

WE MAKE PEOPLE AT WORK HEALTHY, SAFE AND PRODUCTIVE.

•KINNECT

GET

KINNECTED

OUR WAY

2016 Kulture Book



Rewarding
Motivated Paced
Teamwork Initiative
Supportive Friendly Professional
Accommodating Fast Career
Energetic Growing Varied Developing
Appreciated Happy Driven
Positive
Challenging
Welcoming Flexible Fun
Care

CORE VALUES

People often ask why our Core Values are so Important. Well its simple, all KINNECTers make decisions based on meeting our Core Values. If the question results in a yes for each of the three values, then the decision can never be wrong. They drive our decisions and our behaviours always.

HIGHLY SKILLED

Having the best people means ensuring each KINNECTer reaches their maximum potential. Every KINNECTer is provided with the tools they need to undertake a minimum of 40 hours of professional development each year.

HAPPY PEOPLE

You spend too much time at work to not enjoy yourself. So KINNECTers have fun both on the job and off the job. Whether its working in a team of like minded people to solve client problems or celebrating KINNECT Day (our long weekend birthday bash each November), we want to have fun.

CREATING SUSTAINABLE VALUE

Everything we do is to create long lasting value for our clients, our people and KINNECT as a company.

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LETTER FROM THE CEO

I started KINNECT with my mate Ashley in 1996 with a simple vision: **to help people.**

It was during a university practicum placement that I saw the potential for a private practice specialising in occupational rehab that had an end goal of empowering people to self manage and get back to life. The beginnings were humble but with a lot of belief and persistence, KINNECT has been transformed from those early days, into a profitable, growing business with more than 100 staff spread over 11 locations across Australia.

Even with growth, our commitment to our core philosophies has stayed the same. For myself and my fellow Directors, it's never been about the business or the money, it's about the people we help.

We take immense pride in our core values of Highly Skilled Happy People, Creating Sustainable Value. This belief remains at the heart of KINNECT's DNA today and it guides every decision that we make.

There is much to look forward to in KINNECT's vision for the future. We will remain committed to our constants creating an unrivaled workplace culture for our A Players and world class care for our clients.

At KINNECT, the best is yet to come...We're delighted you're going to be a part of it!



Kevin Conlon

Director | CEO

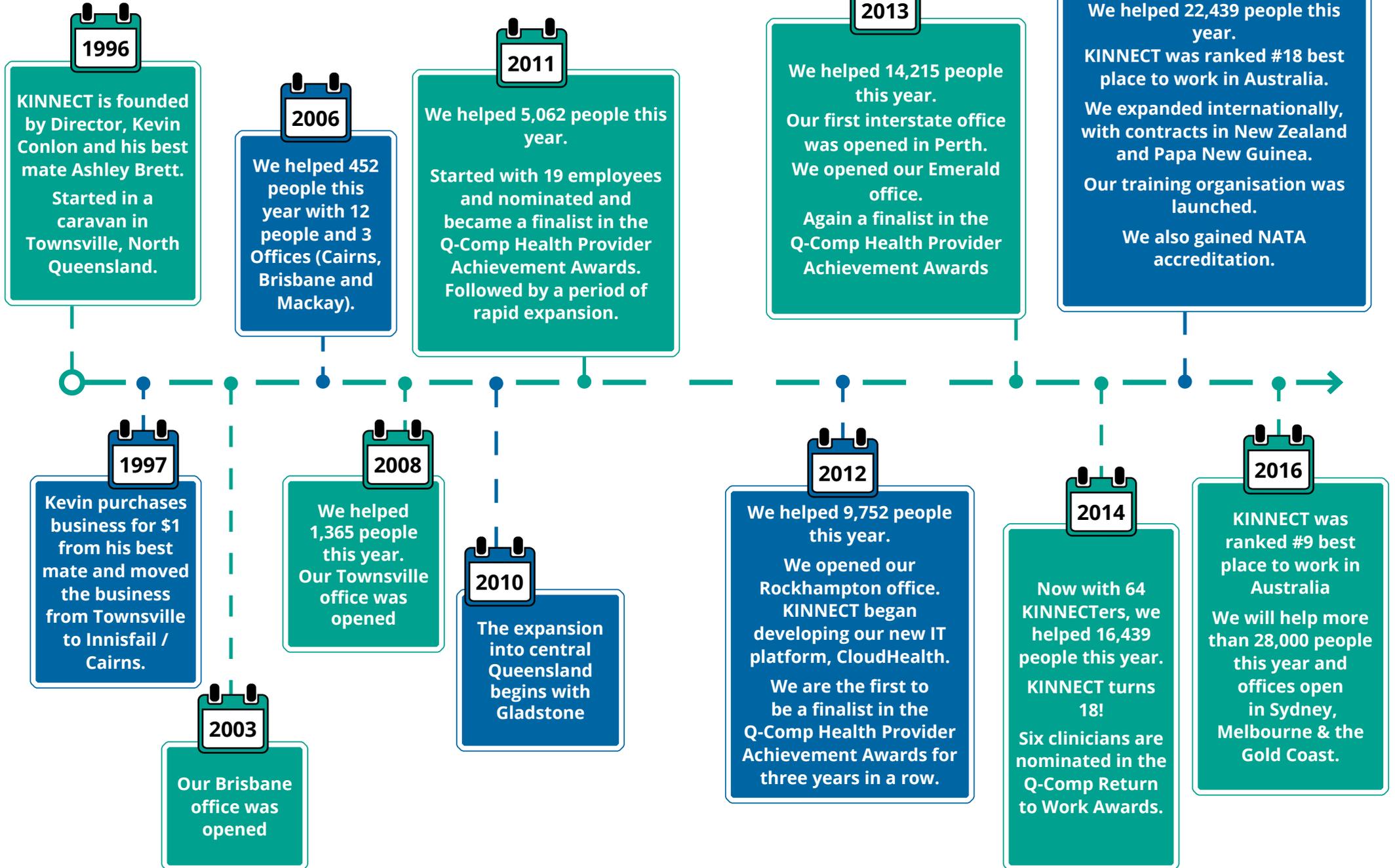
2018 VISION:

