

2013 Culture Book

26 secrets from Australia's 8th Best Place to work



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

Team Conference 2012

learning . mingling . socialising . sharing

The Physio Co (TPC) Team Conference is the best day of the TPC year!
Packed full of inspiring speakers, excited team members (TPCers),
fun workshops, great food, MVP awards & plenty more.

"It's an energising day when
every TPCer is in one room"

- Kath Furness, TPCer since 2010



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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.





What do you think of our 2013 culture Book?

We'd love to hear your thoughts, questions & ideas about this little book...

web www.thephysioco.com.au

email culturebook@thephysioco.com.au



&... please connect with us on FB too - www.facebook.com/ThePhysioCo

Welcome to the 2013 The Physio Co Family Culture Book!

At The Physio Co (TPC), our #1 priority is company culture. If we get the culture right, everything else, all the way to delivering on our core purpose 'to help oldies stay mobile, safe & happy' will fall into place.

This culture book has become an annual tradition for The Physio Co family. Each year, I send an email to our team members (TPCers) asking a few questions about what The Physio Co culture means to them. Because our culture means different things to different people, the best way to learn about our culture is to hear it directly from our family members.

Our core value of **Respect Everyone** guides us to 'always communicate in clear, concise & honest ways', so, this book describes The Physio Co culture in the words of 26 TPCers. Except for typos, their responses are word-for-word.

On my **Culture is Everything** blog, I've written at length about the lessons learned as The Physio Co's grown from one person with a vision in 2004 to a 60-person, award-winning family in 2013. This book, and that blog, are published to help current and future TPCers understand and become a part of our culture. That's the purpose of this book: to provide a glimpse of what The Physio Co culture is all about to TPCers, future TPCers, clients, family members & anyone else who might be interested. We hope you like it.

Lastly, a big thanks to everyone who helped make this book happen, especially Kimberley for the fun design and & for bringing it all together so beautifully. Enjoy!

Have an awesome day,

Tristan White

Founder & CEO

tristan@thephysioco.com.au



@tristanjwhite





TPC

Core Values

The Physio Co core values are how we **think**, **feel** and most importantly....**act!**

Not just a plaque on the wall, these four values are a critical building block in creating 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'll do

We always communicate in clear, concise & 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

(These values are one of our secret weapons. Shhh...don't tell anyone!)

WHO?

These are the 26
wonderful, real, live
TPCers who
contributed to the
2013 Culture Book



Amanda Tokatlidis



Andrew Cameron



Ben Hosking



Bree Harris



Carissa Kearns



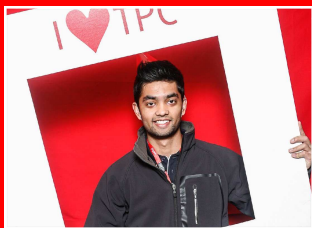
Eric Edison



Esther Ram



Helen Eddy



Josh Singh



Jess Tennant



Jo Esler



Joy Hall



Kath Furness



Kelly Livingstone



Mark Manginsay



Maryan Tawfik



May-Ann Low



Michael Carney



Mu Zhang



Nargis Sami



Riddick Jie



Sandra Morello



Shilpa Parekh



Shiye Baker



Stef Huennekens



Warren Harmer



Australia's 8th Best Place to Work!



BRW.

2012
8th best
place to
work

2011
12th best place
to work

2010
19th best place
to work

2009
37th best place
to work

In 2012, for the **4th year in a row**, The Physio Co was ranked as one of Australia's 50 Best Places to Work. We were pretty darn excited to crack the top 10 for the first time - coming in at **number 8!**

Most of the assessment for this award is based on the results of an independent survey of the TPC team. We think the best measure of whether a company is a great place to work is whether the people that work there say it is...these results speak for themselves!

Being named the 8th Best Place to Work in all of Australia is something we are very proud of!

Let's see how we go in 2013 :)

"Great to be BRW's #8 this year
(bragging rights are nice!)"

- Sandra Morello, TPCer since 2011



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

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

Amanda: It feels good to be part of a company that values every one of their employees not just for their skills but for who they are.

