



**TOTAL
VETERAN
HEALTHCARE**

Complete Healthcare

For Australian Veterans



Ease of Access - Speed of Access - Quality of Service

About Total Veteran Healthcare

Total Veteran Healthcare is a dedicated Veteran healthcare treatment provider headquartered in Brisbane, Qld, serving Veterans across Australia.

We provide primary, allied, and specialist healthcare services through face-to-face consultations from our medical clinics around Australia, via telehealth (where clinically appropriate), and through our partner providers located across the country.

We deliver Veteran healthcare through service-aware GPs with deep experience in Veteran health, providing continuity of care throughout your healthcare journey.

We coordinate your healthcare, including linking with your specialists or allied health professionals to ensure your care plans are integrated and managed by your GP. We stand ready to support you across GP, mental health care, pain management, DVA claim medical reports, and life after service care.

Forward From The Owner, Joshua Hall

Total Veteran Healthcare was founded in 2023 to provide Australian Veterans with a dedicated health service that took on the obstacles impacting so many Veterans from accessing the health care they deserve.

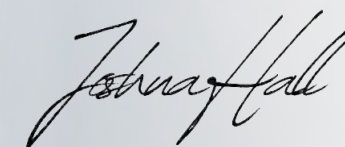
Our service is driven by three values:

- » Ease of access to healthcare
- » Speed of access to healthcare
- » Quality of service, both clinical and operational.

We have worked hard to attract world class clinical staff, build leading facilities, and establish strong relationships with other leaders in Veteran health, and other Veteran support services.

This work has helped us deliver high quality healthcare to over 7,000 Australian Veterans, with this number growing every week.

We are not like any other medical services provider. We deliver value-driven healthcare, and are passionately mission-led to provide Veterans with ease and speed of access to high quality healthcare.





Ease of Access

1 Dedicated Veteran Health



We deliver services across the four pillars of Veteran healthcare.



Veteran General Practice



Pain Management



Mental Health Care



Life After Service

Veteran General Practice:

Your face-to-face GP is the centre of gravity throughout your healthcare journey, providing treatment, and coordinating your access to allied health professionals and specialists, both in-house and across our network. They understand service, your unique healthcare needs, and manage your healthcare plan with your entire treatment team.

Mental Health Care:

We support you through every stage of recovery, from acute to ongoing care. Your personalised treatment may include traditional therapies like psychology and psychiatry, and innovative options such as TMS and Medication-Assisted Psychotherapy. We can also support your DVA Claim with detailed mental health reports by service-aware psychiatrists and GPs.

Life After Service:

We partner with trusted service providers and vetted Veteran support organisations to support you after your time in the ADF - no matter when you discharged. This includes crisis care, DVA claim support, medical file reviews, home services, education and employment assistance, and social connection.

Pain Management:

A multidisciplinary approach to non-invasive and invasive pain relief, including innovative escalation treatments. Access face-to-face services meeting DVAs requirements for pain care. Your personalised treatment plan addresses the physical, emotional, and psychological aspects of pain, incorporating input from your entire clinical team.

Complete Healthcare for Australian Veterans

2 Dedicated Veteran GPs

Our in-clinic GPs have deep experience in service-aware healthcare, including the medical conditions and lifestyle factors that commonly impact Veterans. This includes elements of your unique service history, ADF culture, and your unique medical needs.

Our GPs provide face-to-face in-clinic consultations and create your care plan, coordinate your treatment team, and connect you with further allied health professionals and specialists. They are the centre of your complete healthcare journey.

Our GPs understand how important your DVA Claim is to your wellbeing and overall healthcare journey, and are committed to helping you navigate the DVA landscape with sensitivity and efficiency. They understand the impact the process can have on you and your family, and work to turnaround reports in a timely manner, to reduce potential delays to your claim being processed.

Tell Your Story, Once

Providing your service and personal history again and again is exhausting. Your Total Veteran Healthcare GP oversees your treatment plan, including any referrals to allied health providers and specialists, so you don't have to reintroduce yourself every time you visit a new clinician. You can access Total Veteran Healthcare GP services in person at any of our Clinic and Outpost sites around Australia.

3 Onboarding Made Easy

Onboarding with Total Veteran Healthcare is simple and straight forward.

- 1 STEP 1** – Fill out an Onboarding Form, or call us on **07 3523 3991**.
- 2 STEP 2** – You'll receive an onboarding call to commence your services.

Your GP is here to help you, every step of the way. You are not alone in this journey—reach out for the support you need to access the best clinical care, and achieve peace of mind.

Dr Innes Campbell, Total Veteran Healthcare GP



1 Lowest Wait Times In Australia*



We are proud to have some of the lowest wait times in the country for Veteran healthcare.

