THE WAY YOU MAKE ME FEEL WITH EMILY MADDEN

OUR MOBILE APP

LAURA GEITZ’S NEW ROLE, MOTHERHOOD

RECIPES
CHICKEN RICE PAPER ROLLS

BENEFIT IN FOCUS:
HEARING AIDS

ROOSIE THE APPLE COLOURING COMPETITION
Thank you to all our contributors

Laura Geitz – Member and Former Australian Netball Captain
Yvette Le Blowitz – Founder of Spa it Girl spaitgirl.com
Emily Madden – Accredited Practising Dietitian, Compleat Nutrition
Grant Collins – Principal Audiologist, Clarity Hearing Solutions
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FROM THE CEO

Welcome to the Spring/Summer issue of Living Healthy!

Health insurance affordability has continued to be a talking point for everyone including the media. We have been working hard to keep premiums as low as possible for our Members while balancing this with strong growth in claims paid which exceeded 20% in the 16/17 financial year.

Over the past year we have paid out a record $80m in benefits (approximately 90% of the total premiums we received), which demonstrates the value our Members receive.

Value and affordability have been at the forefront of everyone’s minds and Queensland Country has seen strong membership growth with more people transferring from other funds. Our total policies have increased by 9% in 16/17 which is the third strongest policyholder growth in the industry.

Over the next 12-18 months the health insurance industry is set for reform as the Federal Health Minister, Hon. Greg Hunt MP considers ways to make change to improve affordability for Australians. The Minister has established a private health ministerial advisory committee which continues to work on reform options. Mr Hunt has been meeting with health insurance lobby groups HIRMAA and Private Healthcare Australia to understand ways to improve the system and make health insurance more affordable.

He has said that the government will chart a plan to assist with price reductions for the private health insurance sector.

Thank you to all of the Members that took part in our annual Member Satisfaction Survey earlier this year, providing us with invaluable feedback. We received a great response and this year we were proud to receive a satisfaction rating of 97%.

We have improved in some of our key categories including: value for money, better benefits and recommendation. Members identified two areas for improvement: our phone service response times and speed of payment of claims. Both areas are key aspects of our service and will be a particular area of focus for our team in the next 12 months.

Over the past 12 months we have made some important changes in our business. Changes have included the launch of our new website to improve usability and access to information for our Members. As well as this we have also launched a mobile app to provide easy access to policy information and to make claiming more convenient. Members have given us great feedback and in 2017/18 we launched our mobile app to provide easy access to policy information and to make claiming more convenient.

We are excited to announce that we have recently appointed Darwin based staff which will now allow us to offer face to face service for our Members.

At Queensland Country the purpose is to improve the lives of our Members through better health. Consumers in the Northern Territory have limited choice of health insurance providers and we therefore wanted to give people better access to competitive products than currently available through the large profit driven insurers.

We are excited to announce that we have recently appointed Darwin based staff which will now allow us to offer face to face service for Territory Health Fund.

Thanks to all of our Members for their continued support of Queensland Country and I look forward to bringing further improvements to our products and service in 2017/18.

Aaron Newman | CEO anewman@qccu.com.au
Saturday 25th February 2017 will mark the day that our lives changed forever, please don’t take it the wrong way, definitely for the better. However, if you asked me in the first six-eight weeks just how I was coping with motherhood, I probably would have looked straight through you with glazed over eyes and lied that it was all going wonderfully well. Sleep deprivation, constant nappy changes and entire days spent on the couch feeding and soothing a newborn back to sleep was a far cry from my once very independent, busy and active lifestyle. Putting a load of washing on and better still getting it hung out was an achievement in those early days and I constantly asked myself the question – how on earth do so many women become mothers and live to tell the tale?

As an athlete I often get asked who my role model was growing up. Well after becoming a mother my very response to that question is any mother who has raised a child is the most positive and wonderful role model out there!

