

I-MED Radiology Sustainability Report FY24

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Acknowledgement of Country

I-MED Radiology Network acknowledges the Traditional Custodians and owners of Country on which we operate, live and work. We acknowledge their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



About this report

This is I-MED Radiology Network's inaugural sustainability report, which outlines our approach to identifying and managing environmental, social and governance (ESG) risks and opportunities.

An externally supported materiality assessment determined our material topics.

This report covers FY24 (1 July 2023 – 30 June 2024) and is prepared with reference to the Global Reporting Initiative (GRI) Standards and the Australian Sustainability Reporting Standards (ASRS) climate-related disclosures standard AASB S2.

We are committed to continuous improvement and transparency in our reporting. If you have any questions or feedback in relation to this report or its contents, please contact: sustainability@i-med.com.au.

CEO letter

CEO message

Advancing a sustainable future is a key priority for I-MED Radiology Network. As the largest provider of medical imaging services across Australia and New Zealand, we are acutely aware of our responsibility to foster a more sustainable world. Our commitment to sustainability extends beyond compliance; it is about actively monitoring and enhancing our performance across environmental, social, and governance (ESG) dimensions.

In our inaugural report, we are proud to share efforts we have made in our sustainability journey over the past year. These encompass a range of initiatives aimed at reducing our environmental footprint, fostering a diverse, inclusive and supportive workplace, and maintaining high standards of governance and ethical conduct.

Looking ahead

While we are proud of our achievements to date, we know there is always more work to be done. Our journey toward sustainability is ongoing, and we remain dedicated to setting higher standards, exploring new opportunities for impact, and being transparent about our plans, activities, and results.

As we move forward, we invite all our stakeholders to join us in our commitment to creating a sustainable future. Together, we can make a meaningful difference and ensure that I-MED Radiology Network continues to be a leader in medical imaging, healthcare and sustainability.

Dr Shrey Viranna
Chief Executive Officer
I-MED Radiology Network



About I-MED Radiology Network

Who we are

I-MED Radiology Network is Australia and New Zealand's largest medical imaging provider. We leverage the strength of our extensive network of over 210 clinics¹ to care for millions of patients annually. Our sub-specialist radiologists and dedicated clinic teams, working closely with our comprehensive support teams, are proud to provide referring medical practitioners with the answers they need for accurate diagnoses, helping to improve health outcomes for our patients.

Where we operate

Our network of clinics expands across all Australian states and territories and the North Island of New Zealand. In South Australia and Alice Springs, Northern Territory our services are provided through our joint venture with Jones Radiology.

We also offer reporting services through our teleradiology business I-TeleRAD, which provides emergency and overflow reporting to hospitals across Australia and New Zealand.

¹Excludes Jones Radiology

Our history

I-MED Radiology was founded in Australia in 2000, and since then we have continued to grow our network through acquisition of individual clinics, as well as greenfield and brownfield clinic development. Some of the clinics that now form a part of I-MED Radiology have been in operation for more than 50 years. In 2022, we expanded our network into New Zealand and have continued to grow our clinic operations there.

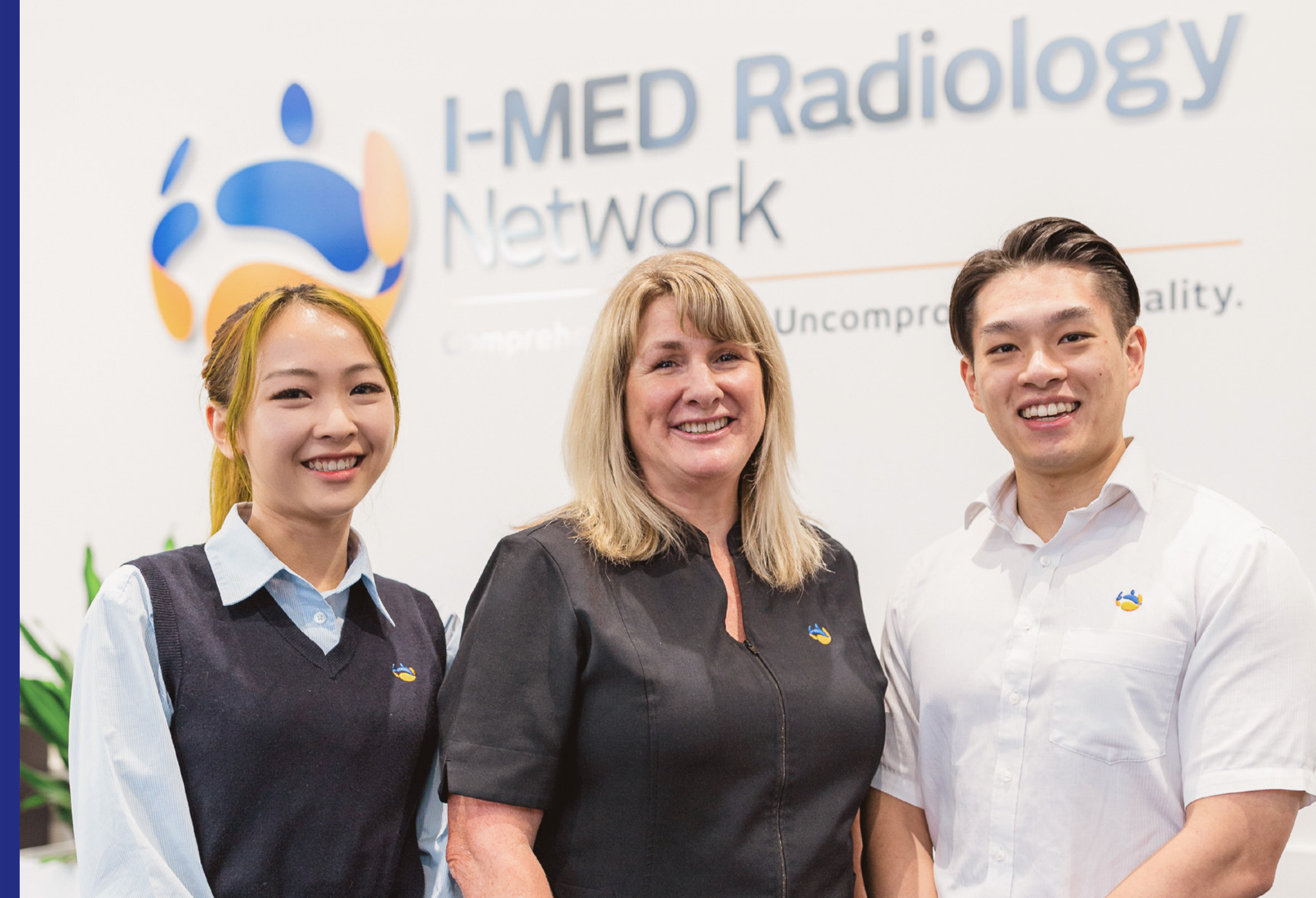
Through our growth, we have contributed to population health equity by bringing radiology services to rural and regional communities that previously had no access to these vital services. Many of our clinics are based in private and public hospitals allowing us to work with hundreds of specialist doctors and clinicians to provide life-saving diagnostic services to patients at the time when they are most vulnerable.

What unites all our clinics, and people, is the drive to provide high-quality and exceptional radiology services, and a commitment to care and compassion towards our patients. Radiology plays a critical role in the healthcare ecosystem, offering timely and precise diagnoses that are essential for early intervention and better patient outcomes. By enabling accurate diagnoses, radiology helps to reduce overall healthcare costs, guiding effective treatment plans and minimising unnecessary procedures, ultimately contributing to a more efficient and sustainable healthcare system.

2.4 million+ patients cared for in Australia

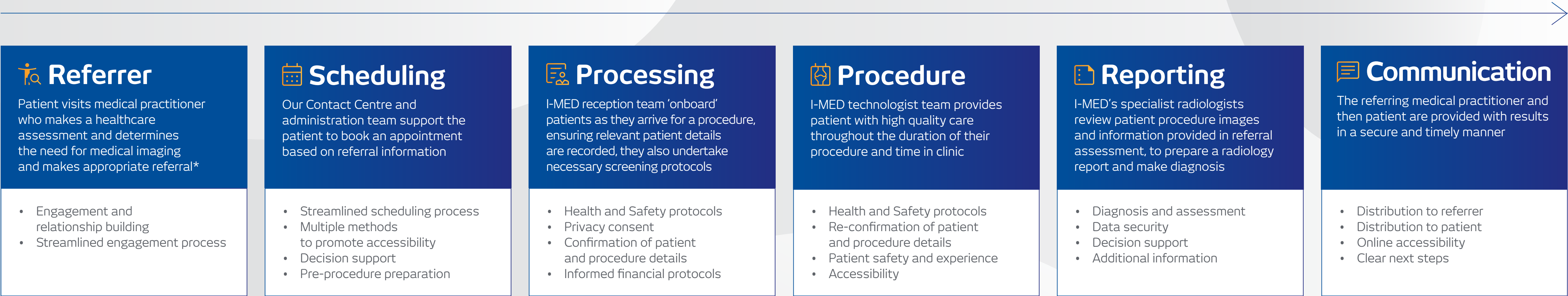
6 million+ procedures performed in Australia and New Zealand

4,800+ employees committed to providing the highest quality care



How we create value

We take steps to provide care, insight, ease of access and the highest standard of service across our patient and referrer service offering.



*Services are either requested or referred, for ease of referencing throughout the document we will use the term referred.

Our values

I-MED Radiology's company values are the foundation on which our culture is built. Our values form a critical part of our organisational identity helping to guide our growth, decision-making and strategic priorities.



