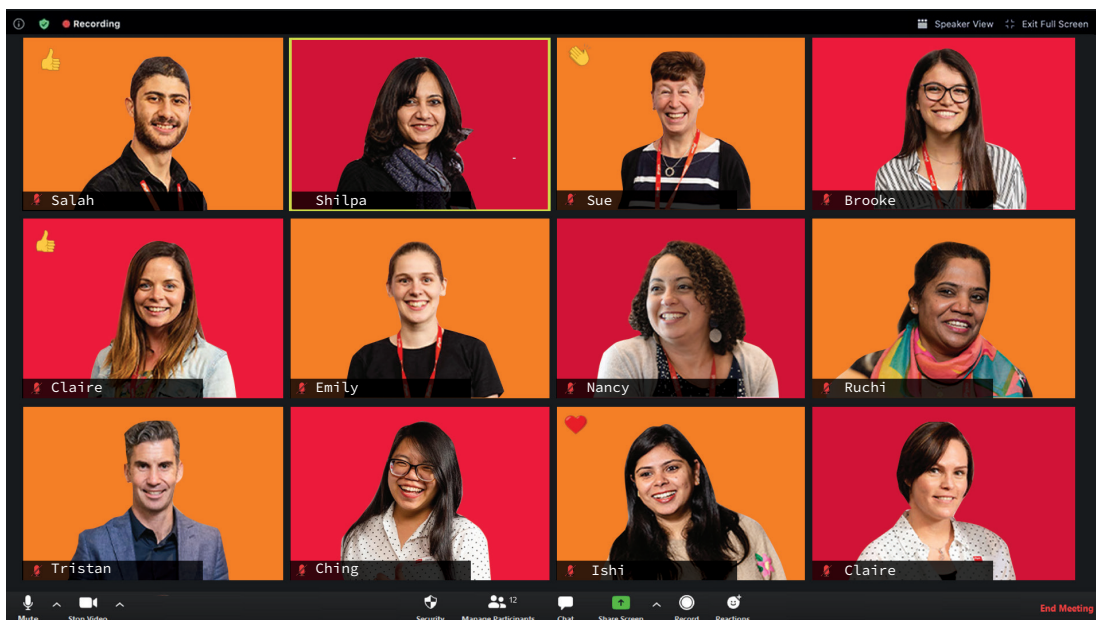


2020 Culture Book



Helping seniors stay mobile, safe & happy
wherever they call home!



© 2020 The Physio Co
This book is intended to show how some team members have expressed their feelings about The Physio Co team. 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.



2020 Culture Book

The Physio Co's award-winning culture is years in the making.
This little book is a snapshot of 2019-2020





Contents

Welcome	1
So... what do we do?	2
TPC Core Values	3
10 Year Obsession	4
What TPCers Say	6
Milestones and Successes	30
TPC Swarm 2019	31
MVP of the Year 2019	32
Core Purpose Award	34
Christmas 2019	36
16th Birthday Celebrations	38
TPC mini Swarm 2020	39
10 year Obsession Celebration	40





Tristan launching the 2019 Culture Book at TPC Swarm 2019



2020 Culture Book

The Physio Co (TPC) team has been helping seniors stay mobile, safe & happy wherever they call home since 2004. Between 2009 and 2020, we've smashed our own 10-year obsession and, as a team, delivered more than 2,000,000 client consultations. Amazing!

Even in the global pandemic of 2020, The Physio Co has embraced the challenges and opportunities in the same way we do with everything: as a team. There have been some amazingly tough days and weeks, but, as the year ends, I'm feeling super-proud of the personal and collective kindness, resilience and adaptability of TPCers, and most humans, in 2020. I'm also looking forward to leaving 2020 where it is and moving on to 2021!

This 9th edition TPC Culture Book is a look inside the action at TPC from May 2019 to October

2020. A big thanks to everyone that has helped The Physio Co over the last 16 years and thanks to everyone that has contributed to this 2020 Culture Book.

Lastly, like always, BIG, BIG thanks to Kimberley who has put together this and every edition of the TPC Culture Book.

