



2012 CULTURE BOOK

Find a better way
Respect everyone
Be memorable
Think big, Find a better way
act small
Respect everyone
Find a Be memorable
Respect everyone **better way**
Think big, act small

A sneaky peek into The Physio Co family...

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This book is intended to show how some team members have expressed their feelings about The Physio Co family. These personal feelings don't carry the legal effect of management policy or promises. They are intended to share the views of individual team members about what their work with The Physio Co family means to them. We appreciate them sharing these thoughts and hope that you enjoy reading the rest of the book and learning more about The Physio Co's award winning family culture.



blurb.com

"The Physio Co Family are some of the
nicest people I've ever met and I'm
proud to be a part of that."

- Claire, TPCer since 2011

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TPC Values...

(one of the many secrets to our family culture!)

Respect Everyone

(We understand that a small thing on our list of priorities may be the ONLY thing that matters to an elderly client). Therefore:
We are always on time
We always do what we say we will do
We always communicate in clear, concise and honest ways
We are generous with our time to help others

Be Memorable

(We set high standards, have great attention to detail and like to impress) Therefore:
We are friendly and make positive first impressions
We make people smile with our personal and understanding approach
We take the time to celebrate milestones and successes
We wow people whenever possible

Find a Better Way

(Complacency is not our thing) Therefore:
We always search for new ways that help our clients, customers and team members
We are committed to constantly improving: personally & collectively
We inspire others by continually finding a better way

Think Big, Act Small

(We are David, not Goliath). Therefore:
We are always prepared to 'give it a go'
We are nimble, flexible and easy going.
We always ask: "what can I do next?"
We all help to achieve our painted picture of the future



FORE WORD

Welcome to the 2012 The Physio Co Family Culture Book!

Culture is a huge deal at The Physio Co. Our family culture has been created from a commitment (obsession!?) to living our four core values every single day. This first edition of The Physio Co Family Culture Book is a way to share our culture with current and future TPC family members.

One of our values, Respect Everyone, guides us to 'always communicate in clear, concise & honest ways'. That value is the basis for how this culture book came about. I asked every member of The Physio Co family to share their thoughts on four questions:

1. What does it feel like to be a part of The Physio Co family?
 2. What's different about it compared to other company cultures?
 3. What do you like about The Physio Co?
 4. What, in your opinion, is The Physio Co culture?
- This book is the result of all of those responses with just a typo or two corrected.

Thanks to everyone at The Physio Co who helped make this book happen. And an equally big thanks to the amazingly talented Kimberley who designed and created the layout. I hope you enjoy reading it as much as we've loved creating it!

Have an awesome day,
Tristan White, CEO

By the way...

We'd love to know what you think. Please visit us at the www.thephysioco.com.au or email culturebook@thephysioco.com.au with any thoughts, questions or ideas.

The idea for this first edition came from Tony Hsieh of Zappos.com. Thanks Tony.

What TPCers say about The Physio Co family culture...

(in their own words!)

Ben Ho TPCer since 2011

What does it feel like to be a part of The Physio Co family?

I feel like part of a group that is making a difference in the lives of oldies. I feel happy to be a part of the family.

What's different about it compared to other company cultures?

We are a cohesive group and have a common vision. There is a sense of belonging as everyone is always communicating with each other and willing to help one another out with physio stuff as well as having some fun at facilities (like catching up with each other). I think it feels like a family because of the social activities and learning events where everyone comes together. There is great camaraderie between everybody (in the support office and the physios) and genuine concern and interest in people's lives outside work. This is especially great because everyone works at different sites and we still have this great thing going on.

What do you like about The Physio Co?

The support, the people that work together with me. Being valued and hearing that TPC tries to help us achieve our goals/get what we want (like rostering - variety in what we do, sites we work at, learning support just to name a few).

What, in your opinion, is The Physio Co culture?

I think it is everybody living the values of TPC and making it a family and something you want to be a part of.

Josie Grover TPCer since 2011

What does it feel like to be a part of The Physio Co family?

It feels like you are a valued part of the TPC family. I found the TPC culture really welcoming when I started out and everyone (support staff and physios) were/are really approachable and helpful. There is a really positive feel to TPC and I am proud to be a part of it.

What's different about it compared to other company cultures?

I feel that TPC really values each of its individuals which adds strongly to the culture. I think the 'family feel' to the company really sets it apart from other company cultures which are perhaps a bit more 'distant'. Also the size of the company helps to contribute to the family feel whereas other companies might be a lot bigger and have less focus on culture etc.

What do you like about The Physio Co?

All the enthusiasm!!
TPC has a relaxed, positive and friendly environment. Everyone is really helpful, approachable and supportive. The TPC values.

What, in your opinion, is The Physio Co culture?

I feel the TPC culture is the positive and friendly environment that has been developed. Along with the TPC values which help define the company.

The Physio Co exists for a very simple purpose: we love to help oldies stay mobile, safe & happy

Maryan Tawfik TPCer since 2010

What does it feel like to be a part of The Physio Co family?