Quality

We are committed to consistently delivering high-quality and expert care, in each of our clinics and in every interaction, to ensure better health outcomes for patients.



Working together

We work together as part of a larger team with our referrers, hospitals and other stakeholders, to deliver the best health outcomes for our patients.



Compassion

Our patients are at the centre of everything we do. We treat our patients, referrers and colleagues as they expect to be treated, and we look after each other.



Innovation

We find new and improved ways of doing things for the greater good of our patients and have the courage to adapt and deal with change to take us forward.



Connection

We are one network that connects locally. We actively listen to feedback from our patients, referrers and colleagues, all in order to help us build a better service.

FY24 sustainability highlights

2.4 million+

patients cared for in Australia

69

Patient Net Promoter Score (NPS)

106 tonnes

of waste diverted from landfill and recovered

1.47 million

unique sets of patient images securely accessed online

53%

of senior leadership positions filled by women

81%

of I-MED Radiology clinics across Australia have online patient results available

25 tonnes

of waste recycled

74%

female workforce

61%

of employees participated in our annual engagement survey

For more details, please refer to the [Summary ESG Data Performance Table](#) on Page 48.



Our approach to sustainability



Our patients

Our patients are at the centre of everything we do. We are committed to providing communities access to medical imaging and nuclear medicine services with care and compassion. We are a team of healthcare professionals who are continuously improving their clinical knowledge and sharing information to provide optimum health outcomes for patients.



Our people

We value diversity, equity and inclusion in our workplace and are committed to promoting a safe, respectful, and supportive environment for our people, referrers and patients. We serve our local communities by providing quality healthcare services, supporting charitable causes and engaging in community outreach initiatives. We encourage and support our people to give back to the community through workplace giving and other community-based programs.



Environment

We are committed to investigating how we can make sustainable changes to the way in which we operate. This includes reducing our environmental impact by implementing sustainable practices in our operations, such as reducing our energy consumption, minimising our waste, and sourcing environmentally responsible products, where appropriate.



Responsible business practices

Our values set us apart, along with our people, our state-of-the-art technology, our innovative systems, and our imaging and diagnosis. We know medical practitioners, local health services, patients and communities depend on us, and by remaining true to our values, we strive to deliver the most exceptional service.

Engaging with stakeholders



Patients

Our patients are at the centre of everything we do. Ensuring they receive the highest quality of care and best experience is critical to us. To ensure we can maintain this high quality of care and continue to be responsive to their needs and make improvements, we have several ways to engage and obtain feedback from our customers.

We currently receive feedback through our Patient Net Promoter Score (NPS), which is sent as a direct text message to a sample of our patients, and through an online feedback form.

We also regularly capture and review feedback on social media pages and Google reviews, as well as through clinic and contact centre interactions.

Engagement priorities:

- Community access to comprehensive services
- Patient experience
- Technology and innovation



Referral network

Our referring medical practitioner network is critical to the work we do. Through them, we can engage with the community and provide diagnostic services to patients.

To ensure referrers have the support that they need, we have a dedicated Referrer Success Team and in-field customer account managers. We email a sample of referrers each month to ask for feedback that informs our Referrer Net Promoter Score (NPS) score.

The feedback we receive is used to continuously improve our service and referrer experience.

Engagement priorities:

- Community access to comprehensive services
- Referrer experience
- Technology and innovation



Our people

Our people are the heart of our organisation. We value feedback from our team members and have established several mechanisms to ensure we can provide them with the support they need to continue delivering the highest quality care to our patients.

This includes our annual Catalyst Employee Engagement and Pulse surveys. These surveys are an opportunity for our people to give direct feedback about their experience working at I-MED Radiology and what is important to them.

We hold regular team and Town Hall meetings to engage with our people. For our doctors and clinical teams, we host annual conferences, which serve as an opportunity for them to connect with their colleagues and engage in personal, professional and team development activities. We encourage connection across teams through our online internal communities.

Our people can contribute to quality and safety initiatives by serving as local representatives on our Health and Safety committees.

We also conduct an annual performance review process to ensure our people understand how their efforts contribute to I-MED Radiology's success, fostering a strong sense of purpose and fulfillment.

Additionally, within our management structure, we prioritise regular check-ins between managers and team members.

Engagement priorities:

- Diversity and inclusion
- Employee engagement and development
- Employee health, safety and well-being
- Technology and innovation

[Continued on following page](#)

Engaging with stakeholders (cont.)



Our communities

To ensure we can continue providing vital diagnostic services to communities across Australia and New Zealand, we regularly engage with and establish partnerships with community groups living and working in the communities we serve. Through these partnerships, I-MED Radiology can reach underserved populations and provide healthcare solutions.

Engagement priorities:

- Community access to comprehensive services



Government

I-MED Radiology regularly engages with all levels of government in the locations where we operate. This engagement is in accordance with our legislative obligations and to maintain cohesive operations and cooperation between public and private healthcare providers.

Engagement priorities:

- Community access to comprehensive services
- Sustainability governance



Regulators

We aim to provide the highest standard of care. By maintaining working relationships with regulators, we ensure we can continue to operate in line with sector standards and prioritise safe and high-quality patient care.

Engagement priorities:

- Patient and referrer experience
- Employee health safety and well-being
- Cybersecurity and data privacy



Supply chain

Providing the highest quality care is important to us. To do this, we need to have the highest quality and most up to date technology and medical equipment. We also expect all our major suppliers, service providers and any other agents or contracted third parties to adopt an approach that safeguards ethical practices and sustainability and is consistent with our high standards. Suppliers are also expected to promote the same standards in their own supply chains.

Engagement priorities:

- Technology and innovation
- Supply chain management
- Climate action and disclosure



Industry bodies

We contribute to the thought leadership of relevant industry bodies such as the Australian Diagnostic Imaging Association and the Royal Australian and New Zealand College of Radiologists (RANZCR) to ensure the needs of our people, patients and referrers are represented and met.

As the largest provider of medical imaging services in Australia and New Zealand, we are proud to take a leadership role championing an efficient and sustainable healthcare system. We regularly engage with industry bodies to ensure we can grow our knowledge and engagement and work together to achieve common goals.

Engagement priorities:

- Technology and innovation
- Patient and referrer experience
- Employee health, safety and well-being
- Employee engagement and development

Our material topics

Through engagement with key stakeholders, we have identified the issues that are the most important to our business. These material topics are reviewed annually by key stakeholders. In the future, we plan to undertake a double materiality assessment to further inform our approach to sustainability and reporting.

<div> Our patients</div> <div>Patient and referrer experience<p>Working with our referring medical practitioners to consistently deliver high-quality and expert care, in each of our clinics and in every interaction, to ensure better health outcomes for patients.</p></div> <div>Community access to comprehensive services<p>Establishing partnerships with local communities and healthcare organisations to expand access to healthcare services. By collaborating with community partners, I-MED Radiology can reach underserved populations and provide healthcare solutions.</p></div> <div>Technology and innovation<p>As medical imaging continues to undergo rapid change, we stay at the forefront, implementing the latest in digital radiology technology across our entire network.</p></div>	<div> Our people</div> <div>Diversity and inclusion<p>Ensuring employees of all backgrounds are welcomed and supported in the workplace.</p></div> <div>Employee engagement and development<p>Supporting the engagement and development of our people by providing a constructive feedback culture, training and continuous development opportunities and empowering them as sustainability leaders in their role.</p></div> <div>Employee health safety and wellbeing<p>Supporting and enhancing the health, safety and well-being of our people across our operations and managing risks and crises effectively.</p></div>	<div> Environment</div> <div>Climate action and disclosure<p>Adapting and responding to climate change impacts and considering renewable energy to reduce the emissions generated through our operations and supply chain. Disclosure is done in line with incoming mandatory climate reporting standards.</p></div> <div>Waste management in operations<p>Minimising waste to landfill, maximising recycling in operations and safe handling of medical and radiology waste, which includes nuclear waste.</p></div>	<div> Responsible business practices</div> <div>Sustainability governance<p>Ensuring environmental, social and governance (ESG) oversight within I-MED Radiology, including the development of policies, frameworks, communications, reporting and accountability for sustainability performance.</p></div> <div>Cybersecurity and data privacy<p>Maintaining robust cybersecurity defences and protecting patient confidentiality and data.</p></div> <div>Supply chain management<p>Assessing and monitoring environmental and social performance of suppliers and supporting them to improve. Identifying, monitoring and mitigating any human rights risks in our business and supply chain, to ensure compliance with relevant regulations and standards.</p></div>
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Patient and referrer experience



Delivering high-quality and expert care to ensure better health outcomes for patients is our priority. To do this, we work closely with our referring medical practitioners and ensure that they are provided with the support necessary to ensure patients receive quality care and accurate diagnoses.

Our approach

Our Clinical Governance Framework guides our approach to patient care and referrer experience. The Framework summarises our commitment to consistently delivering high-quality, safe, accessible, compassionate and expert care. It outlines the mechanisms through which we prioritise continuous improvements in line with our values, particularly our commitment to quality.

The roles, responsibilities and relationships between responsible bodies is also outlined within the Clinical Governance Framework. Under the Framework key responsibilities exist for I-MED Radiology Network's Board delegated to the Clinical Governance Committee (CGC). At an operational level, the National Clinical Management Committee, led by the Chief Medical Officer, and supported by Clinical Management Committees and the Quality and Safety Team ensure clinical governance is a key focus area of the organisation.

The CGC is responsible for ensuring that the organisation upholds the highest standards of clinical governance, manages clinical risks effectively, and continuously improves I-MED Radiology's quality of services.

