

2021 Culture Book

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



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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 team culture.



2021 Culture Book

A little book with big ideas from life
at The Physio Co in 2020-21





2021 Culture Book



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2021 Culture Book

The Physio Co (TPC) team has been helping seniors stay mobile, safe & happy since 2004. In those 17 years an impressive group of people, the TPC team, have helped 1000's of older people by delivering between 2,000,000 & 3,000,000 physiotherapy experiences.

Over our first 15 years, the TPC team grew from 1 person to a 150-person team that visited older people in aged care homes all over Australia. In the last couple of years, we've made some big changes to adjust towards our future in community care and reduced the size of our team to less than 50 people. This big adjustment is an exciting step to an even better and more sustainable future for TPC.

Since 2012, we have captured the memories of our team in a yearbook that we call our TPC Culture Book. This 2021 edition is the 10th consecutive year we've created a TPC Culture Book and is a look at life inside TPC from November 2020 to October 2021. Publishing this

10th edition was a highlight of our Painted Picture Vision of 2021 and I'm excited to share it with you :)

A BIG thanks to everyone that has helped and worked with TPC in the last 12 months; to the crew that has taken the time to contribute to this 10th edition; and the BIGGEST thanks to Kimberley White, who has curated, designed and delivered these fun little books every year for a decade.

Enjoy the read and have an awesome day,

Tristan

Tristan White
Founder & Chief Enthusiasm Officer

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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.

Whether in a private home, retirement village, via telehealth or in an aged care facility, 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'!



Core Values



These values 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

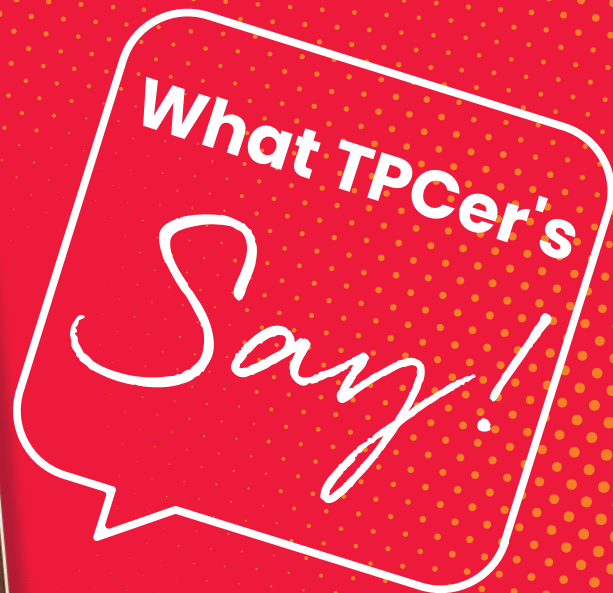
2,028,000
meaningful
health goals!



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.



Read more about seniors smashing goals on page 34



It has been a stormy, uncertain year for many of us but those storm clouds always have a silver lining!

For this year's Culture Book responses, we asked TPCers what they are looking forward to in 2022 and also what they are making the most of right now in both their work and personal lives – in their own words, this is what they had to say...

Heads up: Taruna's words on the next page inspired the style of this Culture Book (Thanks TK!)

Taruna Khanna

TPCer since 2013
Physiotherapist – Team Melbourne

I am really excited that the group exercise classes are back on. The group exercise classes are a great way to help seniors be mobile, safe and happy. They also help to connect with the clients in fun and social way.

Right now, I am making the most of just enjoying the ability to work in-person with clients and to meet friends over a meal! It's amazing how the simple pleasures of life feel like a luxury now.

The 8+ years I have spent at TPC have made me feel like I'm part of a very exciting show.

– it's like being on an amazing TV series where each season (ahem year) has been scripted really well and brings in variety.

Some days have been challenging but the unwavering support from TPC has always been there. Playing my part has given me purpose, taught me both professionally & personally and helping seniors achieve their goals is the best part. I am excited and grateful to be part of the upcoming seasons of this enjoyable journey.



Zara Humphreys

TPCer since 2020
Physiotherapist – Team Melbourne

In 2022 I am looking forward to helping seniors get back to moving so they can enjoy the freedoms from coming out of lockdown and getting to see our team in person! Right now, I am making the most of getting back into Ultimate Frisbee and bouldering. TPC is such a great community of Physio's whose common goal and values to treat others with respect, kindness and value are reflected with each and every client. TPCers are always willing to share their knowledge and insight and work as a team to assist our seniors to achieve their goals.

Shilpa Parekh

TPCer since 2005
Team Leader – Victoria



MVP of the year 2019

In 2022 I am looking forward to building new connections with the clients, helping them reach their goals and the best part is to celebrate it with them and build even stronger connections with the team. Life has certainly changed for many post COVID, people are rethinking as to what they want to achieve in life. My focus is to strive to be a better human being and be grateful. I am trying to enjoy each moment, whether it be at work or at home with my colleagues, my clients, my friends and my family! Life is too short to regret and complain about things we are not happy about. Instead, we need to embrace the beautiful life we have been blessed with, create memories to cherish, try to spread the love and positivity around us! At TPC, I love seeing my clients, develop great connections with them and their family members, help them with their goals and have some fun with them which is so important to me as well as them! I love the people around that I work with and the best part is that everyone is trying to do their very best to breathe and live the core values of TPC each day!