- ✓ To have helped **one million** people be healthy, safe and productive at work
- ✓ To grow to 150 staff
- ✓ Operating across 15 offices

OUR STORY

6

7



SENIOR LEADERSHIP

KINNECT's Senior Leadership Team set the strategic direction of the company and have successfully projected KINNECT through many years of rapid growth. They are exceptional professionals who utilise their skills to provide the guidance and support that allows every person in our organisation to play their role in delivering sustainable value for our clients.



ROHINI SUBRAMANIAM



Operations Manager
(Injury Prevention & Management)



COURTNEY HARGRAVE



Operations Manager
(Health & Medical Services)



JESSICA TAYLOR



CloudHealth & IT
Services Manager

OUR LOCATIONS



OUR DIRECTORS

10



Kevin Conlon

Kevin is an Accredited Exercise Physiologist and founded KINNECT in 1996. He leads KINNECT's strategy and innovation, always focused on continuous improvement. Kevin is excited about KINNECTers making people healthy, safe and productive in the years to come. When not at KINNECT he is surfing, travelling, learning and spending time with his wife and friends.

OUR CEO

Jackie joined KINNECT in 2001 in a clinical role as an Accredited Exercise Physiologist. Jackie has a passion for numbers and has guided KINNECT financially for some 14 years. Jackie is particularly excited about KINNECT's future growth enabling our people to grow with us. When not at KINNECT she is spending time with her kids, enjoying travel or a date night with her husband.



Jackie Tiernan

OUR CFO

Zahra joined KINNECT in 2003 and brought with her a new service line and skill set as a Occupational Therapist. KINNECT's Occupational services blossomed with her arrival. Zahra is proud to receive positive feedback from our clients and is excited by KINNECT innovation in both people and technology. When not at KINNECT she is spending time exercising, travelling, with her husband and friends or enjoying a sleep in!



Zahra Dharani

OUR CUSTOMER EXPERIENCE

11

Clark is a Physiotherapist and joined KINNECT in 2010. Clark introduced Physiotherapy to KINNECT which has seen it delivered both nationally and internationally.

With a special focus on sales and marketing, he is excited to see KINNECT on a national stage. When not at KINNECT he is playing golf or with his kids and wife.



Clark Hopley

OUR SALES



Jess Hopley

Jess joined KINNECT in 2012 and is a Chartered Accountant. Jess has a passion for KINNECTers and is all things People in KINNECT - our most important assets. Jess is excited about our A-Players and continuing to have a Culture that is the best in the country. When not at KINNECT she is spending time with her two children and husband.

OUR PEOPLE

James is an Accredited Exercise Physiologist and has been with KINNECT since 2006. James is responsible for KINNECT's Victorian operations. James is proud of the expansion of KINNECT into Victoria and the opportunities it offers our people. When not at KINNECT he is watching or playing sport, or spending time with his wife and young daughter.



James Buckley

OUR VIC OPERATIONS



Gerald Peterson

OUR NSW OPERATIONS

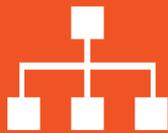
Gerald is an Accredited Exercise Physiologist and has been with KINNECT since 2007. Gerald is responsible for KINNECT's New South Wales operations. Gerald is proud of KINNECT's expansion into NSW and the opportunities it offers to our people and clients. When not at KINNECT he is cycling, travelling, or seeking out great food and wine with his wife.

What we do



Prevention

- Pre-Employment Medicals
- Pre-Employment Functional Assessments
- Office Ergonomic Assessments
- Job Dictionaries
- Manual Task Risk Assessment
- Stretching and Warm Up Programs
- HandSafe – Hand Injury Prevention Training
- Online Health and Medical Questionnaire
- Manual Handling Training
- Policy and Procedure Development



Management

- 24/7 On Call Acute Injury Management
- Management Reporting
- Incident Management Systems
- Onsite Physiotherapy Services
- Physiotherapy
- Work Hardening and Physical Conditioning Programs
- Onsite Injury Management
- Functional Capacity Evaluations
- Worksite Assessments
- Return to Work Plans
- Initial Needs Assessments
- Vocational Assessments
- Job Preparation Assistance
- Employee Assistance Programs



Medical & Health

- Onsite Drug and Alcohol Testing
- Statutory Medicals
- Health Surveillance Services
- Immunisations and Vaccines
- Flu Vaccinations
- Audiometry Testing
- Health and Wellbeing Programs
- Employee Health Assessments
- Executive Health Assessments
- Skin Cancer Screening
- Onsite Paramedic Services
- Acute Injury Management



Training

- Workplace Rehabilitation and Return to Work Coordinator Training Course (RRTWC)
- Workplace Drug and Alcohol Testing Course
- Provide First Aid Course
- QLD Health and Safety Representative (HSR)
- CPR Course
- Workplace Drug and Alcohol Awareness Course
- Online Short Courses

About our Services

KINNECT was established in 1996 and has since grown to become the #1 privately owned Occupational Health Company in Australia. This combined with our close network of affiliate providers gives us capacity to deliver our suite nationally and internationally.