Patient safety

Through the provision of compassionate care, I-MED Radiology strives to provide a psychologically and physically safe environment for our people and patients, noting that patients may be at their most vulnerable or uncertain when seeking our services. We consider patient safety in the physical design of patient areas and procedure rooms. Maintenance, routine servicing, quality assurance activities and inspections of our locations identify any quality and safety issues for remediation, which are actioned.

Patient Charter

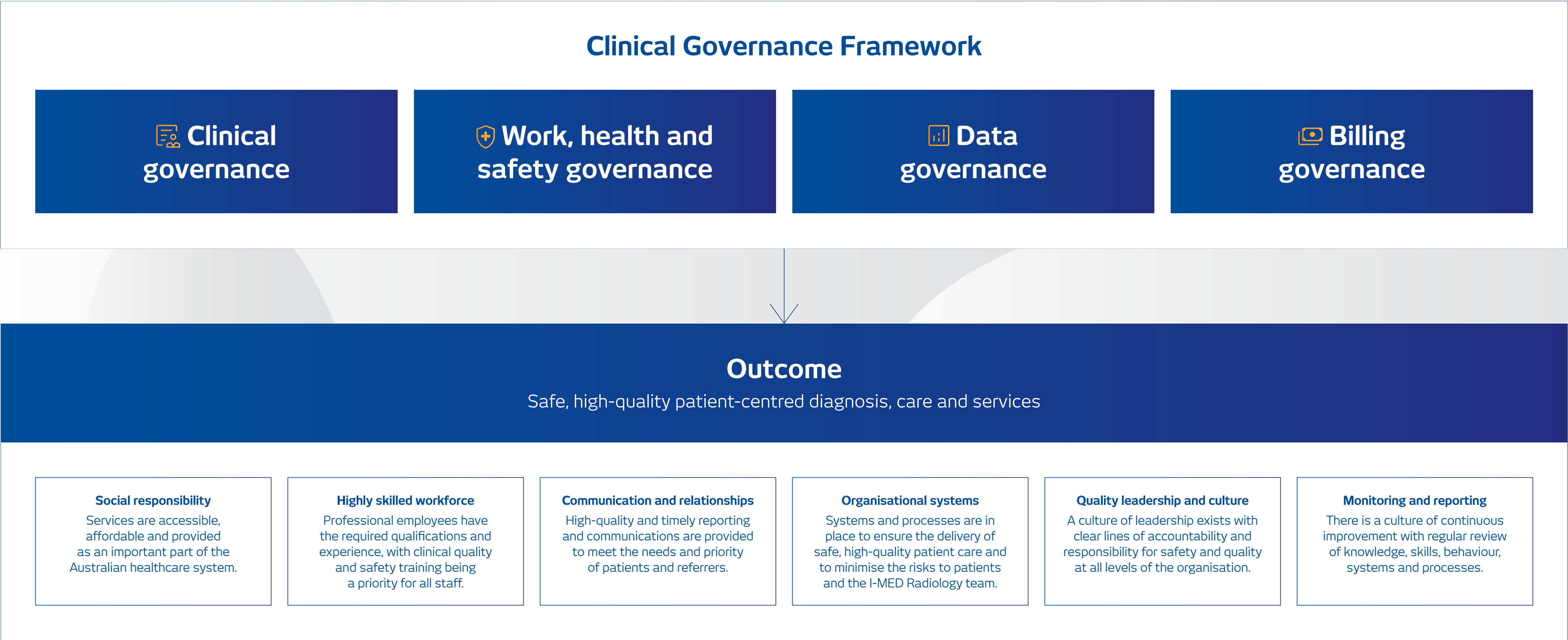
I-MED Radiology Network's [Patient Charter](#) describes the rights of patients using the Network's services. The Charter recognises that people receiving radiology services - and our people providing them - all have important parts to play in achieving health care rights. It allows I-MED Radiology - as a healthcare provider - to share an understanding of the rights of people receiving our service. This shared understanding helps all to work together towards a safe and high-quality system to allow best possible outcomes. The principles that inform this Charter are safety, respect, quality and feedback.

In FY25 we will continue to prioritise patient and referrer experience. Feedback from our patients and referrers is a critical input we use to drive improvement across our business. Through regular interaction, and structured approaches to obtaining feedback we aim to continuously improve the safety, experience and care we give to our patients and referrers.

Key results

69 Patient Net Promoter Score (NPS)

How we enable high-quality patient care





Optimising radiation doses for our patients

We strive to continually improve our patients’ experience through the quality and safety of our service. DOSE is a comprehensive software package that allows us to monitor, evaluate, and report radiation doses, providing valuable insights into daily dose management, clinical image quality, and department performance. This radiation management solution ensures we adhere to rigorous quality standards and prioritise patient safety.

DOSE has allowed us to review more studies every ten days than we previously did in a year. DOSE is available on all CT scans, allowing our Quality and Safety team to analyse the data for opportunities to identify optimisations that have led to targeted initiatives. These efforts allow us to enhance ultra-low dose chest imaging protocols, substantially reducing patient doses.

This powerful tool has also enabled I-MED Radiology to begin building one of the largest repositories of dose information in the world, noting that no personal or sensitive information is retained in the data set. As a result, we have created reference levels for clinics using datasets larger than several international multi-year, cross-country peer reviewed publications.

Celebrating excellence: Dr Lynette Masters recognised in The King’s Birthday 2024 Honours List



The I-MED Radiology team is the key to delivering a superior patient experience, with many remarkable people and careers worth celebrating. We are especially delighted to spotlight I-MED radiologist Dr Lynette Masters, who was recognised in the King’s Birthday 2024 Honours List in Australia. Dr Masters was awarded the Medal of the Order of Australia (AO) for her service to medicine as a neuroradiologist and has been a valued member of the I-MED Radiology team in the Southeast Sydney region for many years.

Dr Masters has a long and impressive career in healthcare. After obtaining her postgraduate in neurology at the Fellow of the Royal Australasian College of Physicians (FRACP), followed by radiology training, Dr Masters completed a two-year diagnostic neuroradiology fellowship at New York Hospital/Weill Cornell Medical Center and Memorial Sloan Kettering Cancer Center.

From there, she undertook a two-year interventional neuroradiology fellowship at NYU Medical Center. Dr Masters remained in New York for another four years as a consultant neuroradiologist before returning to Australia.

Dr Masters has had many career achievements and is a leader of an expert imaging team that partners with the Computational Neuroscience Team at the University of Sydney’s Brain and Mind Centre.

As a valuable colleague and an advocate for a quality patient experience, I-MED Radiology looks forward to celebrating her future achievements.

Community access to comprehensive services



Through our extensive network, we aim to provide care to communities across Australia and New Zealand. By establishing partnerships with local communities and healthcare organisations, we seek to expand access to healthcare services. In collaboration with community partners, we can reach underserved populations and provide comprehensive healthcare solutions.

Our approach

I-MED Radiology offers a range of imaging procedures including magnetic resonance imaging (MRI), computed tomography (CT), X-ray, ultrasound, nuclear medicine and interventional procedures, and has the largest team of sub-specialist radiologists and practitioners in Australia and New Zealand. Our network of clinics expands across all Australian states and territories and includes a large regional footprint. We also have clinics in New Zealand's North Island. We leverage the strength of our extensive network to deliver high-quality local care, that is available when needed.

Through our online portals, patients and referrers can securely access patient records and images online, meaning they can receive the information faster. This enables timely and accurate diagnosis to support patient care and improve health outcomes.

I-MED Radiology also supports bulk billing or discounted billing for pensioners and healthcare card holders for a broad range of Medicare rebate eligible imaging procedures.

As part of our Diversity, Equity and Inclusion strategy, we introduced bulk billing for identified First Nations people in FY24. This initiative is a part of our ongoing commitment to creating a more diverse, equitable and inclusive service for everyone.

Our commitment to supporting those in need extends through the I-MED Helping Hands Workplace Giving Program. This Program enables affordable employee-giving through a transparent and trustworthy payroll donation program. Our people can choose to donate to our workplace giving charity partners: beyondblue, Leukaemia Foundation, Make-a-Wish Foundation, McGrath Foundation, The Smith Family, Mission Australia, Cancer Council, Juvenile Diabetes Research Foundation and the RSPCA.

Access to timely, accurate and safe medical imaging services is critical and can be lifesaving. This is why in FY25, we will continue to expand the ways in which we offer care to our communities. Through investment in our regional footprint, tele-radiology and remote scanning services, we aim to ensure our communities can have access to the care they need.

Key results

\$40,587

donated to our workplace giving charity partners through the I-MED Helping Hands Workplace Giving Program, a 7% increase from FY23.

\$5

from every mammogram performed in October 2023 donated to Breast Cancer Trials. This is our third year supporting the leading breast cancer research organisations. During this period, we have donated over \$100,000 to fund their vital research.

6 years

of partnership with Radiology Across Borders. In 2024, we played a key role in launching the [First Nations UNITY project](#), which aims to enhance healthcare access for Australia’s indigenous communities.



North Lakes QLD

Dr. Nick Stephenson receives Order of Australia recognition



Our people are our biggest advocates for improving community access to health services, so it is always rewarding when they are recognised for their contributions. In January 2024, I-MED radiologist, Dr Nick Stephenson was appointed a Member of the Order of Australia (AM) in the 2024 Australia Day Honours List.

Based in Wagga Wagga in New South Wales, Dr Stephenson has been an integral member of I-MED Radiology’s clinical team since 2001, dedicated to serving the Riverina community in regional New South Wales. His radiologist journey has spanned decades and has significantly contributed to the medical community in Wagga Wagga and further afield. Over the past 28 years, Dr Stephenson has encouraged and supported the ruralisation of the medical workforce pathway

from high school aspirants to medical school students, junior residency, and Fellowship subspecialty training programs.

