



2018

CULTURE BOOK

KINNECT

CREATING HEALTH CERTAINTY AT WORK

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CORE VALUES

At KINNECT, we are often asked what our core values are and why they are important to our people and our business. The answer is simple – in our everyday activities as a company and as individuals, we make choices driven by the principles of our core values.

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

KINNECT recognises the importance of a great culture to our peoples' wellbeing. We aim to ensure KINNECTers are happy and have fun both on and off the job – that includes working with a team of like-minded people to create sustainable value for our customers and celebrating KINNECT Day together. Our people feel supported by our KINNECT community and enjoy working together to deliver services that matter.

CREATING SUSTAINABLE VALUE

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



KINNECT Day Cruise 2017



Kevin Conlon

Director | CEO

MESSAGE FROM KEV

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 health business specialising in occupational rehab that had an end goal of empowering people to pro-actively 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 207 staff spread over our 13 office locations, along with numerous client sites and even people who work remotely.

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.

Throughout KINNECT's journey, what has become abundantly apparent is the success of KINNECT is solely tied to our people; their cultural fit and their expertise. KINNECTers are not chosen by luck, but very intentionally by design, they are the right people in the right roles. I am incredibly proud of the people we have in our organisation and their contribution to our ongoing success.

There is much to look forward to in KINNECT's vision for the future. We will remain committed to our constants creating an unrivalled 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!

OUR 2018 GOALS WERE:

- To have helped 50,000 people be healthy, safe and productive at work
- To grow our people both professionally and personally
- To leverage Carelever, our proprietary technology

THINGS THAT HAPPENED - ONE



MR + MRS SYMONS



MR + MRS CROOKS

Vows were said, and souls were bound.
Congratulations to Trent and Alison
Symons and Erica and Patrick Crooks.



CLARE B. + CLARK H.



ROHINI Q. + JONATHAN W.

We exhibited at many conferences across
the country. Many KINNECTers made this
possible.



POOL CARS

We acquired some fun new rides to take us to worksites, home assessments and even cross country.



POOL CARS



MATR

Mat, one of our Sydney nurses, became a model - "Not your average nursing job. Not your average nurse."

Drew (or Captain Drew) our SEQ Clinical Specialist did some DAS testing on some chopper pilots. Unfortunately didn't get to go for a ride though...



DREW B.

OUR STORY



KINNECT is founded by Kevin and his best mate Ashley.

Started in a caravan in Townsville, North Queensland.



Kevin moves to the big city (Brisbane) to begin metro operations while Jackie (who started in Cairns in 2001) stays behind to run FNQ before also moving to Brisbane late in the year.

1996

1997

2002

2003

Kevin purchases KINNECT from Ashley for a whopping \$1 and moves the business from Townsville to Innisfail / Cairns.



Zahra begins Occupational Return to Work services for KINNECT.



KINNECT



The KINNECT Team expands its services into South East Queensland (SEQ) and Mackay.

2004

We helped 452 people this year with 12 people and 3 locations that included Cairns, Mackay & Brisbane.



We helped 1,365 people this year.

Our Townsville office was opened, returning after 12 years.

2008

The expansion into Central Queensland begins with Clark & Jess joining the KINNECT Team and opening of the Gladstone office.



2010

OUR STORY



We helped 5,062 people this year. We started the year with 19 employees and became a finalist in the Q-Comp Health Provider Achievement Awards.

The Perth office was also opened.



We helped 14,215 people this year. We opened our Emerald office and free standing Cairns office.

We are the first to be a finalist in the Q-Comp Health Provider Achievement Awards for three years in a row.

2011

2012

2013

2014

We helped 9,752 people this year. We opened our Rockhampton office.

KINNECT began developing our new IT platform, Carelever.

Again a finalist in the Q-Comp Health Provider Achievement.



Now with 64 KINNECTers, we helped 16,439 people this year.

KINNECT turns 18!

Six clinicians are nominated in the Q-Comp Return to Work Awards.





We helped 22,439 people this year. KINNECT was ranked in the top 20 Best Places to Work in Australia.

We expanded internationally, with contracts in New Zealand and Papua New Guinea.

