



2015 Culture Book



Meet the family behind Australia's
No. 1 place to work



10th Birthday Edition



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

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What's Inside...

005	Welcome
006	What TPCers say
036	TPC Values
038	Milestones & successes
039	10th birthday party!!
040	TPC is No.!!!
042	Team conference
044	TPC Christmas party
046	MVP of the year is...
047	Growing the TPC family
048	Join the 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.

10th Birthday Edition

10 years growing a family is no mean feat! The Physio Co celebrated their 10 year birthday in Feb 2014 (check out photos on page 39) and this special edition Culture Book is celebrating that very impressive milestone!

*Happy birthday to you,
happy birthday to you,
happy birthday dear The Physio Co,
happy birthday to you!
Hip hip HOORAY!*





Tristan and his
family: wife
Kimberley,
Harriet (1yo) &
Alexandra (3yo)

Welcome to The Physio Co Family Culture Book 2015

At The Physio Co (TPC), our highest priority is company culture. The TPC family culture is created by attracting great people to our team who effortlessly live our core values and deliver on our core purpose of 'helping aged care resi's stay mobile, safe & happy'.

This 10th Birthday Edition of our culture book is a celebration of the great people that have contributed to TPC in the past year. Please enjoy the 40-odd pages of **honest responses from TPCers on what they love about TPC**. There's also plenty of photos from our Team conference, birthday party, TPC Christmas party & more! I hope you enjoy the read...

Lastly, a big thanks to everyone who contributed to this book and who helped make it happen. And an even bigger thanks to Kimberley who has brought this 10th Birthday Edition to life.

Have an awesome day,

Tristan White

Founder & CEO

tristan@thephysioco.com.au



10th Birthday Edition

What do 45 of our family members have to say about The Physio Co Culture?



Marie:

"Being part of TPC feels like *I am in the right place*. No kidding, I've had very various experiences but working with TPC makes me feel useful. Sharing this experience with my colleagues who are caring for their residents and for their team is just fantastic. It seems to me that the motto is to provide good environment for the TPC family to work. In my opinion to care for people you need to "feel well in your shoes first" as the French would say. Providing the *support and friendship* within the TPC family is helping us to care even better for our residents. I don't feel like it is all about money to work in Aged Care but mainly it is about loving and caring for our wisest people (I don't like too much the word old, can be too negative). I love the good balance at TPC between working hard to achieve a good day, caring for our residents and also the team spirit."

Marie Fercot TPCer since 2014



Alyssa:

"The people make TPC memorable for me! A TPC member once told me, *"we only have bad moments, not bad days"* and with the support of such caring team members, this still rings true after two years with TPC. Whether it be working with another physio or getting a call from the support office, they will always find a way to make me smile!"

Alyssa Borja TPCer since 2013



Chris: "Being a part of the TPC

family *makes me feel like a frontiersman*. (out in wild Wyoming), but supported and sustained as needs arise. Things that are unique or memorable about TPC include bold branding, documentation consistency. Good communication systems and *clever use of technology* on various platforms. At TPC, I really like the respect for all individual's abilities (clinical and otherwise), understanding and support as required."

Chris Peres TPCer since 2014

Claire: "I feel valued,

comfortable, *well supported, happy and proud* to be part of The Physio Co family! Despite being part of a growing team, TPC take a genuine interest in me as a person, including my family and home life. They place an emphasis on creating the *perfect work-life balance* and help their employees to find it! I love the people that make up TPC as well as all of the beautiful oldies that we get to work with every day."

Claire Souter TPCer since 2011



Laura: "Working with TPC

makes me feel part of a great team and I know there is always someone nearby to help either on the phone or yammer –

you are never on your own! I love that I get to work across

different sites which allows me to meet lots of great residents and staff which keeps things more interesting."

Laura Jefferson TPCer since 2014

May-Ann: "Being part

of TPC family makes me feel supported and cared for which encourages me to grow in my work. TPC is memorable for it's

family-like culture and enthusiasm for aged care."

May-Ann Low TPCer since 2012

Vasudha: "I am really

happy and proud to be a part of The Physio Co family. I love the work culture here.

Working as a team, I enjoy every moment when I am at work. I know I have that support anytime I need it. The most unique thing about TPC is that you are actually able to achieve the work life balance that every employee aims for in a job. Lots of companies promise you that but

every member of TPC actually makes sure that you achieve that. I love The Physio Co values that motivate you to perform better both as a physiotherapist and as a person as well. Every time I speak

to Michelle or Sandra, *I always*

mention that I am a

proud TPCer. I really appreciate every effort that The Physio Co puts for us."

Vasudha Chopra TPCer since 2014





Hi, I'm JT,
here are some
things I love...



a little bit about... **Jess Tennant**



Jess works in the TPC support office as TPC's **Creator of Energy & Inspiration** – and she does it oh-so-well!! Jess is **half dutch**, loves the **beach** and is really into **surf rowing** (that's a pretty gutsy sport!!). She also loves music and **going to see bands**.

