



2018 *Culture* BOOK

THE physio
CO
keeping seniors moving

Take a peek inside one of Australia's greatest places to work
RESPECT EVERYONE • BE MEMORABLE • FIND A BETTER WAY • THINK BIG ACT SMALL

2018 *Culture* BOOK

The logo for The Physio Co is a red rounded rectangle. It contains the text 'THE physio' in white, with 'THE' in a small sans-serif font above 'physio' in a larger script font. Below 'physio' is 'CO' in a small sans-serif font. At the bottom of the rectangle, the tagline 'keeping seniors moving' is written in a small white sans-serif font.

THE
physio
CO
keeping seniors moving

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

RESPECT EVERYONE • BE MEMORABLE • FIND A BETTER WAY • THINK BIG ACT SMALL



2018 *Culture* BOOK

The Physio Co exists for a very simple purpose:
we love to help seniors stay mobile, safe & happy.

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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 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.





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TPC CEO Tristan, pictured with wife Kimberley & their three children - Alexandra, Harriet & Roman.

Welcome to the



2018 Culture BOOK

Welcome to The Physio Co's 2018 Culture Book!

This little book is a sneaky peek inside The Physio Co family: a team of 140-odd people that exist to help seniors stay mobile, safe and happy. (Onsite physiotherapy and occupational therapy to help older Australians in aged care homes, retirement villages and wherever they call home is our thing.)

This is the 7th annual edition of the TPC Culture Book. TPC's Culture Book is our version of a yearbook. A place where we gather together a collection of quotes, photos, award winners, newest family members and the memories that have shaped our growing team. This edition covers January 2017 to June 2018.

To every member of the TPC community that has helped us improve seniors healthcare forever: thank you! To everyone that has contributed to this and previous editions of TPC's Culture Books: thank you! To Kimberley, who has put together all 7 of our Culture Books: awesome job!

Enjoy the read,

Tristan White
Founder & Chief Enthusiasm Officer

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📷 [@tristanjwhite](https://www.instagram.com/tristanjwhite)

We asked **TPCers**

what they thought The Physio Co culture was and what they liked best about being part of The Physio Co family. We also asked them which 3 words best described The Physio Co culture. In their own words, this is what they had to say...



supportive passionate caring dedicated thorough responsible
kindness **SUPPORT** honesty caring fun genuine fun friendly family
rooted united nurturing fun caring organised **AMAZING** friendly
memorable caring friendly welcoming togetherness caring fun
respect culture vision supportive caring fun diverse fun welcoming

What TPCers say!

What 3 words

best describe the
TPC family?

caring inclusive respectful supportive innovative
amazingly **VISION** caring teamwork growth
friendly **FAMILY** kind community fun considerate
understanding respectful

passionate fun caring **DEDICATED**
responsive kind caring giving
friendly motivating welcoming

supportive fun dedicated supportive
respectful motivating warm enthusiastic
friendly **INCLUSIVE** passionate

warm friendly supportive supportive friendly motivational
passionate compassionate **DRIVEN** caring respectful warm friendly
supportive friendly supportive reliable inclusive friendly helpful
committed caring inclusive encouraging uplifting dedicated

ENTHUSIASTIC attentive supportive caring diverse caring loving
flexible professional supportive **FUN** supportive caring flexibility
respect support teamwork teamwork appreciative supportive
friendly caring supportive passionate **CREATIVE** fun caring
accommodating supportive approachable encouraging supportive
motivating caring helpful supportive invested acknowledgement

RESPECT innovative supportive genuine respect value team



Shilpa Parekh

"Caring, Fun and Genuine"

"The Physio Co has a very positive vibe and a great family feel. It is very rewarding to work for such a great company. Each day is different, it comes with its own challenges and achievements. You get to spend time with the residents and be a part of their families. It feels very worthy and valuable by helping the resident's achieve their goals, add value to their life and continue to grow as a person. The core values are the most important part of The Physio Co culture as this is how we think, feel and act. This helps to create a very strong culture within the team and everyone is on the same page. TPC is interested in each and every TPCer as a person, recognises and celebrates successes and milestones. There are nominations for MVP and you get rewarded for living the core values which forms the basis of a great place to work."

