

KONEKT SERVICES

WORKPLACE HEALTH SOLUTIONS



ABOUT KONEKT

Konekt is a publicly listed Australian company and the largest private sector provider of workplace health solutions. With staff located across 40 offices nationwide our focus is on helping organisations minimise the impact of workplace injury and related workplace costs and risks, resulting in reduced worker's compensation premiums.

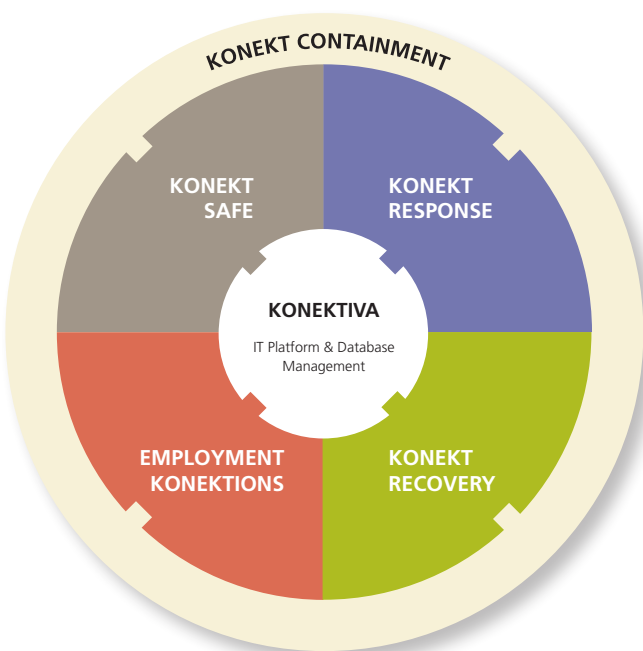
By examining key areas of an employee's lifecycle and a company's procedures and culture, Konekt can improve processes and identify escalating costs or non-compliance in occupational health and safety, risk management and injury management.

With offices in all capital cities and regional centres throughout Australia, Konekt has both the expertise and reach to service any organisation, whether it is a large national organisations, with multi-sites, or a small local

business in regional Australia. We have over 60 years of collective experience in delivering workplace health and OH&S services to industry and the community.

Our clients include major employers from government, banking, manufacturing, health, mining, transport, hospitality, retail and labour hire industries.

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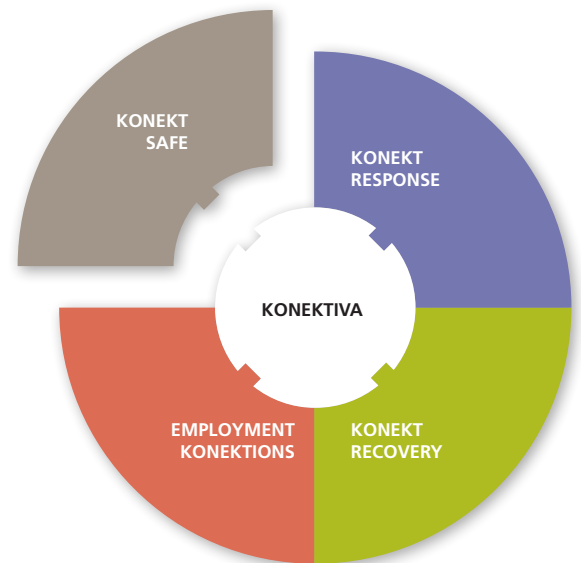
Konekt takes a holistic approach to the various aspects of a business. We recognise that numerous often isolated elements are intimately connected in the delivery of a healthy and productive workforce. By taking an integrated solutions approach to workplace health, Konekt can help organisations to control and reduce their costs.



KONEKT SAFE

The delivery of workplace health and OHS solutions requires professionals who not only understand your business but can integrate people, processes and technology to help you contain costs and minimise your premium exposure.

Injury prevention is at the centre of an effective workplace health solution, which encompasses preventative strategies aimed at improving workplace productivity, culture performance and your overall bottom line.



PRE-EMPLOYMENT SERVICES

In providing workplace health solutions, Konekt promotes the need to manage the health and wellbeing of an employee, from the point of recruitment, as the vital first step in the effective management of the employee lifecycle. Research suggests that sprains and strains account for a high percentage of all work related injury.

The costs associated with recruitment, the potential impact of work related injuries and the resulting labour replacement costs resulting from a mismatch between the employee and the demands of their job provide a strong case to support the introduction of pre-employment assessments.