It feels great because I feel like I'm really a part of something, as opposed to just a name or number in a big company.

It also means that we can share lifes ups and downs with the rest of the family (social support).

What's different about it compared to other company cultures?

It's intimate and it's easier to get to know your team. It has such a positive and enthusiastic culture. The values are really lived out, as opposed to some companies where it is only placed in a folder and never to be looked at again.

What do you like about The Physio Co?

I like how we have a great time each time we get together. It has a great reputation in the industry. The company allows me to live out my own values and beliefs through the approach towards the oldies! Ideas and suggestions are always welcome and encouraged. The company is growing at such a fast rate, that it's so exciting to think of what we could potentially achieve in the long term.

What, in your opinion, is The Physio Co culture?

Approach each situation with enthusiasm and an open mind. Think constantly about how to improve situations. Give a lasting impression of yourself and The Physio Co.

"Do your absolute best to keep oldies mobile, safe & happy."

- Maryan, TPCer since 2010, MVP of the year 2011

respect everyone be memorable find a better way think big act small



HAPPY
BIRTHDAY

(TPC turns 7!)

Bronte Kennare TPCer since 2009

What does it feel like to be a part of The Physio Co family?

It feels great to be a part of something that is growing. It is an exciting place, that is constantly evolving. It has a great family feel where people genuinely care for each other.

What's different about it compared to other company cultures?

Compared to previous companies I have worked for, the culture is definitely all about its people. There is a sense that you will be looked after within The Physio Co family, but since the company is very values driven, there is a strong sense of wanting to do right by the company as well. Everyone is accountable for their own actions. TPCers are given a lot of trust and I think they appreciate this and respect it.

What do you like about The Physio Co?

I like that The Physio Co is a professional, successful, growing organisation with an enthusiastic team of people doing something good for the world - helping oldies!

What, in your opinion, is The Physio Co culture?

A culture of fun, happy, hard working individuals that come together as a team for a common purpose. A culture of everyone striving to be the best they can be. A culture of looking out for each other. Making physio for oldies fun!

Julia Walker TPCer since 2008

What does it feel like to be a part of The PhysioCo family?

Whilst it is true that having a single interest in common is seldom enough to be the glue that binds people together those who share the same values are likely to make a success of whatever they are part of. This is how I view the relationship with my peers and colleagues that share The Physio Co with me; as though I have acquired an extension to my own family.

What's different about it compared to other company cultures?

Although it is a business it isn't all about business it is all about people not just the Resi's we care for but the colleagues and friends we work with. Every TPCer treats every TPCer and every resident with respect and care that is engendered in TPC values.

What do you like about The Physio Co?

Mostly that nothing is too much trouble for anyone you deal with on staff. That the 'boss' gets his hands dirty (well sometimes at least!). That I feel appreciated for every contribution no matter how small. That we are encouraged to support one another and share our ideas at every level of involvement. That I always feel listened to and ideas are acknowledged, family feel to the company, many many more things I could list as well but I should stop.

What, in your opinion, is The Physio Co culture?

The day by day living of TPC values and their embodiment in TPCers - right people right culture and/or vice versa for the benefit of our Resis and each other!

Brenda Stevens TPCer since 2009

What does it feel like to be a part of The Physio Co family?

Good! It always feels nice to be accepted and valued in a team. We all crave that, and when you receive it so effortlessly, it certainly makes you feel comfortable.

What's different about it compared to other company cultures?

There's no hierarchy. A lot of physio departments (I only really know from being on placements) seem to be very competitive and pushy. The vibe at TPC is relaxed, every one is willing to help out and no question is silly. I really think that is unique and I'm sure other businesses would be wondering how we do it.

What do you like about The Physio Co?

I like that I can work in different environments with different resi's and facility staff, but still call the support office and have that familiarity. I like being part of more than one team - within my facilities and then part of the TPC team. I like making a difference in my resi's lives. I like winning over a 'difficult' staff member by working with them, and empowering them to want to work with me to achieve the best outcomes for our resi's. I like making a family member feel at ease about their mum/dad/granddad/etc. I like being able to do all

these things and feel that my work is valued by my TPC colleagues, even if it goes unnoticed by the facility staff.

What, in your opinion, is The Physio Co culture?

The TPC culture is unique. It's about feeling valued and respected every time you speak to a fellow TPC physio or when you call in to the office. The feeling is friendly. The culture comes from being part of a close community of physios and support office staff that are always willing to help out. Culture is always hard to define!

"The TPC culture can be described as inspirational."

- Brenda, TPCer since 2009

Nancy Seedhom TPCer since 2011

What does it feel like to be a part of The Physio Co family?

It feels like an actual family, not just a company pretending to be a family. People care and are interested in you. When you call to ask a question, there's always someone friendly on the other end who genuinely cares about how your day is going, what you're up to etc. They celebrate your wins with you and are supportive when things are tougher.

What's different about it compared to other company cultures?

