

# culture book



**2023**



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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.

# **culture book**

## **2023**



*Everyday Extraordinary*



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The Physio Co exists to help Australian seniors stay **mobile, safe & happy** – wherever they call home.

Core purpose

# Welcome to The Physio Co's 2023 Culture Book!

The Physio Co (TPC) has been helping Australian seniors stay mobile, safe and happy since 2004.

Every year the TPC team obsesses over helping our clients, supporting our team, and creating a business that makes us proud.

There are lots of challenges; successes; smiles; client goals smashed; awards won; and good times that need to be captured every year.

One way we capture these memories is in an annual yearbook that we call the TPC Culture Book.

This is the 12th TPC Culture Book and covers the time from **November 2022 to July 2023**.



To every person that has ever helped us improve seniors' healthcare: 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 12 of our Culture Books: thank you very much!

Enjoy the read and have a great day!

*Tristan*



**Tristan White**  
**Founder & Chief Enthusiasm Officer**

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# tpc Core Values

We are serious about our Core Values at TPC.

They guide our conversations, decisions and actions every day.

They serve us well.



## 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

# This is how we do things around here...

## 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 intend to 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.

# What TPCer's say...







## **TPC is the sum of it's people.**

Asking for and listening to the thoughts and reflections of all TPC team members is something we do often.

Not every view, idea or suggestion can be used or applied, but, every person's thoughts are welcomed and respected.

For this year's culture book, we asked our team to consider:

- a specific moment that makes you smile when you think of your time as a TPCer;
- what makes you proud to be a part of the TPC team? and
- in 1-3 words, how would you describe the culture at TPC?

## **This is what they had to say...**



Karleen Scott



## Karleen Scott

TPCer since 2015

Physiotherapist / Team Leader - Team SA & NSW  
MVP of the year 2021

I think the most memorable times for me have been when clients have been told that they will never walk again and when we take that first step with them and they see that they can achieve what they want to achieve and set meaningful and memorable goals. We then take the time to celebrate these goals that have been achieved.

I enjoy working for TPC because of the core values we live each day. I love working with seniors and helping them and their families by keeping their loved ones living at home for longer. I think we make a real difference in their lives, and we make real bonds with them. I have learnt a lot about growing old from all my clients and it is not easy, but we can make a difference and help them to have a better quality of life. I also love being part of the amazing TPC leadership team and helping to achieve our painted picture.



## Kathy Soo

TPCer since 2014

Physiotherapist - Team NSW  
MVP of the year 2017

When I remember helping one of my clients smash their goal of being able to walk again and get home to celebrate Christmas with their family it makes me smile... Being recognised for this work and winning MVP of the year for 2017 makes me smile even more!

I feel so proud knowing that we are all making a positive impact on so many people's lives. I love hearing about all the wonderful goals that TPCers are helping their clients to achieve and the many many stories of the kind deeds done along the way.



Sue Mavin



## Sue Mavin

TPCer since 2018  
Physiotherapist – Team NSW  
MVP of the year 2020

Our time in Melbourne together at the 2022 Swarm is a time that makes me smile. Following a couple of years of uncertainty with Covid, it was great fun learning and celebrating together.

I am very proud to be part of the team at The Physio Co – it is such a great place to work. Everyone is so supportive. It feels like one big happy family. TPC is forward thinking in its entirety, and everyone lives by our four core values.



## Tony Kim

TPCer since 2015  
Physiotherapist / TPC Coach – Team NSW

A memorable TPC moment for me was when I got to fly down to Melbourne to meet the rest of the team at our annual Swarm to mingle, learn and grow as physios!

I'm proud that as a collective unit, we get to help seniors stay happy, safe and mobile. Helping seniors achieve their goals has been one of most rewarding things I'm able to do with the TPC team.



What TPCer's say...