TPCer since 2005

Team Leader - Melbourne East





Aglin Chiang

"Rooted, United and Nurturing"

"The best thing about The Physio Co is being supported in my life - at work and outside of work, because TPC recognises that every member's life interacts, and being a family means supporting each other in more than just one aspect of life! This is true in the way TPCers approach the residents and clients, thus delivering holistic care that keep the elders mobile, safe, and happy!

In my mind, the TPC culture is beyond what we can see. A lot of the work we do in supporting and enhancing an elderly person's life involves seeing beyond what is before our eyes - their emotional struggles, the underlying causes or conditions relating to the symptoms presented. This is something that TPC so successfully delivers to not just our clients, but also to our team members."

TPCer since 2017

Physiotherapist - Melbourne East



Chamari Malalagama

"Caring, Friendly and Welcoming"

"The Physio Co culture is one of warmth and welcoming that is respectful of all different cultures, beliefs and value systems. Working with passionate and caring people who go above and beyond for resi's and their families to help them achieve their goals is the best thing about TPC."

TPCer since 2017
Physiotherapist - Team SA



Kaitlyn Klaaysen

"Supportive, Passionate, and Caring"

"Culture is important to TPC. What I like best about being part of The Physio Co family is how supportive and caring everyone is. Not many companies are like ours, so I think it's special. It's good to be able to come to work and know everyone has your back through the good and the bad (exactly like a family)."

TPCer since 2018
Customer Experience & Admin Champ
TPC Support Team



Dayana Ruiz

"Kindness, Support and Honesty"

"In my mind, The Physio Co culture is about learning and helping others. I don't feel worried if I don't have an answer, I find the support to find a better way."

TPC'er since 2017
Physiotherapist - Melbourne Bayside







Madeleine Wrigley

"Togetherness, Caring and Fun"

"The Physio Co culture is everyone working towards the one united goal. Each day we have a vision of helping seniors stay mobile, safe and happy. Knowing my colleagues are doing everything they can to help achieve the same goal as me, makes me strive to achieve better. It's lovely to work for a company that understands you as a person, not just as a worker. We celebrate life's special milestones and not just work achievements. You feel excited to tell your colleagues when something exciting happens outside of work. The lines are blurred in the most perfect way. That doesn't happen a lot in work environments."

TPCer since 2015
Physiotherapist - Melbourne West

Robyn Bowden

"Friendly, Inclusive and Passionate"

"To me, the TPC culture means respect for our clients and those we work with, integrity of the work we do and compassion to provide the best possible physiotherapy care to our seniors. The best thing about TPC is working with a bunch of dedicated and compassionate physiotherapists who are committed to providing a quality physiotherapy service and experience to our residents. It is a pleasure to go to work and be part of a team focused on the same goal of keeping our seniors mobile, safe and happy."

TPCer since 2009
Physiotherapist - Melbourne North

Becky Burgess

"Dedicated, Thorough and Responsible"

"The Physio Co culture is a culture where everyone works together to strive towards better health outcomes for senior Australians. What I like best is working with a team of people who are all committed to living the values of The Physio Co and genuinely care about keeping seniors safe, happy and mobile."

TPCer since 2018
Physiotherapist - Team SA





Udari Colombage

"Fun, Friendly and Family"

"The Physio Co are a fun, loving and stylish group! I always feel supported and a part of a team, even when we work in separate areas. It's also always very special when we get the chance to meet and work together. Not only have I found great co-workers, I have made great memories while we all help keep seniors mobile, safe and happy."

TPCer since 2017

Physiotherapist - Melbourne South East





Manvir Polra

MVP OF THE YEAR 2010

"Vision, Team Work and Growth"

"The TPC culture is a family culture. You see smiling faces always ready to help and celebrate the milestones as we do in family :) Thinking about the recent challenges I have been having in my personal life, I can't be thankful enough to TPC for not just being able to understand my issues and all the mental stress I have been going through, but at the same time being very supportive and helping me to deal with challenges and make sure that I am ok. I received a call from Tristan offering the help and support needed in a difficult time which was so heart warming. This is what we call family where we feel cared and supported, isn't it?"

TPCer since 2005

Team Leader - Melbourne West

Mike Quinn

"Friendly, Memorable and AMAZING!"