Andrew: Being part of the TPC family is literally that: you are part of another family. TPCers are always lending a hand to each other and they are people that you can just be yourself around and not be judged. It is a great feeling that the people you work with genuinely **care about each other.**

Ben: I very much enjoy being part of The Physio Co family and consider it an important part of my working life. As one of the management team it is a **privilege to be part of** a dynamic young business that provides a quality service to aged care clients. In particular as a long term team member I enjoy the involvement I have had with Tristan since the The Physio Co evolved. It has been a honour to have played a part with Tristan in the journey of TPC.

Bree: It **feels fantastic!** I know I am respected and at all times feel like a valuable member of our great team. Even though we are spread all over Melbourne, Victoria and even interstate, it is so nice to know that I am supported in every aspect.

Carissa: Being part of the TPC family is fantastic. Although we don't all work together on any one day, it's comforting to know that anyone in the TPC family is always willing to help you out or offer advice if needed. Everyone is so supportive and friendly - it's like a home away from home!

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



Eric: I am very proud to say I belong to this company. It feels good to be a long term active member of The Physio Co team. Not every day is the same, some days can be good, and some may not but at the end of the day, I'm more than satisfied and content with what I'm doing.

Esther: I feel happy to be part of the TPC family and though we do not see everyone as often as I'd like to, when we do meet it's **always fun** and pretty awesome.

Helen: Warm supportive environment.

Josh: It's a great feeling to be around such an enthusiastic group of people. Being surrounded by such positive and happy people you just can't help but to feel **positive and happy** about yourself and the work that you do. And if you feel good about what you're doing chances are what you're doing is also helping others (the residents) to feel good too.

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

Jess: One simple word. **Amazing.** It doesn't feel you are working for a company, it feels like you're working with an extended family. You go to work knowing you are valued and your work is just as important as the next person. It is great to be a part of a family who has clear goals and a vision. A family that shares the exact same values you have. Everyday you get to make a difference, no matter if you're in administration, finance or a physio. We are all working towards the same goal and to me that is an amazing feeling.

Jo: Great to be part of a company that values so highly respect for it's employees and clients.

Joy: Being employed by The Physio Co has been a **refreshing change** from my previous employer despite having a rough start with my Father passing away.

Kath: Really good: included, **appreciated, rewarded, connected,** and communicated with.

Kelly: TPC makes me feel valued as an employee. When I have the opportunity to work with other TPCers or go to learning events, it feels like you're not only amongst colleagues but friends. And I get so much more than office talk whenever I call the support office!

Mark: Being part of a small but rapidly growing company that truly believes and practices it's values is exciting. Having this company in "Best Places to Work" 4 years in a row, let alone in the Top 10 this year, I feel proud.

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



Maryan: It feels just like my own family. I feel like I can express myself openly in a **caring and nurturing** environment. I feel very proud to be part of a family like this one, that achieves great outcomes for the oldies.

May-Ann: To be part of The Physio Co family is to feel **valued**. As a new grad, my confidence had not quite been established yet. Being part of TPC provides me with plenty of support and encouragement in my skills and seeks to develop me further. At TPC, we're commended for doing even the smallest things because we recognise that that one thing may have meant the world to someone else.

Michael: It is a feeling of **belonging**, knowing that there will always be people ready and willing to give you a hand. It is also a feeling that we are making a big difference to people's lives in what can be a difficult time for residents and families.

Mu: It certainly exceeds the definition of a "company". Like a giant extended family of which you have cousins you can't quite name, you still know that everyone is united under the same bond, in this case our wish to provide best care. **A warm feeling** that you have those you can depend on, regardless of what pops up. And little pangs of jealousy when cousins get married off to other families.

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

Nargis: It feels like you are part of a bigger picture rather than a single physio working in Aged Care. The teamwork, the **friendly atmosphere**, mutual respect and sharing a common goal i.e. a genuine desire to help the elderly stay happy and mobile are some of the points which binds TPCers together, and makes the company feel more like a family than a typical business.

