

Date: 22 October 2004

Subject: NIB Continues its Commitment to Customer Service

NIB Health Funds Limited (NIB) has increased its investment in employee training to further improve the company's award winning customer service while also adding to the qualifications and management skills of its frontline people.

Eighteen NIB employees last week graduated from a 12-month program which allowed them to complete a Certificate IV in Business (Frontline Management), introduced by NIB as a pilot program late in 2003.

The graduates of the first program have now successfully completed the nationally accredited and recognised training that covered a range of core business subjects including leadership, team building, process and performance analysis and communications.

NIB's Chief Executive Officer, Mark Fitzgibbon, said the organisation has a strong focus on its people and is committed to investing in employee training and education to ensure NIB is providing the best possible service to its members.

"Our principle strength comes from the quality of our people and this program enables us to better prepare and equip our frontline employees to meet daily business challenges and to also gain formal qualifications", Mr Fitzgibbon said.

"Programs such as these provide the additional training to ensure our employees are not only able to provide accurate information about health cover but also have the ability to effectively communicate with members to resolve issues that can be very personal and sometimes stressful", Mr Fitzgibbon said.

NIB's retail centres remain an important point of contact for members who visit to process claims and seek general advice and guidance on health cover. In addition, 25-30% of new fund members joined the fund through NIB's retail centre network during the last financial year.

Tamworth Retail Centre Manager, Robyn Byrnes, was delighted to have the opportunity to complete the course and commended NIB on its commitment to training.

"Like most of the people who participated in the course, this was the first time I had undertaken this type of formal education for some time so it was quite daunting in the beginning but it certainly has been a very rewarding experience for all the participants", Ms Byrnes said.

"Having academic qualifications together with practical experience gives me greater confidence in my ability to manage a retail centre and ultimately enables me to provide better service to NIB members".

Program participants were required to attend a series of workshops, complete assignments and were assessed in their workplace. While the program was tailored to meet the specific needs of NIB employees, the qualifications attained are portable and are recognised externally.

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A not for profit registered
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