"TPC has a systemised culture/number of rituals that results in great work relationships and enables us to strive towards living the core purpose, values and painted pictures! The best thing about TPC is working with some incredible individuals from all walks of life who are all invested in achieving the same outcome - keeping seniors mobile, safe and happy! I love that I can pick up the phone and call any TPCer and always be welcomed by the same friendly helpful manner no matter what's going on."

**TPC'er since 2014
The Ops Guy - TPC Support
Team**





Stuti Adhvaryu

"Fun, Caring and Organised"

"The TPC culture is inclusive, cooperative, caring and it's about always working together! One of the best things is how easy it is to contact anyone that's part of the company. You can talk directly to Tristan if you want to."

TPCer since 2018
Physiotherapist - Melbourne North





Martin Hall

"Respect, Culture, and Vision"

"I like the fact TPC has a vision for the future that encompasses both trying to improve peoples health and also improve the working lives of physios!"

TPCer since 2015
Team Leader - Sydney North & South

Katy Phan

"Supportive, Caring and Fun"

"At TPC, there is a culture where we strive to be better and are a family. The best thing is that the family is always seeking better ways to constantly improve and grow."

TPCer since 2017
Physiotherapist - Team SA

Alexandra Humphrys

"Diverse, Fun and Welcoming"

"I love that TPC puts our residents and our team members at the centre of everything we do. It's awesome that we are able to prioritise making the lives of those around us easier and happier. In my mind, the TPC culture is showing genuine care for everyone."

TPCer since 2018
Physiotherapist - Team Geelong





Cassy Smith

"Caring, Inclusive and Respectful"

"To me, the culture at The Physio Co is to ensure every person feels respected, valued and happy. The supportive and caring team at TPC allows me to continue to grow and develop as a health professional."

TPCer since 2017
OT - Melbourne East





Jess Donsen

MVP OF THE YEAR 2016

"Supportive, Innovative and Amazingly caring"

"The Physio Co culture is unique in so many ways. It really is a team of a great bunch of people who are passionate about not just keeping seniors mobile, safe and happy, but are also passionate about supporting each other and helping each other grow to be the best version of ourselves that we can be. It is a culture of gratitude, guidance, collaboration, growth, integrity, rewarding challenges whilst of course having fun along the way. It is such a unique culture to describe but one I definitely am grateful to be part of. I would have to say the best part of The Physio Co family would be working with such a great bunch of people who are just as passionate as I am to help seniors stay mobile, safe and happy but also to support each other along the way. Everyone is so welcoming and always willing to help where they can and also challenge you to grow. It is pretty special."

TPC'er since 2012

Creator of Energy & Inspiration - TPC Support Team

Sharon Pike

"Friendly, Family and Community"

"We are like family at TPC - we look after each other as work colleagues and also look after our resi's and treat them as a part of our TPC family. It's such an awesome company who support you in all areas of life both inside and outside of work. Such a joy working with a great team!"

TPCer since 2018
Physiotherapist - Melbourne East



Brad Hill

"Passionate, Caring and Responsive"

"The Physio Co culture is about caring, like-minded individuals working collectively to improve the lives of seniors. As a TPCer you know that you have the continued support of colleagues and management... and that those same people genuinely care about you as a person."

TPCer since 2017
Physiotherapist - Sydney North & South







Kathy Soo

MVP OF THE YEAR 2017

"Supportive, Fun and Dedicated"

"The best part about being a member of The Physio Co family is being able to do something tremendously meaningful, whilst surrounded by a team who are supportive, passionate & just downright great people. We get to go to work & really help make a difference in people's lives and we get to do this with a work family that share the same values. The TPC culture is one in which everyone feels connected, our hard work is recognised and there is a core purpose & values to guide us. Every TPCer is treated as an important part of a bigger picture."

TPCer since 2014

Team Leader - Sydney West

Meredith Lawrance

"Kind, Caring and Giving"

"The Physio Co culture is a team of hard workers who all love what we do. We are passionate about doing our best and always caring for others. I only joined TPC earlier this year and as a new graduate I couldn't have asked for a more welcoming and understanding environment to be in. Everyone cares for each individual on the team and no question is ever too hard or too silly to answer. I love the support and love from everyone in the team."

TPCer since 2018
Physiotherapist - Team SA





Karleen Scott

"Friendly, Motivating and Welcoming"

"The culture at TPC is one of family, friendships, celebrations and our 4 core values. I enjoy feeling valued and respected here. It is great to go to work and feel like you belong to the same-minded family of physios."