Riddick: From an internal perspective, I feel happy and respected in The Physio Co. All our family members care for each other. Also, the management team is helping me to improve myself day by day. It feels great when I have been involved in the business decision making. From an external perspective, I feel very proud to be part of The Physio Co because what we are doing is making old people happier! Helping people means a lot to me. Plus, the more the business grows, I feel more proud to be part of the team. (I always share the 8th Best Place to Work story with my friends).

Sandra: **It feels great.** One year on and I am continuing to enjoy the work and very much enjoying working as part of the TPC team. I feel privileged to be part of it.

Shilpa: It's a privilege to work for and be a part of The Physio Co family as the atmosphere is very friendly and relaxed. The support is fantastic, you never feel alone and nothing is a trouble ever.

Shiye: I feel I am a person not a number. I am valued and respected, and I am **supported and loved.**

Stef: It feels great to be part of the family. You always feel accepted and understood for who you are. They are a great and inspiring, very versatile bunch of people and I feel privileged to be part of the family.



Q:What's different
about the TPC
culture? *(compared to other companies)*

Q:What's different about the TPC culture? (compared to other companies)

Amanda: The Physio Co is an open, positive and supportive environment that is unique. Ideas and suggestions are always welcome and everyone is encouraged to contribute to the organisation. While TPC is a business providing a service, the focus is on the people. There is a **genuine care and concern** for it's staff and the elderly residents we care for.

Andrew: Everyone is so friendly and caring, always interested in what each other is up to and always willing to lend a helping hand to others in need. The entire company has a combined goal which we all work our hardest to achieve, keeping oldies mobile, safe, and happy. TPC is always trying to look for ways to improve and how we can reach a larger population more efficiently and effectively.

Ben: I've worked with many businesses and organisations over my career. In my experience what's been a great strength of The Physio Co is the ability to **keep evolving** and developing. Like all growing businesses it's had hiccups along the way however it has learnt from this and striven to improve. TPC is also open in communication to employees which is not always the case in other organisations.

Bree: It really is like a family! It makes you want to learn, grow and develop not only as an individual but is a fantastic motivation to push you to do the very best you can for the company, facilities and most important our resi's. It makes it so easy to get up and come to work each morning!

Carissa: The TPC culture is different from other companies because all the TPCers strongly believe in the company's core values and are driven by these values to provide the best possible care to our resis on a daily basis.

Q:What's different about the TPC culture? (compared to other companies)

Eric: I am very sure that these guys are going in the right direction. The company has a **winning formula**.

Esther: The TPC culture is one of a positive mind-set and positive views and respect. We're not made to do anything we do not feel comfortable doing and positive support is always available. There are no complainers here because open communication is encouraged and issues and concerns nipped in the bud. Family members are also made to feel pretty much like part of the TPC family too.

Helen: A shared experience. We all help each other. **Giving not just taking.**

Jo: The Physio Co is different in that the culture is **values based**.

Jess: I have come from a very corporate world. To come into a team where you can be yourself, to have people who respect what you do, who challenge you and care about you is quite amazing. It still amazes me to this day we have managers that get so involved they know each team member like the back of their own hands. I worked with managers that didn't even know my name. There are no hidden agendas and everyone is **truthful and honest**. I have come from companies that also changed their values every 2 months which lead to a state of confusion, lack of trust and loyalty from staff. To have clear values and goals is not an easy task, but TPC have confirmed it can be done. I have also never worked for a company the puts their employee's happiness first before deadlines etc. You are not a number to TPC you are a person who is valued.

Josh: It's a very supportive working environment. At times the work we do can feel like a mad rush but there's always people on hand either on-site or back at the support office who are more than willing to lend a hand and help get the best out of any situation. That and the basketball hoop in the office, don't know of too many workplaces that endorse in-office basketball shoot-out competitions.

Q: What's different about the TPC culture? (compared to other companies)



Kath: There is a genuine passion and belief in what we are trying to achieve. This is reflected by the way people talk, their behaviour, and the fact that we are individual workers in different facilities yet have a common drive and purpose, all backed by the larger team.



