

2009–10 annual report



Leading with stability and support through change

Avant exists solely to benefit our members. With over 100 years of service excellence and mutuality protecting the largest collegiate of Australia's healthcare practitioners, our long-standing success is built on our values:

Leadership
Integrity
Teamwork
Excellence
Sustainability

The record growth in membership and results of our recent Member Survey reflect that members value our stability, service quality and thought leadership.

Despite the continuing economic uncertainty, both here and globally, Avant has finished the financial year with more net assets than ever – reaffirming our financial strength and stability.

We remain committed to supporting members' interests recognising they are facing unprecedented change in Australia's healthcare model.

We continue to lead the way for the benefit of our members.

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Our vision

To partner Australia's healthcare providers through the provision of professional indemnity insurance and other services so they can achieve their goals and contribute to creating a world leading healthcare system in Australia.

Our mission

To be Australia's leading health indemnity mutual.



Highlights of 2009–10

- Now supporting more than 52,000 members – up more than 8% on 2008–09
- Achieved an 'A Stable' Standard & Poor's rating being the highest awarded to any Australian medical indemnity insurance provider
- Won the landmark High Court of Australia case that has eliminated claims based only on 'loss of a chance'
- Proactively lobbied the government to deliver better outcomes on national registration and mandatory reporting
- Achieved a record member renewal rate exceeding 98%
- Grown net assets to \$628.4m
- Launched new Income Protection, Life and Total Permanent Disablement Insurance for young doctors
- Launched professional indemnity insurance for private hospitals
- Sponsored four Cerebral Palsy Foundation research projects and partnered with Interplast
- Achieved official acknowledgment as an 'Employer of Choice for Women' for the second consecutive year.

Leadership report

Dear members,

The year ending 30 June 2010 yielded our strongest results in terms of member satisfaction, growth of net assets, member retention and the size of our membership. We have also:

- resolved to our advantage the risk of claims being premised on the basis of 'loss of a chance' in the landmark *Tabet v Gett* case
- introduced new products for young doctor members and for private hospitals
- continued to improve member services
- delivered strong profits
- achieved an 'A stable' rating - the highest rating achieved by any Australian medical indemnity insurance provider from the independent ratings agency Standard & Poor's.

The successes of the past year are not only attributable to the efforts of our Boards and staff, but also the input of so many members who participated

on committees including our Medical Advisory Council and Medical Experts Committees.

Your industry

Avant has proactively voiced the needs of Australia's medical practitioners to positively shape industry change and promote your best interests and those of other key stakeholders.

Following engagement with various stakeholders, we took a strong stance on how the midwife insurance scheme should operate and determined it was not in our members' interests for Avant to tender to be the insurer of the scheme.

We actively presented our views on national reform and influenced appropriate change. For example, Avant was vocal in setting higher pre-requisite standards for triggering mandatory reporting requirements. We were also instrumental in securing an exclusion from mandatory reporting obligations for healthcare professionals employed by medical defence organisations

L to R
Avant Chief Executive Officer, David Nathan;
Avant Mutual Chairman, Dr Stuart Boland and
Avant Insurance Chairman, Vyn Tozer.

(MDOs) which enables us to better support you. We are acutely aware that practicing medicine today has never been more challenging and that there are potential obstacles emerging regularly. We strive to help you cope with these challenges.

Your mutual

Delivering financial results

We have produced a strong operating profit of \$83.9m for the year and in turn increased our net assets to \$628.4m. This reinforces that our governance, calibre of people, management of our insurance risks and balanced investment portfolio continue to generate strong and sustainable results.

Supporting more than 52,000 members

Our membership base has grown to cover more than 60% of Australia's medical practitioners and students. Retention rates have been stronger than ever and we are delighted to have welcomed so many former members of the other MDOs.

We are one of Australia's largest colleges of healthcare professionals. Our size means that members' collective voice is better positioned to be heard and to influence government and other key health industry stakeholders.

Corporate social responsibility

We are committed to making a difference in the community. Our relationship with the Cerebral Palsy Foundation has continued to develop and we are now funding important research activities. Our special partnership with Interplast also continues to develop and we have provided much needed support during the year.

Your membership

Member Loyalty Reward Plan

We have developed a ground breaking member Loyalty Reward Plan (LRP) that rewards eligible members based on:

1. their years of membership with us
2. Avant's financial performance.

The program will be effective at 1 January 2011 and will reward eligible members renewing for January and July 2011.

Maintaining stable premiums

Avant remains committed to providing stable premiums for you. Over the

'Our commitment to you and Australia's healthcare industry has translated into demonstrated improvements in your industry, your mutual and your membership ...'

Stuart, Vyn and David.

past three years, the amount paid by members has decreased by an average of approximately 11%.¹ Members have also received two reward payments equating to more than 10% of annual base premium.

Responding to your needs

We strive to generate a culture of two-way communication and continuous improvement based on member and stakeholder feedback which has resulted in:

- enhancing our team with additional people and greater expertise – particularly in our growing states of Western Australia and South Australia
- increasing the level of investment in our member risk management to bolster member risk education resources and services
- implementing new processes and systems for your convenience and service quality
- developing partnerships to expand product and service offerings for you while ensuring our efforts and resources remain focused on delivering medical indemnity services.

