

THE
physio
co

keeping seniors moving

2016

Culture Book

Inside one of Australia's Best Places to Work

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



Where's
Wally
edition





2016 Culture Book

Inside one of Australia's Best Places to Work

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Pssst...!

The Physio Co had an amazing 'Where's Wally' themed 11th birthday party (check out page 65) so we thought we'd do a Where's Wally edition culture book! Have fun Wally watchers!

Search the Culture book to find 11 other Wally's like this guy...happy hunting!



Search this page for Wally, Wenda & Woof's tail. Keen Wally followers...can you also spot:
+ A cowboy + A towel with a hole in it + Five sprinters + A donkey who likes ice-cream



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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.



Tristan and wife Kimberley

Welcome to The Physio Co family Culture Book 2016

Since 2004, members of the TPC family have been visiting elderly Australians in aged care homes, retirement villages and wherever they call home to help each person stay mobile, safe & happy for as long as possible. Why? Because, as a team, we are improving seniors' healthcare forever.

To achieve our long term goals and deliver on our core purpose, we make culture our No. 1 priority. The TPC family culture is based upon obsessively living our four core values: respect everyone; be memorable; think big, act small; and, find a better way.

This 5th version of the TPC Culture Book is our biggest yet. It contains the honest thoughts of 56 TPC team members on what they think is The Physio Co family culture. Please enjoy the 70-odd pages of stories along with heaps of photos from our 2015 parties, conference, weddings, birthdays and celebrations.

And, of course, before I sign off for 2016, a huge thanks to everyone that's contributed to this little book and helped put it together. Biggest thanks of all goes to Kimberley who, for the 5th year in a row has spent almost every waking moment of her January and early-Feb collating, designing and creating this very important book that has become a ritual at the The Physio Co.

Enjoy the read & have an awesome day,

Tristan White

Founder & Chief Enthusiasm Officer

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@tristanjwhite





We asked TPCers
what they thought
of The Physio Co
family culture

This is what 56 of
them had to say...!



team

South Australia

Mike

"Being a part of TPC feels like working as part of a family that gets along and functions really well. Each team is like a different 'family' unit. Each has its own unique little culture and as in most family units each has experienced older members and super enthusiastic younger members who want to absorb all that experience and knowledge. Then the support office are like the awesome cousins that organise everything and keeps the extended family together! It's a great place to work with a clear direction and the stories that I hear of team members doing great work and the amazing stories from our resis keeps me inspired everyday. I like the fact I genuinely like the people I work with at TPC on a professional but also a personal level. I'd be happy to catch up with any member of my team for a bevvie outside of work (including the big boss man!). That's rare in a workplace and is another thing that makes it so enjoyable. Having the right folk on the bus is making the journey much more enjoyable!"

Michael Quinn

Team Leader - South Australia
TPC'er since 2014



Johnny



"To be a part of The Physio Co family makes me feel valued and a part of something more than just an employee meeting targets. Regardless of whether you've just joined, or perhaps moving on towards something different, working with TPC is one of those things that will stay with you forever. I like that The Physio Co is accommodating and flexible for employees. The support system is awesome right from the top down, and anyone from the family is willing to go that extra step for each other and for our clients."

Johnny Le

TPC'er since 2014

Tim

"Working at TPC feels inclusive. I feel part of the large TPC family. It felt great to be able to fly to Melbourne for the TPC Christmas party. It feels great to be part of a growing team in Adelaide and part of the TPC whole that has grown so much since its inception and is looking forward to the future. It feels comforting to know I can call anyone in the Adelaide team or the support office should I need it. I like working for a company that is values-based. I like working for a company that recognises its staff are its best asset. I like working for a company that recognises staff that live the core values through the staff recognition program. I like working for a company that values ongoing training and support."

Tim Brandenburg

TPC'er since 2015



Stephen

"Wow...What does it feel like to be a part of The Physio Co family? At first I felt a bit apprehensive not knowing what this meant in its summation. On reflection I can now understand how the term 'family' is used, and let me extrapolate on this. The Physio

Co uses this term as an endearment to commit to listening, understanding and appreciating your concerns, whether they be a part of your professional working life, or part of the work and home life balance. This makes me feel accepted and appreciated for how my own family life fits in with a working 'family' life with The Physio Co. I like how The Physio Co can certainly make a working environment seem so easy. Help is so easily accessible and any questions are rapidly addressed with understanding and courtesy. Working templates and data are easy to access and readily completed, making clinical decisions simpler and straight forward. This reflects extremely well in a team environment as it demonstrates your confidence professionally to others. I love the energy of the staff and how they provide support without intrusiveness and bias. I like the admin support as they won't ever rest on their laurels to solve a problem at hand."