## Jess Soding

TPCer since 2012

Creator of Energy & Inspiration – Support Team  
MVP of the year 2016

Moments at TPC that make me smile...so hard with 12 years of amazing memories! The social events are always moments that make me smile. I love when the whole team gets together to celebrate and catch up, especially at Christmas time when we get to meet their families. One special moment for me that will forever make me smile is winning MVP of the year in 2016. It was a complete surprise and was made extra special as my husband Shane and my niece Paige were there to celebrate with me amongst my team who I count as wonderful friends. Oh...wait, I am adding one more 😊 Being able to introduce TPC to physios and having the pleasure to offer them to join the team. It always makes me smile when we have new team members join and being able to watch them thrive!

I am proud to work with a wonderful bunch of humans who are passionate and invested in helping their senior clients to smash their goals. We are so supportive of each other and I just love the teamwork and banter we all have together. It is a great life to live here at TPC 😊



## May-Ann Low

TPCer since 2012

Physiotherapist – Team VIC

I smile when I think of helping a client who lived in a Residential Aged Care Facility to be able to progress from a Sara Stedy to walking/car transfers so that she could go out for coffee with her daughter. Being able to share in these moments is so rewarding!

Being part of a team that helps and inspires each other makes me proud to be a TPCer.







## Daniel Tran

TPCer since 2020  
Physiotherapist – Team VIC  
MVP of the year 2022

One moment that made me smile is when I recently saw my client Howard. He and his wife, Janet, celebrated their 101st and 98th birthday one day after the other! Howard was actually feeling quite tired the whole week however with the help of some fellow care staff we sang them both happy birthday and Howard ended up having a great physio session!! Seeing Howard have an extra pep in his step and turn his lowly past few days into one to remember for sure made me smile :)

I feel proud of the impact we make each day to help seniors move and feel better but also that we strive to always grow and find more/better ways to do so!



## Ben Hosking

TPCer since 2004  
Consultant – Support Team

Seeing TPCer's face to face at the birthday party and TPC Swarm last year after the isolation of lock down is a moment that made me smile.

I'm proud of TPC's adherence to the core values, in particular the value of striving to "find a better way" which has been a vital part of the company's ongoing development.

As a long-standing member of the TPC family I am very appreciative in being involved in our journey of innovation and change. TPC has never stood still, always continually striving "to find a better way" to service our senior clients and team members. The past year has been challenging growing the business of private consulting services however thanks to the dashboard updates from Mike Quinn, team members are now aware of the daily operating situation in a transparent way. I also like the open way Tristan shares the financial position of TPC with the team, acknowledging their role in TPC's future development.



Karleen Scott, Mike Quinn & Maddy Low



## Mike Quinn

TPCer since 2014  
The Ops Guy  
MVP of the year 2018

What are some TPC moments that make me smile...? There are heaps! A specific one: jumping in a Pajero with the South Australia crew and road tripping it to the TPC birthday party hosted in Sandy Point. Looking forward to the next one, but I might fly this time!

Something that makes me proud is reading the MVP nominations each month and seeing the impact TPCers are having on older Aussie's lives with both their clinical skills and the fact they are wonderful humans.



## Maddy Low

TPCer since 2018  
Physiotherapist - Team SA

I smile thinking of every time I see my clients faces light up when I walk into their house to see them. It really does brighten my day knowing that I am making a positive difference in other people's lives.

I'm proud to work as part of a team that is solely dedicated and passionate about the same purpose - of helping all seniors stay mobile safe and happy. It doesn't matter what the client wants to achieve or how we get there, everything we work towards is having the client smash their meaningful goal.



Brooke Cherubin, Shilpa Parekh, Eloise Scholte, May-Ann Low, Dan Tran, Tania Pocock, Nancy Klinko



## Shilpa Parekh

TPCer since 2005  
Team Leader - VIC  
MVP of the year 2019

The team and the culture at TPC is amazing – making it a great place to work! There are so many moments from my time at TPC that make me smile, however one specific moment was when one of my clients, Ethel, smashed her goal. Her excitement of being able to attend her granddaughter's wedding without her stick and the lovely messages of appreciation that I received from her daughters was very touching and special! Being able to work with seniors, helping them and their families is very rewarding. I feel that each and every individual is striving to be their best version and collectively as a team, we make such an impact in senior's lives by helping them wherever they call home. We also love celebrating, whether it be within TPC or with our clients celebrating their wins / achievements.