**TPCer since 2015
Team Leader - Team SA**





Ron Nott

"Supportive, Respectful and Motivating"

"The Physio Co culture is the caring and respectful mindset driven by our core values. It's been an absolute privilege to be employed by the The Physio Co. I have never worked for a company that cares so much for their people. Everyday we look for every opportunity to celebrate births, marriages, new team members, people doing great things at work, team members reaching milestone dates! I've even seen Jess send chocolates out to a team member to celebrate the purchase of their first home! All little things to let our TPCers know that we appreciate them being part of the family. It feels great being in an environment that always looks to find a way to let them know that they care. TPC are always on the look out at improving things that makes everyone's work life just that little bit more enjoyable!"

TPCer since 2016
Finance Manager - TPC Support Team

Leah Cowen

"Warm, Dedicated and Enthusiastic"

"Everyone working at TPC is passionate about their work. Everyone at TPC respects and cares about each other whether it be by offering help with work or being interested in each other's lives. TPCers also care about their clients and are passionate about improving clients' lives."

TPC'er since 2017
OT - Melbourne South East





Claire Souter

"Warm, Friendly and Supportive"

"TPC is an inclusive family that supports all employees in a way that ensures they are providing the best service possible. The best parts are always feeling like a valued team member, being able to ask for help or support from anyone, and receiving that help or support from a friendly face always, and working with adorable oldies every day who make me smile and laugh."

TPCer since 2010

Physiotherapist - Melbourne South East

Clare Ceramidas

"Supportive, Friendly and Motivational"

"TPC is about keeping our elderly safe, happy and moving by providing services in a respectful, caring and comforting environment. The thing I like best is that friendly support is only a phone call away."

TPCer since 2018
Physiotherapist - Sydney North & South





Kate Fricker

"Passionate, Compassionate and Driven"

"The culture at TPC is about empowering our resi's to live the best life they can. Working as a team, TPCers share our strengths and experience to achieve best outcomes. The best part is I get to work with like minded physios who share a passion for aged care."

TPCer since 2013
Physiotherapist - Melbourne South East

Levi Truong

"Warm, friendly and supportive!"

"The Physio Co is a celebration of the elderly. We're not just a 'family' that only looks out for their own interests, but a 'family' with an emphatic purpose to keep seniors mobile, safe, and happy. That is what makes the TPC family special :) TPC has a culture of valuing the individual, whether it be a colleague or a resi. Respecting everyone, create joy if possible, and when able: celebrate!"

TPC'er since 2017
Physiotherapist - Mornington Peninsula





Esther Ram

"Caring, Fun and Respectful"

"I love being part of such an honest and transparent organisation that cares for everyone involved with respect. EVERYONE is treated with respect and our thoughts and opinions matter. WE matter to TPC. Being VALUED is one of the greatest part of belonging to this wonderful family ... my home away from home. In my mind, I feel that the TPC culture is one of LOVE. Because every dealing we have is done with respect and genuine concern and care for others. This stems from a foundation of LOVE. We base our 4 core values around this.."

TPC'er since 2011
Physiotherapist - Melbourne
South East



Anushi Perera

"Considerate, Understanding and Respectful"

At TPC, you are accepted for who you are. It doesn't matter what your background is, you'll always feel welcome. You know that you can count on anyone at TPC for help, if you need it at work or even help with a problem in your personal life because there'll always be someone who will be willing to listen to you.

TPC has a friendly laid back culture where the people you work with become your family. We spend so much time at work that we need to enjoy being at work and coming to work, and at TPC that is exactly how I feel. They promote work life balance and your well being is very important to them. A little over a year ago I came back from maternity leave and I was dreading leaving my little one. But everyone at the support office made my transition back to work as smooth as possible. They let me be flexible with my hours and days of work and have many a time been very understanding when I have unexpectedly had to take time off to care for my little one. I am very fortunate to work at TPC because I know I can count on them whenever I need support and they will always help me with a smile."