Stephen Franchi

TPC'er since 2015

Michael

"Being part of TPC feels like an extended family that is ready to help and support one other without obligation. Our growing team in SA comprises of both experienced physios and recent graduates with different backgrounds and levels of experience. Despite this variation in skill levels, everyone sees eye to eye and are supportive of each other. I like the comfortable, approachable and helpful image that TPC promotes in all our employees. I recently received some feedback from an enrolled nurse who had been employed at one particular facility for over 8 years and had made a point to say he had seen many different physiotherapists come and go over the years. He felt the need to inform me how impressed he was at how collaborative, respectful and open our team members were with all facility staff members regardless of whether they are a general manager or a carer. Even though TPC provides a contracted physiotherapy service to facilities (as opposed to being uniformed 'in-house' employees), I have discovered that the emphasis on relationship-building (which TPC advocates) has made me feel a part of each facility's family rather than as a contracted 'outsider.'"

Michael Djykie

TPC'er since 2015





Shailesh

"It's been just 2 weeks since I have joined The Physio Co family, but I can definitely say that it is looking after me so well. Everyone has been so supportive to kick start my new role, as I have no previous experience to work in aged care as a physio. My experience is as a private practitioner and I can tell, it is lot different. I had changed my joining date 3 times and Michael waited so patiently for me to start work and there was no pressure from him to start early. What do I like about The Physio Co? Supportive environment: Since the last 2 weeks I have been getting excellent support from Michael, Johnny and Tim to continue my new role in the aged care industry. It is a different feeling than work in a private practice, here you are making a change to maintain people's basic ability and help them to get basic care properly. I might have more to say as I continue to work with TPC."

Shailesh Godhani

TPC'er since 2015

team

Geelong



Kathy

"Being a part of the TPC family feels like a whole lotta luck. You're doing the work that you enjoy, whilst surrounded by extremely supportive & genuine people. There is definitely a family feel to the company & it's such a privilege to be able to be connected to so many fantastic physios. It's also so much fun at The Physio Co, we celebrate everything & everyone - making work life so enjoyable. I like the incredibly caring environment that TPC fosters in both our interactions with our resi's & also with each other. We're there for our resi's through some of their most testing of times, so we get to experience a lot with them & actually see the difference that we make to their lives. We also never face a challenge on our own at TPC, whether it be work related or personal, the TPC family is always there to support us."

Kathy Soo

Team Leader - Geelong
TPC'er since 2014



Regan

"I feel so privileged to be part of such a vibrant, caring, friendly and passionate group of people who genuinely believe in keeping our residents mobile, safe and happy. The TPC family is made up of a wonderfully unique bunch of people that make our workplace a fun and supportive environment in which I look forward to working in each day. TPC is so special because of the people. Every member of the team, whether it be the physios in the facilities or our amazing support team, are there because they want to be. Each day I am blown away by the enthusiasm and positivity of our team which is infectious and guaranteed to leave you with a smile."

Regan Hollioake

TPCer since 2012

Ruchi

"It's not long since I started working with TPC but it feels like I have always been a part of this family. I like the flexibility and support I get at The Physio Co. I am glad I joined The Physio Co family."

Ruchi Gupta

TPCer since 2015





Peter

"Being part of The Physio Co family is reassuring as I am working with like minded people who want to ensure our residents get the best care we can provide. All members of the team are inspired by the culture and values of TPC and that guides us through what can be tricky negotiations and challenges in our work. I like the recognition that is given out to people who do simply great things and for those who do simple things great! I also like that I always feel supported in TPC which is particularly important when, as happens in our field, you can be working alone for large periods of the time."

Peter Parks

TPCer since 2014

Kath

"There is a real warmth within The Physio Co that radiates between the physios, the team leaders, the admin staff and the CEO. This warmth makes me feel I'm in the right place and I'm appreciated and valued for who I am and what I do. The Physio Co provides flexibility around my chaotic childcare, kinder and school runs. It understands and accommodates my families needs allowing me a fabulous work-life balance."

Kath Furness

TPCer since 2010



team *Melbourne West*



Michelle

"At TPC I feel I belong to a group of professionals that are different but liked minded, inspiring and supportive. I love the fact that we are people focused, friendly and there is no hierarchy."

Michelle Nguyen

Team Leader - Melbourne West
TPCer since 2011

Anna

"TPC always ensure that you are and feel like a valued member of the team. It's a lot of independent work but you always feel confident because of the support and mentoring TPC offers. What I really like at The Physio Co is the large support from everyone and especially the team leader who is always looking out for you. TPC really tries to be flexible to make it work for your professional and also personal aspects. TPC really has the best interest of the residents, facility and yourself, so they make sure you have enough time to give quality care to these resi's!

Anna Huynh

TPCer since 2012

Nidhi

"The Physio Co has provided me with opportunity to grow as a physiotherapist. I joined TPC as a limited registration physio and now grown into a full registration physio.

The amount of support and flexibility I have received for my exams has played an important role in clearing my registration exams. I love the culture which includes help, support, flexibility, fun and amazing team leaders who are always ready to support. I love to work across different sites and meeting different residents and staff which makes my work more interesting."