Dr Stephenson is actively involved in doctor recruitment, medical education and addressing medical workforce challenges in rural and regional Australia. By advocating for a more self-sustaining and resilient workforce, he raises much needed awareness for the need for remote, rural, and regional Australians to receive high-quality health service.

In addition to being a valued member of the team, Dr Stephenson’s Order of Australia highlights a remarkable career in rural medicine and a legacy with a lasting impact on his medical professional colleagues and the patients they have jointly served.



Nicholas Jackson, I-MED Area Chief Radiographer Brisbane Central and Remote MRI Coordinator QLD - in the Brisbane Remote MRI Cockpit.

Expanding our remote MRI network

In February 2024, I-MED Radiology commenced remote radiography MRI services at Rockhampton Mater Hospital in Queensland. This extension of our existing MRI service provides an additional 20 hours of after-hours appointments every week, enabling patients to access vital scans quicker and to bring forward patient treatment for those who would have otherwise had to wait or travel.

The Rockhampton team completed more than 600 remote MRI scans in FY24, and they were supported by their Remote MRI Cockpit colleagues located in Brisbane.

Rockhampton was the first I-MED clinic to connect to I-MED Radiology’s remote MRI network, which now has a total of 20 sites across Australia. At least 30 more additional sites are planned for FY25.



Rockhampton Remote MRI scanning team

“I-MED Radiology is committed to continuously improving access to specialist healthcare services for our regional and remote patients”

Mobile medical program to reach rural and remote patients

Given the vastness of Australia, providing adequate medical care to all regions can be challenging. To address this, I-MED Radiology is committed to continuously improving access to specialist healthcare services for our regional and remote patients, particularly through our partnership with Heart of Australia. Heart of Australia provides specialist healthcare and testing to over 30 rural, remote, and First Nations communities in Queensland. I-MED supports Heart of Australia in the delivery of their program by expanding access to medical imaging services for country patients who would otherwise have to travel long distances for these appointments.

Comprehensive radiology services are delivered onboard Heart of Australia's custom designed HEART 5 truck, which features a CT and X-ray scanners. Staffing on HEART 5 is supported by members of the I-MED Queensland technologist team, with images then sent back to our I-TeleRAD teleradiology reporting team for diagnosis to enable ongoing engagement.

Our commitment to providing quality healthcare extends beyond the clinics in our network, and we're proud to assist with improving community access to essential services through arrangements with community partners like Heart of Australia.



Frankston VIC

Funding answers through scientific research

As part of our breast cancer awareness initiative in October 2023, I-MED Radiology donated \$5 from every mammogram performed during the month. The funds were contributed to Breast Cancer Trials, a charitable research organisation comprised of world-leading breast cancer doctors and researchers based in Australia and New Zealand.

At I-MED Radiology, ‘answers’ are in our DNA. We take pride in supporting an organisation dedicated to uncovering the answers needed to combat this disease. I-MED has been a long-time supporter of breast cancer research and raising awareness of the disease through its ‘Turning Pink’ October campaigns. We are excited to once again be supporting Breast Cancer Trials in October 2024.



Shepparton VIC

Improving access to medical imaging services



Jason Martinez, General Manager NSW/ACT/WA and Dr Kim Williams, Radiologist I-MED Armidale, at the opening of the new MRI facility in Armidale

I-MED Radiology is committed to ensuring all Australians have access to medical imaging services. Recently, we welcomed the installation of two vital technologies in our network. This included a new MRI scanner at I-MED Armidale in the Northern Tablelands in New South Wales, and the first position emission tomography (PET) and Computed Tomography (CT) scan machine in the Southwest Sydney Macarthur region at I-MED Campbelltown Park Central.

Armidale’s new MRI scanner was installed in April 2024, providing the local community with access to shorter scan times for a range of health issues. Patients and their requesting medical practitioners can now access specialist prostate and breast MRI diagnostic scans close to home. MRI is an important medical diagnostic tool, particularly useful for imaging soft tissues such as the brain and spinal cord, ligaments and muscles, liver and pelvic organs and other tissues that do not show up well on X-ray or CT examinations.

In November 2023, Campbelltown Park Central’s new PET/CT scan machine was installed and has been delivering state-of-the-art medical imaging technology, supporting the region’s rapid growth in population and the need for healthcare services. PET/CT scans are helpful for diagnosing or monitoring certain cancers, including breast, prostate, and lung cancers, or checking the heart muscle and monitoring blood flow to the heart, making it a vital piece of equipment to be available to referrers and the local community.

I-MED Radiology is proud to assist with bringing these services to our regional and outer suburban areas, giving patients the convenience and diagnostic capabilities that our communities deserve.

Technology and innovation



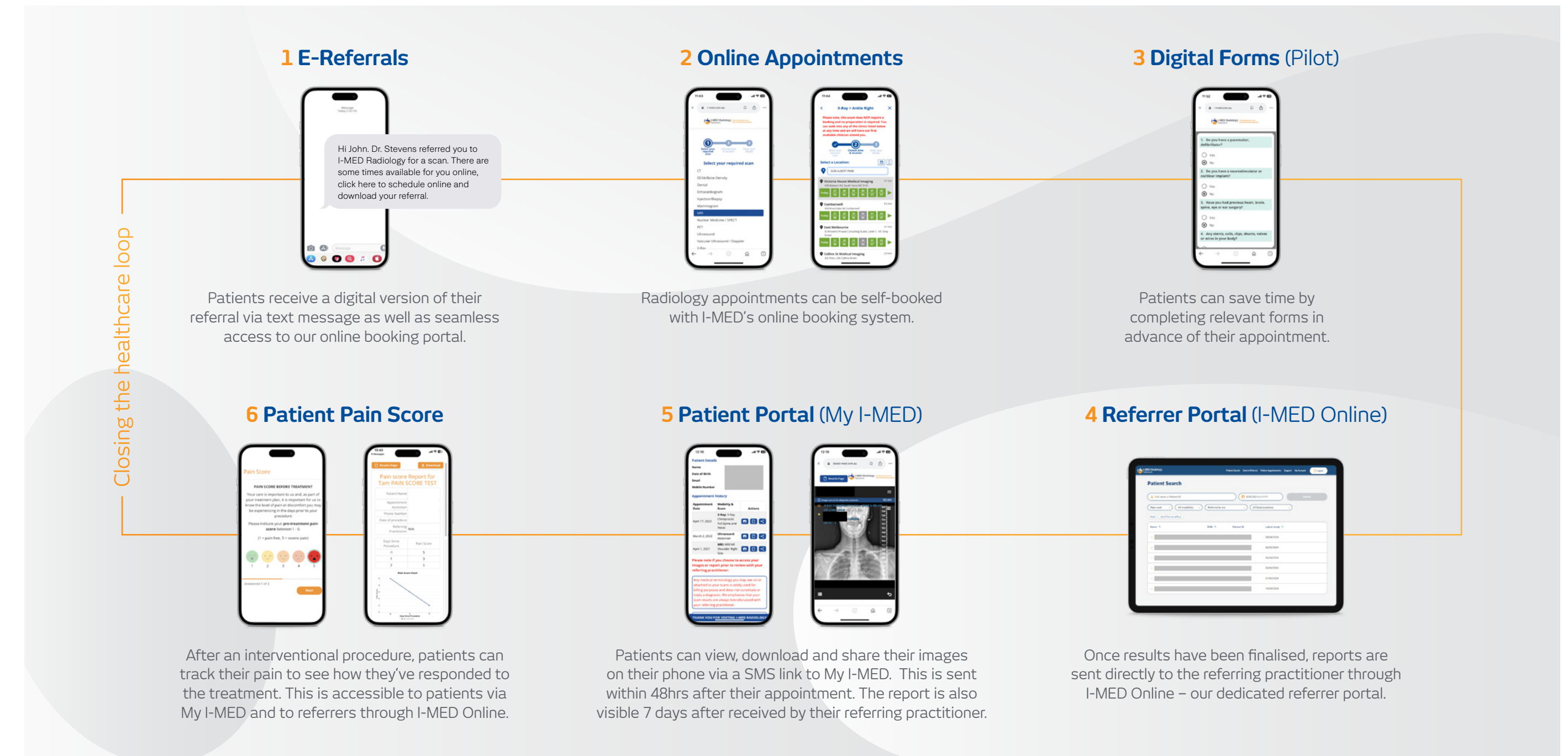
As medical imaging continues to undergo rapid change, we stay at the forefront by implementing the latest in technology across our entire network.

Our approach

Innovation is critical to ensuring we can consistently provide a high level of service to patients and referrers. This includes conducting research, investing in new technologies including AI and digital tools to streamline patient and referrer experience and seeking out the latest medical imaging technology.

One of the key components to achieving this quality of care is our innovative digital patient journey (see 6-step graphic below), which sees referrals, appointment bookings, and patient and referrer portals all being available online to improve accessibility to our services. This investment in technology and a desire to streamline the process for our patients and referrers provides the following benefits, including:

- Control over the booking process, enabling patients to create online appointments more conveniently and at a time that suits them.
- Results and images delivered directly to referring medical practitioners.
- Ability to assess efficacy of some interventional treatments through tracking of a patient's pain score.



Key results

1.47 million

patient images were accessed online in FY24

81%

of I-MED Radiology’s clinics in Australia offered patients’ results online.



I-MED Radiology’s online patient and referrer portals allowed images and results to be accessed online

500,000

e-referrals received to date in response to government-led initiatives aimed at digitising the healthcare industry.