We are a multi-disciplinary team of medical and allied health professionals who are passionate about making people at work Healthy, Safe and Productive. We provide medical and allied health services that assist employers to pro-actively manage their most important assets, their people.

The Life and Times

As told by James Buckley, Senior Clinician, on KINNECT's 18th Birthday Cruise.

We are gathered here tonight to celebrate a few things... great moustaches, another successful year almost completed and KINNECT's 18th birthday.

I have put together this speech which looks to celebrate the life of KINNECT so far and amazing achievement which began all those years ago. Most of you will have heard the story of how KINNECT was born, and for those that haven't you are either very new to the company or have been successfully dodging Kev since you started.

The life and times of KINNECT goes like this. Kev and his mate, Ashley, conceived and subsequently gave birth to KINNECT on 28 November 1996. It was a messy birth, delivered in a caravan in the backyard of Ashley's parents' house in North QLD,

however it was the beginning of something beautiful, if not ahead of its time – for it was a new prospect in the northern region of Queensland for two males to be raising a child.

Young KINNECT very soon became the child of a single parent family as one year into its short life Kev bought the rights to raise KINNECT on his own for the fee of one dollar. Some may question the merits behind the deal of one parent buying the rights to a child from another parent, but this was back in the 1990's, where although new ideas and ways of parenting were questioned, and often brought fear and strange looks, were rarely challenged. So Kev doing what Kev does best, powered on with young KINNECT.

Times were tough for Kev as a single parent and the beautiful years took a while to eventuate.

There were some long 12-14 hour days completing PCS work, while pulling over in the middle of the highway to find reception to make calls to relevant Case Managers – always ensuring KPI's were met and activities cleared. It was a few years before KINNECT passed through the teething process and came up to speed with toilet training – finally becoming self-sustaining and hitting a big milestone of turning a profit! What a proud day for single parent Kev, for years he was questioning if he had made the right decision, trying to raise KINNECT on his own – but he would quickly remember that his stubbornness and inherent brilliance would not have taken him down the wrong path.

Now, as well as the founding fathers, KINNECT has had a few more parental influences come into the fold along the way. And the first of those was in 2001, when a young and upcoming Jackie Tiernan impressed Kevin so much as his prac student that he offered her a job. Dad Kev could see that it was about time for KINNECT to have a mother and so Jackie joined the team, initially as an Aunty and then in 2002 she was inducted as a parent of KINNECT. Jackie soon established herself as a true mother figure for young KINNECT and passed on invaluable knowledge to the toddler. It was through Jackie that KINNECT learnt a lot about counting, numbers and skills.



Kev convinced Zahra to leave her homeland in Canada, move to Australia, marry him and become the third parent – second mother to a young company called KINNECT, who was born to two men, in a caravan in North Queensland! I can only imagine that conversation.

However, history shows that after several tenders and proposals were put forward by Kev, in 2003 Zahra signed on the dotted line and began to impart her impression on KINNECT, now beginning to grow at a faster pace. Zahra taught KINNECT a lot about the world of Occupational Therapy and Occupational Rehabilitation, sharing her skills with the young tacker. This helped KINNECT a lot developmentally, and with previously having only a few friends to play with – mainly WorkCover, KINNECT started to find more friends of the insurance world to play and interact with.

Kev, Jackie and Zahra. The three parents, one father and two mothers of KINNECT. Some of KINNECT's Uncles were soon to arrive on the scene. At the end of 2006 and beginning of 2007, Uncle James and Uncle Gerald came along and took on some responsibility of nurturing and helping KINNECT grow into the company it has become today. Although both Uncle Gerald and Uncle James moved away for a period of time, a sense of responsibility, and Kevin's hilarious jokes would eventually bring them back. KINNECT was about 10 at the time, and growing at a solid rate. It had spread itself from

Cairns and Brisbane, and into Mackay. At this time, along with KINNECT's 3 parents, there were about 9 Aunties and Uncles – a total of about 12 mentors at the age of 10. Safe to say that over the coming 8 years, KINNECT was going to hit a massive growth spurt...

A few years later, KINNECT took another step forward and spread itself to Townsville. KINNECT was now rolling along at a solid pace, and was beginning to get quite a name for itself around town as a respectable young company with a good head on its foundations.

Now with KINNECT growing at such a rate and with lots of work out there for it to do, it was great timing when in 2010 some more parents, Clark and Jess Hopley, came along to help out with some parenting duties. You see, KINNECT had established an appetite for growth and along with Clark and Jess came expansion to Central Queensland, beginning in Gladstone. Not long after this move KINNECT began to make its presence felt in other locations, like Rockhampton, Emerald and Perth.

Well, by now, the five parents (three mothers and two fathers) of KINNECT were so proud of the little company that they would spend as much time as possible with it. You could accuse them of smothering the poor company, however, KINNECT relished under their constant supervision and began winning friends from all

over, mining companies and government agencies wanted it to play with them and transport companies, local councils, numerous companies big and small were inviting KINNECT around for sleep overs. What a popular company it was becoming.

Dad Kev was so proud. There were rumours Kev would watch over KINNECT while it was sleeping and repeat his popular one liners to it:

- >Do me a favour...
- >The reality is...
- >Amuse me for a second....
- >Let me ask you this....
- >Negative, Ghost rider....
- >But did you know...
- >Two fifths of the proverbial...

And that brings us to today, we are gathered here with many more Uncles and Aunties present to help shape and support KINNECT as it continues to grow. It is 18 now, but with such a great family involved, this young company will be around for many more years to come. So in true Kev style, if you could all raise your water bottles, I would like to propose a toast to the next 18 years of KINNECT!



