



CBHS Culture Book

Be part of something great

Find out more about CBHS, our culture and our people

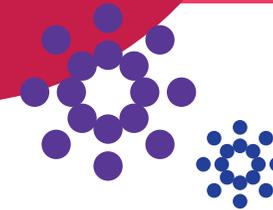




Welcome to CBHS

"CBHS is more like a family than a company"

– Vishal, Test Automation Team Leader



We put together this guide to show you what it means to work for CBHS –

People are our most important asset and ours are some of the most dedicated in the industry. Over the years, we've cultivated a strong level of employee engagement and are proud of the passion our people bring to their work every day.





Our history



Over the past seven decades (since 1951), CBHS has guided thousands of families towards happier and healthier lives, through good times and bad. And, as a proudly not-for-profit health fund, every dollar we've earned has gone back into growing CBHS and helping the individuals and families we insure.

It's a big part of why our employees love working with us. Because, the work we do is meaningful, fulfilling and has real impact.



Belong to More



Retaining members isn't our only goal.

We are just as committed to retaining our people. Why? Because we have some of the best people in the industry. And, we love them. They are passionate, caring and unwavering in their commitment to keeping our member community at the heart of everything we do.

As we commemorate 70 years since CBHS was founded, we've coined a new statement to define what makes our culture so unique.

Belong to More





Belong to More is a statement to our members AND to our team. Just as we strive to help members live happier and healthier lives, we prioritise the health and happiness of our workforce too.

We do this because when you work for CBHS, you're a part of our family... and we take care of family.



"We are encouraged to share our input and collaborate to make it happen. It's very empowering to be a part of the process."

– Kristy, Provider Relations Consultant

When asked what makes CBHS a great place to work, our team overwhelmingly ranked first: the people; the culture, and the care we show for employees.

*Source: CBHS Employee Survey, 2020



Walking the talk at CBHS



As a valued team member, you Belong to More with CBHS and we take that promise seriously.

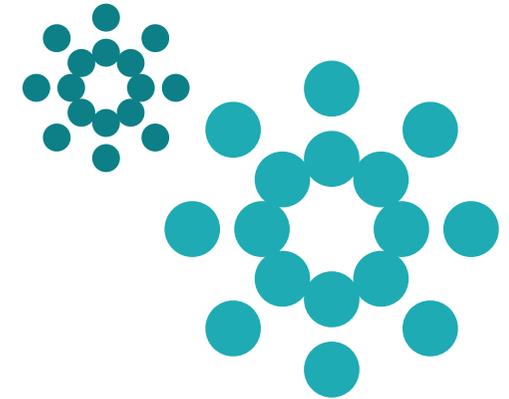
We value inclusion and diversity, welcoming people from all walks of life.

We take pride in investing in our people, offering a range of programs and benefits that bring this promise to life, and even extend some of these to your family too.

We work hard to create an environment where our people can thrive, be happy and live our values every day.

Here are some of the ways....





MORE like a family

- A genuinely caring, family-like and collaborative team culture.
- Social gatherings and events are centred around our love of food, and we provide fruit and healthy breakfast options daily.

MORE focus on your health & wellbeing

- A choice of initiatives within our Active Living Program to enhance your mind, body and spirit.
- Subsidised health insurance when you become a member of CBHS Health Fund, giving you access to our preferred provider network and Best Doctors program.
- Work-life balance and flexible work options to suit your needs, at every stage of life.



MORE support

- Regular and transparent communication from our Group CEO and Executive Leadership team.
- Continuous support with your performance and development to help you grow and succeed.

MORE reward & recognition

- More than just competitive salaries and generous bonuses – we recognise and reward high performers and celebrate their success through our reward programs.





More CARE in our Values

Everything we do at CBHS is underpinned by our CARE Values. These principles guide our everyday actions and shape our family-like culture. They are more than just words on a page – we live and breathe them daily.

This means that if you work at CBHS, you will help us...

Put our Customers first

Our members are at the heart of everything we do.

CBHS places people before profit and invests into happier and healthier lives for members and employees.

Stay Active

We are committed to walking the health talk, and we encourage participation so we can all be the best versions of ourselves.

Treat others with Respect

We treat everyone ethically, fairly and with respect. At CBHS, all people matter, and we celebrate diversity and uniqueness.

Strive for Excellence

We strive to over-deliver on every promise and set the bar high in everything we do.

If our Values resonate with you, you'll fit in well.

