



Capability Statement

Company Overview

Ethos Health is an Australian workplace health, safety, and allied health consultancy delivering evidence-based solutions that improve employee wellbeing, reduce injury risk, and enhance organisational performance. Headquartered in Newcastle NSW, Ethos Health provides clinical services, workplace health consulting, and technology-enabled programs to organisations across Australia.

Founded in 2009, the company integrates allied health expertise with innovative digital tools to keep people and organisations healthy, happy and safe.

Ethos Health supports businesses across multiple sectors including healthcare, mining, infrastructure, government, logistics, utilities, professional services, manufacturing and more.

What We Do

We keep people and organisations healthy, happy and safe, by providing high-quality allied health and consulting services. Our innovative people, systems and technologies support better health outcomes for individuals and workplaces.

Our Values

Excellence	• We strive to be better, and go above and beyond
Adaptable	• We have a go; we learn from failure and success
Teamwork	• We speak up, share our ideas, and help each other be our best
Innovation	• We are curious, and committed to finding a better way
Customer focus	• We listen and seek to understand; we co-design with our customers

Our Approach

Ethos Health follows a structured service methodology:

- 1. Identify:** Assess workplace risks, workforce health trends, and operational requirements.
 - 2. Design:** Develop evidence-based programs tailored to organisational and workforce needs.
 - 3. Engage:** Promote employee participation and behavioural change.
 - 4. Implement:** Deliver programs through clinical services, training and technology.
 - 5. Manage:** Monitor outcomes and continuously improve workplace health programs.
-

Industries

Ethos Health has experience working across multiple sectors including:

- Healthcare
 - Mining and resources
 - Transport and logistics
 - Manufacturing
 - Government and utilities
 - Construction and infrastructure
 - Professional services
 - Community and sporting organisations
-

Key Differentiators

Integrated Services

A unique combination of consulting, clinical services and digital technology.

Evidence-Based Practice

Programs developed from current research in occupational medicine and allied health.

Technology-Enabled Delivery

Digital platforms that enable scalable workforce health programs.

Multidisciplinary Expertise

A team of physiotherapists, dietitians, exercise scientists and safety consultants.

Outcome-Focused

Programs designed to deliver measurable improvements in safety, wellbeing and productivity.

Ethos Health is an ISO9001 and ISO27001 certified company.



Contents

Clinic	5
Physiotherapy	6
Dietetics	6
Exercise Physiology	7
Occupational Medicine.....	7
Pre-Employment Assessments.....	8
Workplace	9
Fatigue	11
Fatigue Consultancy.....	11
Fatigue Training	12
Fatigue Technology.....	13
Injury Prevention & Management	14
MSD Prevention	15
MSD Early Intervention.....	17
MSD Accelerated Recovery	18
Health and Wellbeing.....	21
Consultancy	21
Health Checks and Challenges	22
Workshops and Webinars.....	23
Health surveillance	24
Technology	26
Online Health Risk Assessment.....	28
FatigueTech™	29
FitTogether	31
MoveSAFE Profiler.....	33
CareTeam Platform as a Service	34
Communications	36
The Fit For Life Asset Library	37
What is the Fit For Life Asset Library?.....	37
Meet the characters	37
Sample Assets.....	39
.....	40
Contact Us	40



Clinic

Physiotherapy

From our modern and spacious clinic, Ethos Health's experienced physiotherapists treat pain and injuries sustained through sport, work, and everyday life, including conditions of gradual onset.

Our team use a variety of approaches to treat muscle, joint, and soft tissue-related pain and dysfunction. This includes exercise and Pilates reformer rehab in our fully equipped gym, hands-on joint mobilisation and manipulation, dry needling, recovery boots, plus a complete range of casts, braces, splints and crutches.

Many of our physiotherapists divide their time between our Newcastle clinic and provision of a range of workplace injury prevention and treatment services to employers from all industries. We understand the special considerations that apply to workplace injuries, the requirements and uniqueness of what you do at work, and how to get you back to 100%, as quickly as possible. Our physios are experts in injury prevention on a 1:1 and whole-of-workforce basis, and are used to coordinating with employers, insurers and doctors to accelerate your recovery.



Dietetics



Ethos Health's Accredited Practising Dietitians offer in-person sessions at the Ethos Health Clinic or virtual consultations by phone or video.

Our goal is to offer personalised support, emphasising practical and effective dietary changes that improve overall health and wellbeing. We help patients manage health conditions, lose or gain weight, and provide practical, effective strategies to optimise nutrition across the lifespan.



Exercise Physiology

Our Accredited Exercise Physiologists (AEPs) offer personalised exercise plans grounded in the latest research and best practices.

Our AEPs can help manage and prevent chronic diseases, address musculoskeletal injuries, support neurological disorders, falls prevention, and weight management. Accredited Exercise Physiologists have specialised skills to help manage chronic pain and dysfunction caused by conditions like osteoarthritis, lower back pain, work injuries, and postural pain syndromes.

Occupational Medicine

Dr Maurice Harden is a highly experienced Occupational Physician, and consults from Ethos Health one day per week. Occupational Physicians are experts in how health affects work, and how work affects health. Dr Harden supports delivery of a range of industry-specific medical assessments and conducts Fitness For Work assessments to support workers and employers understand and manage the impact of a range of medical conditions, medications and physical and psychological injuries on work capacity. He also consults with organisations on policy and procedure development for health surveillance and hazardous exposure management programs.



Pre-Employment and Periodic Assessments

We provide comprehensive pre-employment medical and functional assessments in the Newcastle and Hunter Regions, with a 72-hour turnaround from referral to report. Referring organisations can customise inclusions to match role demands.

Assessments incorporate a range of tests, including cardiovascular risk, body composition, drug and alcohol, audiometry, spirometry, vision, urinalysis, a thorough musculoskeletal screen, aerobic fitness, manual handling capacity, postural tolerance testing, and role-specific tests as required.

Our team of registered nurses, physiotherapists and medical practitioners provide flexible, on-site or clinic-based assessments, with clear reporting that helps employers make informed decisions and manage risk.



In addition to our standard range of medicals, Ethos Health delivers the following industry-specific assessment services:

- Asbestos and silica medicals
- AMSA Domestic Seafarer
- Rail Medicals Category 1, 2 and 3
- Commercial Driver medical
- Dangerous Goods medical
- Commercial Diver medical
- Marine Pilot and Norweigan Seafarer medicals
- NSW Fire and rescue Medical
- Spray Painter medical



Workplace

Ethos Health supports workplaces identify and manage workforce health risk factors across four key domains, being fatigue, musculoskeletal injury, workforce health and wellbeing, and mental health.

Fatigue

Ethos Health provides a clear and systematic process to optimise Fatigue Risk Management in your organisation. With over 15 years of experience working with industry leaders in utilities, transport and logistics, construction, healthcare, emergency services, mining and more. Our team of health professionals and our technology driven solutions help our clients implement best in class Fatigue Risk Management Systems that enable organisations to fully comply with the Fatigue Model Code of Practice.

Fatigue Consultancy

Fatigue Risk Assessment

Our fatigue risk assessment uses a comprehensive, risk-based approach that complies with legislative requirements for managing fatigue-related risks. We take a systematic, multilayered approach to evaluate both work and non-work fatigue hazards, along with current mitigation strategies. Based on our findings, we provide tailored recommendations and a clear action plan to guide the implementation of additional controls and the review of operational policies and procedures.

Fatigue Roster Review

Examines work hours (planned or actual) to assess fatigue and incident risk exposure in a workforce. The assessment is based on validated, bio-mathematical modelling which predicts fatigue risk resulting from work hours. Diagnostic reports can be generated for existing rosters and for roster changes. In addition, rosters can be built and monitored to ensure compliance within agreed fatigue exposure levels.



Fatigue Procedure Development

Designed to assist organisations develop fatigue procedures specific to their legislative requirements and needs. A vast array of factors can contribute to fatigue. Therefore, control mechanisms need to be part of a Fatigue Risk Management System (FRMS) to avoid fatigue-related incidents.

Fatigue Culture Survey

Designed to assess workplace factors that are known to contribute to fatigue including: work hours, task demands, demographic and individual factors, fatigue procedures, fatigue training, fatigue events, culture and morale. A good understanding of the fatigue risks that employees experience on a regular basis helps find better ways to manage fatigue risks and to reduce the frequency of fatigue.