Enjoy the read and have an awesome day,

Tristan

Tristan White
Founder & Chief Enthusiasm Officer

✉ tristan@thephysioco.com.au

in [linkedin.com/in/whitetristan](https://www.linkedin.com/in/whitetristan)



'So... what do we do?

TPC helps seniors stay mobile, safe & happy wherever they call home

With care and a friendly smile, we help to improve strength, balance, fitness, energy and confidence in our senior clients. Our services help our clients to realise their hopes, dreams and goals. #seniorssmashinggoals

Whether in an aged care facility, retirement village or private home, our services are easy to access, are of high quality, and of course are 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 as healthy and independent as possible.



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

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

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

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



10 Year Obsession

The Physio Co has a big, and scary, long term goal that we call our 10 Year Obsession.

That is, over 10 years, from 1 January 2019 to 31 December 2028, we will help our senior clients set and achieve

2,028,000
meaningful
health goals!

By attracting the right clients, understanding their needs, setting meaningful goals, working the plan, smashing the goal and then celebrating success together, TPC will help our senior clients be happier and more independent than they ever imagined possible.



What TPCer's Say!

2020: Phew! What a year! In a year that's had LOTS of challenges, we asked TPCers to share some of the things they appreciated about being part of The Physio Co family during 2020 and what they were feeling grateful for. In their own words, this is what they had to say...

Zara Humphreys

TPCer since 2020
Physiotherapist – Melbourne East

I have really appreciated the support of the team in 2020. Both from my team leader Shilpa but also from the other physios who were always just a phone call away if I needed help and could chat to on our daily phone huddles. I am grateful for technology and the huge impact it has made in keeping us connected over a time of physical disconnect. I have loved working with TPC this year. I don't think it could have been a better job to have this year due to the support of the staff, the flexibility and the gorgeous seniors I got to see each day!

Aga Medasik

TPCer since 2017
Physiotherapist – Melbourne East

2020: We pushed through it together. In many cases clients couldn't see their family for many months throughout the first and second lockdown. I think it was a very positive experience being able to provide a physio session to some of those clients. To some people, we were the only external person they could have in their rooms. Right now I am feeling grateful for being healthy and having my family around me.

Margaret Horvath

TPCer since 2018
Team Leader – Geelong

In 2020, I have most appreciated seeing the residents. They have not been allowed to have visitors through the pandemic, and getting to provide some of the social interaction they were missing was lovely. I'm feeling grateful that I've been able to keep working during this pandemic, and can now buy my friends and families some nice gifts for Christmas.



Helen Eddy

TPC'er since 2006
Team Leader – Melbourne Bayside & South East

This year, I have appreciated having teammates who continue to encourage and inspire me. It has been great that TPC has embraced technology to keep us all in touch via Zoom. I am very grateful we have been able to continue to work at a time when so many have not been able to. It's great to be part of a team that is like a family. We celebrate and share in our good times and support each other through difficult times. We encourage, inspire and challenge each other to be the best we can be.

Spotlight on Helen's Physio Career

1980

Graduated with a physiotherapy degree from Lincoln Institute, Melbourne. Got married this same year!

1981

Helen honed her physio skills by working as part of a small team at Latrobe Valley Hospital

1983

Moved to the Mornington Peninsula; Helen started and ran a couple of private practices part time; also worked part time at the Blind Institute in Mt Eliza and also started a family – Helen and her husband Doug have 4 children including twins!! These were some busy times for Helen!

1993

Moved to Tasmania for Doug's work; Helen started another private practice while her two youngest were still at home. They used to come to the clinic with Helen while she saw her clients – this was probably good training for Helen's future team leader role with TPC!!*

1999

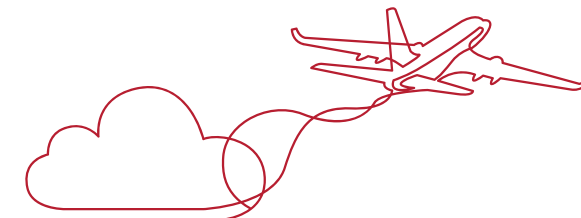
Moved back to Melbourne for Doug's work; Helen relocated her private practice work to Melbourne

2006

Helen saw a part time job with The Physio Co advertised at an Aged Care facility in Cranbourne – right near where her parents had just moved to a retirement village – seemed perfect for her. Helen's TPC journey had begun!