Jess: "When I have to put how I feel about being part of

TPC into words I would say grateful, honoured, proud, warm and fuzzy. Why? Because I am so proud to be a part of such an incredible and supportive team. The Physio Co is truly like one big family and I am so proud of the work we do. It is so rewarding to work with not just great people but to also help oldies stay mobile, safe and happy! I am so proud to talk about where I work with friends and family and to work for a company that values their employees as well as the way we put residents care at the forefront. What are the things that make TPC unique or memorable? Our values would definitely be high up there. It is very rare to see a company stick to their values like TPC does. They are easy to follow as they are all our personal values. It is unique how it guides us every day. I also think the way we appreciate our staff from a simple phone call, to gift baskets when you are sick. **It is**

such a caring place. Another part would be our recruitment process. The process we go through to get the right people is quite unique and always makes for a memorable impression. And our residents stories of course! I love hearing them and how we all share such wonderful milestones together. At TPC, I like how everyone is valued, how we have such a passion for what we do and how every single member of this team are working together towards building a wonderful future for TPC!"

Jess Tennant TPCer since 2012



Johnny: "Being a part of

the TPC family makes me feel very

comfortable and

included. Knowing that you have a supportive team leader and friendly and helpful support team in VIC is reassuring, particularly as a new grad in a work setting that you have limited experience in.

What's memorable about TPC? It's my

first job that I've had

any interaction with the

CEO of my workplace that goes beyond

a handshake. It was great to have Tristan fly down to Adelaide and check in with the SA team in its first weeks. Knowing that my work and place at TPC is valued is something that motivates me to want to improve. It's great to still feel a part of the TPC family, despite being a state away."

Johnny Le TPCer since 2014

Peter: "As a TPC'er I feel like a

proud and valued part of a warm and welcoming team, working together to achieve a common goal. I'm extremely happy to say I work for TPC, and that we are the best place to work for in Australia! I feel the unique aspects of TPC are the teamwork amongst colleagues and the group culture. At TPC **we**

work together

collaboratively discussing

different issues and critiquing our performance in the pursuit of excellence and making work fun. We are constantly challenging each other to better ourselves as individuals and as professionals. The best thing about The Physio Co is definitely the interaction we have within a team, the flexibility and the way we learn to integrate our common goals and ideas. In doing so we are able to provide services to individuals across a range of different settings and facilities."

Peter Karakoussis TPCer since 2014

Mark:

"Being a part of The Physio Co family makes me feel **inspired**. I asked one of the new grads who came to visit in the facility that I go to, why pick The Physio Co? She said it's a very popular aged care physio company, and has heard a lot of good things about it. It's the only physio aged care company she will work for. The unique thing about TPC is the **family friendly environment**. Everyone is nice to everyone; The support that they give you is amazing especially when you are in a very challenging situation, not just professionally but personally as well."

Mark Manginsay TPCer since 2010



Pallavi:

"I've spent a little time with The Physio Co family; however, it feels like I've known many of its members for a long time. It has been an interesting journey so far, I've received much needed professional and moral support from senior managers from the beginning. On the way, I met The Physio Co's family members, who made me feel comfortable in a new environment. I'm learning different good deeds from my immediate seniors and colleagues. **I'm glad that I joined The Physio Co**. It has been a satisfying and pleasant experience. Although I've spent only few weeks with TPC so far, getting to know more about its members and enjoying good time with them at work and during Christmas celebrations is memorable for me."

Pallavi Jindal TPCer since 2014



Anu: "It feels great to be a part of

The Physio Co which is "the best place to work in Australia." Starting from the uniqueness of the initial induction programmes that included encouraging talks, laughter, a thoughtful lunch etc, the organisation of the learning events, the togetherness felt on the annual conference day, the Christmas presents and the personalised Christmas cards ...all make me feel like a 'family member' of TPC rather than 'one of it's employees'. Also I found a lot of friends in The Physio Co because it's a place **full of wonderful**

people!! What I really like about The Physio Co is the "Flexibility", which is very important. Change is inevitable and TPC accommodates requests for changes in roster etc, according to availability. Also the support office of Jess and team mates who are very prompt to look into any request. The provision of discussing any clarifications with team leaders also lessens the worklife stress."

Anu Ebenezer TPCer since 2014

Tessa: "It feels wonderful to

be part of a team of Physio's who work together and support each other to achieve the best outcome for the residents. I have been able to get to know so many great

Physios, and **when we all get together it does feel like family.** Every TPC member is

friendly and approachable which makes TPC an excellent place to work. It is easy to seek support and advice for any problems that arise, meaning I can provide a higher standard of care. As well as providing a supportive and friendly workplace, TPC also encourages and supports professional development both independently and within the organisation. This includes lectures provided throughout the year and an annual learning event."

Tessa Russo-Batterham

TPCer since 2013

Helen: "I feel proud to be a part of The Physio Co. The warmth of TPC makes it memorable for me."

Helen Lam TPCer since 2011



Julie: "It's certainly helpful to have someone to call at the TPC support office about my work or the admin side of . I'm still learning about what is available to me at TPC but it seems *there is lots of support.*"

Julie Magee TPCer since 2014

Shilpa: "I feel privileged to work for TPC, Australia's No 1 BPTW and it's for a great cause. It is home away from home. Does not feel like work, you can be at ease and be yourself. The unique things about TPC are the amazing support and the feeling of a strong bonded family; the flexibility and supportive colleagues.