Kelly: TPC is a company that really cares about not only its workers, but the people they work with and for, and the type of work TPC wants to provide.



Mark: Most organisations have their own values, but their members don't really practice it.



Maryan: TPC is genuinely dedicated to providing the best care and outcomes for residents and staff. It is not driven by dollars, which may be the main focus of other companies. TPC is also very different in the sense that it is so flexible, making it easier to achieve a healthy work/life balance.

May-Ann: I haven't had many jobs so this one's a bit difficult to answer. However, TPC values each team member as a person. Things that are important to you, are important to TPC! So there's a lot of flexibility to cater for other activities and commitments one may be involved in. To know that your thoughts, ideas and concerns are heard is another thing that makes TPC stand out. We're encouraged to have fun!

Q:What's different about the TPC culture? (compared to other companies)

Mike: I think a big difference is the openness from the top down. Other organisations can be closed with decisions or changes made with no consultation and little communication across the board. This can lead to a lot of negativity. At TPC **all opinions are valued and considered.**

Mu: For a new grad like me, the main thing that strikes me is how close everyone is. While professional, I think the boundaries are a bit more pushed than companies where workers are "forced together", needing to work together out of necessity only. Here, I think **we like working together**, even though most times we are not. It's an "Even when we are apart, we know we are connected" type of feeling.

Nargis: It's a friendly environment to work in, there is **no politics** or hidden agendas, everyone strives to live by the values as best they can. The company implements it's values and takes into account input from all team members. Achievements are celebrated and further development, both professional and personal, is encouraged.

Riddick: I think the most significant difference is the "WHY we are doing this?". Most organisations will encourage their employees to do the decision making under the business policy. But The Physio Co culture tells us the WHY, and then we team members make the decision by ourselves using the company values.

Sandra: I think the biggest difference when comparing the company cultures of TPC's with others is the reliance and continuing relevance of the values. It's very clear what the expectations are, no room for confusion. That means everyone can get on with the work according to the set of values. It makes it easy to live, breathe and walk the values. When everyone does that, it makes for a very **cohesive, productive and positive** team and environment!

Q:What's different about the TPC culture? (compared to other companies)

Shilpa: Everyone's attitude is so optimistic and all the **TPCers are genuine legends** in their own way trying to help everyone and would go out of their way to make people happy. Even though you do work individually at the sites most of the time, the support of the team is only a phone call away. The company is very proactive in its actions and appreciates the team members by rewarding them.



Stef: It is always **people and not money** and profit first and there is always enough time for a friendly word!

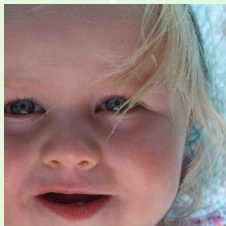


“A workplace without politics is pretty much unheard of, but that’s what The Physio Co is. TPCers are already nice people, but they take time to help each other in their work & personal lives. What makes the biggest difference, though, is that we talk.”

- Warren Harmer, TPCer since 2010



merry christmas



presents . lawn bowls . santa . fun . food . drinks
sunshine . more presents . family . kids . balloons
MVP of the year . laughing . TPCers . ho ho ho (ho!)





Q: What do you like about The Physio Co?

Q: What do you like about The Physio Co?

Amanda: The Physio Co are genuinely interested in you as a person - they care about their staff. Everyone in the team is supportive, helpful, friendly and caring. Individual needs are considered and there is a certain degree of flexibility in the work. It is a work environment that inspires us all to achieve our best. The regular training and professional development sessions are fantastic. Everything at TPC is **so organised and efficient!**

Andrew: The fact that it is a company that has a fantastic reputation that it has earned. The **caring attitude** of everyone that works at TPC shows the commitment and focus that is being driven into achieving our goals - they are not just words written on a piece of paper, we are genuinely trying to keep the oldies happy, safe and mobile to the best of our abilities. I like the fact they we have the ability to gain the trust of our residents due to the consistency of our treatment regimes. I have the opportunity to truly change the pathways of my residents lives, seeing the smile on the face of a resident when they are walking for the first time in 4 months is priceless. The physiotherapists that TPC attract are those who are willing to make a difference for a group of people that are often forgotten about.