2015

Helen becomes Team Leader of Melbourne South East team and Bayside team



On her role at TPC:

"Being a Team Leader has brought me into contact with so many physios – I have really enjoyed working as part of a team after working mostly on my own for much of my physio career before TPC. My team feel a bit like my kids!"



Anushi, Brooke & Maddy at TPC's 2019 Christmas Party

Maddy Wrigley

TPCer since 2015

Physiotherapist/Recruiter – Melbourne West

You know you work somewhere special when you still feel a part of the team during the crazy year that's been 2020!! I've really appreciated staying connected even when we haven't been able to catch up in person. I feel grateful to be working for a company that is always looking for ways to improve and bring our team members closer together.



Mike Quinn

TPCer since 2014

The Ops Guy – Support Team

It's been a big year and I'm super proud of how TPCers have come together to tackle the numerous challenges. We've been gradually moving towards seeing more and more clients one to one with the intent of helping seniors smash goals for 2 years now. Despite the turbulence of 2020 I love that there have still been fantastic stories and examples of how TPCers are making a positive difference to the lives of Australian seniors. This year, I've appreciated the support and flexibility to keep going despite the fact there is no interstate travel and the willingness of all TPCers to embrace technology to stay connected. Right now, I am very grateful to be living in Australia. It was a big leap to move here 10 years ago, there was no thought of a pandemic response in mind! But, knowing how it's impacting my friends and family in the UK I am extremely grateful to be living here and be part of the community.

Sarah Lee

TPCer since 2018

Physiotherapist – Melbourne East

2020 has been a challenging year for all of us, but more so for our residents. Despite this, the residents continue to bring more joy and love into my life than I could ever bring to theirs. I have continued to be blessed by heart to heart moments shared together, and seeing the impact that improved mobility has on their lives. It has been so wonderful to work together to achieve meaningful goals which we can then celebrate! My knowledge of plants and flowers, and enjoyment and appreciation of warmer weather has continued to grow this year – to the delight of my residents (they take much pride in my development in this area). How wonderful it is to share and improve the quality of life for such special people! Right now, I am grateful for sunny weather, the support of family and friends, and the blessing of living in a country like Australia during 2020! I am so appreciative of the memories made this year.

Adrian Magalas

TPCer since 2012

Quality Control Manager – Support Team

The thing I've really appreciated about TPC this year is the supportive leadership that found a way to support staff in a challenging time and to allow flexibility to ride the ebbs and flows of a crazy year and still get my job done. I am very grateful that my family and I have come through the year intact, and even a little stronger for the challenge. Thank you TPC!

Udari Colombage

TPCer since 2017

Physiotherapist – Melbourne South East

I am very proud of us working as a team at TPC to continue providing quality care for our clients and residents through COVID times. I am grateful that all of us at TPC safely got through the pandemic. I would like to thank everyone at TPC, we wouldn't have been able to get through this year without all of your hard work :)



Salah Zeidan

TPCer since 2019

Physiotherapist – Sydney

TPC is all about helping seniors stay mobile, safe and happy. In this crazy year of 2020 I have truly been able to experience this core purpose. Whilst most of this year was spent in lockdown, most of us still had some family at home to spend lockdown with whether Mum, dad, brother, sister or partner. This I am sure made the lockdown a little easier as we could spend more time with these loved ones, however for our seniors that I was working with the story of lockdown was a little different. Most of the seniors that I would work with had no partner, brother, sister or loved one to share lockdown with. They were all alone, this made them feel quite down as one would be!!! Reflecting on the lockdown situation with our seniors made me truly understand that as a Physio we are more than people who “make pain better” or “make someone stronger”, rather we are people who can use emotional support in addition with our clinical skills to help a person's overall quality of life improve, and for the seniors that we work with to become “mobile, safe and happy”. Right now, I am grateful for good health and family.