Individual Fatigue Consultation

Individual Fatigue plans are designed to identify the work and non-work variations that affect individuals in the workforce, identify their current management strategies and develop recommendations for additional strategies that could be implemented to proactively manage fatigue, health and wellbeing.

Subject Matter Expertise

Our team of fatigue subject matter experts are routinely engaged to undertake research and consultancy projects for industry bodies and large industrial clients such as literature reviews, evidence statements, resource development, conference presentations, SME representation during stakeholder engagement.

Fatigue Training

Fatigue Awareness Training

An introduction to fatigue which includes the factors contributing to fatigue and identifying the early signs to prevent a fatigue-related event. Workplace and individual factors are discussed including legislative responsibilities for managing fatigue, responding proactively and managing individual risks.

Fatigue Supervisor Training

Designed for those in leadership roles to enable them to competently manage the risk of fatigue in the workplace. Topics include strategies for engaging individuals in fatigue prevention and management, monitoring strategies, applying rostering schedules in line with policies and procedures, recognising breaches, assessing staff competence in fatigue management and providing feedback.

Fatigue Train-the-Trainer

Designed for anyone with responsibility for training others on the implementation of fatigue management strategies. This may include Trainers and Assessors, WHS personnel, Onsite Health personnel or leaders to provide the knowledge, skills and resources required to train the workforce on the implementation of fatigue management strategies in a defined workplace in accordance with national and state/territory legislation and relevant regulations.



Journey Management Training

Workforces on extended or night shifts, traveling over 20 minutes one-way, face increased fatigue risks. Journey Management Plans (JMP) help mitigate this risk and may be required within a Fatigue Risk Management System. This workshop covers identifying fatigue symptoms, understanding driving risks, knowing when to act, and developing individual JMPs.

Sleep Science Workshop

The sleep science workshop aims to improve the quantity and quality of sleep for participants through the provision of information and tips on how to navigate shift work, create good sleep hygiene, develop sleep routines and understand how sleep impacts their broader health.

Fatigue Procedure Workshop

This workshop is designed to have one of our fatigue subject matter specialists take participants through the why, what, how and when of an organisations fatigue management procedure.

Fatigue Charter Workshop

A Fatigue Management Charter is an agreement among workplace members on managing fatigue when it occurs. It includes a vision, commitments, and actions to enhance health, safety, and wellbeing, offering significant benefits for creating a supportive and effective work environment. This workshop covers:

- The development and application of Fatigue Management Charter.
- Sets expectations of all people working within a workplace regarding how they are to respond if they or a colleague is experiencing the effects of fatigue.

Fatigue Technology

See p29 for information on Ethos Health's FatigueTech platform and application.

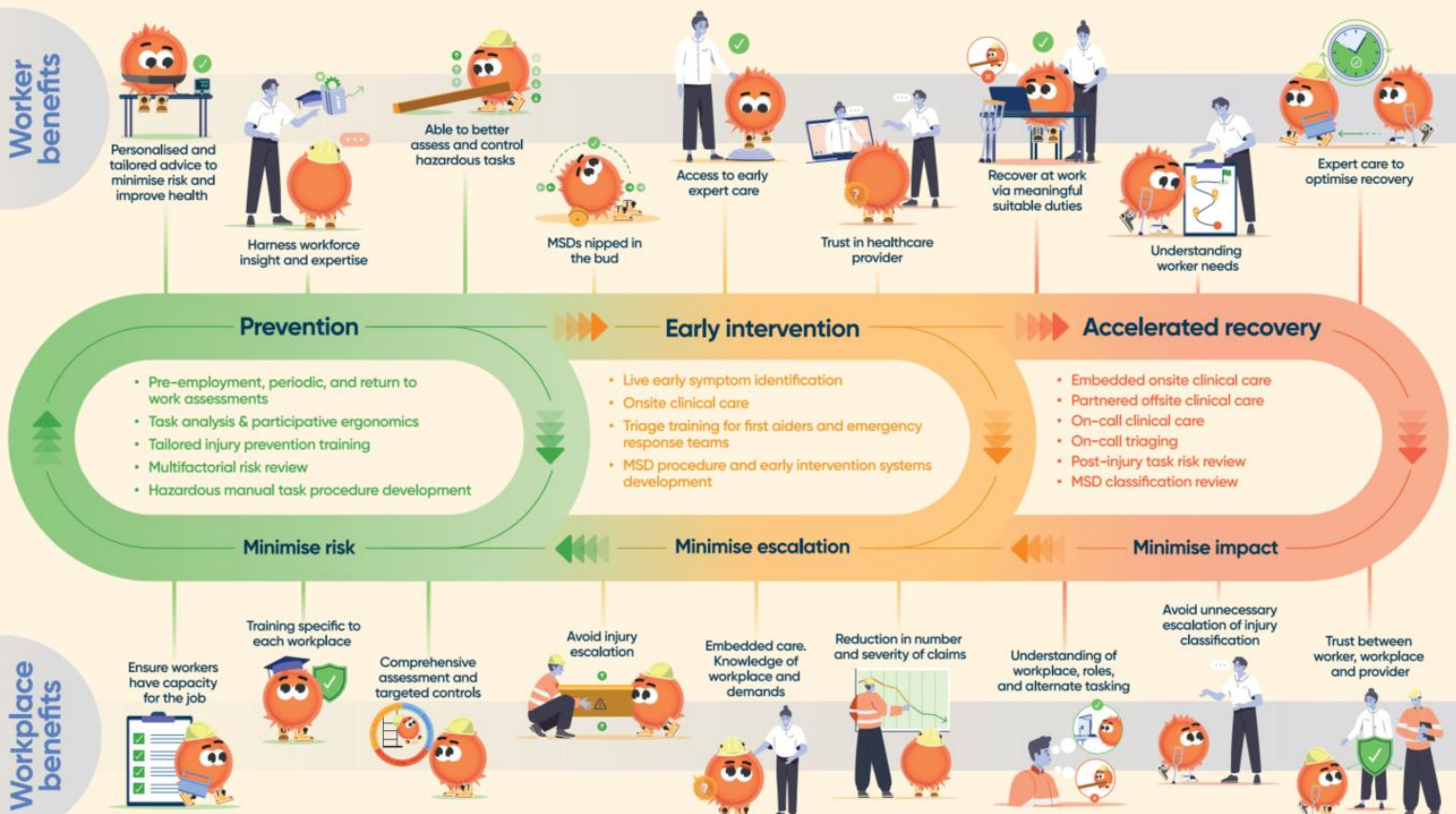
Injury Prevention & Management

Ethos Health's MoveSAFE Injury Prevention & Management services help industries protect their people and their future – because injuries impact life beyond the workplace.

We offer a diverse range of products and services across our MoveSAFE suite to address the complex risks and impacts that musculoskeletal disorders (MSD) have on workforce health and productivity. As we partner with organisations across government, utilities, transport, manufacturing, construction, mining, health, and defence, we recognise that each workplace has unique and complex needs. Each of our services and products is tailored to the needs of your workforce to create safer, healthier, and more sustainable workplaces.

Ethos Health's injury prevention services support organisations implement effective prevention, early intervention and accelerated recovery strategies to minimise the impact of MSDs on individuals and business operations.

Workplace Injury prevention & management



MSD Prevention

Pre employment and periodic assessments

We assess whether workers have the capacity to safely meet the physical demands of their roles. Physical screening also allows risks for future musculoskeletal disorders (MSDs) to be identified.

Tailored assessments may include:

- Medical and health screening
- Body composition analysis
- Drug and alcohol testing
- Audiometry, lung function, vision, urinalysis

Periodic assessments help to ensure that workers are maintaining the capacity for the demands of their job, and that any risks for future MSD are identified early which enables timely intervention and management before they become an issue.

Task Analysis & Participative Ergonomics

We identify hazardous manual tasks and assess their MSD risks. Combining our expertise with the insight of your workforce, we provide targeted pragmatic controls to reduce workers risk of MSDs. Collaborating with your team, we gather insights to improve long-term workplace health and safety.

We also provide in-person and online self-assessment tools for office workstations and mobile plant operator ergonomics.



Tailored Injury Prevention Training

Our hands-on, role-specific training equips workers to identify and manage workplace risks. Participants learn to:

- Systematically assess hazards
- Apply controls to hazardous manual tasks
- Better prepare themselves for their job
- Identify and manage risks for MSDs that extend beyond the task itself

By empowering workers with the right tools and knowledge, we can further reduce their risk of MSDs in the workplace.