Ben: I like the energy of the business and in particular the ongoing desire to keep improving. In particular I have seen the analysis and reporting of the business activities develop to a new level at our monthly SWARM meetings. I also like being part of a team that is appreciated and respected. I note all staff members get acknowledged at the daily "Huddle meetings" which is rather unique. I also enjoy the open dialogue that exists in the company.

Bree: I love that TPC is flexible, understanding, motivating, challenging, consistently reaching it's goals, rewarding, FUN and best of all has great people to make it the way it is!

Q: What do you like about The Physio Co?

Carissa: I love TPC because I get to improve the quality of life of oldies whilst working with a wonderful team. The TPC team are so enthusiastic and although everyone works really hard to provide our residents with excellent care they are **always up for a laugh** and a chat which is also great!

Eric: The company is **setting its own goals and achieving them**. All credit goes to Tristan and the team. This is the reason why the company is sitting in top ranks in Australia.

Esther: **Flexibility, autonomy**, great support team and being valued and respected (not in any particular order).
I chose where I wanted to work (and not) and our team makes it happen. Colleagues are always willing to help out as needed.

Helen: The opportunity to **share** with other physios and to learn something new.

Josh: Things that most people would take for granted might make all the difference to the lives of one of our residents; and the fact that we (as The Physio Co.) have the ability to **make a significant change** to the lives of our residents is definitely a huge perk of the job.

Q: What do you like about The Physio Co?

Jess: The values. They are clear, simple and something I value within my own life. The Physio Co is not just a job, it is a passion. You can tell, everyone who works for TPC loves what they do. Everyone has a passion and thrives on that every day. I also like how welcomed you feel the very first day you step into that office. I was overwhelmed by the support I had received from TPC, even just within the few months I have been there. TPC have helped me through one of the hardest times in my life and were there for me throughout my mum's death. To have that sense of **belonging, friendship and support** was truly amazing to me and is something that I will always treasure and am grateful for. I also like the fact TPC work hard to ensure everyone is happy. Culture before anything. Employee's happiness before anything. The flexibility for staff.

Jo: I like the support it offers to physios making the transition to working in aged care.



Q: What do you like about The Physio Co?

Joy: I feel that I can get clinical support quite readily and that **I am listened**

to. My previous employer was a very large company but employed very few physios in the the adult area, it is nice to be working for a purely physio orientated company that wants to grow and develop compared to an organisation that was devolving its therapy. I have lost the feeling of being devalued which is nice.

Kath: TPC supports work/life balance which is great for me who works part time with a young family. I love the **flexible hours!** I really like the new mentoring system and have personally enjoyed and benefitted from getting to know the fabulous Geelong team better. With TPC there is individual recognition, support to help us grow in our profession, plenty of contact from the wider team, and a stack of very friendly and approachable teammates.

Mark: Professionalism and respect towards everyone. TPC acknowledge even the smallest success you've achieved, so small that you wouldn't even realise it's worth mentioning because you would think that it's part of what you do as a physio and being part of the team. They make sure that you are comfortable and happy with your workload and environment you are in.

Maryan: I love our team, our philosophy and our unique and genuine culture. I feel like I have a great opportunity to grow and develop personally and professionally at TPC.

May-Ann: (In addition to what I've mentioned my previous answers...) I love the **friendliness** of the team and the energy that exudes from one another. I like the values that TPC stands for, as they are similar to my own personal values.

Q: What do you like about The Physio Co?

Michael: There are **no egos**. Everybody is happy to help each other, not just looking after themselves. People are flexible and will do what they can to help.

Mu: This question cannot be answered just like "what do you like about your family?" cannot be answered. You are thankful to have it, knowing that you will always have someone to count on, not necessarily just in the office hours. The knowledge of such bond and dedication spurs even the most reclusive of a big family to do the right thing, culminating in this shared unwritten code known instinctively to all members of the family, called culture.