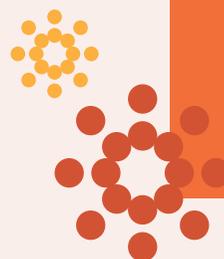


Watch our CARE Values video here



At CBHS, there's **MORE** for you.

Put our **Customers First** Stay **Active** Treat others with **Respect** Strive for **Excellence**



"I always feel supported and valued in every aspect of my CBHS life"

– Sharon, Member Care Team Leader



Our vision

"CBHS goes above and beyond to support their employees, from Active Living, professional development and recognition. There is a genuine care for our staff."

– Chris, People & Culture Operations Manager

As we look ahead to the next 70 years, our purpose remains the same... keeping people at the heart of all we do. Here's what it looks like:

As we continue to grow both in team size and membership, we remain focused on achieving the same level of award-winning service that our members have come to expect. In recent years, we've invested into growing our teams to ensure member and staff happiness continues to go from strength to strength.

As the digital revolution continues to disrupt everyday lives, CBHS will become an even greater digital adopter, learning to create more opportunities for our team and empower their work-life balance while providing greater accessibility for members.

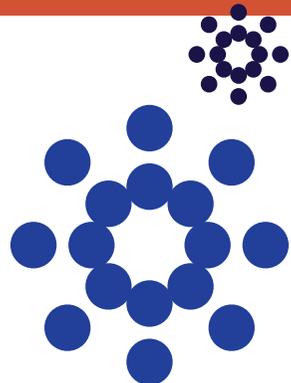
And finally, transparency guides our leadership approach, opting to bring our people on the journey of constant evolution and accountability. We're honest about our strengths and even more honest about the areas we need to improve.





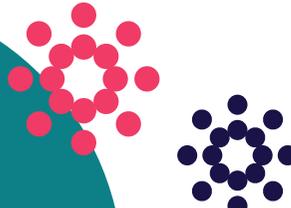
What are the
Top three
perks of
working at
CBHS?

"There is a refreshing level of sincerity about the approach that CBHS takes towards the wellbeing of its staff and members."
– CBHS employee



- Flexibility and work life balance
- Benefits (e.g. subsidised health insurance)
- Leadership and communication

*Source: CBHS Employee Survey, 2020



Real talk



"At CBHS, we are truly all in this together. We are here to do the best we possibly can for each and every member. And we look after each other."

– Craig, Head of Clinical and Provider Relations



"Our leadership team is amazing. No seriously, without leaders who supported and cared about their people and development CBHS would leak talent"

– Arren, IT Infrastructure Team Lead

"There is a receptiveness to feedback and the individual needs of employees as well as a genuine desire and focus to make members' lives better."

– Lee, Head of International Visitors Cover

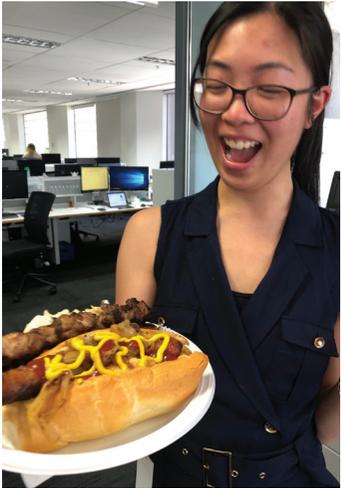


CBHS Initiatives and programs



Reward & recognition

- Competitive salary packages
- Generous incentive programs rewarding high performance*
- Annual salary review
- Annual health insurance subsidy
- Engaging reward and recognition programs
- Recognition for years of service.





Community involvement

- Opportunities to participate in charitable events such as Can4Cancer raising vital funds for cancer research and support for people with cancer.

* Eligibility conditions apply

Health & wellbeing

- Our Active Living Wellness Program provides weekly newsletters, education sessions, massages, free annual flu shots (extended to family) and health checks
- Our Employee Assistance Program offers complimentary counselling and support to you and your immediate family
- Healthy breakfast daily in the office
- Our own Health Hub for onsite health checks and full body massage chair (Parramatta office)
- Flexible working options including part time, flexible hours and working from home
- Access to banking benefits through our partnership with the Commonwealth Bank
- Access to our 24/7 nurse-led health hotline
- Quit smoking support program
- Best Doctors program.