Looking ahead

Clearly we are in the midst of significant change in Australian healthcare. The year ahead will see the Productivity Commission reporting to the Commonwealth on a possible long

term care scheme for severely disabled Australians which could herald major changes. Avant is actively participating in this debate and was the first MDO to publicly express our support for such a scheme, provided it does not adversely impact your premiums.

We remain committed to our Vision of partnering with healthcare providers to create a world leading healthcare system in Australia and supporting our members' interests. Therefore we will continue to serve, advise, support and assist policy makers and members to respond to any emerging issues.

Closing thoughts

Finally, thank you for your continued support and membership. We also extend a warm welcome to the many new members who have recently joined Avant.

We always welcome your thoughts on how we can better support and serve you, so please call 1800 128 268 or email memberservices@avant.org.au with any suggestions.

¹Avant's premium base rates have reduced by approximately 7.5% over the last three years. In addition to reductions in the government's ROCS levy of approximately 3.5%, members are paying approximately 11% less on average than three years ago.



Leading from strength to strength

Financial summary

	2010	2009
Membership market share	60%	55%
Gross premium revenue	\$165.7m	\$168.2m
Net claims incurred	(\$65.2m)	(\$87.5m)
General & administration expenses	(\$50.2m)	(\$48.5m)
Investment result	\$69.9m	(\$37.1m)
Profit after tax	\$83.9m	(\$8.0m)
Net assets	\$628.4m	\$544.5m
Solvency ratio	3.49	2.70

'Avant's financial results are unmatched by any other medical defence organisation in Australia.'

Scott Pearson – Avant Chief Financial Officer.

Annual performance

Avant's performance in 2010 has been very strong. Our practitioner market share growth has been particularly strong in South Australia, Western Australia and in the young doctor segment.

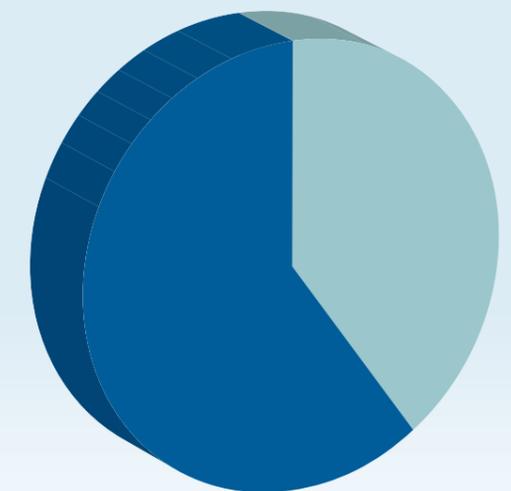
The decrease in gross premium revenue includes the net result of premium movements for existing members offset by new member premiums.

While we continue to monitor underlying claims inflation, this was more than offset by improved projections of prior year claims experience in 2010.

Our profit after tax of \$83.9m reflects a strong:

- insurance result – which should allow members to continue to benefit from stable premiums
- return on investment of member funds – reaffirming that we have an effective investment strategy that is aligned with our long term goals.

Australian market share



■ Avant 60%
■ All of the others 40%

Financial strength

Avant's financial position at 30 June 2010 is our strongest ever, supporting our market leading position. Members can continue to rely on our financial strength for protection, allowing them to get on with the job they do best – looking after patients.

Our net asset position at 30 June 2010 was \$628.4m. We have improved net assets by \$130.3m in the past three years since the merger of UMP and MDAV, while delivering on our merger promises of financial security and stable premiums for members.

Our investment strategy has also proved to be sound, effectively guiding us through the difficulties encountered by financial markets over the past three years. Our net assets continue to grow despite the global financial crisis and we continue to manage investment risk effectively.

A key insurance industry measure of financial strength is the solvency ratio. Avant Insurance's solvency ratio at 30 June 2010 was 3.49 x its Minimum Capital Requirement (MCR) – up from 2.70 x MCR at 30 June 2009 – which is well in excess of the minimum ratio of 1.50 x MCR as set by the Australian Prudential Regulatory Authority (APRA).

