



Complete  
**CorporateHealth**



## CAPABILITY BROCHURE

**YOUR PEOPLE**  
**YOUR BUSINESS**  
**OUR PRIORITY**

Healthy Workforce  
Returning to Work  
On-Call Medical Support  
Occupational Health Compliance

## CARING FOR YOUR PEOPLE AND BUSINESS AS IF THEY WERE OUR OWN.

**For our team of doctors, specialists, allied health professionals and healthcare administrators, occupational health is more than a professional challenge. It's personal.**

This personal connection and commitment set our healthy workforce, injury management, on-call support and health compliance services apart. It's why our aim is for every worker we assess, educate or treat to feel valued and cared for. It's how we're able to give your managers greater clarity so they can make better

decisions. It's what enables us to proactively prevent health issues, streamline medical assessments, deliver 24/7 remote support and expedite injury recovery. And ultimately, it's how we maximise workforce participation.

**No unnecessary doubts or delays, second opinions or complications, wasted time or productivity.**



## WELCOME TO A DIFFERENT WAY OF DOING THINGS. YOUR WAY.



"Every business or operation is different. Different values and cultures. Different practical demands and strategic objectives. I learned this early on when I first started specialising in occupational health and medicine. And this diversity – the challenge of providing first-class health care for workers and businesses with different needs – is something we relish at CCH.

"It means no two occupational health solutions are the same. We listen to you. We take the time to understand and establish your requirements. Then, and only then, we tailor and apply our multidisciplinary expertise to fulfil them, not only compassionately, but as efficiently as possible."

**Dr Richard Kain, Medical Director, Complete Corporate Health**

"Complete Corporate Health has been a pleasure to work with and service all of our needs, from injuries through to Health Service Permits for our sites. The administration and reception staff are always very professional, accommodating and go above and beyond to facilitate appointments, assessments, and answer any queries and always have solutions."

**Jayne Cochrane, Injury Management Coordinator, Westgold**





## BORN OUT OF A PASSION FOR OCCUPATIONAL HEALTH.

Our founder, Dr Richard Kain, was working in rural general practice when he discovered his passion for occupational medicine. After five years of providing on-call medical and emergency care for remote workers, he decided to make it his focus, establishing Complete Corporate Health in 2005.

Since then, we've continually evolved to meet our clients' ever-changing healthcare, assessment, monitoring, compliance and injury management needs. Which is why, today, our team and network of partners provide a complete suite of tailored workforce healthcare services across Australia.

- **ACCESSIBLE**  
Perth Domestic Airport and Osborne Park clinics.
- **CONVENIENT**  
Flexible appointments, telehealth and 24/7 on-call support.
- **EASY**  
Centralised bookings and accounting simplify everything.
- **STREAMLINED**  
Personalised services minimise time and delays.
- **GLOBAL**  
Nationwide coverage and support.



## OUR MULTIDISCIPLINARY TEAM. A SEAMLESS EXTENSION OF YOURS.

From our doctors to our in-house psychology, physio, allied health and administration specialists. From preventative education programs to 24-7 on-call and emergency support. From onboarding new workers to educating employees and rehabilitating injured ones.

Wherever you work, we're here – in our Perth clinics, on call, on-site or via telehealth – to keep your people healthy, your team informed and your business moving.

**PROMPTLY • PROACTIVELY • SEAMLESSLY**

### Quality in everything.

Our rigorous quality assurance program monitors all aspects of our occupational health services to ensure the highest levels of care, support, communication and service excellence.

“Complete Corporate Health are a fantastic practice to work with. They are extremely professional, easy to work with and can also fit clients in. The doctors and staff they have available are great to work with and go above and beyond for their clients.”

**Luke Radonich, Account Manager -  
Workplace Risk, WTW**



## MEET OUR TEAM.

We're occupational health and workforce wellbeing specialists. That means, from our frontline doctors and allied health professionals to our healthcare admin teams, we understand the pressures and priorities you and your workers face. And we're here to listen and help whenever you need us.