Nidhi Sidhu

TPCer since 2013

Ashley

"Being part of The Physio Co family gives a sense of support and also confidence. Knowing that you can call your team leader or the support office should you need help with sourcing equipment, get advice when

dealing with a unique situation or just need clarification on paperwork provides you with the support and consequently confidence to perform your job well and get the best outcomes for the residents that are under your care. What I like about

The Physio Co is that despite often working in isolation you have regular contact with your team leader and you also know that your team members are there to help you if needed, just as you would also help them should the need arise. An example that comes to mind is how quickly people will put their hand up to help should you become sick to help ensure that the CPM programs are completed and that the residents receive their therapy."

Ashley Mozford

TPCer since 2015



team

Melbourne North West





Kelly

"TPC is a company that values its employees for the people we are, not just for the work that we do. You feel appreciated, and acknowledged for the work you do, which makes a huge difference! I like that we are made to feel welcome from the get go at TPC.

Despite being isolated in our work place a lot of the time, there is the extra effort from other TPCers to touch base, if even just to say hi. I like that despite the money driven world we live in, TPC has values, and we do our darnedest to stick to them to focus on the ageing population we are working with. There is opportunity to grow and develop a myriad of skills, not just on a practical physiotherapy basis.

Kelly Livingston

Team Leader - Melbourne North West
TPCer since 2012



Madeleine

"What does it feel like to be a part of The Physio Co family? Supported! TPC truly is a big family who generally support each other. Being new, I have not once felt alone or unsupported. Every single instance I have needed the support, it has been there. That's a great feeling to have. I like the community feel at TPC. You are always aware of what is going on, whether it is a team member's birthday, the birth of a colleague's child or the praise of a TPCer who is upholding the TPC values. TPC doesn't just focus on your work life, they focus on your personal life as well. That's what makes it so great!"

Madeleine Haynes

TPCer since 2015

Andrew

"The Family - it's a special feeling knowing that although we all come from very different backgrounds that we all have a similar passion and that we want to share our experiences (successes and challenges) with each other. At TPC - I like the fact that we get the opportunity to know our resi's at a deeper level, we are able to spend time with them and find out what they value in life so we can adapt our management to make it a memorable and enjoyable experience for everyone involved."

Andrew Cameron

TPCer since 2012



Lily

"My journey with TPC has been short but fantastic so far. They give you the flexibility, guidance, work life balance that makes you enjoy your work. Every company has its own set of core values and principles but here at TPC, people actually follow them. I have had the pleasure of meeting a few team leaders and other colleagues at different sites and the kind of dedication and camaraderie I saw was just amazing. The team leaders here are the most thorough professionals who really go the extra mile to make sure that everything is perfect for the residents, not just on paper but in reality.

And the other physios on site are equally amazing, ready to give their time if you need assistance. Wow! They are indeed a group of special people making the lives of many of our seniors better. Proud to be a happy TPCer."

Lily Sehgal

TPCer since 2015

Shobini

"It feels great to be part of a group of people with similar goals and visions, and work together not just as a team, but as a family. Everyone is bubbly, charismatic and easy going; and you know that you can always depend on each other for both professional and personal things that are happening in your life. What do I like about The Physio Co? The ongoing support that we receive all around, from colleagues to those in the administration. Everyone is capable and dependable, and go all out to ensuring our resis stay mobile, safe and happy."

Shobini Babraj

TPCer since 2015

team

Bendigo





Veronica

"I continue my commitment to The Physio Co because of the value placed on our interaction with our residents and clients. Care of the elderly is not "sexy" and is not often a priority for the funding bodies. It is great to work for a company that really does care about our elderly and supports us to do our very best for these wonderful people. TPC gives me permission to have fun with my residents, I can laugh, sing and dance with our ladies and gents – we all end up feeling better! TPC gives me the opportunity to meet and spend time with some absolutely amazing and wonderful older people – I've learnt so much about life, love and making the most of opportunities. I can have input into the way we do business, I might not always agree but I know I will be heard. We can all contribute to improving our work – suggestions, developing documents, providing resources and learning packages to share are welcomed. We can share our wisdom and learn from the wisdom of others. We are valued as individuals, we can approach any of the management team and receive help and support for both professional and personal issues affecting our work life. Our values are a great guide to how we work, if in doubt we can and do refer to them. If a team member is not attempting to work to our values anyone can gently prompt them to revise their "modus operandi". TPC fosters and encourages us to feel part of a family – like all families we can disagree, feel more or less connected at times but we know the family is always there to support us and we celebrate achievements within the family in great style."

Veronica Brydon

Team Leader - Bendigo
TPC'er since 2008



Joy

"I feel that being employed by The Physio Co is very different to any other employer I have had over my working career. Certainly I feel I have a

lot of support, particularly since Veronica became the team leader. I feel the position has changed since I started in good and bad ways. There is a much clearer job description but also the job has narrowed in its role. My contacts with other physios in the Bayside team have been incredibly positive. So it feels very much like a professional family with amazing staff members who communicate well and who are always there to help when needed. I like the flexibility of the company, the 'can do' approach and the quality of the people it employs."