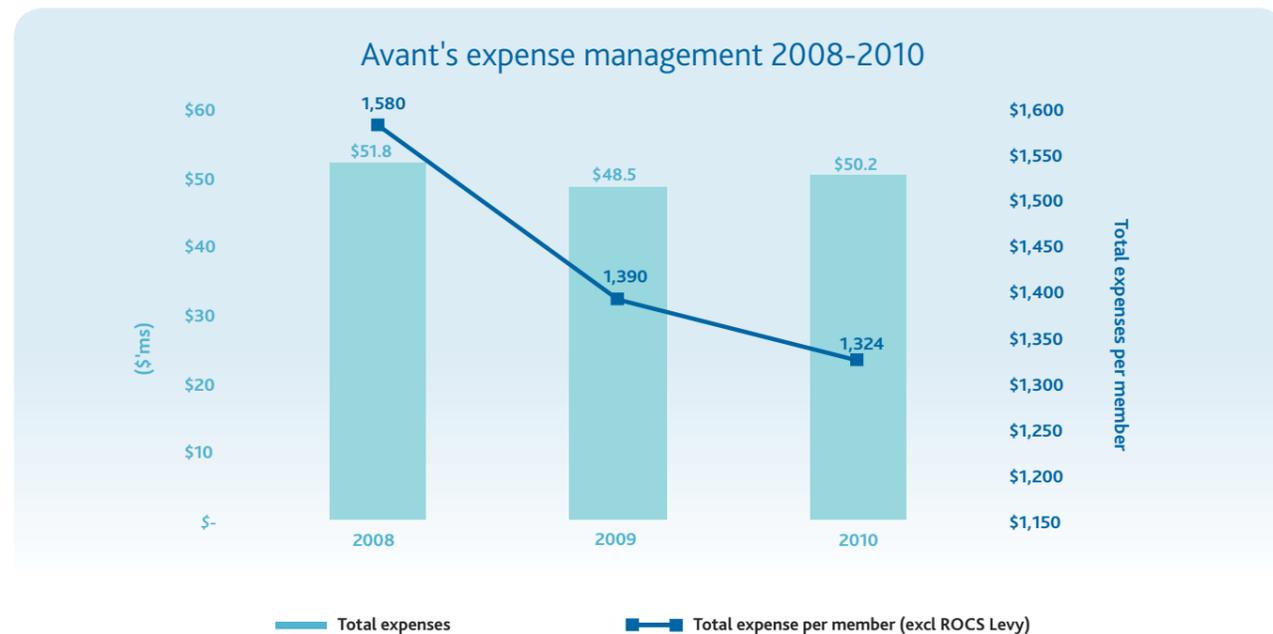
We gained a Standard & Poor's rating of 'A Stable' – a rating that is unmatched by any other Australian medical indemnity insurance provider. Standard & Poor's undertook a detailed review of our operations and their rating was based on our financial strength, strong market share, geographic diversity, conservative reinsurance program and our robust underwriting and reserving practices.

Avant's financial strength means we are well positioned to continue to support members and lead the industry for the long term.

Benefits of being with the leader

We have strived to deliver service efficiencies and economies of scale that benefit our members. Since the merger we have seen a 22% decline in General and Administration (G&A) expenses which totalled a combined \$60.1m pre merger to \$50.2m in FY2010. These savings have been a direct result of rationalising costs from the merger and implementing more effective processes. Delivering these efficiencies has allowed us to constrain expense growth over the last three years while actually improving member services.

G&A expenses per member have fallen by over 25% since the merger. This further demonstrates the benefits of our increasing scale and the business efficiencies flowing from our growing membership.

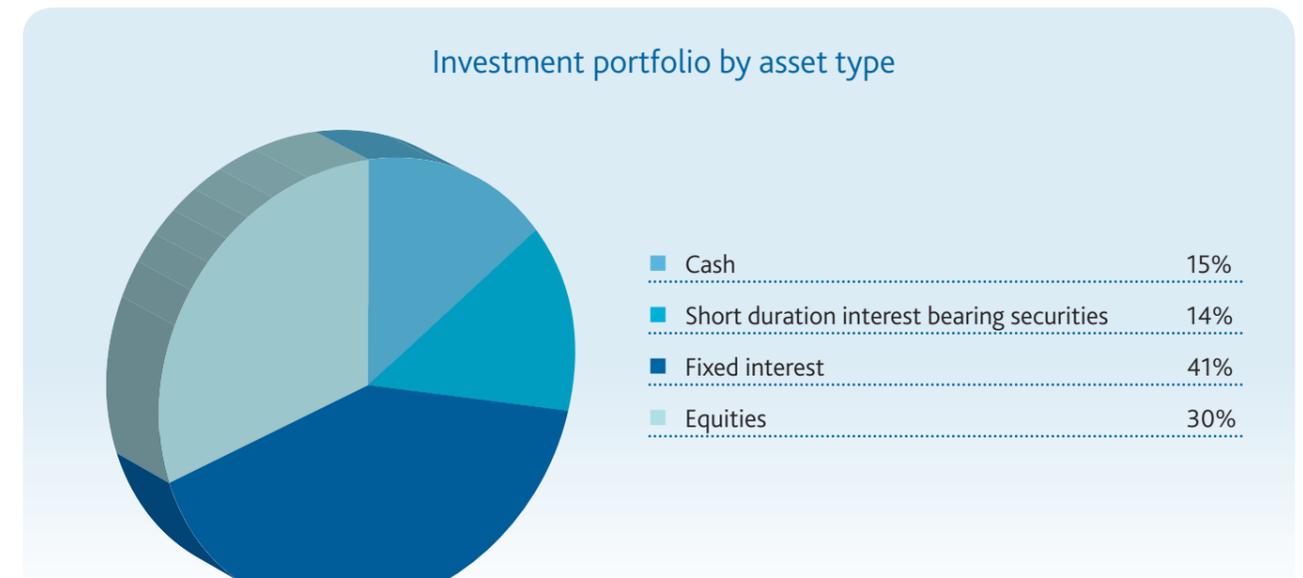


Investments

Avant delivered strong investment returns this financial year with total investment assets growing by \$137.9m to \$994.4m. These assets are invested in accordance with a comprehensive investment strategy which forms part of Avant's broader capital and risk management strategies.