The work we do is very rewarding and satisfactory. TPC celebrates milestones, recognises and rewards staff. I love to work for a company that is so open and honest, lives up to its commitments and supports you all the time."

Shilpa Parekh TPCer since 2005



Joy: "At The Physio Co, I feel supported professionally and personally. I feel valued professionally and personally. The things that make TPC unique and memorable to me are: generosity, warmth, care, professional support. When I was unwell this year and also my husband, TPC has been *extremely kind and thoughtful, sending gifts and flowers*. If I have a query about anything regarding physiotherapy I am very quickly connected to someone who can give the best advice. I like the management style at TPC, they are flexible and accommodating to individual staff needs. I like having a team leader because it is important to feel connected when you are working out of Melbourne in a sole position."

Joy Hall TPCer since 2012

Michelle: "Being part of TPC family makes me feel, proud - I'm proud of the work that we do as a team every day. The sometimes small but significant changes we bring to the resident's day. I feel proud that I work for a company that values its employees and treat each person as an individual and decisions are made based on that. TPC is unique and memorable because of its team dynamic. Despite a big and growing team, there is *always unity and support*. I love TPC for the support and the personal approach I receive that are also encouraged to provide to residents and other team members. I love the *fun things and giggles* that we share as a team."

Michelle Nguyen TPCer since 2011

a little bit about... Michelle Nguyen



Michelle grew up in beautiful Adelaide, loves running, karaoke, playing guitar & photography. Michelle speaks fluent Vietnamese too! While all this keeps her busy, Michelle is also one heck of a TPC team leader for the Melbourne West/Hobart region. Read some more about Michelle on page 46!

Kate: "Being part of the TPC

family makes me feel like a valued member of a vibrant, passionate & dynamic team.

Who wouldn't want to be part of something like that? Especially when you can also say it is your job! Things that make TPC unique & memorable to me are the privilege of helping treat some amazing residents at a time when they are at their most vulnerable (i.e. making the move into resi care & sick or injured). Then over the weeks/months you get to hear/learn their life stories, some of which are a century long! What do I like about TPC? As a facility

physio, *I like the autonomy to make the role my*

own based on the needs of my resis. But knowing there are always fellow TPCers in the broader team to tease out a better way if stuck."

Kate Fricker TPCer since 2013

Jacqui: "Being part of The

Physio Co family makes me feel valued, important, excited, reinforces the value that I place on my work. TPC is unique in that it

values your efforts and

team members go out of their way to let you know this, that you are part of a team and systems are put in place to facilitate this, educational development is assisted, TPC respects not only their staff but also the residents, the team goes out of their way to make everything as straight forward as possible and that every member of the team is accessible if you have a question.

Now not only do *I love my job*, but I also am part of a company that I love working for because you value my contribution."

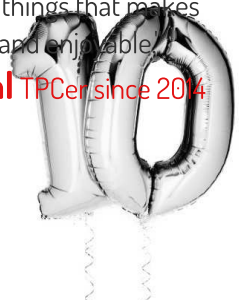
Jacqueline Radecki

TPCer since 2014



Kaushambi: "I feel a sense of belonging from the very first day at TPC. The non-pressured and supportive environment at The Physio Co provides me the drive for learning and growth. The *personal touches that TPC adds to every occasion*, be it sending surprise gifts, or be it asking my child's preferences for a Christmas gift, are the sweet gestures that makes TPC memorable for me. There are a number of things worth mentioning about TPC. A cleverly designed recruitment package along with a brief rundown on how things work at an aged care facility was just what a new recruit could ask for. The ongoing support and mentoring for APC registration process as well as being available for any queries that might arise while working, makes things so much easier. Providing work flexibility to suit an individual employee, and rewarding good performances are among other things that makes my experience at TPC different and enjoyable."

Kaushambi Sanyal TPCer since 2014



Ho: "Happy New Year! First I want to say a big thank you for creating such a enjoyable workplace for all of us. There are two elements that are compelling me to do more and driving me to excel in TPC. Normally the meaning of "relaxing" and the sentence "wanting to do more" seems contradicting each other. But I have experienced exactly the opposite that they mixed really well in TPC that produces a *flowing of positive energy across the whole team*. For example, the combination factors of mentorship that I received from Kathy Soo, the helps and the positive vibe from Jessica, and the energy and encouragement from the central office, it feels like a "beautiful cocktails culture" that has driven me in such a short period of time driving me to absorb the new skills and the new system in a very efficient way. I have never experienced this kind of "energetic, yet relaxing, yet I want to do more, driving" culture in any other workplaces I worked before. And I have to say this is the first time I have experienced such an enjoyable working environment that has driven me wanting to do more for everyone in the workplace. This beautiful cocktail culture that makes TPC such a memorable place to work. And this is fantastic!!!"

Ho Li TPCer since 2014



Sal: "Being a part of The Physio Co

family makes me feel like I'm part of a

supportive team - a team that works together & really cares about the work we do. What makes TPC unique? Their support, their enthusiasm & their interest in you not only as a physio but as a person."