Joy Hall

TPC'er since 2012

Heike

"At TPC, this is my first job out of uni and I work by myself in regional NSW. I feel very supported and an integrated part of my team. I am proud to say I am working in aged care for The Physio Co as I believe we are supplying a quality service to our clients and excellent care to our oldies. What do I like about The Physio Co? The Bendigo Team and our team leader Veronica. I never hesitate to pick up the phone to seek advice when I am unsure. I feel she is a great mentor despite being hundreds of kms away."

Heike Wilson

TPC'er since 2015



Carissa

"It is a joy to be a member of the TPC family. Each individual is recognised as being a valuable member of the greater team and all team members are so friendly, caring and supportive of one another. I love the enthusiasm that the whole team has for taking care of oldies! We all share a common goal of keeping oldies mobile, safe and happy and everyone strives to do the best job they can to achieve this. It is nice to feel part of a family and be working alongside other people with positive attitudes who also love working in the aged care environment. TPC go the extra mile to make sure that their staff members are satisfied and supported in their roles. It is also exciting to be a part of such a innovative and progressive company which is always striving to provide the best possible service within the aged care sector."

Carissa Kearns

TPC'er since 2012

Julie

"I feel TPC gathers and connects like-minded physios throughout the state (and beyond). I feel TPCers are consistently dedicated to being positive, and collaborating to get the best options for our clients. Some things that I like about TPC are that our residents are often so grateful for our input, and often we provide hope and motivation, when their access to outpatients or rehab may be limited. I like the culture of going that extra mile to provide meaningful and practical assessments, rather than just addressing the minimum requirement. I like the support of the team to learn about areas of practice not covered at an undergrad level, such as pressure area care and oedema management."

Julie Medley

TPC'er since 2015



team

New South Wales

Martin

"It is great to feel part of a team that has a genuine passion working as physiotherapists in the aged care sector. The Physio Co really want to make a difference to the lives of the elderly population. They also understand that physios are also mothers, fathers, cricket players or maybe studying part-time, and a work-life balance is really important. I feel lucky to be working for The Physio Co. TPC have listened to my ambitions and are great in trying to work with me in reaching them. What I like most about The Physio Co is that they understand that in order for The Physio Co to grow, their staff also need to grow and develop and they will help you along with your journey."

Martin Hall

Team Leader - New South Wales
TPC'er since 2015



Linda

"We are quite a remote service and it could be rather isolating. However I have email and phone access at any time to any of the other TPCers. At the Swarm nearly every other physio was extremely friendly and eager to network and listen. I find TPC a very friendly and inclusive company to work for and sometimes the emails and texts make me laugh!"

Linda Clarke

TPCer since 2014





Arvish

"The Physio Co really feels like a family and not just a team. Everyone makes an effort to get to know you personally, and goes out of their way to make you feel appreciated and cared for. Although we work across Australia, we aren't isolated, celebrating birthdays, marriages and new babies via our social media app Yammer, where we also post clinical questions and receive updates from our colleagues. Team leaders are approachable and easy to talk to about any queries or problems, and that extends to the support office staff as well as Tristan himself, who keeps an open line of communication and encourages people to email him or give him a call directly if they want to chat about anything. There are many things that I like about The Physio Co, but for me I love the clinical variety. In my grad year, I received exposure to not only physiotherapy work in aged care facilities, but also plenty of community-based work where I saw clients in their homes, as well as private practice work at our Aveo sites. It's been a challenge, but definitely a rewarding experience that has given me plenty of opportunities to grow and learn."

Arvish Sandhu

TPC'er since 2015

Antonio

"From day one at The Physio Co, I've felt like I've been a part of a family. TPC support staff and team leaders have always gone above and beyond their call of duty to make sure everyone is looked after and cared for. This is a rarity in a physio company, let alone any company and it makes me want to give more to further the growth of the TPC success.

TPC has shown their dedication to be above reproach and be above industry standard when it comes to patient care and service. Through the regular learning events and open channels via yammer, it's really allowed TPCers to be accountable to each other. Proud to be a TPCer."

Antonio Kim

TPCer since 2015





Sam

"Being part of The Physio Co feels like being a part of a well connected team with a clear common goal and vision. It feels like being a part of a movement, something bigger than myself with the goal of impacting the lives of the elderly for the better. It also feels like being a part of a wider family of physios and support staff who make a genuine effort to know each other personally. It feels like belonging to a bunch of warm people who are like-minded, committed and love to have fun. I love how The Physio Co is made up of people who give open channels of communication and access to each other. I like how our CEO sets an example of being so approachable and relational. I like how this flows out to team leaders and how this culture of clear and open communication is promoted and maintained throughout the whole company. As a new grad I love how my team leader is only a phone call or email away and I know I can get support from him, from the support office or from Yammer any time. I also love The Physio Co's culture of making a genuine effort to build team spirit and unity. I love how The Physio Co strives to facilitate this through our yearly team conference, annual Christmas party, regular regional team training events and MVP awards. Finally, I love the feeling that I get at the end of my day that my work is ethical, practical and a part of a genuinely altruistic vision to help others. After all, this was why I wanted to become a physio."