Adrian Magalas

TPCer since 2012
Quality Control Manager – Support Team

In 2022 I am looking forward to getting back to the rhythm of working with great people, in a supportive company and focusing on making a difference. Right now, I am making the most of getting back to the zoo with the kids and enjoying other adventures with the family. And selfishly... getting back into the gym to regain my strength and training for a mega long and hilly cycling event in March 2022! At TPC, the support office crew breathes life into the word "support" and makes working with TPC an enjoyable experience.

Esther Ram

TPCer since 2011
Physiotherapist – Team Melbourne

In 2022 I am looking forward to keeping more of our seniors mobile, safe, strong and most importantly happy. Each and every encounter is precious, and I love that I have the opportunity to make a difference in someone's life ... even if it means that I have made them smile that day. For me, more freedom means I am re-connecting with friends with long beach walks and yummy gelati's in hand :). On TPC: TPC life is great! Getting to go into people's homes each day is a privilege and sharing heart-felt moments, achieving their goals and creating new connections and friendships – priceless. Over time I get treated like family and I feel like I'm at "home" despite my family residing overseas.



Jess Soding

TPCer since 2012
Creator of Energy & Inspiration – Support Team

 MVP of the year 2016

In 2022, I am really looking forward to our TPC birthday party and annual TPC Swarm conference. I cannot wait for the TPC family to come together to grow, celebrate and catch-up face to face! I am also looking forward to connecting and helping more Australian seniors to smash their physical goals! For me, more freedom means I am making the most of the chats I get to have every day with our clients and/or their families. It has been so special to be able to celebrate the fact they can see their family again or go out to their favourite local cafe. I absolutely love hearing the joy in their voices when they hear our exercise classes are back or they can start physio again! I love that we are reconnecting with our clients and helping them to get moving again and to help smash their physical goals! On a personal level, I am making the most of catching up with family and friends. I am also excited about a special box Shane and I have that contains a bunch of vouchers that we have saved through the pandemic which contains a few weekends away, a hot air balloon ride, movie vouchers, just to name a few. I am making the most of time with those that I love the most in life. I just love our TPC family and how well we stayed connected through the pandemic. I am so proud that we get to help Australian Seniors to smash their physical goals and the connection we make with not just them, but the ones that care for them also.

Mike Quinn

TPCer since 2015
The Ops Guy – Support Team

 MVP of the year 2018

In 2022 I am looking forward to being able to 100% focus on helping more seniors smash goals and growing a wide network of relationships while we do! For me, more freedom means planning for my parents to come out to Australia in late 2022! At TPC, it's been a tough year on many fronts BUT also a huge opportunity to learn and grow. I personally feel like I've grown in many areas of my life over 2021 and that TPC has done the same :)



Maddy Low

TPCer since 2018
Physiotherapist – Team South Australia

In 2022, I am looking forward to continuing to grow as individuals, a business and community. Continuing to help seniors stay mobile, safe and happy and continuing to help them SMASH their meaningful goals. For me, more freedom means spending meaningful time with family and friends. TPC is a wonderful, honest, supportive place to work. The community TPC has built and the values it lies upon makes it not only a job, but a warm and welcoming family. TPC will always have a space in my heart!

Karleen Scott

TPCer since 2015
Team Leader – Team South Australia & Team Sydney

In 2022, I am looking forward to the possibility of the whole of the TPC team meeting up in person next year, to see all the faces again and see what everyone has been up to during COVID. I have really missed flying to Melbourne for the monthly Team Leader meeting and seeing all the support office staff in person as well as a catch up with Tristan. In SA we have not been as restricted as those TPCers in Melbourne and Sydney but I am looking forward to being able to travel overseas again and to go back to South Africa to see my father and catch up with friends and family who I have not seen in 3 years. On TPC life: I am privileged to be the team leader of both the SA and Sydney teams and to be working with such amazing people. For the past 6 years that I have been working for TPC, I love the fact that it feels like a family and how everyone is really concerned about each other. I know I can count on anyone in my team to help myself as well as each other if needed. The concern and professionalism they show all their clients is of a high standard and the feedback we receive about each of them is always very positive. Thanks to the support office staff for the hard work they put into keeping us Physio's on track. Thanks to Mike for keeping me on my toes and his support over the past 6 years and for Tristan for allowing me to work for his amazing TPC.

Nancy Klinko

TPCer since 2011
Client Care Champion / Physiotherapist – Support Team

🏆 MVP of the year 2015

In 2022, I am looking forward to being able to see each other in person again! While I'm grateful for the opportunities to connect online (and the decreased travel time, haha) I miss seeing people and having all the little incidental conversations to connect, so looking forward to lots more of those next year! For me, more freedom means planning a holiday with our friends, and taking the chances to have alllll the people over whenever possible. On TPC life: I love that despite the year we've had, we haven't strayed from our core purpose of keeping seniors mobile, safe and happy. While it may have been less clients and goals than we'd planned; the ones that we did see, and the goals our clients smashed are still well worthy of celebration! I'm grateful for all the work our TPCers have done, and for the sacrifices they've made this year to make it happen. Looking forward to celebrating even more next year =)





