

Annual Report and Summary Financial Report

2024

MIGA

Medical Defence Association of
South Australia Limited

ABN 41 007 547 588

Medical Insurance Australia Pty Limited

ABN 99 092 709 629

MDASA Limited

Board as at September 2024

Dr Stephen Parnis

Board Chair

Associate Professor Susan Neuhaus

Mr Ian Stone

Professor Owen Ung

Professor Paul Worley

Ms Jennifer Lang

Ms Elizabeth Perry

Dr Costa Boyages

(appointed 1 October 2023)

Medical Insurance Australia Pty Limited

Board as at September 2024

Dr Stephen Parnis

Board Chair

Associate Professor Susan Neuhaus

Mr Ian Stone

Professor Owen Ung

Professor Paul Worley

Ms Jennifer Lang

Ms Elizabeth Perry

Dr Costa Boyages

(appointed 1 August 2023)

Chief Executive Officer

Mr Tom Griffiths

MIGA – Head Office

Level 14, 70 Franklin Street

Adelaide SA 5000

GPO Box 2048 Adelaide SA 5001

National Free Call 1800 777 156

Facsimile 1800 839 284

E-mail miga@miga.com.au

Website www.miga.com.au

Key professional advisors

Actuaries

Finity Consulting Pty Ltd,
Sydney and Melbourne

Auditors and Tax Advisors

EY, Adelaide

Corporate Legal Advisors

Iles Selley Lawyers, Adelaide, Johnson
Winter Slattery, Adelaide, and Lander
and Rogers, Sydney

Principal Medico-legal Advisors

Wallmans Lawyers, Adelaide, and
Meridian Lawyers, Sydney

Reinsurance Brokers

Guy Carpenter Pty Ltd,
Sydney and London

Graphic Designer and Advisor

de.co Pty Ltd, Adelaide

Investment Advisors

Morgan Stanley Wealth Management,
Adelaide

Internal Auditor

KPMG, Adelaide

“Our focus remains steadfast on ensuring our members and clients are well supported, receive quality advice, and that their professional livelihood and reputations are protected.”

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Report from the Chair of the Boards and CEO

We are pleased to provide MIGA's 2024 Annual Report outlining our results for the year, and an overview of our operations.

December 2024 marked a monumental milestone for MIGA — 125 years of dedicated service to the medical community and, more recently, the broader healthcare sector. Our commitment to supporting and protecting medical professionals remains unwavering, and we continue to focus on delivering quality care to the community.

This year, we report an operating profit (after tax), underpinned by strong policy growth and investment income. During the 2023/2024 year we achieved the highest total membership level in our history. This is a credit to the hard work and dedication of our staff, and a reflection of the value our Members and clients place on the service and support we offer. Referrals from our existing Members are a key source of new Members to MIGA. We recognise this as a strong endorsement of our service and value your confidence in us.

Our focus remains steadfast on ensuring our Members and clients are well supported, receive quality advice, and that their professional livelihood and reputations are protected. MIGA remains in a strong financial position, we have maintained our capital ratio at the same level as 2023.

MIGA's investment in practical, high quality risk management education reinforces our commitment to helping members and clients manage risk and add tangible value to their day-to-day practice. The trends occurring in claims highlight that practising with vigilance, including the maintenance of thorough medical records, focusing on listening to patients and communicating clearly with them has never been more important.

Unfortunately, the trend of increasing claim costs that we reported in 2022 and 2023 continued through 2024. To address this, as we have done in the past couple of years, we balanced our prudential capital requirements against our desire to minimise premium increases. This allowed us to absorb some of the claims increase rather than fully pass it on to Members through premium increases for the 2024/2025 year.

The past year saw the appointment of a dedicated Policy and Advocacy Manager and the Group's first articulated Policy and Advocacy Plan. The Plan outlines the Group's Advocacy Principles, signalling our commitment to a member-centric approach that is evidence-based, ethical, collaborative, and industry-focused.

We take this opportunity to thank our Members for their ongoing loyalty and support of MIGA. As well as our staff, Boards, and key advisors for their commitment to the Group and contribution to our achievements across the last year.

Take care and best wishes.

Dr Stephen Parnis

Board Chair

MDASA and
Medical Insurance Australia

Tom Griffiths

Chief Executive Officer

MDASA and
Medical Insurance Australia



During the 2023/2024 year we achieved the highest total membership level in our history. This is a credit to the hard work and dedication of our staff, and a reflection of the value our Members and clients place on the service and support we offer.

Key Metrics for 2023/24

Membership

38,400+



Membership
Retention Rate

97.2%

Practising Doctor Retention Rate



Medico-legal
Advisories Dealt With

4,097



Total Claims Paid

1,239



Risk Education
Activities Completed

6,529



Prescribed Capital Ratio

2.54



Lifblood Teams
Lives Saved

222



Employee
Engagement Score

83%



Qantas Points Earned

183m



MIGA's Claims Experience

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 enquiries.

The costs of those matters 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 number of matters they are facing in their day-to-day practice.

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 2023/2024 year, premiums were increased for the 2024/2025 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 cost of all areas of practice. We also implemented stricter underwriting criteria in assessing and writing new business.

Top reasons for medico-legal advice:

- Request for information from the police, insurance companies or regulatory bodies
- Requests for affidavits in family court proceedings
- Expert evidence
- Request for medical records
- Privacy issues
- Termination of the therapeutic relationship

What are the trends emerging?

The medical industry is witnessing significant shifts in the legal and regulatory landscapes. The key trends observed in FY24 include:

Increased Plaintiff Lawyer Activity

There has been a notable rise in the activity of plaintiff lawyers, leading to an increase in both the types and sizes of claims.

Unmeritorious Claims

Efforts continue to combat unmeritorious claims, with a focus on achieving timely settlements for those claims that present substantial defence challenges.

Regulatory Body Involvement

The Australian Health Practitioner Regulation Agency (AHPRA), the Medical Board, and Health Complaints entities remain prominent in the industry.

Over 600 matters involving these bodies were managed by MIGA in FY24, indicating their significant impact on medical practice operations. The Board favours imposing educational and/or mentoring conditions, even for low-level complaints. This reflects a shift towards remedial and preventative measures rather than punitive actions.

The emerging trends of FY24 highlight the dynamic nature of the medical industry's legal and regulatory environment. Practising with vigilance, including the maintenance of thorough medical records, has become increasingly crucial. Our ability to defend claims and complaints is harnessed when there are robust processes, including informed consent and documentation in accordance with the relevant Codes of Conduct, particularly regarding advice given to a patient/individual.



Giving back to our Members

Qantas Points

Since 2017 MIGA members have benefited from our partnership with Qantas, earning Qantas Points on their insurance renewal. Qantas Points are a reward that can be readily utilised for professional travel, but also for personal and leisure reasons, which also encourages doctors to take a break, get away from medicine and care for their wellbeing.

Health and Wellbeing of Members and Clients

MIGA remains committed to supporting the mental health and well-being of doctors. Through our support of initiatives like Crazy Socks for Docs and R U OK? Day, we've reached out to hospitals nationwide to encourage breaks and discussions around mental health.