The Konekt pre-employment assessment involves assessing an individual job applicant's physical and functional capacity against those critical physical demands determined necessary to perform the job for which they are applying. Our assessments are non-standardised and are tailored specifically to the task at hand.

CORPORATE HEALTH SERVICES

Konekt offer a suite of services which ensure the health and wellbeing of corporates and mainly office based staff particularly those in high pressure stressful jobs.

The services include:

- > Wellness programs such as flu vaccinations
- > Employee assistance programs
- > Executive health evaluations
- > Health assessments

OH&S SERVICES

Konekt offers a range of Occupational Health and Safety Services including:

- > OH&S Audit, System Development and training
- > Ergonomic Review
- > Manual Handling Assistance

TRAINING WORKSHOPS

Konekt tailor all safety services and training programs specific to the needs of our customers. We start by performing a desk top audit identifying gaps and providing the customer with a needs analysis. Konekt has the expertise in-house to be able to fill any gaps identified right through to implementing a complete risk management/occupational health & safety management systems.

Tailored training packages also form part of the implementation of a complete occupational health & safety management system, however where the need is identified training packages ranging from stress management through to manual handling and office ergonomics are able to be designed specific to your needs and delivered nationwide by Konekt Staff as part of our complete solution offering.

KONEKT RESPONSE

Konekt Response provides consistent, effective incident management through the receipt of injury reports, triage of the injury and early return to work activity.

The general timeline for effective event and incident management is as follows:

- > Early Injury Reporting
- > Information Collection and Analysis
- > Initial Workplace Conference
- > Psychological Incident Management



EARLY INJURY REPORTING

The Konekt Response facility provides for the early reporting of injuries via phone, fax or email. Konekt Staff can be located within client premises or at a Konekt location where all injuries can be reported as soon as they occur on 1300 880 777. The Konekt operators collect the injury details which are input directly into Konekt's system, Konektiva.

INFORMATION COLLECTION & ANALYSIS

Injury triage (profiling) takes place at the initial receipt of the injury report. When a significant injury is identified the employer is provided with further support and direction in relation to the management of the injury. The first step in this management is the mobilisation of an Initial Workplace Conference.

INITIAL WORKPLACE CONFERENCE

The Initial Workplace Conference is a tool used in the initial stage of the injury management process. The primary aim is to assist the injured worker in achieving an early recovery and durable return to work. The Initial Workplace Conference sends a message to the workplace that all injuries will be taken seriously and that tight management of workers compensation claims is occurring.

The Initial Workplace Conference is conducted with a Konekt consultant facilitating a one hour meeting with the injured worker and their employer. Konekt endeavours to ensure that this workplace conference is conducted within 48 hours of being notified of the incident.

The primary objective of the Initial Workplace Conference is to assist with the identification of suitable duties and the development of a return to work plan, however other critical issues are addressed during the meeting which may include:

- > Identifying the mechanism of the injury
- > Outlining possible future preventative strategies
- > Evaluation of both the initial and current medical treatments
- > Identifying any other barriers that may impede a return to work
- > Provide an accurate picture of the workplace and duties for the treating doctor
- > Assisting with the completion of claim forms

PSYCHOLOGICAL INCIDENT MANAGEMENT

Konekt has a number of commercially focused, results driven psychologists that specialise in the management of psychological injury. Konekt psychologists have extensive experience in achieving optimal outcomes with stress claims, trauma claims and secondary psychological claims.

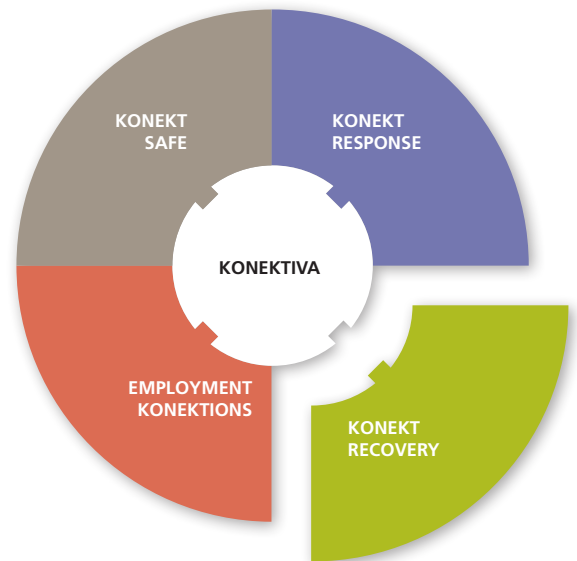


KONEKT RECOVERY

Konekt Recovery Services focus on immediate response to workplace injury and early identification of potential barriers to a timely return to work. Konekt addresses both physical and psychological cases from the time of injury and utilises its technology platform to deliver consistent and cost effective services nationally.