1.1 million

teleradiology reports were provided in FY24, which included 850,000 emergency after hours reports through our I-TeleRAD 24/7 service.

In FY24

we finished connecting all our clinics to the My Health Record system

Introducing the I-MED Research Institute

Beyond improving the patient journey, we established the I-MED Research Institute (IMRI) in FY24 to integrate our research capabilities into I-MED Radiology’s national structure and business. IMRI aims to pioneer medical research within our industry and further strengthen I-MED Radiology’s position as Australia’s leading provider of innovative imaging practices. The establishment of the IMRI demonstrates our strong commitment to facilitate research aimed at providing patients with better diagnostic and treatment options and improved quality of life for various health issues.

The research and findings may provide an avenue for the adaptation of new and innovative practices into standard care, of which the learnings will benefit both our patients and the business. Through these evidence-based improvements in practices, I-MED Radiology can provide innovative treatments and interventions for patients to ensure we continuously improve the safety and efficacy of our services. IMRI will also foster an environment that encourages the continued engagement of radiologists in innovation through opportunities to be involved in our research activities.

In FY25, we will continue our investment in the IMRI to ensure we stay at the forefront of emerging technology, insights and approaches to care. We will also evolve our technology platforms, such as our online patient and referrer portals, to maintain streamlined access to services, and further secure online access to patient medical records.

Connecting to the My Health Record system



I-MED Radiology has an ongoing commitment to improving accessibility of health information for our patients and, in turn, improving their experience. An example of this is our commitment to progressively connect our radiology clinics in metro, regional, and remote locations to the Australian government’s My Health Record system. By July 2024, I-MED Radiology had connected all Australian clinics in our network to the system.

My Health Record gives patients a digital record of their radiology report and complete control of their essential healthcare information. It is a safe and secure place for Australians to keep their key health information. It enables patients and healthcare providers to easily access health information whenever it is needed, including in an emergency.

I-MED Radiology will continue to support digital health advancements in the future.



Investing in AI as a commitment to healthcare innovation

With the help of artificial intelligence (AI), I-MED Radiology has driven collaboration between technology and our skilled professionals to give our patients the best possible care and better health outcomes. This ensures faster, more accurate diagnoses while grounding every decision in expert clinical judgment, particularly in busy clinical environments where radiologists may face interruptions.

Our investment in the healthcare technology company, Harrison.ai, has given us access to revolutionary insights and resources. Their diagnostic AI software, Annalise.ai, was implemented in our clinics in FY22. Since then, over 1.35 million scans have benefited from AI support in clinical diagnosis. The technology seamlessly integrates into our clinics and is fast, accurate, and easy for our radiologists to use.

Annalise.ai acts as a second pair of expert eyes for our doctors, giving them confidence in their diagnosis. Our

patients benefit from the expert clinical judgement of our skilled technicians and the capability of clinical diagnosis through AI. This patient-centred approach to technology is just one of the ways I-MED Radiology is innovating healthcare solutions in our network.

In September 2024, we responded to media commentary regarding a project undertaken with Harrison.ai in 2020. As part of that project in 2020, I-MED Radiology de-identified data using best practice frameworks developed by the CSIRO and the Office of the Australian Information Commissioner.

We continuously review our processes and policies to address evolving legal, governance and community expectations. At I-MED Radiology our patients are at the centre of everything we do. We remain true to this core value and are committed to complying with privacy legislation and evolving regulatory and community expectations.



Our people

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Diversity, equity and inclusion



Our people are the heart of I-MED Radiology, and we want to ensure they are supported to provide the highest quality of care to our patients. We understand that the experience of our people at work is inextricably interlinked with the experience of our patients and referrers.

We ensure that people of all backgrounds are welcomed and supported at I-MED Radiology. We are committed to empowering our team to build meaningful and sustainable careers, which we support through our learning and development offerings. By creating a leading workplace experience for our people, and regularly obtaining feedback from our team, we continually evolve our people and culture programs to drive engagement, commitment and tenure.

Our approach

We prioritise and celebrate workplace diversity, to enhance the experiences of our people and patients alike. Our focus is on fostering an inclusive environment in which everyone belongs, recognising and celebrating the unique strengths of everyone and the collective power of diversity. We aim to harness the different backgrounds and perspectives of our people, empowering each individual to reach their full potential and contribute to our success.

In 2022, we formed our Diversity, Equity and Inclusion (DEI) committee, which leads initiatives across the organisation. This Committee continues to play an important role in shaping our internal culture, celebrating what makes every member of our organisation unique, encouraging diversity, and promoting fair opportunities for all. The Committee is made up of

three sub-groups; Gender, Pride, and Cultural Inclusion with a specific focus on First Nations people. The Committee meets quarterly, and the Chair of the DEI Committee provides regular reports to the Board in addition to addressing all employees at Town Hall meetings to promote the Committee's work and report on its initiatives.

Continuing to identify and implement DEI initiatives has been a key operational focus for us in FY24 and will continue to be a goal in FY25 and beyond. This year, our primary goal was to recognise, promote, and celebrate workplace diversity and inclusion, while also formulating and presenting initiatives and recommendations to the Board aimed at improving I-MED Radiology's practices and the experience our people have at work. These initiatives complement other people and community engagement initiatives, and all aim to ensure I-MED Radiology is a great and supportive place to work.

In FY25, we will work to enhance our collection of workforce diversity data to better understand and identify any trends and inform focus areas. We are committed to developing a formal 'Belonging' DEI strategy that will outline clear focus areas and a roadmap supporting us to advance belonging amongst identified focus areas.

Together, we strive to build a culture where everyone thrives, belongs, and contributes to our collective success.

Key results

74% of employees are women

53% of senior leadership positions are filled by women

43% of our Board members are women



We have a diverse mix of ages amongst our employees with our largest cohort being those between the ages of 30-50.

Promoting diversity, equity and inclusion

To commemorate and celebrate diversity, we recognise and observe important cultural, social, and awareness days throughout the year, including International Women’s Day, National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week, and Pride Month. These occasions are highlighted in our annual calendar of events, providing opportunities for education, reflection, and celebration across our teams. By actively acknowledging these events, we aim to promote understanding, inclusion, and a sense of belonging for all our people.

In 2023, we commissioned a special I-MED Radiology Pride logo featuring the colours of the Progress Pride flag. Pride Packs were distributed to clinics for display, as suited to the clinic, allowing them to demonstrate their support for the LGBTQIA+ community.

In 2024, I-MED Radiology championed Pride Month by celebrating with custom email signatures and Teams backgrounds displaying the colours of the pride flag and promoting broader awareness about the issues facing this community. In doing so, we continue to show support and promote inclusivity among our people but also toward external stakeholders and patients we communicate with.



Improving gender equality in our team



I-MED Radiology values gender equality and is always striving towards fostering an inclusive workplace. As part of this commitment, we comply with WGEA (Workplace Gender Equality Agency) reporting requirements, ensuring transparency in our progress. Recognising that one of the key issues in achieving gender equality is addressing the gender pay gap, we conduct a thorough analysis each year to identify areas for improvement, which is published in our [Gender Pay Gap Analysis](#). In the past four years, we have reduced our average gender pay gap by 5.2%, reflecting our commitment to gender equality and fostering a fair and inclusive workplace. The most recent statement outlines the complex dynamics behind that gap that remains, including the over-representation of males within our specialist radiologist roles, which are more highly remunerated, with non-doctor roles predominantly held by female team members.

With a predominantly female workforce, we showcase our dedication to advancing gender balance across all levels of our organisation. In 2023, 58% of our manager roles were filled by talented female incumbents, reflecting our commitment to providing equal opportunities for career growth and leadership. We are proud of the achievements of our gender-balanced Senior Leadership Team and wider management team, recognising each of their contributions.

In April 2024, we established the Women in Radiology (WIR) Working Group in Queensland and Northern Territories, which is focused on creating a support network and promoting equal opportunities for WIR. The Group focuses on fostering collaboration, building a support system, promoting women in leadership roles, increasing workforce participation, identifying barriers to recruitment and career progression, raising awareness of gender-specific issues, and securing funding for women’s imaging initiatives.

“I-MED Radiology has an ongoing commitment to creating a more **diverse, equitable, and inclusive** service for all patients, including support for our First Nations communities.”

Showcasing our Spirit of Country artwork

I-MED Radiology has an ongoing commitment to creating a more diverse, equitable, and inclusive service for all patients, including support for our First Nations communities. In 2024, we enlisted the help of Aboriginal creative agency, Mumbulla Creative, to demonstrate this commitment and show our respect through a unique Indigenous Australian artwork.

“Spirit of Country” depicts the I-MED Radiology story and our connection to Country. The piece draws inspiration from the natural environment, and through lines and shapes, you can visualise the many diverse Countries where I-MED Radiology provides its services across Australia. These elements of

“Spirit of Country” remind us that we perform our important work on land that always was, and always will be, Aboriginal land. In the heart of the artwork, smaller connected circles represent I-MED Radiology, patient care and compassion, and the clinics within our network.

Today, I-MED Radiology proudly displays “Spirit of Country” in our head and state offices, as well as in many of our clinics. We have also added a polo shirt featuring the special artwork to our uniform range and published an animated version to enjoy [here](#).



Employee engagement and development



We strive to support the engagement and development of our people. This is achieved by fostering a constructive feedback culture, training and continuous development opportunities and empowering them as sustainability leaders in their role.

Our approach

At I-MED Radiology, we define engagement as the degree to which our people are feeling positive, enthusiastic and connected to their work. To understand how engaged our people are, we undertake an annual Catalyst Engagement Survey and half-yearly Pulse Survey. These surveys give us insight into the experience of work at I-MED Radiology, how our people feel at work and insights on how we can continue to evolve their experience.