Multifactorial Risk Review

We undertake a deeper analysis of your workplace's risk profile and existing risk management systems to identify hazards and reduce MSD risk. In consultation with workforce representatives, we develop a targeted, practical risk treatment plan that is easier to implement and more effective.

This approach supports informed decision-making, strengthens long-term workplace health and safety, and improves overall MSD management, helping create a safer, healthier, and more productive workforce.

Hazardous Manual Task Procedure Development

Tailored to your workplace and its needs, a structured framework is created to assist you in identify and manage risks related to manual handling tasks. It enhances workplace safety by:

- establishing clear protocols for safe practices,
- training employees, and
- implementing controls to prevent MSDs.

This approach fosters a safety-conscious culture, improves compliance with regulations, and ultimately protects employee well-being and organizational productivity.

Return to Work Assessments

We support workers returning to work safely after injury. These assessments:

- Check workers ability to meet job demands
- Identify risks of re-injury
- Recommend suitable duties or adjustments

This ensures organisations maintain strong risk management systems while workers get confidence and support.

MSD Early Intervention

Live Early Symptom Identification

Our system flags early symptoms or changes in a worker's risk profile so managers can apply the right early intervention assessment at the right time. By identifying issues early, we prevent MSDs from developing or worsening, reducing impacts on both workers and the workplace.

Onsite Clinical Care

An experienced Physiotherapist embedded in the workplace gives workers early access to care for MSDs with a provider they trust, improving clinical outcomes, shortening recovery time, and limiting productivity loss.

Embedded Physiotherapists better understand the specific demands of your workplace and develop trusting relationship with your workforce. This approach ensures:

- Optimal return-to-work and in-work recovery planning
- Workers' restrictions match their capacity
- Lost time is minimised
- Employees stay engaged at the appropriate level
- Clarity of communication between the physiotherapist, the worker, and the workplace.

By actively managing care, we help workers recover faster while maintaining productivity.

Embedded physiotherapists also support preventative activities such as task training, task analysis, and ergonomic assessments, further reducing injury risk.



Triage Training

We train first aiders and Emergency Response Teams (ERTs) to use an evidence-based, systematic approach when triaging injuries. Participants learn to:

- Identify injuries that need urgent hospital care
- Determine which injuries can be safely managed with RICE while awaiting a Physiotherapist assessment
- Apply early intervention assessments to address issues promptly

The training uses a hands-on, participatory approach, including case studies and group discussion. Resources are provided to reinforce learning and ensure clear information is available when they need it.

This approach ensures injured workers are provided with good care and decision making, while avoiding unwarranted escalation.

MSD Procedure and Early Intervention Systems Development

We design customised procedures and early intervention systems to manage musculoskeletal disorders (MSDs) in the workplace. We assess risk factors, implement evidence-based protocols, and establish clear pathways for early reporting, assessment, and treatment of MSDs.

These systems help workers access timely care, reduce injury severity, and support faster recovery. For workplaces, they improve compliance, reduce claim frequency and costs, and embed a proactive approach to injury prevention and workforce health.

MSD Accelerated Recovery

Onsite Clinical Care

An experienced Physiotherapist embedded in the workplace gives workers early access to care for MSDs with a provider they trust, improving clinical outcomes, shortening recovery time, and limiting productivity loss.

Embedded Physiotherapists better understand the specific demands of your workplace and develop trusting relationship with your workforce. This approach ensures:

- Optimal return-to-work and in-work recovery planning
- Workers' restrictions match their capacity
- Lost time is minimised
- Employees stay engaged at the appropriate level
- Clarity of communication between the physiotherapist, the worker, and the workplace.

By actively managing care, we help workers recover faster while maintaining productivity.

Embedded physiotherapists also support preventative activities such as task training, task analysis, and ergonomic assessments, further reducing injury risk.

Partnered Offsite clinic

Workplaces benefit from partnering with local physiotherapists experienced in workplace MSDs. These clinicians provide targeted treatment and advice tailored to the needs of both the worker and the workplace. Their expertise helps:

- Deliver optimal return-to-work and recovery-at-work planning
- Minimise lost time and align duties with actual worker capacity
- Keep employees engaged at the right level
- Maintain clear communication between clinician, worker, and workplace

On-call Clinic

Our On-Call Clinic gives workplaces rapid access to clinical support when injuries occur. Employers can connect injured workers with qualified clinicians for timely assessment, advice, and injury management guidance.

By addressing injuries early, the On-Call Clinic helps reduce severity, support informed decision-making, and minimise unnecessary time away from work. This service strengthens workplace injury management and return-to-work systems.

On-call Triage

Ethos Health's On-Call Triage service provides immediate clinical support for workplace injuries. Our clinicians quickly assess musculoskeletal injuries, recommend appropriate care, and guide next steps—whether urgent medical attention, same-day physiotherapy, or workplace-based management.

This rapid response supports early intervention, avoids unnecessary escalation, and keeps workers on track for a safe return to work with good care and decision making. Employers benefit from confident, evidence-based decision-making and strengthened injury management processes.

Post-injury Task Risk Review

Our Post-Injury Task Risk Review helps workplaces understand the risk factors that culminated in a workplace injury. Combining our expertise with the insight of your workforce, we provide targeted pragmatic controls to help avoid this workplace injury from being repeated. Collaborating with your team, we gather insights to improve keep your workforce safe.

MSD Classification Review

Correctly classifying MSDs in the workplace ensures accurate reporting, and a better understanding of the factors that culminated in a workplace MSD. Having accurate data and a better understanding of workplace risk factors provides the ability to develop more effective and efficient control measures.



Health and Wellbeing

At Ethos Health we believe that everyone deserves to work in a healthy, happy and safe environment. We have developed our comprehensive suite of services with this purpose in mind.

Our Health & Wellbeing services are developed and implemented by Accredited Practising Dietitians, Physiotherapists and Accredited Exercise Physiologists to deliver best practice strategies for your workforce. We focus on modifiable risk factors including smoking, nutrition, alcohol, physical activity, mental health, health habits, healthy weight, sleep, tiredness and fatigue.



Consultancy

Workplace Health Needs Assessment (HNA)

The workforce's health needs are assessed by evaluating current health status, identifying potential risk factors for illness, and proposing actions to mitigate these risks. A report is generated to support the development of the site Health and Wellbeing Program, enabling priority setting and resource allocation to address the workforce's health needs effectively.

Research & Technical Consulting

Our team is routinely engaged to undertake research and consultancy projects for industry bodies and large industrial clients such as literature reviews, evidence statements, resource development, conference presentations and SME representation during stakeholder engagement.

Reshape Strategy Workshop

This 1-day workshop will provide the skills, knowledge and resources to measurably improve the health of your workplace, through:

- A clear understanding of modifiable health and safety risk factors.
- A ROI calculator to understand what a healthy employee will save your business.
- A practical, affordable and organisation-specific plan to improve the health of your workforce.
- An implementation guide and resources to execute the plan.

Health Checks and Challenges

Health Checks

If it's health-related and measurable, we can do it – anywhere from a five-minute blood pressure check to a two-hour executive medical, and everything in between, completed in our Wickham clinic or onsite at your premises.

Health checks can include your chosen combination of:

- Pre-appointment online Health Risk Assessment (see page 27)
- Blood pressure and heart rate
- Instant or lab blood tests
- Imaging, including bone density scans or chest x-rays for occupation-specific screening
- Body composition, including InBody scans
- Lung function
- Audiometry (hearing)
- Vision
- Urinalysis
- Aerobic fitness
- Strength, flexibility and functional fitness
- Skin checks
- Heart health and diabetes-specific checks
- Hearing protection and respirator fit tests
- Medical practitioner review
- Lifestyle counselling and health coaching
- Instant individual report
- Company report using de-identified, aggregated group data

Challenges

Ethos Health can bring your workforce together with a series of engaging, technology-enabled health challenges. Hosted on our proprietary FitTogether App, challenges can run from 1-8 weeks with a broad general-health theme or a focus on initiatives targeted at specific health risk factors or conditions including nutrition, physical activity, heart health, connection, functional fitness, body composition and more.



