



2014 Culture Book

Introducing The Physio co, Australia's 5th best place to work

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

What do you think of the 2014 Culture Book?

we'd love to hear your
thoughts, questions, feedback and ideas...

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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.



Welcome to the 2014 The Physio Co Family Culture Book!

The Physio Co (TPC) exists to help oldies stay mobile, safe & happy. (Onsite physiotherapy for Australian aged care residents is our thing).

Since 2004, The Physio Co has grown from one person with a vision to a caring, supportive & successful 70-person family. The secret behind our 10 year journey to become Australia's 5th Best Place to Work is an obsession with building a world-class culture.

To capture our culture this year, every TPC Team member (TPCer) was asked two questions:

1. In three words, what is The Physio Co culture?
2. What do you like about The Physio Co?

The next 30 pages are the honest responses to those questions. There's also plenty of photos from our Team Conference, Birthday Party, Christmas Party, TPCer Weddings & newest additions to the TPC family.

Like each of the past two editions, a big thank you to everyone that contributed and to Kimberley who has designed, collated and finished this little book so beautifully.

Enjoy the read & have an awesome day,

Tristan White

Founder & CEO
tristan@thephysioco.com.au



Tristan, wife Kimberley, Alexandra & baby Harriet



The Physio Co: Australia's 5th Best Place to Work!



For the 5th year in a row, The Physio Co has been ranked as one of Australia's 50 Best Places to Work. In 2013, we've climbed the ladder to take up 5th position. Something we are very proud of!

The Physio Co has a vision to be one of Australia's 50 Best Places to Work for 7 years in a row. With 5 down, we are well on the way to bringing that dream to life. Stay tuned as we continue helping oldies stay mobile, safe & happy - and have a great time doing it!



What do 33 of our family members have to say about The Physio Co culture?



Q: What do you like about The Physio Co?

"I love The Physio Co for its friendly working culture, that everyone is an important part of the team and although we may be the solo therapist at our own site, support is always only a phone call away."

- Michelle Nguyen, TPCer since 2011

"I enjoy working for The Physio Co for a number of reasons however the most important one in my opinion is flexibility. I chose The Physio Co when returning to work after a period of maternity leave as I was looking for a job that could offer me the peace of mind of permanent employment combined with flexible hours. TPC were and continue to be very supportive and understanding whenever I have to be away from work because my son is sick or if I have to change my working days due to any other important commitments I may have. Thanks to The Physio Co I have found a great work/life balance that is working very well for me at the moment. It allows me to be a very hands on mother and to continue developing my Physiotherapy skills as well."

- Juliana Reinicke, TPCer since 2012

"There are lots of things that I like about The Physio Co but the main ones that spring to mind are the flexibility, the passion for achieving the best, the supportive and friendly team, and the core values."

- Amanda Tokalidis, TPCer since 2011



"We are all part of a team at TPC. There is always someone to provide a helping hand when needed and we are provided new challenges on a regular basis. Although we are able to have a lot of fun with our work, everyone is always focused on achieving our main goal to help our resi's stay mobile, safe & happy."

- Andrew Cameron, TPCer since 2012

Q: What do you like about The Physio Co?

"The Physio Co is full of vibrant, fun and caring people. The Support Office truly is just that - the support office. I always feel like I have people behind me who are there to help. This flows throughout the entire TPC family and into my work as I am encouraged to do the same. Working with TPC means work is not a burden. It is a joy.

TPC have a genuine deep desire to help those oldies in our communities, and their methods, culture and enthusiasm reflects this beautifully."

- Mel Turner, TPCer since 2012

"The team leaders and support staff are always ready to answer a question or talk through a problem. There is a positive, happy atmosphere and it is evident that TPC really cares about you, the facilities and the resi's."

- Tessa Russo-Batterham, TPCer since 2013

"We get to work with the most interesting people on our planet. We help keep their bodies active and mobile and in return they keep our brains active and flexible."

- Terry Wesselink, TPCer since 2010

Q: What do you like about The Physio Co?