I love being a part of TPC, my extended family!



## Aga Medasik

TPCer since 2017  
Physiotherapist - Team VIC

Something that makes me smile...I like bumping into other TPC physio's at different locations. A few weeks ago, I got a chance to see Esther at Allity Princeton. Prior to that I accidentally bumped into TPCer Clare at another retirement village (that was before my maternity leave in 2021).

I am proud to be a part of the TPC team because we not only deliver a treatment to the elderly population, we are there to support them in their journey to stay mobile. We set a meaningful goal and accompany them on their way to get there.





Nancy Klinko



## Nancy Klinko

TPCer since 2011

Physiotherapist / Client Care Champion - VIC  
MVP of the year 2015

There are wayyyyy too many moments to choose from over the last 12 years so I'll go with the most recent. One of my clients was so proud to show the set of steps her neighbour had made for her, so she could practice at home, which is her current goal! She was so excited to show me the steps, and then her walking up and down them, it definitely made me smile!

I'm proud of the work we do. It is so meaningful, and I love hearing all the great stories of not only seniors smashing their goals, but the ways our TPCers care for their clients and go above and beyond. Whether it's dropping off shopping, special treats to celebrate a birthday or videos to update a family member, our team are always looking for ways to go the extra mile.



## Esther Ram

TPCer since 2011

Physiotherapist - Team VIC

There are many moments that make me smile and what comes to mind is when clients achieve their goals! The smile on their faces and their excitement is what makes me smile inside!!!

I love our "TPC Culture" and think it is a unique one where we all respect and value each other! Working here is special as it is truly a "happy" place to be! I'm proud to be part of a culture that values the individual and celebrates successes! I love making a difference to people's lives each day!



Tony Kim, Katie Jenkins, Sue Mavin & Karleen Scott





## Katie Jenkins

TPCer since 2017

Physiotherapist – Team NSW

The fun rivalry at last year's Swarm with the basketball shoot out competition makes me smile!

I am proud that we provide an amazing service to seniors, allowing many of them to stay in their own homes and independent for as long as possible and helping them achieving some amazing goals.

## Taruna Khanna

TPCer since 2013

Physiotherapist – Team VIC

There are numerous times at TPC that make me smile when I think of them, but I will name two! One is when I ran a Bollywood themed exercise class at Aveo Domain and the residents loved it...some even dressed for the theme!! We had Bollywood music for the class also. It was pretty fun! The second one is all the TPC Christmas parties especially my first in 2014...always brings a smile to my face.

I feel proud to be a part of the TPC team for the meaningful work that we do with seniors and to work alongside an amazing group of people who constantly support, motivate and cheer for you and for the sound team culture based on core values that not only inspire me to be a better physio but also better person. This year marks a decade of me being a TPCer and I'd reckon it's been a pretty special journey. Looking back at the last 10 years there have been lots of changes in life (the good, the bad and the ugly – that includes heaps of grey hair!!), the only constant being a TPCer which has been the anchor that has steadied my professional lifeboat and my heart is full of gratitude.

I hope that says a lot about life at TPC :)



Tania Pocock, Dan Tran, Jess Soding, Adeline Han, Emily Johnson & Mandeep Bedi



## Adeline Han

TPCer since 2020

Physiotherapist – Team VIC

I think what never fails to make me smile is suddenly stumbling across another TPCer while on the move! Sometimes there are a few of us at the same facility but I can never guess if the times match up, so suddenly seeing another TPCer's bright smile always brightens my day!

The supportive culture we have and the efforts people put in to go above and beyond for each other and for their clients.