The biggest challenge for me in those early weeks was not having any control and structure around my day-to-day life. Being an athlete, your day is normally planned down to the minute, knowing where you have to be and what you need to be doing, but as many parents can relate, it’s not just all about you anymore. You have been given this precious little human being that relies completely upon you and in return gives you a feeling of love like you have never experienced before.

As we kissed the first six weeks goodbye, I felt as though I was slowly getting my head around this motherhood business and decided that it was time to get back into a routine of some sort. It also occurred to me that I had not been doing what has been a huge part of my life as long as I can remember, living an active lifestyle. Sure there was no way I could get out on the court to train, but being outside, getting some fresh air and some blood pumping through the veins was what I needed to include in my day for not only my benefit but also Barney’s.

Pilates became my lifesaver, I was a huge fan of reformer pilates throughout my pregnancy and because I am finding it equally as important to keep my mind and body moving in the right direction. Long walks with the pram and my dog Charlie with coffee in hand were the simple things that all of sudden made such a difference to getting me out and about.

Ask me now about motherhood and I would say it is the most wonderfully rewarding and best job I have ever had the pleasure of doing. Routine, keeping active and enjoying the moment have been my motherhood motto’s as I embrace everyday with Barney and look into his little face and realise just how lucky I am that he chose me to be his Mum.

I am super excited and looking forward to returning to the court for the Queensland Firebirds in 2018 with my little man watching from the stands.

EARLIER THIS YEAR MY HUSBAND MARK AND I WELcomed OUR BEAUTIFUL LITTLE BOY BARNEY ROSS INTO THE WORLD.
Now before we all burst into song and dance, like the famous Michael Jackson. It’s time to talk about the link between what we eat and the effects on physical and mental wellbeing. Whilst the effects of diet on physical health aren’t a new concept, the effects of diet on mental health are.

With research into this area still in the early stages, what’s not clear is whether your diet affects your mental health or if it’s your mental health that affects your food choices. It’s also possible that there are other contributing factors, such as exercise and lifestyle choices that may impact on your mental health, and potentially a combination of all of these contributors.

What’s evident is that people who eat an overall healthy diet get the most ‘bang for their buck’ and tend to have better mental health. In particular, the research suggests that depression and dementia are effected by diet quality. A diet rich in vegetables, fruits, complex carbohydrates and fish (Omega 3’s) is related to a reduction of health risks, for example depression and poor memory function.
AIM FOR COLOUR:
The more colour on our plate the higher the antioxidant content. Antioxidants maintain the health of our bodies numerous cells. Studies have shown countries with the longest lifespan and the lowest prevalence of disease are known to consume 7-10 serves of antioxidant rich fresh fruit and vegetables every day.

OMEGA 3’S:
Known as healthy fats, Omega 3’s can be found in all the oily fishes such as salmon, mackerel and sardines, which play a central role in healthy brain function. Walnuts, pumpkin seeds, flaxseeds, chai seeds, avocado and olive oil are also key fats involved in keep our body’s engine or heart pumping strong.

VITAMIN D:
Our English counterparts have proven that (seasonal affective disorder) lack of sunlight exposure not only can leave us Vitamin D deficient but feeling blue. So, why not tick both boxes by incorporating outdoor exercise.

OMEGA 3’S:
Known as healthy fats, Omega 3’s can be found in all the oily fishes such as salmon, mackerel and sardines, which play a central role in healthy brain function. Walnuts, pumpkin seeds, flaxseeds, chai seeds, avocado and olive oil are also key fats involved in keep our body’s engine or heart pumping strong.

COMPLEX CARBOHYDRATES:
Also referred to as Low GI, high fibre sources are foods that are digested at a slow rate. This results in a more sustainable method of fuelling the body with energy. When we eat carbohydrate rich foods such as wholegrains - bread, legumes, fruit and vegetables they are broken down into glucose, which is released into the bloodstream for energy purposes. The brain relies on glucose to function. So, it comes as no surprise that by eating regularly energy levels will be maintained.