TPCer since 2015

Accountant - TPC Support Team

Nisarg Gajjar

"Friendly, Supportive and Most Reliable"

"What do I like best? The great support. TPC's relation to their employees is very healthy, supportive and very caring. Moreover, there is a great support from team leaders and colleagues. I feel like I'm working with my family members. :)

The TPC culture is like a social person living in a society. It is very important that a healthy, supportive and friendly culture should be there for their employees, so that employees can work better and more productively. I am very glad that TPC has the same culture."

TPC'er since 2016
Physiotherapist - Melbourne East





Adrian Magalas

"Inclusive, Encouraging and Uplifting"

"In my mind, the TPC culture is a kind of "flexible glue" that keeps us together but also allows us to explore our own individual and professional freedom. Flexibility of my calendar and diary; interactions with many people across many different aspects of the company and industry; respectful of me as a person and my life situation outside of work; these are the things I like best about TPC."

TPC'er since 2012

Quality Control Manager - TPC Support Team



Katie Jenkins

"Inclusive, Friendly, and Helpful"

"In my mind, TPC's culture is like a family, not just a place to work. The best thing about The Physio Co is the support we all give each other."

**TPCer since 2017
Physiotherapist - Sydney North
& South**

Tony Kim

"Committed, Caring and Fun"

"The Physio Co has a culture of teamwork. The thing I like best is the support that we give each other."

**TPCer since 2015
Physiotherapist - Sydney North
& South**





Shachi Shah

**"Dedicated,
Enthusiastic and
Attentive"**

"A rewarding work environment is the best thing for me about TPC. In my mind, the culture here is to work as a team authentically."

**TPCer since 2018
Physiotherapist - Sydney West**

Mark Manginsay

**"Professional,
Supportive and
Fun."**

"I like the support that I get at TPC, especially when I need it most. From support office to team leader and colleagues, everyone is keen to help when they can. The culture at The Physio Co is to deliver excellent service to our clients and inspire others."

**TPCer since 2010
Physiotherapist - Melbourne
South East**





Meghan McDevitt

"Genuine, Holistic and Caring"

"The best thing about TPC is working with a team of authentic, supportive, positive allied health practitioners who value and promote health and happiness for all. The culture is about achieving our mutual goal of keeping seniors mobile, safe and happy whilst working in our family of allied health practitioners. To support each other and use our strengths, knowledge and experience to develop and build our family/team."

TPCer since 2018
OT - Melbourne South East

Lincy Mathew

"Caring, Loving and Flexible"

"TPC's culture is about cherishing the big and small achievements and milestones of everyone in the TPC family and considering every one equally without any discrimination. The things I like best are the flexible hours and family atmosphere."

TPCer since 2014
Physiotherapist - Melbourne South East





Sandra Morello

"Supportive, Caring and Diverse"

"Everyone is genuinely friendly here, I think that's the best thing...it's nice going to work, surrounded by friendly faces, people who are busy but still always make time to have a laugh "together". I would describe the culture at TPC as inclusive, supportive, fun, flexible and trusting."

**TPCer since 2011
HR Guru - TPC Support Team**

Christine Reed

"Supportive, Caring and Flexibility"

"The culture at TPC is about helping older Australians to move well and stay well! The best part about The Physio Co is being an independent worker but knowing that I belong to a team who I can always get support from and that we all share the same values and culture."

**TPCer since 2017
Physiotherapist - Sydney North & South**





Vaidehi Patel

"Appreciative and Supportive"

"I joined TPC 6 months back and being a part of TPC family, I felt I was being always supported and welcomed from day 1. Indeed I didn't feel like I have joined a new workplace, it seems like I found a great bunch of friends and family with whom I can share anything! The Physio Co culture is the core of the TPC family which keeps all TPCers connected. Each TPCer is treated equally no matter what is their role or level of experience. You are connected to all your team members: via a "Huddle Call" if you are not working on the same site and with the whole team on Annual Day/TPC SWARM!"

TPCer since 2017
Physiotherapist - Sydney West

Angie McMahon

"Friendly, Caring and Supportive"

"I love catching up and sharing ideas with the other clinicians at TPC. They are all so supportive and helpful, everyone's got different ideas and interests if you're ever stuck for ideas to help with a particular situation. The culture at TPC is one where we are always willing to help, whether it's a colleague or our clients!"

TPCer since 2015
Physiotherapist - Melbourne South East



Khuti Kapadia

"Respect, Support and Team Work"

"The culture at TPC is supportive, friendly and open. The best part of working here is the fact that it actually feels like a family where colleagues separated by distances and positions still have a chance to communicate and bond."