KINNECT Training was launched.



We helped more than 35,000 people.

KINNECT was ranked in the top 20 Best Places to Work in Australia.

KINNECT turned 21 years old and grew to a team of over 150 people with the addition of the Gold Coast office.

2015

2016

2017

2018

KINNECT was ranked in the top 20 Best Places to Work in Australia.

This year we helped more than 28,000 people. Gerald and James became directors of NSW and VIC respectively and offices were opened in Sydney and Melbourne.



2018 saw us open an office on the Sunshine Coast and our second office in Sydney.

We helped more than 45,000 people be Safe, Healthy and Productive at work.





SENIOR LEADERSHIP TEAM

KINNECT's Senior Leadership Team set the strategic direction of the company and have successfully projected KINNECT through many years of rapid growth. They 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

Director | CEO



Jackie Tiernan

Director | CFO



Clark Hopley

Director | Key Accounts
Manager



Zahra Dharani

Director | Carelever COO



Jess Hopley

Director | Tender Manager



Gerald Peterson

Director | NSW



James Buckley

Director | VIC



Courtney Hargrave

National Account Manager



Rohini Quinn

Operations Manager

THINGS THAT HAPPENED - TWO



JAMES B.



GERALD P.

James and Gerald made some new friends.



SC WAITING ROOM - BEFORE



SC WAITING ROOM - AFTER



NEW PERTH OFFICE FIT OUT

Sunshine Coast office was opened with business booming in the South East and Perth moved to a larger space for their expanding crew.

Did you know
that physios need
treatment too?



TRENT S. + ANDREW C.



ANDREW C.



HALEY N. + ELSA B.

Halloween came
and went. There
were a few spooky
costumes walking
around our offices.



BRISBANE TEAM



PERTH TEAM



GOLD COAST TEAM

Melbourne Cup raced past.

OUR LOCATIONS



Perth

Est. 2011



Cairns

Est. 1997

Townsville

Est. 2008

Mackay

Est. 2004

Rockhampton

Est. 2012

Gladstone

Est. 2010

Sunshine Coast

Est. 2018

Brisbane

Est. 2002

Gold Coast

Est. 2017

Macquarie Park

Est. 2017

Sydney

Est. 2016

Melbourne

Est. 2016

KINNECT SERVICES

From our humble beginnings in 1996, KINNECT now sits as the leading Privately Owned Occupational Health Company in Australia. With wholly-owned metropolitan and regional offices throughout Australia, teams of passionate local staff and a network of over 350 affiliated partner clinics, KINNECT is a national provider of Occupational Health services. Our unique value proposition is our understanding and appreciation of health risk and partnering with our clients to develop tailored solutions.

Our highly skilled multidisciplinary team of medical and allied health professionals specialise in occupational injury prevention, injury management, as well as health and medical services. Extending our reach even further, we also host a range of face-to-face and online occupational health and safety training programs to help educate and upskill our clients' workforce.

KINNECT is the only company in this space to have formulated and built our own IT platform, Carelever, that enables companies to effectively manage and track their occupational health services.

Our achievements do not stop there. Recently, we have strived to create an industry leading workplace culture, attracting the highest calibre of talent to our high achieving organisation. Since 2015, we have made it onto the Great Places to Work in Australia list each year.



HEALTH MANAGEMENT

Some of our Health Management services include:

- Rehabilitation & Return to Work Programs
- Health Surveillance Programs
- 24/7 Acute Injury Management Hotline
- Onsite Drug and Alcohol Testing
- Immunisations
- Functional Capacity Evaluations
- Vocational Assessments
- Audiometry Testing
- Injury Management
- Coal Board Medicals
- Skin Cancer Screening
- Respirator Fit Testing



WORK INJURY PREVENTION

Some of our Injury Prevention services include:

- Pre-Employment Medical Assessments
- Pre-Employment Functional Assessments
- Office Ergonomic Assessments
- Ergonomics Training
- Manual Handling Training Programs
- Job Dictionaries/Task Analyses
- Onsite Physiotherapy
- Stretching and warm up programs
- Mine Rescue Medicals
- Vehicle Ergonomic Assessments

KINNECT is One of the Best Places to Work in Australia

KINNECT has now placed in the Best Places to Work Competition for four years straight!