Workshops and Webinars

Ethos Health delivers an extensive range of group workshops, keynotes, presentations and webinars to support workplaces address modifiable health risk factors. Our facilitators deliver engaging, informative sessions that inspire conversation and positive health change. A topic listing is provided below; please see our website for further information regarding content and learning objectives

General health, motivation to change, men's and women's health

- Value of health
- Goal setting
- Men's health 101
- Women's health 101
- Menopause
- Diabetes
- Sleep science
- Vaping and e-cigarettes

Nutrition

- Alcohol awareness: problem or opportunity
- Healthy eating
- Meal preparation
- Healthy bones
- Rethink the sugary drink
- Feeding families

Physical activity

- The FITT of Physical Activity
- Explain pain

Mental health

- Lift the lid on mental illness
- Mental health protection via our social connection
- Burnout
- Organisational and change management
- Leading when the map keeps changing
- The agile mindset: what teams really need from their leaders
- Keep humans in the system: leadership in times of organisational evolution
- Staying grounded when things keep shifting
- Adaptable, not disposable: making sense of change without losing yourself
- The inner toolkit: staying agile in a moving workplace
- Opportunity in motion: finding growth in times of evolution

Health surveillance

Ethos Health support organisations from all industry sectors with a range of health surveillance and medical assessment services, conducted on- or off-site, including:

Periodic audiometry and/or spirometry assessments

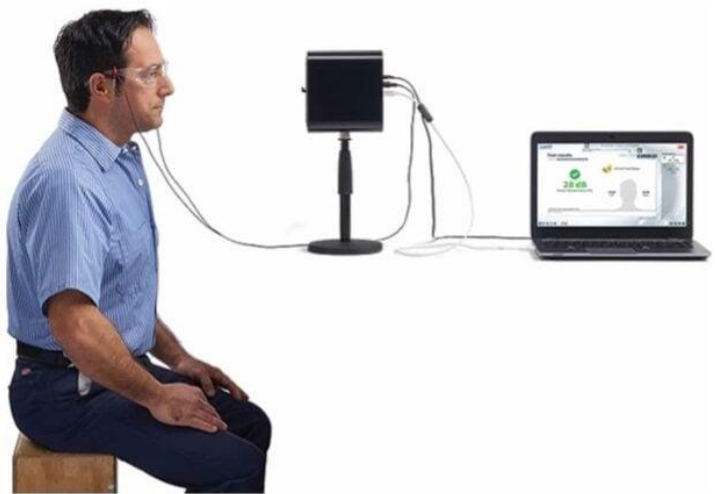
Conducted in accordance with AS/NZS 1269.4:2014 Occupational noise management.

Hearing protection fit testing

Ethos Health uses the 3M E-A-R Fit testing system to provide quick and reliable individual hearing protection assessments and provides an accurate assessment of how effectively PPE works for each individual.

The process includes:

- Fitting the worker with specially prepared 3M test hearing protection
- Measuring sound levels inside and outside the hearing device
- Testing both ears simultaneously across seven standard frequencies
- Generating an individual Personal Attenuation Rating



Respirator fit testing

Respirator fit testing confirms whether a tight-fitting respirator creates an effective seal against an individual worker's face. It ensures the respirator can provide the intended level of protection. Ethos Health conduct quantitative fit testing to provide each user with an objective Fit Factor (FF) score by measuring the number of particles inside and outside the respirator. This provides a clear indication of how effectively the respirator is protecting the wearer.



Our testing supports a range of tight-fitting respiratory equipment, including:

- Disposable particulate respirators, such as P2 and N95 masks
- Half-face respirators

Periodic medicals

Including Rail, Confined Space, Asbestos and Silica health surveillance, plus combined and company-specific assessments, conducted on- or off-site

Psychosocial Risk and Stress Management

Ethos Health have partnered with the University of Newcastle's Centre for Advanced Training Systems (ATS) to progress state-of-the-science and modern approaches to workplace Health and Wellbeing.

These innovative research driven tools are provided to help workers who are faced with ongoing demands. The program is designed to help participants find energy, resilience, and balance in their daily lives.

A central part of this is how we respond to challenging situations. Stressful events, whether small frustrations or significant setbacks, are an unavoidable part of life. The key question is not whether we will face challenges – we certainly will – but how we manage our responses when they occur.

If we have effective skills and strategies available, the impact of those challenges can be significantly reduced. This doesn't mean we won't feel stress, pressure, or emotion; rather, it means we are better able to regulate our reactions, recover more quickly, and prevent those challenges from accumulating into chronic stress.

Developed by ATS, *Performance Edge* is a virtual reality-based stress management package designed around the philosophy that effectively managing how we respond to challenges is a major factor in protecting and enhancing our mental health. Using immersive and interactive environments, the program allows individuals to practice stress management strategies in safe but realistic scenarios.

Just as athletes train their bodies to build strength and resilience, *Performance Edge* helps people train their minds to develop psychological flexibility, calmness, and focus under pressure.

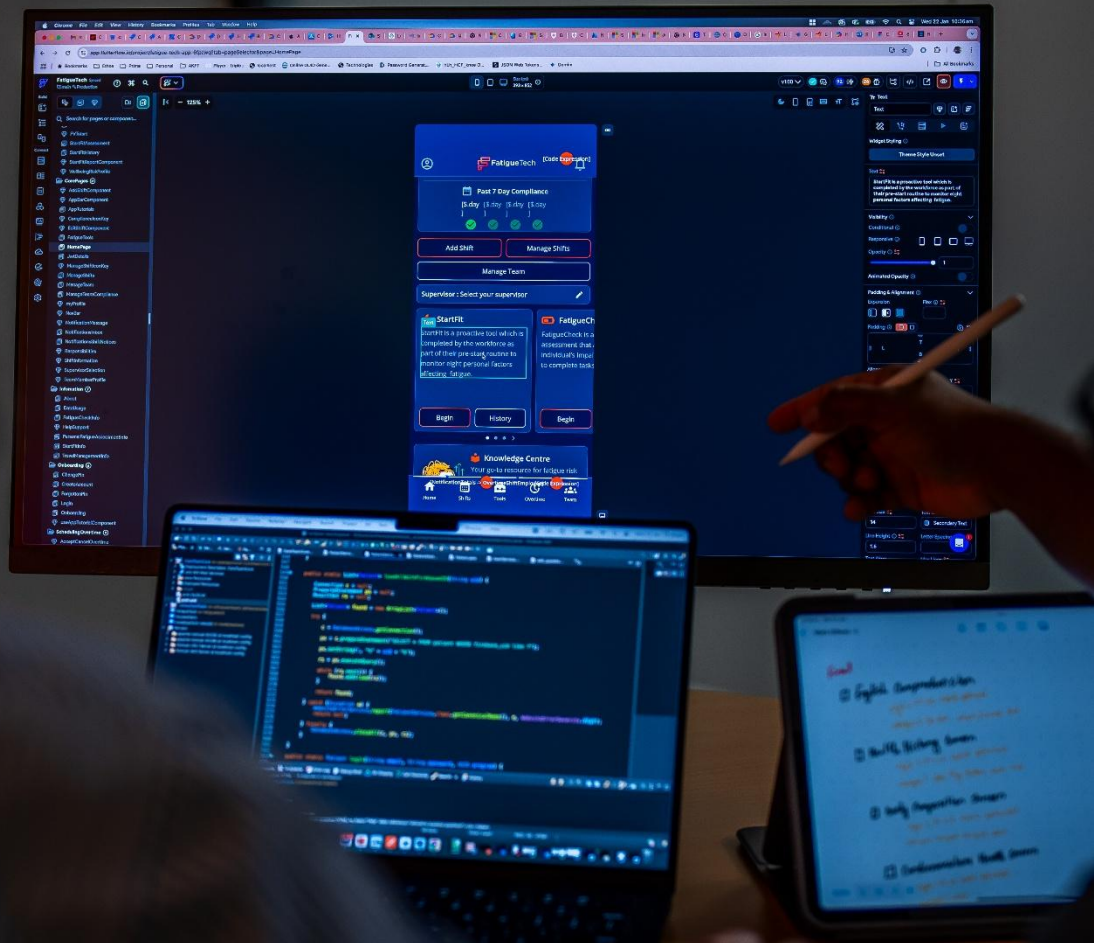
By embedding these skills, *Performance Edge* not only helps people perform at their best in the face of challenges, but also reduces the long-term risks associated with chronic stress exposure—supporting healthier, more motivated, and more engaged individuals in their daily lives.

The course comprises 6 modules;

- **Module 1:** Thoughts, Emotions and Behaviours
- **Module 2:** Controlled Breathing
- **Module 3:** Progressive muscle relaxation
- **Module 4:** Grounding using senses
- **Module 5:** Managing Challenging Thoughts
- **Module 6:** Managing Challenging Emotions

Contact us today for more information or to book in a **FREE Team Experience Session:** A tailored demonstration of the first two modules for a select group of leaders or frontline staff.