Low energy levels that people may feel throughout the day could be due to poor meal timing. Skipping meals may contribute to mood swings, lethargy, poor concentration, increased stress and an overall sense of flatness by fluctuations in blood glucose levels. So, the next time 3pm hits at work, before the inner bear comes out and shocks all your colleagues, make sure you have had lunch or grab a piece of fruit to pump up the jam.

WHAT WE’LL PAY FOR DIETITIAN VISITS

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<tr>
<th>WAITING PERIODS</th>
<th>PREMIUM EXTRAS</th>
<th>ESSENTIAL EXTRAS</th>
<th>SELECT EXTRAS</th>
<th>YOUNG EXTRAS</th>
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<tr>
<td>2 months</td>
<td>Examples of benefits Initial visit - $75 Subsequent visit - $40 Overall therapies limit of $1400 per person per Membership year applies</td>
<td>Examples of benefits Initial visit - $53 Subsequent visit - $28 Overall therapies limit of $900 per person per Membership year applies</td>
<td>No benefit payable</td>
<td>No benefit payable</td>
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What is a Membership Year?
We operate our policies on a unique Membership Year. The original establishment date of your policy (anniversary date) represents the start date of your Membership Year. Throughout the life of your policy each year on your anniversary date your Membership Year starts over again, thus renewing the majority of your benefit entitlements. If you forget your anniversary date don’t worry for most it’s printed on your Membership Card. Alternatively, you can log into Online Member Services (OMS) to find out visit qldcountryhealth.com.au
We caught up with Yvette Le Blowitz the Founder of Spa it Girl, one of the World’s Top Luxury Spa Travel reviewers, writers, and spa and wellness bloggers. She is a motivational speaker who has recently been named as one of Australia’s Top 50 Influencers for 2017. She has recently released her brand new book: ‘It Starts with Me’.

Tell us a bit about yourself?

I am a down to earth aussie girl, originally from Home Hill, Queensland who has always wanted to travel the world. As a kid I dreamt of travelling the world. I would map out all of the places I could travel to in the back of the old World Atlas.

Fast forward to 2017, I now have a number of things on my resume which include:

- Founder of Spa it Girl spaitgirl.com an on-line spa travel and wellness site and global community.
- Qualified personal trainer and group fitness instructor with Fitness Australia; I started teaching aerobics straight out of high school whilst working a full time job.
- Wellness Coach and published author of my very first book called: ‘It starts with me.’

I inspire others to feel good within and to become their Happiest, Healthiest self, to live their own dreams and visit Day Spa’s of course!

I started out blogging online before it became popular in Australia and have been through all of the social media changes like the launches of twitter and Instagram. Since starting my Spa it Girl blog followers and readership has grown to over 350k. I have worked hard for this growth by writing, blogging, reviewing and influencing online for well over 8+ years. Even though Spa it Girl continues to grow, I am still the same a down to earth aussie girl. I am grateful for all of the love and growing support.

I am so lucky to be able to wake up everyday and do the things I love.
How do you maintain a good work / life balance?

Through a really good to-do list and learning to say NO! I have learnt that it is impossible to think we can do everything. Now I pick what things I do, work on or write about.

To keep me grounded I practice yoga and meditation, which helps with managing my work load and stress levels. When I am on the mat that is my ME TIME.

I also enjoy walking and spending time outdoors. As well as practicing self-love through self-care rituals every single day.

What is your favorite healthy meal to cook for you and your family?

Simple organic chicken breast in coconut oil with a beautiful big colourful freshly made salad, YUM!

Favourite healthy snack?

Raspberries, I eat them nearly everyday like lollies.

What or who inspires you?