Sally Caldwell TPCer since 2007



Lincy: "I am very happy to be a

part of The Physio Co family as everyone is helpful, friendly and supportive. For example, while I was struggling to cope with the transition time at my new facility my team leader, Mark, was very supportive by helping me with positive thoughts and advice. It helped me to stay optimistic to move ahead with the new challenges.

Therefore, **I feel that TPC is caring for everyone, everywhere!!!**

I am very thankful to TPC for providing me the 457 Visa sponsorship so that I am able to work fulltime with TPC. I am proud to be a TPC'er. This incident made TPC unique for me, as it is the effort of TPC team!!!! Thanks everyone. I really like the flexibility of working hours and the friendly approach of the TPC family."

Lincy Mathew TPCer since 2014



a little bit about...

Michael Quinn





Quinny grew up in Yorkshire (UK) and is a keen **Liverpool FC** supporter and follower of the EPL (that's soccer!) Since living in Australia, Mike has developed a 'vague understanding of AFL' and decided to **support the mighty Richmond Tigers** (seen here in the huddle!). Mike is the TPC **Team Leader for our growing SA team** and in his spare time, likes to hang out with his **black Labrador - Jet**. Quinny is also pretty handy with a soccer ball!

Mike: "Being part of The Physio Co family makes me happy :) And I feel grateful and privileged to have the opportunity to be a part of the TPC family as it continues to grow and develop. I've worked for a few aged care providers and never felt as valued as I do now. The way that TPC values its staff is what makes it unique for me. The way that TPC engages with everyone so that we live and work the values of the company is what all employers aim for but TPC actually makes it work. I like the people that I work with at TPC and although I'm usually working at a site as the only Physio ***there's a real sense of collectiveness.*** I know that if I had a question or issue I could pick up the phone, send an email or Yammer and there will always be someone at the other end doing everything they can to help me out no matter how big or small the request. My favourite thing is the positive culture that recognises challenges exist and faces them head on to find a solution."

Michael Quinn TPCer since 2014



Helen:

"Being part of The Physio Co team is being part of a supportive team, where we are encouraged to care about each other and always do our best for our clients and each other. **Communication is**

excellent and it makes me want to do the best I can for the residents and the company. The memorable things are **Jess's cheery voice** on the phone, Team leaders assistance and support. Tristan and Warren are always available to help. The many small things everyone does to make our job as low stress as possible."

Helen Eddy TPCer since 2006



Brendon:

"Being part of The Physio Co has been very enjoyable for me. The staff at the office are friendly and they are always willing to help out. They have a friendly nature about them and they **sometimes tell me**

jokes which make the experience enjoyable and light. TPC has good documentation systems, both online and in paper form. Another unique thing about TPC is the invitations I get to go to Melbourne to meet the team. Although I have not been on one of these trips so far, due to other work commitments, it just shows me how much TPC values it's Physios."

Brendon Fallon TPCer since 2014

Helen: "I've only worked for

The Physio Co for a short period of time, but have been extremely impressed by the friendly, supportive work environment. It was great to have a welcome day and get to know the support staff and CEO. In my first few weeks of work, I have felt fully

supported. *TPC has amazing support staff that will bend over backwards to help.*

There is a large network of experienced physiotherapists who are always available for advice. I love working for a company that is committed to improving the life of oldies. I love the focus put on positive workplace culture."

Helen Beeley TPCer since 2014

Margi: "I am feeling fantastic

being a part of TPC. I feel valuable and independent. TPC is definitely unique as it is *the best place to work in Australia :)*

The Physio Co provides everyone an opportunity to grow as an individual and responsible physio in a very friendly atmosphere. TPC recognizes and values everyone's skills. It also provides best support, training and enough orientation time for all new comers. It gives you all the flexibility to finish the work in your way but to reach for the same goal at the end that is to make residents mobile, safe and happy. Also: MVP nominations - the best thing ever to appreciate every person's small efforts and work. I simply love being part of the most amazing and wonderful TPC family and I truly respect all 4 core values of TPC."

Margi Soni TPCer since 2014



Adrian: "TPC is a friendly and relaxed company to work for, extremely flexible and attentive to the needs of a diverse group of physios. The support to staff, who often work apart and alone, is fantastic, ensuring a feeling of belonging, support and professional growth. The company is led by a man who is **progressive, forward thinking** and always striving to stay abreast of the needs of the aged care industry so that we as a company can be involved where it matters and provide the care to the aged in the best way possible for them. Come join us!"

Adrian Magalas TPCer since 2012

Nidhi: "Being part of The Physio Co family is **work and fun at the same time**. I enjoy every bit of my work. Each TPCer is treated like a valuable member and availability of a helping hand whenever needed makes TPC distinctive for me. I love the fact that I have autonomy and flexibility to work as a TPCer."

Nidhi Sidhu TPCer since 2013



Kathy: "Being a part of The

Physio Co family makes me feel very privileged & grateful that I have been connected to such an amazing bunch of people. It makes me feel like I am surrounded by like-minded people, whom share the same vision & have so much fun helping our oldies.

There is such a fun energy about TPC

which I think makes it both unique and memorable. Everything from our enthusiastic leaps & bounds during rewards to our funny & inspiring exercise posters - there is just that little extra zing about everything that makes the company stand out."