Technology



Ethos Health has an in-house tech team who co-design and develop a range of platforms and applications in partnership with our corporate customers and clinical and consulting team.

We build on the CareTeam platform. CareTeam is Ethos Health's proprietary code base and is a highly secure, cloud hosted platform that is tailored to suit our clients' needs, with the following key features and functions:

- Highly secure and flexible platform solution used to support a remote care team, at scale.
- Enables the creation of bespoke client-specified patient journeys.
- Supports customised program or client style guides.
- Seamless integration with web or app client interface if required, or as a stand-alone offering.
- Supports the development of practical digital tools and resources to engage, educate and empower patients.
- Bespoke dashboards for remote healthcare team to provide patient support, education and external referral in line with client protocol and safety reporting requirements.
- Extensive data capture pathways with controls to ensure compliance with client protocols and policies.
- Controlled provision of approved content and communication.
- Provision of de-identified data and patient insights to client.
- Comprehensive REST API with secure access via Basic, Token, OAuth, and Auth0 M2M authentication.
- We integrate with major platforms including SAP, NetSuite, and Kronos.
- Customizable data feeds optimized for Power BI usage.
- Full-service Power BI dashboard development for clients without in-house data teams.



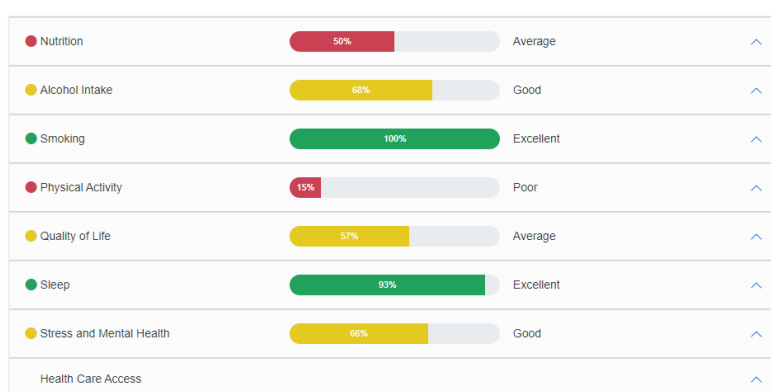
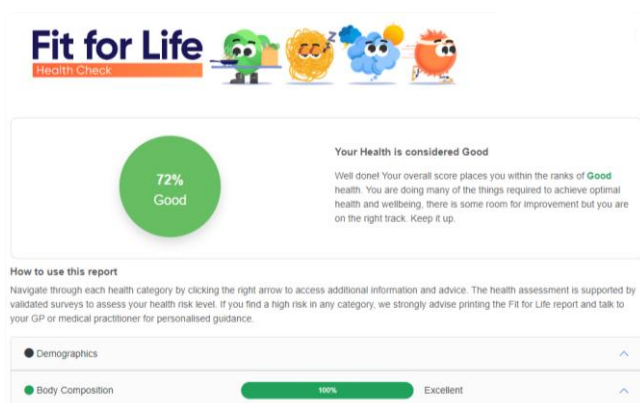
Clients who trust Ethos Health platforms with their data



Online Health Risk Assessment

At Ethos Health, we believe that the health of an organisation is best represented by the sum of its parts. Our online health risk assessment (HRA) uses a battery of validated questionnaires to provide individuals with a score out of 100 across 9 modifiable health risk factor domains, being Smoking, Nutrition, Alcohol, Physical Activity, Mental Health, Body Composition, Health Habits, Sleep and Fatigue, and Pain and Injury, as well as an overall score, again /100.

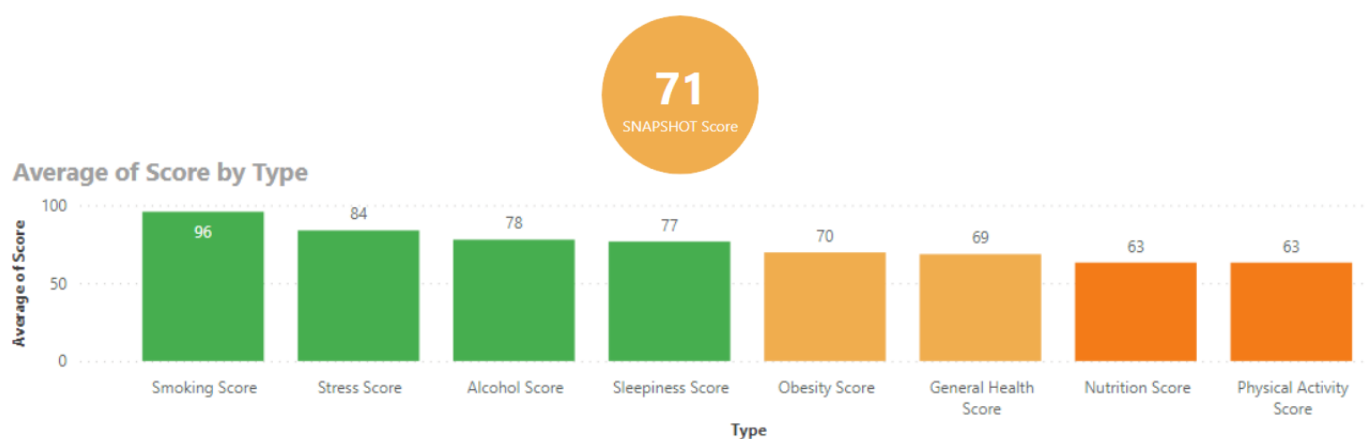
Instant and completely confidential reports are sent to each participant upon completion, illustrating where each individual is doing well, their opportunities to improve, and links to a range of approved resources and support services. Our customisable and secure platform allows organisations to connect employees with specific health needs to the relevant supports offered via a company health and wellbeing program, while keeping all individual health data secure.



Online HRA's are typically repeated on an annual or biannual basis, providing each employee with a clear chronology of their health risk status over time and the ability to link changes in scoring to their circumstances and habits at the time. This approach improves health literacy and self-efficacy, both key building blocks of sustainable positive health change.

At a company level, Ethos Health will de-identify, aggregate and analyse individual HRA responses to generate a comprehensive company report (including PowerBI dashboard if desired). This provides a valid and reliable measure of company health (with analysis by site, department or workgroup as required) and enables organisations to clearly identify the prevalence of various health risks in their workforce to most effectively prioritise areas for allocation of resources and support.

Over time and with repeat HRA's, organisations can measure and showcase the impact of various initiatives, policy and procedure changes or health programs on the health of their workforce. Leading organisations use this data to make a tangible difference to the health of their employees, families and communities.