Jayne O'Malley

TPCer since 2018

Physiotherapist – Melbourne South East

This year, I've most appreciated Helen – my team leader who has been fantastic in keeping up communication. Right now I am grateful for health, family and friends.



Nancy Klinko

TPCer since 2011

Team Leader – Geelong



MVP of the year 2015

This year, I've appreciated the opportunities to gather online while I've been on extended maternity leave. It's helped me stay connected to the team and what's been happening, while I take time out for my family. I'm grateful for the downtime forced by the pandemic, and super grateful that things are opening up again and getting back to some kind of normal. I've been so impressed with the way TPC has pivoted in 2020, taking the challenges and looking for opportunities. And I love that while Aged care was locked down for so many families, our TPCers were able to still go in and connect with the residents in such a difficult time. I loved hearing the stories of people connecting with residents' families to update them, and I know our TPCers would have been a ray of sunshine in a really dark and difficult time.

Sue Mavin

TPCer since 2018
Physiotherapist – Sydney

TPC is a company that values and appreciates the work that you do. They follow their motto of “culture is everything” and you truly become one of the family. Even during the challenging times. This year I’ve appreciated being able to have great support from ALL the staff at TPC. In the office and physios that are part of our team. I really appreciated the daily huddles, particularly during lockdown times.

I am grateful for being part of this fantastic team, building relationships with staff, residents and residents' families.



Mandeep Bedi

TPCer since 2018
Physiotherapist – Melbourne North

I really appreciate the support received from my team during the COVID situation. I am grateful that I will be able to see my family over Christmas and during public holidays. I haven't seen them due to regional and metro restrictions.

Kaushambi Sanyal

TPCer since 2014
Physiotherapist – Melbourne West

A lovely close knit family, that is what TPC is to me. One of the most positive things for me has been knowing that I have a secure job when everything around me is uncertain. I am grateful for my beautiful family and all that I have or am going to achieve.

Daniel Tran

TPCer since 2020
Physiotherapist – Melbourne East

I think the stand out positive light this year has been the overall support within our team – there is always someone to chat/discuss/celebrate things with.

Joh Cornish

TPCer since 2020
Physiotherapist – Geelong

The thing I've appreciated at TPC during 2020 is ongoing support throughout the year. I am very grateful for having a meaningful job.



Kathy Soo

TPCer since 2014
Team Leader - Sydney



MVP of the year 2017

I've appreciated being able to support and continue to care for our clients throughout this challenging year. Especially during the height of the pandemic, we would see our oldies more than their own families would see them, so it has been a unique and special experience. Also, I've appreciated how wonderful and supportive the team have been. Having such a great work family has been such a light in 2020. I am very grateful for my health & the health of my family, friends & work family.



Claire Souter

TPCer since 2013
Physiotherapist/Customer Service Champ
- Melbourne South East

Having started working in Customer Service this year, I've been lucky enough to get to know a lot more TPCers than I would have otherwise. More often than not, I am learning things about our TPCers through the feedback that our clients and their families report back to us and it is always such glowing and positive feedback. I feel very lucky to work for a company where it appears there are no bad eggs! During the most challenging time of 2020 while Victoria was in strict lockdown, I felt very privileged to still be able to see my beautiful clients as the work we do at TPC is an essential service. At a time while family members weren't able to visit their loved ones and there was a lot of anxiety and frustration, I felt so honoured that I was in a position where I was able to make video calls between my clients and their families to help them stay connected and they were very appreciative too. Right now, I am grateful for living in Australia and having the freedoms that we have which we previously took for granted.



Sandra Morello

TPCer since 2011
HR Guru – Support Team

What a year! I think I've most appreciated the flexibility/trust & ability to work from home. To do things a little differently to the norm (adapt), but still get it done and contribute in a meaningful way. 2020 sure was different, but I'm grateful that we took the time to help each other as needed. If there ever was an example of outstanding teamwork, let the record books reflect that it was 2020! Right now, I am feeling grateful that we got through this year safe and sound (so far)! :)

Brooke Newman

TPCer since 2018
Admin Guru – Support Team

At TPC we have an incredibly supportive environment. I know that if I'm ever stuck or having a bad day, the team is there to help. Even with all the challenges this year brought us, TPC was able to find better ways to keep us working towards our main goal of keeping seniors mobile, safe and happy. I'm grateful for our amazing TPC family sticking together through this tough year.