Learning & development

- Comprehensive induction and job training program for new starters
- Education Assistance Program supports courses and external studies for work-related upskilling
- Ongoing training and development programs to support career progression
- Annual performance and development review.

Social and at-work benefits

- Regular social events and gatherings such as end-of-year celebrations, CARE Award celebrations, Annual Awards, trivia nights and more
- Staff facilities such as table tennis and more
- Casual dress Fridays
- Coffee and vending machines
- Participate in inter-company sports competitions.

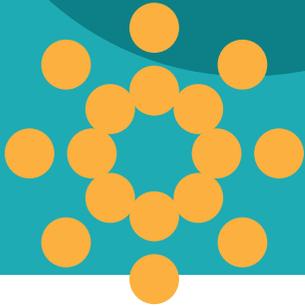
Leave entitlements

- Access to paid parental leave for primary and secondary carers
- Additional leave day for Bank Holiday (NSW only)
- 20 days paid annual leave for permanent employees based on ordinary working hours
- 17.5% annual leave loading*
- Access to extended sick leave in cases of chronic illness*
- Compassionate paid leave, military/defence force paid leave* and community service leave
- Domestic and family violence support leave.

* Eligibility conditions apply



What we look for

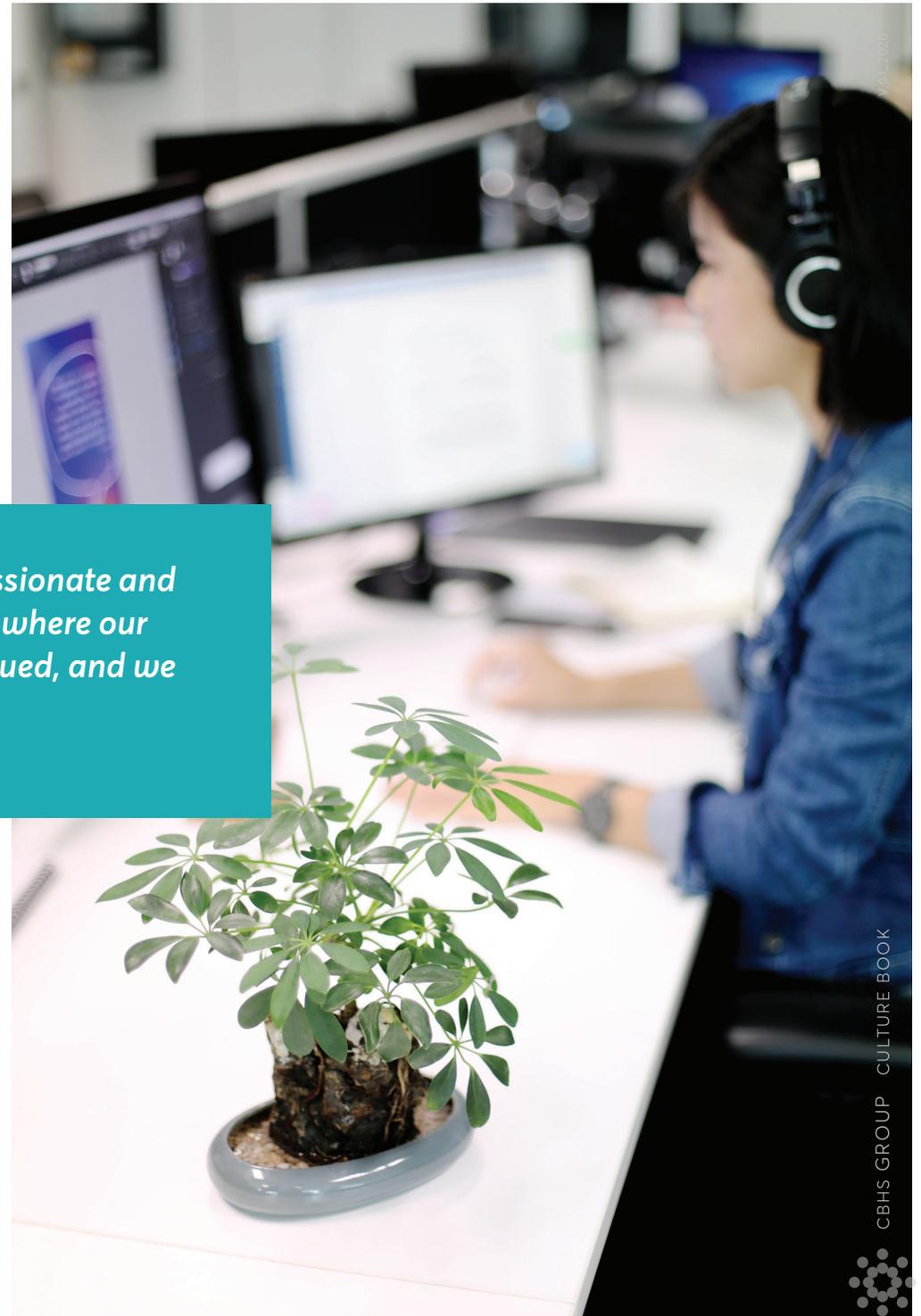


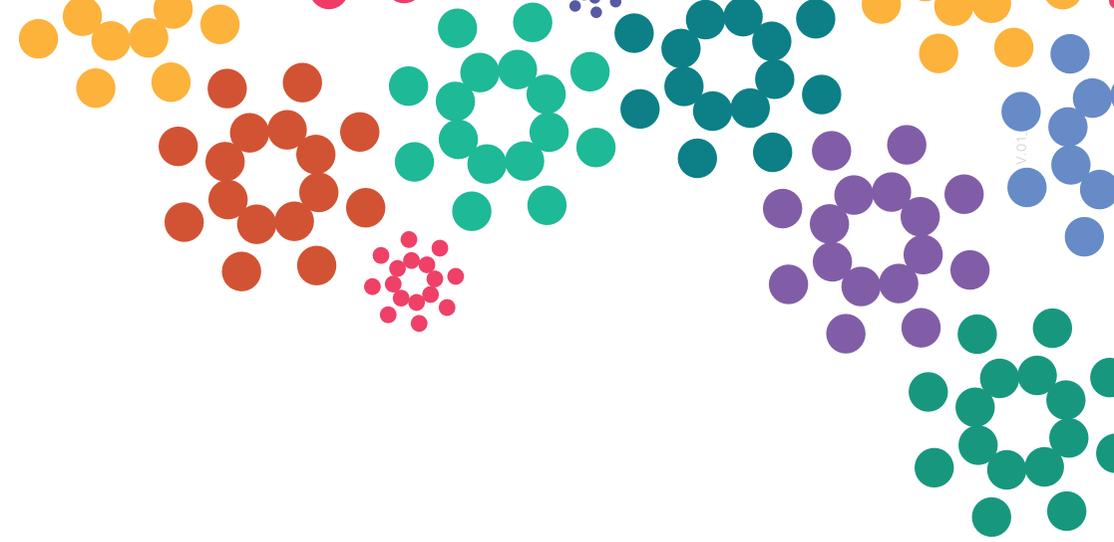
"I feel very lucky to be in a passionate and supportive team environment where our opinions and expertise are valued, and we can really make a difference"

– Julia, Wellness Consultant

We welcome people from all walks of life, while understanding that one size does not fit all.

Belong to More means we recognise that your individual needs and preferences will change over time, and we commit to supporting you every step of the way.