OUR PEOPLE

The foundations of KINNECT are built around the exceptional people that make up our team. Without them we wouldn't be able to help our clients to get back to being healthy, safe and productive.

Here is what some of our people say about working with KINNECT....

Courtney

Health and Medical Services Manager

I started at KINNECT in a clinical role. I now oversee the medical services, sales and marketing departments. The ability to progress my skills has been fantastic. I love reflecting on where we have come from and where we are heading. Our plans for the future are very bold and exciting. Being a part of these and seeing them come to life is what really excites me.



Danielle

Client Relations Manager

I started at KINNECT in June 2014. KINNECT to me is encouraging, supportive and friendly. When I moved from Cairns to Newcastle KINNECT allowed me to work from home to continue in my role.



Madi

Administration

I started at KINNECT in December 2014. I love KINNECT Day because it is awesome getting to meet everyone face to face! KINNECT is always looking for ways to improve efficiency and they value every suggestion and opinion. What excites me the most is the growth of the company and the amazing program that has been created! So many people are going to benefit from KINNECT. I also love how appreciated I am for completing a single task. Hard work at KINNECT never goes unnoticed.

Belinda

Occupational Nurse

KINNECT have allowed me the flexibility to choose my hours so I only work on days my husband is home from his FIFO role. KINNECT is a great place to work as we provide excellent customer service whilst being a fantastic team! Expanding into new regions and always striving to do things better definitely excites me the most about KINNECT. In my role, I love the flexibility and autonomy, plus meeting new people everyday.



Mark

Occupational Therapist

I never imagined that I could experience this level of work variety as an OT. I love the fact that everyone gets along with each other so well and so easily. The friendliness and positivity within KINNECT makes it a great place to work. I'm excited for the growth and knowing that working for KINNECT could take you anywhere! I love my role as my wide variety of service provision means every day is different.

KINNECT AS ONE OF THE BEST PLACES TO WORK

In 2016, KINNECT was ranked #9 in the Best Places to Work in Australia Competition.

Being one of Australia's Best Places to Work is a sought after title and is considered the pinnacle achievement for many employers.

The competition is based on one of the world's most comprehensive studies of workplace culture conducted by Great Place to Work Australia. KINNECT's success in being named in this elite list of companies is a testament to our employee value proposition and our cultural focus that not only ensures we attract but retain, happy, highly skilled KINNECTers that create sustainable value. 2015 was KINNECT's **debut year coming in at #18**; being considered for the award and making the list in year 1 is a very **rare achievement** alone. KINNECT was one of only two health companies to make the BRW Top 100 List and the only Queensland based company to achieve this feat. In 2016 we executed our goal and made the top 10 for the Best

Places to Work in Australia. Being named in the Top 10 Places to Work in Australia in 2016 reinforces KINNECT's belief that we have an industry leading workplace culture and a world class team who collectively make KINNECT one of the best places to work in Australia.



OUR SWEETENERS

A

PLAYER

RECRUITMENT INCENTIVE

Receive a generous \$\$ incentive for recommending an A-player to KINNECT.



MATES RATES

Enjoy discounts on health insurance, cars, computers & medical supplies.



RELOCATION OPPORTUNITIES

Explore the country by moving between our national offices.



FLEX DAY

Earn a well deserved day off by hitting 120% on your weekly dashboard.



KINNECT DAY

Each year staff enjoy an all expenses paid weekend away to celebrate KINNECT's Birthday.



TRAVEL ALLOWANCE

An allowance for when you spend time away from home for work.



LONG SERVICE

Incentives are given out as a token for long serving employees.



REQUESTED DAY OFF

Put in extra hours to meet our clients needs? Request a flex day off.



PAY IT FORWARD

Have a paid day off to volunteer at a charity of your choosing.



BIRTHDAY OFF

Enjoy a paid day off each year to celebrate your birthday if it falls on a work day.



POSITIVES

Recognition system for positive feedback and hard work.

JESSICA TAYLOR



NAME: Jess Taylor

POSITION: CloudHealth & IT Services Manager

LOCATION: Brisbane

AGE: 23

A KINNECTer SINCE: 2013

YEARS OF INDUSTRY EXPERIENCE: 4

WHICH MOVIE CHARACTER WOULD YOU LIKE TO BE THE MOST?
Wonder Woman

At only 22, Jess went from a new starter to managing 25 staff, and sitting on the senior leader's board, in under 3 years

Jess impressed as she started her journey with KINNECT in the pre-employment administration department. Jess continued through the ranks in just 3 years to become the lead supervisor of the pre-employment administration department, supervising 25+ team members and sitting on the senior leaders' board making key decisions at only 22.

Please describe your progression from starting with KINNECT to now?

I started in entry level administration, from the very bottom in the pre-employment team. I started in the results department where I would just be saving emails from outlook all day which led me to eventually progress to where I am now... As a member of the senior leadership team and managing the department. The team has grown significantly in the time that I have been here. In terms of staffing at the moment, I'm managing about 25 staff. In the beginning there was only the four of us, and now we have about 25. I have since been given the opportunity to project manage the development of our multi million dollar IT platform, CloudHealth.

What do you like the best about your job?

The challenges, within this particular role things pop up and there may not be a solution or a process in place. Being able to have the opportunity and challenge to be able to find a solution and implement it within the company is pretty exciting. KINNECT is a very open company, it is easy to approach others for help and it's really good that there is an open door policy. I think that it's definitely something that sets KINNECT aside from the rest, is the directors and seniors being so approachable.

At KINNECT, we believe the best is yet to come - what excites you most about the future of KINNECT?