• My family, friends, Spa it Girl blog readers and followers.
• Anyone who is trying their very best to live a healthy lifestyle.
• My mum, who has always taught me to believe in myself no matter what.
• My dad, who inspired me to start taking photos, talking and being sociable with others and helping out the local community whenever it is needed.
• My sister, Antionette, because she loves to keep fit and go to the gym even more then me, considering she lives in a small country town, it’s so great to see.
• My little nieces, Allie-Jo and Julea, they are both cute and super talented at anything they do. Both are stars in the making and love to help me out at all of my Spa it Girl Wellness Events. This year they are part of the Spa it Girl Ambassador team for The Colour Run in Townsville.

Where is your favourite healthy destination in Queensland?

Where do I start! I have so many but I really loved visiting Gwinganna Lifestyle Retreat and taking part in their Wellness Retreat.

The retreat had me waking up every morning without an alarm but a good old fashion knock on the door. From there I participated in so many different exercise classes and learnt so much about my own health and wellness. I also endured a total social media detox as mobile phones are not allowed to be used other than in your room. As a blogger and always connecting with my Spa it Girl readers and followers, I found it to be such a healthy thing to do.

The food was organic and on the weekend retreat they stop serving coffee after 11.30am, as they believe that having coffee after this time can interfere with your sleep.

Each afternoon I spent time simply connecting with my inner self. The treatment room is on an elevated outdoor wooden deck path. The native spa garden and surrounding trees were truly amazing.
How do you ‘Stay Healthy. Be Confident.’?
Everyday I wake up, I make sure I take time to connect to my own breath and I stretch before I leap out of bed.

I also meditate everyday, even if it’s only for five to ten minutes. I love to practice yoga and I do this straight after work. I find it to be such a great way to unwind from the day.

I do my best to eat fresh unprocessed plant based foods. I drink lots of water and I take time out to do things that make me feel good from within. Which may include:
• having a massage when I need it
• taking a long bath
• writing in my gratitude diary
• reading a feel good self-help book
• listening to motivational speakers on YouTube
• if I need to rest, I simply rest
• try to get eight hours sleep every night

Every Sunday I practice Spa it Girl Self Love Sunday with my Spa it Girl blog readers and followers around the world. It is the one-day of the week when I let go of my to-do list and simply be.

I stay confident by being true to myself and not changing for anyone else, and by practicing Yoga as it teaches you to self-accept and to feel at peace and confident from within.

Can you tell us a bit more about your book?
Through my own personal stories and proven tips, I guide the reader through a simple road map that teaches them:
• how to meditate
• set clear daily intentions
• exercise
• eat mindfully
• live a life of kindness
• sleep restfully
• make time to just be

I invite the reader to do a self assess on how they feel after taking them on a twenty-one day journey encouraging an inward focus, allowing a connection with their true self, and providing a gentle reminder about the importance of self-care in attaining a balanced and healthy life. Readers are encouraged to become their Happiest, Healthiest Self.

What’s next for Spa it Girl?
• Book signing appearances.
• Meet and greets with my readers both in person and via social media.
• Media interviews and guest speaking events.
• Recording for my iTunes podcast channel.
• Continuing to share more beautiful feel good spa, wellness, lifestyle and travel trends on spaitgirl.com

How can we stay in contact with you?
• Instagram: @Spaitgirl and @yvetteleblowitz
• Facebook: Spa it Girl
• Spa it Girl blog: spaitgirl.com
LISTEN UP WHEN IT COMES TO HEARING AIDS

The Australian hearing aid industry has been in the media a lot lately. Sparked by an ABC Radio National exposé, the ACCC and the Senate have taken a closer look at the industry. The Senate report is yet to be released, however, the ACCC has raised concerns about some industry practices. These include hearing clinics:

- setting sales targets or other performance measures for clinicians
- paying clinicians commissions or other incentives
- having arrangements that favour certain brands or types of hearing aids
- being owned by companies that manufacture hearing aids.