"I like being part of an organisation that constantly strives to do things better. As The Physio Co has grown it has had its teething problems and setbacks however it has learnt from this and has developed strategies and processes to improve its performance going forward. I have found The Physio Co to be a great place to work as even in my role as a part time Accountant/Consultant I feel very much part of the team. This is further illustrated by comments by other members of the team whether they be new graduates or established staff members. The constant moves up the BRW Best Places to Work ladder further illustrates this point. I also like the attitude of concern for others whether it be for clients in residential home care or other members of the physio team family. e.g. Recognition of a special effort by a physio assisting with a patient or the arrival of a new baby to a member of the team. I also admire the ongoing innovation of the company whether it is striving to have better run monthly Swarm Meetings or setting up a Management structure to oversee staff in aged care residences. The management executive led by Tristan is always looking at ways to do things better both by internal review and also looking at what is happening outside at leading edge organisations. I have been fortunate to be involved with Tristan and The Physio Co since it began ten years ago it has indeed been a privilege to have played a part in this journey from a small aged care provider to the position of a major and respected provider today in 2014. I look forward to the next part of the journey."

- Ben Hosking, TPCer since 2004

"I love how I am free to grow as an independent and unique physio with The Physio Co."

- Alyssa Borja, TPCer since 2013



Want to join
the TPC family?



"I like the most about The Physio Co is that every team member at TPC is being treated as a valuable member and a part of the TPC family."

- Manvir Polra,
TPC'er since 2005



"I love that each and every TPCer is truly dedicated to helping each resi in every possible way. The culture creates a positive, friendly and supportive environment in which we are all encouraged to strive for greatness but have some fun at the same time! The Physio Co encourages autonomy but also facilitates a feeling of cohesiveness where we are all working towards the same goal of keeping people mobile, safe and happy."

- Regan Hollioake, TPCer since 2012

"I am an individual and get treated like one. My concerns matter. I do have the autonomy and flexibility provided by The Physio Co to do my job."

- Esther Ram, TPCer since 2011

Q: What do you like about The Physio Co?

"First and foremost I love working with the elderly and under the amazing conditions at TPC I have the time to get to know the residents really well and build great relationships with them. TPC allows a generous amount of time for physios to do their work thoroughly and have a bit of fun with the residents while we're at it. I also love that the support team are so friendly and approachable. They really are there to help us with whatever they can and they do it with a smile and a laugh. I would never feel too nervous or anxious to approach the team about any concern I have! I love TPC and I am so so thrilled to be back."

- Claire Souter,
TPCer since 2011 then 2013

"Flexibility; rewarding (in that what I'm doing makes a positive impact for an elderly person and enhances their function and their lives); more than just clinical physio; opportunities to broaden my skills; friendly, approachable and supportive people."

- Adrian Magalas, TPCer since 2012

"I like the level of commitment to improving the outcomes for the aged which reflects into every aspect of the business and particularly in peer support. I like the companies flexibility towards employee needs, particularly considering the demands of maintaining continuity of service."

- Joy Hall, TPCer since 2012

Q: What do you like about The Physio Co?



"We love working with TPC for lots of reasons! It is a company that appreciates our work and recognises when we do our work well and not just when there is a problem. A company where problems are seen as opportunities for improvement. My TPC colleagues are friends not just people I work with. A company where helping each other is a core value. Having a CEO that is accessible, approachable and involved. A company that is responsive and flexible to our needs and demands of family life. A company that lives by its values everyday. TPCers are great!!!!"

- Veronica Brydon & Julia Youlton,
TPCers since 2008

Q: What do you like about The Physio Co?

"What I like about to put it simply is the culture and values that TPC creates and strive for...every event from your welcome day to team conference and learning events demonstrates these values and culture. TPC is a close knit group, you get to know the people you work with and even the ones you don't work with very often...creating a team of friends not just colleagues. A team where you can work well together but also talk about your weekend and just about anything else!"