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. Our cultural focus ensures we attract and 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 achieved our goal and made the top 10 for the Best Places to Work in Australia. Then in 2017 we retained our top 20 position. And in 2018 we were in the top 50. Being named in the Top 20 Places to Work for 4 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.





BIRTHDAY OFF

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



CULTURE CALENDAR

Each year staff enjoy a variety of free awesome activities throughout the year.



EARN A FLEX DAY

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



POSITIVES

Recognition system for positive feedback and hard work.



LONG SERVICE

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



MATES RATES

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



PAY IT FORWARD

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



TRAVEL ALLOWANCE

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

KINNECT DAY 2018

Each location had their own presentation, lunch and go-karting or paintball activity. These are some of the many pics of the day.



DELICIOUS LUNCH - CQ



OUT FOR LUNCH - PERTH



WINNER, WINNER - CQ



PAINTBALL HEROES - TOWNSVILLE



"I'M GONNA WIN" FACE - BNE



KINNECT DAY AWARDS - BNE



THE SQUAD - BNE



EVERYONE'S A WINNER - BNE



THE RACE DAY TEAM - VIC



LINEUP - NSW



READY, STEADY, GO! - PERTH



HELPING HAND - BNE



SYDNEY YO



IN THE SIN BIN - BNE



ZOOOOM - NSW



GO GO GO KARTING - PERTH



GAME OVER! - BNE



PEOPLE PROFILES

We are fortunate to have a large team of amazing KINNECTers. Every KINNECTer has a story to share on their journey. We asked Kaila Hamilton about her journey with KINNECT so far.



Kaila Hamilton

Regional Manager / OT / Mascot, NSW

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

In 2016, my husband and I relocated to Sydney from Perth, where I had worked in Paediatrics for several years. I started with KINNECT that October and was very excited to begin a new and challenging role far outside of my comfort zone.

My first two weeks with KINNECT were spent in the Brisbane Office (HQ), learning the ropes from the Brisbane team's highly skilled Clinicians. I then returned to Sydney to work as the first Occupational Therapist at KINNECT NSW.

As KINNECT NSW has grown, I have been fortunate to advance my career and to broaden and develop my skillset to incorporate clinical work, supervisory and training duties, project management and marketing.

What does a typical day look like for you?

Everyday varies at KINNECT and I often find myself facing different challenges and opportunities. Typically, my day will involve case management and appointments, training new starters in Sydney and answering any clinical questions. I will also complete workers' file reviews, make Preferred Provider calls and meet with clients and other stakeholders.

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

In my time with KINNECT, I have seen our team rapidly increase. In Sydney specifically, we started in one office (with an amazing view of the Sydney Harbour Bridge) with Gerald Peterson (NSW Director) and myself, as the only clinician. We have now expanded to two offices in Mascot and Macquarie Park, with a team of 15 talented Clinical and Administration staff. KINNECT's continued growth opens so many new and positive opportunities for every team member and I am excited to see what KINNECT will do next!



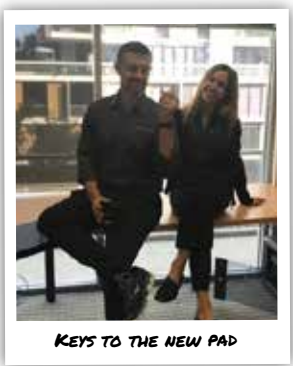
What advice would you give someone else wanting to progress in their career at KINNECT?

Progressing your career at KINNECT is an option for anyone and everyone who understands the value in working hard and setting and achieving goals in line with KINNECT's core values. KINNECT provides many new work opportunities and experiences and I would encourage everyone to take challenges head on. As intimidating as this may seem, I have found these instances to be the most rewarding – allowing me to develop my abilities to become highly skilled. When you have worked hard and achieved individual or group success, it is hard not to be

a happy KINNECTer creating sustainable value in your work.