The primary objectives of our investment strategy are to ensure that:

- Avant's exposure to investment risk is effectively managed
- Avant is able to support members' claims
- Avant delivers superior returns to members for today, for tomorrow and for the long term.



70% of Avant's investments are held in cash, short duration interest bearing securities or fixed interest portfolios. It is these high credit quality assets which are invested to meet members' claims and the capital necessary to support the business.

The remaining 30% of Avant's assets are held in a diversified portfolio of growth assets. These assets provide members additional security over and above that necessary to support Avant and APRA's regulatory capital requirements. Due to our continued financial strength and the security this provides, we are able to invest assets with a long term perspective which we are confident will continue to benefit members well into the future.



'I would have been lost without your help. I will always remain with Avant ...'

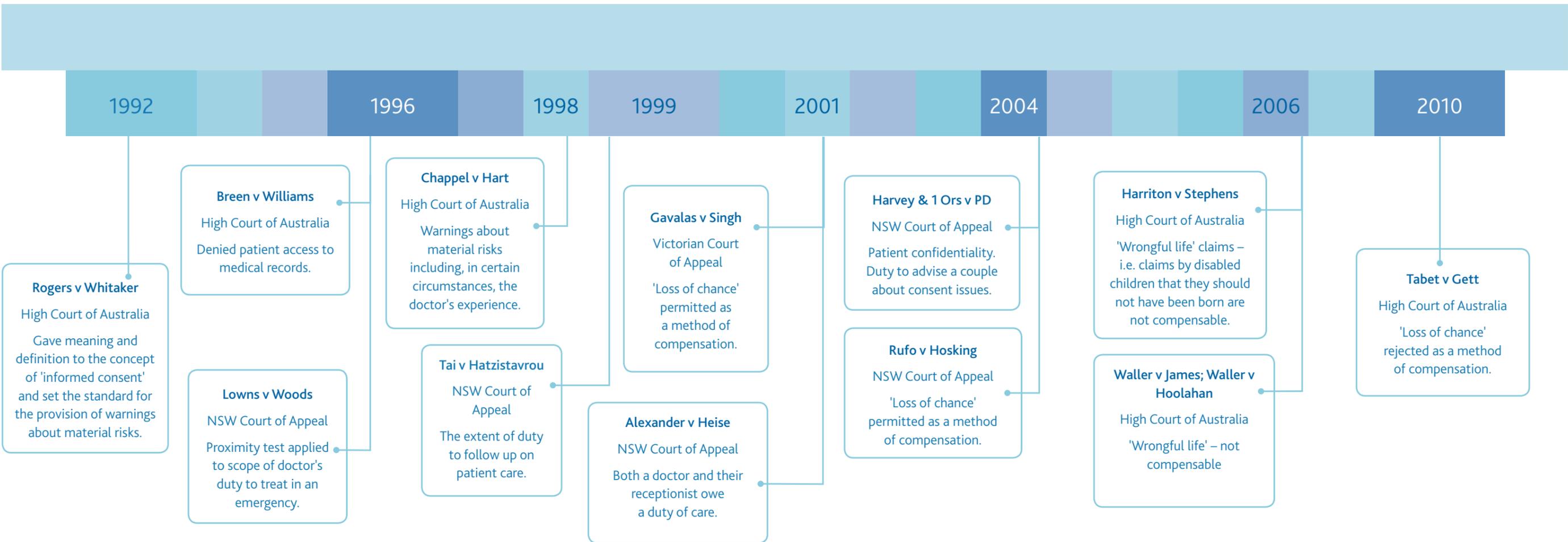
GP member, South Australia (2009–10).

Leading with the right decisions

We continue to provide stability and support during the difficult periods when complaints or claims are made against members. Avant's decisions on whether to settle or defend each claim are considered by our experienced in-house team of medico-legal experts. This is backed by the support of our panel of legal specialists and a number of specialised Medical Expert Committees to ensure the best possible outcomes for members.

This year we won the landmark High Court case of *Tabet v Gett* which resolved the matter of 'loss of a chance'. Avant was committed to succeed in this test case on behalf of the doctor concerned, our membership as a whole and to Australian healthcare. One judge expressed it this way: 'Policy considerations which tell against altering the present requirement of proof of causation in medical negligence include the prospect of encouraging defensive medicine, the impact of that on the Medicare system and private medical insurance schemes and the impact of any change to the basis of liability on professional liability insurance of medical practitioners.'

This case is just one of many that we have successfully defended over a heritage exceeding 100 years. Our experience and expertise is best demonstrated by the number of significant landmark cases through which we have supported members over time. The outcomes of several of these cases have notably shaped Australia's medico-legal landscape.