## Jarrod Kohlhausen

TPCer since 2023

Physiotherapist – Team SA

I mentioned in some TPC huddles that I had combined some unusual hobbies of mine and 3D-printed a telescope. I wasn't expecting the rush of support and interest everyone showed, encouraging photos and all kinds of questions about the process and results. It brings a smile to my face and makes me feel included, even though my hobbies can be pretty weird sometimes!

Something that makes me proud is celebrating the achievements of my colleagues through the MVP nomination system and daily huddles. This is as remote as a physiotherapy team can get, and it's such a great way to keep everyone connected in a really positive way.





## Brooke Cherubin

TPCer since 2015

Physiotherapist – Team VIC

Many months after putting a client on hold due to being unwell, I received a lovely long message from her daughter with an update that she had moved into care – this sure made me smile. The message expressed gratitude for the care we provided to her mum. It was a very kind and considered message, and it reminds me of the difference we can make in people's lives. We are all doing such wonderful work with our clients, as evident through the stories shared in our morning huddle calls, regularly receiving great feedback from clients and their families, and reading through the MVP nominations. Complacency is not our thing!

I'm so grateful to say I love my job, with such rewarding work and a great team to work with!



## Natalia Bam

TPCer since 2023

Physiotherapist – Team VIC

The day I received my name badge from Jess and Shilpa on my first official day as a TPCer is a time that makes me smile. The TPC team has made me feel welcome from the very first day I joined. Achievements are proudly celebrated, learning is constantly encouraged, and mistakes are graciously accepted. There has never been a moment where I've felt alone at work. There's always someone I can turn to and everyone has each other's back because we are family.

I wake up every day feeling extremely grateful to be part of TPC and to have this wonderful opportunity to work with older adults. I am really thankful for the team who have made the student to physiotherapist transition a seamless one.

I'm excited to see what lies ahead for TPC in the upcoming year.



**In 1-3 words, how would you describe the team culture at TPC?**

A background collage of various team members from TPC, showing diverse individuals in professional and casual settings. Some are wearing TPC-branded clothing. The collage is semi-transparent, allowing the text to be read over it.

**Fun, Happy & Unique!**  
**Supportive**  
**Informative and encouraging!**  
**Collaborative, supportive, passionate**  
**Engaged, evolving & friendly**  
**Supportive, inclusive and caring**  
**Supportive, friendly, inspiring**  
**Supportive & caring**  
**Leaders in industry**



**Caring, supportive, compassionate**  
**Supportive, Inspiring, Nurturing**  
**United, friendly & respectful**  
**Supportive, thoughtful, empathetic**  
**Teamwork, trust, same core values**  
**Together, inspiring, family**  
**Nurturing, supportive and fun**  
**Inclusive. Caring. Encouraging**  
**Everyone is Appreciated**  
**Thriving, enthusiastic, supportive**



# Let's Celebrate

## **Milestones & successes**





We LOVE to celebrate at TPC – in fact, one of our core values is Be Memorable and tells us 'we take the time to celebrate milestones & successes' ...

**so... here we go...!**



**Learn  
Grow  
Celebrate**





# TPC Swarm

## 2022

The biggest event on the annual TPC learning calendar is the TPC Swarm conference.

TPC Swarm is a day to learn, grow and celebrate. It's a fun day that supports our TPC team to connect and better help more clients set and smash their meaningful health goals.

At TPC Swarm, we also announce the winners of our most anticipated awards:

- MVP of the Year;
- Anushi Perera Core Values Award;
- Core Purpose Award

Read on for a summary of TPC Swarm action as we came back together in person for the first time since 2019...







# MVP of the Year 2022 Dan Tran



Introducing TPC's 2022 MVP (Most Valuable Person) of the YEAR.....Daniel Tran!

Dan earned this prestigious accolade by living our **Find a Better Way** core value. Dan was nominated by Brooke Cherubin for living the Find a better way action of: **we always search for new ways that help our clients, customers and team members.**

During a daily huddle call, Dan shared his progress with his client Noel who has atypical Parkinson's disease. They had been working with the treadmill to improve Noel's walking. Dan shared that he ties a theraband across the back of the treadmill to guide Noel to take longer steps for better walking. It worked amazingly well and Noel's walking improved out of sight!