Besides having the relevant skills and experience for a role, team fit is very important. We look for certain qualities in potential team members that are consistent with our culture and CARE Values. These include accountability, a healthy and positive mindset, flexibility, a willingness to help others and a desire to personally grow and develop. Also:

- A passion to provide great service regardless of role
- Eager to provide input and new ideas
- A fun, light-hearted attitude that adds to the joy of working at CBHS.





Working for a not-for-profit

You may wonder what it's like working for a not-for-profit fund. At CBHS Health, we are driven by one simple goal – members for life. Everything we do centres around achieving that goal. We don't exist for profit, or shareholders. **We exist to serve our members.**

We pay out more

We consistently pay out more benefits than larger profit-driven funds (+10%) and even other not-for-profit member health funds (+2%)*.

*Source: Members Health Fund Alliance, 'Why our funds are different' (Nov 2019)

We reinvest the surplus

We invest profits back into the fund, so we have more to spend on creating better health benefits and providing better service to members*.

*Source: Members Health Fund Alliance.

We're motivated by care

For some businesses, profit is the goal to the exclusion of other priorities. Our goal is 'care' and taking care of members. That's what motivates us and if you work for us, that's what will motivate you as well.





People first. Plain and simple. CBHS is a not-for-profit health fund that places people before profit and invests in happier and healthier lives for members and employees.

careers@cbhs.com.au | cbhs.com.au/careers | [Watch video](#)

