



we care for our own

healthcare NEWS

insurance Issue 27 - May 2010

New Logo

The new-look logo is our brand for the 21st century. The leaf shape builds on who we are – the extended forestry, timber and paper community and our heritage. When combined with the green and orange it symbolises new growth and the road ahead. It has been designed deliberately to be a friendlier, contemporary design that the fund's employees, you our current members and future members can be proud of and identify with.



Health Care Insurance will be visiting

Australian Paper's Maryvale Mill,
Morwell VIC, 21st April

Agfest in Tasmania,
9th Avenue site 908, 5th-7th May

Australian Paper's Shoalhaven Mill, 2nd June

Refreshing our website



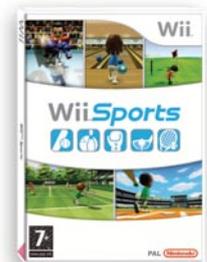
Our old website has served us well for a number of years now but we believe one way we can improve our service to you is through a more interactive website so in conjunction with our new logo you will also see a more improved website.

Go to www.hcilt.com.au and send us an email to enquiries@hcilt.com.au with your comments.



win a **Wii** game console

All existing members and any new members joining before the 30th June 2010 have the chance to win one of 3 Wii™ game consoles. See our website for further details.





HCI High School Surf League

I think all of us believe that to encourage our children and young adults to be active is a good thing to do, but the challenge is often to find an event that provides an experience which is different to normal day to day activities. With this in mind **Health Care Insurance** has partnered with Surf Life Saving Tasmania to create the HCI High School Surf League. This league provides high school students from across Tasmania with the opportunity to experience first hand Surf Lifesaving and battle the elements at beaches in the north and south of the island state. The response from the high schools and participating surf clubs has been very encouraging and hopefully in years to come it will build into a major event, bringing together students to share a unique experience and also improve their level of understanding of Surf Lifesaving and the service it provides to the community. For more information please refer to the Surf Life Saving Tasmania website www.slst.com.au



History of APPM

One of our members, Allan Jamieson, is writing the history of APPM with emphasis on the Burnie mill and its ups and downs. Allan is keen to hear from anyone who worked at Burnie or who has views on the mill's impact on the Burnie community. Phone him on 03 6432 3672.



Financial stability

There has been some comments concerning the financial viability of the fund. In a tough economic environment particularly for the Forestry, Timber and Paper industries it is a reasonable question to ask. However I can advise our members that the fund is financially sound, trading in excess of the prudential standards required by our regulator and well positioned to grow our membership base throughout the country. So if you have the opportunity please recommend that your family, friends or colleagues give **Health care Insurance** a call on **1800 804 950**.



Travel Insurance

One very valuable piece of feedback that I received recently was that we had not communicated to our members that we have a link on our website to QBE travel insurance. When accessing this link you have the opportunity to benefit from considerable savings when purchasing travel insurance. Please go to our website www.hcilt.com.au for more details. And to the member who provided the feedback I hope you have a safe and happy journey!

Waiting Period change

We have updated the waiting period for Orthodontics Treatment from 36 months to 12 months.

Email address

Emailing is a more cost effective and timely way for us to communicate with you so if you have email access please let us know by sending us an email to enquiries@hcilt.com.au with your membership details.

Member Satisfaction survey

Recently we advised all members that we were conducting a customer satisfaction survey. The survey has now concluded and whilst we will not have the final results for a while I do want to take the opportunity to thank all those members who participated and thank you for your feedback.

The preliminary feedback we have from the survey indicates we could improve the service we provide to you in the following areas:

🔗 Improve Website usability and easy access to information

As mentioned earlier in the newsletter, our website will be redeveloped in stages over the next few months and the result will be a more dynamic and user friendly website.

🔗 Consider increasing electronic communication e.g. email, newsletters

Yes definitely - in conjunction with our website development we will be improving our online member services and upgrading our communications system. This will allow us to improve our communication to you, both in electronic and traditional formats. We would love to have more of our Member's email addresses so please email us on enquiries@hcilt.com.au

🔗 Provide a summary of the benefits and limits

We will do this in 2 ways:

- The new website and online member service will improve access to this information, and
- We have refreshed our "Guide to Cover" and a copy is enclosed for all our members.

Should you wish to participate next year, we can make it easier to access by sending you the link via email. All that is required is for you to send an email to enquiries@hcilt.com.au with your membership number so we have your email details ready for next year's survey. If you don't have email, that is ok - we can send you a copy of the survey, or better yet you can call us on **FRECALL 1800 804 950**.

healthcare
insurance

FRECALL
1800 804 950
www.hcilt.com.au