5

GP Appointments:
5 days wait time

0

Psychology Appointments:
Zero wait time

1

Psychiatry Appointments:
1 month wait time

2 Nurse-Led Approach

For most services, your initial consultation will involve a meaningful consultation with one of our skilled nurses. During this consultation, your Total Veteran Healthcare nurse will develop your care plan, which will then have a secondary review by your GP and a follow on consultation.

This approach provides you with an increased level of clinical care, while reducing your wait time, allowing you to be seen sooner and getting you to the next stage of your healthcare journey faster.

Being part of a nurse-led approach means we get to slow down and actually listen to what Veterans need. It's about real conversations, practical help and showing up with genuine care. It brings you back to what really matters, being there for Veterans with real care and respect.

Jack, Total Veteran Healthcare Nurse

*Total Veteran Healthcare's wait times are some of the lowest in country when compared to the current self-reported wait times of other veteran-focused clinics.

3 Dedicated Onboarding

Our dedicated onboarding teams meet efficient, established timeframes in every stage of your onboarding and treatment journey, to ensure any obstacles to accessing your care are identified and resolved as early as possible.

- ✓ Complete the onboarding form and we'll be in touch with a call and email/SMS within one business day.
- ✓ Most Nurse and GP first appointments are held within 1 week, and Specialist services within 1 month.*
- ✓ We will not leave you waiting.

*While many patients will have an initial consultation with a Nurse, some initial appointments may be with GPs, or a specialist, depending on clinical requirement.

Supporting Veterans in accessing timely psychiatric care and ensuring they receive the high-quality treatment they deserve is a privilege.

Dr Vineel Reddy, Total Veteran Healthcare Psychiatrist

4 Powerful Veteran Health Network

We get you to the specialist you need faster and with easier onboarding.

When your care is managed by Total Veteran Healthcare, your referrals are simpler. You have streamlined access to our in-house specialists and provider-partners in our Australia-wide network, so you don't have to do anything other than attend your appointments.





Quality of Service



1 Leading Clinicians

Total Veteran Healthcare is proud to represent some of Australia's leading clinicians and premier healthcare facilities.



In-House



Telehealth



Service Aware

Our Clinical Leader

Director - Mental Health Dr Ted Cassidy MBBS, FRANZCP is a pioneer in Australian mental healthcare, and one of the first clinicians in the country to provide/prescribe both TMS therapy and Medication Assisted Psychotherapy, involving psychedelics. Dr Cassidy has extensive experience as a Psychiatrist and his interest in innovative, drug-free treatments for patients who do not respond to depression medication. Dr Cassidy has worked extensively since 2014 in the field of developing outpatient TMS treatment clinics for patients with chronic depression and other mental conditions. He is also a founder of the Monarch Mental Health Group, Australia's first outpatient clinic offering Medication Assisted Therapy. Dr Cassidy has provided healthcare for more than 10,000 patients experiencing a range of mental health conditions.

I have been treating Veterans since my earliest days as a medical student where my first experiences of patient care were in a Repatriation General Hospital – I have treated veterans of conflicts from WWI all the way through to the War on Terror. In doing this, I have seen the wide-ranging effects service has on the mental health of veterans. Our mission is to provide treatments that lead to full recovery from symptoms of Depression, PTSD and Anxiety. For a long time that seemed aspirational, however in recent years we have access to a range of evidence based next step treatments that make this possible.

Dr Ted Cassidy, Total Veteran Healthcare Director - Mental Health

2 World Class Facilities

Our flagship Brisbane clinic is a private, purpose designed, multidisciplinary centre that provides numerous services under one roof, including GP, allied health, specialist services, and TMS suites.

We have two separate waiting rooms for patient comfort and privacy, and are also co-located with onsite pharmacy, X-ray, and MRI services.

Our specialist partner providers represent some of Australia's premium health facilities, and offer world class inpatient and outpatient programs for a variety of health conditions.

Mission-Led Healthcare

Our Total Veteran Healthcare Outposts located around Australia provide a variety of medical services to support your healthcare journey, including health assessments, pain management, specialist referrals, and support for DVA Claim medical reports.

Innovation in healthcare is vital. Medical innovation creates treatment options for those who need them the most – if you give people options, you give people hope – they are encouraged to keep trying new things until they find the healthcare solution that is right for them.

Dr Ted Cassidy, Total Veteran Healthcare
Director - Mental Health





3 Championing Veteran Health

Veteran healthcare is distinct from other kinds of health provision. Veterans are unique patients and experience conditions highly specific to their time with the ADF.