Brooke Cherubin

TPCer since 2015
Team Leader – Melbourne North

This year has forced many things to change at work and in life, but TPC has adapted and looked after TPCers as best as possible in the process, so for that I am thankful. Although we have been geographically separated, TPC has made sure we have stayed connected and supported throughout this challenging year, made easy with the already existing huddle calls, along with coming together via Zoom. I also appreciated that TPC had a clear plan if any of our TPCers or sites were affected that put our health and safety first, which was comforting during an unsettling time, especially in aged care. Right now, I'm feeling grateful that I've recently been allowed to return to another nursing home after many months of single-site restrictions, and being able to reconnect with residents and staff, along with my own family and friends.





Emily Johnson

TPCer since 2019
Physiotherapist – Sydney

I always appreciate the support and genuine care that is at the heart of the TPC team. I have benefited greatly from the ready listening ear of my colleagues if there is a metaphorical (or literal!) roadblock throughout the day. They are always willing to lend a hand and open to receiving help back too. I am grateful for the impact that TPC is having in the everyday lives of seniors in nursing homes, notably during the lockdown period. It is a joy to see clients of fellow TPCers and my own set and meet goals that are meaningful to them. I am grateful that as health professionals we get to do this on a daily basis!

Mary Cousinery

TPCer since 2020
Physiotherapist – West

A positive thing I've appreciated this year at TPC is the ongoing support and care from team members and the support office. I am very grateful for being able to be a part of a team that are doing their best to keep our seniors safe and happy during some tough times.



Chaitanya Malasani

TPCer since 2013
Physiotherapist – Melbourne North

2020 has been a more challenging year than any time before. I feel proud to be a part of TPC, to be able to help residents at the facility, give them the company when families are not able to contact them and flexibility in rostering during home schooling was helpful. TPC is always flexible, understanding, supportive and helpful in these challenging times. I am grateful for being a TPCer and continuing to be a part of the TPC family.



Jess, Tristan and Kimberley at TPC Swarm 2019

Jess Donsen

TPC'er since 2012
Creator of Energy & Inspiration – Support Team

Gosh where do I start? I loved how adaptable TPC was through this challenging time. I loved how we embraced new ways to help our seniors to stay mobile, safe and happy, especially through the use of technology. One of the highlights was hearing the stories of our physios sending videos of their clients to their family members so they can stay connected. I loved how we also used technology to stay connected as a team through regular updates and having our SWARM and mini SWARM via Zoom. I appreciated the clear communication and always being kept in the loop with what was happening. But the biggest thing I appreciated was still being able to work from home and

to still feel engaged, connected and most importantly, supported by the whole TPC family. I am grateful for so many things right now. Firstly for Shane, my family, friends and for my health. I am so grateful for the lessons I have learnt this year and still continue to learn. I am so grateful for the amazing team I have and how much we all supported each other this year. I am grateful to be part of the TPC family, for the opportunities it has given me and for the amazing people I get to work with every day...clients included! I am pretty grateful for this life I have! Although a challenging time I was amazingly proud of what we achieved, how adaptable we were and just grateful to be part of such an amazing team.



Ruchi Gupta

TPC'er since 2015
Physiotherapist – Geelong

I have appreciated family and work life balance and flexibility during such a challenging year 2020. I had the flexibility of managing my working hours with my family commitments. I am grateful to have a wonderful workplace and team to work with at TPC.