Kathy Soo TPCer since 2014

Sandra: "I am very proud

to be part of TPC. Even though I am part-time, I do feel included and valued. TPC is unique on many levels.... Unique for its approach to resi's, unique for the flexible work arrangements with team members on the many varied requests day-to-day, unique for encouraging and reminding us that work should be fun.

But what separates us from lots of other work places is the genuine 'niceness' of everyone. People here are so respectful, highly engaged and passionate about what they do at TPC and that is fantastic! I like many things about TPC - The people at TPC are such wonderful people, support office and physio's... also, the flexibility it allows me as a part time working mum is unbelievable. I love that we provide a service that helps so many resi's all across the country... so many rely on the great work of our extraordinary physio's - that's something to be proud of!"

Sandra Morello TPCer since 2011



Maryan: "Being part of the TPC family makes me feel content and happy because as a team we are **making a big and significant difference** to the lives of wonderful resi's in aged care. These resi's all contributed to society, and now we are contributing to help keep them "happy, safe and mobile." Being a part of the TPC family also makes me feel positive, due to the positive and enthusiastic nature of each team member. TPC is unique and memorable to me; particularly in the way staff are treated as unique individuals. I truly feel that we are valued as people with different thoughts and ideas. We are allowed to express our ideas freely, which is a wonderful thing! I love TPC's dedication to providing an excellent service to the resi's, whilst also treating staff and clients with respect and care."

Maryan Tawfik TPCer since 2010

Jo: "I feel part of a well-rounded, unique, varied, special team at TPC. My work is rewarding and allows me to use varied skills learnt at University. I also love that TPC understands the importance of life outside of work too, and where able, helps me to roster my part time hours around my other commitments. For me, the unique and memorable things about TPC are the **lovely people**, the appreciation received from residents and their families, and the appreciation received from my team about the work that I do and the efforts I go to. It is all noticed and acknowledged."

Jo Pugh TPCer since 2014



Belinda:

"Being part of The Physio Co family makes me feel appreciated as a professional who does the work but also as an individual. It makes me feel supported even though I am logistically far from 'base'. TPC has a different approach to normal business processes that makes it unique and memorable. For example, the HR process via Jess was more personalised and welcoming.

TPC is a very personal company, with personalised hand-

written Christmas cards, invites to the Christmas party (even though I technically hadn't started!). To date I like TPC's staff focus approach. I am confident it will achieve my professional requirements of professional development and support."

Belinda Tavares TPCer since 2014

Regan:

"TPC has a real family feel. We make a real effort to celebrate and support each and every individual. The positivity is infectious and I always feel as if my efforts are acknowledged and rewarded. I am so lucky to work with such a lovely bunch of kind hearted people. There is a real sense of pride within the TPC family. I think that's what separates our workplace from the

rest. *Every person truly believes in what we do and it shows.* It's pretty special to have such a large group of people working simultaneously towards one positive and exciting goal."

Regan Hollioake TPCer since 2012



Peter:

"Being part of the TPC family makes me feel appreciated. TPC makes a special effort to ensure my whole family feels part of the team. There is a **positive vibe to**

everything about working with TPC that makes me feel happy to belong to such a great group of people.

TPC is unique as it is able to capture the equal importance of many things that are essential to running a great business. Being in the middle, balancing out facility requirements, residents needs and physio's wishes cannot be easy. TPC has a core set of values that are not just lip-service, they are a real framework which enables this balancing act to occur. I've worked in various health settings for 20 years and have not seen a company that drives its values so well. It is done so well, you never feel just a small part of a business. You actually feel that the small things you do in a day create the team that TPC wants to be and that TPC is helping you to become a better clinician and person by its values.