Samuel Saw

TPC'er since 2015





Manvir

"To me being a part of The Physio Co is like a member of a big family. Working for more than 10 years at TPC has certainly made me feel a responsible and valued member of the family. I am very proud to be a part of TPC :) I have always noticed that people always come first at TPC whether they are elderly residents in aged care facilities or TPC family members. The supportive and caring working environment at TPC has ranked it one of the 50 best place to work in Australia for 7 years in a row."

Manvir Polra

Team Leader - Melbourne North
TPCer since 2005



Rita

"To be honest, it's hard to feel that The Physio Co is a family. I think it does try to be, and I really think it's an amazing effort. However, the company is just a bit too big and the working environment is too spread out. As such, personally, I don't feel that I am part of a family, as you would in a small company where you see the same people everyday, or most of the week. What I feel is that I am part of an amazing company where I know that I can always find a smiley face; where I know that I am treated as a person and not just as an employee; where the culture underlines a healthy and respectful working atmosphere; where providing the best care for the people we work for is the main objective and not running against the clock to make the hours as profitable as they can be. I cannot stress how valuable this is. I applied to work with The Physio Co because of this culture and I have not been disappointed. I've worked in many different jobs, in many different countries, with many different companies. My experience: the best place to work is the one that is genuinely dedicated to providing a good service and that respects people along the way. To sum up: I love you TPC, because you allow me to be happy at my work, to share many special moments with aged care residents, and to feel at the end of the day that I could concentrate on giving the best I can to the people I treat."

Rita Da Cruz

TPC'er since 2015



Chaitanya Shiny

"I feel so felicitous to be part of the TPC family as it is like a good family who are there with you in hard times and happy times, whatever the situation is. Thank you TPC! What I like about The Physio

Co is good team work - TPC offers individual commitment to group effort - that is what makes a team work, a company work, a society work and civilisation work."

Chaitanya Malasani

TPCer since 2013

"TPC understand that people have lives outside of work, and that these lives might sometimes impinge on their time and attention. They realise that allowing for some work-life give and take means not only that they won't waste time and money on unnecessary turnover, but that they'll build loyalty and commitment. They know it's give AND take, not give OR take. TPC treat employees like grown-ups. They share information with employees, listen to their ideas and assume they are responsible enough to manage their own."

Shiny Sijo

TPCer since 2015



Brooke

"The Physio Co family is incredibly supportive and welcoming, especially as a new graduate physio, not only regarding work, but valuing each individual within the TPC family. Learning events and social outings are filled with laughter and chatter like a good old catch up with friends. The positive work culture at The Physio Co inspires and enables me to become the best physio and team member I can be to provide quality services to our oldies. I like that The Physio Co is driven with clear goals and values, proudly earning us another year of being one of the best places to work in Australia!"

Brooke Cherubin

TPC'er since 2015

Anu

"At TPC, it feels great to be a part of a family where all are friendly and accepting. I like The Physio Co because it provides me with a supportive and nurturing environment. It makes me aware of opportunities for professional growth, eg..introducing me to fellow physios, books, journals etc where I could find answers to physio related questions. TPC also provides encouragement and moral support which makes work life a lot easier."

Anu Ebenezer

TPC'er since 2014





team

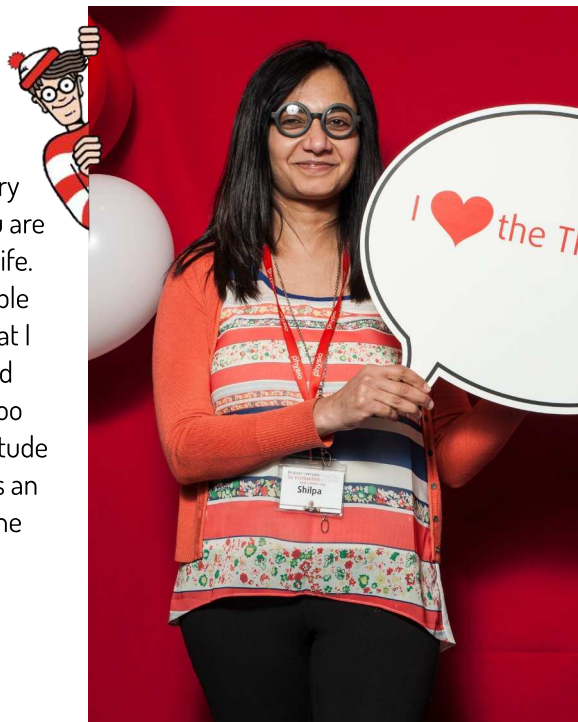
Melbourne East

Shilpa

"It feels great to be a part of TPC and is very rewarding to work for a company where you are able to help residents in their end stage of life. The support office team is very approachable and the company has a great feel to it. What I like about The Physio Co is the culture and everyone's willingness to help. Nothing is too much of a trouble for any TPCer and the attitude is amazing. Even though everyone works as an individual, it still feels like being a part of the family."