The Konekt Recovery Services include:

- > Injury Management Consulting
- > Return to Work Services for Physical & Psychological Injuries/Illness
- > Initial Workplace Conferences



INJURY MANAGEMENT CONSULTING

Konekt offers a large number of specialised assessments and services that can be utilised on a one-off basis or as part of a rehabilitation program. These include:

FUNCTIONAL ASSESSMENT

The objective measurement of the injured worker's existing and potential functional work capacity is a Functional Assessment. It includes both standardised and non-standardised assessments that involve the evaluation of the worker's performance against identified work-related criteria.

WORKSITE ASSESSMENT

A specialised on-site assessment of the worker's pre-injury duties and/or potential suitable duties to:

- > Identify the critical demands of all work tasks
- > Establish the work related performance criteria against which the worker's functional capacity is to be evaluated
- > Identify methods of temporarily or permanently modifying the work demands to facilitate a safe return to work
- > Identify workplace based strategies which will assist the worker by restoring his/her tolerance by the use of available duties

ERGONOMIC ASSESSMENT

Similar to a Worksite assessment an ergonomic assessment is specifically designed to assess an individual's workstation ensuring it is set up in way that will cause minimum risk to the employee's health and wellbeing. An Ergonomic assessment may also be used to enable

an employee to use their workstation efficiently and effectively. Konekt can also provide assistance or facilitate the trial or provision of ergonomic equipment e.g. laptop stand.

SECTION 40 ASSESSMENT

Assess an injured workers capacity to earn under Section 40 of the NSW legislation, this is done through the provision of other assessments such as functional or vocational assessments.

REHABILITATION/DISABILITY COUNSELING

Provides assistance aimed at helping seriously injured workers who are unable to return to their previous job. We use a motivational counseling model eg. An amputee will be counseled to help them deal with the grief of losing a limb without having to see a psychologist. Also, where general monitoring of a case identifies other underlying issues which may be preventing the worker to return to work we may recommend counseling, these could be factors which are not related to the injury or to work but rather psychosocial factors such as, marriage breakdown or financial problems.

RECONDITIONING/FUNCTIONAL RESTORATION PROGRAMS

This is essentially a strengthening program using simulated work related activities. E.g. if we looked at a tyre fitter the program would involve activities which use the same weight and movement a tyre fitter would in his day to day work in order to build up the employee's strength so they are able to perform their job again.

EMPLOYMENT KONEKTIONS

Where an injured worker is unable to return to their pre-injury employment, a specialised skill set needs to be deployed to foster redeployment and encourage an early return to the workforce. Konekt has created Employment Konektions to meet this specialised need, helping injured workers to resume employment and minimise the impact of unemployment due to injury.

Employment Konektions arms the injured worker with the skills to assist them in securing durable long term employment with different employers. This is particularly useful with long term tail claims where return to work has been unsuccessful and different employer avenues need to be explored.

VOCATIONAL ASSESSMENT AND COUNSELING

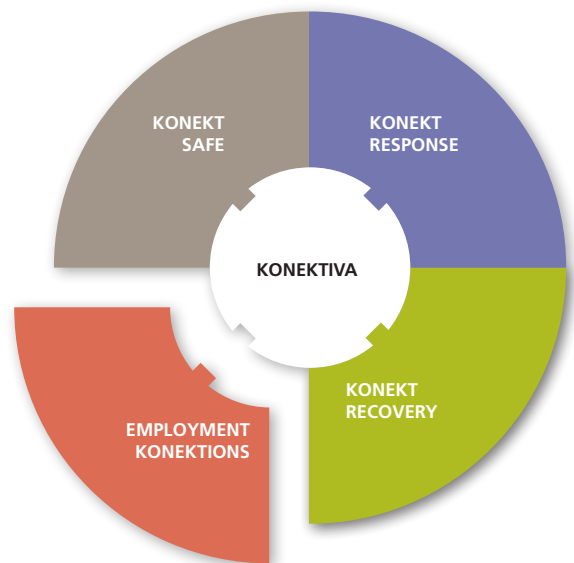
If it is determined that a worker is unable to fulfill the inherent requirement of their pre-injury position, a vocational assessment may be conducted to determine if an alternate position is available within the company. The Vocational Assessment assists in the identification of realistic vocational options through the analysis of transferable skills, taking into consideration the worker's restrictions, functional limitation, work capacity, education and the assessment of labor market information for new employer cases.