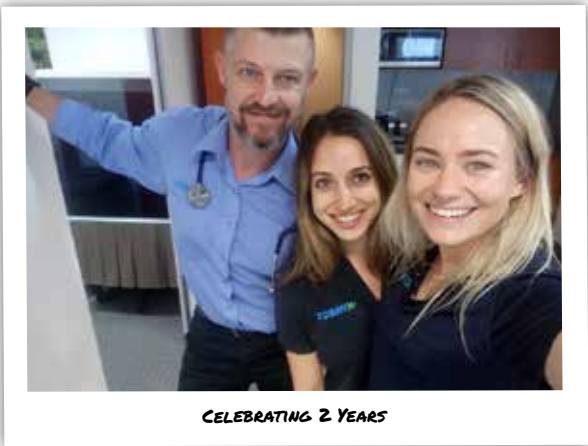
In addition to this, discussing your career aspirations with your Supervisor during reviews will provide you with the support and feedback required for your progression. If there is any part of your work you are struggling with, I would always advise raising it with your Supervisor and peers at KINNECT. There is always unlimited support and many highly skilled people in different areas of the business to help out.

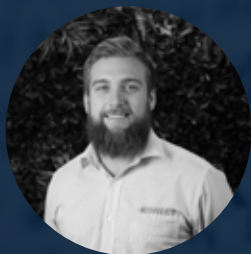
I set goals for myself at the beginning of each year and often laugh at how high I am aiming and how unrealistic they seem. It is interesting to look back at the end of the year to see most of them accomplished and crossed off the list. I feel very fortunate to work for a company that provides the training and personal development opportunities that allow my goals to be realised. There is always something new to learn, so keep working towards your goals!



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

Spending time with my “fur” family, relaxing at the beach and exercising! I also enjoy trying the best Sydney has to offer in food and coffee.





XAVIER'S TRAVELS

One of the great work perks at KINNECT is the opportunity to see some amazing parts of Australia. With clients from the east coast to the west coast and all in between, many KINNECTers travel wide and far in order to help people. Xavier tells of his travels around Queensland.

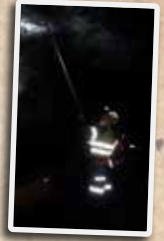
Ensham Coal Mine

I spent 16 months as an onsite injury management consultant at Ensham Mine. Often being the first to assess injury and implement the triage process. Due to the variety of physical demands for underground miners my case load was always varied.



Oaky North Coal Mine

I was prepared and sent Underground to assess the physical demands for Secondary Support miners, who ensure the 210m of earth above our heads (or the “whole world” as they refer to it) is stable and secure.



Carnarvon National Park

180km of dirt and sand roads to meet with the Park Rangers to discuss strategies for fatigue management and hydration. Due to the remote location, I was lucky enough to stay overnight at the Ranger Barracks and experience the peaceful star-studded sky you don't see in the city.



Whitsundays / Airlie Beach

All holiday locations need someone to ensure they are always looking 100%. We met with Gardeners and Park Maintenance teams to develop a task analysis for each of the teams. This assisted with PEP assessment and guidance when helping people return to work.



Charleville (Gateway to the Outback)

I met with office based staff in Charleville to present ergonomics training. Due to the remote location they rarely had this opportunity and enjoyed the day thoroughly.



Rockhampton Zoo

Performed an assessment of Zoo Keepers; while they fed the Crocodiles at Rockhampton Zoo, a much closer seat than most! From this we were able to work with Zoo Keepers to develop a manual handling approach which also worked with their safety protocols.



IMPORTANT MILESTONES

It is tradition at KINNECT that we celebrate everyone's yearly milestones with a treat (cake, fruit platter, etc.) that is shared with the whole team. This means that some months can get pretty filling!





JANNA R. - 10 YEARS



GRACE T. - 2 YEARS



DREW B. - 3 YEARS



PAULA G. - 2 YEARS + ANDREW K. - 3 YEARS



STEPHEN W. - 4 YEARS



SUZANNE N. - 3 YEARS + CHERYL W. - 1 YEAR



NICK M. - 2 YEARS



BRING ON 2019



2018

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BOOK