We offer a range of resources to help doctors manage their health. These include:

- Doctors' Health eBook, with 440 downloads since 2016
- Access to professional support during challenging times
- Range of workshops and webinars further promoting a healthy work-life balance and peer support

Our Coffee Mornings initiative continues to show appreciation for the hardworking medical community. Offering coffee vouchers as a token of gratitude and a reminder to take much-needed breaks to doctors working in hospitals across Australia.

Starting in Private Practice Package

MIGA's Starting in Private Practice Package is designed to support doctors as they embark on their private practice journey. This package offers premium discounts for up to six years, helping doctors establish their practice.

Standout Medical Careers

Webinar registrations 500+

Our partnership with Standout Medical Careers, provides Members with access to career coaching specifically designed for doctors, offered at special member rates. In addition, through our partnership we deliver webinars to final year medical students and junior doctors to assist them in preparing CVs, developing their interview skills and advancing their careers.

Conferences & Events

MIGA attended numerous state and national conferences and events throughout the year. These provide a platform for MIGA to connect with current and potential clients, industry leaders, and other stakeholders, fostering valuable relationships and partnerships.

Engaging with medical students and interns enables us to demonstrate how MIGA can protect their career through our insurance covers, and how we can support them in their careers.

Medical Advisory Panels

The purpose of the Medical Advisory Panels is to ensure MIGA remain well connected to our doctors and students and the issues they face across the broader health industry.

State Medical Advisory Panels (S-MAP)

are in South Australia, New South Wales, Victoria and Queensland, which meet periodically.

Doctors in Training Medical Advisory Panel (DIT MAP)

Formed in August 2022, the DIT MAP comprises Members currently on MIGA's State MAPS who are invited to attend two national online meetings per year.

Student Medical Advisory Panel (Student MAP)

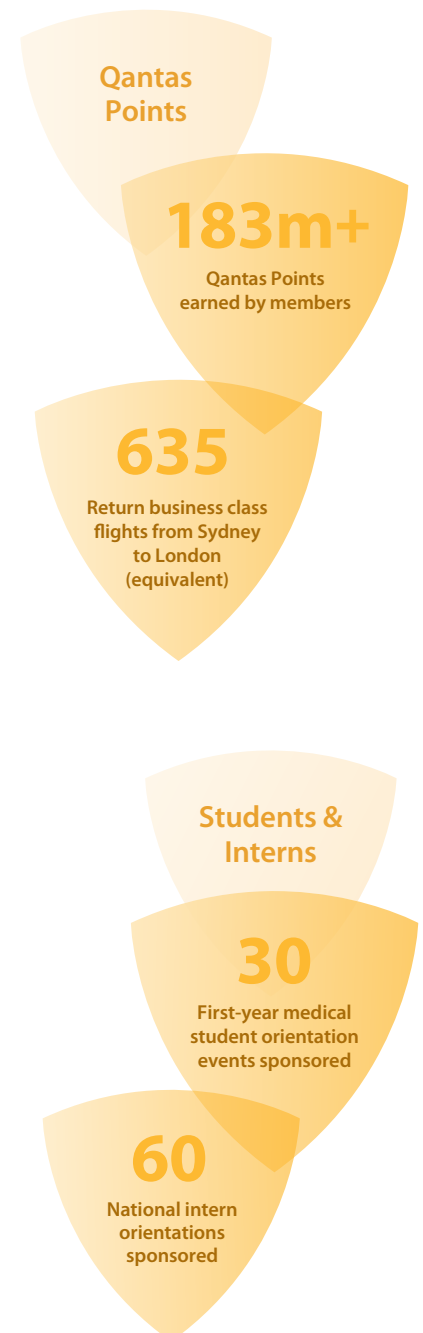
Introduced in 2024, this is a national panel, made up of up to 20 students, who meet twice a year.

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

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 policyholders and a commitment to be transparent and accountable.



Member Risk Education

MIGA offers an extensive suite of medico-legal risk education activities tailored to suit the learning needs and preferences of our members and clients. Our focus is on helping our members understand and manage the potential risks they encounter in day-to-day practice so they can avoid the stress of claims and reduce potential harm to patients.

Conferences

The activities on offer include face to face conferences where members can engage with colleagues from other specialties and share their different experiences and perspectives. The plenary topic at the conferences this year was about *privacy and confidentiality*, while the group workshops on offer at the conference were *Social media* and *Rate your wellbeing*.

Online

Online live events continued to prove popular this year with record numbers of members participating in both the small group online workshops and the larger style webinars. The webinars were *Keeping secrets*, about privacy and confidentiality, catering for those who could not attend a conference, and *Demystifying notifications* where a panel discussed what happens when you receive a conduct complaint.

We see our live events as a collective learning opportunity where our members also have a lot to contribute to the learning activities for everyone's benefit. As such, MIGA partnered with doctors and lawyers experienced in medico-legal and privacy matters to deliver our conference topic, and we engaged experienced medical practitioners, psychologists and medico-legal lawyers to deliver our workshops.

A record number of members also embraced our online asynchronous learning options of on-demand webinars, online modules and practice reviews.

Practice education

This year we also conducted a record number of practice risk assessments and training for practice administrative staff, which increased by 225%. Risk management is everyone's responsibility and so we help practices and administrative staff understand how they can contribute to safer practice and better patient outcomes.

Younger members

We were pleased to be able to engage with younger members of the medical profession through our attendance at the RACS Younger Fellows Forum and new prevocational training sessions.

RACS Younger Fellows Forum

We worked with the highly motivated and accomplished attendees to develop recommendations for RACS' future strategic initiatives. We contributed to the forum by exploring risk initiatives that would improve safety in the theatre.

Prevocational hospital education

We have developed nine medico-legal topics relevant to junior doctors as an introduction to many of the risk issues that they will face in their practice.

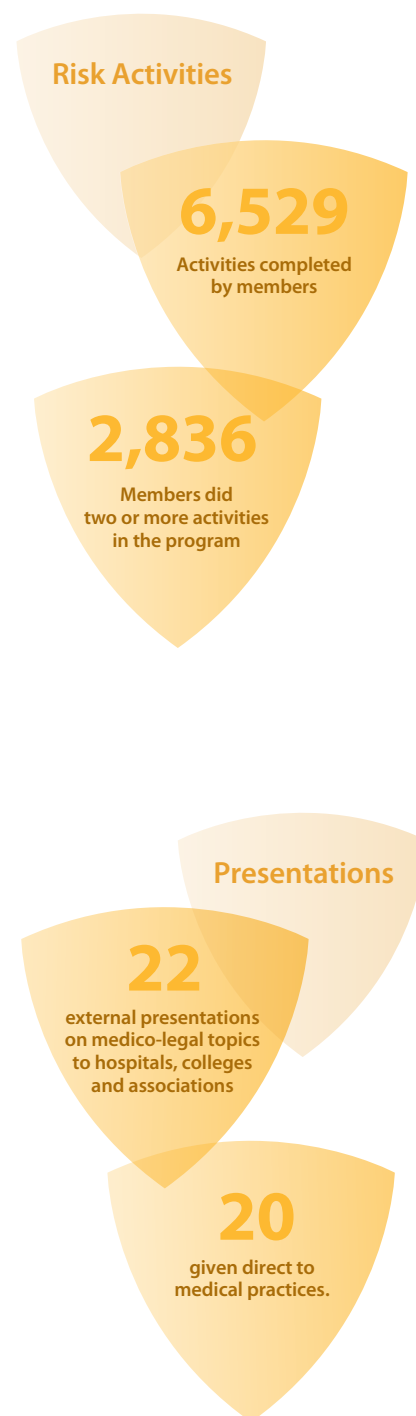
Partnering with AAPM

MIGA is proud to partner with Australian Association of Practice Managers and provide valuable risk education for their members through sessions delivered at their annual conference, via the Educare Series and regular online webinars.