The ABC’s CheckOut program also did a segment on the industry (you can find it on iView or YouTube). It provided some enlightening insights and tips to ensure you get the right hearing treatment, including:

- Avoid manufacturer conflict of interest and seek out a qualified independent audiologist at independentaudiologists.net.au. Qualified providers operate on an evidence based and ethical practice model.
- Ask questions about your recommendations and options and whether a more cost-effective model would have the same benefit. If no, ask what the benefits are in the more expensive aids and if they provide better hearing outcomes.
- Some people may be eligible for free Government assistance for example, some pensioners, DVA card holders, NDIS participants and others.
- If you get Government assistance, some clinics train staff to upsell you on what’s called top-ups. These are devices above and beyond what’s provided for in the funding, which will cost you money.
- Beware of bundling. This is where the clinic bundles a set amount of clinical time into each hearing aid. It makes it difficult to determine what you are paying for.
- Most importantly, have any hearing loss addressed sooner rather than later.
Meet Debbie Bailey

Debbie is our System Manager and recently celebrated 15 years with Queensland Country. Debbie looks after the systems and admin teams. She inspires her whole team with her healthy lifestyle and this year took part in her first ever Gold Coast Half Marathon. She recently sat down with us to have a chat...

Tell us about your time here at Queensland Country.
I have worked at Queensland Country for 15 years and in that time I have worked my way through the ranks starting as a claims assessor. I actually didn’t know anything about Queensland Country when I started let alone health insurance, but once I started learning about it all, I couldn’t see myself ever going back. I work with a great team who support and respect each other.

Who inspires you and why?
My children and grandchildren are a constant inspiration for me. My children have grown to be strong independent adults who are instilling great values within my beautiful grandchildren. Over the years I have also met some incredible people who have taught me some great lessons. I really think inspiration comes back to how you choose to live your life.

What is the most important thing about health insurance?
The most important thing I have found with health insurance is that you THINK something will never happen to you, but then it does. Being able to have the treatment you need, when you need it, and with the doctor of your choice gives you peace of mind.

What is the Queensland Country difference?
Being part of Queensland Country is like having an extended family. I know that sounds a bit cliché but it really is a great place to work. The attitude to Members and staff alike is refreshing and genuine; where people matter most.

How do you ‘STAY HEALTHY. BE CONFIDENT.’?
I run, not fast, but I run. I believe that if you eat well, exercise regularly and get a good night’s sleep, this will definitely help you to develop a healthy mind and healthy body. Surrounding yourself with like-minded people is also a great way to stay on track. I am not saying that I don’t have ‘moments’, but as the saying goes ‘if you fall off the horse... dust yourself off and get straight back on’.

STAFF MEMBER IN FOCUS:
Quick tips for a healthier you

Feel the best you can by focusing on things that make you feel good. Here are some quick tips to get you on track to a healthier you:

1. **Keep hydrated**  
Experts recommend drinking eight glasses of water a day to help eliminate wastes and toxins from your body. Your water intake can include water rich foods e.g. watermelon or celery or other beverages, e.g. coffee, tea and juices.

2. **Get moving**  
Thirty minutes a day is all it takes. So why not take the dog for a walk, go for a jog or attend a group exercise class. Incidental exercise such as hanging the washing out, vacuuming or even mowing the lawn can also contribute.

3. **Make time for you**  
Schedule some much needed ME time. In this day and age we all live fast paced lives and do not find time for ourselves. There are a couple of things you can put into place to assist in achieving this much needed time, examples include:
   - Put the kids to bed a half hour earlier
   - Book something, e.g. massage or manicure, this ensures you will go

During this time do something for you, it can be anything - reading a book, a bubble bath, watching your favourite tv show or get a massage.

4. **Variety is the spice of life**  
Enjoy a variety of foods from all five food groups throughout the day to fuel your mind and body. These food groups include:
   - **1. Dairy**
   - **2. Fruit**
   - **3. Vegetables, legumes and beans**
   - **4. Grain (cereal) foods**
   - **5. Lean meats and poultry, fish, eggs, tofu, nuts and seeds**

A good way to work towards this is to feature as many fresh and colourful items on your plate as possible and try to minimise processed foods. Remember to treat yourself - moderation is the key.