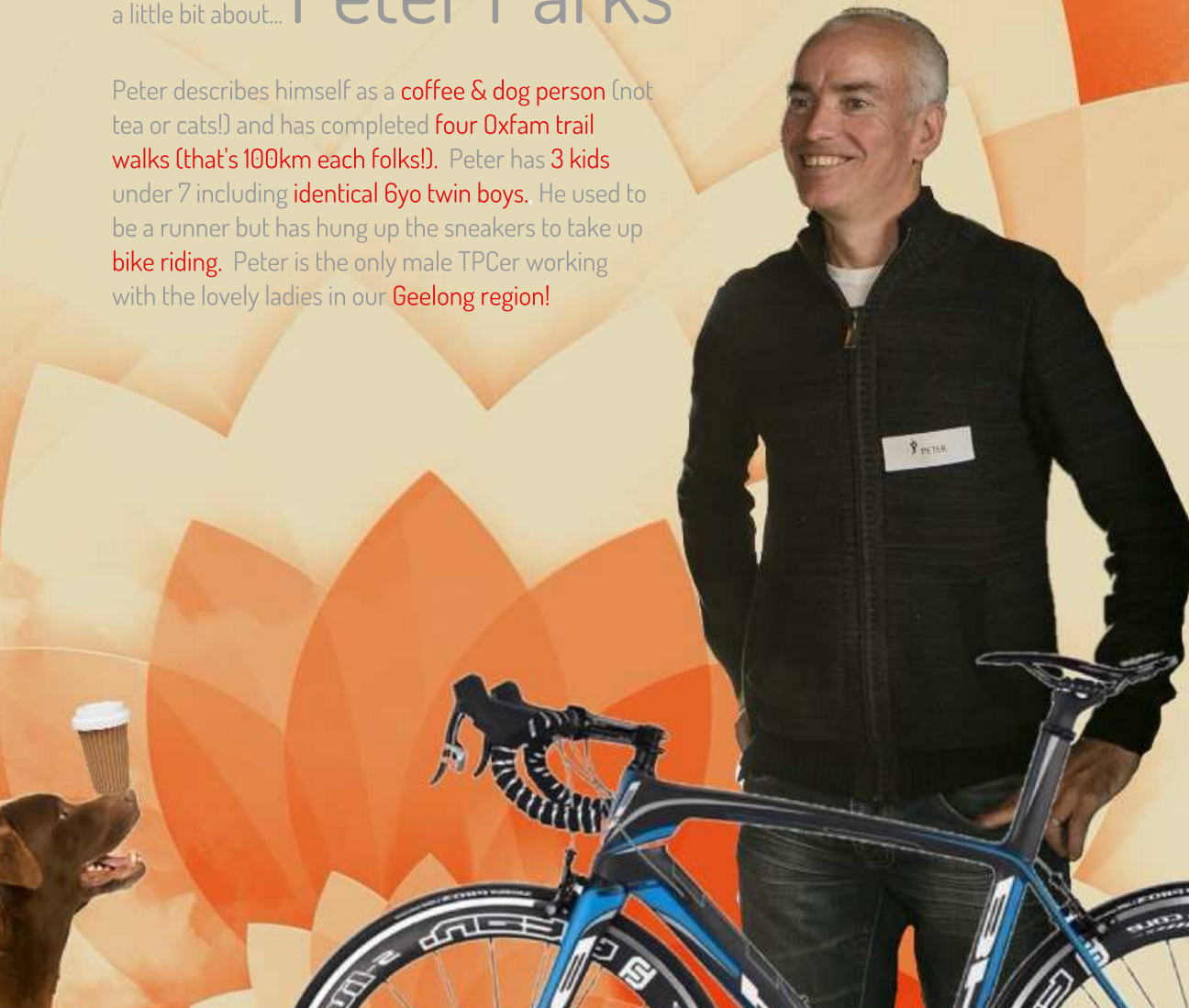
Everyone is so nice to deal with at TPC. There's a level of friendly professionalism throughout every communication that takes the stress away from work. Work-wise, I get to spend the majority of my day with residents, making a difference. It's such a great change from the hospital environment I had been working in previously where time with patients seemed to be squeezed in around meetings and other roles."

Peter Parks TPCer since 2014



a little bit about... Peter Parks

Peter describes himself as a **coffee & dog person** (not tea or cats!) and has completed **four Oxfam trail walks** (that's 100km each folks!). Peter has **3 kids** under 7 including **identical 6yo twin boys**. He used to be a runner but has hung up the sneakers to take up **bike riding**. Peter is the only male TPCer working with the lovely ladies in our **Geelong region!**



Carissa: "I am proud to be

part of the TPC family. All the members of the special TPC crew are lovely people and

great physios and *it is a joy to work with such skilled and happy people.* Even

though we can often be working on our own in different facilities and environments, I always feel that I can easily access any team member of TPC and they are always willing and eager to help in any way that they can. I feel that TPC tend to go that extra mile to ensure job satisfaction for their employees. They strive to make sure that all team members are supported and happy in their roles. All physios work towards the same goals and work according to the same values, which I think is really important and results in an excellent standard of care being provided to our resi's."

Carissa Kearns TPCer since 2012

Warren: "Being a part of

The Physio Co family makes me feel supported and included, I feel my opinion is valued. *TPC walk the talk,* and really work hard at all levels to take care of the team."

Warren Harmer TPCer since 2010

Hazel: "Being part of the TPC

family makes me feel like I belong to a loving and caring extended family! I feel really supported and looked after. What really stands out for me is how every member of the TPC team truly shares the same values as you! I find that I can *talk to anyone in TPC* quite easily even if it's the first time we've met."

Hazel Heng TPCer since 2014

Lisa: "I honestly love being a part of The Physio Co family. I always enjoy seeing the other TPCer's around my facility. We always have lots of chats and joke around, which makes work extra fun. Even though most of us all work at different facilities, we are all still a tight knit group, and you can sense that at our learning events and functions. I feel comfortable calling anybody in the TPC family, and I think that is such a wonderful thing to have in a job. I also love the support we get, from our peers to our team leaders to the administration team in the office. It is the small things that make TPC memorable for me. Whenever I see anyone in the TPC family, they always ask how I'm going and seem genuinely interested in the answer. I think *people who work for TPC genuinely like helping the aging population and are quite caring people* in general, and that comes across in everyday life. Even something as small as Riddick's quotes on our payslips, which always give me a chuckle, help make TPC memorable to me! Having Seon as my team leader has also been very helpful. She regularly checks in with how I'm going and we always have a laugh when we are around each other. I also like how everyone in TPC helps each other out when needed. I never feel stressed at work and a big part of that is the support I receive from everyone involved with TPC. TPC has also been very accommodating, especially with changing around my rosters and with leave. The fact that TPC is dedicated to helping out the elderly, and that Tristan is so passionate about it too, makes me really passionate about my job. Whenever I go to learning events and hear Tristan talk about our goals and how much we are helping our residents, I always remember why I am doing the job that I do."