Wider education

Our commitment to helping the medical profession practice safely is evidenced by our willingness to provide education for external organisations and groups. In the FY24 we have provided 22 external presentations on medico-legal topics to hospitals, colleges and associations, and a further 20 presentations were given directly to medical practices and their staff.

MIGA's investment in practical, quality risk management education reinforces our commitment to helping members and clients understand the factors that contribute to risk, how they can be managed, and add tangible value to their day-to-day practice.



Advocating for our Members

As a Member organisation, MIGA has a role to play in advocating for our members on the broader healthcare issues that affect them, and the care they provide to the community. The purpose of our advocacy at MIGA is:

To represent and advocate on behalf of our medical and healthcare professional members so they can practice safely and confidently, delivering quality care to the community.

The past year saw the appointment of a dedicated Policy and Advocacy Manager and the Group's first articulated Policy and Advocacy Plan. The Plan outlines the Group's Advocacy Principles, signalling our commitment to a member-centric approach that is evidence-based, ethical, collaborative and industry-focused.

Our advocacy efforts focus on the issues that affect doctors, other health practitioners and healthcare organisations in daily practice, particularly regulation, professional expectations and other medico-legal issues.

In the past year, MIGA has actively engaged with stakeholders across the Australian healthcare sector. We have made written and verbal submissions to regulators, government bodies, parliaments, law reform entities and professional groups addressing the many issues facing our members.

Our advocacy efforts have encompassed:

- Proposed changes to the National Law for Sexual Misconduct
- Amendments to the age of medical consent in NSW
- Unleashing the potential for our health workforce; scope of practice review
- Expedited specialist international medical graduate pathway
- The use of artificial intelligence in healthcare
- Eligibility criteria for the Midwifery Professional Indemnity Scheme
- Tort reform to curb escalating legal costs in medico-legal litigation
- Regulatory process and practitioner distress

Key focus areas for FY24 have included practice culture, artificial intelligence, harmonisation of legislation and scope of practice. Expect to see more activity and education in these areas over the coming year.

It is an exciting time for Advocacy at MIGA and we look forward to the opportunities to engage with you, the reader of this report, be it one of our members, a prospective member, or a broader stakeholder.

To represent and advocate on behalf of our medical and healthcare professional members so they can practice safely and confidently, delivering quality care to the community.

Building a Sustainable Future

Environmental

Investment Philosophy

The Philosophy underpins the Group's decisions on its investment strategy, principles, and benchmarking.

MIGA seeks to prioritise investments with robust frameworks regarding sustainability practices, social responsibility, and good governance, while also seeking not to 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.

Environmental Policy

MIGA has an Environmental Policy which supports a key goal of ensuring that the Group contributes, to the extent it can, to initiatives which reduce its environmental impact. MIGA acknowledges the impact of the printing process on the environment and only uses printing firms that are committed to protecting the environment both locally and globally.

We are committed to ensuring we reduce our impact on the environment for the benefit of future generations. Our use of Australian produced Greenhouse Friendly Fresh Zero Carbon Neutral and FSC Mixed Source Paper, along with the green credentials of our primary printer, Finsbury Green underpin this commitment.

Social

Doctors in Training Grants

Since 2004, the Doctors in Training Grants Program has supported 64 of our doctors across Australia. In December, we awarded five recipients with \$10,000 each. This funding is to support them as they undertake advanced training to enhance their qualifications and benefit their local community.

2023 Doctors in Training Grant recipients:

Dr Ida Whiteman – Paediatric Cardiac Non-Invasive Imaging Fellowship

Dr Christopher Chew

Joint Clinical Fellowship in Interstitial Lung Disease and Pulmonary Hypertension

Dr James Sterrey – Paediatric and Oculoplastic Fellowship

Dr Cristian Udovicich – Clinical Research Fellowship in Radiation Oncology (Genitourinary and Central Nervous System Malignancies)

Dr Jia Sheng Yu – Fellowship in Immunodeficiency and Bone Marrow Transplant in Chronic Granulomatous Disease

Lifeblood Teams Program

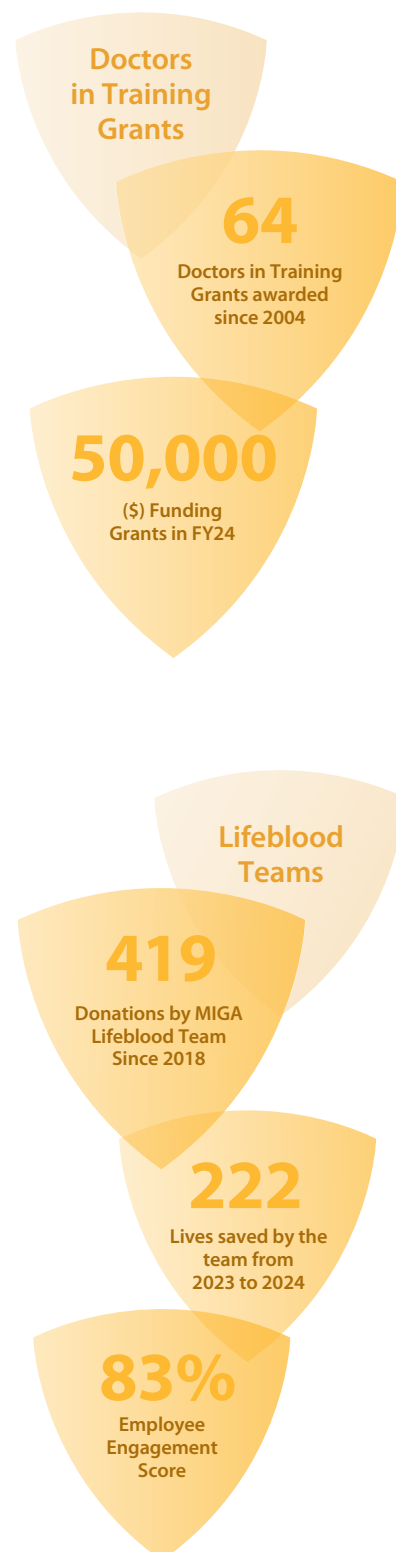
MIGA is proud to support Lifeblood, an initiative of the Australian Red Cross Blood Service, through our Lifeblood Team. We encourage our staff, clients, and their families to donate blood, in support of saving the lives of fellow Australians.