Hard to answer, this being my first job, but from what I hear from friends around me, The Physio Co is very unique. To have a place where everyone is so spread out, yet feels so connected is rare. It's also great that we have a support office that is very supportive. The bottom line isn't what's important here, the important thing is the people, those who work there and the residents and facility staff that we interact with day in and day out.

What do you like about The Physio Co?

Everything! I love the people, the paid training, the support, the fun that we have, the friendly emails that keep us up to date, the opportunities to extend ourselves, the ability to always have someone to call if anything is wrong, a CEO who is really involved in the company, team leaders who are willing to drive an hour or so out to see you...everything!

What, in your opinion, is The Physio Co culture?

The Physio Co culture is a combination of family, fun and striving for excellence in all we do.

Michael Carney TPCer since 2006

What does it feel like to be a part of The Physio Co family?

The Physio Co family is growing and is certainly a diverse one. I think the best part of being in The Physio Co is knowing that everybody is genuinely there to help others out. Not concerned about money or competing with people to be the best, just happy to be helping people out. Even though it has changed a lot over the last few years it still feels to me like a small team (I hope it does to the whole team).

What's different about it compared to other company cultures?

Having only limited experience across other companies it is a little hard to say from personal experience, however by discussing work with other people (particularly at the moment through the MBA I'm studying) it is clear there are a number of differences. Many people have been surprised when I have talked about our focus on people and their well being. For example the way we share our lifelines on day 1 and focus on what's important to every single TPCer.

What do you like about The Physio Co?

As said at the start, knowing that everybody is genuine is good. Being part of a growing company who is making a difference to a lot of people is great. There are always changes and new people which is challenging but keeps things interesting.

What, in your opinion, is The Physio Co culture?

The Physio Co culture is one that is working together to get the job done. There are no egos or agendas from anybody.

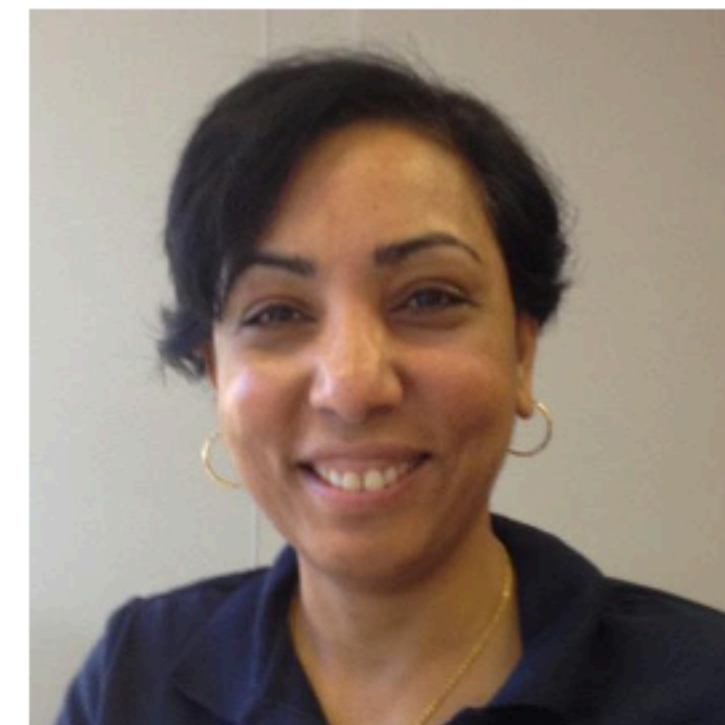
Ben Hosking TPCer since 2004

I enjoy being part of The Physio Co family despite only being involved on a part time basis. I am indeed very proud to have been involved in some little way since its inception. It has been a unique experience to have been involved in a organisation's birth and its subsequent growth which has happened to me only once before when Don Kinsey and I started Communicators Melbourne back in the 1970's .

In my experience, The Physio Co has a very inclusive culture which embraces all members of the team whether they be professional physio's or administration staff. Yes work performance at all levels is paramount however there is also time to relax and have some fun with your team members. The CEO and management team are very hands on and accessible to all staff members. Everyone is encouraged to contribute with ideas and suggestions which makes a good work environment.

I like the freshness and energy of the company which is continually striving for better ways to service and look after it's all important aged care clients. Good work performances are acknowledged by management and its ongoing success in the BRW awards endorses it is a good place to work. Ongoing training of staff is also an important factor in The Physio Co's growth and success.

The Physio Co culture is one of excellence and this applies to both it's clients and staff. TPC continually strives to improve it's services and is very conscious this can only be achieved by the physio team working together at all levels.



Gita Khatri TPCer since 2009

The Physio Co - as an organisation it has a great culture, supports the staff, encourages involvement, team work and creativity.