Lisa Giles TPCer since 2012





Robyn: "I just love my work at

The Physio Co. I am surrounded by a group of enthusiastic, dynamic and compassionate physiotherapists who all strive to provide the best possible physiotherapy care to our aged care residents every day. TPC has given me the opportunity to extend my professional and clinical practice whilst allowing me flexibility to work around a growing family! I am fully supported by our leadership team and have seen TPC evolve over the past 5 years as the aged care sector in Australia rapidly grows. Most importantly **TPC places resident care at the core of its existence...this is never compromised** and the most important reason why I love my work here."

Robyn Bowden TPCer since 2009

Ben: "I feel it is a privilege to be part of The Physio Co family. Although I only work

on a part time basis as an Accountant /Business Consultant, I always feel welcome and appreciated by my fellow colleagues in both the Management and Support teams. I have worked closely with Tristan since The Physio Co began and have enjoyed seeing both Tristan and the business grow and develop into the respected provider of professional services it is today.

Something unique about The Physio Co is the emphasis on the importance of the team whether they are a new graduate starting to the established staff member who are all treated equally with respect and concern. I like the policy particularly of acknowledging special efforts by team members who have gone out of their way to do that little bit extra. It is challenging in the workplace today to keep staff motivated, however The Physio Co does this well resulting in strong feedback from its team that have resulted in top rankings in the BRW Best Places to

Work. Another unique strength is that The Physio Co is *constantly striving to grow and is not prepared to stand still.* This has been illustrated this year with expansion into South Australia, NSW and Queensland, which is an exciting chapter in its growth.

I particularly like the way The Physio Co is innovative and strives to improve its ways and processes. This is illustrated in the monthly Swarm meetings that have recently streamlined its reporting and presentation times. It is indeed inspiring and rewarding to work with Tristan and his team and to be part of the ongoing journey of The Physio Co."

Ben Hosking TPC'er since 2004



TPC Values

These 4 little gems are the glue that sticks the TPC family together. TPC values guide every decision or challenge faced at TPC. They really are how we think, feel & most importantly...act!

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

THING 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

2014 Milestones & Successes

The TPC value BE MEMORABLE says 'we always celebrate milestones and successes'. Here are some from within our family from the last 12 months...

We celebrate TPC's birthday
with cake (of course!) and also
the launch of the Culture Book.
Happy 10th birthday TPC!

TPC's 10th Birthday!



TPC is Number ONE



In 2014, The Physio Co were ranked by BRW as THE best place to work in Australia (that's number 1!!!). We are so very proud to have been listed in BRW as one of Australia's 50 Best Places to Work for the last 6 years - you can check out our journey to the top on the opposite page.

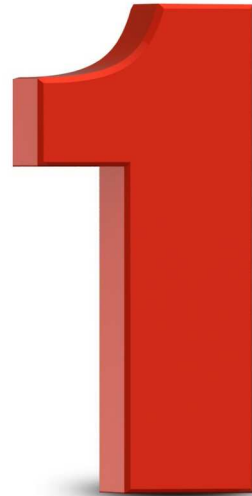
This awesome title is judged based on an independent and anonymous survey of all TPCers - they are after all the best people to decide if TPC is a great place to work! The judges (the Great Place to Work Institute) also look at our company culture and check out how TPC create an awesome workplace. We are chuffed we topped the list this year!

2014 No. 1 (BEST) place to work!

2013	5th best place to work
2012	8th best place to work
2011	12th best place to work
2010	19th best place to work
2009	37th best place to work

THE
physio
CO

keeping seniors moving



TPC is No. 1!