Shilpa Parekh

Team Leader - Melbourne East
TPC'er since 2005



Taruna

"Being part of The Physio Co family provides me with an opportunity to work with elderly who really appreciate our help. The Physio Co family provides support in all facets of work and personal life. Professionally I feel appreciated for the efforts we put into our work. I sincerely appreciate the support provided by The Physio Co to me during Nov/Oct 2015 when I was faced with personal challenges due to health of my husband. This feeling of support allows me and others to excel at their work with the knowledge that The Physio Co family is there to provide support.

What I like first and foremost at TPC is the sense of accomplishment and the commitment to quality care for the elderly. This quality is further supported by a great, professional and flexible working environment. I also like the great culture across the company, and the encouragement provided to each and every team member to do their personal best."

Taruna Khanna

TPC'er since 2013





Liz

"What does it feel like to be a part of The Physio Co family? It feels like just that – a family. Never have

I worked for a more supportive and friendly company. Nothing seems like it is too much trouble and nothing that you do goes un-noticed.

It is nice to be rewarded and appreciated for the work that you do, even if it is something minor. I'll never forget just after I started with the company before Easter time, receiving a block of chocolate in the mail! Little touches like those make The Physio Co such a great company to work for. I like the variety and the fact that you get to meet new and interesting people all the time. I also like the way that the company tries to "better itself" and has goals to work towards that the employees feel like they are a part of achieving."

Liz Longmire

TPC'er since 2015

Helen

"I feel happy, warm and proud to be a part of the TPC Family. At TPC, I like the fact that people respect and care about the residents and colleagues. My appreciation and thanks goes to all the leaders at TPC too."

Helen Lam

TPC'er since 2011



team

Melbourne South East



Helen

"It feels great to be part of a team working together to make other lives better. I like the supportive environment at The Physio Co. The company looks after the individual - acknowledging anniversaries and birthdays, sharing important moments in our lives, providing education and opportunities for career growth. It also looks after the team to ensure we have the right people who will work well together and support each other."

Helen Eddy

Team Leader - Melbourne South East
TPC'er since 2006



Jedidah

"What does it feel like to be a part of The Physio Co family? We are one, but we are many, and from all the lands on earth we come. We share a dream, and sing with one voice... I am, you are a part of TPC. (Sorry, couldn't think of much else - otherwise the boring answer would be 'comforting'. Then again, a single word answer might be sufficiently concise if you start running out of space.) What do I like about The Physio Co? When creativity allows action to take flight, results can soar and good old memories can be made. OR (since the above isn't really an answer) The refreshing take on the mundane (eg ordering forms, requests to do things, etc)."

Jedidah Yong

TPC'er since 2015

Karine

"At TPC, it feels like even though you have a great degree of autonomy, there is always a great team of people to help you out with work and to support you whenever you need anything. I like that The Physio Co has important values and it sticks by them. It's so hard to come by this. It means a lot that you can do important work and know that the company will support your integrity."

Karine Styles

TPC'er since 2015



Tina

"Working for The Physio Co is an absolute pleasure. I feel very fortunate to be part of an incredibly caring and supportive workplace that genuinely values their staff and consumers. I am lucky that I get to go to work each day with a smile on my face knowing that the work I do will be appreciated. Finally everyone is always so supportive, wonderful and positive so The Physio Co is more of a family rather than just a group of people who happen to work at the same place. I love that each and every day at TPC is different and the variety of challenges that continually crop up. I feel empowered by the autonomy that I get to exercise each day. It's an awesome feeling to be valued as a professional. Last but not least working with the elderly is so rewarding and stimulating. Its humbling to know that my interaction with a client could be the difference between a good and bad day."

Tina Blagojevic

TPCer since 2013

Mark

"At TPC I feel lucky to be part of this very professional and enthusiastic group of people, that also knows how to have fun when it's appropriate. I like how TPC look after their physios. The support they provide, not just for the new grads but everyone in the team, gives you that feeling that you are not on your own especially in challenging times."

Mark Manginsay

TPCer since 2010

Lincy

"I have been a part of TPC since March 2014 and I really feel it as my second home with my supportive and friendly colleagues!!!! At TPC, I always feel to be in a team where I can see smiling faces to uplift my energy and mood, supporting hands where it's needed, listening ears to clarify my doubts and a genuine heart to love each other. I really appreciate Helen, my team leader for being a supportive and understanding person to all my needs. At TPC, I really like the family atmosphere in the team; learning events to enhance our knowledge; never feeling bullied by anyone in the TPC family and the flexibility with rosters."

Lincy Mathew

TPC'er since 2014





team

Melbourne BaySide



Maryan

"Being a part of the TPC family makes me feel included in an exciting and energetic group with like-minded and dedicated people. I like the strong values that TPC portrays and encourages, allowing our team the freedom to work with honesty and integrity."

Maryan Tawfik

TPC'er since 2010



Monica

"Being a part of the TPC family feels exactly like that, being a member of the family. Everyone in the team is so friendly, thoughtful and accommodating. We are all after the same goals in helping the residents and improve their quality of life. I like working with the residents, getting to know them and their families and being able to contribute to their lives in a positive way. The Physio Co allows this to happen in a safe environment and with an encouraging team."