Workforce Diversity

MIGA's workforce is made up of 66% women and 34% men from diverse backgrounds. The senior leadership team is comprised of 50% women and 50% men with 56% of the Executive Team being women. MIGA has staff located in Adelaide, Sydney, Melbourne, Brisbane and Perth.

Staff Charity

Across each year staff at MIGA have the opportunity to donate to a charity chosen by staff at the commencement of each year. In 2023 the charity chosen was Lifeline.



Governance

Role of the Boards

The Boards are responsible for the overall corporate governance of MIGA including formulating its strategic direction, approving and monitoring capital expenditure, setting remuneration, appointing, removing and creating succession policies for Directors and senior executives, establishing and monitoring the achievement of management's goals and ensuring the integrity of internal control and management of information systems.

They are also responsible for approving and monitoring reporting, both financial and non-financial.

The Boards have delegated responsibility for the operation and administration of the Group to the CEO and management. Responsibilities are delineated by formal delegations of authority.

Risk management

The Boards oversee the establishment, implementation, and annual review of the Group's Risk Management Strategy (RMS). Management has established and implemented the RMS for assessing, monitoring and managing operational reporting, financial reporting, and compliance risks for the Group. The CEO and the Head of Risk & Corporate Governance have declared in writing to the Boards that the risk management and associated compliance and controls have been assessed and found to be operating efficiently and effectively. The operational and other risk management, compliance and controls have also been assessed and found to be operating efficiently and effectively. All risk assessments covered the whole financial year and the period up to the signing of the Annual Financial Report for all material operations in the Group.

Internal audit

The Internal Auditors assist the Boards in ensuring compliance with internal controls and risk management programs by regularly reviewing the effectiveness of the Group's compliance and control systems. MIGA outsources the internal role to KPMG.

The Audit Committee is responsible for approving the program of internal audits to be conducted each financial year and for the scope of the work to be performed. An independent review to assess and evaluate the quality of the internal audit function is undertaken once every year. The Audit Committee has the authority delegated to it to appoint and dismiss the Internal Auditors.

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

Corporate Activities

Director education

The Group has a process to educate new Directors about the nature of the business, current issues, the corporate strategy and the expectations of the Group concerning performance. Directors also regularly meet with management to gain a better understanding of business operations. Directors access continuing education opportunities to update and enhance their skills and knowledge.

The Boards have agreed that it is important that Directors have completed or are committed to completing the Company Directors Course through the Australian Institute of Company Directors.

Independent professional advice and access to company information

Each Director has the right of access to all relevant Group information and to the Group's key staff and, subject to prior consultation with the Board Chair, may seek independent professional advice from a suitably qualified advisor at the Group's expense. The Director must consult with an advisor suitably qualified in the relevant field and obtain the Board Chair's approval of the fee payable for the advice before proceeding with the consultation. If this occurs, a copy of the advice received by the Director is to be made available to all other members of the Boards.

Quality and integrity of personnel

The Group's recruitment strategies ensure that senior positions are filled with individuals possessing the relevant competence, skillset, and knowledge upon resignation or retirement. Annual performance reviews are conducted for all employees, fostering an environment of cooperation and constructive dialogue between employees and management. This is further supported by training and development programs, appropriate remuneration, and incentives.

A Succession Policy is in place for the Boards and the CEO, ensuring continuity and preparedness. All Directors and responsible persons, including Executives and the Company Secretary, are required to comply with the Group's Fit and Proper Policy, maintaining compliance with legislative requirements. Additionally, the Group has a

Board Performance Review Policy that mandates regular reviews of Board and Director performance.

Ethical standards

All Directors, managers, and employees are expected to act with the utmost integrity and objectivity, consistently striving to enhance the reputation and performance of the Group. Employees with grievances or concerns related to their employment can refer to MIGA's internal employee grievance/dispute resolution process or liaise directly with the People and Culture team or their line manager. MIGA also has a Fraud & Whistle-blower Policy, which outlines the procedures for staff and other individuals to report misconduct or legal breaches.

Conflict of interest

Directors must keep the Boards advised, on an ongoing basis, of any interest that could potentially conflict with those of the Group. The Boards have developed procedures to assist Directors to disclose potential conflicts of interest.

Where the Boards believe that a significant conflict exists for a Director on a Board matter, the Director concerned does not receive the relevant Board Papers and is not present at the meeting whilst the item is considered.

Financial reporting

The CEO and the Head of Corporate Services have declared in writing to the Boards that the Group's financial reports are founded on a sound system of risk management, internal compliance and control which implements the policies adopted by the Boards.

Monthly actual results are reported against budgets approved by the Directors and revised forecasts for the year are prepared regularly.

Audit independence

Copies of the auditor's independence declaration, as required under Section 307C of the Corporations Act, are included on page 22 of this Annual Report.

Team update

Cheryl McDonald, MIGA's longest serving employee and Head of Claims retired from MIGA in November 2023. Anthony Mennillo has been working at MIGA for over 20 years and has taken on the role of Head of Claims and Legal Services. Anthony has gone on to employ more solicitors around the country and restructured the department to improve service to our members and clients.

After 23 years of outstanding service to MIGA, Maurie Corsini, National Manager Underwriting retired at the end of March 2024. Andrew Scholes has taken on the position of Head of Actuarial and Underwriting, and has more than 20 years' experience in the insurance industry. Andrew is well positioned to support our members and the MIGA team as we enhance our actuarial and underwriting capabilities.

Review of Operations

The Directors present their Report together with the Consolidated Financial Report of the Consolidated Entity, being Medical Defence Association of South Australia Limited (MDASA) and its controlled entities Medical Insurance Australia Pty Limited (Medical Insurance Australia), Invivo Medical Pty Ltd (Invivo) and Medical Insurance Group Australia Pty Ltd (MIGA), for the financial year ended 30 June 2024 and the independent audit report thereon.

The Group comprises two operating companies, MDASA and Medical Insurance Australia, which are collectively referred to as MIGA. References to the Group and MIGA mean the Consolidated Entity MDASA and its subsidiaries.

Principal Activities

The principal activities of MDASA during the financial year were to provide:

- A range of membership benefits and services to Members
- Discretionary indemnity assistance to Members in relation to discretionary indemnity granted on or before 30 June 2003

The principal activities of MDASA's insurance subsidiary, Medical Insurance Australia, during the financial year were to provide:

- Medical indemnity insurance to doctors and medical students
- Medical indemnity insurance to corporate entities involved in the provision of healthcare services
- Professional indemnity insurance to eligible midwives, under the Federal Government's Midwives Insurance Scheme
- Reinsurance to a professional indemnity insurer
- Medical indemnity insurance to MDASA, to cover its liabilities where it is required to indemnify its Members for prior claims incurred indemnity as per its Constitution. The indemnity provided to MDASA is via an insurance contract which is underwritten on a claims-made basis with full retroactive indemnity

Membership of MDASA is governed by the terms and conditions of the Constitution of MDASA and doctors and medical students must maintain membership of MDASA in order to access the insurance cover provided by

Medical Insurance Australia. No membership requirements apply to corporate entities or eligible midwives.