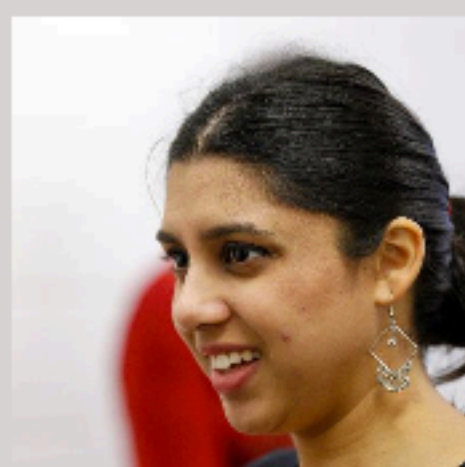
"TPC provides the best care for oldies in the best possible way."

- Gita, TPCer since 2009



TEAM CONFERENCE

all TPCers under one roof
bigger & better each year



Shilpa Parekh TPCer since 2005

What does it feel like to be a part of The Physio Co family?

It feels like a family of your own because everyone right from the director to admin is friendly and approachable. There is great communication within the team which as a family is very crucial to make it run smoothly and successfully.

What's different about it compared to other company cultures?

TPC is very friendly, does not feel like a typical work place 9-5 job. Also things do get followed through which can be challenging at times from what I have experienced and seen at other work places/companies.

What do you like about The Physio Co?

Everything which is why I love to work with TPC. Can't believe I have been working for TPC since 2005, feels great to be a part of the family!!!

What, in your opinion, is The Physio Co culture?

There is trust, harmony, understanding. It's a very friendly/easy going place to work with a mixture of people from different places making each and every one feel welcome.

Robyn Bowden TPCer since 2009

What first impressed me at interview with TPC was total dedication to the resident....and resident only! Not to be the biggest and the best but make a difference to the resi's QOL [quality of life] including the physical and also in some ways the emotional, another friendly face in their day!

One thing that struck me about TPC is when you spoke about the importance of being reliable, if you say you will do something then do it. After 4 years of my own practice dealing with various business "stuff" it was so refreshing to hear this!!

"I appreciate the flexibility of the job."

- Robyn, TPCer since 2009

I feel I have been able to build rapport with my facilities and "own" the position and work with facility managers etc to get results they and the resi's need. I can't help being very fond of some residents and involved in their life's ups and downs. I now bring my kids into Greenhills each school holidays to visit. My kids have been through the dementia unit and high care units and are not phased at all by what they see (one chap, an amputee, even pulled off his stump shrinker to show me his stump wounds which didn't worry the kids at all!!) I think they will benefit from the experience and the resi's always ask how the girls are.

The Physio Co exists for a very simple purpose: we love to help oldies stay mobile, safe & happy

Claire Souter TPCer since 2011

What does it feel like to be a part of The Physio Co family?

Great! I feel like a valued team member and I feel honoured to be part of it.

What's different about it compared to other company cultures?

From what I've heard from my friends working in other private companies, the support staff in head office do not care nearly as much about their staff as The Physio Co management.

What do you like about The Physio Co?

I love all the physios and staff that I get to work with. I love that I can speak to any one of the support office staff with any issue and not feel intimidated or scared to do so. I love that they want us to be as happy as possible and will do whatever they can to make that happen. I can't rave about it enough to all of my friends.

What, in your opinion, is The Physio Co culture?

An extremely friendly atmosphere made up of people who genuinely enjoy working with the elderly.

Julie Kang TPCer since 2011

What does it feel like to be a part of The Physio Co family?

It feels like I've found a new family in Australia. I am in Australia by myself without family but being part of TPC makes me feel comfortable and supported.

What's different about it compared to other company cultures?

Caring, supportive and excellent team work. Also, TPC is a dynamic and energetic team, not just a working place where we just work and get paid. The family atmosphere makes me work more happily and enthusiastically because you care about your family.

What do you like about The Physio Co?

Supportive, energetic team work.

What, in your opinion, is The Physio Co culture?

Respecting others, a happy work place.

respect everyone be memorable find a better way think big act small

Manvir Polra TPCer since 2005, MVP of the Year 2010

What does it feel like to be a part of The Physio Co family?

Being a part of TPC I am not just feeling happy but I feel successful too. Since I have joined TPC (which is almost similar to my time being in Australia) I have felt myself progressing steadily on the career path. Currently I am a Chronic Pain Management Champion at TPC and I am proud of it.

What's different about it compared to other company cultures?

I think this would not be an appropriate question to me! Because, Since I came to Australia, I have worked only in one company and it is TPC! I guess that is the big difference!! The most beautiful thing about it is that TPC does not only employ people/physios to work in the aged care industry but it creates the interest of helping oldies in them! And that's why I am with TPC for more than 6 years and love to work with oldies, though it was a subject of less interest for me before I joined TPC...)

What do you like about The Physio Co?

The think I most like about TPC is the work environment. Usually I work on my own at different sites but I always feel the strong support and encouragement from TPC. I can share my ideas with team members and seek support or help whenever needed.

** I also like TPC logo and documents/forms very much. To me TPC documents are simple, neat and concise. I like the red and white color scheme!!

What, in your opinion, is The Physio Co culture?