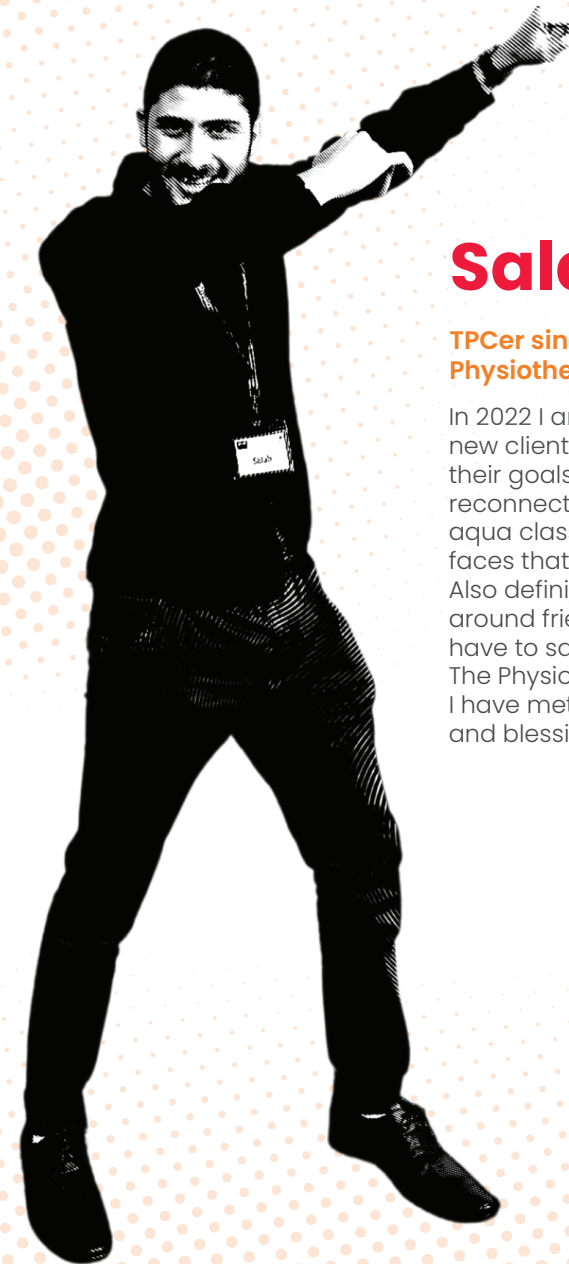
Sue Mavin

TPC'er since 2018
Physiotherapist – Team Sydney



MVP of the year 2020

Wow! What a challenging year 2021 has been. I'm definitely looking forward to having more certainty as we head into 2022. I feel very thankful for all my TPC family and the support everyone has shown through these challenging times, and I am looking forward to developing those relationships further. Let's hope we will all be able to come together in person in 2022!! Bring on 2022!! Something fun I'm making the most of right now is enjoying bushwalking with my friends!! During lockdown we discovered lots of amazing walks in our local area. I have a new appreciation of Australia's natural beauty. Despite the challenges, I felt very supported this year by TPC. All the little things that they go above and beyond. The care package during lockdown was amazing and getting texts from Tristan to check up on us was very thoughtful. The daily quiz from Jess! Support from my team. Awesome work guys!!



Salah Zeidan

TPC'er since 2019
Physiotherapist – Team Sydney

In 2022 I am looking forward to meeting new clients and helping seniors smash their goals. Right now, I've been enjoying reconnecting with all the participants in my aqua class and seeing the joy back in their faces that they can now see each other. Also definitely looking forward to being around friends and family. In all honesty I have to say that the people I work with at The Physio Co are some of the best people I have met, and it is an absolute pleasure and blessing to be part of the TPC family.

Madeleine Wrigley

TPCer since 2015
Physiotherapist / Recruiter / Social Media Guru

I love hearing about all the meaningful health goals our clients are achieving. We recently achieved smashing 2,000 goals, so in 2022 I can't wait to help even more seniors set and smash 3,000 health goals! Right now, I'm enjoying reconnecting with clients that I've been unable to see due to restrictions and spending quality time on weekends away with my family. I love working for a company that truly cares about you as a person but also has a passion to help you develop as a physio. To have a shining light to look to each day (our painted picture) gives me a sense of true purpose. The work we do really does help so many people. For that I feel really grateful!

Johanna Cornish

TPCer since 2020
Physiotherapist - Team Geelong

In 2022 I am looking forward to seeing the team IRL :-)
Right now, I am enjoying spending quality time with my family and going on hiking adventures!
Thank you TPC for the support through a challenging year :-)