There were no significant changes in the nature of the activities of the Group during the year, as described more fully herein.

Operating Result

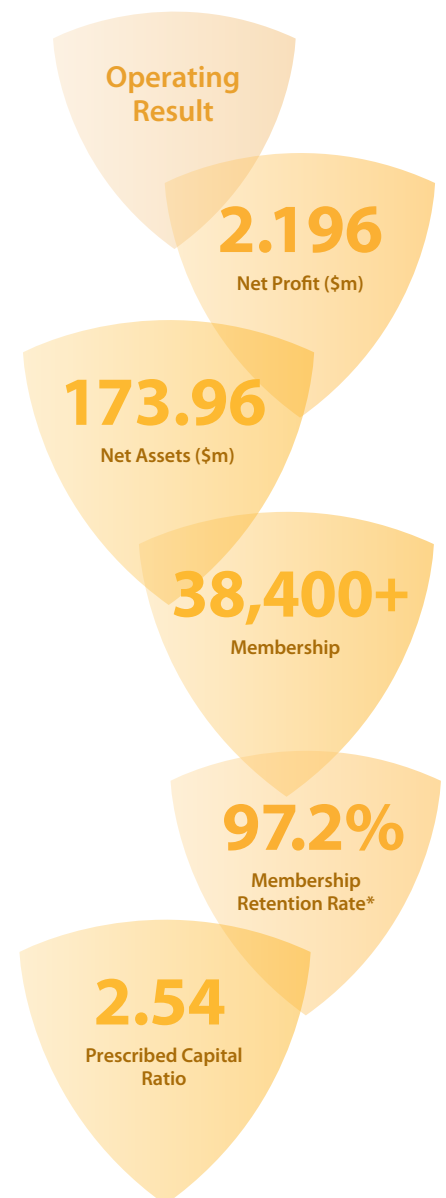
Key positives for the year are that Group Revenue was above budget (due to strong renewal retention and national growth) and Operating Expenses were below budget, largely driven by reduced employee and occupancy expenses.

The operating profit before tax was predominantly impacted by significant unrealised gains on fixed interest bonds and the equity portfolio, due to bond yields decreasing and higher interest rates.

MIGA experienced higher claim frequency in 2024 and cost development in prior notification years was worse than expected, resulting in an increase in claims costs.

Medical Insurance Australia, the Group's wholly owned insurer, continues to be in a strong financial position as at 30 June 2024, with a capital ratio above its Capital Target and above the top of its preferred operating range.

Given the strength of the current capital position, Directors note that the Group can take a measured approach to improving overall profitability whilst continuing to monitor trends in claims frequency and size.



*Practising Doctor Retention Rate

The Boards and Board Committees

Meetings of Directors

During the financial year, 7 meetings of Directors of MIGA were held and 19 Committee meetings.

The number of meetings held during the time in which the Directors held office during the year and their attendance were as follows:

	Directors' Meetings		Committee Meetings	
	Number of meetings eligible to attend	Number attended	Number of meetings eligible to attend	Number attended
Dr Andrew Pesce – Chair (to 30/9/23) *	2	2	6	6
Dr Stephen Parnis – Chair (from 1/10/23)	7	7	19	19
Ms Elizabeth Perry	7	6	14	11
Dr Susan Neuhaus	7	5	15	13
Mr Ian Stone	7	7	14	14
Professor Owen Ung	7	6	8	6
Professor Paul Worley	7	7	4	4
Ms Jennifer Lang	7	7	15	13
Dr Costa Boyages *	5	5	2	2

*Notes Dr Andrew Pesce retired from the Board of MDASA with effect 30 September 2023
- Dr Costa Boyages was appointed 1 October 2023

Board Committees

To assist in the execution of their responsibilities, the Boards of Medical Insurance Australia and MDASA have established the following Committees:

Medical Risk Committee

Chair Professor P Worley

Audit Committee

Chair Mr I Stone

Risk Committee

Chair Ms J Lang

Governance Committee

Chair Ms E Perry

The Committees are governed by individual Terms of Reference which clarify their membership, responsibilities and authorities. The Terms of Reference are reviewed on a regular basis.

Medical Risk Committee

Chair Professor P Worley

Purpose

To review and assess the progress and effectiveness of the Group's Risk Education Program and consider and agree risk management strategies for medical issues and trends identified within the portfolio of significant concern for the Group.

Issues of significant concern are those that have the potential to have a significant financial, legal or reputational impact on the Group.

Meetings At least four times per year

Audit Committee

Chair Mr I Stone

Purpose

To monitor, review and make recommendations to the Boards of MDASA and Medical Insurance Australia on the Group's financial affairs, balance sheet risk and legal/regulatory compliance.

Meetings At least five times per year

Risk Committee

Chair Ms J Lang

Purpose

To monitor, review and make recommendations to the Boards of MDASA and Medical Insurance Australia on the Group's strategic and operational risk and legal/regulatory compliance.

Meetings At least five times per year

Governance Committee

Chair Ms E Perry

Purpose

To consider and agree remuneration for Directors and the CEO, to monitor the Group's compliance with the Board Performance and Review Policy and to consider the Group's succession plan and compliance with APRA's Fit and Proper requirements.

Meetings At least five times per year

Directors' and Company Secretary Information

MDASA

The Constitution of MDASA requires that:

- The majority of the Directors must be Medical Members of MDASA
- Up to three non-medical Directors and whose appointment is subject to review every three years (or such shorter period as the Directors may determine) may be appointed by the Board

The Board of MDASA comprises eight members, five of whom are Medical Directors.

The Medical Directors are elected by the membership and are subject to re-election by rotation in accordance with the Constitution.

The non-medical representation on the MDASA Board ensures that the Group maintains an important broad blend of expertise, given the corporate and insurance related issues that the organisation must consider.

Medical Insurance Australia

The Board of Medical Insurance Australia comprises 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 client base.

Company secretary

Mrs Meredyth Stewart (Head of Risk & Corporate Governance) is the Company Secretary for MIGA. Her qualifications are that she has been a Chartered Secretary since 2011, holds a Graduate Diploma of Applied Corporate Governance from the Institute of Chartered Secretaries & Administrators (2011), is a Fellow of the Governance Institute of Australia, has been a Certified Practising Accountant (CPA) since 1997 and holds a Bachelor of Business (Accountancy) from the University of South Australia.

2023 AGM

The Annual General Meeting of MDASA was held as a hybrid meeting on Saturday, 18 November 2023 and included the announcement of the results of the election of Directors to the Board of MDASA.

As per clause 10.6(b) and 10.6(e) of the Constitution, Professor Owen Ung and Dr Costa Boyages retired by rotation and were duly re-elected.

Board appointments

The Directors of Medical Insurance Australia appointed Dr Costa Boyages to the Board on 1 August 2023 and the Directors of MDASA appointed Dr Costa Boyages to the Board on 1 October 2023.

