



WE MAKE PEOPLE AT WORK HEALTHY, SAFE AND PRODUCTIVE



2017

KULTURE BOOK



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

CORE VALUES

People often ask why our Core Values are so Important. Well it's 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 150 staff spread over 13 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 50,000 people be healthy, safe and productive at work over 1yr.
- ✓ To grow to 200 staff
- ✓ Operating across 15 offices

7

**Our Townsville office
was opened.**

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.



KEVIN CONLON

Chief Executive Officer (CEO)



JACKIE TIERNAN

Chief Financial Officer (CFO)



JESS HOPLEY

Director



ZAHRA DHARANI

KINNECT IT



CLARK HOPLEY

Sales

Cont.



GERALD PETERSON

New South Wales



JAMES BUCKLEY

Victoria



COURTNEY HARGRAVE

Marketing

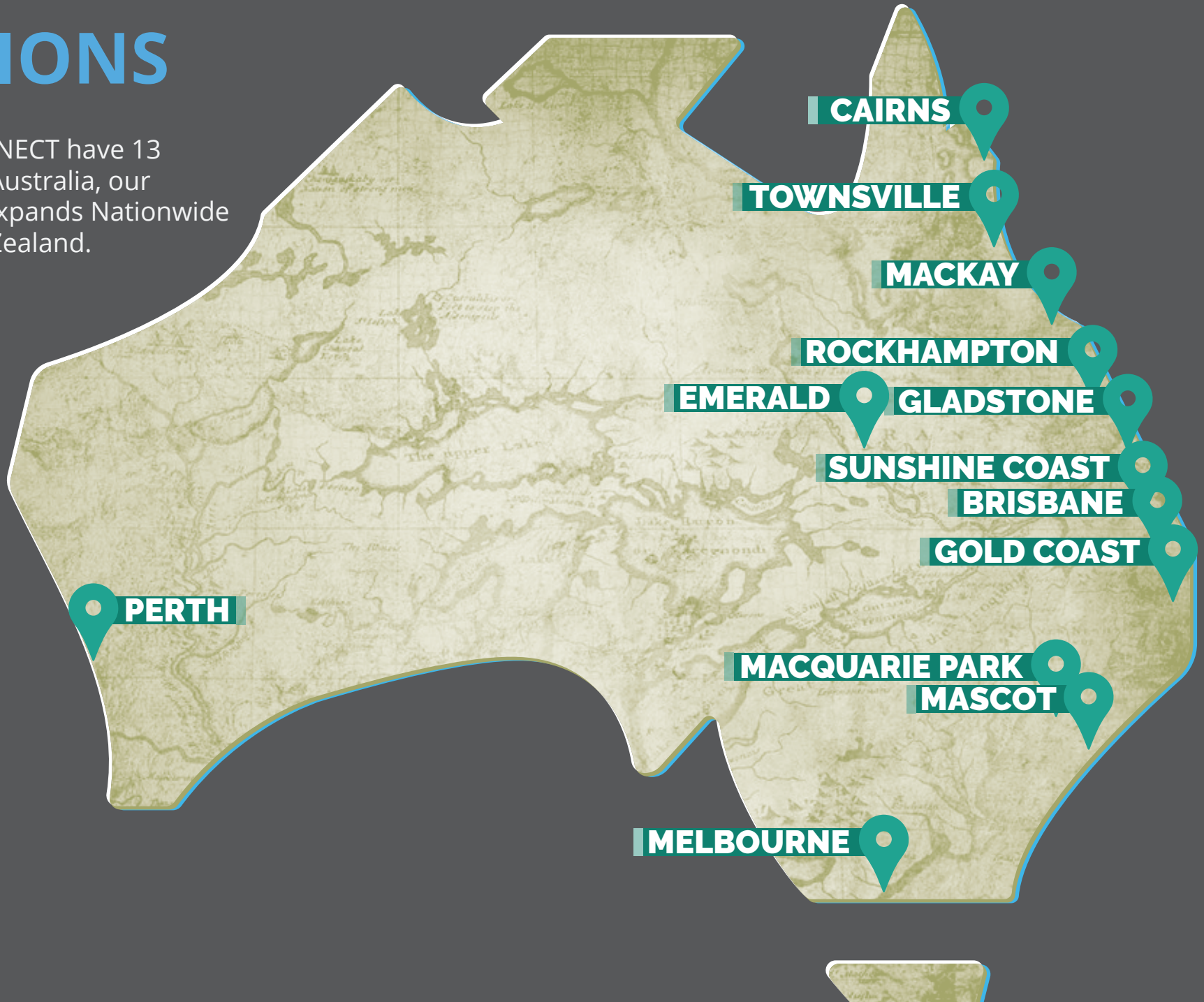


ROHINI SUBRAMANIAM

Clinical Operations

OUR LOCATIONS

Not only does KINNECT have 13 locations around Australia, our affiliate network expands Nationwide and even to New Zealand.



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.

KINNECT AS ONE OF THE BEST PLACES TO WORK

In 2017, KINNECT was ranked in the **top 20** 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. Then in 2017 we retained our top 20 position. Being named in the Top 20 Places to Work for 3 years in Australia 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



PLAYER RECRUITMENT INCENTIVE

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



FLEX DAY

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



LONG SERVICE

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



BIRTHDAY OFF

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



KINNECT DAY

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



MATES RATES

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



POSITIVES

Recognition system for positive feedback and hard work.



RELOCATION OPPORTUNITIES

Explore the country by moving between our national offices.