### Dr Richard Kain, Medical Director

- Approved Medical Specialist – WorkCover WA and NT Worksafe
- Medical Review Officer – American College of Occupational & Environmental Medicine
- Certified Independent Medical Examiner – American Board of Independent Medical Examiners
- National Rail Practitioner – Medical assessments and determination of fitness
- Oil & Gas UK practitioner – Medical assessments for offshore oil and gas workers



### Dr Michelle Harris, Snr Occupational GP & Registrar

- National Rail Practitioner – Medical assessments and determination of fitness
- Fellow of the Royal Australian College of General Practitioners
- Currently completing Graduate Diploma in Occupational Health and Safety
- Currently completing Fellowship in Occupational Medicine

## MEET OUR TEAM.



**Tracie Papotto,  
General Manager**



**Joanne Taylor,  
Practice Manager,  
Accounts Manager**



**Caroline Morrison,  
Snr Admin Assistant**

"I've used CCH as our preferred medical provider for 10 years with Woolworths and for the past four years with Bradken. The service has always been great, from their friendly and professional reception to doctors who understand the needs of both employees and employers, resulting in patients staying engaged in the workplace for effective rehabilitation."

**John Danily, Safety & Wellbeing Business Partner – Western Australia, Africa & Indonesia, Bradken**





# EXPLORE OUR SERVICES.

## Healthy Workforce

- Pre-employment Medicals
- Workcover Audio
- Ergonomic Assessments
- Fitness Assessments
- Worksafe Health Monitoring (Surveillance)\*
- Manual Handling Programs
- Cardiovascular Profiling
- Stress Management
- Presentations, Seminars and Expos
- Executive Health Assessments
- Drug and Alcohol Screening
- Vaccinations/Occupational Immunisations

## More pre-employment medicals. Less wasted time.

In addition to standard pre-employment medicals (PEMs), we offer specialised and industry-specific PEMs, including PEMs for rail workers, commercial drivers, dangerous goods workers, HUET, OEUK (formerly OGUK) and Malaysian seafarers. What's more, because we streamline our process, each candidate's assessment is usually completed within an hour (rather than the typical 3-4 hours), with results available the same day.

## A better experience for your people. Better business outcomes.

When illness or injury strikes, it's fact that timely, focused medical interventions – with specialist medical and psychological support where necessary – are better for everyone. Better for your workers, who feel valued and cared for. Better for your managers, who can make informed decisions. And better for your business, minimising claim, recovery and rehabilitation delays.

## Returning to Work

- Injury Management
- Physiotherapy
- Fitness for Duty Assessments
- Injury Rehabilitation
- Permanent Impairment Assessments
- Independent Medical (IME) Services
- Worksafe Health Monitoring (Surveillance)\*
- Ergonomic Assessments
- Workplace Assessments
- Suitable Duties Assessment
- Medico Legal Assessments

## On-Call Support

- 24-hour On-Call Injury Management
- Telehealth\*\*
- Access to Specialists
- Health Services Permits (Poisons Permits)
- Medical Review Officer (MRO) Services