Brooke Newman

TPCer since 2018
Accounts and Admin Guru -
Support Team

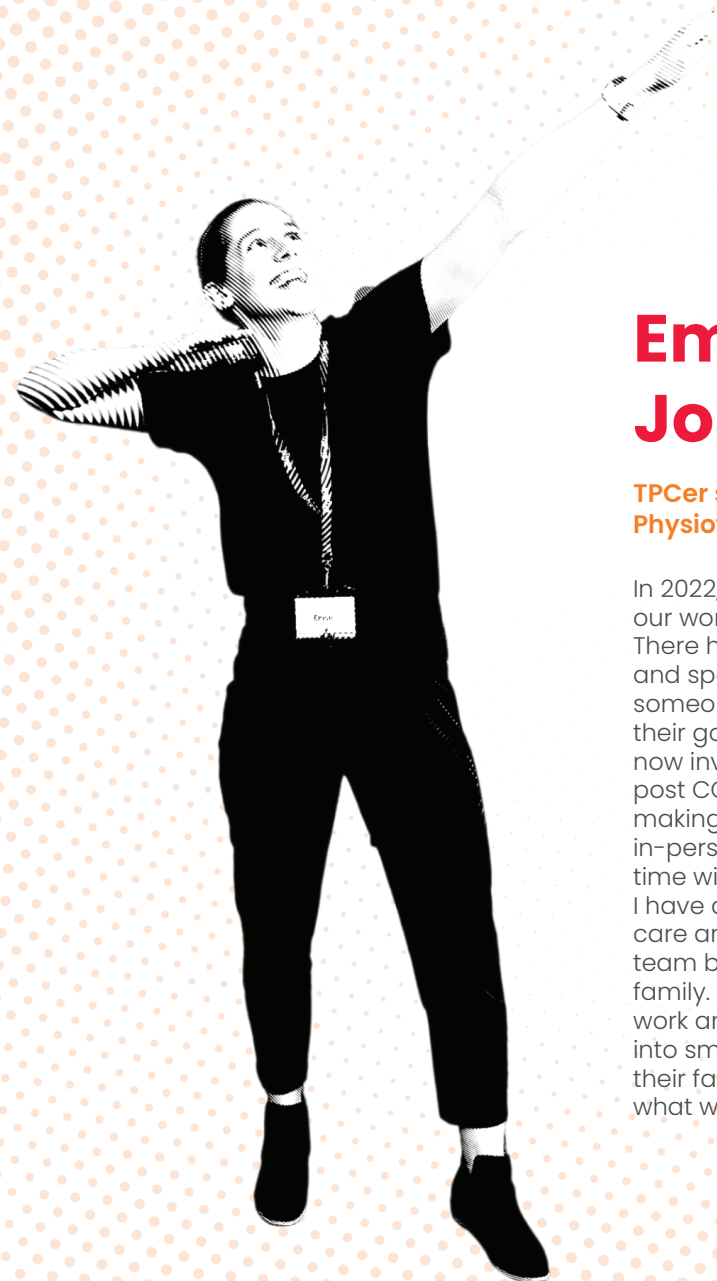
In 2022 I look forward to getting back on track in helping seniors stay mobile, safe and happy. With the many lockdowns and changes in 2021, it was more difficult to help seniors so I'm excited to get back to what we do best and hope to help many more seniors achieve their goals. Right now, I am making the most of seeing my family and friends who I have not seen because of the lockdowns and travel limits. I am also trying to use this freedom to take more photos with the people I love. I have learned through lockdown that I don't take many photos and it is always nice to look back on all the memories we made together. I am grateful I get to work with other friendly TPCers who are motivated to get seniors smashing their health goals.

Aga Medasik

TPCer since 2017
Physiotherapist - Team Melbourne

Next year, I am looking forward to Swarm 2022 which might be face to face!! I'm also looking forward to seeing the company grow as we are getting so many new referrals and for my clients to be able to catch up with their loved one for the Christmas break. More freedom to me means catching up with family, we are happy to be back to swim classes and pony rides, loving for my client being able to reconnect with their families especially for those whose families are living interstate. I am feeling blessed being able to continue my work with TPC throughout 2020/21. I love the friendly and supportive and non-judgmental environment at TPC.





Emily Johnson

TPCer since 2019
Physiotherapist – Team Sydney

In 2022, I am really excited to continue our work with seniors in the community. There has been something so rewarding and special about being invited into someone's home to help them smash their goals. Especially creating goals now involving getting out and about post COVID-19 restrictions. Right now, I'm making the most of getting back into in-person guitar lessons and spending time with my church family! On TPC life: I have always appreciated the genuine care and support shown to me and the team by all the members of the TPC family. It is inspiring to see the hard work and commitment the clients put into smashing their goals and the joy on their faces when we reach them. I love what we do!

Tony Kim

TPCer since 2015
Physiotherapist / TPC Coach – Team Sydney

In 2022 I am looking forward to coming together face-to-face more with the TPC family to share the good, the bad and the ugly and just reconnect again. Something fun I'm making the most of right now is that I'm trying to fine tune the art of coffee brewing and latte art. Being a home barista has been such a difficult but a delicious journey. On TPC life I have just words of gratitude towards the leadership team and support team for keeping us together and afloat during arguably the toughest time of our lives. Thank you. Onwards and upwards!!!



Brooke Cherubin

TPCer since 2015
Physiotherapist – Team Melbourne

In 2022 I'm looking forward to hopefully being able to help our clients more consistently with less restrictions/ disruptions and being able to connect with the rest of the TPC family in person to celebrate milestones and successes! Now that we currently have more freedom, I'm definitely making the most of spending relaxed, quality time with friends and family, and celebrating postponed events. I'm also enjoying seeing more of my clients again and being able to hear and share fun news with each other again.

Daniel Tran

TPCer since 2020
Physiotherapist – Team Melbourne

In 2022 I'm looking forward to continuing to grow and refine our skills as a team now that we are all focused on helping seniors within the community. What am I making the most of right now? It's a bit of a long list! The main things are reconnecting with family and friends (my dad and I are pretty into golf and gardening right now!), getting out to meet more people, and planning a trip away for whenever I take annual leave (I'm thinking of visiting the Daintree rainforest in Cairns). At TPC, I am very keen for our first in-person Swarm since pre covid!!