Being apart of a growing company that has a focus on technology. KINNECT's continued utilisation of software to innovate the health industry.

Outside of work we will find you doing....

I love my hockey and spend my time managing the men's side of the QUT Hockey Club and I'm captain of the girl's side where I've played for nearly five years.

GERALD PETERSON



NAME: Gerald Peterson

POSITION: Director (NSW)

LOCATION: Sydney

AGE: 31

QUALIFICATION:
Accredited Exercise Physiologist

A KINNECTer SINCE: 2007-2009, 2011

YEARS OF INDUSTRY EXPERIENCE: 9

FAVOURITE STORY BOOK AS A CHILD:
The very hungry caterpillar

All senior positions are recruited for internally which is exciting for anyone who has the drive and motivation to progress their career at KINNECT

Having started at KINNECT in 2007, Gerald has been an integral part of KINNECT's rapid growth over the last 9 years.

Having started as a new graduate and now making key decisions as Director of KINNECT's NSW operations, he is proof that you have the opportunity to progress through the ranks at KINNECT if you have the drive and motivation to reach for it.

Please give us an overview of your journey at KINNECT so far.

I started with KINNECT as a fresh faced new grad EP and learnt more in the first 4 weeks on the job than I had in 4 years of uni! Initially when I began there were about 10 team members, including Directors, and my role was 100% clinical. KINNECT are flexible with allowing staff to take extended leave to chase new experiences, so after 3 years I took a year off to travel in South America. Following this I came back to KINNECT and into a clinical training and supervision role which has continued to this day with an ever-growing team.

What does a typical day look like for you?

My days vary a great deal however it can involve training clinicians new to KINNECT, reviewing our utilisation, performance and return to work outcomes, improving our current clinical processes, and assisting the team of clinicians with any clinical questions and file reviews / report reviews.

I also spend time developing the business as it keeps growing.

At KINNECT, we believe the best is yet to come – what excites you most about the future of KINNECT?

The growth plans are exciting and the opportunities that come with that for KINNECT team members, particularly the new challenges and experiences that will present themselves.

What advice would you give someone else wanting to be a senior leader at KINNECT.

To demonstrate the core values of the business in all aspects of your role and lead by example in being a highly skilled, happy person, creating sustainable value. Everyone has the opportunity to become a senior leader if they strive for it, I'm proud to say that all senior positions are recruited for internally which is exciting for anyone who has the drive and motivation to progress their career at KINNECT.

Outside of work we will find you doing...

Enjoying a good meal / coffee / wine with my wife and a lot of cycling!

EMILY BEATON



NAME: Emily Beaton

POSITION: Occupational Therapist

LOCATION: Rockhampton

AGE: 29

QUALIFICATION:
Occupational Therapist

A KINNECTer SINCE: 2015

YEARS OF INDUSTRY EXPERIENCE: 1.5

ANY HOBBIES?

Running, swimming, watching movies, playing with my dogs

“Since starting with KINNECT only 1.5 years ago, I have been given the opportunity to rapidly expand my role to incorporate clinical business development & supervisory tasks”

Please give us an overview of your journey at KINNECT so far.

I commenced with KINNECT in January 2015 after finishing an intense two year Master's Degree in Occupational Therapy at the University of Queensland. My first two weeks were spent training in the Brisbane clinic where I was able to observe and learn from my highly skilled colleagues and was given the opportunity to assist with some assessments when I felt comfortable doing so. I then commenced in Rockhampton where I have been given the opportunity to rapidly expand my role which now incorporates clinical work, building strong client relationships and supervisory experience.

What does a typical day look like for you?

My days vary a great deal which I somewhat attribute to living in a regional location and therefore being exposed to different services and requests that may not be sought in larger cities. A typical day involves performing clinical assessments, however these can be clinic based, workplace based, site based or home based. My day also involves reviewing clinician availability and scheduling tasks to ensure efficient turnaround time for various clients.

At KINNECT, we believe the best is yet to come – what excites you most about the future of

KINNECT?

Since starting with KINNECT only 1.5 years ago, I have seen great growth and expansion, with the opening of additional clinics throughout Australia and the expansion of services, including Training. I feel that this continued growth and passion to assist workers to be healthy safe and productive will allow team members to continue to develop professionally.

What advice would you give someone else wanting to be a senior leader at KINNECT.

Verbalise your goals and expectations with your Supervisor from the get-go. Request feedback frequently and follow up to ensure that the core values of the business are achieved. KINNECT is a company that values professional development and therefore requests that team members complete 40 hours of professional development per year. This provides us with the opportunity to improve in any areas that we feel will help us achieve our goals and therefore, provide us with the opportunity to progress with KINNECT.

Outside of work we will find you doing...

Some form of exercise, dining out or watching movies (don't forget the large popcorn).



We are Exceptional at What We Do



Forget the age-old sit down dinner Christmas party, we have ditched that idea and instead decided to shout our people to an end of year celebration that everyone gets excited about. To thank our incredible team for their outstanding contribution throughout the year, our end of year cultural event to celebrate KINNECT DAY (a.k.a our birthday) is an all-expenses-paid weekend away as decided by you, built around team building exercises and eye-opening experiences. KINNECT's ultimate goal is to achieve an agreed level of company performance to qualify for a group trip to New York City. We haven't achieved that goal yet, but watch this space... we are getting close!



KINNECT DAY



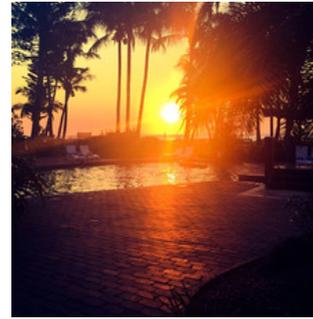
And We Have Fun Doing It!