Leading by listening

'I have had such a positive member experience that I would actively recommend Avant to my peers ...'

91% of Avant members who participated in our 2010 Member Survey.

We continue to assess whether we are delivering what members want and value.

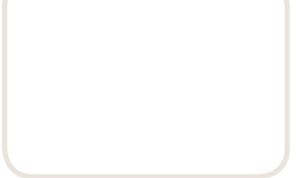
Avant supports members throughout their various work/life stages. Our record member growth to more than 60% market share and highest ever retention rate exceeding 98% are both strong indications that members appreciate the value and expertise we offer – particularly in a period of unprecedented change.

To better understand members' needs we reviewed feedback from:

- our annual Member Survey (with about 4,000 respondents)
- research focus groups (with more than 100 member and non-member participants)
- our Medico-legal Forums (with more than 1,000 attendees)
- regular member satisfaction surveys across various service areas (with over 250 surveys completed).

All these sources confirm that general attitudes to Avant and our services continue to improve. This is also evidenced by:

- record retention now exceeding 98% – our highest ever
- a 17% increase in the number of members who would recommend Avant to their peers – now at 91%
- 93% of members who have called us indicating that they are 'extremely satisfied' or 'satisfied' with our assistance
- member satisfaction of on average 4.5 out of 5 with our claims management performance
- members who utilise our Medico-legal Advisory Service indicating an average level of satisfaction of 4.6 out of 5.



'I would be supportive of Avant providing other insurance products in addition to medical indemnity for members only ...'

The majority of Avant members who participated in our 2010 Member Survey.

Leading with the right products

The results of our annual product review support our belief that we offer the broadest medical indemnity insurance to Australian doctors. We have an absolute commitment to uphold our quality provision of indemnity, medico-legal support, education and general services for our members.

Continuous improvement is vital in ensuring we provide members with market leading solutions and in 2009–10 we launched two new product lines:

Income Protection, Life and Total Permanent and Disablement Insurance for young doctors*

Avant has partnered with Hannover Life Re of Australasia to provide this package for doctors aged 20–40 years. The partnership model enables us to continue our core focus on medical indemnity, while enhancing our member offering.

The package provides an easy entry, low cost solution for doctors early in their careers who wish to protect their income earning capacity for themselves and their loved-ones. The package can be sold as a full bundle or as income protection only.

The majority of Avant members who participated in our 2010 Member Survey confirmed support for our provision of other products for members. So, not surprisingly we have already received strong support from our young doctors.

Private hospital insurance

As the health industry has evolved in recent years, Avant has become an increasingly important insurer to medical practices and day surgeries. There are several member benefits that we expect to flow from insuring private hospitals including:

- potential dispute resolution benefits through acting for both doctor and hospital that may reduce litigation stress for members, and avoid timely and costly contribution disputes which in turn will likely reduce the costs and time of claims resolution
- greater collaboration and teamwork between hospitals and Avant members
- a new revenue stream.

Importantly, we have also developed an appropriate model to manage any conflicts of interest between members and any private hospital we insure.

*Please refer to the Important Notices on the inside back cover of this annual report.



Leading with the right people

More than 250 Avant staff across Australia

One of the pillars of Avant's leadership is our people – from our members to our Boards, committees, business partners and staff. Our team – including many staff with first-hand experience in healthcare – is capable and committed to delivering the best possible member outcomes.

Avant remains unique for having Australia's largest 'in house' medical defence team that delivers incremental value to our members by handling a large proportion of civil and non civil claims on behalf of members.

Avant members also benefit from the expertise of our medico-legal advisory team that provides 24 hour support for members.

Underpinned by a highly capable executive team, we are positioned for long term stability and continuing member service improvements.

Our commitment to being an 'Employer of Choice for Women' has been acknowledged for the second year running.

'I found Avant extremely helpful and supportive recently when a complaint was made about me ...'

Surgeon member, Western Australia (2009–10).

'A truly positive outcome ... We are deeply appreciative... for the tremendous support and professional advice ... we are very grateful for all your help and more importantly for never losing faith ... Thank you to a Great Team!'

Avant member (2009–10).

Our Boards – Avant Mutual Group Limited (AMGL) and Avant Insurance Limited Board (AIL)

Avant's leadership capability is strengthened by the depth and breadth of experience of our mutual and insurance Boards. Both comprise an optimal mix of medical and commercial experts:

Mr Rod Atfield FIA, FIAA, FAII

Mr Atfield is a Director of AIL. He is a fellow of the Institute of Actuaries (London and Australia) and the Australian Insurance Institute. He is a former Director of APRA, ICA and IFSA, a past President and Life Member of the Institute of Actuaries of Australia and was formerly Managing Director and CEO of Mercantile Mutual (now ING group).

Dr Rosemary Ayton MBBS, MRCOG (UK), FRANZCOG, FAICD

Dr Ayton is a Director of AMGL. She is a senior Gynaecologist at the Royal Women's Hospital in Melbourne and is a former committee member of the Medico-Legal Society of Victoria. She was a member of the Australian Drug Evaluation Committee and is a Graduate and Fellow of the Australian Institute of Company Directors.