Adeline Han

TPCer since 2020
Physiotherapist – Team Melbourne

I'm just about to reach my one year anniversary with TPC at the end of 2021, and I must say, with all the challenges with lockdowns and restrictions going on, it's been a bit of a rocky start! With things now starting to settle down, I'm looking forward to really getting into the groove and further refining the things that I do, to have more awesome experiences with my team and also for each of my clients! The main thing for me to make the most of right now is probably getting to meet up with old friends more regularly again! Thank you for a lovely and super warm welcome to the TPC family, I couldn't have asked for a better start coming straight out from university as a young fledgling physio!

Trang Nguyen

TPCer since 2021
Physiotherapist – Team Melbourne

In 2022, I am looking forward to being able to see the TPC family in person instead of online. More freedom to me means going away to regional Victoria for the weekend with friends.



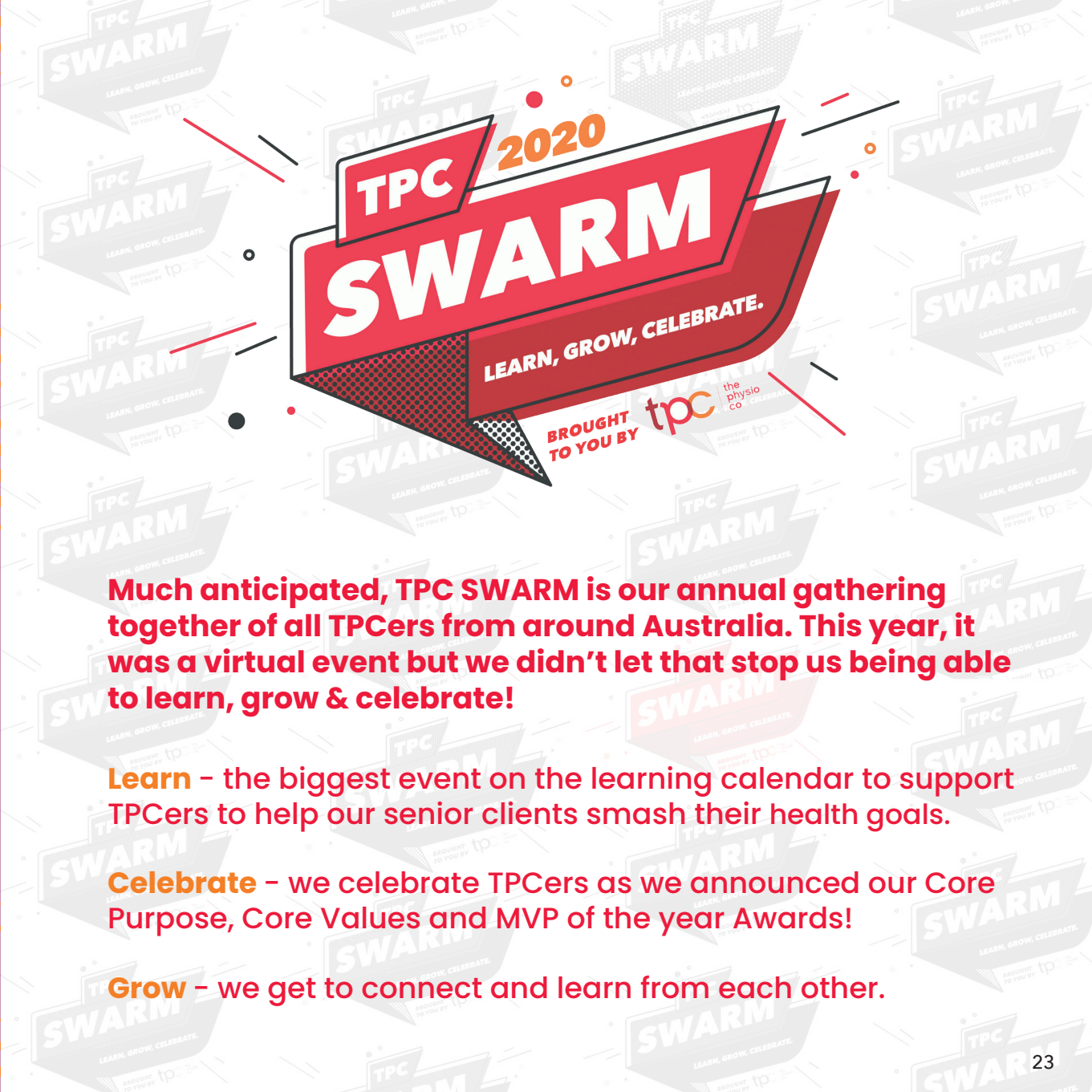
Ben Hosking

TPCer since 2004
Consultant – Support Team

Next year, in 2022, I am looking forward to a more predictable and positive year in which TPC can grow and develop its community-based private consulting business. Also hoping to engage directly with my Support Team colleagues rather than through Zoom. Right now though, I am enjoying catching up with my golf club and Rotary club friends. There is nothing like direct personal contact and seeing smiling faces. I'm also looking forward to Christmas and summer holidays with my wife and two sons at our holiday house. Like 2020, this has been a challenging year for TPC with lockdowns and other restrictions affecting service and care to clients. What has been pleasing is the way everyone has coped and worked together to provide the best service possible in the circumstances. Tristan, Michael and Jess, who I work with, are to be complimented on their leadership over the year. Finally I would like to pay tribute to Anushi Perera who passed away early in the year. As part of the Support Team in the role of Accountant, Anushi was a great contributor and well-respected member of TPC.