Signed in accordance with a resolution of the Board of Directors.

Dr S Parnis
Director

Mr I Stone
Director

Adelaide
Dated this 24th day
of September 2024

Information on Directors

Details of Directors in office as at 30 June 2024 or appointed since then



Dr Stephen Parnis
Emergency Physician

Qualifications

- MBBS Bachelor of Medicine, Bachelor of Surgery (University of Melbourne)
- Postgraduate Diploma of Surgical Anatomy (University of Melbourne), DipSurgAnat
- FACEM (Fellow, Australasian College for Emergency Medicine)
- FAICD (Fellow, Australian Institute of Company Directors)

Industry and sector experience

Dr Parnis is a Senior Specialist in Emergency Medicine in Melbourne and is active in providing advice on matters of medical practice and health policy. He is a Consultant Emergency Physician at The Royal Victorian Eye and Ear Hospital and St Vincent's Hospital. Dr Parnis has served on the Trainee Selection and Public Health Committees of the Australasian College for Emergency Medicine. Dr Parnis is well known for his previously held senior leadership roles within AMA, as president of AMA Victoria (2012-2014) and as AMA Federal Vice President (2014-2016).

MIGA Board appointments

- Director, MDASA Ltd
- Director, Medical Insurance Australia Pty Ltd
- Director, Medical Insurance Group Australia Pty Ltd
- Director, Invivo Medical Pty Ltd

MIGA Board Committees

- Member, Audit Committee
- Member, Risk Committee
- Member, Governance Committee
- Member, Medical Risk Committee



Dr Costa Boyages
General Practitioner

Qualifications

- GAICD (Graduate, Australian Institute of Company Directors)
- FRACGP (Fellow, Royal Australian College of General Practitioners)
- DCH Diploma of Child Health (University of Sydney)
- MBBS Bachelor of Medicine/Bachelor of Surgery (University of Sydney)
- GDLP Diploma of Legal Practice (Australian National University)
- Sustainability Management (Monash Environment Institute)
- LLB/BArts Bachelor of Laws/Bachelor of Arts (Hons in Politics & International Relations)

Industry and sector experience

Dr Boyages started his professional career as an international lawyer and diplomat working domestically and internationally before retraining in medicine at the University of Sydney. He is currently a rural General Practitioner and VMO in Palliative Care on the South Coast of NSW while also working as a Medical Officer Reservist in the Australian Army and Academic with the University of Wollongong. Dr Boyages maintains a number of active health governance and Board appointments including with the AMA, Medical Board of Australia, Cancer Institute of NSW and Rural Doctors Network.

MIGA Board appointments

- Director, MDASA Ltd
- Director, Medical Insurance Australia Pty Ltd

MIGA Board Committees

- Member, Medical Risk Committee



Ms Jennifer Lang
Actuary

Qualifications

- Bachelor of Economics
- FIAA (Fellow, Institute of Actuaries of Australia)
- GAICD (Graduate, Australian Institute of Company Directors)

Industry and sector experience

Ms Lang is a qualified Actuary with extensive experience in executive roles within the financial services and insurance sector. She has worked as an Appointed Actuary for a number of life and general insurance companies. She is an experienced Director and Chair of Board Committees and brings a strong understanding of actuarial science, data and risk management as well as financial management experience.

MIGA Board appointments

- Director, MDASA Ltd
- Director, Medical Insurance Australia Pty Ltd

MIGA Board Committees

- Chair, Risk Committee
- Member, Audit Committee
- Member, Medical Risk Committee



Dr Susan Neuhaus
General Surgeon (Surgical Oncology)

Qualifications

- MBBS (University of Adelaide)
- PhD, Doctor of Philosophy (University of Adelaide)
- FRACS (Fellow, Royal Australasian College of Surgeons)
- Graduate, Australian Defence Force Command and Staff College (Res)
- FAICD (Fellow, Australian Institute of Company Directors)
- D Dip Project Management and Quality Audit

Industry and sector experience

Dr Neuhaus has over three decades of experience in public, private and academic practice. She is former examiner in General Surgery with sub-speciality interest in surgical oncology (melanoma and sarcoma). Susan also has broad experience as a Director and Board Chairman across defence, commercial and not-for-profit sectors including as a member of Council of the AMA, non-executive Director of Cancer Council (SA), Chair of the Veterans Advisory Council (SA), Chair of Minda Inc and President of the SA-NT Division of the Australian Institute of Company Directors (AICD).

MIGA Board appointments

- Director, MDASA Ltd
- Director, Medical Insurance Australia Pty Ltd

MIGA Board Committees

- Member, Medical Risk Committee
- Member, Audit Committee
- Member, Risk Committee



Ms Elizabeth Perry
Professional Non-Executive Director

Qualifications

- Bachelor of Laws (University of Adelaide)
- FAICD (Fellow, Australian Institute of Company Directors)

Industry and sector experience

Ms Perry is an experienced board chair and non-executive director with extensive board experience across the public and commercial sectors, spanning a range of industries, including insurance, medical, membership and motoring clubs and tertiary education. Ms Perry formerly practiced as a lawyer for more than 35 years, especially in the areas of employment and insurance law.

MIGA Board appointments

- Director, MDASA Ltd
- Director, Medical Insurance Australia Pty Ltd

MIGA Board Committees

- Chair, Governance Committee
- Member, Audit Committee
- Member, Risk Committee



Mr Ian Stone
Professional Non-Executive Director

Qualifications

- Bachelor of Economics (University of Adelaide)
- FAICD (Fellow, Australian Institute of Company Directors)

Industry and sector experience

Mr Stone has extensive senior experience and expertise in the motor, home and health insurance industry in the private sector.

MIGA Board appointments

- Director, MDASA Ltd
- Director, Medical Insurance Australia Pty Ltd

MIGA Board Committees

- Chair, Audit Committee
- Member, Risk Committee
- Member, Governance Committee



Professor Owen Ung
*General Surgeon
(Breast and Endocrine)*

Qualifications

- MBBS (University of Queensland)
- FRACS (Fellow, Royal Australasian College of Surgeons)
- FAICD (Fellow, Australian Institute of Company Directors)

Industry and sector experience

Professor Owen Ung is the Mayne Chair and Head, Mayne Academy of Surgery at The University of Queensland Medical School. He is a breast and endocrine surgeon, Director of the Metro North Comprehensive Breast Cancer Institute (CBCI) and Breast Reconstruction Program lead at the Herston Biofabrication Institute (HBI). He is a committed clinician, researcher and educator and has dedicated significant non-clinical time to represent and support his profession at various local, state and national levels.