TPCer since 2018
Physiotherapist - Sydney West

Kate Harpur

"Helpful, Supportive and Invested"

"The TPC culture is about going the extra mile to make a positive difference in our clients lives. The best bit about TPC is building relationships with the lovely clients."

TPCer since 2018
Physiotherapist - Sydney North & South



Nancy Klinko

"Passionate, Kind, and Creative"

"The best part about The Physio Co? I love that we tell (and get to hear!) lots of stories - stories about our resi's and them achieving their goals, stories of the amazing work TPCers are doing around the country, stories of lives changed and people impacted. That way we get to celebrate together and learn from each other. At TPC it is a culture of family, a group of people that have your back no matter what, who you can count on and who are fun and inspiring to be around!"

**TPC'er since 2011
Roving Team Leader - TPC
Support Team**

Gary Cheung

"Fun, Caring and Accommodating"

"The best thing about being part of the TPC family is that we see and treat each other as more than just physios at work. We see each other as friends, family, mums, dads, young adults, athletes, musicians and ordinary people with hobbies and a life outside of work.

We are a passionate group of people who care about each other, bringing the "fun" into work and working hard to all help seniors stay mobile, safe and happy."

TPCer since 2017
Physiotherapist - Melbourne East



Ashleigh Wilkes

"Supportive, Approachable and Encouraging"

"The Physio Co culture is about working with truly like-minded people as part of The Physio Co family. Everyone is made to feel as though they are an equal with their peers. Even as a new graduate, the supportive and encouraging environment fosters approachable relationships between every team member. No matter how far away you may be working geographically, you always feel connected to your team. As part of The Physio Co family, I've been able to live an amazing opportunity to help out TPC by working in Cairns. It had always been a distant dream of mine to be able to work in Queensland, and now I get to live it as my reality. I've had the opportunity to develop my independence as a physiotherapist, with the autonomy and responsibility that has come with this position. It has been a truly wonderful experience, and is something that will shape both the physiotherapist and the person I will become in the future!"

TPC'er since 2017

Physiotherapist - Melbourne Bayside

Chris Peres

"Innovative, Supportive and Genuine"

"TPC's culture is one which aims to deliver consistently high care for resi's while seeking to keep things human and empathetic within structures that sometimes may lose sight of the end goal amongst all the rules and the paperwork. The things I like best are the opportunity to work locally (5m from home); with the knowledge of a broader group of professionals, with collective skills, interests, stage of life, scope of expertise and personalities to draw on as needed."

**TPCer since 2017
Physiotherapist - Sydney North
& South**

Helen Lam

"The best part about The Physio Co is being supported."

**TPCer since 2011
Physiotherapist -
Melbourne East**

Zalak Patel

"Respect, value, team approach"

"I would describe The Physio Co culture as multicultural. The best thing about working here is we find a better way to work."

**TPCer since 2017
Physiotherapist - Sydney West**





Brooke Cherubin

"Supportive, Motivating and Caring"

"The fact that we refer to those in our company as the TPC family says it all. I like being able to pick up the phone and call another TPCer to hear a friendly voice that actually cares about what's happening in your life, which is also evident in our daily huddle calls. If ever there is a challenge or hurdle, I love that we are proactive and work together to find a better way, to keep our TPCers happy and ultimately better help our residents/clients. The Physio Co culture is all about having fun and celebrating every member of the TPC family as we work together towards a common goal to achieve our core purpose. Our culture is intentional and reinforced daily as we use our core values to guide us, aligning everyone, which creates a great place to work with a fantastic group of people."

TPCer since 2015

Team Leader - Melbourne North





Ben Hosking

"Value, Acknowledgement and Respect"

"I like being part of the TPC family because of its innovation and energy. It constantly strives "to find a better way" to do things, recently illustrated by the transition from Coreplus to Cliniko as its practice management system. It is indeed a privilege to be part of an organization that continues to improve its service and support to both clients and fellow team members. I consider the words value, acknowledgement and respect best describe the TPC family. On a personal note, as a long standing member of the support office, I have always felt that my input and work has been valued and indeed acknowledged, especially by Tristan as the CEO. A thank you acknowledging your work is part of the TPC culture and is appreciated by all members of TPC family. Respect for others is another important virtue of the TPC family and great emphasis is made on applying it to both clients (oldies) and other TPCer's. We acknowledge our differences however strive to respect and appreciate each other's strengths and weaknesses."