In my opinion I would say TPC culture is a family culture. Over the past few years TPC has really established a family culture by expanding TPC team, holding family and fun events, learning events, Christmas parties, conferences, in-service training, communication workshops and much more. All team members have freedom to share their thoughts, a supportive and caring work environment and opportunities for professional development.

HO
HO
HO...

Merry
christmas!



Mark Manginsay TPCer since 2010

What does it feel like to be a part of The Physio Co family?

I feel proud and honoured to be part of this family. With the company's values, high standard of practice, friendly and supportive crew make this small yet fast-growing company a fun to be with family.

What's different about it compared to other company cultures?

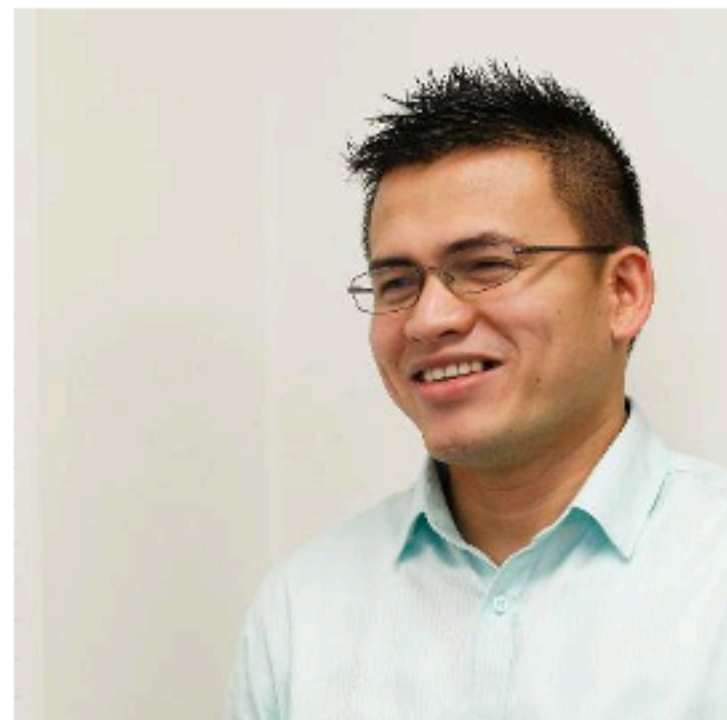
In the past, I've worked in a workplace who claims to be a family oriented company. They're very good, they look after their workers and yes they're family oriented and I was happy during my stint with them. But TPC is different with the way they treat their people. TPC makes you feel that you are really a part of the family, and that everyone is equal and that you don't feel intimidated by anyone. They make you feel comfortable especially when you are a newbie - our CEO is very good at this ;). You'll get enormous support from everyone whenever you need it.

What do you like about The Physio Co?

There are a lot of things to like in this company. Our CEO who is very nice to everyone, the support team in the main office who are very helpful and reliable, as well as the physios who are very friendly. But there's one thing that I like most in this company, it's the ability of the people here to inspire each other.

What, in your opinion, is The Physio Co culture?

Deliver the highest standard of care and services to clients. Respect towards oneself, clients and colleagues. Honest and trustworthy to everyone and to oneself. Being happy wherever you are.



"I feel proud and honoured to be part of this family."

- Mark, TPCer since 2010

Michelle Nguyen TPCer since 2011

What does it feel like to be a part of The Physio Co family?

Well supported despite being on my own at different facilities. I feel help/advice is always available if requested and my concerns are addressed appropriately. I feel proud to be part of such a great team of physios who are dedicated in their work in helping the elderly.

What's different about it compared to other company cultures?

Team support, the quality of service that we provide.

What do you like about The Physio Co?

Team support, flexibility of work available.

What, in your opinion, is The Physio Co culture?

Share your learning and experience. Care for the elderly and your work colleagues. Enjoy the challenges that come along and the positive changes we make in people's lives!

Emily Lockwood TPCer since 2011

What does it feel like to be a part of The Physio Co family?

It's great to be part of such a friendly group that makes everyone feel welcome. It really does feel like being part of a second family!

What's different about it compared to other company cultures?

So much effort goes into building a real team culture and bringing everyone together as often as possible and it's awesome how TPC are always trying to find ways to become bigger and better.

Helen Eddy TPCer since 2006

Being part of The Physio Co is being part of a family who cares about staff and residents. It is efficient but not just about the money. TPC is different in that I feel listened to and worthwhile. I like that I have a chance to mix with the other physios, never feel that I'm on my own with a problem but have autonomy at my facilities. I like that I'm part of a big picture but still viewed as an important part.

A family culture is a good description.

Eric Edison TPCer since 2005

Being a part of the TPC almost right from the beginning, it feels awesome & great to live with TPC. Honestly speaking I always talk about my company with my mates overseas & other physios as well. The reason is this company has had and is a big influence on my career.