Dr Stuart Boland FRCS, FRACS, FACS, FAMA, FAICD

Dr Boland is AMGL's Chairman and an AIL Director. He has served on the NSW State Committee of the Australian Association of Surgeons and the Board of the Australian Council of Healthcare Standards (ACHS). Dr Boland has held many senior positions within the NSW AMA including President and was awarded the Fellowship of the AMA for outstanding service.

Dr Jonathan Burdon MBBS, MD, M Hlth & Med Law, FRACP, FCCP, FACLM, FAICD

Dr Burdon is the Deputy Chairman of AMGL and an AIL Director. He is the current Deputy Chairman of the Medical Indemnity Industry Association of Australia, a past President of the Thoracic Society of Australia and New Zealand, and a former Director of the Australian Lung Foundation.

Dr Stephen Clarke MBBS, FRACS, Dip ABU, FAMA, GAICD

Dr Clarke is a Director of AMGL and a representative on the Medicare Schedule Review Board. He is a former President of the AMA Victoria and previous member of the Federal Council of the AMA.

The Hon John Fahey AC

The Hon John Fahey is a Director of both AIL and AMGL. He was the Premier of NSW for three years, and then Federal Minister for Finance and Administration. Prior to Parliament, he practised as a solicitor. In 2002 he was awarded a Companion in the Order of Australia and since 2007 he has been President of the World Anti-Doping Authority. He is also a patron of the Sydney Burns Foundation.



Dr Cherrell Hirst AO MBBS, BEdSt, D.Univ, FAICD

Dr Hirst is AIL's Deputy Chair and an AMGL Director. She was formerly a leading practitioner in breast cancer diagnosis and screening, Chancellor of the Queensland University of Technology and Queenslander of the Year in 1995. Dr Hirst serves as a Director of Medibank Private Limited and various other organisations, and was formerly a Director of MBF Group Limited and Suncorp Limited.

Dr David McConnel MBBS, FRCA, FANZCA (QLD)

Dr McConnel retired as a Director of AMGL on 30 June 2010. He is a specialist anaesthetist in private practice and has held many appointments including council member of the Australian and New Zealand College of Anaesthetists and is also a former Federal President of the Australian Society of Anaesthetists.

Mr David Nathan BSc, LLB, GAICD

Mr Nathan is the CEO of Avant and a Director of AIL. He is a member of the Law Society of NSW and a Graduate of the Australian Institute of Company Directors. He also serves as a Director of Australia-Israel Chamber of Commerce Victorian Division Limited and President of the Emanuel School Board.

Mr Peter Polson BCom, MBL, PMD

Mr Polson is a Director of AIL. He was Managing Director of Colonial First State Investments, and with the Commonwealth Bank Group as Group Executive responsible for all Investment and Insurance Services. Mr Polson is the Chairman of Challenger Financial Services Group Limited and AWB Limited.

Mr Vyn Tozer BCom, D.Bus.S (accy), FCPA

Mr Tozer is the Chairman of AIL and an AMGL Director. He has extensive experience and expertise in finance, accounting and insurance. Mr Tozer also Chairs the Australian Health Services Alliance Limited and RACT Insurance Pty Ltd, and is a Director of RACQ Insurance Pty Ltd. Mr Tozer was formerly Managing Director of Fortis Australia and a Director of the ICA.

Prof Simon Willcock MBBS, PhD, FRACGP, RANZCOG, RACGP (NSW)

Prof Willcock is a Director of AMGL. He is a general practitioner and Professor of General Practice and Discipline at the University of Sydney Medical School. He is involved in clinical practice as well as education and training of junior medical practitioners, and undertakes research in this area.

Mr Terry Williamson BEC, MBA, FCA, FCPA, FCIS, MACS, MIIA, FAICD

Mr Williamson is a Director of AIL. He is an External Member of the Audit Committee of the Reserve Bank of Australia, a member of the Board of Advice for the Faculty of Economics and Business at the University of Sydney, and a Director of ING Australia Limited and Stockland Corporation Ltd. He is the former CFO of Bankers Trust Australia Limited and BT Financial Group Limited, and a former partner of Price Waterhouse.

Advisory Councils

Our Advisory Councils help us deliver better member-focused outcomes. All our Advisory Council members practise or study in the field, collectively providing a depth of understanding to member interactions. These groups are responsible for advising the Boards and Avant staff on medical practice and related issues, such as:

- relevant issues facing the medical profession
- reviewing professional development opportunities
- developing policies for dealing with membership issues
- facilitating relationships with medical institutions.