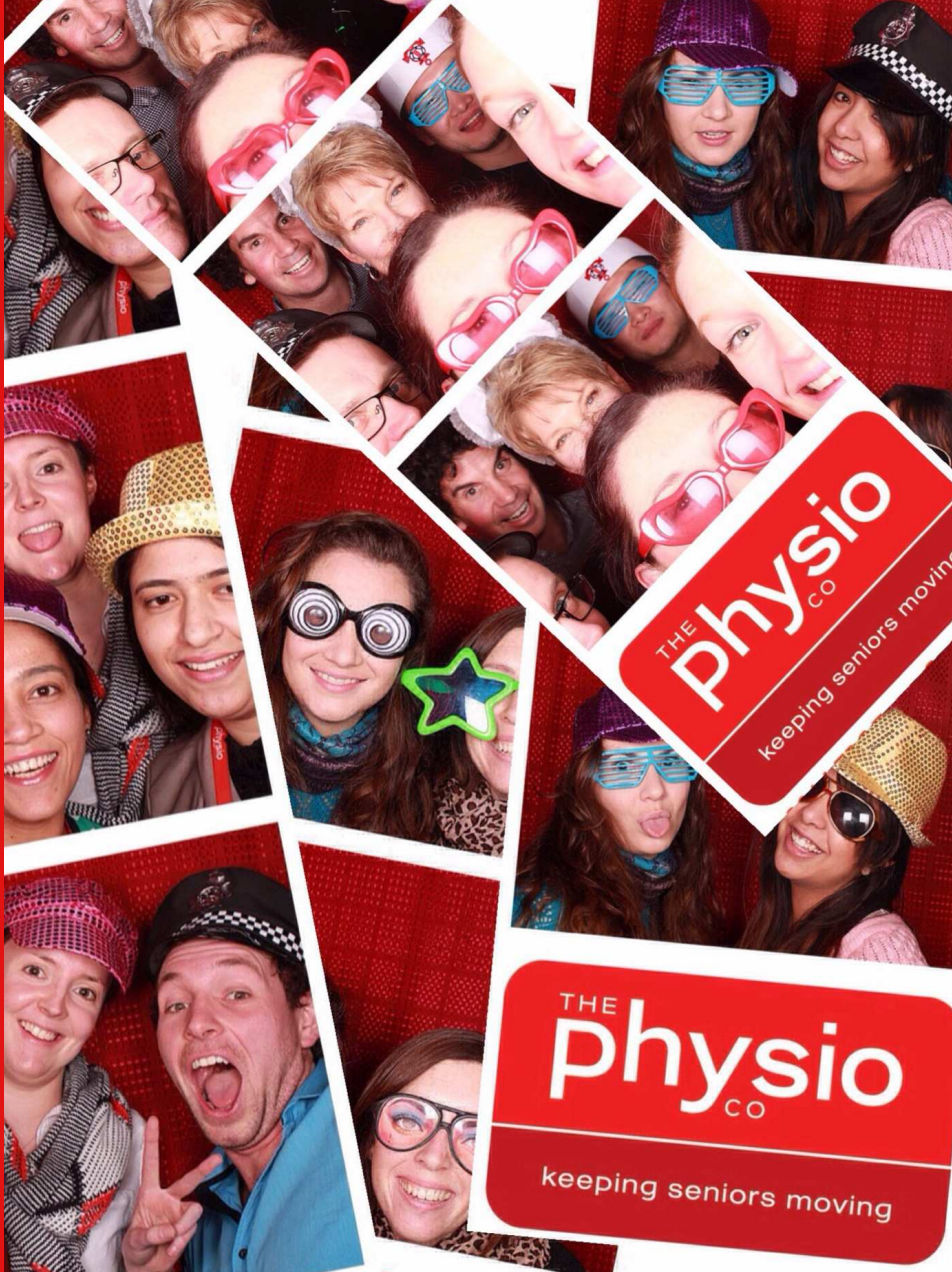
BRW.

The best day on the
TPC calendar! Packed
full of excited TPCers
and lots of learning.

Team Conference 2014



As well as topical, inspiring speakers, and great learning, there is plenty of time to chat to fellow TPCers and meet new members of the family. We always have a bit of fun too at the Team conference. This year was a photo booth which was a bit silly and allowed TPCers to express their inner performer!



Santa, smiles, kids and
presents galore, this is one
heck of a party! Woohoo!!!

TPC Christmas Party



Ho-ho-ho! Merry Christmas!!



TPC's Most Valuable Person (MVP) of the year is announced at the TPC Christmas party. It's a big deal! Check out the honor roll for the winners to date, and turn the page to meet the MVP for 2014....!!

MVP Honor Roll

2014

Michelle Nguyen

2013

Seon Carswell

2012

Michael Carney

2011

Maryan Tawfik

2010

Manvir Polra

2009

Veronica Brydon

2014
MVP
of the year

Michelle
Nguyen

Michelle very deservedly earned herself the title of The Physio Co's Most Valuable Person (MVP) for 2014. She lived the TPC value of 'Find a Better Way'.

Way to go Michelle!!



Growing the TPC family



SA QLD VIC NSW TAS

In 2014, we grew TPC into 3 new States of Australia.
Now, as well as Victoria and Tasmania, TPCers are
helping oldies stay mobile, safe & happy in South
Australia, Queensland and New South Wales too.
Now that's worth celebrating!

Join ^{TPC} the family!

We're always on the lookout for new TPCers! If you like what you've read and want to know more about The Physio Co, we'd LOVE to hear from you!

Please visit us at www.thephysioco.com.au, call us on 1300 797 793 or swing by our South Melbourne Support Office any day you like.

Got a comment?

We'd love to hear your thoughts, questions, feedback & ideas on the 2015 Culture Book. Please jump on facebook and send us a message (www.facebook.com/ThePhysioCo) or email... culturebook@thephysioco.com.au



Be
Memorable

Respect
Everyone

Find a
Better
Way

Think BIG
Act small



10th Birthday Edition

Have you ever wondered just how it might feel to be part of the family of Australia's No. 1 place to work? Take a peek inside this pint-sized book to find out what it's really like inside The Physio Co (TPC). You'll learn a little bit about TPCers and a lot about TPC.

THE
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