As a TPCer we have no barriers & no boundaries. Everyone has their freedom to share their thoughts & ideas. The company always shows appreciation to the achievers. Other companies are really intimidated by us because we have a strong leader with senior & young commandos. Our mantra is Hard work never Fails.

Since it was called TJW Physio, I have been with the company and I see it growing faster than expected. I take this as a opportunity to say my hearty thanks to Tristan the man behind this successful company. The secret of his success is that he has a big heart, always hungry & nil compromise with the quality of the service we provide.

A little bit of my personal life with TPC: as a overseas physio, it is not easy to practice here in Australia. Now I've crossed all those hardships by His Grace & my hardwork. Tristan was the ladder for my career in Australia & he is my mentor for my profession. Even now & then he gives encouraging words during times of need. Whenever we have a few drinks I call him as my brother & he is always.

As a TPCer I am really confident that our career is in good hands & we will never fail. Last but not least every TPCer can say "OUR SALARY IS ON TIME".



"TPC lives for the values and respects everyone. No Egos within the TPCers."

- Eric, TPCer since 2005

Helen Lam TPCer since 2011

I feel respected and happy to be part of the TPC family. TPC emphasises on Values that are important to the morale and practice of all TPCers. I like the variety (working in 2 facilities) and stability (staying in these 2 facilities) of the jobs offered by TPC. I like that TPC has a mission to help oldies stay mobile, safe and happy and a vision towards the future (the painted picture of 2012).

Hashim Najmi TPCer since 2011

What does it feel like to be a part of The Physio Co family?

It feels very good, very supportive. the fact that TPC take extra time to say hello at a personal level is fantastic. The support office is good and you feel like you're calling friend instead of calling your head office when ever you need it.

What's different about it compared to other company cultures?

TPC have a much better and frank communication culture, which really makes you feel very comfortable to work for this company.

What do you like about The Physio Co?

I like the professionalism. Although TPC has a very relaxed and friendly/casual atmosphere, the professionalism is A1 class.

What, in your opinion, is The Physio Co culture?

I think that TPC has very relaxed, supportive and professionally oriented culture.

Marie Pham TPCer since 2011

What does it feel like to be a part of The Physio Co family?

You have someone that will listen to you if you need to talk. You've been looked after and checked on to make sure you're doing ok. You're rewarded for your achievements, big or small.

What's different about it compared to other company cultures?

TPC are interested in the person, not just the physio. Ideas and input from the TPCers are taken seriously & implemented.

What do you like about The Physio Co?

TPC are interested in keeping employees happy and generating an innovative & positive work culture.

What, in your opinion, is The Physio Co culture?

TPC culture is to treat employees well, let them know when they've done a good job and share it with the other TPCers to inspire them to contribute to the company.

The Physio Co exists for a very simple purpose: we love to help oldies stay mobile, safe & happy

Sandra Morrello TPCer since 2011

What does it feel like to be a part of The Physio Co family?

It feels great. It feels like an intimate team that is very clear on 'what's important'. It's crystal clear (from day 1) that the values are lived everyday, they aren't just corporate statements that some companies can be blamed for writing and not living, if that makes sense. There's no politics - I love that!

What's different about it compared to other company cultures?

The difference is the emphasis on people - from the cultural diversity, to the flexible work arrangements, to the effort and time given to reward and recognition. Sometimes employees just become payroll numbers, but not here, it's not like that at all! It's an environment where you feel you want to give your best and know that it will be appreciated. I like that everyone comes to work clear on what they need to do that day and people genuinely strive to achieve their priorities (no slackers!). It's good that everyone here WANTS to be here, some employees 'quit (mentally) but stay'. Not here, people are here because they want to be!

What do you like about The Physio Co?

I like the emphasis on people, that people matter, as an individual YOU matter! I like the 'offer' (helping the resi's) and I love bragging about being part of the BRW's best places to work! The team are great, super helpful! You can just be yourself. It's great to be part of something that's growing.

What, in your opinion, is The Physio Co culture?

It's a culture where employer values and employee values overlay each other perfectly. I would describe the culture as flexible, open, diverse, encouraging, supportive, relaxed but hard working. An honest and friendly work environment, no hierarchy.

"Everyone matters, everyone is valued!"

- Sandra, TPCer since 2011

respect everyone be memorable find a better way think big act small



TPC
TEAM



OUT &
ABOUT



The Physio Co exists for a very simple purpose: we love to help oldies stay mobile, safe & happy



ROADIE TO BENDIGO...

(the city slickers hanging with the Bendigo crew!)



respect everyone be memorable find a better way think big act small

Esther Ram TPCer since 2011

What does it feel like to be a part of The Physio Co family

Being part of the TPC family is like being part of an extended family. Although we do not see each other everyday, we get really excited to catch up over learning events and when we bump into each other at different facilities. Everyone is so helpful.

What's different about it compared to other company cultures?

It continues to amaze me how positive everyone at the support office is! I guess this has a lot to do with our Chief Enthusiasm Officer, Mr. White and his positivity has a trickle-down effect on the whole support office which in turn is passed on to all the TPCers in the field!