TRANSFERABLE SKILLS ASSESSMENT

Transferable skills assessment is based purely on an individual's skills acquired through their employment history, education and vocational pursuits. It is aimed at ascertaining what skills an individual has which can be transferred to other roles within a business or in some cases other employment in other industries.

OPEN ACCESS PROGRAM

The Open Access program is designed to offer participants the resources and support that they need to be successful with their job seeking endeavours. Participants are provided with access to a job seeking room, equipped with computers (Internet & word processing), telephones, fax machines, and local and major newspapers. A job seeking specialist is available for additional support and supervision throughout the program.



This program is for the more independent job seeker, who has basic job seeking skills, however, requires access to the necessary resources and some assistance from the job seeking specialist. Open Access can also be used to monitor a job seekers participation and compliance, to drive job seeking activities and to ensure job seeking skill maintenance.

JOB SKILLS WORKSHOP

The Job Skills Workshop is a 2 week group program focusing on the development of job seeking knowledge and practical skills. Attendance requirements are 3 hours a day, 5 days a week.

Topics include:

- > Barriers to work and solutions
 - > Transferable Skills
 - > Disclosure of Injury
 - > Resume Development
 - > Telephone Technique
 - > Cover Letters
 - > Where to Look for Work
 - > 1:1 Internet training
 - > Planning & Networking
 - > Cold Canvassing
 - > Work Trials and the Job Cover Placement Program
 - > Motivation
 - > Interview Technique
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KONEKT CONTAINMENT

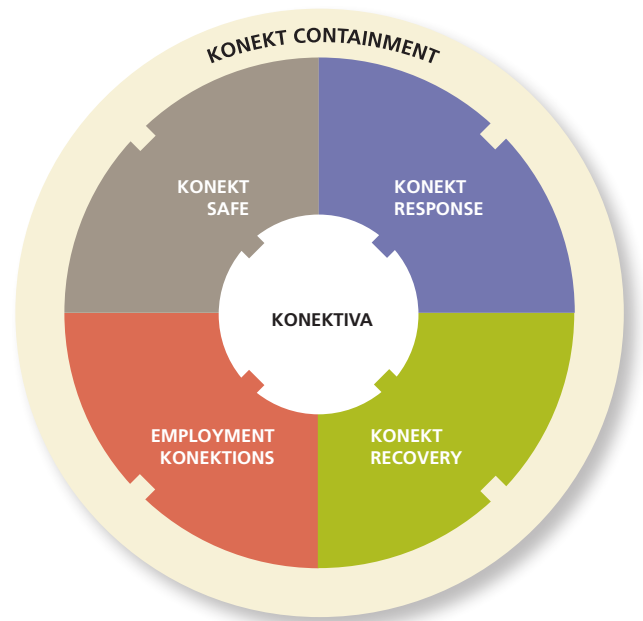
Workers compensation premiums are a significant business expense which can be controlled, similar to any other business expenditure with the implementation of an effective management system. However, few organisations manage this sphere of their business successfully as they identify workers' compensation premiums as another uncontrollable and enforced commercial tax.

KONEKT'S BUSINESS SOLUTION

Konekt's response is Containment, a workplace integrated business solution to enable employers to take control of, manage and minimise their rising workers' compensation premiums and related workforce expenses. The aim of Containment is to significantly reduce the workers' compensation cost of customers by using the intellectual property, resources and services of the Konekt group to address the fundamental factors causing increasing premiums.

Containment customises effective business management systems following specialised consultancy services which identify the key elements compelling the organisation's increasing costs, through:

- > Incident / injury management
- > Long tail claims management
- > Compensation performance
- > HR management and training
- > Interpretation of financial data
- > Mergers and acquisitions
- > Claims and premium management
- > Risk / Legal / OH&S management
- > Business and IT systems
- > Recruitment management
- > Actuarial principles
- > Industry benchmarking
- > Proven Results



PROVEN RESULTS

Our customers have continued to profit from financial returns gained through Containment. This success is due to Containment's project management model, which not only identifies the problematic issues, but provides complete implementation of solutions which are underpinned by a proven IT platform and Konekt's risk reward structure.



www.konekt.com.au