Tony Kim

TPC'er since 2015
Physiotherapist/Clinical Coach – Sydney

The thing I've appreciated most this year is the understanding, caring and supportive nature of the leaders at TPC. I am grateful that I can still help our oldies with such a great bunch of like minded physios. Also, I love the new logo! =)

Ben Hosking

TPCer since 2004
Consultant – Support Team

In this strange year of lockdown and isolation at home, I have appreciated more than ever my working relationship with TPC. I have valued my regular communications with Tristan and the executive team which have kept me informed on the challenges TPC has encountered in working in a Covid pandemic. In particular, the monthly Zoom meetings have shown the positive way the leadership team has adapted to the day to day issues of servicing both clients and their teams. The use of technology such as Zoom and other platforms have indeed been a bonus to keep us connected and undoubtedly will continue to be a benefit in the future. On a personal note, I have felt valued and respected for any contribution I have made in this very challenging year. I am grateful to be out of lockdown and the fact that currently there have been no active cases in Victoria for over a month. In

reflection, as we return to a more normal existence I am also grateful for the support of my wife Kris, my family, friends and my friendship groups during the lockdown. In particular regular Zoom meetings with my golfing group and Rotary members along with regular communication with my fellow MCG tour volunteers have also been of great support and interest to me. I feel proud to be part of the TPC family which has continued to practice its Core Values to both its clients and team members in this challenging pandemic. It has not been easy particularly as The Physio Co is also going through a transition of its business model. The Job Keeper and other government subsidies have been a welcome bonus to the operation in this most difficult time. We are indeed lucky to live in a country like Australia with its strong and supportive governments.

Nisarg Gajjar

TPCer since 2016
Physiotherapist – Melbourne East

The thing I've most appreciated about TPC this year is the great support :) I am very grateful to be working for an outstanding organisation. I am always super excited to help seniors and keep them mobile safe and happy :)



Claire Chadbourn

TPCer since 2016
Physiotherapist & Clinical Coach
– Melbourne Bayside

I really appreciate being part of a team with a clear purpose that has supported one another through challenging times. Our clients have really appreciated seeing us through lockdown and keeping them connected to their goals.

Katie Jenkins

TPCer since 2017
Physiotherapist – Sydney

This year, I've appreciated the support from our team through all the ups and downs. Even though we may not have been able to see as much of each other in person I still feel we are all there for each other. I am very grateful for being able to help some of the most vulnerable people in the community and seeing what a difference physiotherapy can make in their lives.



Shilpa Parekh

TPC'er since 2005
Team Leader – Melbourne East

 MVP of the year 2019

2020 has been a tough and challenging year for a lot of people! Despite that, having the opportunity to work for TPC is a real blessing in itself. It feels awesome to work with a great bunch of caring, genuine people who are not just passionate about keeping seniors mobile, safe and happy, wherever they call home, but are equally passionate to support and care for each other like a family. The culture is amazing, everyone supports each other so that you can strive to be a better version of yourself. It is reassuring to know that no matter what, you will be supported through thick and thin. 2020 has taught us to be more grateful than ever. I am truly grateful and appreciative of the little things in life which are often taken for granted. It's all about living in the moment, be grateful for what you have rather than thinking of what you don't have! Being with TPC for 15+ years says it all. I love being a part of this family!

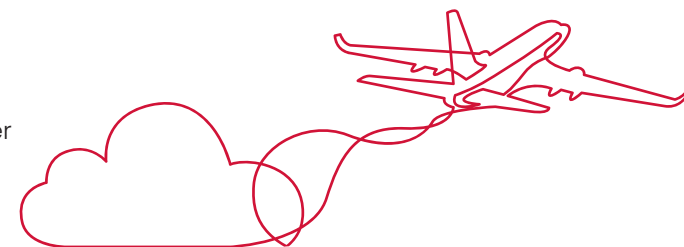
Spotlight on Shilpa...

Shilpa's journey –

- 2001** Shilpa gains her physiotherapy degree in India
- 2002** works in the Middle East as a physio in private practice
- 2004** Shilpa makes a big move to Melbourne, Australia and also plans to start a family! Shilpa sits her registration exams and passes with flying colours. Also...what Shilpa thought were 'exam nerves', turns out to be the early signs of her pregnancy with her son!
- 2004** Shilpa completes 1 year postgraduate physio at Melbourne Uni to get a better handle on physiotherapy in Australia – wins an award! Well done Shilpa!
- 2005** Shilpa starts work part-time with TPC after an interview (in the carpark of our very first location!) and some on-the-job training.