What do you like about The Physio Co?

TPC is flexible, takes into consideration the individual and their commitments. TPC does recognise that we need stimulation and does offer rosters to keep us in a not-so-monotonous role. TPC respects the elderly who deserve to be treated in a non-rushed, ethical time frame. TPC encourages that we spend time with our resi's and give them quality treatment sessions. With TPC, it's about quality and not quantity. There is a good mix of work - CPM [Chronic Pain Management], facility work & private clients. We are regularly being asked if our work loads are working for us. We are rostered to work close to home!! yay! ... so not to sit in traffic half the morning!! TPC has an excellent Client Relationship Manager - Mr. Michael Carney, who via his calm mannerisms and expert advice allows for smooth delivery of service by the TPCers. By Michael dealing with the admin type stuff, I am able to concentrate on the treatment side of things for our resi's. Our HR Manager / Team captain, comes over to our work place to talk to us about how we are managing, what we like, dislike and so on and these are factored into our rosters where possible (individual-centered!!).

What, in your opinion, is The Physio Co culture?

TPC culture is one of positive, productive and proactive people. TPC is about creating lasting impressions and being helpful and respectful.

Silvana Rizk TPCer since 2010

What does it feel like to be a part of The Physio Co family?

I feel that I am literally part of a very welcoming family. I feel the sense of belonging to such an energetic, successful and very ambitious family. A family that is willing to go the extra mile for it's members and the surrounding people. A family who is not scared of change, taking on board all feedback to improve and become the best family ever!... A family that respects everyone, appreciates everyone, leaves unique and memorable impressions and treats everyone as they deserve to be treated. A family that is creative, always finds better ways to improve and succeed. A family that knows the true meaning of team work... and yes this family exists!! My family is the TPC family, a family that anyone would dream to be part of. I can't tell you how lucky I am to be part of this great family.

"I am very proud to be a TPCer."

- Silvana, TPCer since 2010

What's different about it compared to other company cultures?

The aged care business is a fast growing business but unfortunately a lot of people who deal with aged care, think that it is the end phase of human beings. Aged care facilities are "God waiting places" as one of my residents described to me. Not everyone 'gets' the oldies, not everyone sees them as HUMAN BEINGS instead of objects to be moved whenever the staff want, to be fed whatever the policies state and to be cared for as if they are less intelligent than the rest of us... As I mentioned previously not everyone understands this aged care business but TPC does. TPC sees residents are humans, TPC respects and values residents. TPC always looks for a better way to improve the resident's quality of life. TPC allows its members to be memorable and to make this "God's waiting place" a memorable and unique experience. As once I heard from another TPCer that we are very privileged to be serving and helping out the residents at that "end stage" of their lives. We are honoured to get the chance to go through it all with them and to become part of their journey..

A little example is Mrs. X who recently departed from this world. She had Leukemia and I used to see her for her chronic pain issues. Mrs X while she was in her last few hours at the hospital, she was asking about me her physio ... She kept mentioning my name and her daughter was very surprised as she didn't know who I was. After Mrs. X's death, her daughter contacted me and said "I don't know what you used to do for my mother, but she really loved you.. She kept saying your name just a couple of hours before she died."

When I heard this, I started crying but then I remembered that I was privileged to help Mrs X through her hard journey and help her in improving her quality of life.. I could not have done that without the support of my TPC family. I could not have had the chance to support Mrs. X if I wasn't part of this family!!!

TPC allows us to grow, not just in our knowledge and career but also in our personal experiences. It forms part of who we are, and thanks to TPC I am proud of who I've become after becoming part of the TPC family. That is how different TPC is to other companies.. TPC provides a great way to live not just to work.

What do you like about The Physio Co?

There are so many things I love about TPC but I am gonna try to summarise in 10 points:

1. I am always supported, appreciated and cared for.
 2. Continuous inspiration and teamwork
 3. The TPC values have become personal values I use for my personal life
 4. TPC are ALWAYS looking for ways to improve..
 5. Very energetic, creative and unique in the provided services.
 6. I am ALWAYS HEARD!! TPC is great at listening - which leads to better communication
 7. Provides great professional development..
 8. When I am surrounded by TPCers, I feel like I am HOME!!
 9. TPC is not just a place to work at, it's a culture to live.
 10. Tristan, the source of inspiration ... without Tristan, I would not have had my family - TPC :)
- Once my friend asked me how would you rate your job satisfaction on a scale 0-10?? without hesitation I said 9/10 ... I explained 9/10 because I dont get to see all the TPCers a lot.. but even that, TPC makes a great effort to get all the TPCers together for professional developments and social events!!

What, in your opinion, is The Physio Co culture?

There is no doubt that TPC is a culture, through which we learn to grow, to become creative, to improve, and to become memorable. TPC serves so many aged care facilities, but in my opinion, it also serves us TPCers. It helps us to help others. It provides us with care that we use to care for others. It inspires us to become unique and to treat everyone as they should be treated. It listens to us, so we know how to listen to them. It embraces us, so we know how to embrace people, both the easy and the difficult to get along with.