Medical Advisory Council (MAC)

Dr Jonathan Burdon, Respiratory Physician, VIC (Chair)

Dr Richard Abbott, Rural General Practitioner, NSW

Golsa Adabi, Medical Student

Dr Warwick Carter, General Practitioner, QLD

Dr Stephen Clarke, Urologist, VIC

Assoc Prof Neil Collier, General & Hepatobiliary Surgeon, VIC

Mr Russell Corlett, Plastic Surgeon, VIC

Alexander Craven, Medical Student

Dr Michael Fogarty, Orthopaedic Surgeon, VIC

Dr Elena Ghergori, Rural General Practitioner, WA

Dr Lizbeth Kenny, Radiation Oncologist,

Dr Alex Kippin, Rural GP Registrar, QLD

Dr Raphael Kuhn, Gynaecologist, VIC

Dr Craig Lilienthal, General Practitioner, NSW

Dr Terence Little, Anaesthetist, VIC

Dr Glenda McLaren, Obstetrician & Gynaecologist, QLD

Dr Ian Meakin, Orthopaedic Surgeon, NSW

Dr Peter Piliouras, Dermatologist Registrar, QLD

Dr Ian Pryor, General Practitioner, ACT

Dr Patrick See, Anaesthetist, QLD

Dr Tim Stewart, Occupational Physician, TAS

Dr Howard Webster, Plastic Surgeon, NSW

Dr Choong-Siew Yong, Psychiatrist, NSW

Avant Doctor in Training Advisory Council (ADITAC) – established in 2010

Dr Alex Kippin, Rural GP Registrar, QLD (Chair)

Dr Jodi Glading, Intern, TAS

Dr Andrew Gogos, General Surgeon Registrar, VIC

Dr Danforn Lim, Obstetrics & Gynaecologist Registrar, NSW

Dr Peter Piliouras, Dermatologist Registrar, QLD

Dr Mariolyn Raj, Urologist Registrar, NSW

Dr Jill Tomlinson, Plastic Surgeon Registrar, VIC

Dr Nicole Williams, Orthopaedic Surgeon Registrar, NSW

Avant Student Advisory Council (ASAC)

Golsa Adabi (University of Tasmania) 4th Year Student (Chair)

Andrew Teh (Monash University) 4th Year Student

Lauren Melville (Bond University) 3rd Year Student

Alexander Craven (University of Queensland) 4th Year Student

Marcel Neurauter (University of Notre Dame) 3rd Year Student

Timothy Chew (Adelaide University) 3rd Year Student



Medical Experts Committees (MECs)

Our Medical Experts Committees provide advice on accepted medical practice and medical issues relating to current claims against members. The MECs include a core committee that is supported by a panel of experts. Most MEC members are practising doctors who understand the pressures facing today's doctors. Our Panels of Experts reflects those specialties not represented by members on the core committee.