TPCer since 2004

Accounting Consultant - TPC Support Team

Core values

No lofty statements here...These values 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

There have been plenty of reasons to celebrate milestones and successes over the last year or so - these celebrations are an important way we live our value of

'Be Memorable'

Fun Facts

ABOUT THE PHYSIO CO IN 2017!!



We hired
54
new TPCers



We can now
be found in **6** states!
Vic, NSW, QLD, Tas, SA, ACT



We billed
121,280 hours
in total for the year.
Wow. Go team!



We have started
TPC daily huddles



Kathy Soo (Team Geelong) was crowned
our MVP of the Year. Go Kathy!



We have conducted
15,245
private consults to
help our seniors
stay mobile, safe
and happy.



We celebrated a
successful **TPC SWARM**
where we learned all
about Dementia.



We were named on the
Best Workplaces in Asia
list in 2017 & 2018



We were named as
one of Australia's
Best Places To
Work, **our 9th year**
in a row.

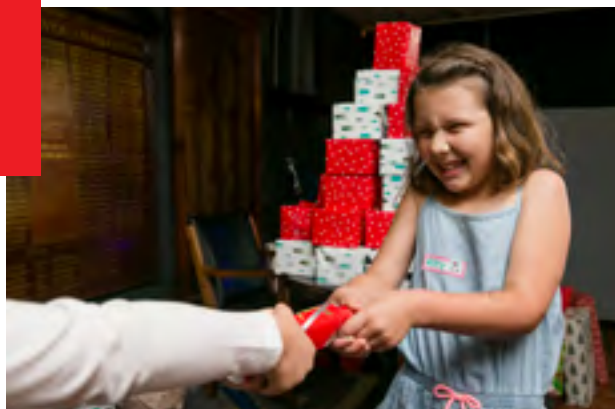


Our very own CEO
Tristan White became
an Amazon Best Selling
author and released his
first book 'Culture is
Everything' ... GO TW!!!

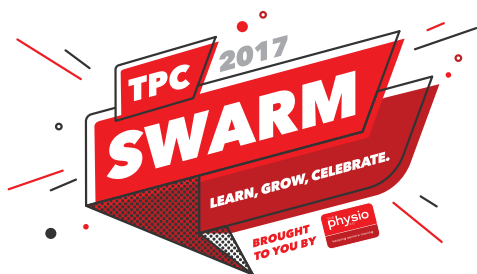


Christmas 2017

TPCers love getting together to celebrate the year that was, eating, drinking and waiting for Santa to arrive. This year, we headed for a day on the green - lawn bowls!







TPCers from around Australia 'swarm' in to our annual event - it is the most anticipated event on the TPC calendar!

The day is packed full of learning, socialising and celebrating. It is also the day we announce our MVP of the Year - now that is a big deal!

Would you like to come to TPC Swarm 2019?

For more **information** and to **buy a ticket**, visit

thephysioco.com.au



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Birthday Celebrations

Happy birthday to you...

This edition of the Culture Book spans 18 months and during that time, TPC celebrated its 13th & 14th birthdays!

TPCers gathered at their closest learning event for the occasion.

There was of course cake and a happy birthday song as well as some learning. Becoming a teenager is certainly cause for celebration!!



Family News

18 gorgeous bundles arrived in the TPC family!
Welcome to the world little ones!

Ishaana - baby girl for Nidhi Sidhu (Team Melbourne West)

Clara - baby girl for Niel Ellis (Team Sydney North & South)

Bowie - baby boy for Ron Nott (TPC Support Team)

Aurora - baby girl for Eloise Simpson (Team Geelong)

Akiane - baby girl for May-Ann Low (Team Melbourne East)

Scarlett - baby girl for Tony Kim (Team Sydney North & South)

Lohitaksh - baby boy for Chaitanya Malasani (Team Melbourne North)

Surveen - baby girl for Supreet Juneja (Team Melbourne South East)

Ethan - baby boy for Mike Djukic (Team SA)

Tomá - baby boy for Adrian Magalas (TPC Support Team)