We evaluate employee engagement through several key factors, including whether our people feel their feedback leads to positive changes, if they are connected to their roles and if they feel valued within the organisation. We consider their ability to collaborate effectively with colleagues, their perception of the company's performance, and whether they have access to necessary resources and freedom in their work. Fair evaluation and recognition, openness to innovation, trust in leadership, and opportunities for professional growth are also assessed. Additionally, we examine mental well-being, views on service quality, and how well our people feel they can balance their work and personal lives while feeling part of a cohesive team.

I-MED Radiology has a dedicated People and Culture team with expertise in engagement, training and people experience. The team use the survey insights to inform the development

of strategies and initiatives to support the business and enhance employee engagement, including identifying and providing opportunities for personal and professional development. With increased investment in a centralised people and culture function and centres of excellence, we are working towards more integrated and strategic employee engagement initiatives, which are scalable across the organisation.

In FY25, our People and Culture team will focus on strategic projects and initiatives to enhance the engagement of our people. We have identified several key priorities which include reward and recognition, wellbeing, embedding I-MED Radiology's values, onboarding experience for key groups (radiologist and medical receptionists), enhancing learning and development opportunities (particularly leadership programs), developing a capability framework through job architecture design and improving employee development and talent programs.

Key result

54%

of our people were engaged according to our 2023 Catalyst Engagement Survey, which was a 2% increase in positive engagement compared to the prior year.

Encouraging continued learning and development

To provide the highest quality of care, we know that it is critical to provide our people with support and opportunities to further develop and grow as professionals and practitioners. We understand the importance of continual employee development to building a sustainable pipeline of internal talent for our organisation. We do this by providing a constructive culture, training and development opportunities and empowering our people to succeed in their roles.

Our approach

Historically, employee development has been provided by a centralised Learning and Development resource who has largely delivered Continued Professional Development (CPD) events and on-demand e-learning services, which is supplemented by an extensive suite of online learning opportunities. As our approach to learning and development matures, we are committed to developing foundational elements, including a capability framework, career pathways, and a comprehensive Learning and Development strategy. This strategy will ensure a broad range of opportunities — both technical and non-technical — are available at the right time for our people, tailored to their individual career development.


In addition to traditional learning formats, we will offer internal stretch and secondment opportunities that allow employees to broaden their skills and gain practical experience in different roles. We champion projects designed to develop specific skills, empowering team members to take on new challenges and responsibilities. To enhance our offerings, we will support our people to participate in external programs such as the Future Leaders Program, which provide valuable insights and development for emerging leaders within our organisation.

Key result

11,310 hours

of learning delivered to our teams in FY24, a 56% increase on the previous year.





“Our annual Business Acumen Program has assisted with leadership development and provided opportunities for career progression, acting as a talent development pipeline.”

Promoting our people with the Business Acumen Program

I-MED Radiology strives to ensure our Clinic Leaders have the skills and confidence to manage their clinics while driving sustainability, growth, and improved patient services. For the past seven years, our annual Business Acumen Program has assisted with leadership development and provided opportunities for career progression, acting as a talent development pipeline.

The Business Acumen Program combines online learning, forums, webinars, and mini projects, with Regional Managers and senior leaders as mentors and coaches. Delivered over nine weeks, participants can directly and immediately apply what they have learned within their clinics. The program

culminates with the creation of a comprehensive clinic business plan that fosters sustainability and clinic growth, equipping them with actionable strategies they can use.

In FY23, I-MED Radiology celebrated the graduation of 29 Clinic Leaders from the Business Acumen Program. Following graduation from the program, there has been six promotions and one lateral transition. In FY24, I-MED was able to expand the cohort for the program with 42 graduates. Following graduation, within our FY24 alumni, there have been seven promotions, one corporate secondment, and one lateral transition.

Upskilling our people with the Clinical CPD Webinar Series



Ensuring I-MED Radiology’s professional development opportunities align with our people’s interests is the key to their engagement and advancement. Based on a 2023 learning interests survey, we expanded our education offering to cover a broader range of topics, launching the Clinical CPD Webinar Series. The webinars are delivered in partnership with internal subject matter experts and external vendors, and cover a range of subjects, including an increased focus on general radiography and nuclear medicine.

Participants can earn CPD certificates by attending live events or watching on-demand sessions, making it more convenient and accessible to upskill and ensure they stay current in professional practice. It also ensures that our team continues to provide the best possible patient care.

To date in 2024, we have delivered 30 planned CPD webinars, with live attendance from 845 team members and 1,195 accessing our on-demand sessions.

Participant feedback has been overwhelmingly positive, and our people appreciated the quality, accessibility, and relevance of the webinars. Providing our team with a broader range of opportunities for professional development ensures they are contributing to enhanced patient care and service outcomes across the network.



Celebrating our sonographer’s achievements

I-MED Radiology values our people’s passion for their professions, so it is especially rewarding when they are recognised outside of our organisation. In June 2024, Margaret Condon from I-MED Radiology Victoria won the prestigious 2024 Australasian Sonographers Awards (ASA) Victorian Sonographer of the Year Award. The awards are an annual celebration of sonographers who show a commitment to excellence, including recognition of best practice and contributions to sonography. Margaret is a valued member of I-MED Radiology and has several accomplishments, including being a Prue Pratten Award recipient and an Honorary Fellow of the Australasian Society for Ultrasound in Medicine (ASUM).

“I’m proud of my commitment to give back to the profession I love,” Margaret said. “Working with I-MED Radiology has provided me with many opportunities for professional development and given me access to the knowledge and experience of my peers. But most important is the support of the team we work with.”

Margaret believes the key to quality sonographers in the future begins with the proper training. “We need supportive, accredited training places, paid student placements, and accredited tutor sonographers. I-MED Radiology have always had trainees who are a valued part of our team.”

As a shining example of the commitment and passion of our people, we are excited to see what else Margaret achieves.

Employee health, safety and wellbeing



Our priority is our people and patients. At I-MED Radiology, we are committed to supporting and enhancing the health, safety and wellbeing of our people across our operations and ensuring we are equipped to manage risks and crises effectively.

Our approach

I-MED Radiology aims to maintain the highest level of health and safety across all our operations. We do this by making health and safety an integral part of the way we run our business and interact with the communities in which we operate. We aim to identify health and safety risks associated with our business and eliminate or minimise them, so far as is reasonably practicable. We are guided by our Work, Health and Safety (WHS) Policy principles, which include:

- Our goal being zero harm;
- Involvement in safety is the essential responsibility of everyone: employees, consultants, contractors and patients;
- Most occupational risks can be managed; and

- Training our people to work safely is essential.

Our WHS Policy outlines our expectations, roles and responsibilities, reporting requirements and management systems associated with health and safety. This policy is regularly reviewed to ensure it is up to date and fit for purpose.

We have also implemented our Safety Management System (SMS), which empowers our people to operate in alignment with our guiding principles, meet legal and best practice standards, understand and fulfill their individual responsibilities, and enables the business to identify and manage risks effectively.

I-MED Radiology's SMS provides our people with the resources they need to be aware

and effective in managing safety, including our safety management system being set out in the following framework:

- National Safety Procedures
- National Safety Guidelines
- Safe Work Instructions
- National Safety and Clinical Alerts
- National Safety training.

Our goal is zero harm, and in FY25 this continues to guide us. Continuous improvement and taking steps towards maintaining safety in every setting and interaction is our priority. Through our SMS, we aim to identify opportunities and implement further interventions to support us in achieving our goal.

Key results

5.1

Lost Time Injury Frequency rate was achieved, which was a reduction from 6 in FY23

95.46%

average National Quality and Safety audit score in FY23. We audit every two years, so the next audit will be completed in FY25.

0

WHS regulatory prosecutions or staff fatalities in FY24

173

team members utilised our Employee Assistance Program (EAP) in FY24, with over 500 hours of counselling provided

1,735

team members participated in our National Influenza Vaccine Program



Offering Respect at Work training



Ensuring our people feel safe, respected, and included every day at work is a priority for I-MED Radiology. In February 2024, we launched the Respect at Work training module, reinforcing our commitment to fostering a safe, inclusive, and respectful workplace. At the time of this report, 82% of our team have completed the training.

The online training builds on the instructor-led sessions we delivered in 2023 and is mandatory for all our people, with specialised sessions for managers, first responders, and radiologists. It aligns with recent Australian legislation aimed at preventing sexual and sex-based harassment and is available on-demand, ensuring easy accessibility for all.

The Respect at Work module provides education on preventing harassment, identifying inappropriate behaviours, disrupting bias, and promoting bystander intervention. It ensures our people can recognise and respond to harassment, contributing to a more supportive and safer workplace for all.

Once completed, we provide access to other helpful resources, including a Manager Guide, quick reference guides, posters on disrupting bias and the 5Ds of bystander intervention, and an internal grievance procedure flowchart. This ensures that our awareness and education continue beyond the training, further improving outcomes for employee health, safety, and well-being.



Optimising radiation safety

Many of our modalities involve radiation so the management of radiation dose for both our patients and people is very important. Over the past 12 months, we have consolidated and reviewed key radiation documents, conducted training and completed an audit.

The I-MED Radiation Management Plan for radiology and nuclear medicine is an important project that has condensed 11 different plans into one national plan that meets regulatory requirements across all states. This foundational plan provides guidance and methodology on how we manage radiation, radiation sources and radioactive waste at I-MED Radiology clinical sites.

We have also developed national radiation safety training for radiology and nuclear medicine technologists. This essential training, designed for those exposed to radiation, not only complies with state legislation but also educates participants on how to reduce radiation doses while working.