In this milestone 10th edition TPC Culture Book there's lots to celebrate including two all company learning events; MVP of the year & Core Purpose Awards; stories of seniors smashing their goals AND important milestones being reached from within our TPC family...phew! Settle into a comfy chair and read on!



Much anticipated, TPC SWARM is our annual gathering together of all TPCers from around Australia. This year, it was a virtual event but we didn't let that stop us being able to learn, grow & celebrate!

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

Celebrate – we celebrate TPCers as we announced our Core Purpose, Core Values and MVP of the year Awards!

Grow – we get to connect and learn from each other.

MVP OF THE YEAR 2020

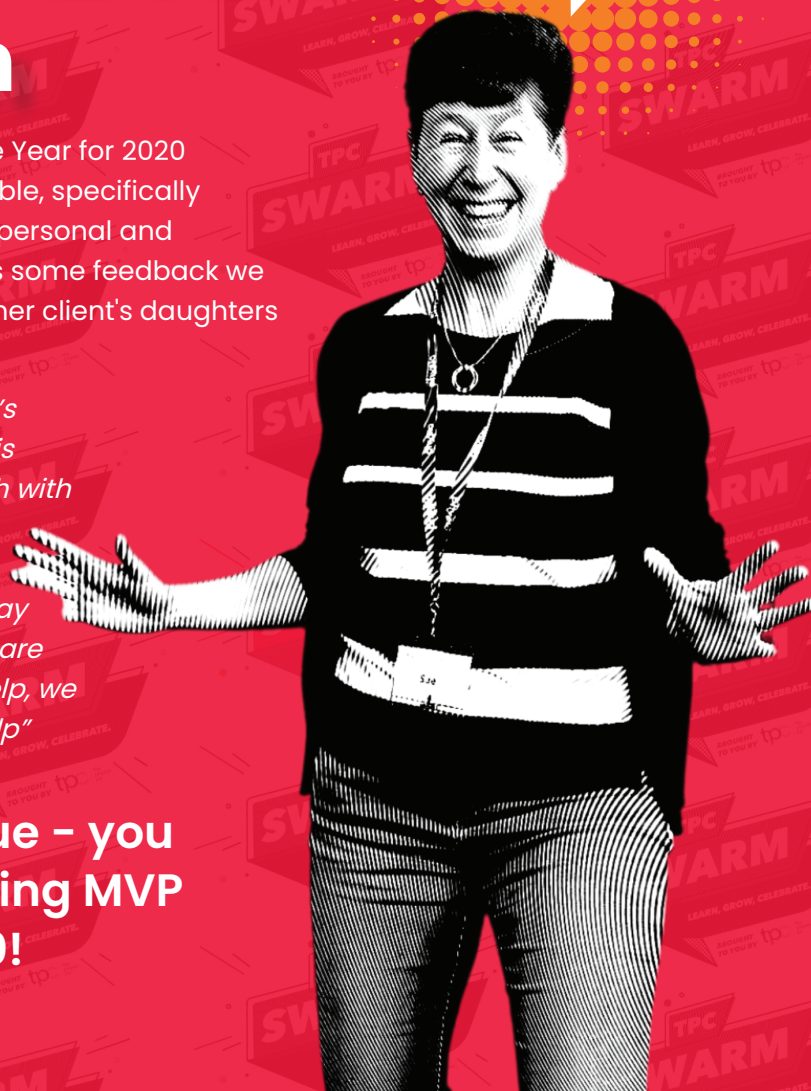
Sue Mavin

Sue earned the title of MVP of the Year for 2020 by living the value of Be Memorable, specifically 'We make people smile with our personal and understanding approach. Here is some feedback we received about Sue from one of her client's daughters – it really says it all...

"Mum is doing very well with Sue's attention and supervision, Mum is enjoying the exercises very much with her, they get on well. Sue is very caring and explains to Mum the exercises which will help Mum stay stronger. The twice a week visits are fantastic, thank you for all the help, we appreciate all Sue is doing to help"

Congratulations Sue – you are the well deserving MVP of the Year for 2020!

**Be
Memorable
Award**



2020 CORE VALUE AWARD WINNERS

Mary Cousinery
–Respect Everyone

Sue Mavin
–Be Memorable

Zara Humphreys
–Find a Better Way

Salah Zeidan
–Think Big Act Small

MVP of the year Honor roll:

2019 Shilpa Parekh
2018 Mike Quinn
2017 Kathy Soo
2016 Jess Soding
2015 Nancy Klinko
2014 Michelle Nguyen
2013 Seon Carswell
2012 Michael Carney
2011 Maryan Tawfik
2010 Manvir Polra
2009 Veronica Brydon



Core Purpose Award

The Core Purpose Award is a relatively new accolade we started in 2019. This award is chosen by the senior leadership team and goes to one of TPC's rising stars who have whole-heartedly embraced The Physio Co's Core Purpose to help seniors stay mobile, safe & happy.

The winner of the 2020 Core Purpose Award Winner is...

Daniel Tran!!!

Dan has learnt and grown impressively in his time with TPC. He had a strong start, then a tough few months, but Dan showed great resilience to work through some struggles and now is almost fully booked almost every day – and his clients love him!

Well done Dan!