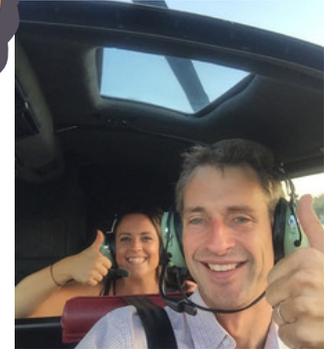
2014
BRISBANE TO
SYDNEY
P&O CRUISE

• KINNECT DAY •



2015
TANGALOOMA
ISLAND
RESORT

• KINNECT DAY •



OUR SYSTEMS

At KINNECT we are committed to keeping up to date with the latest technology. This allows us to expand sustainably & ensure our team are exposed to the best systems to allow them to provide only the best of care to our clients & workers.



CloudHealth is a cloud based software platform that allows KINNECT to manage all our occupational health needs in real time. Book, track and manage Pre-Employment Assessments, Health Surveillance Monitoring, Drug and Alcohol Testing and all our Injury Management Programs online.

Built and powered by KINNECT, CloudHealth is the ideal tool to help automate and streamline Occupational Health Processes and Services throughout our business.



WINDOWS | SHAREPOINT | OFFICE

We utilize a suite of Microsoft software and technology at KINNECT. This includes Office 365 on our computers, Microsoft Phones which sync to our computers and SharePoint – an intranet that allows us to securely share, co-author and search for company documents.



Yammer makes it easy for KINNECTer's to participate in companywide conversations, collaborate on topics, and share experiences. The Yammer mobile app will allow you to participate from virtually everywhere so you never have to miss a beat.

Xero is a cloud based accounting software designed for growing businesses. Our finance team use Xero to manage the company finances. It offers a free API that has allowed KINNECT to integrate Xero with CloudHealth to create a streamlined billing process for our clients.



Scout helps Our People (HR) Team to manage the thousands of job applications we get each and every year. This cloud based recruitment software allows us to advertise positions, review applications and manage our database of potential candidates.

Infusionsoft is sales and marketing automation software that allows our Sales and Marketing team to create "customer experience" based on our client's behavior and profiles. Infusionsoft has been instrumental in assisting KINNECT with its growth and management of our client relations.



Social Media



At KINNECT we love social media – Facebook, Twitter, LinkedIn, Youtube.... Using social media allows us to tell our story, and demonstrate our expertise to our clients, patients and KINNECTers. It also allows us to show our audience our Brand Personality – we are exceptional at what we do and we have fun doing it! #KINNECT

UNLIMITED PROFESSIONAL DEVELOPMENT

PROFESSIONAL DEVELOPMENT

KINNECT has a focus on professional development (PD) for every staff member in the organisation both clinical and non-clinical which is a minimum

40 HOURS EACH YEAR

PROFESSIONAL DEVELOPMENT PLAN

To help employees manage their careers and continued professional development, all employees of KINNECT complete a Professional Development Plan at the start of each New Year.

CAREER PROGRESSION

Structured Career Progression through our Scorecard System

KINNECT uses a scorecard system to evaluate the performance of all KINNECTers in our organisation and provide a framework for our people to challenge themselves professionally.

Our scorecards clearly define the mission for a position, the outcomes to be accomplished, key competencies for the role and personal attributes required to fit with our corporate culture.

Remuneration and incentives are clearly tied to the varying scorecard levels.

Every employee has access to all scorecards for the organisation and can clearly see the key competencies required to move to a higher level. This allows for complete transparency between team members and the objective approach to career progression. It creates fairness and equality for all KINNECTers regardless of age or years of experience.

This ties in with our transparent pay scales for all positions within the organisation. This is in the form

of a pay scales document available to all current team members. Each pay level is attached to a scorecard, ensuring our team members know exactly how they can achieve a higher salary.



EXAMPLE SCORECARD COMPETENCIES

The following is a small extract from the C 1.1 (Administration) scorecard.

Competencies (Culture Based) KINNECT culture – 5 to 8 competencies that describe our culture
<p>Highly Skilled</p> <ul style="list-style-type: none"> • Actively participates in a minimum of 40 hours professional development per year including weekly mentoring • Strives to continually learn • Gets results based on knowledge • Timely and efficient • Seek and apply feedback
<p>Happy</p> <ul style="list-style-type: none"> • Greets and farewells each person daily • Promotes team player attitude • Displays enthusiasm
<p>Creating Sustainable Value</p> <ul style="list-style-type: none"> • Decisions based on the clients and our mutual best interests • Continually looking to improve processes • Attention to detail • Adjusts quickly to change in priorities • Makes decisions based on team rather than individual goals
<p>Care Factor</p> <ul style="list-style-type: none"> • Does what is required to get the job done • Embraces challenges • Goes above & beyond to achieve an outcome • Doesn't take short cuts • Does not cut corners ethically. • Earns trust & maintains confidences. • Does what is right.
<p>Teamwork</p> <ul style="list-style-type: none"> • Before leaving work see if anyone else needs a hand • Stepping up when needed • Identifies and verbalises positive actions identified of colleagues (in line with our core values)

SUPPORT WHEN YOU NEED IT

Sick Leave, Compassionate Leave and Maternity Leave

“Since I returned from Maternity leave KINNECT has been a huge support, allowing me to work from home”

I was always driven to succeed in my career however starting a family was also very important to me and therefore upon giving birth to my daughter I proceeded to take a combination of the funded parental leave / unpaid leave to care for my daughter. I initially planned to take 9 months leave from work before returning to work part-time however throughout this time I personally felt uneasy about placing my young daughter into a day care setting. I therefore broached KINNECT about my options to which they offered me the opportunity to work part time from home, which eased my anxiety and also with such flexibility enabled me to return to work sooner (6 months post the birth of my daughter). I perform duties that do not require urgent attention such as reviewing reports and providing mentorship to some of KINNECT's new KINNECTers, which enables me to work when convenient (which as a mother is immensely beneficial). And to ensure that I was at no financial disadvantage by working from home, KINNECT had internet installed in my home. This arrangement has allowed me to contribute to the organisation and reinforced to me that I remain a member of the KINNECT team.