Nargis: The fact that it is more than just a company, **it's a family**. You can feel at ease when asking for help and both the admin staff and the physios are there to assist in any way possible, the CEO is one of the most enthusiastic people I have ever met and his energy and motivation drives the rest of us in making the TPC vision a reality.

Riddick: Care will be the word I will use for this question. The Physio Co care for every team member of the company, care for every client, and the suppliers. The way we are doing it is really professional and fantastic.

Sandra: There's lots of things I like about TPC! Great to be BRW's #8 this year (bragging rights are nice!), again the values are great and relevant, that performance is formally recognised and rewarded and that if you are ever stuck or need help there is always someone who can help. I like the **autonomy** to plan your day and I like **celebrating success**. The team (last but not least) are a fantastic diverse group!

Q: What do you like about The Physio Co?

Shilpa: The atmosphere of the company is very positive and the support is fantastic. It's very **rewarding and satisfying** to be able to help the oldies in the last phase of their lives by working with TPC.

Stef: The Physio Co provides a very high level of service in the friendliest way possible. I feel **inspired** by everyone who is constantly trying to find a better way and especially by Tristan in his enthusiasm and living all our values to the max.



happy birthday **eight** YEARS OLD



magic tricks . fun . nick the magician . cake
balloon animals . party hats . wands . drinks





Q: What is The
Physio Co culture?

Q: What is The Physio Co culture?

Amanda: The Physio Co is a group of varied individuals who collectively strive to achieve the same goal – to provide every aged care resident with the best possible physiotherapy service. The TPC values are shared by all and lived by all.

Andrew: TPC encourages you to use your own individuality to help brighten up the resident's day. We are committed to helping the residents to achieve their maximal functional abilities whilst also trying to make it fun. The company truly **follows the core values** of 'respect everyone', 'be memorable', 'find a better way', and 'think big, act small'.

Ben: I see The Physio Co culture as one of **excellence and improvement**. It strives for the best outcome for both clients and staff. It realises improvement will only come about with constant learning and in particular training of its team. TPC is not prepared to rest on its considerable achievements and knows it can get better.

Bree: **A fantastic way of life!**

Carissa: The TPC culture is centred around the love for oldies! The TPC team work toward a common goal of keeping our resis safe, mobile and happy. By allowing the core values to guide our work we can provide optimal health care to our resis and provide consistent, effective therapy across different facilities. The TPC culture has a great energy due to the caring, **enthusiastic and friendly** natures of all its team members!

Q: What is The Physio Co culture?

Eric: The word culture has many different meanings. For some it refers to an appreciation of good literature, music, art and food. For a TPCer it is likely to be having some sort of leadership role for the welfare of the elderly community. The physios working for TPC have an open mind. I would like to give an example: One of my colleagues had a chance to discuss about a patient and the treatment options with me. During the discussion, I felt a particular technique would be suitable and my colleague was very keen to learn that technique from me. I took it as a privilege to teach him. Now my colleague is doing an excellent work and the patient can see the difference. Well done buddy. This is The Physio Co culture.

Esther: Anything is possible. Ask and our team can make it happen for you. TPCers are always willing to help a fellow TPCer out when needed so I guess the TPC culture is also one that involves genuine care. TPC attracts like-minded physios who share the passion to offer the best that we possibly can for our seniors.

Caring, sharing and growing.
- Helen, TPCer since 2006

Josh: In a sentence: Doing what you love and **loving what you do.** From my time at The Physio Co I've learnt that the staff there are just as interested in what you do away from the workplace as what you do within the workplace. This balance between your life (doing what you love) and your work (loving what you do) is a core element of TPC's culture.

Jess: The Physio Co culture is a welcoming, friendly and family culture. We thrive on making everyone feel a part of the family as soon as you walk in the door. Nothing is ever too big or too small in regards to helping each other out. There is no hierarchy, there is respect. It is a culture of having a passion for our values. To live them each day to the best of our ability. It is a culture where you are free to voice your opinions and **be heard.** A culture that challenges you and makes you think outside the square. A culture of not just individual growth, but growth as a team.