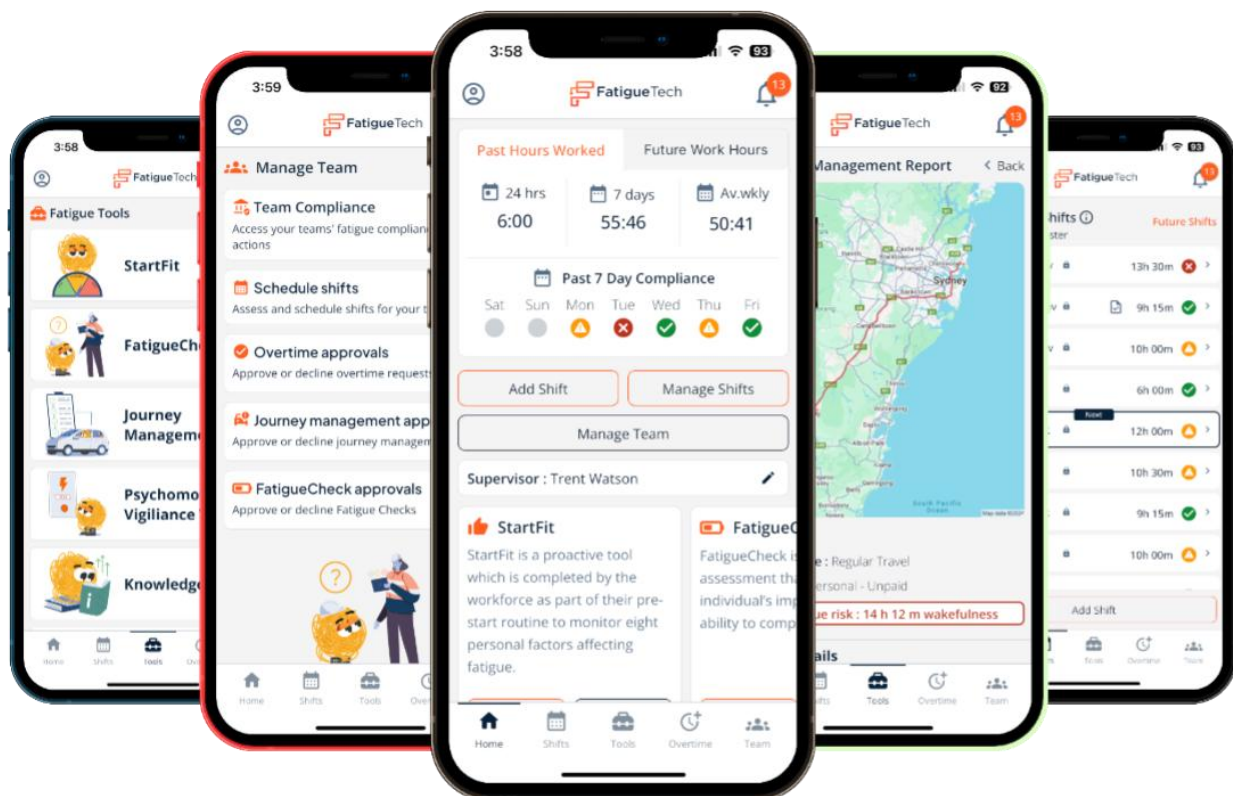


FatigueTech™

FatigueTech is a digital platform designed to enable workplaces to meet their health and safety obligations, and specifically, helps organisations satisfy the requirements specified in Safe Work Australia's Model Code of Practice: managing the risk of fatigue at work (2025).

FatigueTech provides workers with the knowledge, skills, and resources to implement and monitor workplace fatigue mitigation strategies. It supports workers in managing personal risk factors and streamlines workforce fatigue training. The platform has comprehensive inbuilt analytics to provide deep insights into your organisations' fatigue risk, prevention, and continuous improvement strategies.

FatigueTech integrates with work hour management systems to provide predictive and real-time work hour monitoring, fitness for work, journey management and fatigue self-assessment functions. It provides a validated biomathematical roster analysis function and is used by large employers in a range of fatigue-exposed industries including utilities, mining, healthcare, transport, infrastructure and emergency services.



In 2025, FatigueTech was selected as a winner of the **Transport for NSW Gateway To Innovate** program, recognising the value that an innovative fatigue risk management solution can play in finding an optimal balance between worker safety and productivity on critical infrastructure projects in NSW.



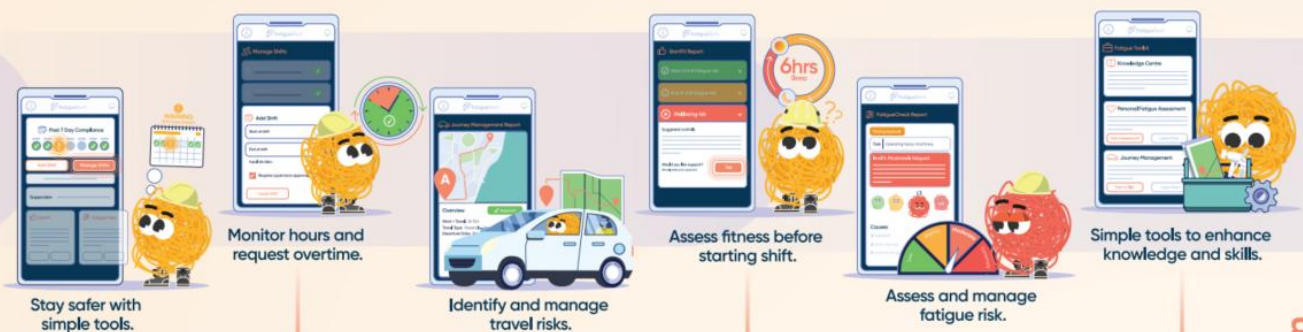
The FatigueTech App helps organisations automate their fatigue risk management systems by utilising established safety methodologies and guidelines. This optimises the balance between legislative responsibilities, service delivery, and worker health. Additionally, it offers resources and information to empower individual workers to enhance their fitness for work. Features include:

- **Work Hour Monitoring:** Enables workers and supervisors to monitor compliance with work hour requirements.
- **Fitness For Work (StartFit):** Assesses eight fitness for work factors that can impact an individual's well-being and fatigue.
- **Fatigue Self-Assessment (FatigueCheck):** A point-in-time assessment that documents actions that people take to manage their risk of fatigue.
- **Journey Management Plan:** A documented process of planning road transport journeys with the goal of arriving safely.
- **Manage Team Function:** Enable supervisors to identify, assess and manage employees work hours, fitness for work, fatigue impairment and journey management risk all in one place.
- **Personal Fatigue Assessment:** Validated questionnaire to help individual self-assess personal risk factors.
- **Knowledge Centre/Ask an Expert:** A searchable library of self-help fatigue information.
- **Data & Analytics:** Data will drive meaningful insights and discussions with workers regarding their fatigue risk and improve employee engagement in fatigue risk management.

Automating Workplace Fatigue Risk Management



Worker



Site System Integration

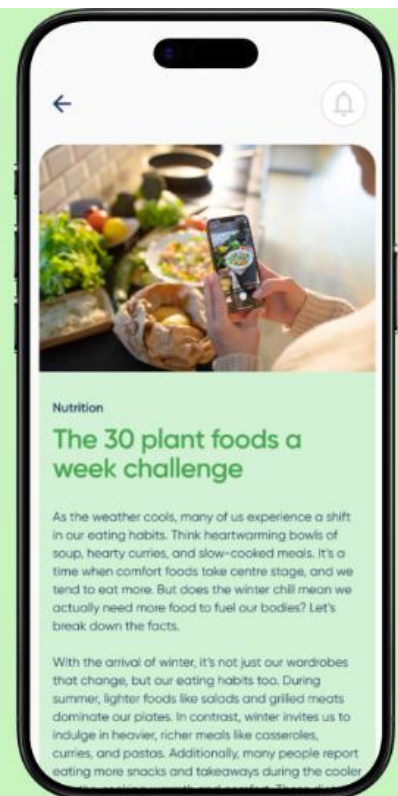
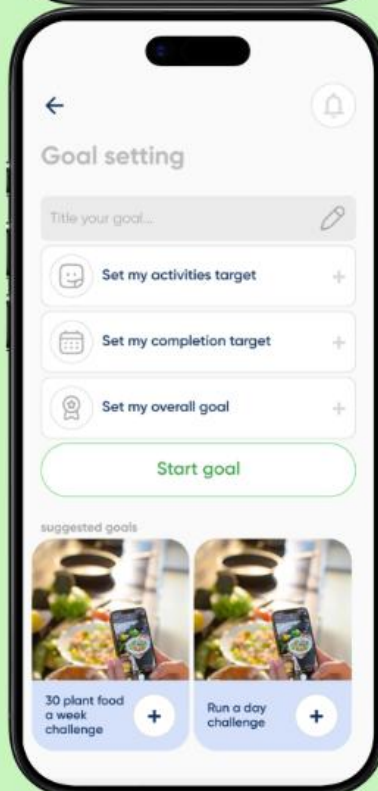
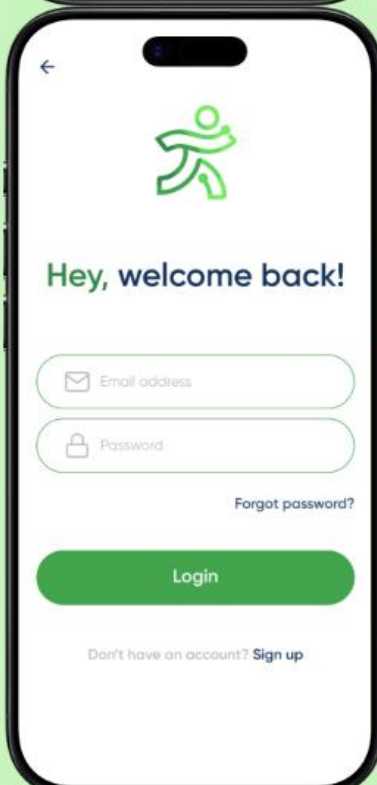
Data-driven Insights



Supervisor



FitTogether



FitTogether is an all-in-one platform for workplace health and wellbeing initiatives. It is designed to help organisations lead, manage and track workplace health initiatives by delivering the tools and resources needed to build healthy habits and behaviours in one easy-to-use app. Engage employees with leaderboards, goal setting, comments, image sharing and tailored in-app resources — whether you're running a 4, 8 or 12-week initiative.