Evelyn - baby girl for Kelly Tanner (Team Melbourne North)

Patrick - baby boy for Angela Belleville (TPC Support Team)

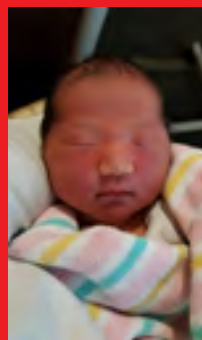
Tobias - baby boy for Mark Manginsay (Team Melbourne South East)

Xavier - baby boy for Bethany Davis (Team Melbourne North)

Elena - baby girl for Lauren Kelly (Team Melbourne South East)

Arlo - baby boy for Kerry Adey (Team Sydney North & South)

Angad - baby boy for Simranjeet Kaur (Team Geelong)





Marriages & Engagements

Congratulations to these couples who were married!

Michelle Nguyen (Team Melbourne West) married Trent

Julie Voigt (Team Bendigo) married Martin

Aga Madasik (Team Melbourne South East) married Glenn

Madeleine Haynes (Team Melbourne West) - married Matt (pictured)

Congratulations to these couples who got engaged!

Ashley Filmer (Team Sydney North & South) got engaged to Tobias

Chamari Malalagama (Team SA) got engaged to Suni

2017 MVP *of the Year!*

WINNER:

Kathy Soo

Think Big, Act Small Award

Kathy lived this value with one of her residents, Linda, to help improve her confidence after she'd had a fall. They worked hard, taking the small steps to help Linda achieve her goal of going home for Christmas Day with her family. This was a big deal for Linda and we are so proud of Kathy for helping make such a difference in her life.



2017 MVP *Finalists!*

Angus Reckord - Respect Everyone
Anushi Perera - Find a Better Way
Brooke Cherubin - Be Memorable
Kathy Soo - Think Big Act Small

MVP OF THE YEAR HONOR ROLL:

2016 Jess Donsen
2015 Nancy Klinko
2014 Michelle Nguyen
2013 Seon Carswell
2012 Michael Carney
2011 Maryan Tawfik
2010 Manvir Polra
2009 Veronica Brydon

Kathy joins a growing list of rockstar TPCer's: Check out the celebratory honor roll above for TPC's MVP of the year for the last 8 years.



HELPING SENIORS STAY *mobile, safe & happy*

This is a photo of TPCer Tim, his dog Ziggy and 97 year old client, Margaret.

Tim was regularly visiting Margaret for her physio sessions in an Adelaide retirement village. Together they'd set some health goals for Margaret to maintain her fitness, strength and balance through regular physio sessions. During the sessions, Tim not only helped Margaret achieve her goals, he found out that she absolutely loved dogs – she'd had a pet for most of her life – but not anymore.

So, on a long weekend, Tim, Ziggy and Tim's girlfriend, Prue, jumped in the car and headed over to visit Margaret. They spent half an hour or so chatting with Margaret while she met, patted and played with Ziggy. They all loved it.



CULTURE IS *Everything!*

TRISTAN WHITE

Tristan has plenty to share about his journey of growing The Physio Co from a part-time job into one of Australia's Best Places to Work. You can read about it in his book, *Culture is Everything*, subscribe to Tristan's podcast, *Think Big, Act Small*, or book him to speak at your next event!



VISIT tristanwhite.com.au 
to **buy the book** and to **book Tristan**.



Keep in touch with Tristan by subscribing to his **newsletter** and **podcast**.



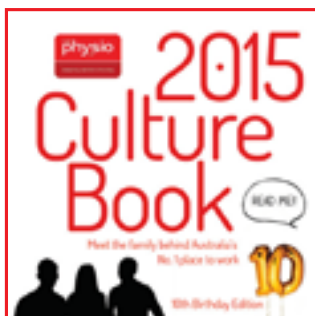
THE
physio
co

keeping seniors moving

Ever wondered what it's like at one of

Australia's Best Places to Work?

Open up this 7th edition Culture Book and find out!
If you like this book, you'll love our other Culture Books too...



thephysioco.com.au

Got a comment?

We'd love to hear your thoughts, questions, feedback and ideas on the 2018 Culture Book. Please jump on Facebook and send us a message:

www.facebook.com/ThePhysioCo

or email culturebook@thephysioco.com.au