Jo: The Physio Co culture recognizes the unique attributes that go with providing quality aged care services. It recognizes the opportunity physios have to enhance the lives of the elderly living in aged care facilities.

Q: What is The Physio Co culture?

Joy: The Physio Co culture to me is modern, personal and supportive and I feel that I can grow as a physio (even at my age) within it which is very important to me.

Kath: It is a passion for the elderly and a desire to continuously find better ways to positively impact them. The passion is genuine, transparent, and kinda catchy!!

TPC's culture is spirited, welcoming & caring.
A company with so much to offer!

-Kelly, TPCer since 2012

Mark: To deliver the best service possible to our clients without putting anyone in a compromising situation. This is reinforced by our values that guide us to be the best we can be not just as a physio but also as a person.

Maryan: Positive, hard-working and fun! It really motivates us to do our very best for the oldies, and rewards us when we do so!

May-Ann: This question stumps me! Because what is culture? Culture is what TPC is known for? Its characteristics? In that case, isn't our culture our values? Because that's what we live out. To be more broad, you've already mentioned it in the first question...TPC is family! We go out of our way for others, as family members would. We are responsible in our roles, as family members are. We are valued members of a family. We work together to grow as a family. **We celebrate like a family!**

Q: What is The Physio Co culture?

Michael: TPC's culture, I believe, can go back to one of our values being Respect Everyone. Everybody respects the people they work with whether it is a fellow TPCer, a carer, a site manager, a resident or a family member. This means that everybody will do whatever is in their power to get the best outcome, no matter the situation.

Mu: The catalyst conducive of creating results greater than the sum of the individual parts. An all overriding force letting those under its reign willing to contribute their all beyond the mere construct of a shared job for the **greater good**.

Nargis: Work hard, strive for excellence but don't forget to **have some fun** along the way. Respect one another, share life's achievements and sincerely strive to improve the lives of residents no matter how small their goals.

Riddick: The culture is what other people feel about The Physio Co even though they just see one individual staff. They can feel the way we are doing things, the way we care about others, and the way we respect everyone. Also, The Physio Co culture is how we behave ourselves. The nature of the team is care for people, respect people, and help people...

The culture (the TPC vibe) is fun, flexible, friendly, dynamic, diverse, accountable but fair! Professional, supportive and caring! Great people create an environment where you want to do your best!

- Sandra, TPCer since 2011

Q: What is The Physio Co culture?

Shilpa: It is a fun place to work and there is unity within the company and we as individuals represent each of the company's values. Communication in the company is a key factor to enhance trust and help build relationships. Once again **I am very proud and glad to be a part of TPC.**

Shiye: PERSONAL. Respect the person, support the person, accommodate the person and love the person like he/she is a part of your family.

Stef: Provide the best service possible and have happy residents, clients, physios and management. Small actions can make a big change and **the sky is the limit.** Enjoy every minute of your life and help others to make their's even more enjoyable.



Oh...one last thing!

The **27th secret** of Australia's 8th Best Place to Work is the Culture is Everything blog written by our Founder & CEO Tristan White. Tristan's blog shares the stories and lessons we learn as The Physio Co family grows.

Check it out & sign up for a free guide to creating a great culture at:

www.tristanwhite.com.au

Goodbye :)

Well, that's it for the 2013 Culture Book! If you like what you've read and want to know more about the TPC family, **we'd love to hear from you.**

Please visit us at: www.thephysioco.com.au, give us a buzz on 1300 797 793 or swing by our South Melbourne Support Office any day you like. We're always on the lookout for new TPCers!



blurb

culture is everything.

Fancy a look inside Australia's 8th Best Place To Work? This behind-the-scenes account of The Physio Co's award winning family culture is filled with honest, unedited insights from 26 team members. Inside, you'll learn:

How it feels to be part of
The Physio Co family

What's so special about
The Physio Co Culture

The core values that make
The Physio Co culture stick

Psst....keep your eyes peeled for the bonus 27th secret hidden inside!