Core Purpose Award Honor Roll:

2019 Chamari Malalagama



CHRISTMAS 2020

MERRY

CHRISTMAS

This year, the pandemic made it too tricky for us all to get together in person, but we still spread some Christmas cheer far and wide with a hamper of yummy Christmas goodies and treats being sent to each TPCer to share with their family. Cue the Christmas movies and tinsel! Ho ho ho!



TPC's 17th Birthday Celebrations

Happy, happy birthday to The Physio Co. Seventeen years in business is definitely cause for celebration!

Three cheers for TPC: hip hip HOORAY, hip hip HOORAY, hip hip HOORAY!



TPC mini-Swarm 2021 happened in June, and it was a ripper!! We again gathered all TPCers online during yet another COVID lockdown.

Despite our preference to be all together physically, TPCers made the most of this opportunity to connect online to learn, grow and celebrate. We had an amazing speaker on Emotional Intelligence with plenty of learnings for all.



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

FAMILY NEWS



Congrats to Jess Donsen who married Shane and became **Jess Soding!** WAHOO!!

Maddy Low & Taruna Khanna – both welcomed new puppies into their homes!



Jayne O'Malley & Joh Cornish
both bought a house!

Mike Quinn – well done on completing his 1st Ironman in Cairns!!



William – baby boy for **Kelly Tanner** (Team Melbourne)

Zoe – baby girl for **Kathy Soo** (Team Sydney)

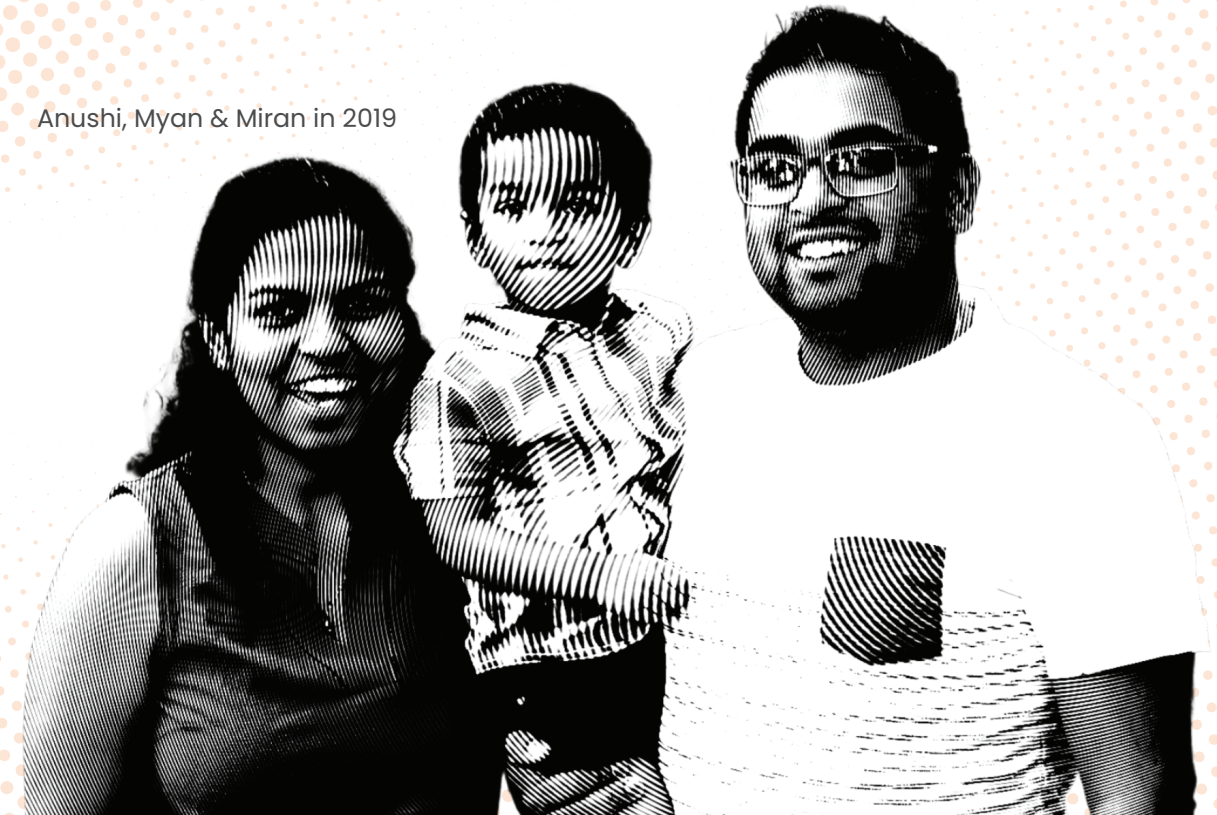
Walter – baby boy for **Claire Souter** (Team Melbourne)

Marc – baby boy for **Jayne O'Malley** (Team Melbourne)