## Compliance

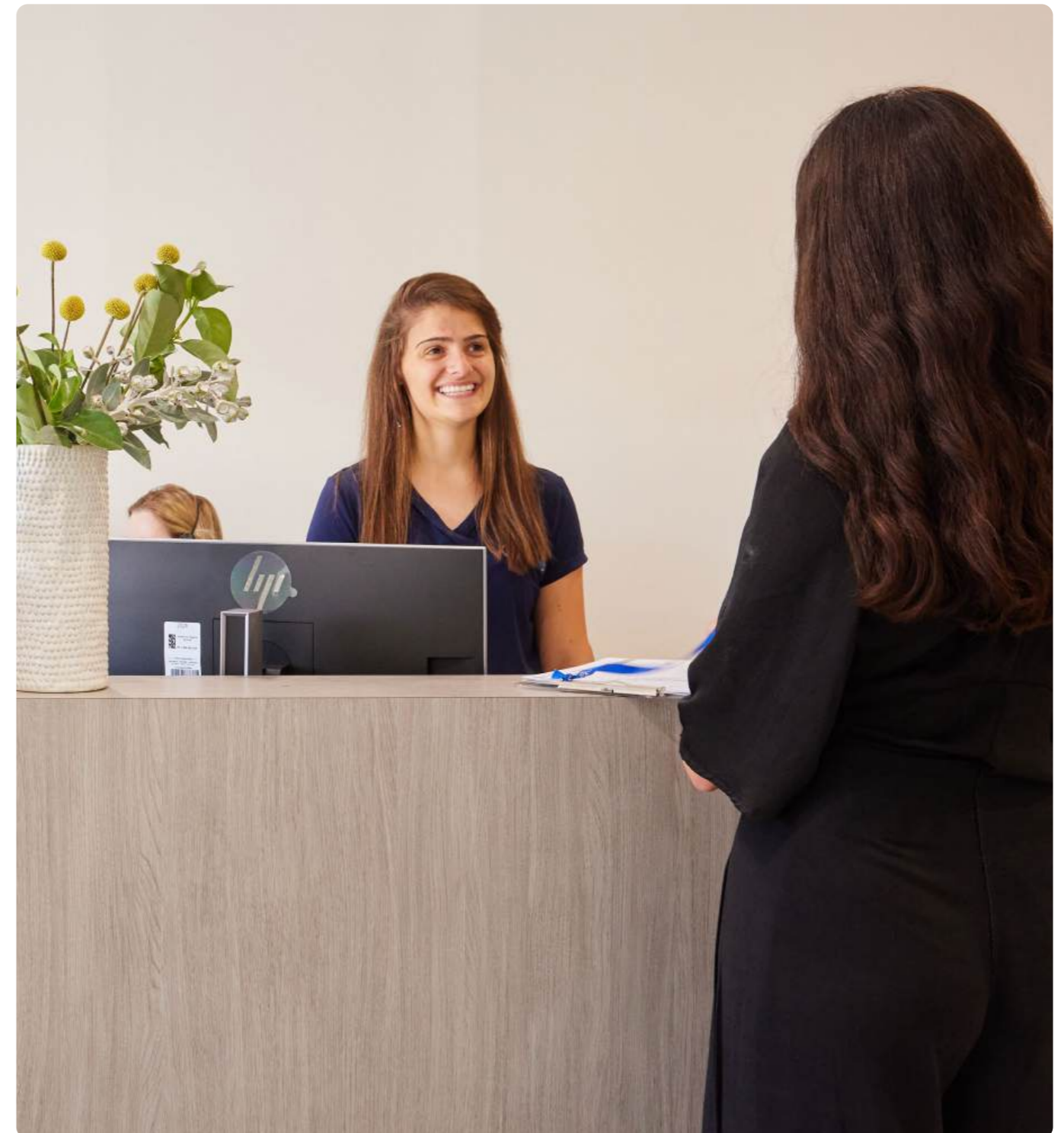
- Medical Review Officer (MRO) Services
- Health Services Permit Management (Poisons Permit)
- Drug and Alcohol Screening
- Occupational Immunisations
- Worksafe Health Monitoring (Surveillance)\*
- Medico-Legal Assessments
- Worcover Audio

\* Includes silica, isocyanates, asbestos, chromium, lead, organophosphates, BTEX, Cadmium etc.

\*\* Available via multiple channels and social platforms.

“The staff at Complete Corporate Health are very friendly and welcoming. A welcoming coffee always hits the spot! They always go above and beyond, booking our new injured workers in to see the doctors for immediate treatment. Dr Kain and Dr Sullivan are amazing at diagnosis of injuries, advising of appropriate treatment and driving return to work outcomes. Their network of providers is fantastic!”