Total Veteran Healthcare provides and supports professional clinical development on a regular basis. We provide frequent education to our clinicians across Veteran lifestyle factors, the impact of global politics and events, insights into the enduring impact of ADF culture, education on changing DVA legislation and regulation, available and vetted Veteran services and support organisations, and emerging treatments and therapies in Veteran health focus areas.

Veterans deserve medical care that understands them as very different patients to the general community. For Veteran health to be effective, it needs to be informed by clinical developments in areas like pain management, mental health care, and the treatment of complex, chronic disease. A meaningful part of my role as a Veteran GP is maintaining an evolving understanding of the Veteran health landscape - including key specialists and available resources.

Dr Nerissa Naidoo, Veteran GP, GP Surgeon

4 Escalation Treatment Options

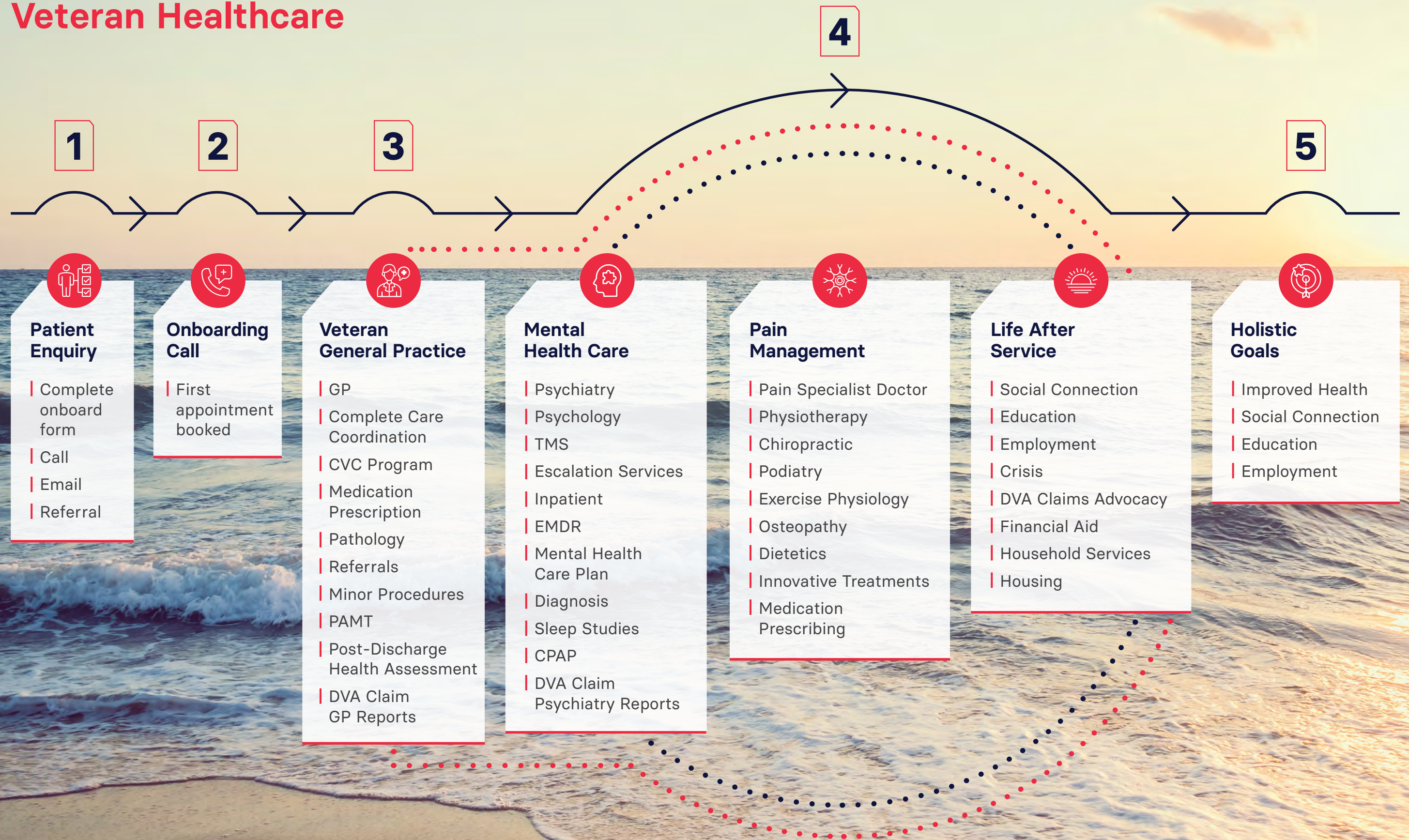
Travelling towards better health is a journey, and finding the right treatment for you a key part of it. What works for one patient may not work for another, which is why Total Veteran Healthcare is committed to providing treatment options beyond first response therapies.