- JANNA RIORDAN

Senior Exercise Physiologist

PAY IT FORWARD

Get a day off to volunteer at a charity of your choosing



Have a day off to volunteer at a charity of your choosing. In the past few years, KINNECTers have chosen charities such as Movember, St Vincent De Paul Society, YoungCare and the Humour Foundation.

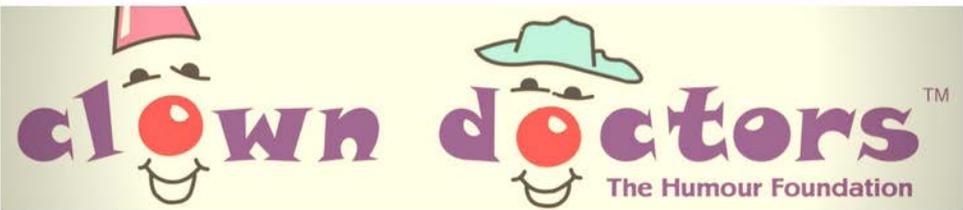


PAY IT FORWARD

GET PAID FOR A DAY TO GIVE YOUR VOLUNTEERING TIME TO A CHARITY OF YOUR CHOICE.



St Vincent de Paul Society
good works



EVERYONE CAN DO SOMETHING

WORK LIFE BALANCE

Never get so busy making a living, that you forget to make a life!

KINNECT firmly believes that without a genuine work/life balance, it's impossible to keep our people happy, engaged and excited about working in our business and providing great service to our clients and care to our patients. Promoting a healthy work/life balance for all of our people is imperative for KINNECT to stay true to its core values of 'happy, highly skilled people creating sustainable value'. We also believe a positive work/life balance ensures our people feel respected as individuals.

KINNECT understands there is no one-size-fits-all approach in respect to achieving great work/life balance, so instead we have implemented a variety of measures to ensure a work/life balance is in everyone's reach no matter what their circumstances.

Whether you have been working long hours, managing a larger than normal caseload or conducting work that requires hours of travel, KINNECT encourages the use of

flex days so that a work/life balance equilibrium can be restored.

A flex day is essentially a day off which is fully compensated by the company and scheduled at the employee's discretion.

Flex days are approved by your supervisor. There is no restriction on the number of flex days an employee can request or be awarded throughout the year, ensuring that you can establish a sustainable work/life balance with the help of this initiative.

You may purchase additional annual leave of up to 2 weeks every year, in addition to the 4 weeks annual leave already provided. If an you wish to purchase additional leave, they can do so by requesting a nominal amount (to cover the leave period) to be deducted from their remuneration on a fortnightly basis. Who wouldn't love six weeks of holidays each year!

PERSONAL COMMITMENTS, APPOINTMENTS & EXTENDED LEAVE

With respect to personal commitments and appointments that fall within working hours (doctor, dentist, etc), KINNECT's policy is to provide everyone with the time they need to complete these commitments without question, as long as the team member invests the time at a later date to ensure all job requirements are completed. As KINNECTers control their own calendars, there is no restriction as to when personal appointments can be made, providing flexibility in respect to the scheduling of external appointments and activities.

For team members wishing to achieve work/life balance with extended annual leave, KINNECT provides the opportunity to take an additional four weeks leave on top of their existing four week annual leave entitlement. Additional leave that has not yet been accrued can be applied for by everyone, and if granted, will be reflected in a negative leave balance upon the team member's return. In the past twelve months, KINNECT have granted additional leave to more than ten KINNECTers.

WORK LIFE BALANCE

KINNECT realise that allowing you to successfully achieve a positive work life balance is imperative, not only for KINNECT to stay true to its core values, but to ensure that you feel respected as individuals.

- 1 **FLEX DAYS**
Take a Day off, you've Earned it!
- 2 **PURCHASE EXTRA LEAVE**
Enjoy up to 6 weeks of Annual Leave every Year!
- 3 **PERSONAL TIME**
We all have important errands at times. Take some personal time to fit these things in.
- 4 **EXTENDED LEAVE**
Need more leave but don't have enough accrued? You can request up to 4 weeks of annual leave before you even accrue it.



NEVER GET SO BUSY MAKING A LIVING, THAT YOU FORGET TO MAKE A LIFE!

**HIGHLY SKILLED, HAPPY PEOPLE
CREATING SUSTAINABLE VALUE**

APPRECIATION & RECOGNITION

We Value Your Work and Contribution

In our opinion, appreciation and recognition of your contributions, whether these contributions are big or small, fosters a positive workplace culture and makes our people feel needed, noticed and most of all valued by everyone at KINNECT.

Our reward and recognition program has been created specifically with KINNECT's core values in mind - 'highly skilled, happy people'. Issuing KINNECTers with tangible, meaningful rewards and incentives demonstrates that KINNECT's Senior Leaders have been paying attention. More than that, it also allows us to show we care, while also appreciating the largely unquantifiable worth of having positive, talented and committed people providing top quality solutions for patients and clients.