Some of Shilpa's impressive TPC milestones include:

- 2010** Becoming a TPC Quality Coordinator
- 2011** Becoming a TPC Mentor (now known as a Team Leader)
- 2018** Winner of Respect Everyone Core Value Award
- 2019** Becoming part of TPC's Senior Leadership Team. MVP (Most Valuable Person) of the Year Award. 



On why she chose to work with older Australians:

"There is so much to learn from older people. I was really close to my grandparents and I love making connections with my older clients. I love how much of an impact we can make on their lives with just doing small things to help."

Milestones & Successes

Taking the time to celebrate milestones and successes is something we LOVE and is one of the ways we live TPC's core value of Be Memorable. There has been a LOT to celebrate since our last Culture Book including TPC Swarm 2019; Christmas 2019; TPC's 16th Birthday; TPC mini-Swarm 2020 online conference; achieving our first 10 year obsession of delivering 2 million consultations since 2009 (that was a whopping big milestone!!); and, launching our online exercise classes in 2020. Read on to catch up on all the news!



Much anticipated, TPC Swarm is our annual gathering together of all TPCers from around Australia.

Learn – the biggest event on the learning calendar to support TPCers to help our senior clients smash their health goals.

Grow – we get to meet up and learn from each other

Celebrate – we celebrate TPCers as we launch the new culture book and announced our Core Purpose award winner and the MVP of the year!



MVP OF THE YEAR 2019

Think Big
Act Small
Award

Shilpa Parekh

Shilpa earned the title of MVP (Most Valuable Person) by what she did following the release of our Painted Picture Vision of 2021. Shilpa took the time to understand the Painted Picture in great detail, discuss it with her team and led them to make a big impact in starting to bring that vision to life. Her careful thinking big and then acting small resulted in many new referrals, goal plans and goals being smashed by clients that were supported by many of her Melbourne East team.

Shilpa, awesome work – thank you! You are TPC's MVP of the Year 2019!



2019 Core Value Award Winners

Sue Mavin
–Respect Everyone

Aaron Tai
–Be Memorable

Maddy Low
–Find a Better Way

Shilpa Parekh
–Think Big Act Small

MVP of the year Honor roll:

2018 Mike Quinn
2017 Kathy Soo
2016 Jess Donsen
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 2019



Core Purpose Award

The Core Purpose Award is a brand new accolade we started in 2019 for a person who has whole heartedly embraced The Physio Co's Core Purpose to help seniors stay mobile, safe & happy.

TPC's first-ever Core Purpose Award Winner is...

Chamari Malalagama

Chamari Malalagama is the winner for the way she leaned in and tried new things with her clients. Chamari's personal and professional growth is obvious when we see how more meaningful the goals she's been setting and smashing have progressed in 2019. The work she's been doing with her clients and most specifically, Barbara Possingham, is super-impressive. **Well done Chamari!**



Online Exercise Class

In August 2020, The Physio Co excitingly launched our very first online exercise program! Kathy Soo was the champion of this project - new territory for TPC as we moved some of our services online this year.

This general fitness class, including strength and balance exercises was (and still is) hosted on Zoom and reaches Australian seniors wherever they call home via a computer, tablet or smartphone.



Christmas 2019

Think TPCers, their families, lots of tinsel, presents & yummy food - this is the TPC Christmas celebration. A time to enjoy each others company and celebrate the amazing year we've had!



TPC's 16th Birthday Celebrations

Hip hip hooray!