5. **Sleep**  
Try and get at least eight hours sleep to help improve your overall and performance. Prepare for sleep at least thirty mins prior to be by removing yourself from technology and any stimulation. Having a drink of water and making yourself comfortable in bed can also help.


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**Celebrating 40 Years**

Did you know we were established back in 1977 and we’re the only health fund based in regional Queensland? We’re proud of our rich history and can’t wait to celebrate this special year with you.
QUEENSLAND COUNTRY IN THE COMMUNITY:

Townsville Running Festival

For the eighth year in a row Queensland Country Health Fund was proud to be the sponsor at the McDonalds Townsville Running Festival. This year Queensland Country registered its largest team to date with over 100 staff members and their families taking part in the event. Participants travelled from far and wide to take on the Queensland Country Health Fund 5k Corporate Challenge, 21km Half Marathon and 10km Classic. Rosie the Apple also attended the event with the team and congratulated everyone as they crossed the finish line.
Meet the newest Member to join Queensland Country Health Fund, her name is Rosie and she’s a red delicious apple - our very first mascot.

Rosie will be visiting local community events, expos and game days to share her wise words on all things health insurance and promoting how she likes to ‘Stay Healthy. Be Confident.’

We sat down with Rosie to find out more about her and why she values being a Member with us.

Why do you love being a Member with Queensland Country?

Whenever I have to deal with my Health Fund, the team are friendly and knowledgeable. They always make me feel valued.

How do you “Stay Healthy. Be Confident.”?

An apple a day keeps the doctor away! I keep active and eat a variety of fresh and healthy whole foods that give me natural energy all day.

Who inspires you and why?

I am inspired by Laura Geitz who radiates energy and enthusiasm and a passion for being active.

Is there anything else you would like to share about you?

I love spending time with family and friends and making the most of the Queensland lifestyle. We are so fortunate to live in this lucky state with loads of sunshine. We are spoilt for choice when it comes to outdoor activities and recreation.

Win

For your chance to win 1 of 4 $50.00 Smiggle Gift Cards. Complete the picture of Rosie and drop it into your local Queensland Country branch or post it to the team. Details on page 16.

There will be four categories: 3 to 5 years old, 6 to 8 years old, 9 to 11 years old and 12 years+. A winner will be selected for each category.

Terms and Conditions apply and are available on request.

Competition closes 5.00pm Friday 20 October 2017.
STAY HEALTHY.
BE CONFIDENT.

Rosie
THE APPLE

Queensland
COUNTRY
HEALTH FUND
Rosie Colouring in Competition

HOW TO ENTER

1. COLOUR IN ROSIE
2. FOLLOW THE SCISSOR LINE TO CUT OUT THE PAGE
3. POST TO
   Queensland Country Health Fund
   Rosie Colouring Competition
   PO Box 42, Aitkenvale, QLD 4814

OR DROP IT INTO YOUR LOCAL QUEENSLAND COUNTRY BRANCH:

Aitkenvale  Charters Towers  Magnetic Island
Atherton    Collinsville     Mareeba
Ayr         Dayboro          Mission Beach
Beaudesert  Deeragun         Mount Isa
Bowen       Earlville        Mount Pleasant
Brisbane     Home Hill        Smithfield
Cairns City  Innisfail       Stanthorpe
Caneland Central  Jimboomba  The Townsville Hospital

Tieri
Townsville City
Virginia
Weipa
Willows

ENTRY FORM

NAME: _______________________________________________________

AGE: _______________________

CONTACT NUMBER: _______________________

EMAIL ADDRESS: ____________________________________________
Method for the rolls
PLACE all vegetables on a large platter or plates
PREPARE a large water bath (we use a frying pan filled with tap water) for dipping the rice papers in to soften
DIP Rice paper into water until wet all over
PLACE rice paper onto plate
USING a knife spread a thin line of peanut butter 2/3 way the middle
START with carrot and follow with all other vegetables over the peanut butter
FINISH with meat or eggs
DRIZZLE with sauce
FOLD bottom 1/6 up and then roll the side over the filling until roll completed
PREPARE TO STUFF YOURSELF ENTIRELY WITH DELICIOUS CRUNCHY GOODNESS!