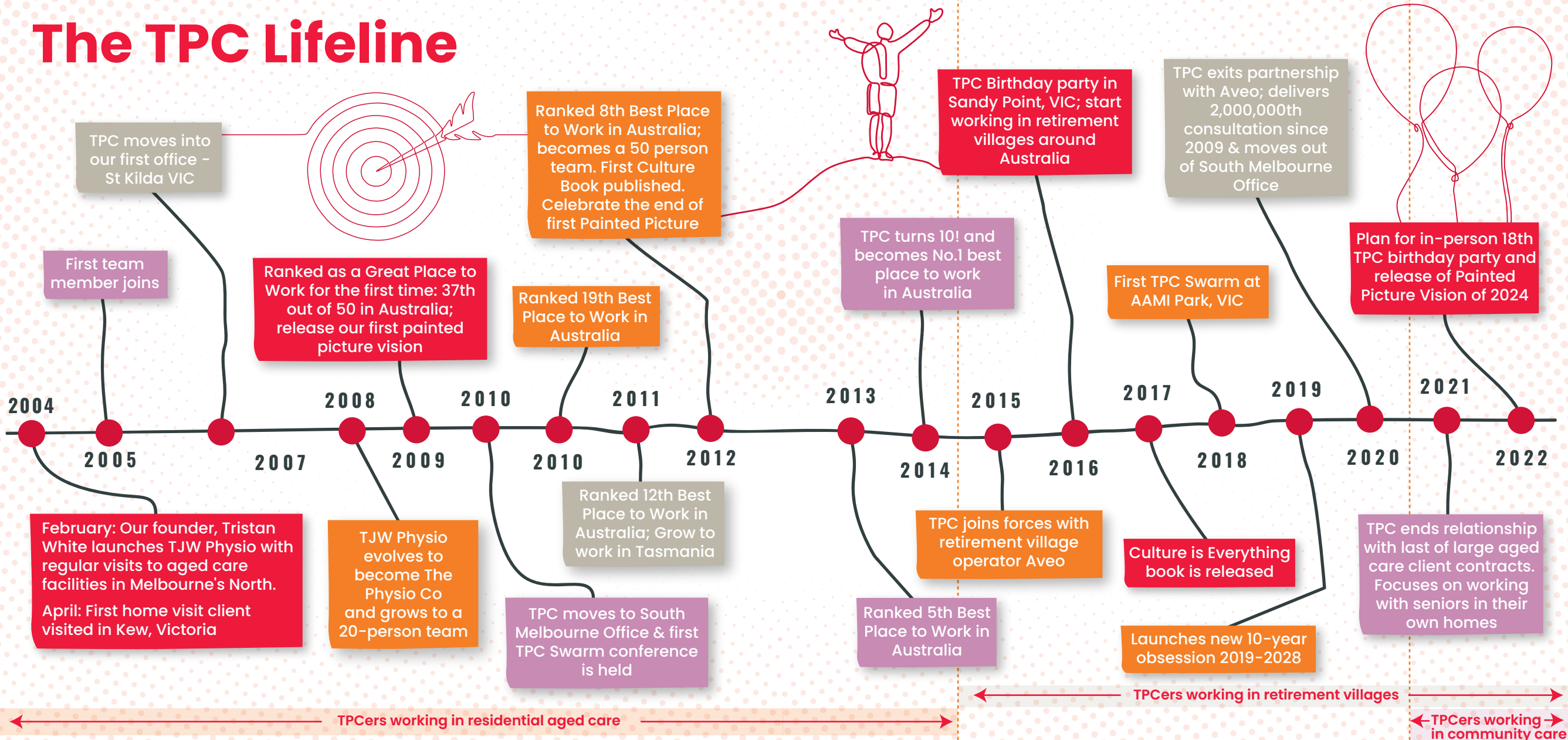
Remembering Anushi Perera

In January 2021, for the very first time we sadly lost one of our team members - Anushi Perera. Anushi had been a TPCer since 2015 - you can spot her in the 2016, 2018, 2019 & 2020 Culture Books. She was a beautiful mother, wife, accountant and a dear friend of ours with a beautiful smile - one you would never forget. Thanks Anushi for your friendship and very valuable contribution to TPC. Vale Anushi Perera xx

Anushi, Myan & Miran in 2019



The TPC Lifeline



SENIORS SMASHING GOALS

Bette with physio Maddy

Bette's journey with TPC started when she had a fall, fracturing her lumbar spine and requiring a stint in hospital. Bette was clear straight away on what her goal should be.

Two months later, Bette's pain was gone and she was going on long walks. A great example of a TPC client smashing their goals – and a big shout out to Maddy for supporting Bette every step of the way!



Great connection: Bette with physio Maddy.

"I want to go for long walks outside with my friend Peggy without having any lower back pain."

Paula with physio Sue

At one of their regular sessions, Paula explained to Sue how she was struggling to lift her arm up high enough to clean the lint filter on her clothes dryer – so they made this the next goal. Sue incorporated her arm exercises into a general exercise routine. With Sue's help and despite an existing shoulder injury, by persevering with her exercise routine, Paula has been able to improve the range and strength of her right shoulder – enough to reach up to the dryer and clean the filter. Sue says:

"This demonstrates a really meaningful goal for Paula. It may seem small but has made a huge difference to her everyday life"

Awesome work Paula!
#seniorssmashinggoals



10 CULTURE BOOKS!

Way back in 2012, we had a little idea to create a Culture Book, a small book to capture the memories of our culture. Since then, we've stuck to the tradition of an annual culture book and this book you're reading is the 10th edition! You can check out the covers of all 10 editions below to see how they have evolved over the years. These books have served us well to celebrate our team and show the world what it's like to be part of the TPC family.



10th Edition!!!

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 Tristan's 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 10th 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 this 2021 Culture Book.
Please get in touch via email, facebook or instagram.

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