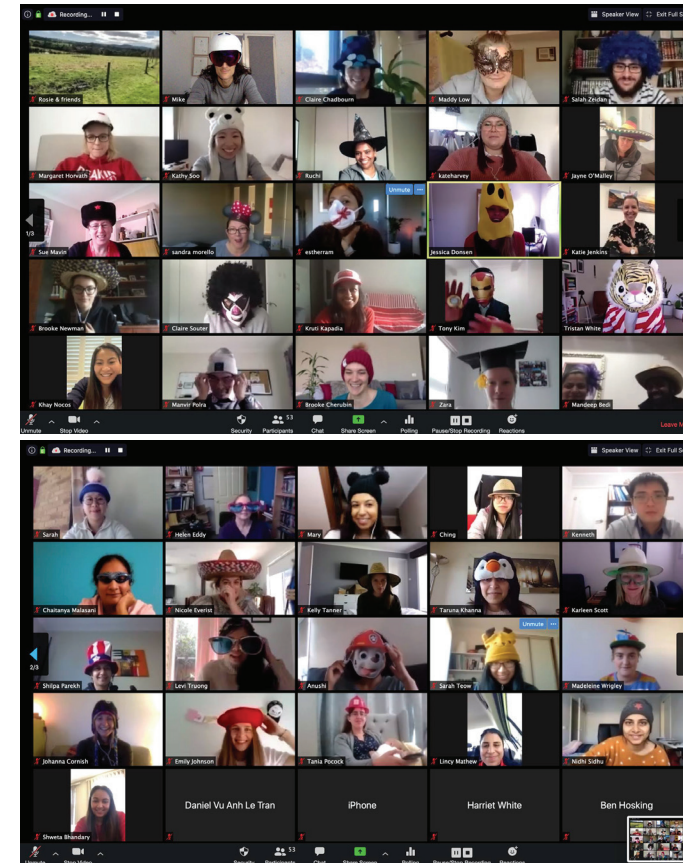
TPCers love to celebrate another year of helping seniors stay mobile, safe & happy. For the last few years, we have gathered together in our regions for a learning event and birthday celebration combined.

Happy 16th Birthday TPC!



TPC mini Swarm 2020

In May 2020, during the depths of COVID lockdown in Victoria, we hosted our very first online all-company event for TPCers - TPC mini-Swarm 2020!



It was a flurry to get the online event organised but it was a super valuable time of online connection for the TPC family. We came together on Zoom to learn, grow and celebrate and we all donned some crazy headwear for a bit of fun - best hats won a copy of The Resilience Project book (congrats to Brooke Cherubin, Tony Kim, Taruna and Claire Souter!)

Congrats also to our **Core Value Award** winners at TPC mini Swarm: Claire Chadbourn, Maddy Wrigley, Kruti Kapadia and Salah Zeidan !

10 year Obsession Celebration



In 2009, when TPC was a fledgling team of 20, we set ourselves a big and scary goal. A goal that we called our

10-Year Obsession that would guide and inspire us to grow and help even more seniors to stay mobile, safe and happy.

That first 10-Year Obsession was to deliver 2 million unique and memorable consultations between 2009 and 2018.

As the years progressed, TPC improved the quality and quantity of everything we do. Some years we smashed our target and powered towards 2 million consults, other years we're much tougher and it felt like we were taking one step forward followed by two steps back!

But, we got there! In the week of August 24, 2020 we reached our milestone of delivering **2,000,000 consultations** to Australian seniors!

Over those memorable 11.5 years, an average of 174,000 consultations were delivered to help seniors stay mobile, safe and happy every year. Collectively 405 TPC team members contributed to the goal being achieved and the number of conversations, smiles, tears, friendships and incredible memories created along the way is immeasurable.

To celebrate the massive milestone, we had an all-company online celebration and connected with each other in small groups to reflect and share some of our favourite memories so far :)

CULTURE IS EVERYTHING

TRISTAN WHITE

The Physio Co team and culture beats to the rhythm of the Culture Is Everything system that you can read about in the Culture Is Everything book.

Head over to

tristanwhite.com.au

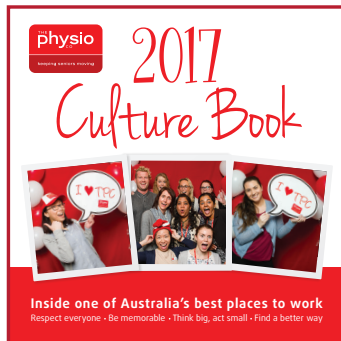
to learn more, order a FREE copy of the **Culture Is Everything book** and tune in to Tristan's **Think Big, Act Small** podcast.





Ever wondered what it's like at one of
Australia's Best Places to Work?

Open up this 9th 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 2020 Culture Book. Please jump on Facebook and send us a message:
www.facebook.com/ThePhysioCo or email culturebook@thephysioco.com.au