**Well done Dan on finding a better way for Noel!** 🎉



## MVP of the year Honor Roll:

2021	Karleen Scott
2020	Sue Mavin
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



# Respect Everyone Award 2022 Nancy Klinko

aka Anushi  
Perera Award  
in memory of  
our friend we  
lost in 2021



Anushi Perera

Drumroll please.....! The winner of the 2022 Respect Everyone Core Values Award, in memory of Anushi Perera, is Nancy Klinko 🎉

Nancy was nominated by her Team Leader, Jess Soding for living the **Respect Everyone** core value.

Specifically, Nancy was **generous with her time to help others**. Read Jess's nomination below:

*'Nance was so generous with her time by chatting with Kathy regarding the Client Care role we were recruiting for. Nancy answered lots of questions and explained what a typical day as a Client Care Champion looks and feels like. The outcome? Kathy joined our Client Care team!'*

**Well done Nancy!**



# Core Purpose Award 2022

## Eloise Scholte

Drumroll please.....! The winner of the 2022 Core Purpose Award for TPC's Rising Star of the Year is Eloise Scholte 🎉

In her early career as a physio and TPCer, Eloise has **learned, built her skills and grown her confidence** to become a valuable and loved TPCer.

Eloise joined TPC in February 2022, VERY quickly worked through and graduated from the buddy program and became an accountable and reliable contributor to our team in her first year as a physio.

**Well done Eloise!**



The Core Purpose award is chosen by the senior leadership team and goes to one of TPC's rising stars who have whole-heartedly embraced TPC's Core Purpose to help seniors stay mobile, safe & happy.

### Core Purpose Award

## Honor Roll:

Adeline Han 2021  
Daniel Tran 2020  
Chamari Malalagama 2019

# 3000th goal smashed!



We did it! In late 2022, our 3000th meaningful health goal was smashed by our client Sue with the guidance, accountability and support from TPC physio Brooke Cherubin!

Brooke helped Sue set and then smash her goal: **'To continue to be able to walk around the block as a minimum, aiming to then walk around and explore the new area in the retirement village.'**

3000 goals smashed was a milestone we had been looking forward to celebrating - on our way to our 10-year obsession (read more about that on pages 5&6) and as you can see - the TPC team got pretty excited when we celebrated reaching this milestone at TPC Swarm 2022.





# Pickleball partnership

**February 2023.**

We're excited to announce a new partnership between TPC and Pickleball Victoria 👍

Pickleball is a sport that is currently taking the world by storm! It brings together parts of tennis, badminton, and table tennis to create a sport that's fun for all ages and skill levels.

Pickleball Victoria is a fast-growing association that promotes Pickleball and helps set up playing groups around the state (chances are there is one near you!). The average age of their players is 60-70 years of age, and their oldest player is 88, but overseas there are players playing into their 90s and beyond.

The philosophy of pickleball - combining fitness and community - is a great fit for TPC and we're excited to see where this 3 year partnership will take us.



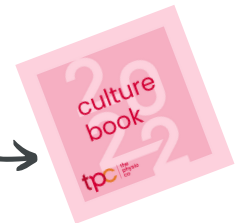


# Happy 19th Birthday!

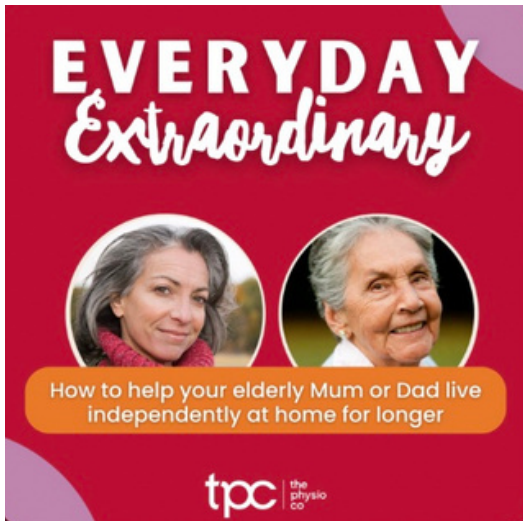


## Birthdays are BIG at TPC!

In March, we had an All-TPC Zoom and online celebration to celebrate our 19th lap around the sun. The 2022 Culture Book was also launched at this birthday party event.