I-MED Radiology has a network of Radiation Safety Officers that assist in the monitoring and review of radiation safety practices at clinical sites. In August 2024, a Radiation Safety Audit was assigned to all radiation safety officers nationally for the first time. The National Radiation Safety Audit will allow improvements and benchmarking annually as we work towards radiation safety improvements and standards across our business.



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Climate action and disclosure



Considering our environmental footprint and taking considered steps to reduce our impact and emissions is a key priority for I-MED Radiology now and into the future. To do this we understand we need to adapt and respond to climate change impacts, including considering renewables to reduce the emissions generated through our operations and supply chain. We are also committed to transparency about our journey and impacts through disclosure generally and in line with incoming mandatory climate reporting standards.

Our approach

While we are still in the early stages of understanding our impact and taking steps towards more considered climate action, we understand that climate change is a challenge that will continue to affect our business, people, patients and communities. To support us in our journey, we have begun working with a third-party subject matter expert. This work will build upon our work done to date through our Sustainability Committee and its Environment Sub-Committee.

We will aim to assess and disclose our carbon footprint in FY25 and will work with our advisor to develop an emissions reduction target and credible mitigation initiatives to achieve these targets. In addition, we will undertake climate risk

and opportunity assessment over our operations, another key piece to help us prepare for transition planning.

To date, we have already committed to and taken considerable steps towards reducing our waste to landfill, increasing resource efficiency through providing online patient images, and transitioning to renewable energy.

Key results



Scope 1, 2 and 3 emissions baseline exercise commenced in FY24.



On 1 January 2025 we move from 100% non-renewable energy to 25% renewable energy in our electricity supply.

Transitioning to renewable energy

Like many Australian companies, our primary energy supply comes from traditional sources, such as non-renewable fossil fuels. By the end of FY25, 25% of our electricity supply will come from renewable sources, including wind and solar power, to improve sustainability and reduce our carbon footprint. As a result, I-MED Radiology expects to cut its carbon dioxide emissions by approximately 4,000 metric tons, the equivalent of taking 870 passenger cars off the road for a year.

This aligns with I-MED Radiology's broader environmental goals to reduce our carbon emissions. It demonstrates that integrating sustainability into our business operations can drive ecological and economic benefits, positioning our company as an industry leader others can follow.



Waste management in operations



Through conscious intervention and partnerships, we aim to minimise waste to landfill, maximising recycling in operations and safe handling of medical and radiology waste, including nuclear waste.

Key results

106 tonnes

of paper and cardboard waste recycled in FY24

29.55%

reduction in the use of film per procedure

2.9 tonnes

of product waste was recycled safely and effectively

Our approach

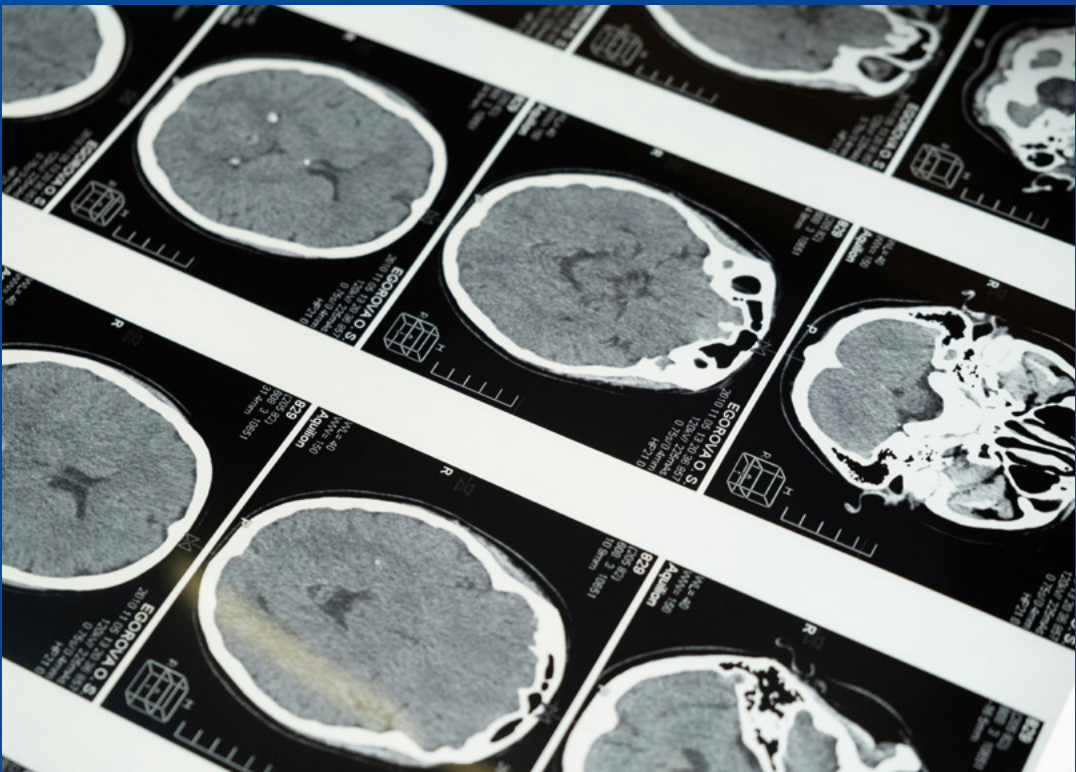
We are committed to reducing our waste to landfill as part of our broader sustainability efforts. Our approach goes beyond compliance, it is about taking proactive steps to address our environmental impact and foster a culture of accountability across the organisation.

Our Environment Sub-Committee plays a pivotal role in driving these efforts. This Committee is focused on identifying key

areas within our operations where we can make the most significant reductions in our waste footprint. By analysing our waste streams and operational practices, we are developing projects to rollout in FY25 and beyond, aimed at minimising waste generation, diverting waste from landfills, and promoting sustainable resource use and recycling.

A key component of this is through education and upskilling of our people. Through engagement and education programs, we are promoting environmentally responsible practices and encouraging everyone in the organisation to reduce waste at the source.

Implementing initiatives to reduce film waste



As a radiology network, I-MED Radiology has traditionally relied on printed film for X-rays, MRI scans, and other medical imaging modalities. As a result, our clinics have used a significant amount of film, chemicals, and other resources in the past. In 2023, I-MED Radiology implemented a patient portal system, designed to address our environmental impact and enhance patient care with faster, more convenient access to digital medical images. Since the launch of the patient portal, we have achieved a 30% reduction in film usage, minimising the environmental impact associated with producing, transporting, and disposing of film.

Through initiatives like the patient portal, we have been able to reduce our energy consumption and achieve a lower carbon footprint, further supporting our sustainability goals. Having the ability to store and share digital images have streamlined our workflows, reduced physical storage needs, and enhanced accessibility for our healthcare professionals and patients. Overall, adopting patient access to digital imaging showcased how modernising medical practices can lead to significant environmental benefits such as waste reduction, and enhanced healthcare delivery.

Highlighting results from our e-waste recycling program

I-MED Radiology’s national E-Waste Collection and Disposal program provides a convenient opportunity for us to declutter and dispose of any unused, old, or broken equipment in our offices and clinics in a responsible manner.

We are proud to continue our partnership with Shred-X to securely remove and destroy all e-waste from our office and clinic sites, ensuring that we contribute to a cleaner environment while maintaining the security of our sensitive information.

All unused, old, and broken IT equipment is eligible for collection, including monitors, keyboards, mice, headsets, cabling, phones, printers and power supply cables. In FY24, we recycled 6.2 tonnes of e-waste.





“Paper consumption was reduced by 22% in the first year and a further 13% in the second year, **equivalent to over 1,000 trees saved.**”

Reducing paper waste through print management software

To reduce paper waste across our offices and clinics, we implemented the PaperCut print management software throughout the business in FY23. This helped to solve challenges caused by unclaimed printouts, frequent single-sided printing, and a lack of systematic control over print volumes.

Using the software, we set print quotas, enforced duplex printing by default, and introduced a hold-and-release printing system. As a result, paper consumption was reduced by 22% in the first year and a further 13% in the second year, equivalent to over 1,000 trees saved. The reduction in paper also lowered our overall waste production and the associated disposal costs.

Implementing PaperCut also contributed to significant energy savings, allowing us to ensure that printers entered sleep mode during periods of inactivity. The reduced print volume meant we were using our printers less frequently, resulting in less wear and tear, lower maintenance requirements, and an extended lifespan. These measures helped reduce our carbon footprint and educate our people about sustainable printing practices, further fostering a culture of environmental responsibility.



Responsible business practices

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Sustainability governance



Our approach to sustainability governance is continuing to evolve. This includes our approach to environmental, social and governance (ESG) oversight within I-MED Radiology, including the development of policies, frameworks, communications, reporting and accountability for sustainability performance.

Our approach

Considering sustainability is core to our strategy and we are continuing to embed mechanisms to support better decision-making, managing risk and driving performance.

In FY24, I-MED Radiology formed our Sustainability Committee. The purpose of the Sustainability Committee is to identify, assess and recommend improvements in ESG matters. The committee is responsible for driving our sustainability agenda, ensuring accountability and fostering a culture that promotes sustainable decision making throughout the business. They also act as an internal advisory body to the Senior Leadership Team.

The Committee is made up of representatives from across departments and functions within the organisation. It also has two sub-

committee groups responsible for identifying areas where we can further reduce our environmental impact and explore ways to promote environmentally responsible practices throughout our organisation.

The I-MED Radiology Board has ultimate responsibility for managing sustainability risks. To do this, they are provided with regular updates every six months.