"TPC is a culture that is the source of inspiration, growth and INVALUABLE values!!"

- Silvana, TPCer since 2010



LITTLEST TPCers!

Welcome to the family Alex,
Will, Mia, Shari & Eddy xx



Terry Wesselink TPCer since 2010

What does it feel like to be a part of The Physio Co family?

I appreciate being part of a company where I am valued as a person and not just a necessary item to generate income. I know my suggestions count in decision making and I know that where possible my needs are accommodated. This gives me peace of mind as a mother, because my children's needs do not need to be put second in order for me to work.

What's different about it compared to other company cultures?

Family friendly is not just rhetoric. Flexible work conditions are a reality and not just an empty promise. We work hard because we want to, not because we are being forced to. Bullying and standover tactics are never used. People stay with the company because they like working here, not just for the sake of a job.

What do you like about The Physio Co?

I like the family feel to the company. It is not just because our families are considered part of the company. I feel as if I am part of The Physio Co family and I get the sense that all my colleagues feel the same way. I really like all my colleagues.

What, in your opinion, is The Physio Co culture?

We find a better way! All the time! Not just for our oldies, facilities or for The Physio Co management, but in lots of different ways we all work towards making life/work better for each one of The Physio Co family.

Josh Singh TPCer since 2011

What does it feel like to be a part of The Physio Co family?

It's a great feeling knowing the work you do is both valued and appreciated. Having come into the company in 2011, long after it has been established as a leading provider of Aged Care Physiotherapy services, you can see just how well respected the services offered by TPC are (from the resident's, the staff's and facility's point of view).

What's different about it compared to other company cultures?

There's a very positive atmosphere with all the staff, between all the staff and in all of the working environments. Such positive attitudes are infectious, you just can't help but feel good about where you are and what you do.

What do you like about The Physio Co?

Going along with the previous statement, I think the positive attitudes go a long way in making TPC a great place to work. Spreading such a positive, fun & friendly vibe around the company makes it such an enjoyable place to work; and the best part about enjoying where you work is that it never really feels like work.

What, in your opinion, is The Physio Co culture?

In my opinion, the TPC culture is to live life to the fullest. Make a genuine connection with the residents and the results will follow. By making a genuine connection with the resi's, you make it your business to allow them to live their lives to the fullest.

Sonal Shah TPCer since 2011

What does it feel like to be a part of The Physio Co family?

It feels great!!! The biggest satisfaction is to be valued in everything we do and appreciated for our work.

What's different about it compared to other company cultures?

Being valued in everything we do and appreciated for our work. Also, being looked after and the flexibility The Physio Co has.. eg. if you are sick.. it is always followed up soon to see if we are okay.. showing that we are cared for. You can ask for nothing more if people care about you and your wellbeing. Also to be motivated to work harder each time. To have nominations and awards each month to reward people for their outstanding achievement. Being polite and friendly to everyone is something we do, and that creates a friendly, easy going atmosphere making it an enjoyable place to work!! and look forward to work! :)

What do you like about The Physio Co?

The Values of The Physio Co... and in addition the friendly staff and physios that I work along with... always sooo helpful and ready to help out when the need arises. The easy going atmosphere and flexibility as I mentioned above.. and most importantly to be valued for what we do for the resi's to make them mobile, safe and happy! and to be caring towards another by following up if we are sick etc..

What, in your opinion, is The Physio Co culture?

The Physio Co culture is valuing one another and to be genuinely keeping our resi's mobile, safe and happy. As well as being friendly, caring to the resi's and other physio's.

Warren Harmer TPCer since 2010

What does it feel like to be a part of The Physio Co family?

It feels inclusive, supportive, open, honest and free.

What's different about it compared to other company cultures?

It's not just a mission statement that sits on a shelf gathering dust or is hidden in a manual somewhere. It's what people do every day.

What do you like about The Physio Co?

It is progressive, nimble genuinely focuses on what is best for everyone – as individuals as well as TPC as a whole.

What, in your opinion, is The Physio Co culture?

The TPC culture is the collective goodwill of a group of really great people.

"The TPC culture is the collective goodwill of a group of really great people."

- Warren, TPCer since 2010

The last page...

That's it for
this year!

If you like what you've read and want
to join the TPC family, we'd love to
hear from you.

Please visit us at:
www.thephysio.co.com.au,
give us a buzz on 1300 797 793 or
swing by our support office any day
you like. We're always on the
lookout for new TPCers!



BRW.
fast
100
2011



Oh...one last
thing...

The Physio Co family are chuffed
to be recognised as one of
Australia's fastest growing
companies AND Best Places to
Work. In 2011 we were ranked
the 12th Best Place to Work in
Australia and came in at number 82
on BRW's Fast 100 list. TPC has
made the top 50 Best Places to
Work list in 2010 (number 19) and
2009 (number 37!). Watch this
space, let's see what we can do this
year!!