Dr Richard Astill, Psychiatrist, QLD

Dr Paul Bartley, Physician Endocrinologist, QLD

Dr Annette Carruthers, General Practitioner, NSW

Dr Warwick Carter, General Practitioner, QLD

Dr Nicholas Demediuk, General Practitioner – Procedural, VIC

Dr Peter Dohrmann, Neurosurgeon, VIC

Dr Jan Dudley, Obstetrician & Gynaecologist, NSW

Dr Jonathan Fawcett, General Surgeon – Gastrointestinal, QLD

Dr Michael Fogarty, Orthopaedic Surgeon, VIC

Dr Adrian Guest, Gynaecologist, QLD

Dr Graydon Howe, Rheumatologist, NSW

Dr Lewis Macken, Staff Specialist Accident & Emergency, NSW

Dr Ian Meakin, Orthopaedic Surgeon, NSW

Dr Frank Chen, General Surgeon – Colorectal, VIC

Dr Colin Pearson, Emergency Medicine – Non-specialist, VIC

Dr Greg Whelan AO, Gastroenterologist/Drug & Alcohol, VIC

Panel of experts

Dr Malcolm Baxter, Otolaryngologist Surgeon, VIC

Dr Christopher Beem, Anaesthetist, QLD

Dr Christopher Blenkin, Orthopaedic Surgeon, QLD

Dr John Buckingham, General Surgeon – Breast, NSW

Dr Rosa Canalese, General Practitioner, NSW

Dr Peter Chapman, Otolaryngologist Surgeon NSW

Dr Pierre Chapuis, Colorectal Surgeon, NSW

Dr Raymond Chaseling, Neurosurgeon Senior Staff, NSW

Dr Frank Chen, General Surgeon – Colorectal, VIC

Dr David Cook, Intensive Care, QLD

Dr Russell Corlett, Plastic Surgeon, VIC

Dr Terence Coyne, Neurosurgeon, QLD

Dr Leslie Csenderits, Anaesthetist VMO, RPAH, NSW

Dr Mary Dingley, Cosmetic / Laser Medicine, QLD

Dr Barry Duffy, Paediatrician – Neonatology, NSW

Dr Peter Grant, Cardiothoracic Surgeon, NSW

Dr Peter Greenberg, General Physician – Endocrinology, VIC

Dr Peter Habersberger, Cardiologist, VIC

Dr Peter Heathcote, Urologist, QLD

Dr Ross Hetherington, General Practitioner – Rural, QLD

Dr Ian Kamerman, General Practitioner Rural & Procedural, NSW

Dr Alan Kaye, Obstetrician & Gynaecologist, NSW

Dr Terence Little, Anaesthetist, VIC

Dr Mark Lovelock, Vascular Surgeon, VIC

Dr Hugh Lowy, Psychiatrist, VIC

Dr Anne-Maree Kelly, Emergency Medicine – Specialist, VIC

Dr Hugh Martin, Paediatric Surgeon, NSW

Dr David McConnel, Anaesthetist, QLD

Dr Elizabeth McCusker, Neurologist, NSW

Professor Mark McGuire, Cardiologist, NSW

Dr Sallyann Middleton, General Practitioner, VIC

Dr (Ronald) Kim Oates, Paediatrician – General, NSW

Dr Christopher O'Callaghan, General Physician / Clinical Pharmacologist, VIC

Dr Colin Pearson, Emergency Medicine – Non-specialist, VIC

Dr John Quayle, Otolaryngologist Surgeon, QLD

Dr William Renton-Power, Provincial Surgeon, QLD

Dr Russell Rollinson, Neurologist, VIC

Dr Christian Rowan, General Physician – Addiction Medicine, QLD

Dr Seamus Ryan, General Practitioner, QLD

Dr Mark Sheridan, Neurosurgeon – Adult, NSW

Dr Oscar Stanley, Psychiatrist, NSW

Dr John Summons, General Practitioner, VIC

Associate Professor Peter Thursby, General Surgeon – Vascular, NSW

Dr Campbell Tiley, Clinical and Lab Haematologist, NSW

Dr Deborah Verran, General Surgeon – Transplantation, NSW

Dr Robert Vorich, General Practitioner – Sports Medicine, VIC

Dr Ian Wechsler, Ophthalmologist, NSW



Leading responsibly

Corporate social responsibility and sustainability is core to our Vision to contribute to a world leading healthcare system in Australia. For this reason Avant has focused on four key areas in 2009–10:

Sponsorship and funds for cerebral palsy research

Avant pledged \$2m in sponsorship to the Cerebral Palsy Foundation from 2008 to 2012 for support and research. In 2009–10 our sponsorship funds have contributed to four different research projects for the Foundation, and our staff have raised further funds through various activities.

Fundraising for Interplast Australia

Our 'Charity of Choice' program with Interplast Australia has flourished. Avant staff have collectively raised about \$25,000 this financial year through our workplace giving program and monthly gold coin drives. We have also pledged to donate \$120,000 over the next three years, with \$40,000 already donated this financial year. These funds will assist Interplast in sending volunteer medical practitioners to provide surgical treatment for patients in developing countries. Our Interplast staff engagement program was launched in June 2010 to further enhance our staff ambassadorial capability with one of our staff members joining a program that visited Mt Hagen in Papua New Guinea in August 2010.

Other charitable support through employee and stakeholder fundraising

- Foxtel Lap Corporate Treadmill Challenge for the Murdoch Children's Research Institute
- Pink Ribbon Day for Breast Cancer research and awareness
- Movember for Men's Health issues
- Australia's Biggest Morning Tea for the Cancer Council
- Stress Down Day for Lifeline
- Red Nose Day for SIDS Research
- Red Cross for Blood Donations
- High School Mentoring Programs
- Clean Up Australia Day.

Living 'green'

Avant's commitment to sustainability continues with environmentally friendly office practices and system improvements. In 2009–10 we proactively reduced the number of paper-based communications including a move towards electronic member communications.

Our business strategy is to build a sustainable foundation for further improvements across the business including web enhancements to further encourage members to utilise our online member services and risk management resources.



'Avant's donation is one of the largest donations to Australian medical research in recent times ...'

Rob White – CEO Cerebral Palsy Foundation (2009–10).



Adelaide Office

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Adelaide SA 5000
GPO Box 1263
Adelaide SA 5001
Telephone 08 8291 9893
Facsimile 08 8271 8254

Brisbane Office

(New address from 25/11/10)
Level 11, 100 Wickham Street
Fortitude Valley QLD 4006
GPO Box 5252
Brisbane QLD 4001
Telephone 07 3309 6800
Facsimile 07 3309 6850

Hobart Office

Level 2, 29 Salamanca Place
Hobart TAS 7000
PO Box 895
Hobart TAS 7000
Telephone 03 6220 7800
Facsimile 03 6224 0899

Melbourne Office

Level 2, 543 Bridge Road
Richmond VIC 3121
PO Box 1019
Richmond North VIC 3121
Telephone 03 9026 5900
Facsimile 03 8673 5015

Perth Office

Level 18 Central Park
152-158 St Georges Terrace
Perth WA 6000
Telephone 08 9288 4582
Facsimile 08 9288 1882

Sydney Office

Level 28 HSBC Centre
580 George Street
Sydney NSW 2000
PO Box 746
Queen Victoria Building NSW 1230
Telephone 02 9260 9000
Facsimile 02 9261 2921

1800 128 268
avant.org.au

'I feel confident that Avant would support me in the event of a complaint or claim ...'

92% of the Avant members who participated in our 2010 Member Survey.

'I value the services available to me as an Avant member ...'

89% of the Avant members who participated in our 2010 Member Survey.

'I intend to remain an Avant member for the foreseeable future ...'

94% of the Avant members who participated in our 2010 Member Survey.