# Everyday Extraordinary Podcast



In **April 2023**, we launched TPC's second podcast – **Everyday Extraordinary**.

Everyday Extraordinary is an educational podcast for family members who are keen to see their Mum or Dad stay mobile, safe and happy, in their own home.



Search for 'The Confident Physio' podcast on Spotify or Apple podcasts.

You can also visit the link below or follow this QR code

<https://bit.ly/EverydayExtraordinaryPod>



# The Confident Physio Podcast

While we are talking podcasts...don't forget about TPC's very first podcast – **The Confident Physio!**

The Confident Physio podcast was born from a conversation about how we could better support and inspire more community physios – especially those in the early stages of their professional journey.

The Confident Physio is a podcast by Community Physios, for Community Physios. Have a listen :)



Search for 'The Confident Physio' podcast on Spotify or Apple podcasts.



You can also visit the link below or follow this QR code

<https://bit.ly/The-Confident-Physio>



# TPC Team News

**Here are some of the important moments for TPCers this year...**



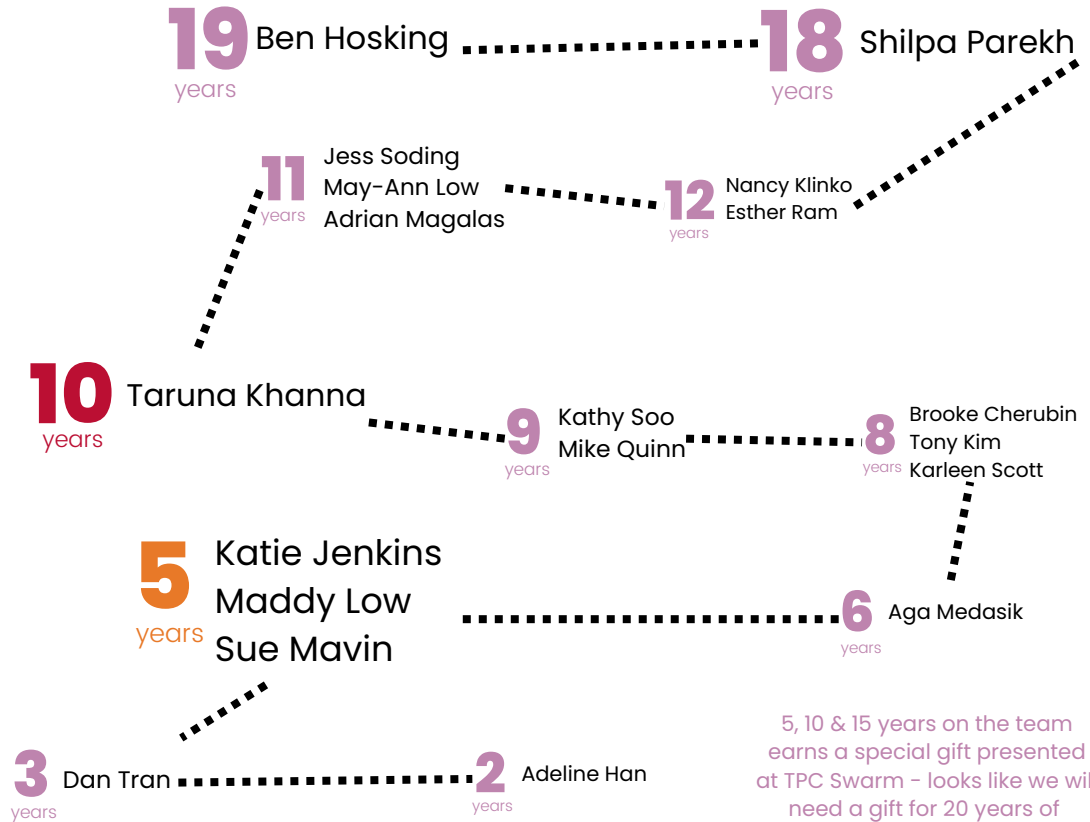
TPCer Maddy & her man Sam tied the knot in Feb – look at those beautiful smiles! Wishing you both a lifetime of wedded bliss :)