Custom initiatives

We partner with your organisation to support your specific health and wellbeing goals. The platform securely hosts your initiative, resources and engagement tools while providing performance data to measure success.

Targeted resources

Access curated in-app resources aligned with initiative goals, ensuring employees have the right information and support at every stage.

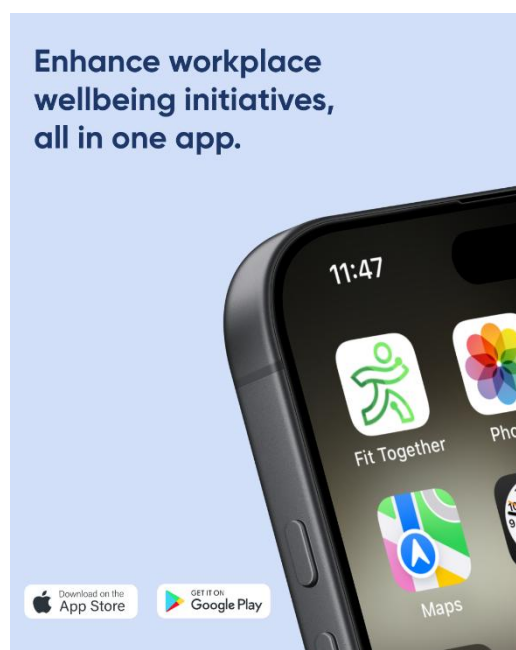
Engage employees

Encourage participation with built-in leaderboards, comments, image sharing and social interaction that help teams stay motivated and connected throughout the initiative.

Build healthy habits

Enable employees to set personal goals, track progress and stay accountable, helping translate initiatives into lasting behaviour change.

FitTogether is designed for your challenge. Most clients take a theme such as general health, connection, or nutrition, and we customise a version of the app to suit. Because the app is built on Ethos Health's proprietary CareTeam platform, we can do this quickly and affordably, resulting in content that aligns with key workplace messages and optimises engagement.



MoveSAFE Profiler

MoveSAFE Profiler is Ethos Health's proprietary manual task risk assessment platform and is used to:

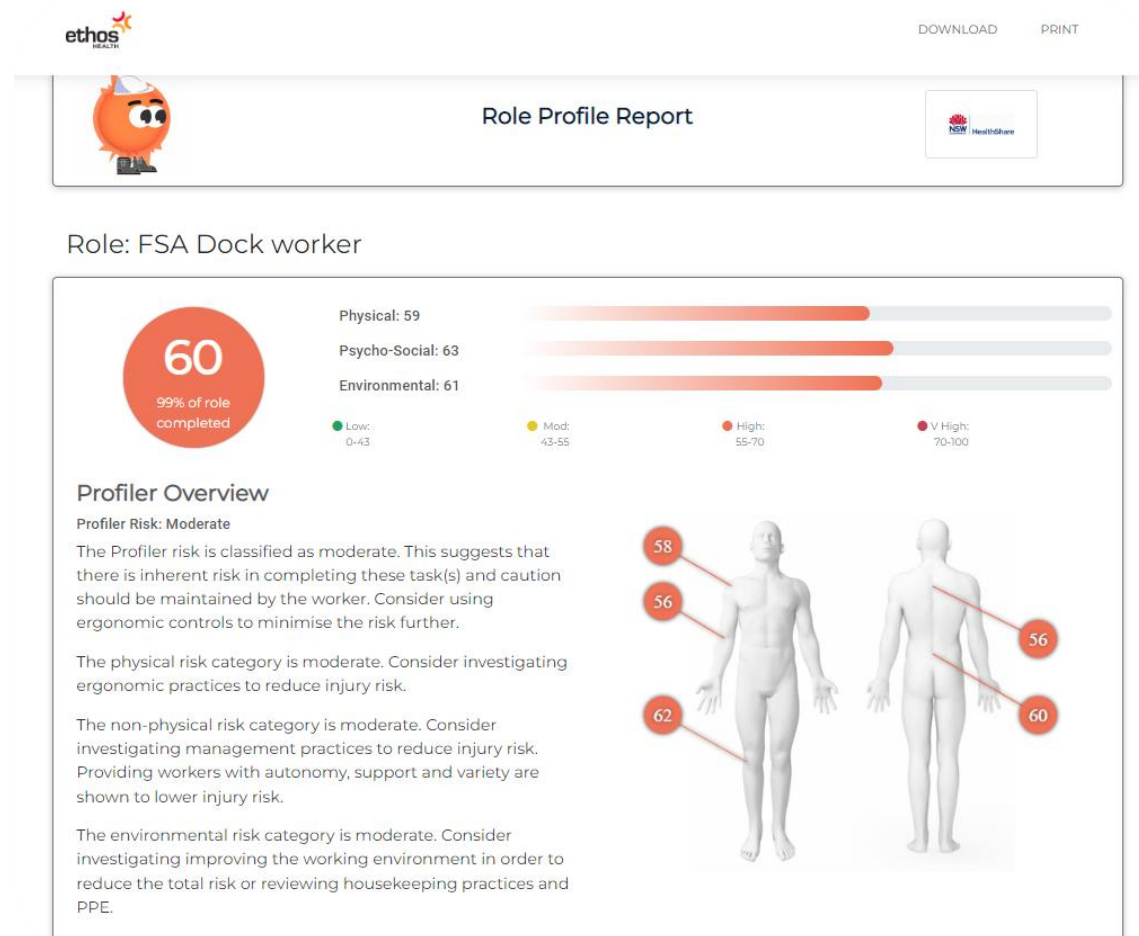
1. Systematically assess the physical, psychosocial and environmental risks associated with HMTs,
2. Measure the physical demands of tasks and roles in organisations,
3. Model the impact of proposed changes
4. Manage suitable duties at the click of a button

With assessments completed by either Ethos Health consultants or WHS staff within a client organisation.

Profiler is unique in that it assesses:

- Physical risk factors: exposure, posture, repetition, force and vibration
- Psychosocial risk factors: job control, job demands, isolation, exposure to violence or aggression, exposure to trauma
- Environmental risk factors: climate, work hours, work surface, lighting, noise and airborne contaminants

For each task, and then aggregates task data into a role profile report inclusive of task demands, functional requirements and risk mitigation recommendations. Over time, organisations can build out a comprehensive library of job task analyses that accurately inform pre-employment and periodic health assessments, injury prevention training programs, development of engineering controls, and much more.



CareTeam Platform Overview

CareTeam is an advanced, technology-enabled healthcare platform designed to streamline organisational processes while strengthening patient engagement, communication, and visibility. By supporting clinical governance and data-driven decision-making, CareTeam empowers organisations to deliver more efficient workflows and improved patient outcomes.

At its core, CareTeam offers a highly flexible and customisable code base engineered for complex, systematic healthcare processes. Programs follow a logical sequence yet support multiple rule sets, variable inputs and outputs, granular user permissions, and diverse clinical roles. This adaptability makes CareTeam an ideal foundation for a wide range of health programs—from initial needs assessment and triage, through intake and multimodal service delivery, to outcomes evaluation and continuous improvement.

Ethos Health partners with clients through a collaborative co-design approach. Our technology team rapidly prototypes, iterates, and refines program designs to deliver new capabilities at a fraction of the time and cost associated with large enterprise vendors.

Core Platform Capabilities

1. Data Collection & Workflow Guidance

- Build fully customised forms for structured data capture across clinical, administrative, and patient-reported inputs.
- Control and personalise the patient journey using smart logic, branching rules, and conditional workflows.
- Create responsive assessments that dynamically adjust based on patient input.
- Incorporate interactive checklists to support patient self-management or clinician-led workflows.

2. Reporting, Insights & Analytics

- Generate complex insight reports that summarise patient progress, program engagement, or operational metrics.
- Export professional, branded PDF reports for external communication or clinical governance purposes.
- Access real-time dashboards visualising de-identified data, key outcomes, and service utilisation trends.
- Use management dashboards to monitor performance indicators, track demand, and support strategic decision-making.

3. Patient Management & Program Operations

- Search and manage patients, programs, statuses, and program items from a unified dashboard.
- Build customised programs to streamline existing healthcare pathways and reduce administrative burden.