KINNECT has established a number of reward and recognition programs including:

 PLAYER RECRUITMENT INCENTIVE	 MATES RATES	 POSITIVES
 FLEX DAY	 KINNECT DAY	 TRAVEL ALLOWANCE
 LONG SERVICE	 REQUESTED DAY OFF,	 PAY IT FORWARD
 BIRTHDAY OFF	 COFFEE VOUCHERS	



FLEX DAY

Achieve 120%+ on your weekly dashboard and enjoy a paid day off or cash it in for some extra \$\$.



BIRTHDAY OFF

No-one likes to work on their birthday! At KINNECT you don't have to. Everyone is entitled to the day off so they can celebrate with friends and family.

OUR TEAM KULTURE

Teams who have fun together stay together



GUY MATT'S TRAVELS

MATT'S



Gladstone

Manual Handling Training within BSL (largest power consumer in the Southern Hemisphere) where the magnetic field is so strong a teaspoon will stand vertically on your hand. I did a functional capacity evaluation with a view (on top of the 10 story high 'furnace' at Cement Australia). I then got to ergonomically evaluate one of the largest dozers on planet Earth.



Curtis Island

I went onsite at the largest construction site in southern hemisphere and also got to go check out an enormous gas tank (90m diameter x 30m height).



Port of Gladstone

A quick climb up a gangway and then down into the ship hold



Bundaberg

I had the opportunity to meet some dingoes, birds, snakes and other animals at the zoo. To then train some grave diggers how to correctly handle their manual task



Mt Isa

I slipped on a pair of boots and slapped on a cowboy hat for the Mt Isa Mines Rotary Rodeo. Then I got to experience the 'miners life' 1700m underground.



Tasmania

An all expenses paid holiday work trip to the land of the devil, to present office ergonomics training.



11 REASONS WHY YOU WON'T WANT TO LEAVE



WHO WE PROVIDE SOLUTIONS FOR

MINING

CONSTRUCTION

TRANSPORT / LOGISTICS

FOOD PROCESSING / MANUFACTURING

LOCAL / NATIONAL GOVERNMENT

UTILITIES

OTHER

**READY TO JOIN ONE
OF AUSTRALIA'S
GREATEST PLACES
TO WORK?**

Join our team
@
www.kinnect.com.au/job

RECRUITMENT INCENTIVE



IF YOUR REFERRED CANDIDATE IS AN A PLAYER WE PAY UP TO \$10,000 OVER 5 YEARS

At KINNECT, we believe our people are our biggest assets.

We recruit people that live and breathe our core values – we call them “A Players”. In our experience, A Players often know other A Players. Either due to being previous colleagues, friends or even family.

Our A Player Recruitment Incentive Program encourages existing KINNECTers to select and recommend other suitable candidates from their networks.

BECOME A KINNECTER



In 2015, more than 2,000 people applied to become a KINNECTer

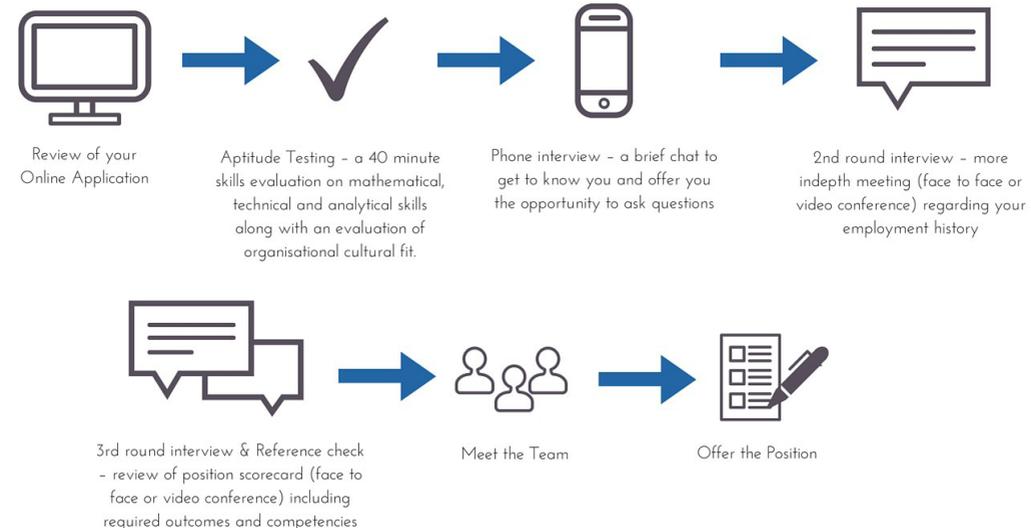
KINNECT is an organisation driven by clear and present values. We hold a strong belief that the performance and decision-making processes of our people should be guided by the two overarching principles of our organisation. These core values encompass “highly skilled happy people” who “create sustainable value for clients and patients”.

As a health and wellness provider, it is our inherent belief that individuals that choose to work in the health industry are those that genuinely care for the well-being of others and are driven by the need to help, care and empower those in need. As such, the principal characteristics KINNECT actively seeks out in new KINNECTers include:

- A caring nature and focus;
- Motivation for professional development;
- A positive disposition and co-operative attitude; and
- A desire to be a team player, collaborating with colleagues to achieve great outcomes.

These qualities align with our organisational core values, which in our experience ensures exceptional health outcomes are achieved for clients and patients alike.

Our Recruitment Process





**“ AT KINNECT, THE BEST IS YET TO
COME...MAKE SURE YOU’RE A PART
OF IT! ”**



KINNECT

www.KINNECT.com.au