives, and
- Raise awareness and support amongst staff for environmental initiatives, all in accordance with MIGA's Environmental Policy.

During the year the Green Team was responsible for introducing the 'Method Recycling Bin System' into our offices to encourage and help staff to sort and dispose of waste appropriately, maximising the recycling of our office waste.

These initiatives help the Group minimise its environmental impact, reduce the costs of running its business and assist with achieving economies and savings in its expenses.



Supporting the community

Grants Programs

MIGA acknowledges the value of training and experience in developing well-rounded medical practitioners. Each year, MIGA supports medical students and doctors in training through our Student Elective Grants Program and Doctors in Training Grants Program.

Since 2004 both of these programs have provided extensive assistance to medical students, doctors in training and developing communities.

Unfortunately, both programs were suspended for the last two years due to the COVID-19 pandemic and consequent State and international border closures. The Programs are still extremely important to the Group as a way of:

- Helping young doctors and students grow and develop their skill sets and views of the world; and
- Supporting the broader community through skills transfer and the provision of aid to targeted health programs in developing communities.

In 2022, MIGA was pleased to announce:

The resumption of the DIT Elective Grants Program in 2022

- The Program offers 6 Grants of \$10,000 each for Doctors in Training to:
 1. Promote the development of medical expertise amongst doctors practising in Australia
 2. Assist the proliferation of enhanced clinical skills across Australia to improve the standard of care available to patients
 3. Ease the financial burden on doctors seeking to undertake additional training.

The launch of a new Student Essay Competition for 2022

- With COVID-19 restrictions impacting elective programs at many universities, our Elective Grants Program remains on hold
- In place of this, in 2022 we launched a new student essay competition through which we are offering medical students insured with us the opportunity to win individual prizes of \$1,000 and an overall prize of \$3,000
- Medical students have been asked to provide an essay on the following encouraging them to reflect on the range of skills they will need to develop to support their future success:

Healthcare in Australia is evolving rapidly.

What do you see as the key challenges and opportunities ahead for medical students as you enter the workforce and what are the personal attributes each medical student will need to develop and nurture in the course of a long and demanding but hopefully rewarding career?

- We are hopeful that University elective restrictions will be wound-back next year and that we will be able to offer the Students Grants Program in 2023.

Lifeblood Teams Program

MIGA supports the Australian Red Cross Blood Service's Lifeblood Teams Program. The Program is a social responsibility program aiming to unite workplaces, community groups and universities in an effort to save lives through blood donation.

MIGA encourages staff to participate in the Lifeblood Teams Program and provides time off during work hours for staff to donate blood.

Since 2018, MIGA's Lifeblood Team has made 257 donations equating to 771 lives saved through whole blood and plasma donation.



About MIGA

Corporate structure

The Group comprises the following two operating companies, which are collectively referred to as MIGA.

Medical Defence Association of South Australia Limited (MDASA)

A medical defence organisation formed in 1899 which is owned by doctors and provides a range of services and benefits to the Group's policyholders.

Medical Insurance Australia Pty Ltd (Medical Insurance Australia)

A licensed general insurer and holder of an Australian Financial Services Licence which is a wholly owned subsidiary of MDASA, is regulated by the Australian Prudential Regulation Authority and which provides:

- Medical indemnity insurance to doctors, medical students and corporate entities involved in the provision of healthcare services
- Professional indemnity insurance to midwives, under the Federal Government's Midwives Insurance Scheme.

MIGA's vision and mission

Our vision

To empower healthcare professionals to practise with confidence and achieve safer, better health care for the community.

Our mission

To deliver high quality indemnity insurance and support to the healthcare sector across Australia

- offering products which are innovative and progressive, and which set the benchmark for the industry, represent real value and which are responsive to our clients' needs
- providing confidence through our commitment to high quality, expert advice and personal service and support.

MIGA's values

We are committed to:

Service

Providing high quality professional service and individual care – we are understanding and caring

Integrity

Being open, honest and fair and ethical, accountable, non-judgmental and transparent in all we do

Respect

Acknowledging our differences and respecting the value of individuality – we will treat each other as we expect to be treated, recognise the efforts and achievements of each other and encourage innovation and the sharing of ideas

Working together

Working together and supporting each other to achieve our common goals – we value and support a spirit of teamwork, co-operation and encouragement

Certainty

Whilst honouring our governance and regulatory responsibilities, maintaining our strong financial management

Responsibility

Being accountable for our actions and decisions and leading by example. We will ensure our business practices recognise our social, ethical and environmental responsibilities – we will work safely and care for the well-being of each other.



**General Enquiries
and Client Service**

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miga@miga.com.au
www.miga.com.au

Legal Services

(During office hours and
for 24-hour emergency
medico-legal support)
Free Call 1800 839 280
Facsimile 1800 839 281

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