In FY25, we will consolidate our approach to governance by developing more defined roles and responsibilities in relation to managing sustainability and climate-related risks and opportunities. We will build on the work already done by our Sustainability Committee and Board and will improve our approach to decision-making, managing risk, and driving performance.

Key results



In FY24, we established our Sustainability Committee

2

updates were provided to the Board that outlined our progress to date and planned actions for FY25

Our approach to sustainability governance



Cybersecurity and data privacy

We are committed to maintaining cybersecurity defences and protecting patient confidentiality and data.

Our approach

Due to the nature of our business, we handle sensitive and personal information. We understand that we have a responsibility to ensure this information is handled and managed in a way that upholds and protects confidentiality and privacy. This includes information relating to patients, prospective patients, referring health practitioners and other stakeholders such as employees, contractors and job applicants.

I-MED Radiology has a vision 'to be the most respected and trusted imaging specialist in the world' with a purpose 'to save lives and reduce uncertainty'. Maintaining sound and robust governance of patient data is essential to ensuring we can achieve this vision as well as maintaining the long-term business operations and broader organisational goals.

Most of the data that I-MED Radiology handles and manages is regulated by Federal, State and Territory legislation. Maintaining compliance with our legislative and regulatory requirements is of the utmost importance.

Our data governance is overseen by our Senior Leadership Team. They ensure the responsible, appropriate and ethical handling of such data through the implementation of relevant systems, policies and processes. The Senior Leadership Team are supported by the Privacy Officer, who ensures that the handling of personal information is undertaken in accordance with I-MED Radiology's legal and regulatory obligations.

Our cybersecurity measures include security processes and controls on the network, data, application, infrastructure, identity and access, incident response, disaster recovery and business continuity and user education and training. Our cybersecurity maturity has been benchmarked against government frameworks, such as Essential 8. We also undertake regular training and awareness exercises with our people, including mandatory training, phishing exercises, and awareness campaigns.

In FY25, we will continue to adopt new processes and undertake reviews to ensure our patients and referrers feel confident that we are managing their data in a secure and confidential manner.

Online Referrer Portal Security Issue

In September 2024, it was brought to our attention that login credentials belonging to a small number of accounts used to access our online referrer portal had been made publicly available. These external accounts are used by referring medical practitioners and other health professionals in providing patient care, including in emergency medical situations.

We believe at least some of these external account credentials were compromised by Infostealer malware embedded in browsers on the devices used. Immediately after becoming aware of the leaked credentials, I-MED Radiology mobilised a senior team led by our CEO to respond and investigate. We suspended the relevant accounts, contacted account holders, and forced password resets.

We advised the Office of Australian Information Commissioner (OAIC) and worked closely with the National Office of Cyber Security and Australian Signals Directorate (ASD).

Following this incident, we further strengthened our system surveillance and will continue to work with cybersecurity experts to enhance system security. We have been in contact with our referrer community and are working with them to strengthen log-in processes across our referrer network.

At the time of this report being prepared, we have not identified significant unusual access to patient data. Our investigations have not identified any unauthorised access to patient data, beyond the access reported by an anonymous source.

Supply chain management



We are committed to assessing and monitoring environmental and social performance of suppliers consistent with our high standards. To do this, we prioritise identifying, monitoring and mitigating any human rights risks in our business and supply chain, to ensure compliance with relevant regulations and standards.

Our approach

I-MED Radiology is a major purchaser of a wide range of goods and services. In maintaining our reputation for quality, safety and service excellence, our responsibility extends to the focused and professional management of our supply chain.

We expect that all our major suppliers, service providers and any other agents or contracted third parties adopt an approach to ethical business practices and sustainability that is consistent with our high standards. This includes compliance

with all local and national Work Health and Safety (WH&S) laws and regulations, and have the required permits, licenses and permissions to supply the goods and services offered. Suppliers must also have documented health and safety policies and procedures in place alongside appropriate safety infrastructure and equipment.

Suppliers identified by I-MED Radiology as being moderate to high risk for WH&S purposes are required to have a recognised WH&S management system in place.

When on I-MED Radiology sites, suppliers must comply fully with applicable our policies and directives. All items supplied to I-MED Radiology must comply with relevant Australian standards and legislation.

I-MED Radiology expects all our suppliers, their subsidiaries, joint ventures (including those entities that I-MED Radiology holds a non-controlling interest), and all their people, contractors, officers and agents, to comply with our [Supplier Code of Conduct](#).

“We have established responsibility for **managing modern slavery risks** and implementing relevant policies and mitigation initiatives.”

Key result



In FY24, we developed our modern slavery roadmap and published our 2023 Modern Slavery statement.

Addressing modern slavery risks

Our [Modern Slavery Statement](#) sets out the actions taken in assessing modern slavery risks in our operations and supply chains, as well as the actions we have taken to address, monitor and prevent these. We have established responsibility for managing modern slavery risks and implementing relevant policies and mitigation initiatives. The Board is responsible for overseeing modern slavery risk management, strategy development and implementation. I-MED's Procurement, Legal, and People and Culture departments support the implementation of this approach, focusing on the policy framework, risk mapping, due diligence, and remediation processes.

Over the coming years, we will be looking to expand on the work done to date and will be prioritising activities that strengthen our due diligence processes, review our suppliers with complex supply chains and offshore operations, improve our understanding and management high-risk industries and procurement categories, and enhance our documentation of what our approach is towards remediation and how we respond to incidents that do not meet our standards, or for which a high modern slavery risk is present.



ESG data performance table

Environmental

DATA POINT	UNIT	FY24
Waste		
Total waste	Tonnes	654
Waste to landfill	Tonnes	548
Waste diverted from landfill	Tonnes	106
Total waste recycled	Tonnes	25
Paper waste recycled	Tonnes	16
Product waste recycled	Tonnes	2.9
e-waste recycled	Tonnes	6.2

Social

DATA POINT	UNIT	FY24
Employee Profile		
Total employees	Number	4846
Total FTE	Number	2031
Total female employees	Number	3572
Total male employees	Number	1261
Overall turnover rate	Percent	19.14%
Women in Management		
Proportion of women on the Board	Percent	42.86%
Proportion of women in senior management positions	Percent	52.78%
Employee Engagement		
Annual engagement survey participation	Percent (of total employees)	61%
Health and Safety		
Lost time injury frequency rate (LTIFR)	Ratio	5.1

Governance

DATA POINT	UNIT	FY24
Marketing and labelling		
Marketing communication non-compliance incidents	Number	0
Service information and labelling non-compliance incidents	Number	0
Whistleblowing		
Whistleblowing allegations reviewed and closed	Number	1

GRI general disclosures (2021)

In FY24, I-MED Radiology’s report was prepared with reference to the Global Reporting Initiative (GRI). General disclosures are mapped to the right and on the following page.

GRI	GENERAL DISCLOSURES	FY24 RESPONSE	PAGE
The organisation and its reporting practices			
2-1	Organisational details	About I-MED Radiology Network	5
2-2	Entities included in the reporting boundary	About I-MED Radiology Network	5
2-3	Reporting period, frequency and contact points	Front cover	1
2-4	Restatements of information	Not applicable. Inaugural report.	-
2-5	External assurance	External assurance was not sought in FY24	-
Activities and workers			
2-6	Activities, value chain and other business relationships	About I-MED Radiology Network (value chain)	6
2-7	Employees	ESG summary data pack	48
2-8	Workers who are not employees	Data not included in FY24	-
Governance			
2-10	Governance structure and composition	Sustainability governance	44
2-11	Nomination and selection of highest governance body	Sustainability governance; https://i-med.com.au/board-of-directors	49
2-12	Chair of the highest governance body	Sustainability governance; https://i-med.com.au/board-of-directors	49
2-13	Delegation of responsibility for managing impacts	Patient and referrer experience; Sustainability governance	15, 44
2-14	Role of highest governance body in sustainability reporting	Sustainability governance	43
2-15	Conflicts of interest	Sustainability governance	43
2-16	Communication of critical concerns	Patient and referrer experience; Sustainability governance	15, 44
2-17	Collective knowledge of highest governance body	Sustainability governance; https://i-med.com.au/board-of-directors	44
2-18	Evaluation of the performance of highest governance body	Not disclosed in FY24	-
2-19	Remuneration policies	Gender Pay Gap Statement	27
2-20	Process to determine remuneration	Not disclosed in FY24	-
2-21	Annual total compensation ratio	Not disclosed in FY24	-

GRI general disclosures (2021) (cont.)

GRI	GENERAL DISCLOSURES	FY24 RESPONSE	PAGE
Strategies, policies and practices			
2-22	Statement on sustainable development strategy	Our approach to sustainability; Sustainability Statement	-
2-23	Policy commitments	https://i-med.com.au/sustainability	-
2-24	Embedding policy commitments	Our approach to sustainability; sustainability governance; Sustainability Statement	9, 44
2-25	Processes to remediate negative impacts	Our approach to sustainability; sustainability governance; Sustainability Statement	9, 44
2-26	Mechanisms for seeking advice and raising concerns	Whistleblowing Policy and making a report: https://i-med.com.au/sustainability	-
2-27	Compliance with laws and regulations	Our approach to sustainability; Patient and referrer experience; Employee health and safety	9, 14, 33
2-28	Membership associations	Engaging with stakeholders	10
Stakeholder engagement			
2-29	Approach to stakeholder engagement	Engaging with stakeholders	10
2-30	Collective bargaining agreements	48% of I-MED employees are covered by an EA in FY24	-
Material topics			
3-1	Process to determine material topics	Our material topics	12
3-2	List of material topics	Our material topics	12



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