**Danien Nguyen, Group Injury Management Advisor WA/NT/ACT, Programmed**



**ANY OCCUPATIONAL HEALTH CHALLENGE.  
ANY INDUSTRY. ANYWHERE.**

“Complete Corporate Health (CCH) is an extremely professional company with well-administered and efficient ways of working. They have always delivered excellent and implementable advice and medical support to our employees and our managers. They are open, responsive, capable, competent, and always fulfil their obligations to their patients, their clients and also their legal obligations in an area of occupational medicine, which is difficult to navigate.”

“Our company operates within the health sector and we are exposed to many health sector businesses, and CCH operates constantly at the highest standard of professional service and conduct that we have experienced and observed.”

**Rod Greedy, Managing Director, Vesicent Pty Ltd**



“As an Injury Management Coordinator, I have been engaging with Dr Richard Kain and his team of medical professionals at Complete Corporate Health for a few years now. The atmosphere is warm and friendly and the staff patient, professional and courteous to me and the injured parties. The Medical Practitioners are thorough in their examinations and accurate in their assessments.”

“I feel confident in the quality of medical attention we have received and would recommend their services to any organisation looking for a reliable and trustworthy Injury Management Specialist.”

**Leslie Beale, HSEQ Manager, Jason Signs**



**ANY OCCUPATIONAL HEALTH CHALLENGE.  
ANY INDUSTRY. ANYWHERE.**

“Complete Corporate Health are excellent in every aspect, always getting our workers in on the day of injury, and fully educating our injured workers and taking the time to explain the pathology. They understand the complexities of the workers compensation system and how to navigate it with all the stakeholders. To top it off all, the staff are wonderful, warm and welcoming!”

**Taylor Downes, Group Injury Management Advisor WA/TAS, Programmed**

“Complete Corporate Health supports Jadestone Energy in the delivery of professional remote medical services on the Montara and Stag facilities, as well as corporate medical support. This service includes: the authorisation for the provision of prescription medications, pre-employment medicals, return to work medicals, general consultations, emergency medical advice, company doctor provisions etc. Through CCH permits, Jadestone has access to scheduled medications and support for our onboard medical providers in the delivery of best practice care, in a safe and consistent manner. CCH has proven availability to Jadestone teams on and offshore, ensuring clinical governance is met, while providing clinical and medical guidelines and protocols, along with corporate advice on best practice and ongoing training for offshore medical teams.”

**Michael Wyatt, OH&S Emergency Response Lead, Jadestone Energy Australia**





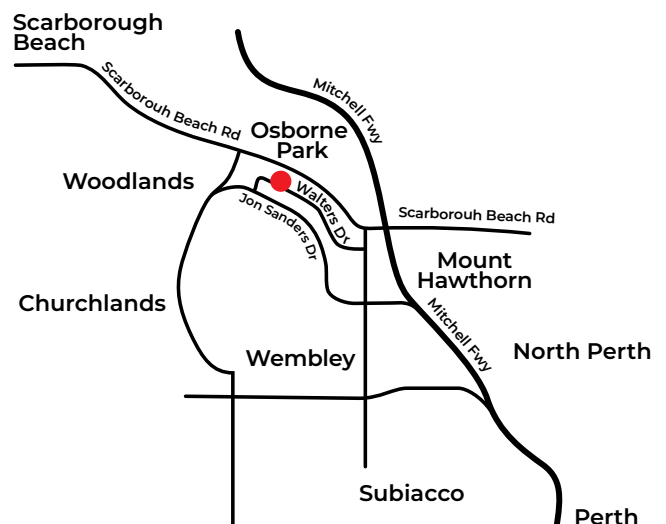
## CREATE YOUR PERFECT OCCUPATIONAL HEALTH SOLUTION

Tell us about the health and wellbeing challenges your business is facing. We'll explain how we'll tailor our medical expertise to seamlessly support your business, wherever you operate, to keep your workforce healthy and your operations moving.

Contact CCH to see how our Workplace Health Risk Management and Injury Management services can help your business:

**PERTH AIRPORT CLINIC**  
2/398 Great Eastern Hwy  
Ascot WA 6104

**OSBORNE PARK CLINIC**  
23 Walters Drive,  
Osborne Park, WA 6017



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