- Emily Sneddon, TPCer since 2013

"No politics, space to be yourself, honesty, being part of growth, not constrained by rules and conventions."

- Warren Harmer, TPCer since 2010

"What I like about The Physio Co is the positive environment that is created for all its employees. By focusing on ongoing learning, mentoring and career growth, The Physio Co's team is enabled to provide high quality physiotherapy care to the residents in aged care facilities. It is a pleasure being part of such a motivated and dedicated team."

- Taruna Khanna, TPCer since 2013

Q: What do you like about The Physio Co?



"I like how the whole team supported my wife and I during one of the most challenging times of our life. The enormous support that we received, made me feel not to worry too much about work and gave us enough time to recuperate from the loss of a family member. There are more instances that I can talk about how supportive TPC is, but this one stands out."

- Mark Manginsay, TPCer since 2010

"There's lots - the flexibility to manage work/family is awesome, the environment and team mates are genuinely friendly, the support is real, the ability to work autonomously and take responsibility for your own work is great. It's great seeing how my efforts directly contribute to the painted picture and it's a fun, dynamic place to be part of. TPC is a growing business and that's GREAT for everyone involved!! I love that I have direct input into finding more fantastic TPCers and its so rewarding giving graduates a "BRW Top 5" start in their physio career!"

- Sandra Morello, TPCer since 2011

Q: What do you like about The Physio Co?

"TPC is genuinely concerned for the well being and work-life balance of its workers and tries to be as flexible as possible to accommodate individual needs and differences. For me with 2 young children, this is the perfect job. I can move my part time hours around (eg. to care for sick children, go to appointments etc) to make it as family friendly as I need. I also like it how TPC is intent on learning what it is that makes each physio tick. There is a genuine interest in each individual physio. This helps physios to feel special, remembered, included, supported, and part of the team, and it gives a safe foundation for them to express themselves and know they will be heard."

- Kath Furness, TPCer since 2010

"I like that they understand and adapt to individual circumstances and tailor to suit our needs and preferences. TPC have a human approach and respect their employees. They have a lot of integrity and values when it comes to dealing with aged care."

- Atifa Aleem, TPCer since 2012

"TPC keeps giving me chances to serve older people, this is what I like."

- Helen Lam, TPCer since 2011

Q: What do you like about The Physio Co?



"What don't I like?! It's such a privilege to be working in Aged Care, with residents and families that genuinely value you and your contribution to their loved one's life. And then, to have such an incredible team supporting you with professional development opportunities, mentoring, leadership support, opportunities for personal and professional growth, admin support... is just the icing on an already, very delicious cake. Plus a CEO who genuinely cares about you and your family, and life outside of work...wouldn't want to work anywhere else =)"

- Nancy Klinko, TPCer since 2011

"The thing that makes TPC stand out is definitely the culture, and how that affects things like annual leave, working hours and locations. By clearly making people a priority, it allows for flexibility in those areas and more. TPC never misses a birthday and celebrates all sorts of life milestones with you, just like family."

- May-Ann Low,
TPC'er since 2012

Q: What do you like about The Physio Co?

"It's not what I like about The Physio Co, it is what I love about TPC and that is its culture and the way each team member is valued and supported in their role. It is great to see the whole team working collaboratively to work towards the bigger picture. Each person is dedicated to helping oldies stay mobile, safe and happy and it is inspiring to see every day. I love how each person can work autonomously and grow personally in their role and how much fun we have together. It's not just a job, it is a passion that we each share no matter what role you are in."

- Jess Tennant, TPCer since 2012

"I love being part of a close-knit team of great people. I always feel supported by the company. Loving what you do and who you do it with is at the core of The Physio Co. I can honestly say that I love every day. It's great being part of a company that is continuously growing and developing."

- Supreet Juneja, TPCer since 2013

"I love the way everyone is so supportive and helpful. All the people I work with go out of their way for others, it's never about themselves and always about others. They are generous with their time. Everyone is also genuinely interested in each other's lives, not just as work colleagues but as friends. I feel privileged to be able to call myself part of such a great company (even if it's just a small part). I have found everyone in the head office super friendly and supportive when I have needed help or support. They understand that I am more than just me, but that I am part of a family outside of the company. I have never felt like anyone has ever tried to be better than someone else (even in management), but have always felt treated like an equal. Thank you for accepting me into the company!"