Jess, from our support team, and her handy husband Shane sold their home and then bought their dream house – she needs a bit of work but they have a vision! Can't wait to see it take shape guys!

# TPC Team Anniversaries

Years as a TPCer is another thing we like to celebrate at TPC!  
We have some very long-serving members of our team!



5, 10 & 15 years on the team  
earns a special gift presented  
at TPC Swarm – looks like we will  
need a gift for 20 years of  
TPC-ing too very soon!



# Seniors smashing goals



At TPC, we help seniors to set (and then smash!) meaningful health goals. It's important and super-rewarding work. Here are some of the goals we've helped our clients smash (aka achieve) this year...

**"To be able to walk to my friend's house down the road."**

- Anna (TPCer Joh)

**I would like to be stronger in my little finger so I can put my socks on and tie my shoelaces."**

- Jill (TPCer Sue)



**"I would like to be able to keep working on my fine motor skills with my left hand, so I can continue to do the art classes at Bupa St Ives with Julie and hold my paintbrush well."**

- Heather (TPCer Sue)



**"To be able to pick up sticks  
on the driveway with my  
left hand to keep my  
environment clean and  
improve my balance."**

– Graham (TPCer Emily)

**"Improve my core strength  
and endurance so my back  
doesn't get sore while doing  
the village exercise class."**

– Ruth (TPCer Katie)

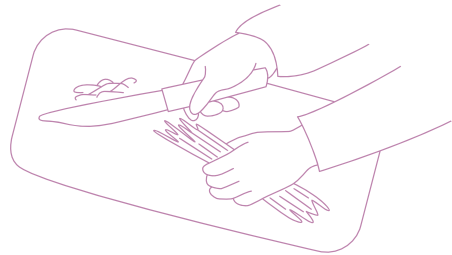
**"To be able to walk up the hill in  
the village to visit my friends for  
a cup of coffee again."**

– Julie (TPCer Katie)



**"I would like to have more  
strength and dexterity in my  
right hand so I can cut up the  
vegetables and help my  
husband Bob out in the  
kitchen."**

– Jill (TPCer Sue)



# TPCers out & about



Team VIC tackling the Kokoda steps



Some of our Support Team got together for a Champainting social last month!



Team VIC Dinner and Bowling. Rumour is they were short on strikes, but very big on fun and laughs!



TPCers playing pickleball!

# TPCers out & about



Tessa  
representing  
TPC at 'The  
Physio Co  
Victorian Open'  
Pickleball  
tournament

Team catch ups for our  
NSW & SA crews







# CULTURE

IS EVERYTHING

The Physio Co beats to the drum of the Culture is Everything system and checklist.

To learn more about TPC's startup story, the road we travelled and system we followed to becoming Australia's Best Place to Work, grab a copy of the book Culture Is Everything.



Get yourself a digital copy of Culture Is Everything using this QR code or the link below.



<https://bit.ly/CIE-1-Download>



# Thanks for reading!

## What did you think?

We'd love to hear your thoughts and feedback on this Culture Book 2023. Please send us a message via email or instagram.



[culturebook@thephysioco.com.au](mailto:culturebook@thephysioco.com.au)



[instagram.com/thephysioco](https://www.instagram.com/thephysioco)



**This Culture Book exists to capture and share the memories of life at The Physio Co during 2023.**

Culture Book 2023 is the 12th edition. You might like some of the other editions too...



[thephysioco.com.au](http://thephysioco.com.au)