MIGA Board appointments

- Director, MDASA Ltd
- Director, Medical Insurance Australia Pty Ltd

MIGA Board Committees

- Member, Medical Risk Committee
- Member, Governance Committee



Professor Paul Worley
General Practitioner (Rural)

Qualifications

- MBBS (University of Adelaide)
- DRANZCOG (Diploma, Royal Australia and New Zealand College of Obstetrics and Gynaecology)
- FRACGP (Fellow, Royal Australian College of General Practitioners)
- FACRRM (Fellow, Australian College of Rural and Remote Medicine)
- PhD (Flinders)
- MBA (Adel)
- GAICD (Graduate, Australian Institute of Company Directors)
- FAAHMS (Fellow, Australian Academy of Health and Medical Sciences)

Industry and sector experience

Professor Paul Worley is a practicing rural generalist, was the inaugural National Rural Health Commissioner for the Commonwealth of Australia and is a past Dean of Medicine at Flinders University. Recognised internationally for his pioneering work in rural medical education across South Australia and the Northern Territory, he has been appointed to numerous Commonwealth and State Government committees, including as Chair, chaired not-for-profit medical training companies, and is a past-president of RDASA, past Council Member of the AMA (SA), and a former National Vice-President of ACRRM.

MIGA Board appointments

- Director, MDASA Ltd
- Director, Medical Insurance Australia Pty Ltd

MIGA Board Committees

- Chair, Medical Risk Committee

Statement of Profit or Loss and Other Comprehensive Income

Medical Defence Association of South Australia Limited
Summary Financial Report for the year ended 30 June 2024

	Consolidated Entity	
	2024 \$'000	2023 \$'000
Insurance Revenue	77,748	70,783
Insurance Service Expenses	(79,583)	(56,715)
Net expenses from Reinsurance Contracts Held	(1,088)	(11,405)
Insurance Service Result	(2,923)	2,663
Net Investment Result	15,794	10,004
Net Finance Expenses from Insurance Contracts Issued	(8,072)	(2,634)
Net Finance Income from Reinsurance Contracts Held	1,385	695
Net Insurance Finance Result	9,107	8,065
Other Income	13,426	12,778
Other Operating Expenses	(16,671)	(15,504)
Other Finance Costs	(91)	(120)
Profit / (Loss) Before Tax	2,848	7,882
Income Tax (Expense) / Benefit	(652)	920
Profit / (Loss) for the Year	2,196	8,802
Total Comprehensive Profit / (Loss) Attributable to the Shareholder	2,196	8,802

Discussion and Analysis of the Statement of Comprehensive Income

Consolidated Entity

Premium Revenue increased by \$6.965m as a result of an increase in premium rates and growth across a number of portfolios.

Income and Expenses from Insurance and Reinsurance Contracts increased by \$17.299m due to higher claim frequency in 2024 and cost development in prior notification years being worse than expected.

Investment income increased by \$5.790m, predominantly driven by unrealised gains on the equity and bond portfolios as well an increase in interest income.

Total Comprehensive Income Attributable to Members decreased by \$6.606m as a result of the cumulative impact of the items above.

Statement of Financial Position

Medical Defence Association
of South Australia Limited
Summary Financial Report
as at 30 June 2024

	Consolidated Entity		
	As at 30 June		As at 1 July
	2024 \$'000	2023 \$'000	2022 \$'000
Assets			
Cash and Cash Equivalents	7,026	12,040	7,040
Trade and Other Receivables	5,665	5,058	4,760
Reinsurance Contract Assets	35,429	29,624	43,349
Financial Investments	330,101	301,419	289,215
Income Tax Receivable	-	4	63
Prepayments	8,107	8,865	9,742
Deferred Tax Asset	11,635	12,285	11,367
Property Plant and Equipment	2,383	2,721	4,094
Intangible Assets	10,035	10,568	10,977
Total Assets	410,381	382,584	380,607
Liabilities			
Trade and Other Payables	7,491	6,947	7,504
Insurance Contract Liabilities	213,433	187,403	192,152
Lease Liabilities	2,923	3,685	4,990
Other Liabilities	10,115	10,193	9,824
Employee Benefits	2,459	2,592	3,175
Total Liabilities	236,421	210,820	217,645
Net Assets	173,960	171,764	162,962
Equity			
Retained Profits	173,960	171,764	162,962
Total Equity	173,960	171,764	162,962

Discussion and Analysis of the Statement of Financial Position

Consolidated Entity

The Consolidated Entity's Total Assets increased by \$27.797m from 30 June 2023 to 30 June 2024. This movement was predominantly due to:

- A \$23.668m increase in Investments and Cash
- A \$5.805m increase in Reinsurance Contract Assets

The Consolidated Entity's Total Liabilities increased by \$25.601m from 30 June 2023 to 30 June 2024. This movement was predominantly due to:

- A \$0.762m decrease in Lease Liabilities; and
- A \$26.030m increase in Insurance Contract Liabilities

The increase in Total Equity of the Consolidated Entity of \$2.196m, from 30 June 2023 to 30 June 2024, reflects the Net Profit After Tax for the year.

Statement of Changes in Equity

Medical Defence Association of South Australia Limited
Summary Financial Report for the year ended 30 June 2024

	Consolidated Entity	
	Retained Profits \$'000	Total equity \$'000
Balance as at 1 July 2022 as previously reported	159,275	159,275
Adjustment on initial application of AASB 17, net of tax	3,687	3,687
Adjustment on initial application of AASB 9, net of tax	-	-
Restated balance at 1 July 2022	162,962	162,962
Restated Profit for the Period	8,802	8,802
Total Profit and Other Comprehensive Income attributed to Shareholders	8,802	8,802
Restated balance as at 30 June 2023	171,764	171,764
Restated balance as at 1 July 2023	171,764	171,764
Profit for the Period	2,196	2,196
Total Profit and Other Comprehensive Income attributed to Shareholders	2,196	2,196
Balance as at 30 June 2024	173,960	173,960

Discussion and Analysis of the Statement of Changes in Equity

Consolidated Entity

The movement in Total Equity of the Consolidated Entity reflects the movement in Profit for the Period which is detailed in the discussion and analysis of the Statement of Profit or Loss and Other Comprehensive Income.

Statement of Cash Flows

Medical Defence Association of South Australia Limited
Summary Financial Report for the year ended 30 June 2024

	Consolidated Entity	
	2024 \$'000 Inflows (Outflows)	2023 \$'000 Inflows (Outflows)
Cash Flows from Operating Activities:		
Membership Received	11,766	12,283
Premium Received	80,504	74,590
Sundry Income	1,509	1,278
Reinsurance Recoveries Received (Paid) / Received	(5,679)	11,837
Other Recoveries Received	1,624	18,348
Claims Paid	(42,089)	(73,477)
Reinsurance Premium Paid	(8,011)	(7,500)
Payments / (Proceeds) of Short Term and Low Value Leases	49	78
Interest Paid	(91)	(120)
Cash Flows from / (used in) Operations Before Tax	8,829	7,846
Income Tax Received	4	59
Net Cash Flows from / (used in) Operating Activities	8,833	7,905
Cash Flows from Investing Activities:		
Interest Received from Investments	9,877	6,398
Dividends Received from Investments	1,087	1,031
Proceeds from Investments	200,291	208,870
Payment for Investments	(223,960)	(218,351)
Payment for Property, Plant and Equipment	(380)	(65)
Net Cash (used in) / from Investing Activities	(13,085)	(2,117)
Cash Flows from Financing Activities:		
Principal Payment of Lease Liabilities	(762)	(789)
Net Cash from / (used in) Financing Activities	(762)	(789)
Net Increase / (Decrease) in Cash Held	(5,014)	4,999
Cash and Cash Equivalents at beginning of the year	12,040	7,041
Cash and Cash Equivalents at end of the year	7,026	12,040

