

THE
physio
co

keeping seniors moving

Painted Picture 2018

How The Physio Co will feel, look & act by 31st December 2018



This painted picture is a
VIVID VISION of TPC's
compelling future!

**You have BRAINS in your HEAD.
You have FEET in your SHOES.
You can STEER yourself in any
DIRECTION you CHOOSE.**

– Dr. Seuss

What is a painted picture?

Painting a picture is bringing the future into the present. The best way to ensure dreams become reality is to take them from our minds and share them with the world.



Core Purpose

The Physio Co exists for
a very simple purpose:

**to help seniors stay
mobile, safe & happy**



Core Values

We're a values-driven crew at TPC. We achieve our goals by consistently **living our core values**. Any decision, problem or issue will be answered by referring to these core promises:

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





Who are we?

The Physio Co family (TPCers) are a **passionate bunch who** come from all parts of the world with all sorts of experiences. In common, we all **love to learn, love to listen & love to share**. And we love oldies!

From students to grads, clinicians to team leaders, support team to execs, we are all committed to growing, learning & being the best versions of ourselves. TPCers are a magnetic crew, they attract future TPCers to build an even stronger and more dynamic team.

Growing up (in quality and quantity)

We have built an **award winning team** around the simple concept of people power. We are relentless in our pursuit to find great people and then obsess over treating each person with **care, respect & appreciation**.

Supporting and empowering every team member to achieve their personal goals in a way that also brings the TPC vision to life is one of our highest priorities. With growth, comes opportunity. When TPCers suggest a great idea, we bring it to life!

What do we do?

TPC helps seniors stay mobile, safe & happy. With care and a friendly smile, we help improve strength, balance, fitness, energy & confidence in our elderly clients. Allied health services tailored to the hopes, dreams & goals of our senior clients is what we do.

Whether in an aged care facility, retirement village or private home, our services are easy to access, high quality, and of course delivered in a **friendly and fun** way that lives our core value of 'Be Memorable.'

Our clients love to have a TPCer guide them to be the best they can be. We work super-hard to create every client into a loyal TPC fan by helping them achieve their goals & improve their quality of life.





Making friends for the future

"If you want to go fast, go alone. If you want to go far, go together." – African Proverb.

Building relationships and working closely with teaching organisations, industry bodies, Governments, local communities and our peers is an important part of what we do to create a long term future, together.

Giving back

We are **committed to contributing** to our local and global community. We devote time and energy to supporting seniors' communities by sharing our time, knowledge & experience. We also contribute by committing, as a family, to charity runs, hikes, bike rides, & other events that **make a difference to our lives and others.**

Our Culture-based system

The TPC **family culture is a part of everything we do.** Our culture is ever-evolving and is kept alive by the rhythm of continuously executing the 19 steps of the **Culture is Everything Checklist.**



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

By 31st December 2018, The Physio Co family will...

- + Visit over **9,000 seniors** every week in residential aged care facilities, retirement communities, private houses, & 'wherever they call home'
- + Have more than **180 amazing team members** that obsessively live The Physio Co's core purpose 'to help seniors stay mobile, safe & happy'
- + Have opportunities for committed TPCers to live, work & travel **across Australia & in at least one other Asia-Pacific country**
- + Have been ranked as one of **Australia's Best Places to Work** for at least 8 of the last 10 years AND be ranked as one of **Asia's Best Workplaces** multiple times.
- + Have developed passionate TPCers into exceptional Clinical and Non-Clinical leaders through the **TPC Leadership Program**
- + Have had 30+ healthcare students join the TPC family to complete their clinical placements
- + Have completed our 10-year goal of providing **2,000,000 unique & memorable consultations** to Australian seniors since 2009

**In short, we have improved the
standard of seniors' healthcare
forever.**