60% of Veterans live with long-term health conditions.* Robust escalation healthcare is an important aspect of treatment plans addressing complex chronic disease and treatment-resistant conditions. Our GPs can develop personalised treatment plans that incorporate scalable and coordinated escalation options, so no Veteran is left languishing without a clear pathway forward on their healthcare journey.

A clear, delineated map of treatment options and solutions ensures you are always travelling towards wellbeing.

*Australian bureau of Statistics, Service with the Australian Defence Force 2021 Census.

Complete Veteran Healthcare



Total Veteran Healthcare Team

General Practitioners and Specialists



Dr Innes Campbell
General Practitioner
MBChB, FRACGP, MSpMed



Dr Sheetal Bull
General Practitioner
MBBCh, FRACGP, MRCPsych,
PGDip Psych Merit



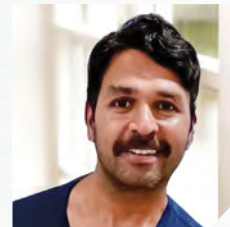
Dr Nerissa Naidoo
General Practitioner
MBBS, Bsc



Dr Navid Hamedani
Pain Specialist
MD, FFPANZCA,
FRACGP, FAMAC



Dr Slava Poel
Anaesthetist and Pain Specialist
MBBS FANZCA FFPANZCA
MMed



Dr Vineel Reddy
Psychiatrist
FRANZCP MRCPsych (UK)
DCP (Ire) MBA (UK) MBBS



Dr Al Griskaitis
Consultant Psychiatrist
BSc (Hons), MBBS (Sydney),
FRANZCP



Dr Ravindra Mutha
Consultant Psychiatrist
MBBS, MRCPsych (UK), CCT
(UK) FRANZCP



Dr Vivin Thomas Mathew
General Practitioner
MBBS, FRACGP, AFRACMA, DCH,
DPM, MClinMed(Newcastle),
ACCAM, JP



Dr Jining Dai
General Practitioner
MD, BBiomed Sci, FRACGP

Senior Leadership Team



Josh Hall
Owner

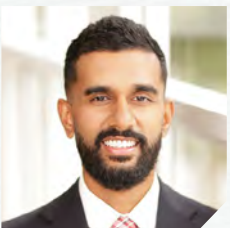


Antony Clarke
Chief Executive Officer



Joel Tunstall
Chief Commercial Officer

Senior Clinical Leadership Team



Dr Rohan Reddy
Medical Director - Pain Programs
MBBS, Bsc



Dr Ted Cassidy
Director - Mental Health
MBBS, FRANZCP

Operational Team



Lisa Went
Operations Coordinator

Nursing Team

Jaspreet (Jaz) B
Nurse

Jack T
Nurse

Our Impact

7,000+ Veterans onboarded

60+ Average new Veterans onboarded each week

13k Services provided, partnered, and procured every quarter

3.9 Average unique service types accessed per Veteran

Our Values



Ease of Access:

Removing the barriers that stop Veterans from accessing health services.



Speed of Access:

Create efficiencies so Veterans can see their GP, complete aspects of their DVA claim, and attend appointments with specialists, sooner.



Quality of Service:

Engage and retain world class clinicians and facilities so Australian Veterans experience the highest quality of dedicated Veteran healthcare.

Strength in Partnership



We're better when we work together.



Is Total Veteran Healthcare Right For You?



- ✓ Are you an Australian Veteran looking for healthcare that fully understands the impact of a career in the Australian Defence Force on your health?
- ✓ Are you seeking healthcare that treats multiple conditions via multiple clinicians?
- ✓ Do you want a GP who manages your whole treatment plan, including coordinating multiple referrals to Allied and Specialist clinicians?
- ✓ Do you want innovative, clinically appropriate escalation options for treatment-resistant or chronic conditions?
- ✓ Are you looking for a truly multidisciplinary Veteran healthcare centre in South East Queensland?
- ✓ Are you seeking support to navigate the DVA landscape, including the resources available to you, regardless of your claim status?

"As a veteran, I'm not always comfortable with medical practices but this place is amazing. I cannot recommend them highly enough."

Kevin

"Total Veteran Healthcare have been incredibly supportive and professional throughout my treatment. They've taken the time to listen, understand my needs, and genuinely care about helping veterans get the support they deserve."

Denzil

"This Medical centre is the best me and my family have ever dealt with. The staff and Doctors all do an incredible job."

Candida

"Great team of doctors and nurses that look after Australian veterans."

Damien

"Have been great with helping me with getting results with my injuries sustained while serving in the defence force. Anyone looking for help and find support from a friendly team please check the team out."

Pip



**TOTAL
VETERAN
HEALTHCARE**



Learn more, or onboard today.
www.totalveteranhealthcare.com