- Kathleen Bardwell, TPCer since 2012

Q: What do you like about The Physio Co?



"The reason I like The Physio Co is, it is one of the best companies I've worked for. All the members in the team are very cooperative, motivated, and supportive and the help I have received from my mentor is awe-inspiring. TPC has given me a lot of opportunity to develop my professional skills in various aspects by providing comprehensive training, support and encouragement. In total what I could say is: The Physio Co culture is incredible and astonishing and I feel very proud to be member of the TPC family."

- Chaitanya Malasani,
TPC'er since 2013

"It has such a family feel. Everyone is interested in not only your work but also you and what's happening in your life. Everyone goes out of their way to assist you whenever you need, nothing is too much trouble and there are no silly questions. You, as a physio, are always put first. The work that we do with our residents is so rewarding and satisfying. Our residents become our friends and sometimes confidantes and are so grateful for our visits even if it is just for a quick chat to see how their week has been. It's such a great feeling that you can help someone improve their quality of life with even the smallest of gestures. Being a part of the TPC family for the last 6 years has been fantastic - they have supported me with growing my skills both clinically and non clinically and have always been accommodating with my needs as a physio and a person."

- Seon Carswell, TPC'er since 2008

"At TPC, people are always the King. Elderly people are the King. All the TPCers are doing our best to help elderly people stay mobile, safe and happy. Our employees are the King. All TPC team members take care of each other and their families. The management team really supports every single team member. TPC is the most professional aged care Physio company in VIC. We only do things in correct & professional ways. We only allow limited number of people to be involved in every single treatment to keep a high quality of service. We always do what we say we will do."

- Riddick Jie, TPC'er since 2011

"I absolutely love the way everyone at TPC is driven by the 4 values. We all go to work as physios, knowing that every time we are at work, we are making someone feel better and bringing some kind of change to their day and health. But at TPC, everyone not only does these things, but they go beyond just "going to work". The culture of a TPCer speaks volumes, it speaks of the values that enhance the work a TPCer does. Our work is respected, and also the support that we get from other TPCers is tremendous. There is so much care and guidance from each other and the team leader and the support office is immense. Every TPCers work is very much appreciated and the sense of appreciation we get from our colleagues and 'oldies' is genuine and sincere. Working as a TPCer is great and rewarding in every way!!"

- Kameel Shah,
TPCer since 2013



We asked everyone to describe The Physio Co Culture in 3 words...



33 TPCers responded
48 different words
were used



Top 3 words:

1. Supportive
2. Family
3. Caring

FAMILY
CARING
ENTHUSIASTIC
WELCOMING

TPC Core Values

(what's important to us)

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

The Physio Co core values are how we think, feel & most importantly... act! Our values are what set us apart from others and provide guidance for making decisions every day. The Physio Co is achieving our goals by consistently living our values. Any decision, problem or issue is answered by referring to our values.

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

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

TPC Weddings



May-Ann & Marcus



Jess & James



Julie & Kevin

birthday party . birthday party . birthday party . birthday party . birthday party

TPC turns 9!



Babies!
Babies!
Babies!

5 beautiful baby girls
to welcome into the
family xxx



Anouk



Grace



Miranda



Harriet



Ava

Seon Carswell

Announced at the TPC Christmas party, Seon lived the value of 'Think Big, Act Small' and earned herself the title of The Physio Co's Most Valuable Person (MVP) for 2013.

Woohoo! Go Seon!



MVP of the Year

Team Conference

2013



The Physio co team conference is the best day of the year on the TPC calendar! Packed full of inspiring speakers, great learning, plenty of time to chat & lots of fun...

team conference . team conference . team conference . team conference





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. We're always on the lookout for new TPCers!