TRAVEL ALLOWANCE

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



PAY IT FORWARD

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

ANDREW CARLTON



NAME: Andrew Carlton

POSITION: CloudHealth Product Manager

LOCATION: Brisbane / Gold Coast

AGE: 25

A KINNECTer SINCE: 2015

YEARS OF INDUSTRY EXPERIENCE: 4

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

I'm a bit of a tech head and I have to say the most exciting thing about KINNECTs future has to be CloudHealth.

Please describe your progression from starting with KINNECT to now?

I started with KINNECT nearly 2 years ago, in December 2015 as a FIFO physio working out of Gladstone. In the months following I extended my FIFO journey and began to service multiple international government facilities. Enjoying my time in these tropical locations whilst also working in KINNECT clinics around the country including Sydney, Perth, Rockhampton, Brisbane and the Gold Coast doing physiotherapy, pre-employment assessments and training new starters. I have recently found a new home within the KINNECT IT team, working with the CloudHealth system and spending a lot more time at home on the Gold Coast.

What does a typical day look like for you?

Typical things that my day can include are meeting with KINNECT clients to gather feedback on our CloudHealth system and training them how to use the system, planning new features for CloudHealth with discussions with the KINNECT IT leadership team and meetings with our development team in the Philippines. I also spend time

helping to fix issues with the system and keeping it running smoothly.

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

Admittedly, I'm a bit of a tech head and I have to say the most exciting thing about KINNECTs future has to be CloudHealth. The discussions that we are currently having about where this software could grow to, really excites me.

What advice would you give someone else wanting to progress their career at KINNECT.

I know it is a bit of a corny saying but "you can be anything you want". I think my story kind of proves it, before I got my job at KINNECT as a FIFO physio I had worked for nearly 2 years at a private practice after 4 years of intense university. To be honest I was starting to look at careers outside of physiotherapy because normal private practice work had become boring and mundane, at the time I had also begun creating many mobile apps, which I loved... ...doing because of the challenge it gave me. Since starting at KINNECT I

Continue

Andrew Carlton Cont...

can say I have had a very unique physiotherapy experience and within a year was already in a position where I had been given the responsibility to plan my own movements and to also help train new starters, which is where my second piece of advice comes into play "take all the opportunities that you are given".

Although it seems quite a simple task, I learnt a lot in helping train the new starters. I improved my skills on helping others understand knowledge and how to apply it but I also learnt that I had many areas where I could probably improve, as the new starters were always asking questions, some of which I didn't know the answer to. My third bit of advice is that "KINNECT is a large family, we all help each other grow and feel comfortable", it is something that if I'm being honest surprised me. The "Kulture" here can be infectious, and as you become more comfortable you can really start to challenge yourself and help others out in fields where you might not have felt comfortable to jump into prior. For me that was CloudHealth; yes, I had played around in it a bit and yes, I had a background in coding in my free time; but I had never really worked on a project this big.

So when I was asked to do some investigation into the system to help out (which wasn't my job), I jumped at the opportunity, as it gave me a challenge and also a chance to help with my own growth but also the company's. It was from me feeling comfortable enough to help the team out and taking this opportunity that I was able to end up in a job that I had been wanting for a few years. KINNECT is always growing, there are always opportunities for you to step up and grow both personally and professionally. You will find that the team here will help make the progression of your career achievable and more importantly enjoyable in whatever direction you want to take it.

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

Going on adventures with my partner, spending time at home with our dog, gaming, coding, running, swimming, something at the beach, going to see movies, hanging with friends..

EMILY BEATON



NAME: Emily Beaton

POSITION: Regional Manager (Central QLD) / Occupational Therapist

LOCATION: Rockhampton

AGE: 30

QUALIFICATION:
Occupational Therapist

A KINNECTer SINCE: 2015

YEARS OF INDUSTRY EXPERIENCE: 2.5

ANY HOBBIES?
Running, swimming, watching movies, playing with my dogs

“Since starting with KINNECT only 2.5 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. I initially worked full time as an Occupational Therapist in Rockhampton, performing clinical work, health and wellbeing presentations and pre-employment assessments to name a few. After two years with KINNECT, I was given the opportunity to grow and expand my skills, and have transitioned from a supervisory position to Central Queensland Regional Manager from February 2017.

What does a typical day look like for you?

A typical day for me varies greatly as I have the opportunity to travel to multiple locations as part of my role (Gladstone, Mackay, Rockhampton, Emerald and surrounds). However, a typical day will generally consist of training clinicians new to KINNECT, reviewing our utilisation and capacity across CQ, performance and return to work outcomes, assisting the team of clinicians with clinical questions and file reviews/report reviews. I also spend time performing clinical work myself and overseeing the KINNECT Team who deliver return to work services for one of our clients, Glencore.

At KINNECT, we believe the best is yet to come – what excites

you most about the future of KINNECT?

Since starting with KINNECT only 2.5 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 at least 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....

Enjoying a big meal or coffee with my hubby, watching a movie or doing some form of low impact exercise.

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:



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.





2016 CORAN COVE ISLAND ADVENTURE

★ KINNECT DAY ★



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

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 Earnt 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**

OUR TEAM KULTURE

Teams who have fun together stay together



GUY MATT'S TRAVELS



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 dozer's on planet Earth.

Oaky Creek Mine

Assessing the job role of the drivers of massive d11 dozer, that can push up to 700 tonnes of dirt!



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).



BASED IN SUNSHINE COAST



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.



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




Clermont Mine

I had the chance to assess the ergonomic seating position of haulage truck drivers. These enormous machines were incredible and I even got to go for a ride!



Tasmania

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



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

KINNECT

www.KINNECT.com.au

KINNECT EST 1996
WE MAKE PEOPLE AT WORK
HEALTHY, SAFE AND PRODUCTIVE