Ingredients for the sauce
1 fresh lime, juiced
1 clove fresh garlic, grated
1 fresh ginger knob, grated and about the same size as the garlic
1/4 cup Kikkoman salt reduced soy
1 tb fish sauce
1 tsp sesame oil
4 tbs sweet chilli sauce

Method for the sauce
PLACE all ingredients in a jar
CLOSE lid tightly
SHAKE vigorously for 1-2 minutes
DONE!
Earlier this year we launched our first ever mobile app for Queensland Country Health Fund! The app offers Members a 24 hour a day, seven days a week full viewing access to their membership. We strive to give our Members more convenient and easy options to access and manage their membership.

We’re great to deal with even via our app - so download it today on iPhone or Android for an easy, convenient and secure way to manage your membership.

Some key features include:

- **Online claiming** - lodge claims directly to Queensland Country by simply taking a photo of your receipt/s and pressing submit
- **Review your claims history**
- **View policy details including contribution details**
- **Check your annual benefit limits and see what’s remaining**
- **View personal details and update your contact information**
- **Order new Membership cards**
- **Learn more about your health insurance and how you can experience genuine value via our stories and news**
- **Find your nearest Queensland Country branch**

We value the views and opinions of our Members and are proud of our 97% Member Satisfaction rating.* What you say matters as it helps us concentrate our efforts on offering quality service in areas that are important to you. You told us you value easy and speedy claiming methods and we’re so excited that this app will deliver exactly that.

*2017 Member Satisfaction Survey, 65% were very satisfied and 32% were somewhat satisfied.
HOW TO DOWNLOAD

STEP ONE: Visit the App Store for an iPhone or Google Play for an Android.

STEP TWO: Search for ‘Queensland Country Health’ and select the ‘Get’ or ‘Install’ icon to download the app for free!

STEP THREE: Once you’ve opened the app, you can sign in using your Membership number available on your Membership Card or click ‘Register’. TO REGISTER: You’ll need to register for access through Queensland Country’s Online Member Services (OMS) via qldcountryhealth.com.au/register. Once you’re there, follow the prompts to register and you’ll be ready to login on the app.

HOW TO SUBMIT A CLAIM

STEP ONE: Once you’ve accepted the mobile app terms and conditions and/or logged in, click the ‘Claiming’ icon followed by ‘Submit Claim’.

STEP TWO: Take a photo or choose an existing photo of your receipt you wish to submit for claiming. You can take up to four clear and easy to read photos of invoices and supporting documentation before selecting ‘Next’.

STEP THREE: Review your details and read and accept the disclaimers that appear. You can also update your email or include a reference. Click ‘Submit Claim’.

Mobile claim submissions will take 2-3 business days to be processed by our team.

Keep up to date

Keep your contact details up to date to receive important Member information, industry news, changes with how to claim and competitions!

You can update your contact details by giving us a call on 1800 813 415, emailing us at info@qchfund.com.au or using your online portal Online Member Services via our website qldcountryhealth.com.au.

DON’T FORGET TO

Like us on Facebook @qldcountryhealth

Follow us on Instagram
SmartBudget lets you tackle your bills with ease

Terms and conditions apply and are available at qccu.com.au/smartbudget. This information does not take into account your objectives, financial situation or needs. Before acting on the information you should consider whether it is right for you and seek your own advice.

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