Monica Farag

TPC'er since 2014



Nargis

"I have worked with The Physio Co for 4 years now. During this time, I have always felt welcome and any work I have done recognised and appreciated. The physios are a special bunch, all very caring and willing to help out as is the wonderful support office. I can honestly say I enjoy each day I work with TPC and see myself being with the company for a while :)
Something I really like about TPC is the flexibility to increase or decrease my hours as my circumstances demand, the "family feel" to the team and the reward of knowing that at least occasionally I make a difference to a residents life :)"

Nargis Sami

TPC'er since 2011



Priya

"It's a great honour to be part of the TPC family and I've always felt good during my short time here. It's a good feeling to be working in a place where everyone shares a similar goal. Not every time will you get a job where every other co-worker is ready to help you in a genuinely loving and caring manner. In TPC you'll find that everyone is part of a close-knit family and is happy to help one another to achieve one common goal, which for us is to keep our lovely oldies mobile, safe and happy. The one thing I like about TPC is its level of work organisation. The level of organisation at work truly makes a big difference in your work life and in my perspective this is at highly commendable levels at TPC. The several different tasks are distributed evenly and effectively which makes team work a success at this place."

Priya Kalaignanasundaram

TPC'er since 2015

Support Office

team



I ❤️ the TPC Team





Jess

"All I have to say is that it feels pretty damn amazing to work with such an incredible bunch of people. In fact, it makes me want to click my heels together! Before TPC, I have never worked with people who hold the same values as I do. Everyone is there for each other no matter what. It is A+ all the way! What do I like about The Physio Co you ask...? Hmmm there are so many reasons why! Not only because it is such a great culture and really like a family who treats everyone with respect and as an equal, but also because of the amazing work we get to do every day. The fact we help oldies stay mobile, safe and happy every day is pretty rewarding. I love listening to the stories from the physios about their latest milestones with their residents. It truly is inspiring and puts a smile on my face. I love how TPC is dedicated to ensure our physios become the best physios they can be and equip them with what they need to grow. We care about each physio on a professional and personal level which is rare these days. I love how we celebrate all milestones, birthdays, anniversaries as well as study achievements and births. I love that we recruit based on the right fit for TPC. It ensures there is no politics and everyone shares the same values. Makes for a great place to work. I love that no matter what position you are in, you are heard. Your opinion matters and feedback is valued. The culture is truly one of a kind and the people at TPC are just genuinely amazing and passionate about what they do. It is exciting to see TPC grow and the exciting future we have ahead together."

Jess Donsen

TPC'er since 2012

Nancy:

"The Physio Co feels like a big extended family, especially now that we're spread across Australia! You can strike up a conversation with anyone, knowing that you've got some great common interests...but also the opportunity to learn from others' experiences. I like The Physio Co's reputation. Whenever I walk into a facility that's had our TPCers in there whether to cover a shift or have a meeting, there's a friendly welcome and a knowledge from their end that a TPC physio equals a motivated, hard worker who loves their resis and wants the best outcome for them. Big shoes to fill, but they're good ones!"

Nancy Klinko

TPC'er since 2011





Ben

"Over the years I have worked in many organisations and can honestly say it is indeed a privilege to be part of this successful and growing business. I have been fortunate to have been a part of the The Physio Co journey with Tristan since its humble beginnings in 2004 and have been proud to be a part of TPC's growth and achievements. Highlights have been the constant moves up the BRW Best Places to Work ladder and this year the strategic move to become part of the Aveo Group. What appeals to me about The Physio Co family is that we are all striving to provide the best service and support to both our clients and fellow team members. This is a culture that has been constantly tested, especially over the past year with the expansion into other states and more recently the servicing of retirement home residents. In response, strategies and actions are being developed to improve performance in these areas. The Physio Co treats every team member with value and respect whether they be a new graduate or an established employee and recognises their achievements - big or small. TPC is aware that it's strengths are the people and strives to develop all the team through conferences, learning events and on-job mentoring. It is indeed an enjoyable place to work with a good work life family balance."

Ben Hosking

TPC'er since 2004

Jan

"Until recently, I was working as the General Manager for a medium size residential aged care provider. The Physio Co was one of many suppliers we used to service the homes we operated. I was always impressed by Tristan and his team. Tristan would come and visit me regularly to ensure that I was happy with the service, the care the TPC physios took with our residents was outstanding. Now that I'm part of TPC, I see that this same friendly and caring service extends to how TPC operates on the inside as well – TPC treats its people as it's greatest asset. If you are friendly to others, have a positive attitude, value professional service and take great pride in your work, then TPC is for you and you will feel like part of the family. The culture and the people are the best thing about TPC – it is a privilege to work here. Every morning the TPC support office staff have a 12 minute stand-up meeting called "To The Point" (10:05am without fail). We talk about the 'TPC'er of the day' and make sure we know their interests, details about their partner & family etc. The CEO, Tristan seems to know everything about everyone who works for him! In fifteen years of working in aged care I have never seen a company live its values like The Physio Co does. I tell people the things that TPC does to support its team and they frequently stare at me gobsmacked and ask where they can sign up! Working for TPC is one of the best decisions I have ever made professionally."