Discussion and Analysis of the Statement of Cash Flows

Consolidated Entity

The net decrease in Cash and Cash Equivalents was \$5.014m in 2024. This movement was due to:

- \$5.914m increase in Premiums Received
- \$17.516m decrease in Reinsurance Received
- \$16.724m decrease in Other Recoveries Received
- \$31.388m decrease in Claims Paid
- \$3.479m increase in Interest Received
- \$5.609m increase in Payment for Investments
- \$8.579m decrease in Proceeds from Investments

Notes to and forming part of the Summary Financial Report

1. Basis of preparation of Summary Financial Report

The financial statements and specific disclosures have been derived from the Consolidated Entity's full Financial Report. The Summary Financial Report does not, and cannot be expected, to provide as full an understanding of the financial performance, financial position and financing and investing activities as the Consolidated Entity's full Financial Report. A copy of the Consolidated Entity's full Financial Report will be provided to members on request.

Medical Defence Association of South Australia Limited (the "Company") is a company limited by guarantee and is incorporated and domiciled in Australia. The Summary Financial Report of the Consolidated Entity for the year ended 30 June 2024 comprises the Company and its subsidiaries (together referred to as the "Consolidated Entity").

The Summary Financial Report is presented in Australian dollars, which is the Consolidated Entity's functional currency. The Consolidated Entity is of the kind referred to in ASIC Corporations (rounding in Financial / Directors Reports) Instruments 2016-191 dated 1 April 2016 and in accordance with that class order, all financial information presented in Australian dollars has been rounded to the nearest thousand unless otherwise stated.

The Summary Financial Report is prepared on the historical cost basis except that financial instruments held for trading are stated at their fair value.

A full description of the accounting policies adopted by the Consolidated Entity is provided in the Consolidated Entity's full Financial Report.

The Consolidated Entity has adopted the following new standards for the first time during 2024.

- AASB 17 Insurance Contracts
- AASB 9 Financial Instruments

The full description of the accounting policy adopted by the Consolidated Entity is included in the Consolidated Entity's full Financial Report.

The other accounting policies have been consistently applied by each entity in the Consolidated Entity and are consistent with those of the previous year.

2. Regulatory Capital Compliance

The Australian Prudential Regulation Authority's (APRA) Prudential Standards set out the basis for calculating the Prudential Capital Requirement (PCR) of licensed insurers. The PCR uses a risk-based approach for measuring the capital adequacy of Medical Insurance Australia Pty Ltd ("Controlled Company"). The PCR is intended to take into account the full range of risks to which the Controlled Entity Insurance Company is exposed.

The PCR for a regulated institution equals the prescribed capital amount (PCA) plus any supervisory adjustment determined by APRA. The PCA of the Controlled Entity Insurance Company is shown below:

Notes to and forming part of the Summary Financial Report

Medical Defence Association of South Australia Limited
Summary Financial Report for the year ended 30 June 2024

	2024 \$'000	2023 \$'000
Common Equity Tier 1 Capital		
Paid up Capital	128,801	118,801
Retained Profit (APRA basis)	45,688	43,724
Current year's earnings (APRA basis)	(8,683)	(3,252)
Net surplus / (deficit) relating to insurance liabilities	(4,988)	(81)
Tier 1 capital (before deductions)	160,818	159,192
Less deductions		
Deferred tax assets (net of deferred tax liability)	17,045	15,604
Other deductions	6,245	6,819
Total Tier 1 Capital	137,528	136,769
Prescribed Capital Amount (PCA)		
Insurance risk charge	38,012	34,577
Insurance concentration risk charge	1,000	2,203
Asset risk charge	21,442	19,923
Operational risk charge	6,031	5,469
Aggregation benefit	(12,326)	(11,506)
Total PCA	54,159	50,666
Capital Ratio	2.54	2.70

Independent Auditor's Report



to the Members of Medical Defence Association of South Australia Limited

Report on the Summary Financial Report

Opinion

We have audited the summary financial report, which comprises the consolidated statement of financial position as at 30 June 2024, the consolidated statement of comprehensive income, consolidated statement of changes in equity and consolidated statement of cash flows for the year then ended, and related notes, derived from the financial report of Members of Medical Defence Association of South Australia Limited (the Company) and its subsidiaries (collectively the Group) for the year ended 30 June 2024. The summary financial report also includes discussion and analysis and the directors' declaration.

In our opinion, the accompanying summary financial report, including the discussion and analysis and the directors' declaration complies with Accounting Standard AASB 1039 *Concise Financial Reports*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Summary Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the summary financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Summary Financial Report

The summary financial report does not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial report and the auditor's report thereon, therefore, is not a substitute for reading the financial report and the auditor's report thereon. The summary financial report

and the financial report do not reflect the effects of events that occurred subsequent to the date of our report on the financial report.

The Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the financial report in our report dated 24 September 2024.

Responsibilities of the Directors for the Summary Financial Report

The directors of the Company are responsible for the preparation of the summary financial report in accordance with Accounting Standard AASB 1039 *Concise Financial Reports*, and the *Corporations Act 2001*, and for such internal controls as the directors determine are necessary to enable the preparation of the summary financial report.

Auditor's Responsibilities for the Audit of the Summary Financial Report

Our responsibility is to express an opinion on whether the summary financial report complies, in all material respects, with AASB 1039 *Concise Financial Reports* and whether the discussion and analysis complies with AASB 1039 *Concise Financial Reports* based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Ernst & Young

Nigel Stevenson

Partner
Adelaide
24 September 2024

Auditor's independence declaration to the Directors of Medical Defence Association of South Australia Limited

As lead auditor for the audit of the financial report of Medical Defence Association of South Australia Limited for the financial year ended 30 June 2024, I declare to the best of my knowledge and belief, there have been:

- No contraventions of the auditor independence requirements of the Corporations Act 2001 in relation to the audit;
- No contraventions of any applicable code of professional conduct in relation to the audit; and
- No non-audit services provided that contravene any applicable code of professional conduct in relation to the audit

Ernst & Young

Nigel Stevenson

Partner
24 September 2024

Obituary

*The deaths of the following Members
in the past year are recorded with regret*

Dr Philip Tideman

Dr Mehma Manku

Dr John Smiles

Dr Muhammad Hussain

Dr Jack Kerry

Dr Ilze Wilde

Dr Ken Wing-King Loi

Dr Kane Van Diermen

Dr Rebecca Mullen

Dr Karl Richardson

Dr Robert Annen

Dr Nabeel Ibrahim

Dr Reece Jennings

Dr Samir Elsokkary

Dr Salie Greengarten

Members who passed away
between 1 July 2023 and
30 June 2024

**General Enquiries
and Client Service**

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Facsimile 1800 839 284

Claims and Legal Services

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