- Design complex, rule-based pathways that guide patients systematically through care delivery steps.
- Deploy automation chains to handle repetitive administrative tasks, ensuring consistency and freeing up staff capacity.

4. Communication & Engagement Tools

- Enable two-way communication with patients through SMS and email.
- Event-driven messaging depending on patient need or clinical triggers.
- Use approved templates or free-text messaging for flexibility and compliance.
- Send reminders for appointments, assessments, medication adherence, or care manager follow-ups.
- Facilitate simple, guided patient onboarding into customised programs.
- Support communication between case managers, clinicians, and service providers for coordinated care.

5. Administrative & Clinical Support Tools

- Allow patients to sign documents electronically, improving speed and record-keeping.
- Upload and manage patient files, including clinical documents, forms, and media.
- Schedule and manage appointments within patient workflows.
- Maintain longitudinal patient records that evolve over time and support diverse clinical or programmatic use cases.

6. Connected Care Team

- Connect clinics, care teams, and patients through integrated communication and workflow pathways.
- Support central care teams as well as collaborating referring clinicians, secondary clinicians, and external services.
- Enhance multidisciplinary collaboration with shared visibility and secure inter-team communication tools.

Quality sleep puts fatigue to bed

Working at night disrupts the body clock and can lead to sleep debt, impairing performance and health.

Helpful tips to optimise sleep for shift work.

Night shift

- 💡 Try to get to sleep as early as possible
- 💡 Avoid sunlight, bright lights & screens
- 💡 Sleep in a quiet, cool & darkened room.

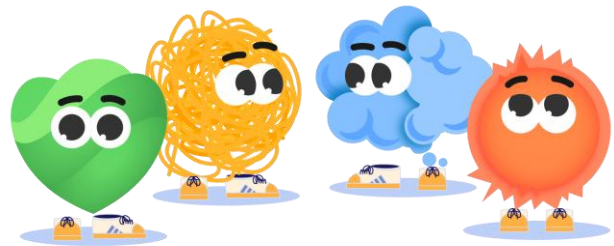
Day shift

- 💡 Plan to get 7-8 hours sleep
- 💡 Stick to a bedtime & waking routine
- 💡 Avoid caffeine & alcohol close to bed



Communications

The Fit For Life Asset Library



What is the Fit For Life Asset Library?

The Fit For Life (FFL) Asset Library is a curated collection of practical, easy-to-use resources designed to support the communication of health, safety and wellbeing initiatives across your workforce. It includes posters, videos, digital content and templates that promote key messages relating to fatigue, mental health, musculoskeletal injury, and lifestyle (including nutrition, activity, smoking, alcohol and much more).

The assets can be easily integrated into internal communications, toolbox talks, and training sessions – helping teams stay engaged, informed and proactive about their health and performance.

Meet the characters

Fatigue is a risk to health and safety.
Managing fatigue is important at work
and at home.



**G'day, I'm
Fatigue-ee**

Injuries at work are a major pain.
Prevention, early intervention and
treatment will keep things working well.

**Hi, I'm
Pain-ee**



**Hi, I'm
Mind-ee**

Implementing strategies to manage
psychological health and safety is
important at work and at home.



**And I'm
Health-ee**



Managing lifestyle risk factors creates
the best results for people at work and
at home...good for life

How does Fit for Life work?

Step 1: Fit for Life Asset Library

Select assets that help deliver and communicate health and wellbeing initiatives. Resources include posters, banners, screensavers, merchandise and more.



Step 2: Your Health & Wellbeing Calendar

Create your custom calendar from our library of assets.



Step 3: Ready-to-go Campaign Material

Branded campaign material ready to be shared across the workplace.

Fit for Life partners

GLENCORE

Ausgrid

YANCOAL



PORT WARATAH
COAL SERVICES

Sample Assets

Quality sleep puts fatigue to bed

Working at night disrupts the body clock and can lead to sleep debt, impairing performance and health.

Helpful tips to optimise sleep for shift work.

Night shift

- Try to get to sleep as early as possible
- Avoid sunlight, bright lights & screens
- Sleep in a quiet, cool & darkened room

Day shift

- Plan to get 7-8 hours sleep
- Stick to a bedtime & waking routine
- Avoid caffeine & alcohol close to bed

QR code goes here

Company logo

Prostate check...

One thing to know, it's easy as a blood test.

Another point... if you're over 50 you are at higher risk of Prostate Cancer. For people of mind do the test.

Symptoms to look out for:

- Difficulty passing urine
- A slow, interrupted flow of urine
- Frequent passing of urine, including at night
- Incontinence
- Blood in urine
- Pain during urination
- Lower back or pelvic pain

Book a test with your doctor and stay fit for life.

Did you know? A PSA blood test only takes 5 minutes. A quick injection is more comfortable than a digital examination.

QR code goes here

Company logo

What you do tomorrow could save your life.

A simple poo test is the easiest way to check for Bowel Cancer.

If you are over 50, you will receive a free at-home Test Kit every two years in the mail. Successful treatment is more likely when found early.

Symptoms to look out for:

- Blood in your poo or in the toilet bowl
- A change in your toilet habits that lasts more than 3 weeks
- Unexplained tiredness or weight loss
- Stomach pain

It's free... Do the test and stay fit for life.

Did you know? It's simple: collect two poo samples on consecutive days and put them in the post.

QR code goes here

Company logo

Know your BP, see your GP.

Why is blood pressure important?

High blood pressure (or hypertension) is a risk factor for heart disease, stroke and kidney disease. Blood pressure is measured as two numbers;

- Systolic BP:** top number, when your heart is pumping, ideally under 120mmHg
- Diastolic BP:** bottom number, when your heart is relaxing, ideally under 80mmHg

Call to action line goes here across one or two lines.

Diagnosis Category	Systolic range	Diastolic range	Action
Optimal	90 - 119	and/or 60 - 79	Re-check in 1 year
Normal	120 - 139	and/or 80 - 89	Re-check in 6 months
Mild hypertension	140 - 159	and/or 90 - 99	GP within 3 months
Moderate hypertension	160 - 179	and/or 100 - 109	GP within 1 month
Severe hypertension	180 or more	and/or 110 or more	GP immediately

Company logo

QR code goes here

A little twinge can be a major pain

Ignoring pain leaves you vulnerable to long term injuries that impact your work and life.

The majority of small injuries that are not managed can become major injuries when you least expect it. Early prevention of a small niggle can save you in the long term.

Scan the QR code to learn more about our injury prevention and treatment programs.

Company logo

QR code goes here

Don't let the heat take over

High temperatures drain your energy, focus and safety. Staying hydrated keeps your body cool and your mind sharp.

Heavy work in hot conditions can lead to sweat losses of 1-4L per hour causing high risk of heat stress in short time. Drink early, drink often, and cool down regularly.

Scan the QR code for more information on heat illness, hydration tips, and other controls in your workplace.

Hot Conditions
1 litre of sweat per hour.

Extreme conditions and/or heavy PPE
2 Litres of sweat per hour.

Company logo

QR code goes here

A skin check today keeps worry away.

Skin checks are scheduled onsite - book yours today.

- Melanoma (the deadliest form of skin cancer) is the most common cancer in people aged 15-39
- 2 in 3 Australians are diagnosed with skin cancer by the age of 70
- Early detection significantly increases survival rates from skin cancer

Qualified practitioners are delivering skin checks every 4th month. Scan the QR code to book yours.

Company logo

QR code goes here

Covered for the flu this season?

Flu vaccinations are available on site. Protect yourself this season and book today!

Influenza is a serious illness, especially in young children, older adults, pregnant women, and those already unwell. A flu shot is safe, provides 12 months protection, and cuts your risk of the flu by around 60% so book yours now.

Protect yourself and your people, and have a flu shot. Scan the QR code and book today!

Company logo

QR code goes here

Peer supporters, courage to care, strength to share.

Peer Supporters are trained team members you already know.

Peer Supporters are not counsellors, just people ready to listen, provide information and resources to help you be fit for life.

Call to action goes here across one or two lines.

When you're ready to talk, we're ready to listen.

Company logo

QR code goes here

Contact Us



Newcastle Clinic and Head Office

Level 1, 21 Annie St
Wickham NSW 2293



+61 2 4962 8700



ethoshealth.com.au



enquiries@ethoshealth.com.au



<https://au.linkedin.com/company/ethos-health-pty-ltd>



<https://www.facebook.com/EthosHealth/>



<https://www.instagram.com/ethoshealth/?hl=en>