Jan Blair

TPC'er since 2015

60 Support Office team



Brontë

"The Physio Co is a unique work place. Communication is key. Suggestions and ideas are taken seriously. Your opinion counts. To work with a team of genuine, kind and hard working people is a great feeling. The purpose of The Physio Co to help seniors stay mobile, safe and happy is motivating. To be even a small part of this purpose is a great feeling."

Brontë Kennare

TPC'er since 2010

Jane

"I have been with The Physio Co in the Support Office for nearly two months and it has been an amazing time. To wake up in the morning and actually want to head off to work is a great feeling! I love TPC's core values and my favourite is Respect Everyone."

Respect is something that is important to me outside of work, you can make someone's day with a simple kind gesture, so to be part of a company that champions this core value is wonderful."

Jane Skjellerup

TPC'er since 2015



Core Values

These 4 values are part of the 'secret' spice at TPC. The values guide every decision or challenge we face. 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

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

Milestones & Successes 2015

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

Happy 11th Birthday!

Where's Wally theme!

Plenty of conversation, cake and the launch of the 2015 Culture Book marked the occasion of TPC's 11th birthday!



Award Winning Culture!

In 2015, The Physio Co was ranked by BRW as the second best place to work in Australia!! We are so very proud to have been listed as one of Australia's top 50 places to work for the last 7 years!!

The judges of this list (the Great Place to Work Institute) independently survey all TPCers (the best qualified people to say what it's like to work at TPC) and also audit our company culture to check out how we create an awesome workplace.



Honor Roll

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



BRW.

Swarm 2015

TPC Swarm is our annual team conference where all the TPCers in the land gather 'Swarm-like' to be inspired, learn and mingle. It's full of excited TPCers and lots of learning.



Weddings 2015

6 TPCers tied the knot in 2015
with their loved ones! We wish
them a lifetime of love and
adventure!



Sal & Nath



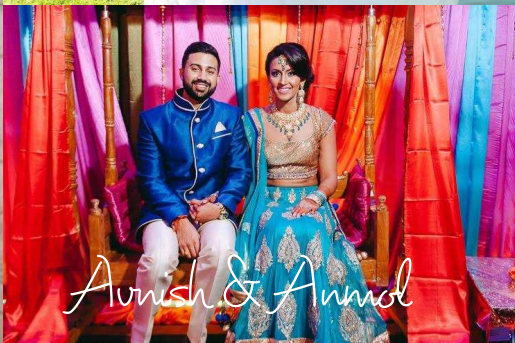
Steph & Craig



Kelly & Karl



Mike & Lele



Avnish & Anmol



Nargis & Felix

Births 2015



Emily

We love to celebrate our ever-expanding family at TPC! These beautiful babes were all warmly welcomed into the TPC family in the last 12 months - aren't they super-cute!! x o x o



Reyansh



Addison



Siyona



Zac



Ledi



Benjamin

Christmas party

At TPC, we LOVE Christmas! We celebrate with heaps of kids, a pile of presents, a great venue, awesome food, lots of smiles & of course Santa!!
Ho ho ho...Merry Christmas!!





Amongst all the Christmas cheer, TPC's Most Valuable Person (MVP) of the year is announced at the TPC Christmas party. It is a really big deal. Check out the celebratory honor roll below for TPC's hall of fame and turn the page to learn more about this years winner...

MVP

Honor Roll

2015

Nancy Klinko

2014

Michelle Nguyen

2013

Seon Carswell

2012

Michael Carney

2011

Maryan Tawfik

2010

Manvir Polra

2009

Veronica Brydon



MVP

of the year

Nancy Klinko

Nancy was nominated for the value:

Respect Everyone

+ we are generous with
our time to help others

Nancy generously supported Team SA to start helping oldies at 11 new homes in Adelaide during September & October

2015. Nancy's dedication involved commuting from Melbourne to Adelaide (sometimes two trips each week) as she supported TPCers to help over 1,000 more seniors stay mobile, safe & happy.

Way to go Nance!!

MVP 2015

Join 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 drop into our South
Melbourne Support Office
anytime you like!



Got a comment?

We'd love to hear your thoughts, questions, feedback and ideas on the 2016 Culture Book. Please jump on Facebook and send us a message (www.facebook.com/ThePhysioCo) or email culturebook@thephysioco.com.au



Last thing...

Did you find all 11 Wally's??



Answers: You should have spotted Wally on pages 7, 10, 18, 33, 34, 43, 45, 53, 54, 58 & 61....shhhh...it's a secret!

Ever wondered what it's like to work at one of Australia's best places to work? Open up this fifth edition Culture Book and find out...

The Physio Co is the most
caring, trusted & fun
allied health group for
Australian seniors.

If you like this book, you'll love our four other Culture Books too...

